



Athlete Participation Handbook and Policies

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THE MISSION OF JACKSONVILLE SKYLINE JUNIORS IS TO BE ONE OF THE HIGHEST QUALITY CLUBS IN THE FLORIDA REGION AS WELL AS THE NATION. WE HAVE THE EXPERIENCE AND TRAINING TO DEVELOP AND SHOWCASE OUR ATHLETES. WE WILL CONSTANTLY STRIVE TO ENABLE BOTH OUR PLAYERS AND OUR COACHES TO REACH THEIR FULL POTENTIAL- WHATEVER THAT IS FOR EACH INDIVIDUAL.

Skyline Organizational Values

1. Train fundamental skills at an elite level. Help our athletes to excel at higher levels of competition.
2. Strive to make decisions based on what is best for the athletes.
3. Integrate coaching strategies and techniques at each age level so players can take what they have learned and apply it throughout their volleyball careers.
4. Sustain a coaching philosophy throughout the club based on a family culture: positive reinforcement, encouragement, and motivation.
5. Provide year-round training programs.
6. Keep our number of teams manageable so that we will not exceed number of quality coaches available.
7. Advise and mentor our athletes in order to timely and effectively market them to college volleyball programs.
8. We are a PROCESS based club. This can be difficult for some that are conditioned to only focus on outcomes, but research shows over and over again that process-based training in sport leads to elite individual performance.

Introduction

Jacksonville Skyline Juniors Volleyball Association is a non-profit organization affiliated with Skyline Juniors Volleyball Club out of Dallas, TX dedicated to the development and training of junior athletes. We seek to compete on a national level, and to do so, we will go the extra mile to develop and showcase our athletes. We will constantly strive to enable both our players and our coaches to reach their full potential. We will select our coaches based on their coaching experience, temperament, dedication, and desire to train athletes to be the best they can be.

The Skyline Juniors organization enters its 21st year stronger and more determined to lead the USA in volleyball. As Jacksonville Skyline heads into our 3rd season, we are fortunate to be affiliated with the Skyline Family and share this incredibly successful organizational model with the Jacksonville volleyball community. Our access to the Skyline model allows us to not only bring our decades of college coaching experience to Jacksonville, but to do so in an efficient manner that allows us to put a great amount of focus on what is most important for our players- the training and helping players reach their full potential.

Club Coaching Philosophy

We believe that innovative, current and creative training is the most important thing when developing players. Each player has their own level that they can achieve and it is our responsibility as coaches to help them get there. Our training is “solution-based”. With years and years of experience training athletes of all levels, we feel that one solution for one player might not be one for another. It is our job to figure out what that is.

While in the gym training, we have two basic rules:

- 1) Be a great teammate
- 2) 100% effort at all times

We emphasize the process over results while training- knowing that the process will lead to team and individual success. So you will find that we encourage mistakes because we know that only by pushing ourselves to the next level, can we reach it.

Selection of Coaches

Coaches are selected based on their playing experience, knowledge of the game, coaching capability, enthusiasm, and temperament, and have passed an extensive background screening required and done by USA Volleyball. One main quality that we look for in our coaches is a belief in coaching by encouragement rather than intimidation. We believe the success of our club is only as good as the development of our coaches. All of our coaches are IMPACT and Safe Sport certified. All coaches will regularly participate in on-the-court training during clinics, camps, and other coaches’ training events and will be mentored by the leadership of the club.

Expectations of Coaches

Each coach’s main objective is to provide our athletes with as much quality individual and team training as possible in a positive and encouraging learning environment. They are required to plan and organize their portion of their team's individual practice sessions, administer instruction at tournaments, and develop the composition and organization of the team. Our coaches strive to be excellent role models for the players and all others with whom they may come into contact. The staff of Skyline Juniors will provide all the administration for tournaments, travel, and finances within the club so our coaches can concentrate on coaching and their own professional growth.

Club Amenities

Skyline Juniors volleyball is a major investment in your child's life. Perhaps the most satisfying is to see your child play for the college or university of their choice. No junior’s club program is complete without informing both players and parents about the important topic of college recruiting and potential scholarship opportunities.

Blue Chip Recruiting Services

Blue Chip Recruiting Services is coordinated by Hugh Hernesman and is free for all of our Skyline athletes. His knowledge of the college recruiting process will far exceed what any club in the country can offer and will be extremely helpful to our athletes as they prepare for, and navigate the college recruiting process. He is extremely knowledgeable in effective ways to market Skyline athletes and the pitfalls players and parents should avoid. Additionally, having coached for 22 years at various collegiate levels- as high as the ACC- his contacts and reputation throughout college volleyball is unmatched while his network of relationships with top college coaches in the country is extensive.

Recruiting Workshops

Blue Chip offers Recruiting Workshops for both players and parents that cover the “dos” and “don’ts” of timely and effective communication with colleges and universities. Topics covered include different ways parents may videotape matches and how to construct recruiting videos. We set aside time to video athletes’ skills and design proper introductions for these tapes, and provide examples of various ways athletes can set up their profiles to make them appealing to college coaches. We recommend the Blue Chip Recruiting Workshop for all Skyline athletes regardless of the sport they may pursue in college. In addition to the workshops, Hugh will be holding individual and group meetings throughout the season for further help and advice.

