

NCWVBC Volleyball Club

Parent/Player Handbook

(Revised 9/18/14)

(Revised 10/13/14)

(Revised 11/1/2016)

(Revised 10/19/2017)

(Revised 10/26/2018)

(Revised 10/5/2019)

Introduction

Our player/parent handbook is designed to educate you about our club, our coaching philosophy and how to be successful within North Central Washington Volleyball Club (NCWVBC). We hope this handbook will provide you information that will be useful to your decision on whether to play for NCWVBC during the upcoming season.

Mission Statement

NCWVBC Volleyball Club is committed to offering young athletes the ability to empower themselves by developing character and skills for others to emulate by leading by our own example, having a willingness to never quit, and helping a team achieve its goals.

Executive Board

The Executive Board directs and oversees all activities within NCWVBC. The NCWVBC Board is comprised of volunteer members who represent Chelan, Cashmere, Wenatchee, East Wenatchee, and surrounding towns within the Wenatchee Valley area.

NCWVBC Executive Board

Jeff Riley – Club Director
Stephanie Fuller – Asst Director/Treasurer
Eva Osburn – Secretary
Fona Sugg-Mathena - Tournament Coordinator
Karrie Wolsborn- Uniform/Fundraising Coordinator
Connor Metcalfe – Board Member
Chrissie Dahl – Board Member

Tryouts

NCWVBC will hold open tryouts each year to select players for our teams. Our tryouts will comply with Evergreen Region policies that include player pre-registration, tryout date guidelines and tryout fees.

Tryout Preparation:

- Download and fill out all the needed paperwork before you come to the tryout.
- Be sure to get there early. Thirty minutes before the scheduled start time is best.
- Contact us to let us know if you will be arriving late because you are coming from another tryout.
- Wear something colorful or bright so that coaches can identify you even if they can't see your number.
- Great effort turns heads and is remembered. Avoid being tentative in your play but know the difference between being aggressive and playing recklessly.
- Let the lead tryout coach know if you are trying out while injured or have to leave early for whatever reason.
- Talk to us before or after tryouts as much as you want! We value the opportunity to answer any of your questions.

Playing Up:

Players may try out for an older team in addition to their natural age group; however, they would have to be selected to participate on the “Gold” level on the upper age division.

The Selection Process:

Teams will consist of a minimum of 8 and no more than 12 athletes. We will have multiple coaches evaluating players during our tryouts. Each year during tryouts, we consider every athlete as a prospective player of NCWVBC. All players will be required to tryout, even returning players. We will evaluate as best as we can during the duration of the tryout. Selection will be based upon the following criteria:

- A player’s performance during the tryout - skill level, effort, competitiveness and interaction with other athletes.
- Our perception of that player’s athletic potential – what she may be able to do over the course of the season.
- Our perception of the player’s coachability.
- Evaluations of players during the past club season, camps or the current high school season.
- Being in good standing with the NCWVBC and USA Volleyball.
- Past history of parental involvement or behavior can be a consideration.

Notification:

Tryout information will be posted on the clubs website www.ncwvbc.com and Facebook page. The Board of Directors will also notify local schools about tryout and club information. With this first call, the player and her parents will be asked to verbally commit to the team. The verbal commitment is not binding but will be formalized on the commitment day and then with the signature of the letter of intent and the team fee deposit. If a player declines to play for NCWVBC, the coach may select another player from those who were not chosen on a team, or pulled from another NCWVBC tryout/teams. If there are no available additional players, the coach may make a request to the Board of Directors to hold an additional tryout. The request must be approved by a majority vote by the Board of Directors.

All players will be notified of their status after a tryout whether or not they made a team.

Movement between Rosters:

Occasionally we will move an athlete from one NCWVBC team to another as needed to complete a roster. NCWVBC players would have first priority. We will not move an athlete from or to another team until we have discussed the move with the athlete and the parents. It is usually to simply fill a temporary need due to injury, illness, or scheduling conflicts. No player should be selected from another club without approval by the Board of Directors, and a “Notice of Release” from their current club, and the Evergreen Region. (Reference Evergreen Region’s Participants Handbook, VI. The Evergreen Region Indoor Season, J. Release of a Player, October 2013).

