

WINTERGARDEN VOLLEYBALL ACADEMY PLAYERS' POLICY MANUAL

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Introduction

Welcome to Wintergarden Volleyball Academy!!! WGVBA looks to be a leader in youth volleyball in the Southwest Texas area by providing opportunities for athletes and coaches to establish a tradition of excellence in volleyball training to be respected across the nation. But like any organization, the success of WGVBA will come from the contributions and dedication from the people who participate in our Academy. This manual is designed to aid the coaches, staff, athletes and parents to help set and continually improve upon the highest standards possible.

This manual is compiled from many different sources. The foundation comes from the direction established by Elbert Ortiz, initial director of WGVBA. Much of the material comes from his experiences playing collegiately at the University of Texas and continuing competitive play for several years after graduation. Additional material comes from his experiences coaching juniors club and collegiate club, primarily for the University of Texas Men's and Women's club programs. Countless others have left impacts that contribute to the materials in this policy manual.

WGVBA wants to enhance and utilize the individual talents of its coaches and athletes. WGVBA recognizes that its coaching staff and athletes are exceptional and will form the strength of its program. And as athletes play for different teams within our Academy from year to year, they will benefit from the strength of the program. However, there are items that must be consistent for all teams. These can range from technique to team rules. It is important to create a culture that all teams are expected to follow and that everyone feels part of the same "club" experience.

The coaches and staff at WGVBA are providing a service. We facilitate competition, conditioning, travel, recreation, friendship, education, fun and excellence. **We want every kid to leave our program with a positive experience.** The coaching staff and parents have the greatest influence over what type of experience the athletes have. WGVBA knows that through volleyball, our athletes learn skills and traits that are valuable and important to making them a better person.

The goal of this manual is to define a consistent vision and philosophy for all teams of Wintergarden Volleyball Academy. Coaches, parents, and athletes will be expected to comply with all policies set forth below in order for the Academy to reach this goal.

Contact Information

Business Address – P.O. Box 463, Carrizo Springs, Texas 78834

Main Phone – 830-457-4091; Emergency Contact – 202-731-5256

Academy Website – www.wintergardenvba.org; Academy Email: director@wintergardenvba.org

Facebook Page: WinterGarden Volleyball Academy

WGVBA Director: Elbert Ortiz

History

Wintergarden Volleyball Academy was established in 2018 by Elbert Ortiz. In its first program, WGVBA had fifty-four (54) athletes register for its youth league creating 6 teams that competed over five weeks. At the conclusion of the league, the teams participated in a final tournament that determined the league champions.

In addition to the youth league, WGVBA has offered travel teams over its first two competitive seasons and one summer boot camp. In its travel team program, the Academy grew from 4 teams to five, and now to seven in its third year of existence. Currently, the expectations for the staff and teams are set on a local scope with plans to potentially expand to the national scope within our next few years of existence. WGVBA strives to be a leader in volleyball, and as part of the Academy, you will become an integral part of this volleyball leadership.

Professional Expectations

Parents and athletes expect professional training from qualified and experienced coaches. WGVBA wants to fulfill this need by assembling one of the best coaching staffs in the Wintergarden area, and expects the most out of its coaches. Coaches are required to exhibit the same dedication they would demand of their players.

All coaches are required to pass a background check and must be at least IMPACT Certified. WGVBA will pay the fee for the back ground screenings. Coaches are responsible for obtaining their IMPACT Certification. USAV requires a coach to be IMPACT Certified to be allowed to sit on the bench of a match. We recommend that coaches continue their education in the sport of volleyball. There are many opportunities such as CAP certification, AVCA Convention, or other coaching clinics.

Characteristics WGVBA looks for in its staff include:

- **Knowledge:** Coaches are expected to be knowledgeable about the skills and tactics of the game, as well as to continue growing their knowledge.
- **Dedication:** Coaches will be dedicated to making their teams and individuals better each day
- **Professionalism:** Coaches are required to act with complete professionalism when dealing with players, parents, staff, and officials. Coaches will also dress professionally at all times and in the official WGVBA gear that has been distributed.
- **Passion:** Coaches will bring energy and passion not only for the game of volleyball but also for the art of coaching.
- **Commitment:** Coaches are expected to attend every practice, tournament, and coaches meeting and the tryout for their specific age division.
- **Technical:** Coaches are expected to be able to run drills utilizing the necessary coaching skills. In other words, all staff must practice tossing balls, serving, hitting down-balls, and any other skill required to run an efficient practice or drill.