Online Recruiting Database

Skyline has one-of-a-kind recruiting database. The database is organized to collect important information about each athlete and may be used as each athlete’s online Contact Management Software for college coaches. Included behind the athletes’ personal login are recruiting timelines, college comparison spreadsheets, articles on “Visits to Colleges,” templates for letters to college coaches, sample emails to colleges, and a comprehensive college search engine. Our program also allows our coaches and staff to download each athlete’s information court-side from their devices. These features and the database constitute an exceptionally powerful recruiting program that is unique to Skyline. No other club can boast comparable programs.

Online Profile Pages, Videos & Media Pages

On every athlete’s profile page, we have room up to three videos you may link from your profile page. In addition, you can include PDF or other file formats to provide college coaches additional information (newspaper articles, online mentions, etc). Our emails that we send out to college coaches will include these links in the email so they can easily click on the video of their choice.

Year-Round Training

When the club season is over, Skyline is in the gym 3-4 days a week offering the top training. So much improvement takes place in the five months between club seasons. It is vital to the athlete’s development to be in an organization that offers year-round training.

Practice Information

2019-2020 Practice Times and Locations

LOCATION: Jacksonville Country Day School- 10063 Baymeadows Rd

TIMES: TBD

There may be a few conflicts throughout the season that may require a different practice days to be utilized. These will be clearly communicated to each team via email.

Team Practices

It is impossible to develop quality teams with inconsistent practice attendance. If an unusual circumstance exists, it is the athlete's responsibility to inform his or her head coach immediately of the situation. If an athlete has an unexcused absence, then she will be required to sit out the first game of the following tournament. Because athletes must learn to organize their time and plan accordingly, homework is not an excuse to miss practice. This is great preparation for high school and potentially college volleyball participation. Further guidelines for absences are given at the beginning of the season by the coach.

Tournament Information and Guidelines

Skyline Juniors tournament participation is **mandatory**. Tournaments give athletes the chance to compete at higher levels, develop their court skills, apply the training that they are receiving in a game situation, and strengthen their knowledge of the game. For our older athletes, tournaments give the athlete a chance to be evaluated by college coaches. Finally, the success of our team training depends upon all members of the team being present.

Tournament agendas, lodging arrangements and other important travel information will be provided to each family as soon as the club directors have received the information from the tournament directors. We prefer to do most of our communication through e-mail and our website. We will share hotel and tournament information for each team on the website as soon as it is available. All tournament schedules will be finalized by mid-January.

Skyline Juniors Playing Time

The team's head coach is responsible for the composition of the team and determining playing time. Each athlete will receive equal training time and repetitions in practice sessions, but we **cannot** and **will not** guarantee playing time to anyone. Your club fees are for the training you receive during practice and Skyline coaches will fully understand that the development of each and every player in practice is their first priority.

It is in the best interest of the team that we compete at the highest possible level for each team and this most likely involves some players not playing in some matches. The head coaches will make their decisions based on a player's attendance and performance at practices, the importance of an event, the player's attitude, work ethic, and proficiency at required skills, and most importantly the team's needs.

As parents, please understand that our coaches do their best to get everyone playing time, but their primary focus at tournaments is the **team's** success. If a parent wishes to discuss playing time with a coach we require this **NOT BE DONE AT THE TOURNAMENT**. It is very disruptive to the team if a parent confronts a coach in this setting. Consequently, if a coach is confronted by a parent during a tournament, that parent's child must sit out the following match. In short, please save these discussions until after the tournament.

The following procedures are in place to resolve playing time issues or concerns:

- (1) At any time after practices or matches a **player** may meet with the coach for a discussion.
- (2) If questions or concerns remain, then the parents and player may contact the coach to arrange a discussion. This should be communicated at least a day after the conclusion of a tournament.
- (3) If the issue is still not resolved, the club director, coach, player, and parents may meet.
 - Policy: If a parent approaches the coach at a tournament about "playing time", their daughter will be required to sit the next match.

Tournament Transportation

The club does not provide transportation to non-air travel tournaments. In the event that a team makes the choice (by parent vote) to attempt to qualify for the Junior Olympic Championship (this year to be held in Dallas, TX), we will discuss our air-travel protocol and policies at that time.

Hotel Accommodations

We distribute hotel information for parents in advance on the web page or by email so parents may make reservations at the same hotel where the teams are staying. In an effort to keep costs lower, ALL teams will stay with their parents. We cannot guarantee space or make reservations for parents, but we will ask hotels to hold rooms for parents until a specified date. If you have not made a reservation by that date we cannot hold the room.

Club Policies

Electronic Communications and Social Media Policy

**** See APPENDIX A for the USA Volleyball Florida Region MAAPP policies. ****

All communication between coaches and families/student-athletes must be professional in nature and strictly for the purpose of communicating team business. The content and intent of all electronic communication must adhere to the USAV Code of Conduct and the professional conduct expected of Jacksonville Skyline.