Multi-Sport Athletes

Sports and activities are an integral part of the school experience; however, if an athlete participates in another sport, we expect the athlete to have good communication with their coach. The scheduled practice sessions and workouts designed by our coaches help to prepare our players for the volleyball techniques, duties, and tactics that the athlete will need to compete at a higher level.

Parent Meeting

NCWVBC has a mandatory parent meeting to be determined by the Board. Location and times will be posted for each team on the club website and Facebook page. We have several tasks that need to be completed during this meeting:

- Review of Tournament Schedule

- Complete and turn in paperwork which includes the:
 - USAV Letter of Intent
 - NCWVBC Handbook
 - Parent Code of Conduct Form
 - Player Code of Conduct Form
- Payment of full team fee or deposit (reference season information sheet)
- Parent meeting with your team's head coach

Scorekeeper Clinic

Every player is **required** to attend a score-keepers clinic. NCWVBC will schedule their club clinic in early December. The clinic is free for players or adult chaperones that wish to attend. If players are not able to attend the scheduled club clinic then they need to contact the club director to find out information on make-up clinic options. Players will not be put on a roster until they have attended a scorekeeper clinic.

Practice

NCWVBC teams practice have various schedules during the week depending on the level. Team practices are generally 1.5-2 hours in length. Some teams may have additional specialty practices based upon coach preferences for their teams. Coaches will sometimes schedule additional practices in preparation for major tournaments. There are times when our practice schedule will change based on weather conditions or school events. The club will make every attempt to reschedule gym time during that week rather than losing a practice.

Practice Rules:

Our focus with practice is player development. To achieve that, certain rules are required by all teams as detailed below:

- Every practice is important. It is expected that each player will exercise good time management skills so that scheduling conflicts are kept to a minimum.
- All athletes are expected to make every effort to attend practice. If a player must miss a practice, a telephone call or text (not email) to their head coach is expected at least 4 hours before practice. Only after attempting and failing to reach your head coach, can a player contact a teammate to relay the message to the head coach. Advanced notice is expected if the missed practice is due to vacation, school function or another event scheduled in advance.
- Missing practice may result in loss of playtime based upon whether the absence was excused and the expectations set up by the coach at the parent meeting.
 - Excused absences are for family or school events in which the player cannot control the scheduling of that event (concerts, plays or games)
- Players who can only attend a half hour or 45 minutes of a practice because of another event should still come to practice. It is much better to get some practice time rather than miss the whole practice.
- Injured athletes who can attend school are expected to attend practice to support their team and be available to help where they can, even if they cannot physically participate in practice. Players with fever or stomach flu (diarrhea and/or vomiting) should not come to practice.
- Scheduled practice time is start time. Please arrive early enough to be dressed and completely ready for practice by start time. This usually requires arriving not less than 15 minutes before start time.
- All practices are open and parents are welcome to observe practices at any time. Coaches may close practice to parents, as long as they provide 24 hour notification by email or text to parents. Parents may not coach or offer instruction to their daughter or another team member at any time during practice. **Parents are not permitted on the court without proper background check and registration with the Evergreen Region** (new USVA rule).

- There will be no jewelry allowed at practice. Please leave your jewelry at home.

Playing Time

All playing time is decided by the coaches and is not negotiable or open for discussion. Coaches have the right to play whomever they think is best suited for a position and who helps contribute to the team's development and success. Each coach is responsible for outlining their personal view on playing time; however, NCWVBC has provided the following guideline for our staff.

Playing time will NOT be equal. Playing time is based on positions teams require, practice, attitude, skills, and chemistry. If there is an issue, with the athlete, in one of those categories then they should expect less playing time.

Playing time may also be determined corresponding to the players' level of commitment to the team. Missing or being late for practices *without prior arrangements* or breaking team/club rules are examples of a lower level of commitment to the team/club and playing time will be adversely affected. Remember, a poor attitude on the bench will not be rewarded with playing time. Cheering for the team when you are on the bench is a sign of a great attitude and an attempt to show us your level of commitment.

We recognize that each player will bring different strengths and abilities to their respective teams and the coaching staff will use their talents as they see fit in order to achieve our teams' goals. Each coach will have his or her own philosophy regarding playing time and have been asked to openly discuss this during the individual team parent/player meetings.

Discussion of playing time issues, **during a tournament**, by anyone other than the player and coach is *prohibited*. Please see the "**Grievance Procedure**" for a discussion on dealing with issues.

