



Parent/Player
Handbook

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Introduction

Welcome to The CRÛ!

Central Region United (CRÛ) Volleyball Club is a competitive travel volleyball program for girls and boys ages 7-18. Formed in the Fall of 2016, The CRÛ hopes to establish itself throughout the valley as the leading national level club for athletes who are seeking the highest level of competition.

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

Mission Statement

Our mission is to create a place where like-minded athletes can come together in a positive atmosphere and have the opportunity to take their volleyball training to the next level. We hope to develop happy, healthy, confident athletes that embrace fearless play. We exist to make a positive impact in the lives of our players. We strive to provide a safe, fun, and successful experience for every player.

The CRÛ is committed to:

- Provide the highest quality coaching staff.
- Establish an environment where dedicated coaches and supportive parents help athletes, regardless of their skill level, realize their full potential in the sport of volleyball.
- Provide athletes with uniform training systems through high quality practices.
- Promote teamwork, sportsmanship, and discipline for success both on and off the court.
- Create and maintain a positive and productive team culture
- Prepare our athletes for the next level and teach them to thrive in high pressure situations.

Our Goals

Our first goal is to develop each individual player. We strive to develop fundamentally sound players that learn all skills required to be successful in this sport. We also focus on developing self-discipline, dedication, leadership and confidence in each of our athletes, qualities that will assist them as they progress throughout their life.

Our second goal is to develop our teams. We believe that learning how to function in a positive team environment is one of the most useful life skills a player can develop. We want our teams to compete at a high level relative to their program.

Our third goal is to prepare our players for the next level. We excel in preparing those players that have the desire, athletic ability and academic standing to play at the high school and collegiate level.

Executive Board

The Executive Board directs and oversees all activities within The CRÛ Volleyball Club. The Board of Directors consists of:

President

Mario Andaya
Mandaya0@gmail.com

Secretary/ Treasurer

Molly Andaya
Mandaya0@gmail.com

Director

Mario Andaya
Mandaya0@gmail.com

Assistant Director

Becky Gause
509-910-9608
gausebecky@gmail.com

Tryouts

The CRÛ Volleyball Club may hold open tryouts each year to select players for our teams. Our tryouts will comply with JVA, AAU and/or USAV policies that include player pre-registration, tryout date guidelines and tryout fees.

Tryout Preparation:

- Register online at www.cruperformance.com to complete all required paperwork and pay the tryout fee.
- Be sure to get there early. Forty-five 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:

It is our policy that athletes should play in their actual age group. We will only move players to an older age group under the following conditions:

- An athlete shows superior skills within their age group. The Executive Directors, with input from the coaches will decide whether to advance an athlete. That decision will be based on the likely benefit to all athletes who would be affected by such a move. If an athlete is advanced during one season, she will not necessarily be advanced the following season. Evaluations for such a move will be done during the tryout period each season. The Executive Directors reserve the right to make the final decision on any such move.
- There are not enough athletes to form one team within an age group. For example, athletes that are 13 or 14 could be combined to make a U14 team as deemed necessary by The CRÛ staff

The Selection Process:

Teams will consist of a minimum of 9. We will have multiple coaches evaluating players during our tryouts. Each year during tryouts we consider every athlete as a prospective player. Select teams will have 9-14 players, whereas regional teams will have 10-15 players. Every player must either be personally invited to the team in lieu of a tryout, or be selected through our tryout process. We reserve the right to create our JVA/AAU Select teams at any point during the year since those teams will consist of the most elite athletes. 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 coachability of the player.
- Evaluations of players during the past club season, camps or the current high school season.
- Being in good standing with The CRÛ Volleyball Club, USA Volleyball, JVA, and AAU.
- Past history of parental involvement or behavior.

Notification:

All athletes who try out for our club, whether selected or not, will receive a phone call or email from one of our coaches. With this first contact, if invited, 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. All who accept the position are required to pay the entire team fee for that season.

100 Mile Radius Rule

Any athlete selected to play for Coach Mario Andaya must reside within 100 miles as a crow flies to Central Washington University. Mario Andaya is the head coach at Central Washington University and NCAA Compliance rules allows him to coach high school age athletes on the club level as long as their legal address falls within the 100 mile radius rule.

Movement between Rosters:

Occasionally we will move an athlete from one team to another as needed to complete a roster. 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.

Multi-Sport Athletes

Multi-sport athletes are welcome to participate in The CRÛ Volleyball Club. If Regional team athletes participate in more than one sport during the club season we request they provide their CRÛ coach with the practice and competition schedule of the conflicting sport prior to the start of the season. Select teams require the highest level of commitment, and missing practices for other sports is generally frowned upon. If a multi-sport athlete is interested in participating on a Select team, arrangements must be made with that coach prior to accepting a position on the team. If the athlete does not handle this prior to joining the team, playing time could be withheld or the athlete might be replaced with another team member without refund of fee payments.

