

## GENERAL GUIDELINES FOR PROBLEM SOLVING

Hermiston School District 8R has set up the following procedure for problem solving issues. It should be anticipated that each step will take two to three days.

- Do not confront in an angry, aggressive manner.
- Do not make personal attacks.
- Concentrate and focus on the issues.
- Discuss concerns in private meetings.
- Attend meetings with a problem solving attitude.
- Respect other's roles, responsibilities and decision-making rights within their defined roles.

### OSAA SPORTSMANSHIP STATEMENT

Interscholastic activities are an integral part of the educational curriculum and experience. High school activities promote the character development of participants, enhance the educational mission and promote civility in society. Therefore, student-athletes, coaches, spectators and all others associated with high school activities programs and events should adhere to the fundamental values of respect, fairness, honesty, and responsibility. These values should be established as a priority among all OSAA member high schools.

It is the responsibility of each member high school to establish policies for sportsmanship and ethical conduct consistent with the educational mission and goals of that school and to continually educate students, coaches, teachers, parents, and all involved about those policies.

### OSAA GOAL: EVERYONE NEEDS TO TAKE PART IN THE FUNDAMENTALS

- Show respect for the opponent at all times.
- Show respect for the officials.
- Know, understand and appreciate the rules of the contest.
- Maintain self-control.
- Recognize and appreciate levels of skill attained regardless of affiliation.
- Recognize that participation in a contest is a privilege.
- Maintain a balance.
- Participate in a variety of activities and have fun.

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# Hermiston District Athletics



Problem Solving Procedures

## PROBLEM SOLVING FOR COACHING STAFF, STUDENTS AND PARENTS

It is expected that all parties will use the best possible adult problem solving behaviors in resolving issues. State law, district policy will govern the resolution of all problems, and the routines and procedures established in the Coaches Handbook, Student Code of Conduct and other district/school routines and procedures.

Any citizen who has a concern or complaint may express that concern or complaint to school administrators. It is strongly recommended that complaints and concerns not be expressed in public places such as games and/or other activities.

The best place to express a concern or complaint is during a meeting with school officials called specifically to hear the concern or complaint.

It is important that concerns be expressed in a calm, understandable and specific manner.

School officials will listen carefully and paraphrase the concern or complaint to be sure they have correctly heard the concern or complaint.

Once it is agreed that the school official has

accurately heard the concern or complaint they will discuss the options for resolving or easing the concern or complaint. Such options will be in compliance with standard policies and procedures.

If a problem is something that could and should be worked on at the school level, the administrator will make every effort to achieve improvement and inform the concerned citizen.

If a concern or complaint revolves around an ongoing policy, practice or procedure, the citizen will need to accept that school administrators are not authorized to make such changes but will further discuss the matter with the Supervisor of Secondary Athletics.

Administrators and athletic directors are encouraged to meet with parents/guardians and students prior to each season to answer questions, hear concerns or complaints and define the operating procedures of the program. They are further encouraged to meet with parents/guardians whenever they or the parents/guardians feel a need for such a meeting either individually or as a group.

**Accountability:** Administration and/or athletic director should follow-up any meetings with a letter or phone call to ensure that the student or parent/guardian acknowledge they have been heard, and they understand the action that has taken place.

## PROBLEM SOLVING PROCESS

*Step 1* The coach and student (meet with informal verbal communication).

*Step 2* The coach, student, and parent/guardian meet. (If a resolution cannot be resolved, the coach will advise the athlete and parent/guardian to advance to step 3.

*Step 3* The head coach, the coach, the student, and the parent/guardian meet. (If the issue cannot be resolved, the head coach will advise the athlete and parent/guardian to advance to step 4.

*Step 4* The athletic director, the coach, the student, and the parent/guardian will meet. The athletic director will gather information and determine the blocking point.

The athletic director will:

1. Talk to all parties independently.
2. Ask for observations from others.
3. Meet with all parties to resolve issues.

*Step 5* The athletic director, the coach, the student athlete, the parent/guardian will appeal to the supervisor of secondary athletics to attempt to resolve the issue.

*Step 6* Appeal to School Board.

It is expected that all parties will use the best possible adult problem solving behaviors in resolving issues. The resolution of all problems will be governed by state law, district policy and the routines and procedures established in the coach's handbook, Student Code of Conduct and other district/school routines and procedures.