All playing time is decided by the coaches and is not negotiable. Coaches have the right to play whomever they think is best suited for a position and who helps contribute to the team's development and success. Here are some suggestions on how to talk with your coaches about playing time.

- Avoid language that is demanding or accusatory. Instead ask, "What can I do to play more..."
- Avoid seeking to talk to your coach when you are emotional. We seek to utilize the 24-hour rule if at all possible.
- Parents may participate in the conversation with the coach but the player should always be present when discussing playtime issues.
- We will not discuss other players on the team but will focus on what you, the player, need to do to have opportunities to play more.
- While email or a phone call can start a discussion we prefer that all playtime discussion to be in-person with the coach and the player and scheduled before or after practice.

Tournaments

Most tournaments that NCWVBC teams enter take one day, either a Saturday or a Sunday. The typical one-day tournament schedule starts at 8:00 AM with pool play consisting of three or four matches followed by bracket play in the afternoon. A few tournaments (Pacific Northwest Qualifier, President's Day Tournament and Emerald City Classic) involve two days of pool play, followed by single elimination bracket play.

Parent Guidelines:

- We strongly recommend that players get a nutritious meal and have a 10:00PM curfew the night before a tournament.
- Parents are responsible for the transportation of their athlete to and from tournaments.

NCWVC recommends that athletes do not drive themselves to and from tournaments. Car-pooling can be arranged with other teammates and is encouraged. Please be considerate and either arrange a ride exchange or contribute toward the cost of gas. Please inform coaches of ride arrangements for tournaments outside of the Wenatchee Valley area.

- Many gyms prohibit food or drink other than water in the court areas. Teams may be penalized by the tournament site director if parents or team supporters ignore this rule.

Player Rules:

- If a player knows that she will miss a tournament, be late or have to leave early from a tournament it is her and her parent's responsibility to notify the coach as soon as a conflict is identified.
- All athletes are required to be in the gym, ready to warm-up, at the scheduled start time set up by their head coach. Usually this will be when the gym opens, one hour prior to the start of the first match.
- Players are expected to avoid displaying negative emotions during matches. Arguing with the officials will not be tolerated.
- All athletes are required to stay at the tournament until the team has been released by one of the coaches. We play as a team, and we will leave the event as a team.

Officiating:

All USAV tournaments are at least partially self-officiated. Officiating at tournaments is the shared responsibility of the entire team, including coaches. All players are required to help with the line judging, scorekeeping, score flipping, and down officiating.

- The coach may rotate officiating responsibilities but will often only use the most experienced scorekeepers.
- **No headsets or cell phones** are to be used during officiating assignments. This also includes cell phones at the scorekeeper's table.

Team Area & Cooler:

Upon arrival, the team will identify a team area where the girls can leave their bags and hang out between playing and officiating. The area may be a room, table or simply a spot in a hallway. Either way, the team area represents our club and should be kept neat and organized at all times. Most girls will bring some type of blanket and/or pillow, homework, a book, an mp3 player or other items to help pass the time between matches. Remember, the team area is not secure and valuables should be left at your own risk. Also, be sure to properly dispose of any trash and leave the area as we found it when the tournament is over.

Most tournaments do not offer concessions. NCWVBC teams will organize a team cooler with items assigned for each player to bring to that tournament. The food will be kept in our team area and everyone associated with our team will be welcome to use the team cooler. We do ask that you let the players have first access to the items since they must coordinate meals and snacks with their playing and officiating schedule.

Post-Season Play:

Teams may attend tournaments beyond the regular season schedule based upon consensus of parents and players. The actual costs attributed to a more extensive season would then be divided among those involved and would be in addition to regular club dues.

NCWVBC Tournament

NCWVBC hosts the Lights Out Tournament during the month of January and the Fire & Rain tournament generally in the month of February or March, depending on ERVA schedule. The tournaments supports the club. Families have two responsibilities with regards to the tournament.

- Families are expected to donate their time with helping with set-up for the tournament on the Saturday before each tournament weekend.
- Our NCWVBC teams will stay to the end of each tournament that they participate in. After their last match, our teams will assist with officiating for out of town teams and help with cleanup and/or teardown.
- Work concessions to help with fund raising for our athletes. A NO-SHOW fee will be assessed if a member of the immediate family does not comply.

