



Soccer for Success Coach-Mentor Handbook





Dear *Soccer for Success* Coach-Mentors,

Welcome to Buffalo *Soccer for Success*. *Soccer for Success* is the U.S. Soccer Foundation's youth development program that uses soccer as a tool to combat childhood obesity and promote healthy lifestyles for children. We would like to thank you for becoming a part of our unique after-school program. We truly believe that the combination of sports-based youth development with nutrition education and mentorship is unmatched in providing students skills to lead a healthy lifestyle. It is the hard work and dedication from individuals like you that make this program both possible and successful.

This handbook and the program specific curriculum that you will receive are designed to give you an understanding of *Soccer for Success* and your role in the program. It is important to read this handbook and use your curriculum in preparation for each session throughout the season.

Again, thank you for becoming a member of the *Soccer for Success* team. Our mission is to inspire youth to lead healthy lives, be engaged students, and have the confidence and character to make a difference in the world. You're giving them an opportunity to score goals on the soccer field and achieve goals in life. We wish you a safe and successful season!

Sincerely,

A handwritten signature in black ink that reads "Jen Mitri".

Jen Mitri
Independent Health Foundation



Program Overview:

Soccer for Success is the U.S. Soccer Foundation's innovative youth development program that uses soccer as a tool to combat childhood obesity and promote healthy lifestyles for children in low-income communities. The U.S. Soccer Foundation has partnered with the Independent Health Foundation to operate *Soccer for Success* throughout the City of Buffalo – providing children in grades K-8 with free after-school programming.

Soccer for Success has four main components



Physical Activity - Children participate in 75 minute sessions three days/week to help meet the recommended 60 minutes of moderate to vigorous exercise children should get each day. The program requires two 12 week sessions, each completing 36 practice days for a total of 24 weeks of programming



Mentorship - Each site is staffed by caring coaches who serve as mentors that are invested in the successful development of each child. Mentors stress the importance of doing well in school and avoiding negative influences such as drugs, alcohol, and violence.



Nutrition - *Soccer for Success* staff deliver relevant educational activities where participants are taught the basics of nutrition, the importance of making healthy lifestyle choices, and the importance of maintaining healthy eating habits

Family Engagement - *Soccer for Success* strives to turn parents and family members into advocates who reinforce the program's teachings by applying them in their homes. Family members are provided with information on nutrition, health, and public services that will aid them in their pursuit of a healthier lifestyle.





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Important Contact Information

Program Management:

Independent Health Foundation

Jen Mitri

Manager, Community Initiatives

Oversees project, budget and legal requests, and coach-mentor onboarding

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Kelsi Maciejewski

Project Manager

Oversees site managers, family engagement, measurement and evaluation, and United for Girls program

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Alana Humphrey

Project Coordinator

Oversees coach-mentor recruitment and training, family communication, and coordinates scrimmages

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Onboarding

Steps:

1. AP Professionals will contact you to fulfill the following requirements:
 - a. Drug screening and background check
 - b. Payroll paperwork
2. Independent Health Foundation will contact you to fulfill the following program requirements:
 - a. Background check through program funder
 - b. Safe sport abuse prevention training
 - c. Curriculum training
3. Independent Health Foundation will reach out with your site offer

Pay Day and Recording Hours Worked

You will be paid weekly (must be fully onboarded and in compliance with program requirements), for work performed during the previous week's pay period. The work week begins on Saturday and ends on Friday. All coach-mentors are required to accurately record and submit their actual hours worked. Refer to your clocked in/out records in Sling to assist you each week.

You will submit your hours through AP Professionals, they will provide you with a unique link (just for you) and instructions. If you would like to set up direct deposit, this can be done through AP Professionals. Any paycheck discrepancies should be brought directly to AP Professionals.

Time Off Request

All requests must be submitted through the Sling App. Instead of choosing "not available" please choose Time Off, and add comments. Please make your Site Manager aware as well.

Time off requests will be considered on a first-come, first-served basis for each practice group. A substitute coach-mentor at an equal or greater coaching level must cover your shift for your request to be accepted. If no one can cover your shift, your request will be denied, and you will be expected to be at practice on that day unless discussed otherwise with your Site Manager.



