



Willamette United FC  
Policy Manual  
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## **SECTION 1. PURPOSE**

The purpose of this manual is to provide a resource for everyone involved with Willamette United FC. This manual will be a reference guide for the day-to-day operations of the club. The manual is not intended to detract from the power and effect of the by-laws and in all matters if there is a conflict, the by-laws shall prevail. The policy manual has been created to change as frequently as is necessary to be an accurate reflection of the manner in which Willamette United FC is managing its operations.

### **CORE PRINCIPLES AND SPORTING INTENT:**

The essential elements of character-building and ethics in sports are embodied in the concept of sportsmanship and the club's three pillars: club, character and community.

### **CLUB BELIEFS:**

- We will help every player build on their skill and abilities to become the best soccer player they can be.
- Our players, parents and coaches will understand the roles they play in the community and how they can impact the lives of others.
- We will teach our players tolerance, empathy and the art of serving others.
- We will teach our players the value of hard work and dedication.
- Our players, parents and coaches will be requested to be gracious in defeat and humble in success.
- We will teach our players to work with others and to be great teammates.
- We will teach our players how to responsibly deal with disappointment, failure and losing.
- We will teach our players to respect themselves, their opponents, officials and coaches.
- We will foster and encourage our players to make lifelong friendships and create lifelong memories.

The manual will assist the club in achieving our goals of:

- Providing player safety and security.
- Providing excellent customer service.
- Providing clear communication between the club and all members, reducing friction and increasing participation in programs.
- Achieving superior fiscal controls and financial responsibility.
- Providing our players with well-educated, inspirational experienced coaching.

This manual is a living document that reflects best practices and operations for the club combined with the appropriate governance on the part of the Board of Directors. Typically changes come from staff, members of the board, or coaches with changing situations that need matters of policy addressed. Any member of the club may make recommendations for changes to the manual by submitting those to the Staff and Board of Directors in writing, preferably by email.

Changes or revision recommendations should be submitted along with an explanation for the requested change. If there is some urgency to the need for the change, then a vote will be taken electronically by email with the documentation of that vote recorded by the Secretary. If there is no urgency to the requested change then the matter will be addressed at the next scheduled board meeting.

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## **SECTION 2. BEHAVIOR AND SPORTSMANSHIP**

All club members must conduct themselves in a way that properly represents the club and honors the game. Violations of the codes of conduct will be dealt with by the club's Director of Coaching and any appeals will go to the club's Board of Directors. The DOC will use progressive discipline where possible, but will have available actions ranging from verbal counseling to termination of club membership. The Board of Directors has empowered the DOC to take whatever reasonable action necessary to maintain appropriate behavior on the part of club members on the practice and game field and during travel events.

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## **SECTION 3. COACH CODE OF CONDUCT**

The [Willamette United FC Code of Conduct for Coaches](#) is the most extensive because coaches must provide an example of strong leadership at all times for our members. This code has been developed to clarify and distinguish approved and accepted professional, ethical, and moral behavior. The term "Coach" includes, but is not limited to the Director of Coaching, Age Group Coordinator, Head Coach(es), Assistant Coach(es), and Managers.

### **COACH CODE OF CONDUCT - RESPONSIBILITIES TO PLAYERS**

- Coaches must never place the value of winning over the safety and welfare of players.
- Coaches shall instruct players to play within the written laws and within the spirit of the game at all times.
- Coaches shall not seek unfair advantage by teaching deliberate unsportsmanlike behavior to players.

- Coaches should not tolerate inappropriate behavior from players regardless of the situation.
- Coaches should be a positive role model and set the standard for sportsmanship at all times.
- Demands on a players' time should never be so extensive as to interfere with academic goals and progress. Motivation for excellence should include academics as well as athletics. Coaches should keep sport in proper perspective with the player's academic education.
- Coaches must never encourage or allow players to violate OYSA recruitment, eligibility, or guest player rules and policies.
- Under no circumstances should coaches authorize or encourage the use of medicinal or performance enhancing drugs. Players should be directed to seek proper medical attention for injuries and at no time should a player be put at risk by returning from injury prematurely or by being forced to play while injured.
- Coaches should continue their own education in the sport in order to be able to educate the players in technical, tactical, physical and psychological demands of the game for their level.

