

Town & Country Soccer: Coach-On-Duty Game-Day Operations Handbook

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This document deals with all the operations and questions that take place for the Coach-On- Duty (CoD) and other volunteers during T&C soccer season game days.

Remember there is a great deal of real-time support immediately available should questions arise. Please call on those resources as needed. Their contact numbers are located on page 17-18.

If you have any suggestions about the Coach-on-Duty or volunteer duties, please contact the T&C Soccer Volunteer Coordinator, Megan Mason @ 512-373-0742 or meganmason35@gmail.com.

Table of Contents

►Critical Information 3

- Contacts 3
- General Order of Contacts 3
- Police 3
- Addresses for 911 3
- **General Information For Team Field Duty 4-7**
- Coach-On-Duty (CoD) Position 4-5
- Coach-On-Duty (CoD) & Team Field Duty Details 5-7
- General Guidelines 5-7
- Team Field Duty Job Assignments 5-7
- **T&C Zero Tolerance Policy 8**
- **Lost Child 8**
- Lost Child Protocol 8
- **Walkie-Talkie Channels 9**
- **Kid-safe Badges 9**
- Kid-safe Badge policy 9
- **Weather Issues 10-12**
- T&C Soccer Weather Policy 10
- Rain 10
- T&C Optimist Lightning/Thunder Policy 11-12
- Procedure to suspend games 11-12
- Walkie-Talkie Channels 12
- **Injuries 13**
- Injuries Check List 13
- **Problems 14-16**
- With a parent or coach 14
- A complaint from someone about a referee 14
- A complaint from someone about a coach 14
- A complaint from someone about a volunteer 15
- With pets 15
- **Comments / Complaints / Compliments 16**
- About coaches 16
- About referees 16
- About facilities 16
- **T&C Soccer Board Emergency Contact Information 17-18**

Critical Information

Contacts

There is a long list of Commissioner-On-Call contacts and other people that can help in this binder. Please reference that for the contact list (page 15).

General Order of Contacts

1. Call the Commissioner-On-Call first. S/he is ready and waiting for your phone call as needed.
2. Talk to a Referee Coordinator at the referee shed. They are sometimes refereeing games, but often they are there. The Referee Coordinators are also on the T&C Soccer Board.
3. Contact any other Commissioner or Soccer Board member, especially => Todd Brooker, Jason Lilleboe, Kyle Patterson, Brett Fagan, David Chavez, or Megan Mason.

Police

If the police need to be called, call 911. Realistically, they aren't probably going to come out to remove a dog, but they will come out for an injury, an unruly person, etc. Tell them what address you are calling from, what the problem is, and what you need.

Addresses for 911

If you need to call 911 and have police / ambulance come to the field, they need the CORRECT of 3 addresses. They are:

Field # 1: 9100 Meadowheath, Austin, TX 78729

Fields # 3, 4, 5, 6 & 31-36: 13300 Morris Road, Austin, TX 78729

Fields # 11, 20-28: 13450 Briarwick, Austin, TX 78729

1. Tell them the field # and the address.
2. Have someone in a golf cart meet the ambulance at the correct parking lot entrance for the field where the emergency is located in order to guide them to the injured person.
3. Contact the Commissioner-On-Call after calling 911 to advise them of the situation.

General Information

Coach-On-Duty (CoD) Position

- The “Coach-On-Duty” position “runs” the soccer fields for a short period of time. For anything related to soccer that needs to be done, answered, solved, etc, they are the responsible person.
- CoD’s are backed up, not only by volunteers (typically from their team parents), they are backed up by the entire Soccer Board.
- The first contact for anything a CoD does not know how to answer/handle is the Commissioner-On-Call for the weekend. This person’s contact information is located on page 15 and s/he is available for questions all day via cell phone.
- If the CoD cannot reach the Commissioner-on-Call the next step is to contact anyone on the Soccer Board. Any of the Board members should be able to assist the CoD in handling almost any situation.
- This is a straight forward and ultimately pretty easy job, but one that is *CRITCALLY* important to the success of soccer. Teams are scheduled for one two-hour shift each season.

Note: If you run into a question NOT covered in this guide, please tell the Commissioner-On- Call to have it updated or contact the Volunteer Coordinator directly.

Coach-On-Duty (CoD) Details

General Guidelines

Follow this general guideline for your shift (8am-6pm shifts).