EMAIL

**** See APPENDIX A for the USA Volleyball Florida Region MAAPP policies.****

All email communication from Jacksonville Skyline coaches to AND from families/student-athletes will include (Cc) the Co-Directors, Hugh and Stephanie Hernesman (hugh@jaxskyline.com and steph@jaxskyline.com). This allows the leadership to ensure appropriateness of email contents as well as keeping the leadership of the club up to date on what is going on with each team. All email must be clear, direct and free of innuendo. At no time should communication contain or relate to drugs or alcohol use, sexually oriented or explicit language or activity. Communication should never relate to an adult's personal life, social activities or relationships.

TEXT

**** See APPENDIX A for the USA Volleyball Florida Region MAAPP policies.****

All texts must be clear, direct and free of innuendo. At no time should communication contain or relate to drugs or alcohol use, sexually oriented or explicit language or activity. Communication should never relate to an adult's personal life, social activities or relationships. If, as parents, there is a well-being concern regarding a text or texts, please notify Hugh and Steph Hernesman immediately.

SOCIAL MEDIA (Facebook, Instagram, Twitter, Snapchat and similar sites)

**** See APPENDIX A for the USA Volleyball Florida Region MAAPP policies.****

Further, Skyline coaches will, and are allowed to, have personal Facebook (or similar social media) pages but it is inappropriate for players to request to follow coach's personal pages. Coaches will be instructed not to accept "friend" and "follow" requests of any kind. While our coaches are not expected to keep their social media "private", there will be a very high expectation of professionalism on their social media accounts and they will be monitored by the leadership of Jacksonville Skyline. The first violation of our social media expectations will result in the coach being requested to make all of their social media accounts "private". If any issues continue, the coach will be removed from all coaching duties and will not be allowed to be around our student-athletes.

Additionally, there will be an expectation of our student-athletes to maintain a positive profile on their social media accounts- mainly due to how this can affect their future prospects as high school and potentially college student-athletes. Both student-athletes and families are asked to keep any club issues "in-house" and not to air out their dirty laundry online as it may relate to teammates, coaches, other clubs or student-athletes and Jacksonville Skyline. We encourage everyone associated with the club to address any issues they have face-to-face and in a mature, adult manner.

At no time should behavior that is inappropriate or not compliant with the USAV Codes of Conduct or expectations of Jacksonville Skyline be included on social media tied to a coach, team or the club. At no time should these 'pages' include activity that is inappropriate for minors, and/or social activity outside the club business. Inappropriate social media or electronic communication WILL NOT BE TOLERATED. Violations will be considered violations of the Jacksonville Skyline Juniors Code of Conduct and will be addressed through club administration or, as necessary, the Regional SafeSport officer for evaluation. Complaints and allegations will be addressed quickly and efficiently. Any participant, parent or coach that violates the social media policy will be subject to appropriate disciplinary action, including but not limited to: suspension, permanent suspension and/or referral to law enforcement authorities.

Best Practices and Reminders

Skyline Juniors athletes are representatives of the club and community. The club requires student-athletes to exercise good judgment in their use of social media websites, and to conduct these activities in a responsible and respectful manner.

- It is impermissible for student-athletes to post information, photos, or other representations of sexual content, inappropriate behavior (e.g., drug or alcohol use), or items that could be interpreted as demeaning or inflammatory.
- Student-athletes are required to abide by all team policies and club policies.
- It is not permissible to comment on injuries, officiating, or team matters that could reasonably be expected to be confidential to team members.
- Student-athletes are required to follow all respective social media website rules.
- Think twice before posting. If you wouldn't want your coach, parents, or future employer to see your post, don't post it.
- Be respectful and positive.
- Remember, many different audiences view your posts including fans, alumni, kids, local authorities, parents, faculty, etc.

Violation of the Social Media Policy may result in disciplinary action-- including temporary or permanent suspension from the team--as determined by club directors and/or head coach.

Drug and Alcohol Policy

In order for the Region to support any disciplinary actions by the club toward a player, one of these two below procedures must take place in case a player is in the possession of or involved with any type of illegal drugs or alcohol.

- **Option One:** Go immediately to a clinic and have a drug test administered.
- **Option Two:** The police will be called to file a report.

If the player(s) is found to be at fault, further action will take place depending on the severity of the issue. The player may be sent home from the event, dismissed for a period of time, or released from the team permanently (at the expense of his or her parent/guardian).

Attitude Policy

Each player has been selected to represent Skyline Juniors in a positive manner. Therefore, it is important that all players are in control of their court demeanor and attitude. A player's attitude has a profound effect on the team, and we will not tolerate disruptive players. If a problem persists, each player involved could lose playing time or, depending on the severity of the incident, be asked to leave the team.