### **RESPONSIBILITY FOR “THE LAWS OF THE GAME”**

- Coaches should be thoroughly acquainted with and demonstrate a working knowledge of the laws of the game of soccer. Coaches are also responsible to ensure that their players understand the intent as well as the application of the laws.
- Coaches must adhere to the letter and spirit of the laws of the game.
- Coaches are responsible for their players' actions on the field and must not permit them to perform with the intent of causing injury to anyone.
- If coaches permit, encourage, or condone performance which is not in the letter or spirit of the laws, the coach is derelict in their responsibility to players and the sport of soccer. The coach must strive constantly to teach good sporting behavior.

### **RESPONSIBILITY TO OFFICIALS**

- Officials must have the support of coaches, players and spectators. Criticism of officials undermines their purpose in the game.
- Officials should be treated with respect before, during, and after the game. Professional respect should be mutual and there should be no demeaning dialogue or gesture between official, coach, or player.
- Comments regarding an official should be made in writing to the appropriate organization assigning the official.

### **RESPONSIBILITY REGARDING RECRUITING**

- It is unethical to recruit player(s) while they are registered on another team.

- Coach and team representatives shall strictly adhere to OYSA and league rules pertaining to recruitment.
- Coaches have an ethical obligation to be forthright and refrain from making derogatory remarks regarding other coaches, teams, and organizations when discussing the advantages of their organization.
- It is unethical for a coach or team representative to provide compensation or inducement to a player. It is unethical for any coach to make a statement to a prospective athlete, which cannot be fulfilled.

## **RESPONSIBILITY FOR PUBLIC RELATIONS**

- Coaches have a responsibility to promote the game of soccer to the public. Comments and critiques of governing bodies, teams, coaches, players, parents, or the media should be positive and constructive, never prejudicial or inflammatory.
- Coaches have the responsibility to assist their players in conducting themselves properly while representing their team, Club, and league in public.
- Comments blaming officials, organizers, players, etc. for a loss or unsuccessful endeavor are detrimental and must be avoided.

## **GAME DAY AND OTHER RESPONSIBILITIES**

- Coaches' behavior must bring credit to their organization and the sport of soccer.
- Coaches shall exhibit a respectful attitude towards players, officials, spectators, opposing players and coaches. Verbal abuse or physical assault is unethical and shall be punishable by suspension or expulsion from the program.
- Coaches should use their influence to control the behavior of the players, parents and spectators.

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## **SECTION 4. PLAYER CODE OF CONDUCT**

### **WILLAMETTE UNITED FC PLAYER CODE OF CONDUCT**

- Players will work to maintain at least a 2.5 GPA or equivalent.
- Players will not argue, talk back, or act in an inappropriate manner towards any referee or league official.
- Players will obey all rules of the team and Willamette United FC and will adhere to the laws of the game.
- Players will treat teammates, coaches, opponents, and officials with respect.
- Players will not ridicule or taunt others.

- Players will be aware that inappropriate behavior at practices, games, team and Club events -- including tournaments -- is prohibited. This includes any use of alcoholic beverages, foul language, substance abuse, violent or destructive behavior, etc.
  - Players will be at all practices and games on time or communicate as early as possible to their coach the reason for their absence.
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## **SECTION 5. PARENT CODE OF CONDUCT AND RESPONSIBILITIES**

