



FORCE SOCCER ACADEMY

Communication Policy

February 2026

1. PURPOSE

The purpose of this Communication Policy is to:

- Promote clear, respectful, and professional communication between players, parents/guardians, coaches, and club representatives.
- Protect athletes, families, and staff by aligning with Safe Sport standards.
- Establish appropriate communication channels and response timelines.
- Ensure adherence to the **Rule of Two** at all times.

This policy applies to all Force Soccer Academy players, parents/guardians, coaches, staff, volunteers, and board members.

2. GUIDING PRINCIPLES

All communication within Force Soccer Academy will be:

- Respectful and constructive
- Athlete-centered
- Professional and timely
- Aligned with club values and Safe Sport standards
- In compliance with the Rule of Two

3. THE 24-HOUR RULE

Force Soccer Academy maintains a **24-hour rule** regarding post-game or post-training concerns.

- Parents/guardians and players must wait a **minimum of 24 hours** after a game or training session before initiating communication regarding concerns related to:
 - Playing time
 - Tactical decisions
 - Team selection
 - Coaching decisions
 - Game outcomes

This allows all parties time to reflect and ensures conversations remain productive and respectful. Coaches will not engage in discussions regarding concerns immediately following games or training sessions.

4. APPROVED COMMUNICATION CHANNELS

A. PowerUp / Email (Primary Communication Channels)

The following matters must be communicated via email or by requesting a scheduled meeting:

- Team development concerns
- Player development feedback
- Questions regarding club policies or procedures
- Coaching philosophy or methodology
- Conflict resolution
- Formal complaints

Meetings may include:

- The Head Coach
- A Club Representative (e.g., Technical Director or Director of Operations)

Written communication ensures clarity, documentation, and alignment with club governance standards.

B. Text Messaging & WhatsApp

Text messages and WhatsApp groups are **limited-use** communication tools and may only be used for:

- Attendance updates
- Last-minute schedule changes
- Weather-related cancellations
- Game day logistics (arrival times, field changes, uniform reminders)

They may **NOT** be used for:

- Concerns about playing time
- Tactical discussions
- Coaching feedback
- Player development discussions
- Complaints or grievances

If a conversation begins to move beyond logistics, coaches will redirect the individual to email or schedule a meeting.

5. RULE OF TWO

Force Soccer Academy strictly adheres to the **Rule of Two**, as outlined by Safe Sport standards from Canada Soccer and Ontario Soccer.

The Rule of Two requires that:

- All interactions between a coach and athlete occur in an open and observable environment.
- Two screened adults (or one screened adult and one parent/guardian) must be present for in-person interactions where possible.
- One-on-one electronic communication between a coach and a minor athlete is not permitted without copying a parent/guardian or another screened adult.
- Private direct messaging between coaches and minor athletes is prohibited unless a parent/guardian is included.

Acceptable digital communication must:

- Include a parent/guardian when communicating with minors
- Occur through approved platforms
- Be professional and related strictly to soccer activities

6. SOCIAL MEDIA COMMUNICATION

- Coaches and staff may not engage in private social media messaging with minor athletes.
- Any social media communication must comply with the Rule of Two.
- Public posts must reflect professionalism and align with club values.

7. RESPONSE TIMELINES

- Coaches and staff will aim to respond to emails within **72 hours** (excluding weekends and holidays).
- Urgent logistical matters should be directed through email to the correct contact at the club.

8. ESCALATION PROCESS

If a concern cannot be resolved at the team level with the Head Coach, the following steps are taken:

1. Written communication to the Coach, and include club admin@forcesoccer.ca
2. The management team and Head Coach will determine if there needs to be a meeting scheduled, or the situation can be resolved outside of a meeting

3. Meeting with Coach and Club Representative
4. Escalation to Technical Director and Director of Operations
5. Formal complaint process (if required under club policy)

9. POLICY COMPLIANCE

Failure to adhere to this Communication Policy may result in:

- Written warning
- Formal meeting with club leadership
- Suspension of communication privileges
- Further disciplinary action in accordance with club policies

COMMITMENT

Force Soccer Academy is committed to fostering a safe, respectful, and professional environment where communication supports athlete development and protects all participants.

This policy is reviewed annually and updated in alignment with provincial and national sport governance standards.