



**BOYS & GIRLS CLUBS
OF SONOMA VALLEY**

Volunteer Handbook

HANDBOOK DISCLAIMER

This Volunteer Handbook is an important document intended to help volunteers become acquainted with Boys & Girls Clubs of Sonoma Valley (BGCSV). This document is intended to provide guidelines and general descriptions only; it is not the final word in all cases. Individual circumstances may call for individual attention.

Because the Organization's operations may change, the contents of this Handbook may be changed at any time, with or without notice, in an individual case or generally, at the sole discretion of management.

We prepared this handbook to help volunteers find the answers to many questions that they may have regarding their time with BGCSV. Please take the necessary time to read it.

We do not expect this handbook to answer all questions. Our athletic directors and our VP of Administration also serve as major sources of information.

Important Contacts:

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This handbook supersedes all prior handbooks.

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Welcome to the great team at the Boys and Girls Club of Sonoma Valley!

Let me take this opportunity to extend a warm and enthusiastic welcome to Boys & Girls Club of Sonoma Valley (BGCSV), and sincerely thank you for sharing your time with us as a volunteer. Your commitment to partnering with us to provide positive opportunities for youth and teens to learn, and succeed is valued. We take pride in our organization and associated programs that help young people discover their full potential and we are equally committed to providing our staff and volunteers with a great place to work.

BGCSV prides itself on being one of the oldest and largest organizations in the Sonoma Valley. We have an extremely dedicated staff, many of whom began as members, or obtained their first job with us. This Volunteer Handbook is intended to provide you with a clear understanding of what is expected from all of our volunteers and as well as what you can expect from this organization.

This handbook has been written to serve as the guide for our organization/volunteer relationship. Please keep in mind that the procedures, practices, and policies, described here may be modified or discontinued; but we will of course try to inform you of any changes as they occur. The main focus of the policies expressed in the handbook are designed to create a positive work environment.

There are several other things to keep in mind about this handbook. First, it contains only general information and guidelines as they pertain to volunteers. It is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described. Some subjects described in this handbook are covered in detail in additional organizational policy documents. Please contact your program director and/or our Vice President of Administration if you require additional specific information as pertains to any topic of interest to you, as this handbook only summarizes our guidelines.

Our staff and volunteers are our most important asset, and our members cannot thrive unless you and our organization are also thriving. So please feel free to share your suggestions and/or concerns with our program directors or with any member of the executive leadership team. Our organization is all about learning and improving, so your feedback from the front lines is important to our mutual success.

I'm excited and grateful that you are joining our team. And we are here to help you any way we can; to help support you in being successful in your role. You have chosen a talented team and wonderful organization to work with and for, and it is my hope you derive great satisfaction in helping our members grow and flourish every way they can.

Once again, welcome to the Boys & Girls Clubs of Sonoma Valley!

Cary Snowden

President & CEO

ABOUT US

Mission, Values and Programs

OUR MISSION:

To Provide Positive Opportunities for Youth and Teens to Learn, Succeed, and Discover their Full Potential.

OUR CORE VALUES:

INTEGRITY: We adhere to a code of ethics that emphasizes honesty, transparency, and sincerity. Through our words and actions, we strive to earn the trust of one another and the people we serve. We have the courage to do the right thing as it aligns with our mission.

RESPECT: We express courtesy, consideration, and empathy in our interactions. We listen openly and maintain confidentiality. We treat each other with acceptance, dignity, and compassion, and we value the uniqueness and diversity of each individual.

EXCELLENCE: We strive to empower those around us by always setting an example of excellence and competence, and by encouraging active participation. We embrace the responsibility of being role models for all, and work as a team to exceed expectations. We are driven to succeed and committed to our mission.

FUN: We believe a positive approach and humor are essential to our success. We encourage enthusiasm, communicate excitement about our work, and celebrate innovation and creativity.

ACCOUNTABILITY: We measure our success by the impact we have upon the lives of our members, their families, and the community. We take responsibility as individuals and as a team, are committed to transparency in our actions, conducting ourselves as professionals, and aspiring to excellence in every aspect.

