

Total Futbol Academy
Cincinnati, Ohio
Policies and Procedures

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This document is subject to change without notice. For the latest version, please check our website or contact the Club Administrator.

Introduction

In order to have a fair and efficiently-run organization it is necessary to document the policies under which that organization will operate, so that there is no misunderstanding on issues that may arise. The Board of Directors of the Total Futbol Academy have developed the following policies and procedures manual, spelling out how the organization will be run, decisions made and issues resolved. It is not possible to document all possible issues and their potential resolution, and that is where the collective good judgment of your elected Board will prevail in organizational issues as they may arise. Nothing in this document is in conflict with TFA bylaws and it is designed to be supplementary to those rules that govern the operation of the corporation.

The Board, players, parents and coaches are expected to adhere to these policies at all times, and they will be used to resolve any disputes that may arise. We encourage all TFA members to read and familiarize yourself with them, so that there will be no question when they are used in making a decision. If you have any concerns, questions or issues that are not covered, or if you just have a question, please feel free to contact any Board member. The Board reserves the right to add to, delete from or modify this document as necessary at any time, to ensure that fairness prevails in club operations.

Club Organization

- The Club is managed by a Board of Directors and a series of committees. In general, each aspect of Club operation is the responsibility of one committee, which must have a charter and a procedures document. Committee chairs must ensure that their committees carry out their objectives and keep the Board informed of their activities. Any issue that cannot be handled within a committee must be referred to the Board.
- The Board's main responsibility is to the overall management of the Club, including chartering committees, ensuring that they are operating effectively by requiring periodic status reports, discussing and agreeing proposed actions, and assisting their members with resolving issues.

Program Eligibility

- Club activities may be designated as being open to Club members only who are active participants of the outdoor soccer program.
- Players who withdraw from active participation in an outdoor team become ineligible to participate in other activities for which such participation is required.

Registration Fees and Refunds

- Each Member is required to register with the club's online registration system as acceptance of their offer to play on a TFA team. A nonrefundable deposit is required at the time of registration. Members will have the option to pay the club fee for the entire year in full at one time, or the option for an installment payment plan with payments throughout the year. It is the family's responsibility to monitor the due dates of payments.
- A player must be registered with the club before they will receive their uniform.
- The club will hold the player card of any player whose club fees are considered past due. These players will not be permitted to continue playing until their account is brought current.
- Fees incurred by the Club for returned checks will be added to the registration fee, and must be paid in full before any member of the family may participate in practices or games. This policy applies even if the player has joined a team when the check is returned. TFA reserves the right to refuse payment by check from any member whose check has been returned at any time in the past.
- At the TFA Board of Directors discretion, registration fees may be reduced for families with three or more children playing for the club. For this purpose, a family unit is generally defined as one or two parents or legal guardians and their immediate children, living as a single household. As individual situations vary considerably, interpretation of this policy is at the discretion of the Board, and may be made on a case-by-case and season-by-season basis, without regard to precedent. Any such decision is final.

- TFA accepts registration fees under a "No Refunds" policy. Despite this policy, the club may refund fees to players under the following circumstances:
 - If the player withdraws before the season begins, for any reason.
 - If the player withdraws after the season begins because of injury, health problems or genuine family circumstances, before his/her team has played any of its scheduled games. Eligible family circumstances include major events such as moving away or long-term illness in the family, but exclude acceptance for a traveling team or another sports club, or inconvenience.
- In addition, discretionary refunds may be made in cases where the Board considers them to be merited—for example, a withdrawal because some unforeseen personal circumstance presents a genuine hardship to the player's family. Discretionary refunds are made on a case-by-case basis, and shall not be regarded as precedents when considering any future requests.
- A player is considered to have withdrawn when his/her parent has notified the coach or the Club's Treasurer. The player's parent must make a refund request within 14 days of the withdrawal, and, where allowed, payment for the full registration amount will be made either by a check mailed to the parent, or if possible as a credit against the credit card on file. Refund requests must be made directly to the Club's Treasurer – not to the player's coach or to any other person.
- Under no circumstances will fees for one season be discounted or waived in consideration of a withdrawal in any prior season.
- If the membership of a family is terminated voluntarily, or if an individual player is suspended from playing for the remainder of the season, the family may apply to the Treasurer for a refund of fees. Any such refund is approved at the discretion of the Treasurer, and, if granted, will be pro-rated according to the number of games for which the player or family was eligible, regardless of whether the games were played, and will take into account a family-maximum discount that the family may have received at registration. This provision may be modified by other policies that deal with specific circumstances.