Mobile Curriculum/Resource Hub

The mobile curriculum is located in the [Resource Hub](http://ussoccerfoundation.org/resourcehub), located at website:
<http://ussoccerfoundation.org/resourcehub>

Log in with your username and password, select the appropriate level for your assigned group.

Coaches as Role Models

Please come to practice dressed in appropriate athletic attire, preferably a provided *Soccer for Success* shirt and your provided name tag. No spaghetti strap tank tops, or short shorts.

Remember that you are a role model and should only be bringing water to drink, no sugary beverages, or coffee. If you need to bring a snack for yourself, please consume it before you arrive at the play space.

Please be aware of the Park rules:

- All parks close at sunset and open at sunrise.
- Dogs and cats must be securely controlled, leashed and excrement removed.
- Glass containers are prohibited.
- Smoking is prohibited.
- No firearms or fireworks allowed.
- Sales, solicitations, signs and displays are strictly prohibited without a permit.
- Vehicles must be parked in designated areas only, no driving or parking is allowed on grass or park pathways.
- Deposit trash in designated receptacles only; please help us to prevent illegal dumping and littering and keep your park clean!

Although the parks allow dogs, please do not bring your pet with you while you are coaching.

Weather Policy

If the temperature is below 32°F or higher than 105°F, games and practices will be postponed or cancelled. Cancellations and postponements due to snow/rain will be made no later than 30 minutes before the game/practice is scheduled.

Typically, practice will take place rain or shine; however, in the event of thunder or lightning we are required to take a 30 minute pause until lightning subsides in which case we will likely cancel practice for the safety of the players.

It is up to the Site Manager to cancel practice in the event of inclement weather and inform your families and all site staff through Remind.



Child Safety

Independent Health Foundation is committed to the protection of children and recognizes the equal rights of all children regardless of age, race, gender, religion, disability, gender identity or expression, sexual orientation, national orientation or other status or belief.

Sign Out Procedure

Each site is required to have a sign out policy.

- Indoor: It is the responsibility of the Site Manager to either utilize the site's current policy or create their own.
- Outdoor: The Site Manager is responsible for ensuring all players are signed out by a designated parent.
- Children are allowed to walk home if the parent marked it on the registration form.
- If there is a discrepancy, refer to the registration form to see who the approved adult is for pick up.

Safe Environment Policy

- All staff members are responsible for ensuring that the space on which the children are playing is safe from gym equipment, traffic, dangerous debris and strangers.
- All staff members are responsible for ensuring that miscellaneous gym equipment is removed and/or contained.

Safe Equipment Policy

- All staff members are responsible for ensuring that balls being used during practice and games are fully inflated. If a ball is not fully inflated it should not be used during practice and should be re-inflated as soon as possible.
- All staff members are responsible for ensuring that children are wearing their shin guards at every practice and scrimmage day. The Site Manager can determine if players without proper equipment are allowed to participate; depending on the activity.

Background Check Procedures

Potential staff members will be required to complete an online authorization form confirming his or her acknowledgement and consent to a criminal background check to be conducted by the U.S. Soccer Foundation through its authorized professional reporting agency (the "Agency").

- A. Failure to provide a fully completed background check form will prevent the U.S. Soccer Foundation's authorized Agency from completing the check, and the potential staff member will not be considered eligible to serve as a staff member.



- B. Upon receipt of the completed electronic background check consent form, the authorized Agency will perform the background check and compare the results of the background screening reports to
- C. the U.S. Soccer Foundation's established criteria. The Agency will then determine if the potential staff member meets the minimum standards for the *Soccer for Success* program.
- D. The Agency shall notify the potential staff member and the U.S. Soccer Foundation of the result of the background screening on a pass/fail basis. If a potential staff member is disqualified, the U.S. Soccer Foundation will notify the Independent Health Foundation and the Agency shall provide the potential staff member with details as to why a disqualification was issued. The U.S. Soccer Foundation will not be privy to any details associated with such disqualifications.
- E. If a potential staff member feels a mistake has been reported in their criminal background check, it is the potential staff member's responsibility to contact the reporting Agency directly to resolve any issues. The U.S. Soccer Foundation is not responsible for errors or omissions that may be reported on background checks.