Club Locations & Who We Serve

- Maxwell Clubhouse: School Age Program: Grades K-5 (or ages 6-12), Middle School Program: Grades 6-8
- Altimira Middle School: Grades 6-8
- THE CLUB Maxwell Village: Grades 9-12
- Dunbar Elementary School: Grades K-5
- Flowery Elementary School: Grades K-5
- El Verano Elementary School: Grades 1-5 (Members bus to Maxwell Clubhouse)
- Sassarini Elementary School: Grades K-5
- Sonoma Charter School: Grade K-8

Athletics Program

- **Junior Co-Ed Basketball**
 - For K - 2nd grade kids. Sign-ups take place in May. The season is from August to October.
- **Boys and Girls Basketball**
 - We offer a 3rd - 5th grade league and a 6th - 8th grade league for boys and girls. All participants play in every game.
 - Sign-ups take place in September.
 - The season is from November to February.
- **Turkey Shoot**
 - Our Competitive Basketball Turkey Shoot takes place Tuesday of Thanksgiving week.
- **Girls Volleyball**
 - We offer a 3rd - 5th grade league and a 6th - 8th grade league. Participants play at least one game per match.
 - Sign-ups take place in March. The season is from May to July.
- **T - Ball**
 - For youth 4-6 years old. Games and practices take place at the Maxwell Farms Park. Sign-ups take place in January.
 - The season is from March to May.

After-School Programs

Our programs are designed to be fun, entertaining, and educational. These age-appropriate programs are provided each afternoon. Power Hour is devoted to homework time, Enrichment Hour offers our core area programs, and Club activities are always fun for members. All of our programs are run by Club professionals and meet the After-School Education and Safety (ASES) program guidelines. Some enrichment programs are led by contracted professionals and volunteers.

We offer an array of Enrichment programs in one or more of the five core program areas:

- Character and Leadership Development
- Education and Career Development
- Health and Life Skills
- The Arts
- Sports, Fitness, and Recreation

Summer Programs

- Day Camp-Weekly themed camps include arts & crafts, sports and recreational activities, and weekly field trips.
- Specialty Camps-Week long camps provide a specific focus: Volleyball, Basketball, Flag Football, Rock Climbing, Cooking, Science, Lego Robotics, Video Productions, Maker, and Art.
- Open Club -Afternoon activities include arts & crafts, sports, technology, and outdoor fun.

Teen Programs

- Teen programs are offered after school and in the evenings. The Club Maxwell Village stays open until 9 pm each evening.
- The Club currently serves almost 300 high school youth, with daily attendance ranging from 30-50 youth.

Youth of the Year

- Youth of the Year is a National BGCA program that provides recognition for success at the Club and service to the community.

POLICIES

Equal Employment and Immigration Law Compliance

BGCSV is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, color, national origin, ancestry, sex, gender, gender identity, pregnancy, childbirth or related medical condition, religious creed, physical disability, mental disability, age, medical condition (cancer), marital status, veteran status, sexual orientation, genetic information. The Company adheres to current California law, regulations, and the like for employers as appropriate for compliance to Equal Opportunity and non-discrimination in the workplace. or any other characteristic protected by federal, state or local law. Our management team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities and general treatment during employment.

Discrimination, Harassment and Retaliation Prevention

BGCSV does not tolerate and prohibits discrimination, harassment or retaliation of or against job applicants, contractors, interns, volunteers or employees by another employee, supervisor, vendor, customer or any third party on the basis of race, color, creed, religion, age, sex or gender (including pregnancy, childbirth and related medical conditions), sexual orientation, gender identity or gender expression (including transgender status), national origin, ancestry, marital status, protected medical condition as defined by state law (cancer or genetic characteristics), physical or mental disability, military and veteran status, genetic information, or any other characteristic protected by applicable federal, state or local laws and ordinances. The Organization is committed to a workplace free of discrimination, harassment and retaliation.

Our management team is dedicated to ensuring the fulfillment of this policy as it applies to all terms and conditions of employment, including recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities and general treatment during employment.

Discrimination Defined

Discrimination under this policy means treating differently or denying or granting a benefit to an individual because of the individual's protected characteristic.

