Communication Tree

1. Communication Flow

LEVEL	ROLE / COMMUNICATION RESPONSIBILITY
Team Manager & Parents/Guardians	Team administration and parent communication. Parents should normal communicate with the Coach or Team Manager first.
Coach / Head Coach	Primary team communication regarding training, games, player develop and team expectations.
Senior Operations Administrator	Club operations, policies, facilities, scheduling, registrations and operatic escalations.
Technical Directors/ Assistant TD / Director High Performance	Technical direction, coaching standards, player development, coach supp and soccer-specific matters.
Equipment and Uniforms Coordinator, Picture Day Coordinator, Adaptive Program lead.	Equipment and uniforms, picture day logistics, awards night, and leading adaptive programming
Executive Director	Team administration and parent communication. Parents should normal communicate with the Coach or Team Manager first.

PMSC Communication Path

Parents / Guardians → Team Manager or Coach → Technical Director (technical matters) or Senior Operations Administrator (operations matters) or Teri (Equipment/Uniforms) → Executive Director (executive-level escalation)

2. Contact Directory

Role	Name	Phone	Email
Senior Operations Manager	Breanne Cameron	604-906-5160	operations@portmoodysoccer.com
Technical Director - Girls	Ari Adams	604-812-1173	Ari.adams@portmoodysoccer.com
Assistant Technical Director - Girls	Michelle Aason	236-889-2552	Michelle.aason@portmoodysoccer.com
Technical Director - Boys	Oliver Heald	778-893-3997	Oliver.heald@portmoodysoccer.com
Director High Performance - Boys	Yuri Vasilevski	778-989-1255	Yuri.vasilevski@portmoodysoccer.com
Equipment and Uniforms Coordinator, Picture Day Coordinator, Adaptive Program lead.	Teri Shaw	604-338-5662	Teri.shaw@portmoodysoccer.com
Executive Director	Srdjan Djekanovic	604-366-1007	executivedirector@portmoodysoccer.com

3. Communication Responsibilities & Escalation

Topic / Issue	First Contact	Escalate To
Training, attendance, team expectations	Coach / Team Manager	Technical Director
Player development or technical concerns	Coach	Technical Director
Team administration, schedules, travel, volunteers	Team Manager	Senior Operations Administrator
Club operations, facilities, registration, policies	Senior Operations Manager	Executive Director
Serious complaints or unresolved concerns	Relevant Manager / Director	Executive Director

4. Parent Communication Guidelines

- Parents/Guardians should first contact the Team Manager or Coach for routine team questions.
- Registration/general questions can go to info@portmoodysoccer.com
- Use the Team Manager for administrative matters whenever possible to reduce unnecessary coach interruptions.
- Technical/player development concerns should be directed to the Coach first, then the Technical Director if unresolved.
- Operational or club-wide concerns should be directed to the Senior Operations Administrator.
- Executive-level matters should only be escalated to the Executive Director when appropriate or after normal channels have been followed.