

Brock Minor Hockey Association

Member Communication Expectations and Policy

Key Points to Remember

We want to ensure that you have a clear understanding of how our volunteer organization operates and the shared commitments we all have. Just like many of you who are submitting requests our executive members, coaching staff and other volunteers are also juggling full-time jobs and family responsibilities, including children who are actively involved in the association. Here are some key points to keep in mind:

- 1. Volunteer-Based Efforts:** Our organization is primarily run by volunteers who generously contribute their time alongside their many other responsibilities. This dedication reflects our commitment to our hockey association and its betterment.
- 2. Limited Resources:** As volunteers, our resources, including time, manpower, and finances, are limited. We strive to maximize the impact of our efforts under these constraints.
- 3. Practice Patience and Understanding:** Many of our members have full-time jobs, families, and children who are part of the same association. We kindly ask for your patience and understanding when it comes to response times. We are committed to addressing your requests promptly, but we also appreciate your understanding if certain situations require additional time to resolve.
- 4. Collaborative Spirit:** Our organization thrives on collaboration and the collective effort of our members. Your engagement and involvement are essential to the success of our shared initiatives.
- 5. Continuous Improvement:** We are continuously working to enhance our processes and communications to better serve the needs of the association and create a seamless experience for all members within it.

Communication Policy

With the above key facts in mind, we also recognize the significance of open and prompt communication in our interactions with you, and we have created the below communication policy outlining our reasonable response time expectations for addressing your requests.

- 1. Acknowledgment of Your Message:** Upon receiving your message, you can expect an acknowledgment email within 24 hours, confirming that we have received your request. This message may or may not be automated depending on how the request was made.
- 2. Initial Response to Your Queries:** For general inquiries and non-urgent matters, we will strive to provide an initial response within 3 to 4 business days.
- 3. Urgent Matters:** In cases of urgency or time-sensitive matters, our aim is to respond to you within 24 hours. Please note this may not always be possible but we will do our best in these situations.
- 4. Complex Situations:** If your request involves intricate issues requiring careful consideration or consultation, or outside association involvement (ie. Vic-Durham, OMHA etc.) we will communicate an estimated resolution timeline within 5 business days of our initial response stated in bullet 2.
- 5. Continuous Updates:** For ongoing projects or inquiries, we are committed to providing you with regular updates at intervals that we agree upon during our initial communication, to the best of our ability to do so.
- 6. Availability During Working Hours, Weekends and Holidays:** Please respect the fact that we must prioritize both our familial and work priorities and may not be able to respond at times that may be convenient for you to send your request. This means that in most cases, responses during weekday working hours may not be possible, and messages sent, or phone calls made during this time may not be seen/acknowledged until later in the evening or next day.
- 7. Transparent Communication:** If, due to unforeseen circumstances, we are unable to meet the expected response time, we will inform you of the delay and provide an updated timeframe.

By upholding these response time expectations, we seek to nurture strong relationships with you, underline our dedication to your needs, and uphold the professionalism that defines our volunteer organization.

Thank you for allowing us to engage with you and serve your needs effectively.

See you at the Rink!

Brock Minor Hockey Association Executive