



2019 Asheville Empire Lacrosse 24-Hour Communication Rule

Parents, guardians, guests of player families and/or Empire-related spectators are not allowed to confront a coach, team member, Empire leadership or game official before, during or immediately after any game or practice. Communication regarding any “hostile” or “negative” situation with the coaching staff and/or leadership must take place no sooner than 24-hours after the completion of a game, a practice, a tournament or any incident.

A confrontation shall consist of any communication (whether verbal, written or non-verbal/indirect), which is elevated from a normal speaking tone and demeanor to one which involves yelling (or the appearance of yelling), profanity, derogatory or demeaning communication or comments toward any coach, team, leadership or game official.

The 24-hour Rule does two things: (1) It moves the discussion away from the presence of the players or adults involved; (2) It allows all parties to have time to put everything in perspective and "cool off" if necessary.

The procedure for communicating complaints with the coach, team manager or fellow parents/guardians or leadership is simple. Communication must take place away from the fields, the day following the incident (or several days after if necessary). Communication should always be made in a respectful format, tone and/or manner.

If the situation is game, practice or “position” related, state your case directly with the head coach via email or text 24-hours after the incident. If a face-to-face is necessary, make an appointment directly with your team’s head coach.

If the situation occurred on the sidelines of the game or practice, state your case directly with your team manager first... before approaching the head coach. Address your complaint via email or text 24-hours after the incident. If a face-to-face is necessary, make an appointment directly with your team manager. Your team manager will determine if the head coach should be present.

If the situation pertains to the organization itself, or matters escalate to a level beyond coach or team manager, please state your case via email or text to the Executive Director 24-hours after the incident. Again, if your case is game or “position” related, make sure to take the steps to speak with your coaches first.

Violation of the 24-Hour Rule Policy is considered a violation of Empire’s Zero Tolerance Policy.