Inappropriate Behavior

Coaches must be aware of their actions at all times. Inappropriate behaviors can be grounds for immediate dismissal. Examples of inappropriate behavior are listed below and include, but are not limited to:

- Physical contact with players, linespersons, or officials is inappropriate and unacceptable. With the exception of high-fives or a pat on the back, coaches should not be touching players. Exceptions for some volleyball training situations exist but should be limited. Hugging players is accepted on a limited and exceptional basis (end of season, end of tournament, or unique situation). Coaches should not be hugging players as a daily greeting.
- Coaches should not have social interaction with the players away from tournaments, practice, or private lessons. Contacts through phone calls, e-mails, texts, and social media must be limited to volleyball related interactions. It is inappropriate to excessively e-mail or text athletes. Coaches should not be having daily electronic conversation with athletes nor expecting replies.
- Coaches will comply with the instructions and directions of WGVBA directors and any associate directors. Failure to follow direct instructions is grounds for termination.
- Coaches should not use their position as coach to solicit external professional relationships with the parents of athletes in the club.
- Coaches should never be alone with an athlete. Always have at least one other coach, parent, or player present in every situation (waiting for a ride, hotel rooms, riding in a car, meetings of any kind).
- Coaches do not provide transportation for the players unless it is an emergency. If a coach transports a player because of an emergency, the coach must notify the club director, Elbert Ortiz, at the time in writing (e-mail) and explain what the emergency is.
- Coaches will not wear tank tops, flip-flops, cutoffs, or any shirts, shirts or pants with holes in them at tournaments. Should the club obtain an official athletic wear sponsorship, coaches should not wear competing brands.
- Coaches must not smoke or drink in company of any WGVBA athletes. Drinking for any staff under age is illegal and is grounds for termination. Coaches should not consume alcohol at any time of the day before a match or practice. If a coach decides to drink alcohol around players' parents and/or other coaches at dinner or at other social gatherings, WGVBA expects the coach to drink responsibly and in moderation, exhibiting mature and professional behavior.
- Coaches will not use profanity around the players or the program. Interactions with athletes will be professional and positive. Inappropriate language that belittles or intimidates athletes is unacceptable.
- Coaches will not make derogatory remarks or otherwise speak inappropriately or disrespectfully, directly or indirectly, about other coaches, WGVBA staff, parents, or players.
- Coaches will not have inappropriate physical or verbal confrontations with any WGVBA staff member, club member, parent or official.

- Behaviors not specifically listed but deemed as inappropriate can be grounds for termination.

Any coach who suspects child abuse must report it to the director as well as to authorities. If you witness child abuse and do not take appropriate action, you could be held responsible under certain Texas laws and regulations.

Certifications and Registrations

WGVBA will pay for each athlete's USAV registration and any required referee or scorekeeper certification. Parents are responsible for completing the actual USAV registration. Then, WGVBA pays the final fee, which amount is included in each member's annual dues.

The region provides referee and score-keeper clinics throughout the season for coaches and athletes. WGVBA may elect to pay for or reimburse the cost of these clinics. It is expected that WGVBA coaches know the rules of the game and how to keep the score-book so that they may help their team at tournaments.

SAQ Responsibilities

SAQ (speed, agility, quickness training) is an important part of the WGVBA program. SAQ training is managed by WGVBA staff. Not all teams will have SAQ training, but for the teams that do, athletes are expected to attend. WGVBA's strength coach will record attendance and report it to the club director and athlete's coach. A coach has the discretion to factor SAQ attendance into playing time decisions.

To account for Covid, WGVBA tentatively plans to schedule all SAQ workouts via zoom or other method of virtual broadcast. This way, athletes may attend from the comfort of their home. Due to the ease of attending, athletes will be expected to be present or to notify the strength coach and team coach in advance of any absences.

Medical Emergencies

Coaches will take a leadership role in emergency situations. They will take the appropriate action that the situation dictates first, possibly including a) calling 9-1-1, b) contacting parents, or c) finding the on-site EMT or trainer. When time allows, coaches should contact the club director (or if not available, any other WGVBA member) to inform and update on the situation.

Player Evaluations

Coaches will be provided Player Evaluation Forms before March 1st. The majority of the information the coaches will fill in will be shared with the athlete. However, each evaluation will have a portion that is seen by WGVBA staff only. The staff-only portion will be used by the club for future team placement and to be aware of any positive or negative issue that the club needs to know about.