Travel

NCWVBC's travel policy places the responsibility of most aspects of travel to tournaments and supervision of athletes on their parents. Parents are responsible for all costs for travel and meals for themselves as well as their daughter.

Chaperones:

The chaperone position is required for all USAV teams and they are listed on the team roster. The chaperones are responsible for our players' behavior when the coaches are not present at the team cooler area or during the times the team is scheduled to officiate and the coach is required to R1. NCWVC does not task chaperones to be responsible for player travel to tournament sites or for player behavior while at hotels nor are chaperone travel expenses covered by the club.

Hotel Policies:

- Our policy is that players will stay with their parents when traveling requires the team to stay in a hotel. If a player will not have a parent at the tournament then the parent should make arrangements with another female parent or guardian on the team to stay with that family. In no case will a player stay in a room by herself.
- While not a requirement, we prefer to have the team stay together in the same hotel if a family will be using a hotel. If that family has friends or other family in in that community they can stay with them if they desire to do so.
- All players are expected to be in their rooms and in bed at curfew. Unless a coach has designated a specific time, the default curfew will be 10:00 pm.
- Though your hotel is your temporary home, it is also the temporary home of many others. You must respect the needs of others by keeping your voice down throughout the hotel.
- No boys, who are not relatives, are allowed in your hotel room at any point, for any reason.
- Athletes may not leave the hotel area at any time without permission from their parent or the parent that they are staying with. Athletes should never be alone. Use the buddy system.
- An athlete found in breach of the USAV Code of Conduct (use of drugs/alcohol or possession of weapons) will be sent home immediately at the expense of the parent or guardian.
- An athlete who damages any property at a hotel or lodging will be personally responsible for damages.

Driving Policies:

- As a general rule, players who are 17 year or older may drive to tournaments in the local area. Outside of these areas, players are required to be driven by a parent or guardian. We do realize that this is not always possible and communication with the head coach is required for exceptions to this rule.
- At no time may a player ride with a coach of the opposite sex unless traveling with the team or a portion of the team and with another adult.

Team Fees & Billing

Team Fee:

- USAV & ERVA Club and Team registrations, insurance and fees.

- NCWVBC operational costs such as equipment, team jerseys, season facility/gym rental fees for practices, ect.
- Tournament entry fees – (local tournaments, regional tournaments, qualifiers & power league)
- USAV & ERVA fees for Coaches & Chaperones (back ground checks, certifications, IMPACT training, Clinics, etc.)
- Coaches travel costs and season stipends.

Your athlete's team fee does not include the following expenses:

- Any travel expenses or meals for players.
- Team cooler expenses
- USAV membership for players.
- Optional jacket, backpack and misc.
- Apparel or accessories such as spandex, warm-up shirts, kneepads, shoes, socks or gym bags/backpacks.

Billing and Payment Policies:

- **Responsible Party** - The parent or guardian who signs the participation agreement and the USAV Letter of Intent is liable for any and all fees, dues, and charges for goods and services incurred by the participant. By signing the agreement, the responsible party accepts liability and agrees to be bound by the terms of the agreement. The agreements for all sibling participants, regardless of which parent or guardian signs as the responsible party, will be treated as one account for the purposes of this liability.
- **Late Fees or Returned Item Fees** - A \$15.00 late fee will be assessed to any account if the payment is not received within 10 days of the stated due date. In the event a check or credit card draft used to pay fees is returned to NCWVBC or refused for payment regardless of the reason for refusal, a \$30.00 service fee will be assessed to the participant's account and a cashier's check or money order will be required for all further payments. Payments can also be made on the website.

**NCWVBC
PO Box 4611
Wenatchee WA 98807-4611**

- **Payment Schedule** –All teams will have at least a \$300 deposit that is due at the Club Parent Meeting. The balance is broken up into three equal payments that will be paid by the 10th of each month (January through March). Payments may be made by check and credit card by using our website online or contacting Stephanie Fuller; however, there is a \$5 transaction fee for this feature.
- **Delinquent Payments** – A player who is delinquent with payments will not be placed on the tournament roster. Players not on the tournament roster are not able to play and may not sit on the bench during tournaments. Players are also not able to participate in practice until fees are paid. Accounts that remain unpaid after May 1st will be considered “Not in Good Standing” and reported to the Evegreen Region office of USAV which may affect a players participation during the subsequent club season.
- **Refunds** – If the participant becomes disabled or so severely injured while playing or practicing with the club that she cannot practice or compete for more than 2 months at club volleyball or any school sports, then a refund will be given. The responsible party will still be required to pay all incurred costs prior to injury to include USAV membership and uniforms. The club will return any unused portion of prepaid fees to the responsible party within 10 business days of receiving a note from the player's doctor.
- **Non Injury withdrawal of player:** If a players chooses not to continue playing by their own choice they are still responsible for the total amount due; there will be no refund.

