



## BSL Communication Guidelines

Please use the preferred order of communication posted below when questions arise. Following this order of communication will allow the most accessible point or informed person to address the matter first.

- 1) Check the website, SwimBSL.com
- 2) Contact the child's coach
  - a) Immediately before or after practice
  - b) Email
- 3) Contact BSL's Lead Age Group Coach
  - a) By appointment before or after practice
  - b) Email\*
  - c) Office Phone\*
- 4) Contact BSL's Head Coach
  - a) By appointment before or after practice
  - b) Email\*
  - c) Office Phone\*
- 5) Contact BSL's Board President

Please refrain from communicating with the coaching staff on deck during practice, as each swimmer deserves his or her coaches attention.

Assistant Coaches will occasionally check email and respond appropriately.

\* Full Time Coaches will do their best to respond to phone calls or emails within 24-48 hours of normal business hours (8:00am-5:00pm Monday through Friday, excluding holidays)

Please refrain from contacting coaches personal cell phones outside of normal business hours

ALL electronic communication between a swimmer and a member of the BSL staff must have a parent/guardian copied to the message. Failure to do so will result in no response from the BSL staff.