



PARENT LIAISON

A Parent Liaison is a mandatory communication role for every LMHA team, beginning the 2023/2024 season.

What is the definition of Liaison? “Communication or cooperation which facilitates a close working relationship between people or organizations.”

The Parent Liaison, approved by the Head Coach, is someone who is a calm, open-minded, impartial team member, and wants the team to have the best year ever. Previous experience in human resources, conflict resolution and/or counseling would be an added bonus but not necessary. The Head Coach, whether a paid or a parent coach, should consult his team officials before selecting a Parent Liaison. A Parent Liaison is the first point of contact for any parent concern that may arise. They can be a voice for the parent group as well as give parents a sounding board for minor concerns to prevent larger issues from developing later. This allows the coaching staff to concentrate on putting the best product on the ice while focusing on practice plans, team rules, gameplay, and development. This also allows the team manager to focus on their role within the team, leaving any parent concerns with the Head Coach and the Parent Liaison.

The Parent Liaison should become familiar with the following policies and guidelines;

1. [Team Level Discipline Guidelines](#) - Applied by the Head Coach to deal with minor conflicts or complaints before they escalate.
2. [LMHA Discipline Policy](#) - Our template to investigate allegations of misconduct.
3. [Fair Ice Time Policy](#) - A template and suggestion on how the ice allocation of playing time should look for different divisions.
4. [Code of Conduct - Player/Parent/Team Official](#) - Rules and expectations for players, parents, and team officials.
5. Team Rules - Rules outlined by the coaching staff at the beginning of the season. A copy of team rules created by the head coach needs to be emailed to their division manager and the VP of HR and Risk.

The coaching staff will ensure they are in constant communication with the Parent Liaison throughout the season. If the Parent Liaison is unable to deal with an issue, then they take the issue to the Head Coach, who may wish to include other team officials in helping to resolve the conflict at the team level. If an issue is unable to be resolved at the team level, then it is brought to the attention of the Division Manager and the [VP of HR and Risk Management](#). The coaching staff may also utilize the

Parent Liaison for communication to a parent, player, or the whole team with a message or concern. All Parent Liaison communications must be approved by the Head Coach.

The 24-Hour Rule (wait 24 hours before anything is brought forward to ensure calm emotions) is still in effect for all communications with the Parent Liaison. Failure to abide by the 24-Hour Rule may result in an immediate temporary suspension from all LMHA activities.

The Parent Liaison does not qualify for volunteer hours towards the volunteer bond. This is a team level role, similar to the team treasurer, running the score clock or scorekeeping. If you are not needed during the season, then that is great. The goal is to make the hockey season the best it can be for every member. We want the players to love hockey and have the most fun possible.

Please email the [VP of HR and Risk Management](#) your Parent Liaisons contact information.