Coaches will set up a time to meet with each athlete individually to go over the evaluation. These meetings will need to take place before mid-April and can be short 5-minute meetings. Parents may or may not be included in the meeting. Coaches will be responsible for e-mailing the completed evaluations to club staff by the date requested.

Parent's Responsibilities and Behavior

Coaches will be familiar with these guidelines so that action can be taken if a parent violates these boundaries.

Parent/Guardian Responsibilities

The parental responsibilities are few but are very important:

- **Transportation to practice.** Coordinate all transportation for their athletes to and from practice.
- **Competition travel plans.** Coordinate all transportation and housing for their athletes to competitions. Athletes will be told playing location and meeting time for the team. WGVBA is not responsible for the athletes in transit or in the hotels.
- **Player Dues.** Payments are due on the 1st of the month. Payments should never be given to the coaches.
 - **Players whose accounts are not current will not be allowed to participate in any WGVBA sponsored activity**
 - **Though the coach will not be required to handle these conversations (the club director will handle these issues), the coach will be informed that the possibility exists**
- Support the team's tournament work assignments. Players should remain for all assigned matches to work, even after play is concluded. The athletes will follow a schedule for lineperson assignments, and will be expected to stay as a team until the coach releases them.
- Provide an atmosphere that promotes learning to play volleyball.
- Encourage the athlete to discuss any issues with the coach, including questions about playing time.

Parent Behavior

It is very important that the staff of WGVBA and the parents create a positive atmosphere for the athletes to learn and grow. The staff's behavior is a very important part of teaching how to play volleyball. Athletes must be allowed to succeed and fail. Athletes put a lot of pressure on themselves and their teammates. The relationships between teammates are incredibly dynamic and can be volatile and fragile. Coaches must monitor and manage these relationships and attempt to create a winning and positive situation for everyone. This is no simple job. Parents should not be anything but a positive outside influence. Just as a single athlete could destroy the mentality and moral of a team, so can a parent.

A few principles regarding Parent Behavior are:

- No parent will be allowed to abuse players. All athletes are to be treated with respect: their daughter, her teammates, coaches, and other teams.
- Parents should not communicate with their daughters during a match or practice. Parents should communicate with their daughters only after they are released by the coaches.
- During matches, parents will behave with the same sportsmanship that is expected from WGVBA athletes. Yelling at referees beyond the normal comment is not acceptable. Parents are never to approach referees for any reason before or after a match.
- It is unacceptable to direct comments towards the opponent's team, coaches, or parents.
- If parents have concerns and wish to talk with the coach, the parents should set up a time during the week following the tournament. It is our experience that parent/coach discussions during a tournament are nothing but destructive for all involved. Constructive discussion can only take place when all parties are comfortable and level headed.
- If a solution has not been agreed upon by the parties – coach, player and parents will attend a meeting with a WGVBA panel of parents for discussion and resolution.

WGVBA Zero Tolerance Policy for Parents

Speaking inappropriately, disrespectfully, and/or disclosing individual personal club business with other players, parents, coaches, and volleyball officials, may result in disciplinary actions, up to and including termination of player(s) from club teams and/or events conducted by WGVBA. Parent behavior that creates a negative atmosphere for coaches, other athletes or even their own child will not be tolerated.

Parents who cannot abide by these principles unavoidably compromise their daughter's future in our program. WGVBA recognizes that it is a sacrifice to participate in our program. We want our athletes' parents to be involved! The involvement, participation, and interest in the players' lives are very beneficial. However, destructive parent behavior will not be tolerated. It is in the club's best interest that an athlete's participation be based solely on their actions and not complicated by the behavior of the parents.

Grievance Procedure

Knowing when to communicate and how to communicate with your athlete's coach is a concern for almost every parent at some time during the season. Most often the concern is how to inquire about issues surrounding playing time.

At WGVBA we encourage the athlete to talk to the coach when she has a problem about her playing time, or if she is unclear about what the coach expects from her either in practice or in competition. The appropriate attitude is for the athlete to ask the coach what she needs to do to

get more opportunities to play in matches. Parents can best help their athlete by guiding her in setting up a time to talk with her coach.

When parents have a problem that is specific to their own athlete, we also encourage them to first talk to the coach. Coaches will **not** discuss “coaching decisions.” Coaching decisions include, among other things, specific match decisions (who played when, who was subbed out and when, etc.).

The amount of time any given athlete is on the court is the result of a complex determination, in that coach’s opinion, of the athlete’s ability, the athlete’s potential, the athlete’s position, the team’s needs at the moment, and the team’s needs in the future. The coach will not be required to defend his/her thought process or conclusions in these determinations to any parent, and it is improper for a parent to request it.