Representation of Skyline Juniors at Athletic Events

When at an athletic event, the athletes are representing both USA Volleyball and Skyline Juniors Volleyball Association. We expect proper conduct in all situations both on and off the court. If players do not abide by their coach's guidelines or Skyline Juniors guidelines, they may not be allowed to play or, depending on the severity of the issue, they may be sent home from an event/tournament (at the parent's expense), or be released from a team. If at any time, an athlete is found in the room of the opposite sex, in the possession of alcohol or an illegal substance, they will be sent home immediately, and further discipline or release from the team may incur.

Chaperones

All teams will be required to have two parent chaperones registered with USAV. The chaperones will be responsible for the players if the coaches or directors are unable to be present. All chaperones will undergo a required background check. We prefer that the chaperones be female representatives. Each team will need to have one chaperone fly with the team in the event of air travel trips. One ticket (per team) for the chaperone will be reserved with the team, but will still need to be paid for by the chaperone attending that trip.

Skyline Expectations for Parents (Adapted from USAV CAP Manual)

1. Let your children know that win or lose, you love them, unconditionally. You are proud of their efforts and are not disappointed with them. You are the people in their lives who always give positive reinforcement.
2. Show them you are pleased that they chose to play sports and accept all the challenges that come with trying to better themselves in practices and games. Let them know that you understand how hard it is to constantly put themselves on the line in front of peers and spectators.
3. Be completely honest about your child's athletic ability, attitude, and sportsmanship. Remember that you don't know what happens in practice; you can't second-guess the coach's decisions, because you don't have all the information.
4. Let your children live their own lives. Try not to relive your athletic life through your children. You had your time, now it is their turn. Don't pressure them to shine for your ego. Remember that you made mistakes too.
5. Coach attitude, but don't coach skill. Leave that to the team coach. Refrain from the inclination to try to make your child just a little better by giving them tips on the way home from matches, or at dinner, or when they are trying to go to sleep.
6. Don't compete with the coach. You each have different roles to fill; leave them theirs and work on your own. "It takes a village to raise a child." Be glad you have an excellent adult role model contributing to the upbringing of your child. But remember, they are human; they will make mistakes.
7. Never compare the skill, athletic ability, or attitudes of your child with other members of the team, at least not with their hearing. A team needs all kinds of different athletes to fulfill essential roles. Celebrate your child's special attributes.
8. Know your child's coach. Because of the special circumstances of a coach-player relationship, the coach has a tremendous potential to influence your child. Be aware of the coach's philosophy, attitudes, ethics, and knowledge.
9. Always remember that children tend to exaggerate both when praised and when criticized. Allow them time to cool off. Chances are, tomorrow they will have more appropriately evaluated a situation, while you may be just beginning to investigate. If the situation warrants following through, investigate quietly before overreacting.
10. Make a point of understanding courage and the fact that it is relative. Some are terrified of talking in public, whereas others are not. Some are afraid of a mouse but not of a bull. Everyone is frightened in certain circumstances. Explain that courage is not the absence of fear but a means of doing something in spite of fear or discomfort. Be proud that your child has chosen to participate rather than spectate, to do and not only dream, to risk stumbling and try to rise again. Be supportive and encouraging; congratulate them when they succeed on their own.

Parents who these commandments will consider it high praise indeed when, later in life, their children say, "My parents were always there for me, and were my best support. I couldn't have done it without them. I want to be just like them."ⁱ

Membership Fees and Payment Plans

**** All payments must be made by the 1st of each month ****

Parents are expected to keep up with their dues and payment schedules. In order to facilitate payment, we provide player's their account status online at the Skyline website (iSkyline). Payment can be made via mail:

749 Rembrandt Ave | Ponte Vedra, FL 32081

Alternatively, membership fees may be paid on your iSkyline account with a credit card; or via Venmo.

If a payment is late, a \$25.00 late fee can be assessed, and the athlete will not be able to participate in any sanctioned events until a payment is made. A \$25.00 transaction fee will be assessed for each returned check, and if the problem occurs two times, parents must pay by cash or a cashier's check.

If an account is not paid in full, the participant's name may be submitted to FHSAA because he or she may have violated her "amateur status." The parent/guardian responsible for the player will also be responsible for any additional costs or expenses incurred by the club while pursuing collections.

If there is some reason the payment cannot be made by the date specified, please contact Steph or Hugh Hernesman and we will try our best to work out the situation.

The team incurs several expenses whether the athlete continues his or her season with the club or not. Due to USA Volleyball and Florida Region policies, it may be impossible to add players to a team after the season begins; therefore it is the family's responsibility to pay player's dues in full unless there is a season ending injury. In addition, it is Skyline policy that if a team qualifies for USA Volleyball's Girls' Junior National Championships then the team WILL participate and additional Post Season fees will be required. The additional Post Season fees are estimated to be \$900-\$1,100 per player.

Refund Policy

Please know that once you commit to a team, Jacksonville Skyline incurs several expenses whether you continue your season with the club or not. We understand that, occasionally, certain circumstances arise that prevent a player from finishing the season. Sometimes, it is not possible to refund the full amount of the deposit or payments as many of the expenses associated with participating are paid up front (i.e. tournament entry fees, flights, uniforms, etc.). Please review the terms and conditions below regarding our policy for issuing refunds for Club Dues and Travel Fees. All refunds are reviewed on a case by case basis. All final decisions are determined by the Directors.

