



# 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**