In addition, we instruct coaches not to discuss any athlete other than the parent’s own, or the actions of any other WGVBA coach. 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, then you need to address the Club Director. Please note again that “coaching decisions” are not, in our opinion, legitimate concerns and will not be discussed by e-mail, phone, or in person.

Specifically, the procedures to follow, if you as a parent, or your athlete as a member of a WGVBA team, have concerns about WGVBA policies or actions, are, in the following order:

1. The athlete should speak to or meet with the coach about the matter.
2. If the matter remains unresolved and there is a legitimate concern, the parent and athlete should request to meet with the coach. **NOTE: COACHES ARE INSTRUCTED TO ONLY MEET WITH PARENTS IF THE PLAYER IS PRESENT.** Parents and/or athletes are expected to call the coach on the phone to set a meeting. Meetings are to be at times and locations other than tournaments. If a parent during a tournament approaches a coach, we have instructed the coach to refuse to discuss any controversial matter, to refer the parent to the Club Director, and to walk away from the parent. *The previous statement also includes TEXTING. We are instructing our coaches not to get into a “texting conversation” during tournaments.* The recommended time for a parent and/or athlete to talk to a coach about a problem is a previously arranged meeting time either before or immediately after a scheduled practice.
3. If the matter still remains unresolved, or if the parent has a reasonable concern that speaking to the coach will not resolve the matter, the parent may call the Club Director and request a meeting with the coach and director. **AGAIN THE PLAYER MUST BE PRESENT AT THE MEETING.** Meetings will not be scheduled during or at a tournament site. **The Coach and/or the Club Director will not engage in discussions about coaching decisions or other athletes.**
4. If the parent and/or athlete are not satisfied by the action taken by the Coach and/or the Director, they may request, in writing, that a panel of other parents review the matter. The panel may, at its sole discretion, review or refuse to review the matter. The panel will not review coaching decisions, training regimes or skill development.

Sponsorship and Uniforms

Many clubs have had several sponsors over the years at different levels of commitment. Every sponsorship is different. Most brand-name sponsors are interested in providing equipment for nationally competitive teams (or the most visible). Items may be provided to clubs for test marketing or possibly inventory reduction. Locally, sponsors may want to promote local youth and receive public recognition for their generosity.

Which team gets what sponsorship gear/donations will first be decided by the sponsor's instructions then by the Club Director. It may be hard to understand the logic behind the distribution of the sponsorship, but the goal is to have fairness balanced against growing the competitive aspect of the club. The director will honor the obligations to the sponsor and give as much to as many athletes as possible, though not every team may receive the same amount.

It is important for our teams to partake in the responsibilities of sponsorships. Sponsorships will substantially reduce player dues and allow WGVBA to equip our teams better than other local club teams. For that reason, it is important that our athletes follow these rules related to club sponsors and uniforms:

1. Players must wear provided equipment and uniforms at all practices and tournaments. They must wear the same colored equipment on the same day.
2. When in transit to a tournament, coaches or players will decide what to wear, however no competitor sport apparel or high school/university apparel should be worn.
3. Players will use the equipment given to them or they must return it. (Example: If an athlete is given shoes but doesn't like playing in them, they must be returned)
4. Players can wear any brand of sports apparel to cover items not given to them through the club. (Example: If a team is not given shoes then the players may purchase any brand of shoe they prefer).
5. If a uniform (or any vital piece of equipment) is lost, then the athlete must pay the replacement cost. Jerseys are very expensive to replace. We order in large quantities and cost is dispersed. However, to produce one item, the cost is substantial. Take care of the jerseys.

Trophies, Championships & Awards

Any team trophy, plaque, or award earned by a WGVBA team needs to be turned into the club director and is property of WGVBA. Individual awards are to be kept by the individual. Coaches are responsible to help document team accomplishments. Photos and videos of award ceremonies of the team or individuals need to be collected and sent to the club director for publicity and other purposes. Most parents will have ample documentation and coaches just need to coordinate collection.

Head coaches may also be required to distribute award shirts, championship rings or other awards from the club.

Adding Optional Tournaments

Some teams/parents will ask for additional optional tournaments that are not in the team's original budget. For example, a team may want to travel to attend a multi-day, high-level competition for a different experience. Many of these tournaments require long distance travel and overnight stays. In fact, most tournaments institute a Stay-to-Play policy and mandate that the team purchase 5 separate hotel stays from participating hotels.

