



Chain of Command & Communication Protocol

Purpose:

To ensure that Haverhill Travel Basketball operates smoothly and efficiently, all communication should follow the proper chain of command. This structure helps questions and concerns reach the right person quickly, avoids confusion, and keeps our focus on providing a positive experience for every player and family.

1. General Communication Guidelines

- All communication should be **respectful, professional, and constructive**.
- Questions and concerns should be directed to the **appropriate person in the chain of command** (see below).
- Please **allow 24–48 hours** for a response to non-urgent matters.
- **Game-day issues** should be discussed **after the game**—never during competition or in front of players.

2. Chain of Command Overview

Parents

- **First Point of Contact: Team Coach (Head or Assistant)**
Parents should reach out directly to their child's **coach** for all questions or concerns about:
 - Team schedules
 - Practice or game conflicts
 - Player concerns or feedback
 - General team communication

If a coach does not know the answer, they will elevate the question to the appropriate Director.

Coaches

- **Contact:**
 - **Boys or Girls Director** for any program or administrative questions, or if unsure how to respond to a parent inquiry.
 - **Director of Coach & Player Development** for help with:
 - Practice planning
 - Coaching resources or drills
 - Player skill development
 - General coaching support



Haverhill Travel Basketball, INC

PO Box 5497 Bradford, MA 01835

www.haverhilltravelbasketball.org

978-312-3124

Boys & Girls Directors

- **Contact: Vice President**

The Boys and Girls Directors should reach out to the **Vice President** for guidance or support with the **day-to-day operations** of the program, or if they receive questions that fall outside their specific role.

Directors

Each director should oversee their respective area. Specific contacts include:

<u>Topic / Concern</u>	<u>Contact Person</u>
Sponsorships, Financial assistance, payments, or accounting issues	Treasurer
Fundraising events	Director of Fundraising
Safety, injuries, or risk management concerns	Director of Risk & Safety

If a Director is unsure of how to handle a situation or needs operational support, they should first reach out to the **Vice President**.

Vice President

- Provides day-to-day operational oversight and supports all Directors.
- Acts as the primary contact for all Directors when questions or issues arise that cannot be resolved within their area.
- May bring unresolved or program-wide concerns to the **President** when necessary.

President

- The **President** should only be contacted after all other channels have been followed.
- The President handles high-level concerns, board-level decisions, and issues requiring board involvement or policy clarification.

3. Summary Flow of Communication

Parents → Coaches → Boys/Girls Directors → Vice President → President

Coaches → Coach & Player Development Director *(for coaching support)*

Directors → Vice President → President *(as needed)*



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4. Contact Reference

Role	Name	Email
President	Eric Michitson	michitsone@haverhilltravelbasketball.org
Vice President	Alison Gulubicki	gulubickia@haverhilltravelbasketball.org
Boys Director	Nick Rose	rosen@haverhilltravelbasketball.org
Girls Director	Amanda Crosby	crosbya@haverhilltravelbasketball.org
Boys Director of Coach & Player Development	Xavier Veras	verasx@haverhilltravelbasketball.org
Girls Director of Coach & Player Development	Eric Montague	montaguee@haverhilltravelbasketball.org
Director of Risk & Safety	Doug Crook	crookd@haverhilltravelbasketball.org
Director of Fundraising	Meghan Reid	reidm@haverhilltravelbasketball.org
Treasurer	Peter Stoehr	stoehrp@haverhilltravelbasketball.org

5. Closing Note

By following the chain of command, we ensure efficient communication, respectful collaboration, and a positive environment for our players, coaches, and families. Thank you for helping us make Haverhill Travel Basketball a model youth sports program built on teamwork, respect, and community.