### **WILLAMETTE UNITED FC PARENT CODE OF CONDUCT**

- Parents will remember that children participate to have fun and that the game is for youth, not adults.
- Parents will be familiar with the [Willamette United FC Player Code of Conduct](#) and ensure that their player follows the code at all times.
- Parents will inform the coach of any medical needs or ailments that may affect the safety of their child or the safety of others.
- Parents will learn the rules of the game and the policies of Willamette United FC which are included in this policy manual.
- Parents and their guests will be a positive role model for children and encourage sportsmanship by showing respect and by demonstrating positive support for all players, coaches, officials and spectators at every game, practice or other sporting event.
- Parents will not engage in any kind of unsportsmanlike conduct with any official, coach, player, or parent such as booing and taunting, or using profane language or gestures.
- Parents will teach their child to play by the rules and to resolve conflicts without resorting to hostility or violence.
- Parents will request that their child treat all other players, coaches, officials and spectators with respect.
- Parents will never coach their child or other players during an official Willamette United FC practice, game, or event.
- Parents will never ridicule or yell at their child or other participant for making a mistake or losing a competition.
- Parents will promote the emotional and physical well-being of the athletes ahead of any personal desire they may have for their child to win.
- Parents will respect the officials and their authority during games and will never question, discuss, or confront coaches, or officials, at the game field or away from the game field. Parents will take time to speak with coaches at an agreed upon time and place.
- Parents will demand a sports environment for their child that is free from drugs, tobacco, and alcohol and parents and players will refrain from their use at all youth sports events.
- Parents will remain away from the team and coaching side of the field to prevent any misunderstanding about roles.



## **PARENT 3-10 RULE CONCERNING GAME VIEWING**

Coaches and players on the bench and all spectators are required to maintain a minimum of a 3-yard buffer between themselves, their chairs and the game field sidelines. For the safety of the players and pets we ask that our families leave their dogs at home. Spectators that must bring their dogs to the game are required to keep dogs 10 yards off the sidelines. This rule is MANDATORY and will be enforced by referees by stopping the game if they feel that a dog's presence is a potential danger to the players. Service dogs will be allowed to sit with their owner at the 3 yard mark

We hope our members understand that this rule is in place for the SAFETY of all players and pets.

No parent or other spectators are allowed to sit or stand on or near the soccer field endline (line that goals are placed on).

## **CHILD ABUSE AVOIDANCE**

It is the strict and unequivocal policy of Willamette United FC that this club strongly condemns the abuse of children. In addition, through policy, Willamette United FC will direct all club employees and volunteers to behave in such a manner that there will not be circumstances where such abuse can occur. If such abuse is discovered to have occurred, Willamette United FC will provide full cooperation to law enforcement and DHS to prosecute the abuser. After reporting has been conducted with law enforcement and DHS, the club president should be notified as soon as possible.

Willamette United FC employees and volunteers will affirmatively act to prevent all acts of hazing. Hazing is prohibited and hazing will not be tolerated. Hazing can lead to abuse and this prohibition is part of the abuse avoidance policy. Willamette United FC employees and volunteers will ensure that they are not alone with a child and isolated in any manner. There is no circumstance where a Willamette United FC employee or volunteer should have a conversation with a child alone except in the immediate vicinity of a practice in plain view of all. The exception is when the child is the child of the employee or volunteer. Willamette United FC employees and volunteers will not develop relationships with children they coach outside of coaching, to include special friendships or dating. Inappropriate relationships will result in termination of the employee or volunteer and reporting to law enforcement. For the purposes of this issue, "inappropriate relationships" has its normal meaning and generally is a relationship which might lead to a violation of this club policy. Willamette United FC does not permit any corporal punishment by any employee or volunteer while they are acting in their professional or volunteer capacity.

Coaches, Directors, Staff and Volunteers should not interact with individual players on social media by responding to or initiating direct message contact.

## **REPORTING OF CHILD ABUSE**

Many of the club's volunteers are mandatory reporters. Those mandatory reporters should act in compliance with ORS Chapter 419B and other child abuse reporting statutes. Club employees or volunteers will report child abuse or neglect in order to protect our players consistent with Oregon law. The phone number for Clackamas County police dispatch is 503- 655-8211. The phone number for DHS is 971-637-7112.

## **CRIMINAL HISTORIES OF VOLUNTEERS AND STAFF**

Willamette United FC will continue to conduct annual criminal background questionnaires and checks of all employees and volunteers. As a member of OYSA, Willamette United FC is provided all necessary background checks for Directors, staff and coaches. If at any time OYSA denies certification for reasons related to the criminal background check, Willamette United FC will suspend the applicant in question pending further review.