Abuse Prevention Training for Staff and Volunteers

All staff members are required to understand and complete Abuse Prevention Training through the Resource Hub prior to coaching.

Staff Behavior Toward Children

- A. All staff members shall recognize that it is their duty to protect children from physical, sexual and emotional/psychological abuse for which they are responsible to the best of their abilities regardless of age, race, gender, religion, disability, gender identity or expression, sexual orientation, national orientation etc. while they are in the *Soccer for Success* program.
- B. At no time will a staff member use any kind of sexual abuse, emotional/psychological abuse (including, but not limited to teasing and making fun) or physical abuse (including, but not limited to hitting, kicking, punching, slapping or spanking) of *Soccer for Success* participants who are exhibiting poor behavior.
- C. **Observable and Interruptible:** All staff members shall ensure any kind of engagement with *Soccer for Success* participants including group and individual coaching, mentoring, BMI measurement, family engagement events, community engagement events and all other events associated with the *Soccer for Success* program occur in an environment that is both observable and interruptible. At no time should one staff member be alone with *Soccer for Success* participants in an area that is not easily observed and in a situation that is not freely interruptible.



One-Adult/One-Child Policy: At no time, is there a situation in which one-adult and one-child are alone together.

- Independent Health Foundation recognize that there are certain situations that will arise where abiding by the one-adult/one-child policy will be challenging. Below are examples of these situations and ways in which staff members can meet these challenges:
 - **Bathroom and Water Breaks –**
 - Indoor programming:** Staff members will take the entire team in for water breaks. Children are not to be left unattended on the field, or sent somewhere alone. After a drill, take the whole team for a water and/or bathroom break. If during the event a break is needed, *Soccer for Success* staff members must make every effort to take children to the bathroom in groups of three or more. When possible two *Soccer for Success* staff members will accompany the group of children to the bathroom or water fountain/cooler, and at least two staff members will continue to run the *Soccer for Success* program or event. As a reminder, it is always a good idea to take all players to the restroom prior to the session starting.
 - Outdoor programming:** Have the player find their adult to take them to the restroom if they are not capable of going by themselves. If they can use the restroom alone, the port-o-let should be within your line of sight.
 - **BMI Measurement –** Staff members shall take height and weight measurements out of hearing range of other *Soccer for Success* participants in an effort to protect each child's right to privacy. However, the staff member taking the measurements will ensure that he/she and the child are both visible to at least one other staff member and that staff members are able to interrupt the measurements at any time. All *Soccer for Success* participants have the right to refuse to be measured or to request that a different staff member take their measurements as long as that staff member is the same sex as the child.
 - **Child's transportation arrives after all other participants have departed –** Staff members shall ask at least one other staff member to wait with him or her and the child until the child's transportation (including public transportation directly from the *Soccer for Success* site) arrives.
 - **One-on-One Mentoring –** Mentorship is a vital component of the *Soccer for Success* program and the Independent Health Foundation recognizes the many benefits that children receive from such mentorship. When such mentorship occurs by *Soccer for Success* staff members, it must occur in a setting that is both observable and interruptible, such as talking with a participant about other issues (grades, etc.). Staff members are not permitted to have private communication with a player through direct text messaging, or social media, or be "friends" with a player on social media.



Signs of Child Abuse and Neglect

Though it can be difficult to recognize when a child is being abused, there are signs each *Soccer for Success* program must watch for. Below is a list of 10 common signs of abuse in school-age children and adolescents, some of which you might not witness but could hear about:

1. **Unexplained Injuries-** Visible signs of physical abuse may include unexplained burns or bruises in the shape of objects. An unconvincing explanation of a child's injury is also evidence.
2. **Changes in Behavior-** Abuse can lead to many changes in a child's behavior. Abused children often appear scared, anxious, depressed, withdrawn, and/or more aggressive.
3. **Returning to Earlier Behaviors-** Abused children may display behaviors shown at earlier ages, such as thumb sucking, bed-wetting, fear of the dark, and/or fear of strangers. For some children, even loss of acquired language or memory problems may be an issue.
4. **Fear of Going Home-** Abused children may express apprehension or anxiety about leaving school or about going places with the person who is abusing them.
5. **Change in Eating-** The stress, fear, and anxiety caused by abuse can lead to changes in a child's eating behaviors, which may result in weight gain or weight loss.
6. **Change in Sleeping-** Abused children may have frequent nightmares or have difficulty falling asleep and, as a result, may appear tired or fatigued.
7. **Changes in School Performance and Attendance-** Abused children may have difficulty concentrating in school or have excessive absences, sometimes due to adults trying to hide the children's injuries from authorities.
8. **Lack of Personal Care or Hygiene-** Abused and neglected children may appear uncared for. They may present as consistently dirty and have severe body odor, or they may lack sufficient clothing for the weather.
9. **Risk-Taking Behaviors-** Young people who are being abused may engage in high-risk activities such as using drugs or alcohol or carrying a weapon.
10. **Inappropriate Sexual Behaviors-** Children who have been sexually abused may exhibit overly sexualized behavior or use explicitly sexual language.

Process for Reporting Abuse

Each *Soccer for Success* program must ensure that the following roles and responsibilities are created or defined to best handle child abuse situations:

Mandated Reporter

A mandated reporter is a professional who is required to report any type of child abuse that has been observed or is suspected, or when there is evidence of neglect. These professionals can be held liable by both the civil and criminal legal systems for intentionally failing to make a report, but their name can also be withheld. Mandated reporters typically include, but are not limited to persons who have assumed full or intermittent responsibility for the care or custody of a child, dependent adult, or elder, whether or not they are compensated for their services.

Response Team

A response team is a group of individuals from different divisions of an organization that manages any allegations of child abuse. It is not the Response Team's responsibility to investigate allegations of abuse; it is their job to report it to the proper authorities.



STEPS TO REPORTING AN ABUSE SITUATION

1. The Report Abuse Response Team is comprised of the Program Directors, which include Jen Mitri and Kelsi Maciejewski. Information about the reported abuse will be restricted to a need to know basis and will only include the Response Team, the reporter and the investigative agency.
2. If you suspect that a child you know is in immediate danger, call 911 immediately.
3. If you suspect physical, sexual or emotional/psychological abuse of one of their *Soccer for Success* participants by another staff member, parent, caretaker, family member, *Soccer for Success* participant or any other party:
 - You are required to immediately report that suspicion to the proper authorities and then immediately to the Program Directors.
 - If you are hesitant to report to the proper authorities, you must immediately report to the Program Directors who will then work with you to make the report to the proper authorities.
 - You are then required to work with the Site Coordinator to report suspicion to the responsible party at the school (if indoors).
 - If the suspect is a Staff Member, the Report Abuse Response Team will inform the U.S. Soccer Foundation and the Staff Member will be immediately suspended for the duration of the investigation, the alleged perpetrator shall be re-screened by the U.S. Soccer Foundation in accordance with Part II of the U.S. Soccer Foundation's *Soccer for Success* Child Protection Policy.
4. During and after the close of the investigation, the Response Team shall report back to the person who made the initial report in an effort to ensure that a report of physical, sexual or emotional/psychological abuse does not get buried by a single individual or group of individuals within the organization who are either engaging in abuse or are engaging in overprotection of the organization or individuals at the expense of a child's safety.
5. All *Soccer for Success* staff members must report any child abuse or neglect. For contact information and legal definitions of child abuse specific to each state, visit the U.S. Department of Health & Human Services website:
https://www.childwelfare.gov/pubs/reslist/rl_dsp.cfm?rs_id=5&rate_chno=11-11172



Active Shooter Protocol

RUN: Evacuate If Possible

- If there is considerable distance between you and the gunfire/armed person, quickly move away from the sound of the gunfire/armed person. If the gunfire/armed person is in your building and it is safe to do so, run out of the building and move far away until you are in a secure place to hide.
- Leave equipment and your belongings behind.
- Keep your hands visible to law enforcement.
- Take others with you, but do not stay behind because others will not go.
- Call 911 when it is safe to do so. Do not assume that someone else has reported the incident. The information that you are able to provide law enforcement may be critical, e.g. number of shooters, physical description and identification, number and type(s) of weapons, and location of the shooter.