Communication

Routine Team Communication

The primary way that you will receive communication from your coach or the club director will be through email or text to both the parent and player. If a last minute change occurs with a practice or with a tournament we will try to text out that information or use our team parents to call parents directly. Billing information will be sent via email. It is critical that you provide the club with all email addresses where you want information sent as well as cell phone numbers for both parents and the player. If changes occur, please update the club director.

Our expectation from parents and player is that immediate communication (about something in the next 4 hours) be made to coaches by text. If the subject is more distant we recommend email. We also recommend following up any important verbal notification with an email to act as a confirmation and reminder.

Social Media & Facebook (New USAV)

Coach to Player

No coach shall invite a player to be a member of her Facebook page, or any other social media application. Contact by coaches to players will be between the hours of 7:00 AM and 10:00 PM only, and only regarding volleyball.

NCWVBC has a Facebook page and we encourage you to post to the club page and update everyone with results and pictures of our players and teams.

Social media can sometimes have a negative role and we would encourage coaches, players and parents to not use social media in a way that would be disruptive to team chemistry and cohesion. A good rule of thumb is to not post anything that you would not feel comfortable saying directly to the team or a particular person.

Player to Coach

Both players and coaches are responsible for establishing a relationship of trust and mutual respect. Bringing up a problem can be very difficult for a player but this is one of those life skills that sports can teach. Parents may need to push their athlete to take the first step though. Our coaches work to be approachable and to create a safe environment for a player to bring up concerns.

For players, the most common concern that they have revolves around playing time. Our expectation is that the player should start this conversation by asking what she needs to do to play more and how she can work towards playing a larger role in contributing to the team's success. Often times, players are unclear on what they need to change or how playing time is determined and an early conversation can address these questions.

No player shall invite a coach to be a member of his/her Facebook page, or any other social media application. Contact by players to coaches will be between the hours of 7:00 AM and 10:00 PM only, and only regarding volleyball.

Player to Player

It is our expectation that if a conflict arises between players on a team then it gets resolved outside of practice/tournaments time, if possible, so as to minimize the effect that it can have on the chemistry of the team. It is important for players to realize that they do not have to like everyone on the team or be friends with them but they can still respect their contribution to the team. If the conflict is not

reconcilable then it is our expectation that the players involved should not aggravate the problem by involving other players or parents on the team with gossip, rumors or attacking people on Facebook or other social media.

Parent to Coach

NCWVBC wants to encourage appropriate communication between our parents and the coaching staff of their athlete's team. What is appropriate communication?

- **Any information about your athlete's health.** Recent illnesses, medical restrictions relative to practice, allergies, medication needs are all examples of important information that we want you to communicate to your coaches.
- **Any information about your athlete's emotional health.** It may be important for your coach to know if your daughter is struggling in school or had a recent death in the family or is dealing with another emotionally charged issue. Without this context, your daughter's behavior in practice or during a tournament, may be interpreted as being lazy, unfocused or disrespectful.
- **A quick heads up that your athlete is struggling to talk with the coaches.** This is appropriate if it is only a head's up and not a detailed email. Remember that we to begin this conversation with the player first.
- **Your positive experiences with the coach or the team.** If we are doing things right then reinforce that by letting us know.
- **Your willingness to become more involved.** If you want to help with pictures, video, fundraising or other activities to support your team and the club then let us know!

There are topics of communication with your athlete's coaches which are not appropriate or where there is a more appropriate venue to make that communication.