Harassment Defined

Harassment is defined in this policy as unwelcome verbal, visual or physical conduct creating an intimidating, offensive or hostile work environment that interferes with work performance. Harassment can be verbal (including slurs, jokes, insults, epithets, gestures or teasing), visual (including offensive posters, symbols, cartoons, drawings, computer displays or emails) or physical conduct (including physically threatening another, blocking someone's way, etc.) that denigrates or shows hostility or aversion towards an individual because of any protected characteristic. Such conduct violates this policy, even if it is not unlawful. Because it is difficult to define unlawful harassment, employees and volunteers are expected to behave at all times in a manner consistent with the intended purpose of this policy.

Sexual Harassment Defined

Sexual harassment can include all of the above actions, as well as other unwelcome conduct, such as unwelcome or unsolicited sexual advances, requests for sexual favors, conversations regarding sexual activities and other verbal or physical conduct of a sexual nature. Sexual harassment includes unwelcome or unwanted conduct which is either of a sexual nature or which is directed at an individual because of that individual's sex when:

- submission to that conduct or to those advances or requests is made either explicitly or implicitly a term or condition of an individual's employment; or
- submission to or rejection of the conduct or advances or requests by an individual is used as the basis for employment decisions affecting the individual; or
- the conduct or advances or requests have the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Examples of conduct that violates this policy include:

- unwelcome or unwanted sexual advances, flirtations, advances, leering, whistling, touching, pinching, assault, blocking normal movement;
- requests for sexual favors or demands for sexual favors in exchange for favorable treatment; obscene or vulgar gestures, posters or comments;
- sexual jokes or comments about a person's body, sexual prowess or sexual deficiencies; propositions or suggestive or insulting comments of a sexual nature;
- derogatory cartoons, posters and drawings; sexually-explicit emails or voicemails; uninvited touching of a sexual nature;
- unwelcome or unwanted sexually-related comments; conversation about one's own or someone else's sex life;
- conduct or comments consistently targeted at only one gender, even if the content is not sexual; and
- teasing or other conduct directed toward a person because of the person's gender.

Retaliation Defined

Retaliation means adverse conduct taken because an individual reported an actual or perceived violation of this policy, opposed practices prohibited by this policy, or participated in the reporting and investigation process described below. "Adverse conduct" includes but is not limited to:

- shunning and avoiding an individual who reports harassment, discrimination or retaliation; express or implied threats or intimidation intended to prevent an individual from reporting harassment, discrimination or retaliation; and
- denying employment benefits because an applicant or employee reported harassment, discrimination or retaliation or participated in the reporting and investigation process described below.

- All discrimination, harassment and retaliation is unacceptable in the workplace and in any work-related settings such as business trips and business-related social functions, regardless of whether the conduct is engaged in by a supervisor, co-worker, client, customer, vendor or other third party.

Drug-Free and Alcohol-Free Workplace

To help ensure a safe, healthy and productive work environment for our employees, volunteers, and others, to protect Organization property, and to ensure efficient operations, BGCSV has adopted a policy of maintaining a workplace free of drugs and alcohol. This policy applies to all employees, volunteers, and other individuals who perform work for the Organization.

The unlawful or unauthorized use, abuse, solicitation, theft, possession, transfer, purchase, sale or distribution of controlled substances, drug paraphernalia or alcohol by an individual anywhere on Organization premises, while on Organization business (whether or not on Organization premises) or while representing the Organization, is strictly prohibited. Employees, volunteers, and other individuals who work for the Organization also are prohibited from reporting to work or working while they are using or under the influence of alcohol or any controlled substances, which may impact the employee's ability to perform their job or otherwise pose safety concerns, except when the use is pursuant to a licensed medical practitioner's instructions and the licensed medical practitioner authorized the employee, volunteer, or individual to report to work. However, this exception does not extend any right to report to work under the influence of medical marijuana or to use medical marijuana as a defense to a positive drug test, to the extent the employee is subject to any drug testing requirement, except as permitted by and in accordance with applicable law.

Background Checks

All BGCSV employees and volunteers are subject to background checks upon hire, this includes FBI and the Department of Justice. Background checks may include, but are not limited to, checks of an employee's/volunteer's driver's license, National Sex Offender search, state and federal criminal records; any offenses or convictions may prevent on-going employment, as permitted by applicable law.