1. T&C Soccer Volunteer Headquarters are located at the Soccer Shed, which is across from field 20 as you walk in from the parking lot off of Briarwick. The CoD Operations Handbook is located inside the shed on the shelf to the right.
2. Assign volunteers field duty jobs for the shift (see the next section), and hand out the yellow & blue vests for the field monitor volunteers to wear. Make sure they give you their cell phone number for an additional contact during the shift. Please give them yours as well.
3. **Make contact with the Referee Assignor- Michele Pederson to see if there are any games she would like field monitors present and observing during the shift.**
4. CoD’s should remain at or near the soccer shed during the shift. CoD’s can serve as field monitors for the games on field 20 that are close to the shed.

Please go where needed to help solve a problem. However it is best if you can remain close to the Soccer Shed to coordinate the volunteers, and be available to anyone else needing assistance.

5. CoD's need to stay until your volunteers have returned, and collect the vests, walkie- talkies, and any other materials back. Please return these items to the shed or give them to the next CoD.
6. Please wait until the next CoD has arrived for the next shift to pass on any vital information from your shift. If they have not arrived 10 minutes after their shift was to start, please contact the Commissioner-on-Call.

Team Field Duty Assignments

Golf Cart Duty

- Using a golf cart to give rides to those individuals needing additional assistance to get to/from the fields. This generally includes elderly people, people with mobile disabilities, pregnant women, etc. If there is no one in the above category, anyone heavily loaded or anyone else asking for a ride may be helped.
- **Please do not give rides to unattended children. It is not acceptable for parents to drop their children off with a volunteer on the golf cart unless they are out of their car and walking to/from the fields. Parents should not be dropping their children off at T&C without adult supervision.**

The referee assignors may also ask you to help get referees to/from their fields.

Important Notes:

1. Only fully licensed drivers may drive the golf cart.
2. Please use caution when driving, the accelerators on the carts are very sensitive.
3. Please ask anyone riding on the golf cart to hold onto the cart and not another person riding in the cart.
4. **Please drive slowly around the fields and look out for people or objects. Do not endanger others while driving around the complex.**
5. The golf cart marked #3 is for referee use. The golf cart for T&C Soccer use is marked #2.
6. The golf cart should be returned to the soccer shed at the end of each shift.
7. Please turn the key to the off position & remove it from the ignition when not in use.

Materials: This person should have a safety vest (if any are left after the Field Monitors each get one), a field map, and their own cell phone (if possible).

Trash/Recycling duty

- Driving the Gator vehicle around to collect and dump garbage and recycling from the bins into the dumpsters and recycling containers.
- The Gator should be retrieved from the garage for volunteer trash duty by the opening commissioner.
- The Gator may or may not be a stick-shift, please keep this in mind when assigning responsibilities.
- Trash and recycling bins should be emptied into the dumpsters at every shift.

Important Notes:

1. All of the trash bins on the soccer fields (20s,3-6) need to be emptied into the large dumpsters in the Briarwick/Amberglen/North and Meadowheath parking lots. The dumpster in the corner of the Briarwick/Amberglen/North lot (across from field 20) is used for most of the bins. The dumpster in the lot by the T&C Office (Meadowheath parking lot) can be also be used.
2. Recycling bins should be emptied into the recycling container in the Briarwick/Amberglen/North parking lot or there is also one in the Meadowheath lot.
3. Plan to have two empty trash bins in the back of the Gator marked #2- one for recycling and one for trash. If the bins are very full, it's a matter of getting as many as you can safely hold in the back of the gator, taking them to the dumpster & recycling containers, emptying them, and then returning the bins to where they were. **Repeat until done.**
4. A systematic approach works best: start going back and forth between the fields getting cans as you go. It does not matter where you start or finish as long as you get all the cans on the 20s, 3-6.
5. The Gator should be returned to the soccer shed at the end of each shift. The Gator will likely be used to move goals on Sunday evening and should be left at the soccer shed after trash/recycling duty on Sunday.
6. **Please drive slowly around the fields and look out for people or objects. Do not endanger others while driving around the complex.**
7. Please turn the key to the off position & remove it from the ignition when not in use.

Materials - Gator, two empty trash bins, cell phone, and ability to drive a stick shift

Field Monitor

- Observing games for general orderliness: excessive yelling, problems, no pets, etc.
- Field Monitors are meant to be neutral parties who can serve as a witness when asked if there was an issue on the field.
- **Please support the referees as needed and send them to any field when asked to do so by a Referee Coordinator.**

Assign them to fields in this order:

- The CoD should monitor games on field 20.
- The first Field Monitor volunteer should monitor games on field 22.
- The second Field Monitor volunteer should monitor games on field 25.
- The third Field Monitor volunteer should monitor fields 3-6.