- **Conversations about play time.** If your athlete is receiving playing time consistent with this handbook and the expectations set forth by your coach at the player/parent meeting at the beginning of the season, and your athlete has not tried to discuss their playing time or role on the team with their coach, it is inappropriate for you to do so. Before approaching the coach yourself, encourage your athlete to talk to their coach about what he/she can do to help the team and earn more court time or ask the coach to more clearly define his/her role on the team. If after this conversation, there are still concerns, at that time, a conversation with the coach, parent, and player may be appropriate. Request a meeting with the coach. The player must be present at the meeting unless there is a very good reason for them not to be.
- **Other players on the team.** Your personal opinions of other player's attitudes, skill, performance, or conduct are not appropriate topics of conversation for you to have with your athlete's coach. There are some exceptions with regards to code of conduct. A team chaperone should inform the coaches of any issues that arise on the team relative to tournament rules or club travel policies. Any issues relative to drugs, alcohol or weapons should be brought up with the head coach immediately. Please use your best judgment here, and understand that if you cross a line, the coach will let you know immediately that this is an inappropriate topic of conversation.
- **Coaching technique, tactics, systems, etc.** These are all issues that are not open for discussion or negotiation. There are opportunities with end of season parent evaluations to provide feedback on these topics to the coaching staff, the board and the club director.
- **Poor Sportsmanship.** The club director will not tolerate aggressive parent behavior toward any of coaches, coaches of other clubs, parents, or officials. If a parent exhibits this type of behavior, they will be appropriately sanctioned, which may include being asked to not attend tournaments in the future or even dismissal from NCWVBC.

Finding the Best Time to Talk

In looking for a good outcome to any meeting with your coach it is important to find the best time and setting for the conversation to occur. Here are some guidelines for finding the best time to talk.

- Little problems are easier to fix than big ones and little problems have a way of getting bigger when not addressed. If there is a question about what a player needs to do to play more, don't wait for half the season to begin the conversation.
- Don't ask to meet during practice or during a tournament. Your coach will not meet with you at this time. Before or after practice is usually the best time. Please allow plenty of time for the meeting.
- The 24-hour rule is a good rule because it works! If there is any emotion to an issue then wait at least 24 hours after the issue before having a meeting.
- Provide a little prep for your coach but not too much before the meeting. Let your coach know why you want to meet but don't send a lengthy email. Emails or long phone messages tend to be too emotional and accusatory. Avoid that with just a brief note or conversation.

Grievance Procedures

None of the coaches should be considered unapproachable. They are all very willing to listen to a player's concern and try to arrive at a mutual solution. Until the coach is made aware of the concern nothing at all can be done to alleviate it. We think the ability to confront and discuss potentially emotional topics is an absolutely necessary skill for negotiating conflict within one's life. However, we also realize there are times a problem needs to be addressed and the player cannot bring herself to approach the coach. In this case, we HIGHLY encourage the parents, in a spirit of collaboration with the coach, to produce the best environment for the player, to bring the issue to the coach's attention, or to the Club Director's attention. Please do not let problems fester – it only makes things worse for everyone in trying to resolve issues.

If you, as a parent, have legitimate concerns about a coach other than your athlete's coach, or with an athlete other than your own, you need to address the Head Coach or the Club Director.

Procedure Steps:

Specifically, if you as a parent, or your athlete as a participant on a NCWVBC team, have concerns about NCWVBC policies or actions, the procedures to follow are, in this order:

1. The athlete should talk to the coach about the matter.
 - a. It is understood at the younger ages sometimes the parent will be the first contact with the coach.
 - b. If the matter remains unresolved, or if the athlete has reasonable concern that talking to the coach will not resolve the matter, then;
2. The parent should talk to the coach.
 - a. Parents and/or athletes should call the coach on the phone or email the coach to schedule a meeting.
 - b. Meetings need to be at times and locations other than tournament. If a parent approaches a coach during a tournament, we have instructed our coaches to refuse to discuss any controversial matter, to refer the parent to the Club Director, and to walk away from the parent.
 - c. We ask that any meetings be at least 24 hours after the reason for that meeting.
 - d. The recommended time for a parent or athlete to talk to a coach about a problem is a previously arranged time either before or immediately after a scheduled practice.
 - e. In certain situations, we may ask the athlete to attend the meeting also.
 - f. If the matter still remains unresolved, or if the parent has reasonable concern that talking to the coach will not resolve the matter, then;
3. The parent should talk to the Club Director and request a meeting with the coach, the Club Director and the Parent Representative.