Member Relationship Policy

The Boys & Girls Clubs of Sonoma Valley is committed to ensuring the safety of our members.

Purpose: In order to best serve our Club Members, Club Staff and volunteers are expected to develop positive and meaningful relationships with Club Members we serve. However, these relationships require boundaries and must not extend beyond Club hours or regular Club business. Violation of this policy could result in disciplinary action up to and including termination.

In order to ensure the safety of youth and in order to protect you, Club Staff or volunteers are prohibited from:

- Leaving Club Members unattended in any space or under the supervision of someone other than Club Staff (including parents and/or Club volunteers).
- Supervising a single Club Members in 1 on 1 situations. Transporting Club Members in personal vehicles.

- Transporting single Club Members in a 1 on 1 situation in approved Club vehicles. Exchanging personal phone numbers with Club Members.
- Texting or calling Club Members.
- All communication should be related to BGCSV activities, refrain from personal communication.
- Refrain from using language of a sexual, vulgar, or provocative nature with youth, club parents and or guardians.
- Having contact with Club Members on the internet, including Social Media (i.e. Facebook, Instagram, Twitter, Chat Rooms, Online Gaming, etc.)
- Having personal interaction with Members, further than mutual acknowledgement during a casual meeting in a public place.

Staff or volunteers may not have non-BGCSV related personal interactions with youth members or program participants through electronic messaging such as forming relationships on social networking sites, exchanging personal emails, text messaging, or any private electronic contact between staff or volunteer and a youth member or program participant. Staff or volunteers utilizing personal non-authorized BGCSV social networking sites shall not post content, including text and pictures, regarding BGCSV youth members or program participants.

Staff or volunteers may not have a relationship with a child who they meet through BGCSV programs outside of the activities related to that program (i.e. babysitting, sleepovers).

Exceptions may be granted when a staff or volunteer have a relationship that predates meeting at the BGCSV or a relationship other than through the BGCSV. Requests for an exception should be directed to the CEO member of the Leadership Team.

Electronic Communication and Social Media

Electronic Communication: General and Program Participant Contact

BGCSV recognizes that social media sites, such as Facebook, Twitter, LinkedIn, Instagram and YouTube, have become important and influential communication channels for our community. If you choose to participate in these platforms or any other social media sites, we have developed general guidelines and rules of engagement that apply to all BGCSV employees and volunteers. Please be aware that those who do not follow these guidelines and rules will be subject to disciplinary action up to discharge.

Purpose: A major component of the abuse prevention code of conduct used by BGCSV is that no communication with members is allowed outside of Club activities. Current technology has made monitoring and enforcement of that standard extremely challenging; yet, it must be done to protect both our staff and the children ('youth') in our programs. This policy is designed to assist BGCSV in protecting our members and staff.

Telephones/Cell Phones

Employees/volunteers are prohibited from initiating or receiving personal phone calls with youth who are in, or whom they have met through, BGCSV programming. A call is considered personal if it does not involve both a BGCSV phone and program-specific subject matter. Staff or volunteers are required to report incoming calls to their supervisor immediately.

*Text Messages**

Regardless of the instrument of origin or receipt, text messaging with youth (as defined above) is strictly forbidden. If a text message is received from such a party, BGCSV policy requires immediate notification of a supervisor.

Email/Instant Messaging

Staff/volunteers may not share any personal email address or instant message name or nickname with youth. Staff may neither initiate nor respond to email or instant message communication from youth while using any personal (i.e., non-BGCSV) connection to the Internet.

****All forms of communication with parents or guardians must be appropriate and professional at all times. Volunteer Coaches must include Athletic Director on all email communication to the team.***

Social Networking Websites

Any communication with youth using this medium (e.g., Facebook, WhatsApp, Snapchat, Instagram, Tumblr, Twitter, Kik, etc.) must use BGCSV sponsored or approved sites and logins- no personal blog or social networking website or login may be used.

Any staff profile or blog must be private and inaccessible to youth; the site should not have pictures of, or make references to, specific youth.

Staff/volunteers with profiles on social networking sites may neither request to be friends with, nor accept as a friend, a youth, as described in the policy.