TERMS & CONDITIONS

Club Dues (deposits and any portion of remaining balances paid) will NOT be refunded after March 15. Additionally, Club Dues will **only** be considered for refund if one of the following circumstances arises:

- Severe illness or injury prevents a player from participating in our programs. Participant or parents should provide documentation from medical professionals for our records.
- Unforeseeable life change that prevents player from participating in our programs (i.e. unexpected family move out of the area).

***Any dispute with the club must be submitted to the Skyline Directors in writing, including the date of incident or injury, doctor notes (including type and length of disability), the duration of club participation and any other relevant information. All disputes which include complete documentation as previously stated will be considered.*

Travel Fees* (deposits and any portion of remaining balances paid) will NOT be refunded in full or in part less than 45 days before the travel date (usually the day before the first day of competition at the tournament) due to the complexity that is involved when making large group travel arrangements. Additionally, Travel Fees are set for each team based on the number of players traveling. Therefore, it may not be possible to refund any part of the travel fees, even if it is outside of the 45 day window. Travel Fees will only be considered for refund if one of the following circumstances arises:

- Severe illness or injury prevents a player from participating in our programs. Participant or parents should provide documentation from medical professionals for our records.
- Unforeseeable life change that prevents player from participating in our programs (i.e. unexpected family move out of the area).

** This will not be for 2018-19, but it will reflect how we handle travel in future years.*

Injury Related Refunds:

If a player sustains a season ending injury, then the parent/guardian will need to discuss with the directors to agree upon a fair assessment of the athlete's dues incurred to date. Please allow 60-90 days for refunds

Athletes that do not complete the season:

If an athlete quits at any time, they are responsible for the entire year's financial obligation (including any scholarships awarded). It may be impossible to add an equal caliber player after teams are put together and we have passed on other athletes to join the team. It is Skyline's policy not to increase players dues when a player quits; therefore, athletes that quit are still financial responsible for the entire year.

USAV Registration and Insurance

Registration Requirements

All players are required to register through USA Volleyball before any type of competition is allowed (this includes tryouts and one day events). The registration form must be completed correctly and accurately, and the submitted to the Club Director before any play can take place.

All teams are required to have each player pass the scorekeeper, line judge and down official training. Instructions for the online training will be sent to the families.

Each team must also have one chaperone registered with USA Volleyball. The club pays the registration fee, but we need volunteers. The team must not be left with anyone that is not registered with USA Volleyball.

Insurance

USA Volleyball insurance covers practices, sanctioned events, competitions and travel to and from these events. The insurance that is provided is secondary insurance after the family insurance has reached its limit. In the event that there is no family insurance, then this policy is enacted as the primary insurance. Each active participant must complete a medical release form.

If an injury occurs, it must be reported to the coach and the club director immediately. The athlete is required to complete an accident report, and the coach must sign it. If this process is not handled properly it may void the insurance. All staff and coaches have this form at every event.

Harassment and Violence Policy

- **Purpose:** To prohibit all forms of harassment. To define the procedures for reporting harassment. To establish guidelines for administration of discipline.
- **Statement of Policy:** All parties involved are to provide an environment free from harassment, violence, abuse, or insult based on a person's sex, age, national origin, ancestry, sexual orientation or disability. Harassment in any of these types of form is against the law and will not be tolerated by Skyline Juniors Volleyball Association or USA Volleyball. If convicted of a crime, disciplinary action will be taken.
- **To whom this applies:** All persons, coaches, athletes, parents, or chaperones involved with Skyline Juniors Volleyball Association are responsible for their actions. This policy applies to all parties in respect to every party (i.e. coaches do not have to take any type of harassment from parents, and the same goes for athletes and parents from coaches).

- **Disciplinary Action:** If a complaint is made, Skyline Juniors Volleyball Association will begin a full investigation either formally or informally based on the crime.

- **Filing a Complaint:** Victims of any of the above actions, harassment, violence, abuse, or insult, based on a person's sex, age, national origin, ancestry, sexual orientation or disability, should report the incident to their head coach, or to the Skyline Juniors Volleyball Association Directors. If you feel that you have been subjected to any of the above actions and are not quite sure you understand the violation, please do not hesitate to ask the Directors.



MINOR ATHLETE ABUSE PREVENTION POLICIES

Covered Organizations/LAOs are required to implement the following athlete abuse prevention policies

To satisfy these requirements, USA Volleyball provides these policies to USAV member clubs. Clubs may choose to implement stricter standards.

