



COMMUNICATIONS POLICY:

The primary means for the Rapids Coordinator, coaches & parents to communicate will be by e-mail. Club issues should be directed to the Rapids Coordinator using rapidscoordinator@potomacfieldhockey.org. Team issues should first be directed to the coach and then if necessary to the Rapids Coordinator. Any issues not resolved at these levels should be directed to our league board at bod@potomacfieldhockey.org. Coaches, the Rapids Coordinator & PFH Board strive for all emails to be answered within 2 business days.

Each of our coaches uses the League Athletic System to view their roster and parent and player contact information. The coaches will use the League Athletic System to send emails to the parents throughout the season. Please make sure that the email address you use for your account in League Athletics is always current. If you are not receiving the emails that come from our system, please check your spam filter to ensure it has not been caught there.

Potomac Rapids encourages an open communication line between players, parents, coaches and our Rapids Coordinator. Each parent will be given a contact list of parents and players for their team. This list can be used by parents to send emails individually or to the team. We ask that you think about what you are sending before you press the send button regardless of whom the email is being sent! As part of our open communication plan, we ask that you will share positive and constructive information that is pertinent to Potomac Rapids. Please do not use your list as a method of complaint. Please remember to use the channels outlined above for any issues that may arise. Please remember that we are primarily a volunteer organization. If you see an area that could use help, please volunteer to help fix it! Our coaches are not paid outside of practices or games yet they put a lot of time in because they are passionate about sharing their love of the game and enjoy watching it come together for our players.

We also maintain a website at www.potomacfieldhockey.org. You can proactively find most of the information you will need including a calendar which shows practices and tournament venues. Our website also has information about upcoming events including camps, clinics and news. If you feel we are missing something valuable on the website or have an issue to discuss regarding it, please email the Rapids Coordinator.

Coach Emails:

Meg Dudek, U12 Head Coach / U12 A Squad Coach – mdudek@potomacfieldhockey.org

Demitria Charlifue, U12 Assistant Coach / U12 B Squad Coach - demi.charlifue@gmail.com

Brooke Edwards, U14 Head Coach / U14 A-JPIL-NIT Squad Coach - edwardsbrooke279@gmail.com

Paola Aguilar, U14 Assistant Coach / U14 B Squad Coach - paola_gaby08@yahoo.com

Ashley Smeltzer, U16 Head Coach, U16 A-NIT Squad Coach – asmeltze@su.edu

Colleen Gallivan, U16 Assistant Coach / U16 B-NIT Squad Coach - colleen.gallivan@gmail.com

Tina Plaughner, U19 Head Coach, U19 Squad Coach – coachplaughner@gmail.com

Kieran Sweeney, Rapids Head Goalie Coach - kieran.m.sweeney@gmail.com

Parents:

Parents are a crucial part of the success of our teams. Coaches & parents need to work together. Please keep the coaches informed regarding any issues that may be going on with your child including illnesses, injuries, medications and emotional situations. The club asks that parents & coaches communicate with mutual respect at all times. Either party reserves the right to postpone any conversation that is escalating. Loud and/or heated discussions are not to take place in front of players or other parents.

Potomac Rapids Parent & Family Etiquette:

As our Spring season approaches, we are excited about building on the successes of our winter season. We hope that every Rapids' family is as proud of the reputation that we are building together and will use the following guidelines:

1. **Sideline Behavior** – The games being played are for the enjoyment of the kids. We have not had many incidents to date; however it takes only one person to ruin a game or a tournament. Please refrain at all times from yelling at umpires, coaches, other parents and any players including your own. We love positive cheering for game hustle, teamwork, saved goals and goals scored (including assists).
2. **Sideline Coaching** – Relatives and friends should never shout instructions to players during games and practices. This is very detrimental to all the players. It is important that the players be able to hear the umpire, their coach and their teammates.
3. **Umpires** – There is a critical shortage of experienced umpires in field hockey. Many umpires referee both lacrosse and field hockey. Please understand that in order to help grow umpires in the sport that there will be inexperienced umpires assigned to games at times especially at the younger levels. A high percentage of umpires quit

after one season because of verbal abuse. **Potomac Rapids will not tolerate any yelling at umpires under any circumstances.** Coaches will handle any extreme calls or problems.

4. **Playing Time** – Coaches do their best to give all of our players a chance to play in order to develop. Things do not always work out as planned for many reasons. Please do not bring your “stopwatch” to games. **Playing time at more competitive games like Qualifiers and National level tournaments will not be equal.**
5. **Parental Concerns** – Our club and coaches are here to develop your child to their full potential. Please remember that we want to help you if you have any concerns or questions. Use the communication channel established above to make us aware of any of these. Contact your coach FIRST. If you feel the issue remains unresolved for any reason, please contact the Rapids Coordinator. If you still feel the issue remains unresolved, please email the league board. Emotions can run high as an issue arises at a game or a practice. We ask that you use the 24 hour rule to ensure you’ve had a cooling off period in order to choose your words to avoid embarrassing yourself or your player. Concerns & questions not raised cannot be resolved.
6. **Player Development** – Player development is a process and not an event. Patience, practice and work ethic are key components to the Rapids’ philosophy. We want to be competitive and to win but not at the expense of playing the right way. Please do not look for instant successes.
7. **Youth Field Hockey** – Youth field hockey, like all youth sports, is supposed to be fun. All of us have to work together to make that happen. Please work within the league to make that happen for every player.
8. **Winning** – Every Potomac Rapids player should take the field at every playing opportunity well-prepared and playing to win. Effort and reaching your full potential is above the win. The sport requires 100% investment on the field and in training. Players who don’t exhibit this work ethic put themselves and their teammates at risk. Losing a game or a tournament is not the end of the world. It is important that we encourage our players to learn from these losses to lead to future wins.

Coaches:

Coaches are a primary part of the success of our teams. Please use the following to handle club communications:

1. Primary method of communication between parents and coaches should be email.
2. Use Potomac Field Hockey’s League Athletics system to send all communications to parents and players both individually and as a team.
3. Parent or player issues that cannot be resolved between the coach and the family should be emailed to the Rapids Coordinator. If the issue has not been acknowledged with movement towards resolution within 2 business days, please email the board. Any issues not satisfactorily resolved within 7 business days should be emailed to the board. As stated above, our club response guideline is for emails to be acknowledged within 2 business days.
4. Hold a parent meeting at the beginning of your season to discuss your individual squad policies regarding attendance, development, playing time and season expectations and goals. Ask for a parent volunteer to act as Team Parent/Parent

Liaison. Inform our Rapids Coordinator who this is so they may be officially assigned to the squad. Use your team parent to handle things like team bonding events, travel arrangements for Stay to Play events, carpooling and communications as needed.

5. Coaches should email the Rapids Coordinator at least 3 business days in advance of missing a scheduled practice or playing opportunity with the exception of a last minute emergency or illness. If a practice needs to be missed because of emergency or illness, coaches should email and call the Rapids Coordinator. The Rapids Coordinator contact information will be available on our website and in the Rapids Coach Administrative Folder. If the Rapids Coordinator is unavailable to acknowledge the unexpected absence, please call our hotline at 571-210-0734
6. All questions, comments or concerns regarding the Rapids program including planning for upcoming seasons, parent or player issues and ad hoc requests should be handled through the Rapids Coordinator. Issue timeline resolution is the same as in item 3.

Thank you in advance for working side by side with us to have a great season of Rapids Field Hockey!