Child Safety Policy

The Boys & Girls Clubs of Sonoma Valley (the "Club") is deeply committed to protecting and preserving the health and well-being of the children whom the Club serves and the staff and volunteers who provide services to these children. The Boys & Girls Clubs of Sonoma Valley follows BGCA's National Child Safety Standards to ensure every Club environment is structured to protect all Club members. In addition, the Club does annual safety assessments of each local clubhouse and provides regular emergency procedure trainings for all staff. The Boys & Girls Clubs of Sonoma Valley has also engaged local partners, such as the Sonoma Police Department. Any violation of this policy could result in disciplinary action up to and including termination.

Purpose: Ensuring the safety of children is fundamental to the mission of the Boys & Girls Clubs of America (BGCA). For more than 100 years, child protection and safety have been the bedrock principles of BGCA's work. We work every day to create a safe, fun environment where kids can pursue academic success, good character and citizenship, and a healthy lifestyle - all under the guidance of caring, trained, trustworthy adult leaders.

Policy Details

Criminal background checks

- All BGCSV employees and volunteers are subject to background checks upon hire, this includes FBI and the Department of Justice. Background checks may include, but are not limited to, checks of an employee's/volunteer's driver's license, National Sex Offender search, state and federal criminal records; any offenses or convictions may prevent on-going employment, as permitted by applicable law.

Safety policies and procedures

- Staff/ volunteers need to keep track of how many children they are supervising at any given time, know who the children are, and keep them within their sight. For some staff, it may mean that they need to write their names down.
- If a child needs to leave for an area that is out of the sight of supervising staff (to use the bathroom, etc.), the child needs to ask for permission, and they need to go with a buddy. An exception would be if students are inside the Maxwell Clubhouse and are going to the bathroom or water fountain and stay within Maxwell Clubhouse; they still need permission, but not a buddy. Middle school students need to ask for permission; however, they can leave the group by themselves.
- It is the responsibility of our staff/volunteers, not the children, to keep the group together and within their eyesight. Also, when a child leaves a group to go to the bathroom, it is the responsibility of the staff to monitor when they return.
- If a child is leaving one program for another, going from a building to a building, or going from an outside area to a building, staff needs to radio that information to an appropriate team member with the name of the child and which building/room the child is heading to. He or she needs to listen for a message that someone copied that information. If he/she is not getting affirmation, he/she needs to repeat that until the message is acknowledged. By acknowledging the message, that staff member is responsible for the child from then on; s/he needs to make sure that the child has reached their destination and is under supervision.
- Active supervision – staff/volunteers needs to keep track of all members under their supervision at all times. It is not sufficient to just be present in the room/outdoor area and for children to be within their sight. Staff members need to be actively observing and noticing what all members are doing. If they feel the need to focus on a small group of children (for instance, to help with conflict resolution) and cannot observe the rest of the group, they need to call their Director to come and support them.
- Children need to have our expectations communicated to them on a regular basis: (a) never leave a group without permission; (b) go with a buddy, and stay together at all times; (c) make the trip as fast as you can - no lollygagging, detours, or change of plans.
- Due to multiple safety risks associated with overnight field trips, Boys & Girls Clubs of Sonoma Valley does not currently plan or participate in overnight field trips unless it is a Boys & Girls

Clubs of America sponsored event (i.e. Youth of the Year Competition, Keystone Conference etc.).

- The Director and staff have regular conversations with children about stranger safety; at school sites, this is aligned with the school protocol. In addition, it is the Director's responsibility to onboard each staff with the protocol and make sure that they understand and follow the expectations. Directors review and discuss this policy with their team at least twice a year and conduct periodic observations to make sure staff follow these safety practices.

Mandated Reporter Training

- All volunteers are required to take the mandated reporter training.
- Mandated Reporter- Complete the General Training. Please print out the certificate and return to Management prior to league starting
- www.mandatedreporterca.com



BOYS & GIRLS CLUBS
OF SONOMA VALLEY

A Matter Trust Athletic Volunteer | Code of Conduct

The Boys & Girls Clubs of Sonoma Valley is committed to ensuring the safety of our members.

In order to best serve our Club Members, volunteers are expected to develop positive and meaningful relationships with the Club Members we serve. However, these relationships require boundaries and must not extend beyond Club hours or regular Club business.