SafeSport Club Policies

1. One-on-One Interactions, including meetings and individual training sessions (Clubs are required to establish reasonable procedures to limit one-on one interactions, as set forth in federal law)
2. Massages and rubdowns/athletic training modalities Locker rooms and changing areas
3. Social media and electronic communications
4. Local travel
5. Team travel

These policies shall apply to the following:

- 1) Adult members at a facility that is either partially or fully under the jurisdiction of a **FLORIDA REGION CLUB**
- 2) Adult members who have regular contact with amateur athletes who are minors
- 3) Any adult authorized by **FLORIDA REGION CLUB** that may have regular contact with or authority over an amateur athlete who is a minor
- 4) Adult staff and board members of a **FLORIDA REGION CLUB**

(Collectively "Applicable Adult" for the purposes of this policy)

POLICY 1 - ONE-ON-ONE INTERACTIONS

Observable and interruptible

One-on-one interactions between a minor athlete and an Applicable Adult (who is not the minor's legal guardian) at a facility partially or fully under the jurisdiction of a **FLORIDA REGION CLUB** are permitted if they occur at an observable and interruptible distance by another adult.

One-on-one interactions between minor athletes and an Applicable Adult (who is not the minor's legal guardian) at a facility partially or fully under the jurisdiction of a Covered Organization/LAO are prohibited, except in the circumstances described in meetings with mental health care professionals and health care providers of this section and under emergency circumstances.

Meetings between Applicable Adults and minor athletes at a facility partially or fully under the jurisdiction of a **FLORIDA REGION CLUB** may only occur if another adult is present, except under emergency circumstances. Such meetings must occur where interactions can be easily observed and at an interruptible distance from another adult.

If a one-on-one meeting takes place in an office at a facility partially or fully under the jurisdiction of a **FLORIDA REGION CLUB**, the door to the office must remain unlocked and open. If available, it will occur in an office that has windows, with the windows, blinds, and/or curtains remaining open during the meeting.

Meetings with mental health care professionals and health care providers

If a mental health care professional and/or health care provider meets with minor athletes at a facility partially or fully under the jurisdiction of **FLORIDA REGION CLUB**, a closed-door meeting may be permitted to protect patient privacy provided that:

The door remains unlocked and another adult is present at the facility.

The other adult is advised that a closed-door meeting is occurring written legal guardian consent is obtained in advance by the mental health care professional and/or health care provider, with a copy provided to the organization.

Individual training sessions

Individual training sessions between Applicable Adults and minor athletes are permitted at a facility partially or fully under the jurisdiction of **FLORIDA REGION CLUB** if the training session is observable and interruptible by another adult. It is the responsibility of the Applicable Adult to obtain the written permission of the minor's legal guardian in advance of the individual training session if the individual training session is not observable and interruptible by another adult. Permission for individual training sessions must be obtained at least every six months. Parents, guardians, and other caretakers must be allowed to observe the training session.

POLICY 2 - MESSAGES AND RUBDOWNS/ATHLETIC TRAINING MODALITIES

Any massage or rubdown/athletic training modality performed at a facility or a training or competition venue under the jurisdiction of **FLORIDA REGION CLUB** must be conducted in an open and interruptible location. Any massage of a minor athlete must be done with at least one other adult present and must never be done with only the minor athlete and the person performing the massage or rubdown/athletic training modality in the room.

LOCKER ROOMS AND CHANGING AREAS

Non-exclusive facility

If **FLORIDA REGION CLUB** uses a facility not fully under their jurisdiction (for, e.g., training or competition or similar events) and the facility is used by multiple constituents, Applicable Adults in categories 1 through 4 are nonetheless required to adhere to the rules set forth herein..

Use of recording devices

Use of any device's (including a cell phone's) recording capabilities, including voice recording, still cameras and video cameras in locker rooms, changing areas, or similar spaces at a facility under the jurisdiction of **FLORIDA REGION CLUB** is prohibited. Exceptions may be made for media and championship celebrations, provided that such exceptions are approved by the **FLORIDA REGION CLUB** and two or more Applicable Adults are present.

Undress

Under no circumstances shall an unrelated Applicable Adult at a facility under the jurisdiction of **FLORIDA REGION CLUB** intentionally expose his or her breasts, buttocks, groin, or genitals to a minor athlete.

One-on-one interactions

Except for athletes on the same team, at no time are unrelated Applicable Adults permitted to be alone with a minor athlete in a locker room or changing area when at a facility under the partial or full jurisdiction of **FLORIDA REGION CLUB**, except under emergency circumstances.

If **FLORIDA REGION CLUB** is using a facility that only has a single locker room or changing area, separate times will be designated for use by Applicable Adults, if any.

Monitoring

FLORIDA REGION CLUB will regularly and randomly monitor the use of locker rooms and changing areas at facilities under their jurisdiction to ensure compliance with these policies.

POLICY 3 - SOCIAL MEDIA & ELECTRONIC COMMUNICATIONS

As part of **FLORIDA REGION CLUB** emphasis on athlete safety, all electronic communications between a coach and athlete must be professional in nature and for the purpose of communicating information about team activities.

Content

All electronic communication originating from Applicable Adults to minor athletes must be professional in nature.

