



HOW TO TURN DIFFICULT PARENTS INTO YOUR BEST VOLUNTEERS

PRESENTED BY

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The Easiest Way To Turn Difficult Parents Into Your Best Volunteers Is Through Early Education Of Volunteer Opportunities And Expectations.

- **USA Hockey is a volunteer driven, grass roots organization. Ongoing success is based on the continuing efforts of local volunteers.**
- **USA Hockey provides tools to local associations for their volunteers to be successful – on and off the ice.**
- **Our materials are tools to communicate with and educate parents, coaches and other volunteers.**
- **These tools include manuals, videos, CD ROMs, brochures, posters, clinics and seminars.**



USA HOCKEY ATTEMPTS TO EDUCATE PARENTS WHEN THEY FIRST GET INVOLVED WITH HOCKEY.

These Educational Materials Include:

- **Zero Tolerance Poster**
- **“Parent’s Introduction to Youth Hockey” brochure**
- **Parents in Hockey video**
- **“Establishing a Good Relationship Between Coach and Parent” brochure**
- **“Sportsmanship – Does it Matter?” brochure**
- **Parents Awareness Acknowledgement Form**
- **“Volunteer Administrators’ Guide”**



ZERO TOLERANCE PROGRAM

- The Zero Tolerance Poster outlines unacceptable spectator behavior and the consequences for such behavior.
- These posters were sent to every Arena in the country at no charge. Therefore, parents should see them every time they go to the rink.



“Parents’ Introduction to Youth Hockey” brochure:

- Includes tips on buying equipment
- Rules of the game
- The role of parents in youth sports



“Parents in Hockey” video

- **Shows specific examples of unacceptable behavior by parents and spectators.**
- **Provides positive examples for hockey parents’ behavior when dealing with their kids, other players, officials and opponents.**
- **Should be shown to every parent at the beginning of every season.**



“Establishing a Good Relationship Between Coach and Parent” brochure:

- **Outlines suggestions for developing a good working relationship between parents and coaches.**
- **Acknowledges that parents play a very important role in the success of a positive youth sports program.**
- **Includes codes of conduct for coaches, parents and players.**
- **Parent Code of Conduct encourages parents to learn all they can about the game and get involved as a volunteer.**



“Sportsmanship – Does it Matter?”

brochure

- **Encourages sportsmanship and attempts to eliminate the “winning is everything” attitude.**
- **Outlines many positive reasons to play the game other than just to win.**
- **Also includes codes of conduct for players, coaches, parents, officials, spectators and administrators.**



Parents Awareness Acknowledgement Form

- **Includes the Parents Code of Conduct.**
- **Spectators Code of Conduct.**
- **Zero Tolerance Policy - designed to require all players, coaches, officials, team officials, administrators and parents/spectators to maintain sportsmanlike and educational atmosphere before, during and after all USA Hockey sanctioned games.**
- **Parents signature – required to acknowledge the penalty incurred for any violations before, during or after the game.**



Volunteer Administrators' Guide

- **A manual on how to successfully run a youth hockey program from A-Z.**
- **A detailed description of USA Hockey's structure**
- **Function and Structure of a youth hockey program**
- **Organizing for the season – budgeting, registration, tryouts, scheduling, etc.**
- **Program Promotion**
- **Fund Raising**
- ***Staffing* – Recruiting volunteers, Educating volunteers, Evaluating volunteers and Recognizing volunteers**
- **Insurance**
- **Legal Responsibilities of a volunteer Administrator**
- **Codes of Conduct – For Administrators, Coaches, Parents, Players and Officials**



The Facts

- Parents are emotionally tied to their children and will not always act appropriately when attending their sporting events.
- It is important to **educate** parents, annually, on the proper expected behavior.
- It is much easier to discipline the “offender” if expectations have been clearly outlined and communicated in advance.
- The consequences must also be communicated in advance.



Youth Organizations Need Volunteers

- Different people possess different strengths and good leaders have the ability to guide people toward their strengths.
- Almost everyone can offer something positive to a team, an event or an organization.
- Hopefully, with ongoing adult education, the situation with difficult parents can be reduced to a very small, manageable number and your association will flourish with outstanding volunteers.



**For a copy of the Parents in Hockey video
or a complimentary Zero Tolerance poster,
please contact the Youth Department at
USA Hockey.**

719-576-USAH

