

Spectator Liaison & Active Bystander Guide

NEW - Spectator Liaison

The Spectator Liaison is an individual supplied by each team for the purpose of moderating/being responsible for their team's parents conduct during the game. The Spectator Liaison can be any person associated with a player on the team, over the age of 18, and can be different each game.

The Spectator Liaison must:

- Sign-in at the registration table to retrieve their tag, this must be returned after each game
- Wear the identifying neck lanyard and sit in a visible area in the stands with the majority of their team's spectators.
- Be an individual who is willing and able to control and monitor the behavior of the parents and team spectators throughout the game.

The Spectator Liaison will help to maintain a positive and encouraging environment for our coaches, athletes, officials and spectators.

Why This Matters

Everyone deserves a safe, respectful environment at games. Spectator Liaisons and active bystanders help prevent and respond to unacceptable behaviour so athletes, coaches and officials can focus on the game.

The 5Ds of Safe Bystander Intervention (Right to Be)

Use the method that feels safest in the moment. Four are discreet and low-risk; Direct carries more risk and should only be used when it is safe to do so.

Distract

- De-escalate by creating a neutral interruption.
 - Examples: drop something, start a casual conversation with the person being targeted, or call attention to an unrelated announcement.
- Focus on supporting the person affected — don't engage the person causing harm.

Delegate

- Seek help from someone else close by (arena staff, coach, or team manager).
 - Example: Give clear instructions: "Please come to section B — we need assistance."
- Online: report the behaviour to platform moderators or administrators.

Document

- Record date, time, place and a brief account (or video if safe and appropriate).
- Ask the person affected what they want done with the record.
- Documentation supports later reporting and action.

Delay

- Check in after the incident.
 - Example: "Are you OK? Do you want help reporting this?" "Yes, that happened. No, it wasn't okay. And no, you're not alone".
- Offer support, resources, or accompaniment — validates the person's experience.

Direct

- Use only if it is safe to do so: calmly set a boundary with the person causing harm.
- Keep it brief and non-confrontational.
 - Example: "That comment isn't acceptable here — please stop."
- If unsure about safety, choose Distract or Delegate instead.

How to Handle Concerns as a Spectator Liaison

Handling Concerns with your own fans

- If you see behaviour from your own fans that requires attention, approach the individual(s) and request that they moderate their behaviour.

Receiving a concern from the other teams Liaison.

- Approach your own team's spectator(s) and request they moderate their behaviour.
- Provide confirmation back to the other teams Liaison that you have acted on their concern.

Concerns with the other teams fans

- Identify the spectator(s) and the specific behaviour that is concerning – do not approach.
- Approach the other teams Liaison and share the information, ask if they can assist in resolving the situation.
- Follow up with the Liaison should the behaviour not change.

In all situations, spectators are expected to moderate their behaviour and respect the request of the Liaison.

Should any of the situations above require more than one reminder, the Spectator Liaison should report the incident to Ringette BC staff or event host on site.