4. If the parent or the athlete is not satisfied by the action taken by the Club Director, they may request, in writing, that the NCWVBC Executive Board review the matter.
 - a. The Board may, at its sole discretion, review or refuse to review the matter.
 - b. The Board will not review coaching decisions, training regimes or skill development.

We encourage parents to approach us earlier rather than later about concerns they have. There is little we can do to rectify a situation that is not brought to our attention until the end of the season. It is much better to have open lines of communication about problems as soon as they arise.

Other Grievance Policies:

NCWVBC will not tolerate any hostile, aggressive confrontation between a parent and any official, any other parent, any athlete or any coach, regardless of whether the coach, athlete or other parent is a member of NCWVBC or not. Violation of this policy may result in the athlete being dismissed from NCWVBC.

It is inappropriate and undesirable for an athlete or a parent to approach other NCWVBC parents and athletes to complain about a problem the athlete or parent has with a NCWVBC coach, about objections to coaching decisions, or about disagreement with an administrative decision. This is one of the biggest factors in disrupting the chemistry of a team.

Asking uninvolved persons to take sides on an issue is unfair to the third parties, to the team and to the club. Competitive team athletics, by its very nature, creates situations where everyone may not be happy all the time. For the psychological health of the athletes and the club as a whole, grievances need to be handled between the parties involved and the decision-makers in the situation, meaning, talk to the coach or talk to the administration.

We strongly encourage any member who is approached and asked to listen to or express an opinion about matters between two other parties in the Club to suggest to the complaining party that he or she needs take the matter up with the coach in question, or the Club Director, and refuse to listen further.

It is detrimental to all persons involved to repeat complaints you hear (or overhear) to other uninvolved parties. By the time a story gets to the third or fourth party, it frequently bears little resemblance to the facts of the situation.

Sexual or Physical Abuse Policy

NCWVBC recognizes that all forms of sexual abuse, assault or harassment with athletes are illegal and unethical, even when an athlete invites or consents to such behavior or involvement. Sexual abuse and harassment is defined as, but not limited to, repeated comments, gestures or physical contacts of a sexual nature. This includes demanding sexual favors in exchange for promotions, unwelcome touching of any kind, unwanted letters, telephone calls, texts or email of a personal nature, unwarranted inquiries about personal life or sexual habits, repeated jokes with sexual content, and sexual comments about a person's appearance or body.

In addition, NCWVBC will not tolerate hazing. Hazing is defined as any intentional act that endangers the mental or physical health of one person or a group of people, by another person or group of people, for the purpose of group acceptance or membership. Hazing behavior would include but is not limited to: brutality such as beating or striking, excess calisthenics, excessive consumption of food or drink, or intimidating/threatening activities that cause extreme mental stress.

NCWVBC will not tolerate sexual or physical abuse of any of its staff or of participants. We are required to adhere to "SafeSport" regulations per USA Volleyball policy.

www.volleyballreftraining.com/SafeSport/safesports_home.html All athletes who are 18 need to complete SafeSport training <https://www.teamusa.org/usa-volleyball/about-us/safesport>

NCWVBC regards the safety of the young athletes entrusted to our care and instruction as our highest priority. We do not tolerate physical behavior that compromises that priority. We monitor activities and interactions to try to prevent miscommunications that cause discomfort to any of our athletes or parents.

Reporting Complaints

If you see or experience behaviors by a NCWVBC coach, board member or chaperone that you believe to be inappropriate, report it immediately to either the Head Coach or Club Director. All facts will be written down and a file will be started. All complaints will be investigated. Any employee or volunteer found to be in violation of the sexual and physical abuse policy will be subject to discipline, which may include dismissal. There will be no retaliation against any complainants or witnesses who participate in an investigation of an abuse charge.

Drug/Alcohol Use

Possession, consumption or distribution of alcohol, drug and/or tobacco if illegal or in violation of USA volleyball (USAV) or regional Volleyball Association (RVA) policy NCWVBC may invoke the USA Volleyball Disciplinary Policy, followed by a vote of the NCWVBC Board. The Club Director will notify the player and parents of the disciplinary action.