Membership List & Privacy

- The TFA mailing list is a valuable and private resource, and must be protected. The term "mailing list" applies both to US mail addresses and to e-mail addresses. It is the Club's policy to avoid allowing its members to be subjected to unsolicited commercial mailings, either by US mail or by e-mail, to the extent possible and reasonable.
- The TFA mailing list will not be given to any member or outside party.
- No person may use the Club's mailing list for distribution of personal information, or for commercial, charitable or private solicitation.
- No member may use Club information to reveal personal details of any other member except for legitimate Club purposes.
- Examples of legitimate use are providing the telephone number of a coach to a parent or to another coach. It is not legitimate to honor a request for a telephone number for any purpose that is not related to Club business, or for unspecified purposes.
- Members' e-mail addresses are private, and must be protected to the extent possible. Members sending e-mail to a bulk distribution list should endeavor to protect the recipients' addresses by using blind carbon copy (BCC) distribution.
- Members are asked to provide cell phone numbers for use by administrators and coaches for emergency contact purposes.
- TFA makes use of its website to provide information and registration services to its members, and plans to continue to enhance its web-based services. The club will safeguard personal information to the best of its ability by using recognized Internet security techniques such as encrypted communication and passwords. However, members are expected to recognize that they are also responsible for safeguarding their own privacy by keeping passwords and other identifiers secure.
- TFA will not require or store members' credit card numbers, or other personal information that is not essential to the club's operation. However, the Club may use the services of third party organizations that do store such information, such as on-line payment services.

- No member's personal information will be displayed on the public area of the web site without explicit approval of the member. This policy applies to telephone numbers, US mail and e-mail addresses, and photographs.

Voluntary Activities

- TFA is a large organization, requiring a significant amount of work in management, coaching, grounds-keeping, administration and day-to-day operation. We are a Club, not a service, and at times, the club may go to its members to recruit volunteers for assistance in club functions.
- The club may provide members with a credit towards their club fees in regard to these activities; however, the club is not required to do so.

Fundraising

- The club is not required to provide fundraising opportunities to our members. Each team may organize their own fundraisers to benefit their players. However, teams must obtain approval to use the club's Tax ID Number for any fundraising or for any reason.

Uniform Policy

- TFA Members are responsible for purchasing a uniform from Soccer Village online. Each player is required to purchase: one home jersey, one away jersey, one pair of shorts, 2 pair of socks, and two training t-shirts. Players will not receive their uniforms until they are registered in the club's online registration system.
- Refer to Soccer Village's website for ordering/delivery information. If Soccer Village no longer has the size and color in stock, they will place an order with the vendor and delivery will be delayed until the shipment is received by Soccer Village. It can take up to 90 days to receive the product back from the vendor. As a result, all players are advised to place orders at least 90 days before they are needed.
- The club will assign jersey numbers. If a player later moves teams and there is a jersey number conflict, it will be the responsibility of the player who moved to purchase new jerseys.

Tryouts

- Tryouts are the best method the club has of evaluating players and forming teams according to strength. Competitive soccer, by definition, calls for the strongest players to be placed together to form the strongest possible teams to compete at the highest level possible.
- TFA holds tryouts twice a year for our select program, first in May/June of each year to assist in the formation of teams for the following fall, winter and spring seasons as well as a supplemental tryout in November to fill open spots on existing teams, or possibly to form new teams. Teams are re-formed every fall season.
- The supplemental tryout may result in player movement mid-year between teams, but only at the choice of the player. The club will adhere to Ohio South's "*A Player's Right to Choose*" Policy at all times.

Entire Teams Joining the Club

- At the Executive Director of Coaching's discretion, the club may allow an entire team of players to come into our select program and bypass the club tryout process – for U8 and U9 age groups only. All players U10 and older must participate in the club tryout and will be placed on teams based on ability.

Field Rules

- Please help us to keep our club safe, healthy and pleasant by observing these few rules while you are at the fields.