## **PARENTING ISSUES**

Willamette United FC is a youth soccer club that puts the welfare of children as the highest value. The vast majority of parents, regardless of their marital status, are cognizant of this at all times. However, it is important to remind every member that placing the child's welfare first must happen with every child. We ask that parents share information that may impact their child's (and the children around them) participation and experience in soccer. Where possible, coaches, managers, and staff will send e-mails and similar communications to both parents, but this is a courtesy and the club should not be placed in the middle of custody situations.

We do not want parents to give us any sensitive information unless it may impact our ability to keep your child, and other children, safe. In the following situations, we ask that parents provide the club appropriate information that may impact a child's physical and mental well-being and safety.

- Divorce (when impacting drop off and pick up) or if custody is an issue.
- Allergies.
- Special medical conditions.
- Recurring behavioral issues.

If important information is withheld from the club, we cannot do our best to protect children and provide them with an enjoyable and safe experience.

In cases where there has been domestic violence or a restraining order, the club should be notified immediately in writing with copies of documentation to the Director of Coaching and Club Manager. Consultation with local law enforcement should be considered in such situations as the club is NOT in the business of dealing specifically with these issues.

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## **SECTION 6. ADMINISTRATION**

### **GENERAL OPERATIONS**

The staff run the day to day operations of Willamette United FC. Willamette United FC attempts to staff the office to the greatest extent possible during the periods of greatest need for registration and other administrative support, while controlling personnel costs.

### **PRIVACY AND IDENTITY THEFT PROTECTION**

As a matter of conducting the business of the club, Willamette United FC gathers the personal and financial information of parents and children. It is critical that the club act to prevent the unauthorized disclosure of this information.

- The office staff has implemented measures to ensure the physical and electronic security of records maintained by the club.
- Measures are in place to secure the financial information from members from unauthorized access to a standard that is accepted throughout the industry.
- The office staff will use either an in-house shredding capability or contract with an outside vendor for the shredding of all documents containing personal information.
- The office staff will develop a contingency plan to be briefed to the Board of Directors should a member or members become the victims of identity theft due to an error on the part of the club.

### **SALE OF PERSONAL INFORMATION**

Willamette United FC will NEVER sell email databases or other contact information. However, we cannot be held responsible for our partners, including OYSA, US Club Soccer, US Youth Soccer, and US Soccer Federation in this matter. We are required to provide this information to our certifying organizations, and they have their own such policies on these issues. Complaints about such releases of information should be communicated directly to the management of that organization.

## **CANCELLATION/REFUND POLICY**

### **REFUNDS FOR PROGRAMMING CANCELED**

If any programming is canceled due to circumstances out of the club's control including but not limited to heat, air quality, freezing temperatures, lightning, ice, field closure due to rain etc., there will be no refunds given. The club will make a reasonable effort to reschedule any canceled game but if the game cannot be rescheduled due to circumstances out of the club's control there will be no refunds.

### **FALL RECREATIONAL PROGRAM**

By July 15th - A full refund minus a credit card processing fee will be given to any registrant who cancels. After July 15th - Cancellations received will be prorated on a case by case basis.

### **COMPETITIVE PROGRAMS**

Circumstances may arise where a player feels it necessary to drop from the team once selections are made. If this occurs, the refund policy is as follows:

- Automatically forfeit original non-refundable tryout fee.
- Refund requests will be considered on a case by case basis.

### **SCHOLARSHIP POLICY**

As a Club, Willamette United FC believes that no player should be turned away due to financial hardship. This section outlines the policies surrounding the Willamette United FC Scholarship program.

Scholarship applications will be reviewed and approved by a committee of the DOC, Director of Operations, and Club Administrator.

- Scholarship amounts awarded will be based on the needs of the individual.
- Scholarships will be reviewed on a season by season basis.

### **PLAYER REGISTRATION**

All players must be registered in accordance with the rules of the Club. Coaches are not allowed to add players to their roster without the written consent of either the DOC or Recreational Manager.

## **PRACTICE FIELD ASSIGNMENT**

Teams must not practice on any soccer field without written permission from the DOC or Director of Operations.