Open and transparent

Absent emergency circumstances, if an Applicable Adult with authority over minor athletes needs to communicate directly with a minor athlete via electronic communications (including social media), another Applicable Adult or the minor athlete's legal guardian will be copied.

If a minor athlete communicates to an Applicable Adult (with authority over the minor athlete) privately first, said Applicable Adult should respond to the minor athlete with a copy to another Applicable Adult or the minor athlete's legal guardian.

When an Applicable Adult with authority over minor athletes communicates electronically to the entire team, said Applicable Adult will copy another adult.

Minor athletes may "friend" the organization's official page.

Facebook, Instagram, SnapChat, blogs, and similar sites

Coaches may not have athletes of **FLORIDA REGION CLUB's** Team join a personal social media page. Athlete members and parents can friend the official **FLORIDA REGION CLUB's** Team page and coaches can communicate to athlete members through the site. All posts, messages, text, or media of any kind between coach and athlete must be professional in nature and for the purpose of communicating information about team activities or for team-oriented motivational purposes.

Twitter, instant messaging and similar media

Coaches and athletes may "follow" each other. All posts between coach and athlete must be for the purpose of communicating information about team activities.

Email and similar/electronic communications

Athletes and coaches may use email to communicate. All email content between coach and athlete must be professional in nature and for the purpose of communicating information about team activities. Where the coach is a staff member and/or volunteer, email from a coach to any athlete we recommend come from the club website email center (the coach's return email address will contain "@CLUB.com").

Texting and similar electronic communications

Texting is allowed between coaches and athletes. All texts between coach and athlete must be professional and for the purpose of communicating information about team activities.

Electronic imagery

From time to time, digital photos, videos of practice or competition, and other publicly obtainable images of the athlete – individually or in groups – may be taken. These photos and/or videos may be submitted to local, state or national publications, used in club videos, posted on club or club associated websites, or offered to the club families seasonally on disc or other electronic form. It is the default policy of **FLORIDA REGION CLUB** to allow such practices as long as the athlete or athletes are in public view and such imagery is both appropriate and in the best interest of the athlete and the club. Imagery must not be contrary to any rules as outlined in **FLORIDA REGION CLUB's** Participant Safety Handbook.

Request to discontinue all electronic communication or imagery

The parents or guardians of an athlete may request in writing that their child not be contacted by any form of electronic communication by coaches or Applicable Adults subject to this policy. (Photography or videography). The **FLORIDA REGION CLUB** will abide by any such request that their minor athlete not be contacted via electronic communication, absent emergency circumstances.

Misconduct

Social media and electronic communications can also be used to commit misconduct (e.g., emotional, sexual, bullying, harassment, and hazing). Such communications by coaches, staff, volunteers, administrators, officials, parents or athletes will not be tolerated and are considered violations of our Participant Safety Handbook.

Violations

Violations of **FLORIDA REGION CLUB's** Electronic Communications and Social Media Policy should be reported to your immediate supervisor, a **FLORIDA REGION CLUB** administrator or a member of **FLORIDA REGION CLUB's** Participant Safety Committee for evaluation. Complaints and allegations will be addressed under **FLORIDA REGION CLUB's** Disciplinary Rules and Procedure.

LOCAL TRAVEL & TEAM TRAVEL

This policy shall apply to:

- 1) Adult members who have regular contact with amateur athletes who are minors
- 2) Any adult authorized by **FLORIDA REGION CLUB** to have regular contact with or authority over an amateur athlete who is a minor
- 3) Adult staff and board members of **FLORIDA REGION CLUB**

(Collectively “Applicable Adult” for the purposes of this policy)

POLICY 4 - LOCAL TRAVEL

Local travel consists of travel to training, practice, and competition that occurs locally and does not include coordinated overnight stay(s).

Transportation

Applicable Adults who are not also acting as a legal guardian, shall not ride in a vehicle alone with an unrelated minor athlete, absent emergency circumstances, and must have at least two minor athletes or another adult at all times, unless otherwise agreed to in writing by the minor athlete’s parent/legal guardian in advance of each local travel.

POLICY 5 - TEAM TRAVEL

Team travel is travel to a competition or other team activity that the organization plans and supervises.

Team/competition travel

When only one Applicable Adult and one minor athlete travel to a competition, the minor athlete must have his/her legal guardian’s written permission in advance and for each competition to travel alone with said Applicable Adult.

Hotel Room

Regardless of gender, a coach shall not share a hotel room or other sleeping arrangements with a minor player. (Unless coach is the parent, guardian or sibling of the player) However, a parent/legal guardian may consent to such an arrangement in advance and in writing. Furthermore, a parent/legal guardian may consent in advance and in writing to the minor athlete sharing a hotel room or other sleeping arrangement with an adult athlete

Coach or his/her designee will establish a curfew by when all players must be in their hotel rooms in a supervised location. Regular monitoring and curfew checks will be made to each room by at least two properly background screened adults. At no time should one adult be present in room with minor players, regardless of gender.

Team personnel should ask hotel to block adult pay per view channels.