1 st	1 st Violation: A participant shall be immediately ineligible to compete in the current NCWVBC Club Volleyball sports program for the remainder of the season, and will be released once in good standing.
2 nd	2 nd Violation: No longer be allowed to participate in tryouts, practice, and club events associated with NCWVBC.
Note:	If a player who is registered with another club and has signed a Letter of Intent requests release or transfer from the club as a result of code of conduct violations by persons in present club they will not be allowed to transfer into NCWVBC

End of Season Issues

NCWVBC season runs as defined in the tryout flier for each team. Players are expected to be committed to their NCWVBC team for the season as defined whether that season ends in March or goes through Festival, Junior Olympics or AAU Nationals. Several issues arise at the end of the season.

- Players may be released to play for other post-season squads if their team fees and all expenses are paid in full. No player will be released to play for another team unless she is in good standing.

NCWVBC Athlete Code of Conduct

My primary goal is to become the best player that I can be. I am responsible for my own actions and behavior. I am fully committed to NCWVBC and agree that:

Attitude:

- I will conduct myself in a manner that is respectful to me, my team and to NCWVBC.
- I will commit to my team by getting adequate sleep, eating a healthy diet, and abstaining from alcohol, drugs or tobacco during the course of the club season.
- I will play with full effort and intensity.

Communication:

- I will avoid criticism of my teammates, as I believe no one is trying to make a mistake.
- I will avoid giving unsolicited coaching tips to teammates and defer responsibility to my coaches.
- I will refrain from posting or communicating negative comments about other players, coaches, parents or the club via texting, email or social media.

Coachability

- I will accept decisions by my coaches knowing that everyone cannot start. I will accept my role on the team and do what it takes for the team to succeed.

Practice:

- I will manage my time to meet my commitments to my team, my family, my classes and my other commitments.
- I will proactively contact my coach as far as ahead of time if I am unable to make it to practice or a tournament.
- I will commit to being ready to step on the floor at the scheduled practice start time. That means I will have to get to practice at least 15 minutes ahead of time so that I can change and get ready.

Athlete/Player Agreement & Consent

I, _____, have read, understand, and agree to the policies, procedures, and code of conduct requirements as set forth in the NCWVBC Parent/Player Handbook. As evidenced by my signature, I certify that I have read and understand all of the foregoing and consent to abide by the rules set forth therein.

Player Name (printed) _____

Player Signature _____ Date _____

NCWVBC Parent Code of Conduct

Parents are crucial to the success of NCWVBC and their daughter's club volleyball experience. NCWVBC requires that the parent(s) of any player in our club sign this code of conduct contract. I therefore agree that:

Safe Play:

- I will inform the coach of any physical disability or ailment that may affect the safety of my daughter or the safety of others.
- I will demand a sports environment for my child that is free from drugs, tobacco, and alcohol and I will refrain from their use at all tournaments and practices.

Sportsmanship:

- I will respect the officials and their authority during games. I understand that many of our officials are coaches or junior players. I will not yell or scream at officials and leave it up to my daughter's coach to resolve issues with the official or scorekeeper.
- I will teach my child to play by the rules and to resolve conflicts without resorting to sulking, being passively aggressive, showing hostility or resorting to violence.
- I will teach my child that doing one's best is more important than winning.

Coaching:

- I will refrain from coaching my child or other players during games and practices unless I am the official coach. I will avoid yelling instructions to the players during the game.
- I understand that playing time will be afforded to all players, but not necessarily in equal proportions. Playing time is the sole decision of the coach and may be influenced by attendance, tardiness, discipline, and ultimately by ability in playing well in pressure situations.

Communication:

- I understand that my daughter should approach the coach if she has problems or concerns first and I will encourage her to do so.
- I understand that there are times when I feel I need to speak immediately to the coach. I will wait 24 hours after the triggering event so as to make that conversation as productive as possible.
- I hereby authorize NCWVBC to post her name, picture, present school, year of graduation, height, uniform number and position on the NCWVBC website or with any recruiting materials.

Parent/Guardian Agreement & Consent

I, _____, have read, understand, and agree to the policies, procedures, and code of conduct requirements as set forth in the NCWVBC Parent/Player Handbook. As evidenced by my signature, I certify that I have read and understand all of the foregoing and consent to abide by the rules set forth therein. In addition, I certify that as a parent/guardian of this athlete/player, have explained to my daughter the aforementioned stipulated conditions and their ramifications, and I consent to her participation in this program under the Evergreen Region of USA Volleyball in which she is a member. I agree to pay the team fees set forth by NCWVBC, allowing my daughter to participate in the program.

Parent Name (printed) _____

Parent Signature _____ Date _____