## **PLAYING TIME**

It is the goal of our Recreational Program to provide each player with the opportunity to learn and enjoy the game. Each player should play a minimum of 50% of the game. This does not mean equal playing time for all players. In some cases, less than 50% is acceptable due to injury or sickness.

## **DISCIPLINE WITHIN THE RECREATIONAL PROGRAM**

Disciplinary actions will be handled by the Recreational Manager and Recreational Director.

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## **SECTION 7. SOCIAL MEDIA POLICY**

### **PURPOSE**

Social media offers the opportunity for people to gather in online communities of shared interest and create, share or consume content. As a member based organization, Willamette United FC recognizes the benefits of social media as an important tool of engagement and enrichment for our members.

It is important to protect our members from inappropriate use of social media platforms when associated with WUFC. The safety of our members is our top priority. It is also important that the reputation of WUFC, its affiliated associations and clubs and the sport generally is not tarnished by anyone using social media tools inappropriately, particularly in relation to any content that might reference WUFC.

When someone clearly identifies their association with WUFC, and/or discusses their involvement in the organization in this type of forum, they are expected to behave and express themselves appropriately and in the ways that are consistent with WUFC's stated policies.

Because the membership at WUFC is composed of children we expect our staff, coaches and membership to follow basic levels of appropriate behavior and communication.

## **GUIDING PRINCIPLES**

The web is not anonymous. WUFC Members and staff should assume that everything they write can be traced back to them.

Due to the unique nature of WUFC, the boundaries between a WUFC Member's and staff's profession, volunteer time and social life can often be blurred. It is therefore essential that staff and members make a clear distinction between what they do, think or say in their capacity as a staff member or Member of WUFC. WUFC considers all staff members and Members of the organization as its representatives.

When using the internet for professional or personal pursuits, all staff and Members must respect others, including club Members, Association members, staff, and WUFC's brands. Staff and Members shall not compromise the club's intellectual property or its relationships with sponsors, Members, or the community.

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## **SECTION 8. WEATHER**

### **WEATHER CONSIDERATIONS**

Willamette United FC requires that coaches consider the effects of the weather on the safety and health of their players at all times. It is critical the coaches, whether during a game or during practice, remain cognizant of efforts they should take to mitigate the effects on the players.

In the case of a weather issue, it is the club and coach's responsibility to communicate as early as possible if there are cancellations or special circumstances to consider.

### **HEAT**

Temperatures could reach a point where safety cannot be assured in which case activity should stop. As a guideline, WUFC staff will consider canceling practices when temperatures reach or exceed 95 degrees Fahrenheit. If there is a heat related emergency, emergency medical response should be activated immediately and first aid applied.

### **COLD**

Coaches must monitor dropping temperatures to ensure that cold injuries are not incurred. As a guideline, WUFC staff will consider canceling practices when temperatures drop to 32 degrees Fahrenheit or lower.

In the case of ice and snow the club may see fit to cancel events so our Members are not put in danger driving in unsafe conditions.

## **AIR QUALITY**

Club and coaches will monitor air quality and will take necessary steps to ensure the safety of our players, coaches, and Member families. When the AQI as measured by the monitor closest in proximity to the field of play reads 125 or above, WUFC will consider canceling club events.

## **LIGHTNING**

Teams exposed to lightning effects should immediately move to cover and should remain protected until the lightning effects have passed completely. Rule of thumb is that play may continue if 30 minutes has passed since the last lightning is seen or thunder is heard.

## **SEVERE RAIN**

In the event of heavy rain over a long period of time, practices may be canceled. Heavy use on fields that have been water-logged may damage fields beyond repair. In some cases, Willamette United FC does NOT control fields. In some cases, the school district or cities may close facilities.

## **REFUNDS FOR GAMES CANCELED**

If any games are canceled due to circumstances out of the club's control including but not limited to lightning, ice, field closure due to rain etc. there will be no refunds given. The club will make a reasonable effort to reschedule any canceled game but if the game cannot be rescheduled due to circumstances out of the club's control, there will be no refunds.