

9/2/20 Section 2 conference call

Communication: Pretty good in our Section –

Process to disseminate information

- Referee topics work through Area admin then up to Section Ref Admin and associates
- Same with coaches to Nathan and management to Cathy
- Use Peter for technical stuff
 - Website in particular – possibly make a FAQ
- Volunteer related – board could provide more information now
- Finance and banking – typically do have to go to office
 - NAP became too expensive – will be phased out by EOY
- Registration help – technical help, refunds (Jackie)

Frequency of communication

- Guide volunteers to regional staff; Area; Section before calling National Office
 - If goes up the line, put in bucket to be answered very couple of weeks
- Lou – No comment
- Michael – Like funneling. Pete is a great resource. Guide Sports Connect to Pete
 - Don't know how that would happen
 - Not able to fix certification issues
 - Good on training
- Nathan Q – Good with comments thus far
- Jen – Love idea of setting up pathway
 - Set up FAQ with who to go to for various issues
- Cathy – Websites need to be updated with information on who to contact
- Nathan S – All should have been done all along
 - Flow Chart with email
 - Mass communication from Section to all parents in Sports Connect with who to contact, where to find information
 - Needs to be max of two weeks to get questions answered
- Dustin – Template to help regions with template for website information
 - Sports Connect has templates for
- Alan – Not too many Ref questions go directly to National Office
 - Will send info regarding using chain-of-command
 - Referee Council well put together. Coach commission is getting there.
- Jose – nothing additional
- Peter – Make sure Area and Section information is available on Regional website
- Derek – nothing at this point
 - From finance stand point – is there anything we can assist with?
 - Budget
 - Get what questions National gets
 - Taxes and Fundraising
- Figure out resources we have in the Area
 - Annette – whiz at Sports Connect