- **Smoking:** TFA's objective is to promote healthy activity for children. In keeping with that objective, it is Club policy that no person directly associated with the club may smoke while at the fields in any official capacity. This applies to, but is not limited to: players, coaches, game officials and Board members. In the interests of all our children we ask parents and spectators to disassociate smoking from sport by smoking only away from the fields.
- **Alcoholic beverages etc:** Possession of alcoholic beverages, controlled substances or weapons is strictly prohibited.
- **Litter:** Please place litter in garbage cans, and use recycling cans where appropriate. If you see litter on the ground, please help by picking it up.
- **Spectator conduct:** TFA will not tolerate verbal or physical abuse of any person, on or off the field of play. Any person who engages in such conduct will be ejected from the fields. Note that vocal dissent is regarded as abuse.
- **Car parking:** Please park courteously and safely. It is essential that we maintain clear access to the fields for emergency vehicles. TFA reserves the right to have cars towed if they are parked dangerously or inconsiderately.
- **Climbing on equipment:** Climbing on or hanging from goals and other soccer equipment is prohibited.
- **Child Safety:** Parents are responsible for the supervision and safety of their children when they are not on the field of play. TFA is not responsible for the safety of children who are not actively engaged in a practice or game.

Tournament Guest Players

- Coaches should ask players from within the club to guest play prior to looking outside of the club. Coaches looking to utilize a guest player from another team within the club should contact the coach prior to contacting the family. Guest players should not start over rostered players unless the guest player is a goal keeper and is subbing for a missing rostered goal keeper. Guest players should not receive more playing time than a rostered player except for a guest goal keeper and in cases of injuries or behavior problems.

Team Travel and Tournaments

- Refer to the Club Travel Policy document posted on the club website for current recommendations on the number of in-town and out-of-town tournaments by age group.
- Coaches travel expenses should be included in the team fees. The Club Travel Policy document outlines these recommendations as well.

Mandatory Background Checks

- TFA also endorses and complies with the SafeSport program mandated by the Ohio South Youth Soccer Association (OSYSA). This requirement applies to all Board members, coaches, assistant coaches, trainers, and others who may have direct unsupervised access to children in the course of their duties.
- No coach, assistant coach or any other person may take part in a practice or game unless he/she has begun the background check process.
- Any coach engaging a trainer or any other person to assist with his/her team must ensure that the person is in compliance with the ordinance before allowing direct involvement with the team.

Coach's Conduct

Coach Expectations:

- I will treat all coaches, players, referees, and spectators with respect, always.

- I will be a positive role model and encourage good sportsmanship from players, coaches, and parents.
- I will remember that all players have talents and weaknesses. I will never ridicule or yell at any player for making a mistake during a soccer game or during practice.
- I will attend all practices and games. If I have a conflict, I will ensure that I find another coach and inform parents prior to that practice or game.
- I will provide a positive role model for my players and parents, by consistently acting in a positive, controlled, and mature manner.
- I will demonstrate good sportsmanship and maintain a proper perspective on the purpose of TFA; namely, participation is for the enjoyment and benefit of the athletes (not the adults).
- I will learn the rules of soccer and earn at least a basic certification.
- Above all else, I will maintain the safety and well-being of the athletes.
- I will explain to (and remind) parents what is expected of them and their children. I will encourage them to read the player and parent expectations.
- I will provide a positive, enjoyable atmosphere for the players and parents.
- I will refrain from open arguments with referees, other coaches, parents, and athletes.
- I will encourage parents to support the team with their presence as much as possible.
- I will provide necessary guidance at games and practices.
- I will discipline players in a fair and consistent manner.
- I will refrain from making negative comments about other coaches, players, parents, and referees.
- I will maintain a consistent practice schedule.
- I will ensure that training sessions are fun and challenging for the players.
- Communication is crucial. I will be sure to keep an open line of communication with DOC, age group director, parents, and athletes.

Not following these expectations is grounds for dismissal from the club.

Parent/Player Conduct

- Players, parents, and coaches of TFA must exhibit behavior that is representative of the club's goal of exhibiting good sportsmanship at all times. All TFA members must adhere to the following guidelines:

Player Expectations:

- I will treat my coaches, my teammates, other players, referees, and spectators with respect, always.
- I will be a positive role model and encourage good sportsmanship from fellow players, coaches, and parents.
- I will remember that all players have talents and weaknesses, the same as I do. I will never ridicule or yell at any player for making a mistake during a soccer game or during practice.
- I will refrain from open arguments with referees, coaches, parents, and other athletes.
- I will refrain from making negative comments about coaches, other players, parents, and referees.
- I understand that I must be on time and play my best at all practices and games. I will listen to my coaches and do what is asked of me in order to improve my game and my position on the team. If I need to leave a practice or game early, I will inform my coaches in a timely manner.
- Once I am at the soccer field for practice, I will not utilize my cell phone (or smart watch) to call or text anyone unless I receive approval from one of my coaches.
- I understand that I am responsible for my uniform and my equipment.
- While sitting on the bench during a game, I will watch the game and support my teammates who are in the game. I will provide only positive comments to the players on the field.
- I will never use social media to damage my reputation or our soccer community. I understand that posting hurtful information can destroy a friendship, family relationships, and even a soccer team in a matter of minutes. I will treat these words for what they are: permanent records that can never be erased.
- I will not bully or haze any teammate or other person involved with the club. Bullying of any type will not be tolerated and will be grounds for dismissal from the club. I will report any bullying or hazing to the coaches or staff members.

Not following these expectations is grounds for dismissal from the club.

Parent Expectations:

- I will treat coaches, players, referees, and spectators with respect, always.
- I will be a positive role model and encourage good sportsmanship from players, coaches, and parents.
- I will remember that all players have talents and weaknesses. I will never ridicule or yell at any player for making a mistake during a soccer game or during practice.
- In terms of discussing issues with my athlete: I will only discuss issues with the coach, not with the parent administrator or any other parent. Time for discussion must be mutually agreed on with the coach.
- I will refrain from open arguments with referees, coaches, parents, and athletes.
- I will refrain from making negative comments about other coaches, players, parents, and referees.
- I will not question an official's call. Do not berate or act unkindly to any official. Set the example by showing respect, dignity and total sportsmanship at all times. Officials are in short supply, officials will make good calls and bad calls, berating an official will not change the call that is made.
- I will pay all fees (club and team) in a timely manner. In many cases your team administrator is a parent volunteer. This is a crucial role for every team as they see to it that tournaments, referee fees, and coaches travel fees are paid.
- I will get my child to practice and games on time with the necessary equipment.
- I will not coach from the spectator's side during matches and training. This is what the coaches are for.
- I will show a positive manner when cheering. I will support all athletes by giving encouragement.
- I will never ridicule or shout at any athletes during a game.
- I will respect the facilities at our opponent's grounds as well as at our home facilities.
- I will always encourage my child to play by the rules.

Not following these expectations is grounds for dismissal from the club.

- **Custodial Disputes:**

It is not the responsibility of the club and its directors and officers, or coaches or team administrators to interpret or adhere to custody arrangements or disputes between divorced parents. The coaches and team administrators will communicate with both parents if contact information is available.

State of Ohio Concussion Law

- All coaches carded with a TFA team as well as club directors and trainers are required to complete the online concussion training. A copy of the Concussion in Sports Certificate must be provided to the Club Administrator.

Inclement Weather

- All coaches and trainers should use their best judgment in making the decision whether or not to cancel practice due to weather. General guidelines:
 - Coaches may cancel training if the heat index is at or above 105 degrees.
 - Coaches may cancel training if the wind chill is at or below 20 degrees.
 - Training must be suspended 30 minutes from the last lightning strike and/or thunder.
- All teams must adhere to the club's field closure status on the website.
- Decisions regarding games will be made by the referees.

General Matters

- **Concerns/Questions:** Please direct questions and concerns to the following people, depending on the topic:
 - Player and Team Concerns – Team Coach
 - Coach Concerns – Team Coach or Director of Coaching
 - Field and Facility Concerns – Fields and Facilities Coordinator
 - Uniform, Club Registration, Website – Club Administrator
 - Payment of Club Fees - Treasurer

- **Grievances, Appeals & Protests:** The Board of Directors shall hear all grievances, protests and appeals.
- The only persons permitted to appeal an action of the Board are the person or persons directly affected by the action or, in the case of a minor, his/her parents or legal guardians. Under no circumstances will an attorney or any other third party be permitted to represent any party in an appeal.
- **Logo and Name:** The club's name and logo are the property of the club. The use of the logo or name without written permission of the club is prohibited.
- **Bylaws:** The Club's bylaws will be reviewed annually before the Annual Meeting of Members, by a committee appointed by the Board. Any proposed changes must be voted on by the membership at the Annual Meeting.
- **Matters Not Provided For:** All matters not provided for in this Policy shall be determined by the Board, and decisions so made will be final and binding.

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