

# EAST Communication Plan

## Team Communication

Eastside Aquatic Swim Team (EAST) will use a variety of communication tools to keep swimmers and families informed and prepared for success in and out of the water. These will include, but not be limited to the following:

### Team Website

The team website is the centerpiece of our communication effort. The website is located at <http://www.teamunify.com/Home.jsp?team=pneast>, and will include all pertinent information regarding member registration, team structure, practice and swim meet schedules, team announcements, and team contact information. It will also act as an archive for team policy documents, meet results, meet information, directions to away meets, team records & top times.

Each family is responsible for being aware of the information posted on the website. In addition, it is the responsibility of each family to review their own account information and maintain current and accurate contact information, especially email addresses.

### Email

The EAST coaching staff, as well as EAST Board members, will utilize email as the primary form of direct communication with the team as a whole. Any time sensitive announcements, practice changes or cancellations, meet entry deadline reminders, and upcoming event info will be sent out via group email. Please see the following email addresses for coaches and Board members:

- Coaches:
  - Jing Li (head coach) (coachjing2008km@gmail.com)
  
- Board Members:
  - Jerry Zhang (zhangyi3@gmail.com)
  - Bernie Wong (bwong@ahtna.net)
  - Yan Tu (yanbellevue@gmail.com)

### Parent Meetings

EAST will hold at least two mandatory parent/team meetings each season. These will typically take place in September and April/May and will cover a number of important topics. The EAST coaching staff will host new parent meetings each season and may host meetings for each training group when the need arises to address specific items related to that training group.

### Parent/Coach Conference

The EAST coaching staff may request an individual meeting with an athlete and their parent(s). This type of meeting could be scheduled to discuss any of a number of items ranging from athlete development to disciplinary issues.

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### Team Member Issues with the EAST Coaching Staff (specific to training/swimming issues)

EAST coaching staff aims to respectfully address any disagreements that may arise between parents, athletes, and coaches. Please utilize the following steps when communicating complaints or concerns with a member of the EAST coaching staff.

1. Contact coaches by email, or in person outside of practice time. **Do not talk to the coach during practice or at swim meets.**
2. If you are not comfortable contacting a coach directly, contact the parent board members (emails listed above). The parent board members will discuss your matter and decide how to proceed. This may result in a meeting between the coach, swimmer, and parent; or other arrangement depending on the issue.

### Team Member Issues/Concerns with EAST

1. Contact the board members. Depending on the issue/concern, the Board representative will decide on action to be taken.