This agreement is intended to indicate the seriousness of your service at Boys & Girls Clubs of Sonoma Valley (BGCSV). The intent of the agreement is to assure you of our deep appreciation for your service, to indicate our commitment to do the very best we can to make your volunteer experience here a productive and rewarding one, and to provide a safe, positive environment for Club members and staff.

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1. In order to protect Boys & Girls Clubs of Sonoma Valley volunteers and program participants, at no time during a Boys & Girls Club program may a volunteer be alone with a single child where he or she cannot be observed by others. As volunteers supervise children, they should space themselves in a way that other staff members and volunteers can see them. If a member is found being unsupervised, the member should be escorted to a supervised area. *(See Relationship Policy & Child Safety Policy in Volunteer Handbook)*

2. Volunteers shall not abuse children, parents and/or guardians. This includes: physical abuse (strike, spank, shake, slap); verbal abuse (humiliate, degrade, threaten); sexual abuse (inappropriate touch or verbal or electronic exchange); mental abuse (shaming, withholding kindness, cruelty); neglect (withholding food, water, basic care, etc.). Any type of abuse will not be tolerated and may be cause for immediate dismissal.
3. Volunteers shall do their part to protect members by reporting any suspicious talk or mention of abuse to Boys & Girls Club Staff/ Directors, local law enforcement (Sonoma Police 707-996-3602) or Youth, Children & Family Services (CPS 707-565-4304)
4. Volunteers will respond to children and/or parents, guardians with respect and consideration and will treat all children/parents/guardians equally regardless of gender, race, religion, culture, ability, etc. *(See Discrimination, Harassment, and Retaliation Policy)*
5. For safety reasons, members are not allowed to be carried, lifted, wrestled, or swung around by volunteers. Volunteers will respect children's right not to be touched in ways that make them feel uncomfortable and their right to say no. Volunteers should never carry members, allow members to sit on their laps, or hold hands with members.
6. Volunteers must appear clean, neat and appropriately attired. Revealing clothes and/or clothes with inappropriate messages will not be allowed.
7. Using, possessing, or being under the influence of alcohol or illegal drugs is prohibited. Smoking or use of tobacco in the presence of children or parents in or around Club premises is prohibited. *(See Drug Free/Alcohol Free Workplace)*
8. Profanity, inappropriate jokes, sharing intimate details of one's personal life and any kind of harassment in the presence of children or parents are prohibited. This includes both verbal communication and electronic communication. *(See Electronic Communication Policy)*
9. Volunteers will portray positive role models for youth by maintaining an attitude of respect, loyalty, patience, courtesy, tact and maturity. Using vulgar language and/or gestures is prohibited.
10. Volunteers are strictly prohibited from texting or communicating electronically with members. All correspondence should go through the parent/guardian and should remain appropriate and respectful. *(See Electronic Communication Policy & Relationship Policy)*
11. The release of or publication of any Club member names on any social media sites such as Facebook, Instagram, Snapchat, LinkedIn, et al, is strictly prohibited. *(See Electronic Communication Policy & Relationship Policy)*
12. Exercise caution, don't violate privacy by taking photos of any Club member without the approval from Club management and or the parent or guardian.

13. Volunteers are prohibited from transporting children in Club vehicles or their own vehicles, unless consent has been given by parent at time of registration and volunteer is listed as a contact on the members registration form.
14. Volunteers must adhere to BGCSV's sign in/out policy. Under no circumstances should volunteers release children to anyone without the member properly signing in/out with BGCSV program staff.
15. Volunteers are responsible for maintaining the confidentiality of all propriety privileged information to which they are exposed while serving as a volunteer, whether this information involves a single member of the staff, another volunteer, club member or other person or involves the business of the organization.
16. Volunteers understand that only emails and phone numbers will be provided for rosters. Should they be provided an address, by consent of a parent, the address is not to be shared with any other member of the team.
17. All forms of communication with parents or guardians must be appropriate and professional at all times. Volunteer Coaches must include Athletic Director on all email communication to the team.
18. Volunteers will use bathrooms only assigned to adults or volunteers.
19. Any post season celebrations should be communicated to Athletic Directors. All teammates should be included in any post-season celebration.