Great tact must be taken when coordinating these possibilities with your team, regardless of who instigates it. All these additions increase player expenses, and some families may not be able to afford it. Therefore, coaches should conduct private voting so that families' privacy will be respected (in other words, do not collect responses via group text or group email). You may express to the team that fundraising is an option and has often been the vehicle by which our former teams have opted into these additional tournaments. Any team decisions need to be communicated to the club director for coordinating.

Playing Time Policy

It is important to apply the skills and fundamentals taught in practice to a match situation. Only then can a coach and player truly realize the player's strengths and weaknesses in skills. Nearly every tournament that WGVBA teams play will offer situations for every player to be evaluated and to improve.

Your club membership fees cover your expenses and costs to play. At most, they guarantee practice time and instruction by qualified, experienced coaches, but they do NOT guarantee playing time in tournaments.

WGVBA guarantees a "fair" amount of playing time for every player, not an "equal" amount. When counting the amount of playing time on your team, make sure that you are making a comparison among players that play the same position. For example, if there are only two setters on a team that have to play all the time, it is not appropriate to compare them to players who play other positions filled by 3 or more other players.

More playing time is earned by being at practice and working hard to improve. Executing skills properly when given the opportunity to play in tournaments will leave the biggest impression. Coaches are advised to give everyone an opportunity to contribute their individual skills and abilities to the team during pool play matches. Those skills and abilities may include being a hitter in the front row, serving and playing defense in the back row, or playing "all the way around."

When teams advance past pool play into bracket play, this is the time to reward those players that have excelled when given opportunities earlier in the day. Amount of playing time for all players is at the coach's discretion and may not be equal for all players.

College Coaches

Some of WGVBA's athletes may have dreams of playing in college after high school and club. An important function of WGVBA is to facilitate the recruiting process. WGVBA staff members need to be a resource for our athletes. However, we will not be "agents." The decision process needs to stay within the athlete's family. Trying to steer athletes towards or away from certain schools is not our function. Keep your athletes aware of all schools that have inquired about them and give your opinion only when asked.

Although there are very few recruiting violations that could affect NCAA athlete eligibility, WGVBA coaches will not facilitate any illegal recruiting activities. Most coaches will ask for coaches to give their card to an athlete, or try to set up a time for your athlete to call them. Both are legal and normal. If you have any questions about what is legal, talk to the club director.

Tournaments and Competition

Tournaments are selected as to best aid in the development of the team and the athletes. All clubs choose their own tournament schedule, and there are no requirements. Each team will play a minimum of five tournaments with the option to add more. The importance of the tournaments may increase as WGVBA athletes and teams become more established in the club scene.

Tournaments have many different formats. Some are multi-day, others single day. Some guarantee bracket play, others advance only top finishers to bracket play. Tournaments are divided into age divisions. Most tournament divisions are based on age group. For example: 15 & Under, 14 & Under, etc. Some tournaments offer sub-set divisions within an age group. For example: Open, Club, USA, American, Patriot, Select, etc.

Travel

Parents understand and agree that when the team is traveling to tournaments or to out-of-town games or other events, WGVBA will not:

- *Act in loco parentis* (meaning, legally WGVBA staff will not stand in the place of a parent) or assume any duty of supervision including at hotels, in the course of transportation to or from events, or at playing sites. Parents assume all the legal risks of Player's participation and agree that WGVBA assumes no duty of supervision.
- Be able to monitor your child or know your child's whereabouts at all times.
- Be responsible for loss or damage to any belongings or other property.
- Be responsible for your child's transportation.

On the Road

- Parents need to arrange the rides for the athletes to all competitions.
- When driving to same-day tournaments, plan to arrive one hour before the scheduled first match.

- Athletes should return with the same ride as they left with, unless the parents have consented otherwise. “Consent” is either a communication to the coach or the coach’s direct conversation with the parent.
- Athletes should not be driving themselves to competitions whenever possible. If this is the case, the club will confirm that the parents have consented and understand the risks. If other athletes are riding in a car driven by an athlete, the club will talk with all parents and recommend against this to urge a better transportation solution.
- WGVBA does not reimburse for gas.

Hotels

WGVBA does not arrange rooms for the athletes. Parents must make their own reservations and provide housing for their own children. However, coaches will try to make sure that their teams are behaving appropriately in hotels so that the club does not develop a reputation for trouble. Their actions reflect on WGVBA.