Meetings

Meetings shall be conducted consistent with the **FLORIDA REGION CLUB** policy for one-on-one interactions

Individual meetings between coach and player may not occur in hotel sleeping rooms and must be held in public setting or with additional adults present with one of those adults being the same gender as the player.



Club Release Policy

If an athlete/family decides to depart Jacksonville Skyline Juniors during the respective season, the following steps must take place:

Release Policy:

STEP 1 - The athlete/family in question must submit a written request for release to the Club Director, **Stephanie Hernesman**, at Steph@JaxSkyline.com and to the Florida Region at registrar@FloridaVolleyball.org stating the reason for the request.

STEP 2 - Club will release the athlete immediately once the following item(s) have been completed:

1. Athlete returns all club gear provided to athlete this season.
2. Member must remit all financial obligations agreed upon contractually. Payment Option – Member pays full cost of season.

Transfer Policy: A player can represent only one club during the Season. A change in geographical location of the family due to a change in job, military, scholastic or inner-collegiate status may receive special consideration. No player may participate in different Qualifying events with different clubs/teams. Proof of residency must be provided by the family at the time of the release/transfer request.

Once an athlete has participated in a **National Qualifier Event (Regional or NQ)** they may not be released for the rest of the season to another club. Please refer to the USA Volleyball (USAV) Championship Manual on releases for athletes that participate in regional or national qualifying/bid events.

Parent Name (Print)

Parent Signature

Date



Jacksonville Skyline Club Refund Policy

Please know that once you commit to a team, Jacksonville Skyline incurs several expenses whether you continue your season with the club or not. We understand that, occasionally, certain circumstances arise that prevent a player from finishing the season. Sometimes, it is not possible to refund the full amount of the deposit or payments as many of the expenses associated with participating are paid up front (i.e. tournament entry fees, flights, uniforms, etc.). Please review the terms and conditions below regarding our policy for issuing refunds for Club Dues and Travel Fees. All refunds are reviewed on a case by case basis. All final decisions are determined by the Finance Committee.

TERMS & CONDITIONS

Club Dues (deposits and any portion of remaining balances paid) will NOT be refunded after March 15. Additionally, Club Dues will only be considered for refund if one of the following circumstances arises:

- Severe illness or injury prevents a player from participating in our programs. Participant or parents should provide documentation from medical professionals for our records.
- Unforeseeable life change that prevents player from participating in our programs (i.e. unexpected family move out of the area).

Travel Fees (deposits and any portion of remaining balances paid) will NOT be refunded in full or in part less than 45 days before the travel date (usually the day before the first day of competition at the tournament) due to the complexity that is involved when making large group travel arrangements. Additionally, Travel Fees are set for each team based on the number of players traveling. Therefore, it may not be possible to refund any part of the travel fees, even if it is outside of the 45 day window. Travel Fees will only be considered for refund if one of the following circumstances arises:

- Severe illness or injury prevents a player from participating in our programs. Participant or parents should provide documentation from medical professionals for our records.
- Unforeseeable life change that prevents player from participating in our programs (i.e. unexpected family move out of the area).

***Any dispute with the club must be submitted to the Skyline Directors in writing, including the date of incident or injury, doctor notes (including type and length of disability), the duration of club participation and any other relevant information. All disputes which include complete documentation as previously stated will be considered.*



Dispute/Grievance Procedure

Jacksonville Skyline fully comprehends the value of parent involvement and encourages our parents to offer feedback whether positive or negative, but to do so in a respectful way. The below procedure is designed to help athletes and parents with questions, concerns, or problems that may occur during the course of the season. It ensures open and honest communication between all parties involved.

1. 24-hour rule: If the athlete or parent has a concern arising from a tournament or practice that needs to be addressed, they must wait at least 24 hours after the conclusion of the event to discuss the issue with the head coach. We trust that parents will be timely in communicating with coaches regarding potential issues that would distract that coach from their primary objective of coaching the team.
2. Don't approach the coach immediately prior to the start of practice, the coach must focus on the athletes' and the training required during practice.
3. The athlete must first ask for a meeting with the coach to discuss the issue at hand. In the case of players on 13's or younger teams, the parents may request the meeting, in which the athlete, parent and coach must be present.
4. If the issue is unresolved, the parents may ask for a meeting between themselves, the athlete, and the coach to discuss the issue. The meeting should take place at a location considered adequate for a private discussion agreed upon by both the parent and coach – NOT at a tournament and/or practice.
5. If the issue is unresolved, the parent may ask for a meeting with the club director, the head coach, and the athlete. The meeting should take place at a location considered adequate for private discussion, agreed upon by the parent, coach, and director and during a scheduled time away from practice or a tournament is appropriate. The decision of the club director at this point is **FINAL**.

It is essential that our parents serve as a support system for our club, players and coaches. To ask this, we, as the club director, staff, and coaches need to be available to empower parents and athletes with information and ensure understanding. When all parties share time together, the potential conflict creates a greater opportunity to learn from each other different strategies in how all parties can communicate effectively and be more congruent in cultivating a positive experience for our athletes.
