



WSA TRAVEL SOCCER ORDER OF COMMUNICATION

To better document, track and address all matters of concern regarding MKS coaches and programs, we are asking that all coaches, parents, administrators, board members and volunteers please follow the below order of communication.

1. All matters of concern should first be discussed with individual coaches.
(If a parent is not comfortable directly communicating with the coach, they should contact the WSA Coaching Director)
2. If the coach and parent are unable to come to a resolution, the coach will document the call and direct the caller to the **WSA Coaching Director**:
Boys Coaching Director: Allan Zuniga @ 203-434-7044 or azngsoccer@sbcglobal.net
Girls Coaching Director: Jenifer Christos @ 203-733-5560 or jlanson1223@gmail.com

Note: All calls that reach the coaching director level will be shared and documented with a WSA designated board liaison.

3. If the coaching director and parent are unable to come to a resolution, the coaching director will document the call and direct the caller to **Mickey Kydes, the MKS Program Director**.

Note: At this point, issues that cannot be resolved at the MKS Program Director level will be directed to a WSA designated board liaison for resolution.

All matters of concern received by board members, administrators and volunteers should immediately be directed in accordance to the above order of communication. It is imperative that comments, promises and decisions regarding MKS coaches and/or its programs not be made on behalf of MKS by non MKS members.

Please understand that it is our intention to streamline the communication process, remove the potential for minor issues to develop into major issues and better develop and support our coaching staff. In the end we will have better documentation and information regarding our coaching staff and overall program effectiveness.

Your cooperation in this matter is greatly appreciated.

Mickey Kydes
MKS PROGRAM DIRECTOR

NOTE:

COACHES AND DIRECTORS ARE ALL INSTRUCTED TO POLITELY END ANY CONVERSATION WHERE A PARENT DISCUSSES OR MENTIONS ANY CHILD OTHER THAN THEIR OWN.