Also, coaches will instruct their athletes to allow for eight (8) to ten (10) hours of sleep whenever possible. This will ensure adequate rest for a day-long or multi-day tournament.

Meals

Eating habits of our athletes could be much better. Although it is impossible to watch them all the time, there are some rules that can be made that will eliminate a large portion of poor eating habits (there is always some gray area). These rules should be followed when at tournaments or traveling, and encourage them to follow these rules all the time:

- No carbonated drinks or caffeinated drinks
- No fried foods
- No desserts
- No candy, ice cream, cake or cookies
- Drink one half gallon of water per day

Parents are responsible to take care of their athlete’s meals. Coaches are not required to organize the meal; however, each team has an assigned team parent. Check in with them often to see what they are doing with respect to meal prep and assignments.

Make sure everyone eats breakfast. Encourage them to fuel up in the morning. Starbucks and a bagel will not work. Eggs, bacon, yogurt, oatmeal, milk, orange juice, or water all are much better options.

Sandwiches are great for lunch and are easy to eat between matches. Add fruit and keep hydrated.

Team dinners are a great way for the team to bond. Pick restaurants that everyone can afford. Large parties always take forever to seat, therefore have your team mom make reservations well in advance or split up into smaller tables. Separate bills prevent many issues. Make sure the waiter understands this before ordering. Have players look at the menus while waiting, and order ASAP as to keep the meal short (drink order and food order at the same time).

Private Lessons

Many club coaches provide private lessons for athletes in their club. This can be a win-win for the club, athletes, and coaches. However, lessons can create some problems. Therefore, the follow rules should be followed when the club has gym space to offer private lessons:

- Coaches are not allowed to offer private lessons to athletes on their current club team (during the season). Lessons before the season's practices start and after the season ends are allowed. Coaches may recommend or request a recommendation for another coach to give private lessons to their own athletes.
- All lessons must be scheduled ahead of time with the club director. Requests for court time can be made by email, text or phone call.
- Coaches are allowed to offer private lessons to non-club athletes.
- WGVBA reserves the right to set the private lesson rate that each coach charges. WGVBA will not take any percentage of the coach's earnings.
- A maximum of four (4) athletes are allowed per private lesson. More than 4 is defined as "Small Group Training."

Social Media Policy

At WGVBA, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends, and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media within WGVBA. This policy applies to all employees, coaching staff, players, and parents of WGVBA.

Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal, diary, Twitter, Instagram, TikTok, Facebook, personal web site, social networking, affinity web site, web bulletin board, chat room, and any other form of electronic communication whether associated or affiliated with WGVBA or not.

These same principles and guidelines are found in other WGVBA policies. The basic guidelines discussed below apply to your online activities.

Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action or removal from the club.

Refrain from using social medial on WGVBA time, unless it is club-related and authorized by your director/coach.

Always be fair and courteous to fellow employees, players, members, parents, or others affiliated with WGVBA. Keep in mind you are far more likely to resolve any complaints by speaking directly with someone rather than by posting complaints to a social media outlet.

Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video, or audio that reasonably could be viewed as malicious, obscene, threatening, or intimidating. Do not disparage WGVBA members or use language that could constitute harassment or bullying. Examples of such posts might include offensive material meant to intentionally harm someone's reputation or that could contribute to a hostile environment on the basis of race, sex, disability, religion, or any other status protected by law.

Make sure you are always honest and accurate when posting information or news, and, when you make a mistake, be sure to correct it quickly.

Post only appropriate and respectful content. Maintain the confidentiality of WGVBA's trade and training secrets and private member information. Do not share internal reports, policies, procedures, or any other business-related confidential communications. Respect financial disclosure laws. Never represent yourself as a spokesperson for WGVBA.

Social Media and the Team

WGVBA understands that many forms of social media are primary methods of communication for athletes in the club. However, it is important for coaches to keep the social and personal side separate from the professional. In relation to WGVBA athletes, WGVBA coaches should not be friends on Facebook, share photos on Instagram, or follow each other on Twitter (and any additional social media in which two parties share images and text). It may be inevitable that this policy cannot be followed due to the small community in which we are located. However, to the extent possible, the primary means of communication should be cell phones, smart phone texts, and e-mail.

WGVBA understands that the lines between these forms of communication get blurrier every day. However, we want to eliminate the responsibility of monitoring these forms of communication between athletes and coaches.

THANK YOU FOR CHOOSING WINTERGARDEN VOLLEYBALL ACADEMY!

WE ARE PROUD TO SERVE YOU AND YOUR FAMILY