Materials - This person should have a safety vest and their own cell phone (if possible).

T&C ZERO TOLERANCE POLICY

1. Please remember that T&C is not a public park. Please make sure that your out of town guests are aware of this policy!
2. At the T&C Optimist Complex, visitors are expected to observe the Zero Tolerance Policy, which prohibits: Violence-Physical or Verbal, Alcohol, Weapons, Noise Makers, Tobacco Products-ALL Types, Littering, Pets-Leashed and Unleashed (*NOTE: the exception to this is for any person walking a dog along the creek sidewalk- this is allowed as the creek is not considered T&C property*), tailgating, no onsite cooking, this includes all T&C parking lots (T&C's permit does not allow public cooking or preparation of foods outside of our concessions). No oversized vehicles including campers.
3. This Zero Tolerance Policy applies to all visitors for every event attended at the complex. Any patron violating these policies will result in a warning to correct and/or asked to leave the T&C property.

Lost Child

Lost Child Protocol

- The CoD should take the child to the nearest concession stand, since there are four on the property. We have megaphones in the main garage and the baseball garage.
- While the CoD is with the lost child, another volunteer should drive around and advise that a missing child is located at the concession stand. **Please note: We can reveal the child's gender and age, but we cannot give out their name.**
- The commissioner on call should be notified of the situation. **CoDs will use golf carts and gators to search the complex.**
- Please advise all sports on their channel that there is a lost child and ask them to tune to channel 7 to stay updated on the situation.

In the event that the child is not identified and the caretaker does not come forward within a reasonable period of time, please call the police to report an unattended child.

Walkie-Talkie Channels

- Baseball- Channel 1
- Soccer- Channel 2
- Softball- Channel 3
- Football- Channel 4
- Lacrosse- Channel 5
- Concessions- Channel 6
- T&C Overall- Channel 7

Kid-safe Badges

Kid-safe Badge policy

- Kid-Safe Badges show that an adult has **PASSED** a background check to ensure that it is safe for them to be around children.
- Every adult (coach, assistant coach, referee, board member, etc.) that has any contact with children must at all times have their kid-safe badge. It can and will be requested at any time:
 - By a referee from age U7-and-up coach or assistant coach on the “players” side of the field. If a coach does not have a kid-safe badge, the referee will not allow them on the player-side of the field.
 - By a fellow coach to the other coach during a U4-U6 game
 - If the coach does not have a player safe badge, a driver’s license with a copy of the official roster *may* substitute at the referee’s discretion.
 - If a coach doesn’t have a Kid-safe badge or a driver’s license/roster, they will not be allowed on the player side of the field. If no coach has a Kid-safe badge, nor a driver’s license /roster, then no adult is allowed on that side of the field. If the players cannot conduct the game themselves, then the game doesn’t take place.
 - **Note:** Minors (under the age of 18) who are coaching a team never have to have Kid-safe Badges. But another adult on that team (assistant coach) must have and present their Kid- safe Badge when a game is played. That adult becomes the “checked coach” for that team.
 - Kidsafe:
http://www.sportssignupinfo.com/forms/KidSafePlus_Online_Background_Checks.pdf

Weather Issues

T&C Soccer Weather Policy

1. The T&C Soccer Board will make a call on closing fields or defer status by 7 PM Friday when significant rain has already fallen, or severe weather is sufficiently threatening.
2. When rain is intermittent; overall rainfall is not significant; or rainy weather is still emerging, the following will apply:
 - A. Games starting between 8:30am and noon Saturday-- Commissioner on Call and Opening Commissioner meet at the fields to assess at 6:30/6:45 AM, inform Evalyn Hodges, and make a call by 7 AM. Post to website/Twitter. Preferable to have mobile access to radar at the fields.
 - B. Games starting after noon Saturday-- Commissioner on Call, *after consultation with our Soccer Board members*, goes to fields to assess status at 10 AM, inform Evalyn Hodges, and make a call by 10:30 AM. Post to website/Twitter. Preferable to have mobile access to radar at the fields.
 - C. Games starting after 12 PM on Sunday-- Commissioner on Call and Opening Commissioner meet at the fields to assess at 11 AM, inform Evalyn Hodges, and make a call by 10:30 AM. Post to website/Twitter. Preferable to have mobile access to radar at the fields.
3. Any field status changes that are made beyond the time windows stated (for example, closing fields Sunday at some point on Sunday) should be made after consultation with the T&C Soccer Board.