Scorekeeper Clinic

Every player is required to attend a scorekeeper's clinic. The CRÛ 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

CRÛ teams practice 2-3 times per week depending on the type of team. Select teams practice up to 3 times per week whereas Regional teams practice only 2 times per week. Practices are held in Ellensburg, Yakima, and Tri-Cities depending on the specific needs for each team. Practices are usually 1.5-3 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:

- 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.
- 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. 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, unless requested by the coaching staff.

Playing Time

Playing time, for many players and parents, is a central concern that can distract from our focus on the team's success and can often create divisions within the team. The CRU does not guarantee playing time to any player. However, we do believe players are entitled to know what is affecting their playing time as well as be given instruction on how to increase their playing time. We know that all players want to play and the vast majority of concerns by players and parents alike involve the amount of playing time that is allocated to the player. The following outlines our general philosophy on playing time.

- Playing time is not guaranteed, is not equal and must be earned.
- Playing time is based on the player's performance at practice and in matches
- Your coach will determine who plays and how much. They will take into account many factors in coming to that decision. The coach has the final decision on playing time and it 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, needs 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

A lot tournaments that The CRÛ 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. Multi-day tournaments (Pacific Northwest Qualifier, President's Day Tournament and Emerald City Classic) involve two days of pool play, followed by single elimination bracket play. Select teams will compete in National Qualifiers and/or Regional and National Championships which are multi-day tournaments.

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 daughter to and from tournaments. The CRÛ 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 your 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 & Table:

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. CRÛ teams will organize a team table 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 table. 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.

Travel

The CRÛ'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 chaperone must attend the coaches meeting at the beginning of the tournament and those persons are responsible for our players' behavior when the coaches are not present at the team cooler area. The CRÛ 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 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 Washington. Outside of the state, 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(s):

Team fees vary within the club and compared to other clubs based on how much your team practices and the tournament schedule that your coach selects. Your daughter's team fee(s) includes but are not limited to:

- Admin Fee – covers registration for staff, equipment, website, tax preparation, etc.
- Coaching Fee – covers coaching stipends for head and assistant coaches.
- Gym Fee – covers costs for practice gyms.
- Travel – covers hotel, mileage and for coaching staff (not for players).

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

- Uniform – covers jerseys and warm-ups for players.
- Any travel expenses or meals for players.
- Team table expenses
- USAV/ JVA/ AAU membership for players.
- 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 \$30.00 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 The CRÛ VBC 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.
- 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 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.
- Statements - Participants will receive statements of amounts payable for fees and services used by the participant.
- Payments – All payments will be made through our website. Parents will create a parent account and team fees will be billed and paid through our online payment system. If prior arrangements have been made to pay by cash, please mail your payment to:

CRÛ Athletics LLC
81 Wheeler Rd
Ellensburg, WA 98926

- **Payment Schedule** – A \$500 deposit is due when athletes accept the initial offer on the team. The balance can be paid in installments if offered by the club.
- **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 still able to participate in practice. Accounts that remain unpaid after May 1st will be considered “Not in Good Standing” and reported to the Evergreen Region office of USAV which may affect a player’s participation during the subsequent club season.

Scholarships and Need-Based Aid

Club volleyball has expenses that are related to team fees as well as the travel-associated costs that come with participation with our older age group teams. We are committed to the goal that no deserving athlete will be prevented from being in the club for lack of funds.

Fundraising:

CRÛ parents may conduct a number of individual fundraising events during the season. Proceeds from these fundraisers should be collected by the participants and can be applied to your installment or other expenses. Participation in an individual fundraising activity is strictly voluntary.

Scholarships:

As a new club start up, The CRÛ is unable to award scholarship money. If your family is unable to participate due to the financial obligations, please contact our club director so we can offer further guidance on various fundraising possibilities.

Communication

Routine Team Communication

The primary way that you will receive communication from your coach or the club director will be through email. 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. 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.

Website

Our website www.cruperformance.com has a lot of information and resources for parents and players. A directory exists on the website with email and phone numbers of all board members and coaches as well as our mailing address. Parents will be asked to sign a release to post player names, pictures or recruiting information on the website. A player’s home address or other contact information will never be posted on the website.

Social Media & Facebook

CRÛ Volleyball Club has a Facebook page and we encourage you to post to the 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 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 daughter to take the first step though. Our coaches work to be approachable and to create a safe environment for 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.

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.

