



## RED DEER CATALINA SWIM CLUB

### Pathways of Communication

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Effective communication is the cornerstone of successful organizations. Often there can be questions or concerns that can come about regarding the swimming program or administration over the course of the season, and we would like to make sure that everyone understands just how to address these. As there are so many different people involved in a swimming club, we are putting forth a "Pathway of Communication" guideline to help you understand how to best communicate.

#### **In regards to Swimming "Program" issues:**

##### **From Coach(es) to Swimmers and/or Parents:**

- a) Coach will talk directly to swimmers(s).
- b) Coach will ask the squad parent to call parents within a group, or to address common questions at a Squad meeting.
- c) Coach will talk directly to the parent, or the swimmer and parent together if appropriate.
- d) Coach will talk directly to the swimmer and parent along with the Head Coach.
- e) Coach will talk directly to the swimmer and/or parent along with the Head Coach and a Member of the RDCSC Board of Directors.

##### **From Parent to Coach:**

- a) Parent will talk directly to the coach of their child, or the coach working with the athletes on that given day.
- b) Parent will talk directly to the Head Coach of RDCSC.
- c) Parent will contact the RDCSC *Members Committee* Board Member, Club President or Club Vice-President.

#### **In regards to Swimming "Administrative" Issues:**

##### **From RDCSC Administrator to Parents:**

- a) Administrator will email or call parents at email address or phone numbers provided to the RDCSC.
- b) Administrator will contact the Squad Parent and/or coaches to communicate with the parents.
- c) Administrator will contact the RDCSC *Members Committee* Board Member, Club President or Club Vice-President to communicate with parent.

##### **From Parents to RDCSC Administrator:**

- a) Parent will email or call the club Administrator during office hours.
- b) Parent will contact the RDCSC Head Coach, RDCSC *Members Committee* Board Member, Club President or Club Vice-President.

If you have questions or concerns, please use this Pathway. Most often all questions or concerns can be addressed with the first contact person on the Pathway. Should your question not be addressed to your satisfaction, please contact the next listed contact. We hope that this "Pathway of Communication" will be the cornerstone to effective communication between the Members, the Coaches, the Administrator and the Board.

James Brown  
Members Committee Chair