Rain - No Lightning or Thunder

When your CoD shift occurs, the opening commissioner has already “cleared” the field for use (the field isn’t too wet).

If rain starts, during your shift, generally speaking the game continues even in heavy rain. The decision to stop play is made when the ground is so wet that cleat damage starts to occur. CoD’s will need to help make this decision with the Commissioner-on-Call.

Please contact the Commissioner-on-Call if you feel cleat damage is occurring to the fields.

LIGHTNING AND THUNDER POLICY AND PROCEDURE

The Town & Country Sports Complex is now monitored by a Thor Guard lightning prediction and warning system. The Thor Guard system measures atmospheric conditions at the T&C campus and surrounding area. When the conditions reach the threshold for potential lightning, an alarm will sound (one long blast of the sirens) and the strobe lights will begin to flash.

Steps to take when the Thor Guard sirens and lights activate:

1. **EVERYONE** on the T&C campus must take immediate shelter, either in cars or in the T&C restrooms (these are the safest structures).
2. **Only when the Thor Guard system gives the 'allclear'** (3 short siren blasts and the lights go off), may activities resume.

It is the responsibility of every adult on campus to comply with these steps, and to ensure that every child also complies.

This is a ZERO Tolerances safety condition for participating at T&C. Failure to comply is to do so at your own safety risk, and with possible expulsion from the T&C campus and future activities.

You may view the status of the T&C Thor Guard system from your smart phone or PC at this link: tandcsports.thormobile7.net

Additional Common Sense Steps

In the unlikely event that you see lightning in the vicinity or hear thunder, and the Thor Guard system has not activated:

1. Notify the Commissioner on Duty (COD) for your sport.
2. The COD will consider this information and determine if activities should be suspended. The COD may use additional sources of information, such as the 'Weatherbug' app, in making the decision. Lightning strikes within 10 miles identified by the app warrant suspension of activities.
3. If the COD decides to suspend activities, he/she will retrieve the bullhorn from the lightning box by the main office, and trigger 5 long blasts. Upon hearing these blasts, **EVERYONE** on campus, across all sports, must immediately seek shelter in cars or restrooms.

4. The COD who initiated the suspension of activities will communicate the 'all clear' 30 minutes after the last reported thunder or lighting. This will be done through 2 blasts on the bullhorn.

Walkie-Talkie Channels

Baseball- Channel 1

Soccer- Channel 2

Softball- Channel 3

Football- Channel 4

Lacrosse- Channel 5

Concessions- Channel 6

T&C Overall- Channel 7

Injuries

Injuries Check List

- Render immediate assistance as needed - ensure that that person is safe and if applicable, the game has stopped.
- If the person (or their parents) feel an ambulance is necessary, call 911 and follow the steps to get them to the right field (see Critical Information Section- p. 3). Send a golf cart to guide EMS when they arrive.
- If medical assistance is needed for a minor but no parent or guardian is present, ask the coach or team manager for a copy of that player's Medical Release form. If you need to call an ambulance for that player, do so; the EMTs will want the Release Form when they get to the injured player.
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- Once the person is safe and/or waiting for the ambulance, have the referee & coaches restart the game as appropriate.
- Ensure the person gets treated properly and/or is sent to the hospital.
- T&C does have insurance for injuries. Let the parent of the involved player know that T&C's insurance will serve as the secondary coverage and that they should contact the T&C Office (512-331-0438) on the next business day to get the information and forms needed.
- Contact the Commissioner-On-Call during or after the incident and report what occurred.

Problems

With a parent or coach

Example: A coach or parent is getting excessively vocal and inappropriate.

- Calmly explain to the adult that they are/have violated the zero tolerance policies of T&C and that will not be tolerated.
- Be willing to discuss ways to avoid this situation in the future or alternative ways of dealing with whatever caused the situation, especially if it seems to help calm the situation. The person or people do not necessarily need to leave if they can moderate their behavior immediately.
- If you or a referee decides that they have crossed a line and need to leave the game, then follow the next step.
- Tell them they have crossed a line and violated the zero tolerance policies of T&C, and they will need to leave the fields. Explain that T&C would prefer for them to accept this and be escorted to their vehicle by the CoD. However, if they refuse that option please explain that they are on private property and if they do not choose to leave on their own, we will call 911 and have the Williamson County Sheriff escort them off the property in whatever manner the Sheriff deems appropriate.
- If they still do not leave, call 911, indicate you have a situation in which an adult needs to be removed from private T&C property and would they please come help. Give them the proper address. While you wait for the police, contact the Commissioner-on-Call.