Parents to Coach

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

- **Any information about your daughter'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 daughter'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 daughter 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 daughter's coaches which are not appropriate or where there is a more appropriate venue to make that communication.

- **Conversations about play time.** If your daughter 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 daughter has not tried to discuss her playing time or her role on the team with her coach, it is inappropriate for you to do so. Before approaching the coach yourself, encourage your daughter to talk to her coach about what she can do to help the team and earn more court time or ask the coach to more clearly define 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 her 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 daughter'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 The CRU Volleyball Club.

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.

Parent's Role

We ask that parents provide support to both their child and the team at all times. The success of our teams can be affected both positively and negatively by the role that the parents assume in the process. Parents that are supportive of their daughter and the team will assist in helping create the positive atmosphere and chemistry that is a key ingredient in the team's ultimate success. Parents that are disruptive and critical of either their daughter or other team members, including coaches,

can create a dysfunctional atmosphere that will ultimately hinder the development of the team and the individual players.

We hope that parents will support their athlete by attending their matches and giving positive encouragement. We expect parents to refrain from criticizing your child. Their teammates, their coaches, or the officials.

The CRÛ realizes the sacrifices that are made by all of our families and appreciates the time and commitment of the parents. We have an open door policy with our families and encourage you to address any concerns you have with our staff under the guidelines we have set forth. We ask that you help us create the positive environment necessary for our athletes to succeed both on and off the court.

Volunteer opportunities for parents include:

Chaperone: Each team is required to have at least one registered adult who is back-ground checked as the designated Chaperone. The Chaperone must be in attendance at every tournament and may not leave the tournament facility unless the team has completed play for the day, and has left the venue.

Team Parent: This parent is responsible for leading team communication, tournament food table, and other “spirit” type events. A team may have multiple parents in this role, as long as parents have a specific role, such as the parent responsible for communication, the parent responsible for food, or the parent responsible for travel arrangements. The role of each of these parents must be clearly communicated to all team members and their parents.

Under no circumstance may a parent who is not a coach participate on the court in warm-ups, practices or matches unless approved by the Club Director & Coach. This parent must be an adult USAV member, back-ground checked, and have passed both the Impact & SafeSport training programs.

All parents are required to sign and turn in the parental code of conduct to their player’s coach. Any violation of the code of conduct may result in the ban of the parent to attend practices or tournaments, or the removal of the player from the team. Parents will also be held responsible for any of their relatives or guests.

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 Club Director.

Procedure Steps:

Specifically, if you as a parent, or your athlete have concerns about The CRÛ 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.

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:

The CRÛ Volleyball Club 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 The CRÛ or not. Violation of this policy may result in the athlete being dismissed from The CRÛ.

It is inappropriate and undesirable for an athlete or a parent to approach other CRÛ parents and athletes to complain about a problem the athlete or parent has with a CRÛ 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

The CRÛ Volleyball Club 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 are 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, The CRÛ 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.

The CRÛ Volleyball Club will not tolerate sexual or physical abuse of any of its staff or of participants. The CRÛ 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 CRÛ 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.

Player Releases

Players will not be released to another club during the regular season, although once the CRÛ's regular season has finished for a team, player releases will be evaluated on a case by case basis. The CRÛ Volleyball Club's season end date may vary depending on the level of team, season performance, commitment level of the team, and coach preference. Players are expected to be committed to their team for the regular season, and initial payment is based on that plan each season. A player may be released to play for another post-season team, if her 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 and the team's season has completed.

Length of Season / Post Season

Select Teams with The CRÛ Volleyball Club may run from December through July. Practices begin in December and tournaments begin in January. The regular season runs through April and post- season play runs through July 4.

Regional Teams with The CRÛ Volleyball Club may run from December through April. Practices begin in December and tournaments begin in January. The regular season may run through April. No post-season play is expected or anticipated. However, a coach may, at his or her discretion and upon agreement of the parents and players, choose to continue play post-season into May and /or June. On a case by case basis, any regional teams that choose to continue into the post-season will incur additional fees to cover the cost of that post-season play.

The CRÛ 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 The CRÛ Volleyball Club and agree that:

Attitude:

- I will conduct myself in a manner that is respectful to me, my team and to The CRÛ.
- I will commit to my team by getting adequate sleep, eating a healthy diet, and abstaining for alcohol, illegal 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 CRÛ 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 _____

CRÛ Parent Code of Conduct

Parents are crucial to the success of The CRÛ and their daughter's club volleyball experience. The CRÛ 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 The CRÛ to post her name, picture, present school, year of graduation, height, uniform number and position on the CRÛ 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 CRÛ 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 The CRÛ Volleyball Club, allowing my daughter to participate in the program.

Parent Name (printed) _____

Parent Signature _____ Date _____