A complaint from someone about a referee

If there is some sort of disagreement or complaint with a referee, take the information and pass it to the referee assignor, or direct them to the referee assignor or the person in charge of Referee Development via the email contacts on the soccer website. If it is immediate, find the referee assignor on the field.

A complaint from someone about a coach

If there is some sort of disagreement or complaint with a coach, take the information and contact the Commissioner-on-Call. Please direct them to also contact the appropriate age group commissioner via email. If the issue is in progress, see above under “Parent or coach” problem.

A complaint from someone about a volunteer

If there is some sort of serious disagreement or complaint with a volunteer, take the information and pass it to the Commissioner-on-Call, or direct them to the Volunteer Coordinator, Megan Mason, and have them email her.

With pets

- Please ask them to remove the pet from the property immediately and explain they are not allowed on T&C fields as this is not public property.
- If they do not comply, explain that they are on private property and this is a safety issue given the number of children at the complex. Please let them know that we can take further measures, and if you feel it is a dangerous situation, the Williamson County Sheriff may be contacted to escort them off the property in whatever manner the Sheriff deems appropriate.
- Please use your best judgment in these situations. People can become hostile very quickly and we do not want to create an even more dangerous situation by continuing to confront someone. Make note of the field, teams, and time so we can follow up with both teams to try and find out who the identity of the person with the pet. If someone continually violates the policy they may face additional consequences.
- If they still will not leave, call 911 and ask to have an officer come to the field. In all likelihood this will not happen. At this point, get information about what sport they are with, what game they are watching, what team they are with, and a general description and then pass that along to the Commissioner-on-Call.

Exception: Be aware that the area along the creek is for public use and those traveling along the sidewalk can have pets with them, but they must clean up after them and the pets are not allowed beyond the sidewalk area. It's a gray area that was created by the formation of the neighborhood trail.

Comments / Complaints / Compliments

About coaches

Contact the age-group commissioner at their email address on the T&C Soccer web site.

About referees

Contact the referee assignors at their email address on the T&C Soccer web site.

About facilities

Contact the main office staff at 512-331-0438. Regular business hours are Monday-Friday from 9am to 3pm. Email addresses are on the web site: www.tandcsports.org.

T&C Soccer Board Spring, 2017

Executive Board

President: Todd Brooker- 512-619-1600

Secretary/Treasurer: Kyle Patterson-512-809-1128

VP Operations: Jason Lilleboe- 512-517-9358

Registrar: David Chavez- 512-910-0651

Division IV Coordinator (U4-U10): Brett Fagan- 512-658-4974

Uniform Coordinator: JL Gray

Past President: Eric Sanchez

Board Members

U4 Commissioner: Britt Denning

U5 Commissioner: Dany Cheij

U6 Boys Commissioner: Ross Alaspa

U6 Girls Commissioner: Tom Brown

U7 Boys Commissioner: James Berkenhoff

U7 Girls Commissioner: Eric Pinnell

U8 Boys Commissioner: Anup Vishnu

U8 Girls Commissioner: Angela Pisani

U9 Boys Commissioner: Josh Brown

U9 Girls Commissioner: Bill Steinhauser

U10 Boys Commissioner: Chris DeBlois

U10 Girls Commissioner: Erin & Kyle Patterson

DI/S2 Commissioner: David Chavez

Academy Director: Jimmy Mason

U11-U14 DII & DIII Boys Commissioner: Robert Stock

U15-U19 DII & DIII Girls Commissioner: Erin & Kyle Patterson

Volunteer Coordinator & Picture/Trophy Coordinator: Megan Mason- 512-373-0742

Coach Education- Ray Kasel

Coach Coordinator: Eric Sanchez

Referee Development: David Chavez

Referee Assignor: Michele Pederson

Practice Field Scheduler: Mark Johnson

T&C Executive Director: Evalyn Hodges- 512-331-0438

T&C Office Manager: Kim Cyree- 512-331-0438