HIDE: Hide silently in as safe a place as possible

- If the shooter is in close proximity and you cannot evacuate safely, hide in an area out of the armed person's view.
- Choose a hiding place with thicker walls and fewer windows, if possible.
- Lock doors and barricade with furniture, if possible.
- Turn off lights
- Silence phones and turn off other electronics.
- Close windows, shades and blinds, and avoid being seen from outside the room, if possible.
- If you are outdoors and cannot RUN safely, find a place to hide that will provide protection from gunfire such as a brick wall, large trees or buildings.
- Remain in place until you receive directions from law enforcement.

FIGHT: Take action to disrupt or incapacitate the shooter

- As a last resort, fight. If you cannot evacuate or hide safely and only when your life is in imminent danger, take action.
- Attempt to incapacitate or disrupt the actions of the shooter.
- Act with physical aggression toward the shooter.
- Use items in your area such as fire extinguishers or chairs.
- Throw items at the shooter if possible.
- Call 911 when it is safe to do so.

Immediately after an incident:

- Wait for Local Law Enforcement officers to assist you out of the building, if inside.
- When law enforcement arrives, everyone must display empty hands with open palms.



General Injury Protocol

If an injury occurs, notify the child's parent/guardian. The Site Manager or Coach-Mentor must complete an incident report form, found in your site binder, and notify your Site Manager if they are not present. **Scan/Email completed form to hr@independenthealth.com / HR within 24 hours of incident.** CC Jen Mitri (jen.mitri@independenthealth.com) Be aware of potential concussions, heat stroke, heat exhaustion, and dehydration. If any of these are suspected, notify the child's parent/guardian immediately.

Heat and Hydration

Heat Stroke

Heat stroke is the most serious heat-related illness. It occurs when the body becomes unable to control its temperature: the body's temperature rises rapidly, the sweating mechanism fails, and the body is unable to cool down. Body temperature may rise to 106° F or higher within 10-15 minutes. Heat stroke can cause death or permanent disability if emergency treatment is not provided.

Signs May Include:

- an extremely high body temperature (above 103° F)
- red, hot, and dry skin (no sweating)
- rapid, strong pulse
- throbbing headache
- dizziness
- nausea
- confusion
- unconsciousness

Actions to Take

If someone is experiencing these symptoms, it may be a life-threatening emergency.

- Call for immediate medical assistance while cooling the victim.
- Move him/her to a shady area and cool rapidly, using whatever methods you can:
 - spray the victim with cool water from a garden hose or water bottle;
 - sponge the person with cool water.
- Monitor the body temperature and continue cooling efforts until the body temperature drops. If emergency medical personnel are delayed, call the hospital emergency room for further instructions.



Heat Exhaustion

Heat exhaustion is a milder form of heat-related illness that can develop after several days of exposure to high temperatures and inadequate or unbalanced replacement of fluids.

Signs May Include: heaving; sweating; paleness; muscle cramps; tiredness; weakness; dizziness; headache; nausea or vomiting; and/or fainting.

Actions to Take

The following steps can be taken to cool the body during heat exhaustion: drink cool water; rest; take a cool shower or bath; seek an air-conditioned environment; wear lightweight clothing.

Heat Cramps

Heat cramps are muscle pains or spasms-usually in the abdomen, arms, or legs that may occur in association with strenuous activity. People who sweat a lot during strenuous activity are prone to heat cramps. This sweating depletes the body's salt and moisture, causing painful cramps. Heat cramps may also be a symptom of heat exhaustion.

Actions to Take

If medical attention is not necessary, take the following steps: stop all activity and sit in a cool place; drink clear juice or a sports beverage; do not return to strenuous activity for a few hours after the cramps subside because further exertion may lead to heat exhaustion or heat stroke; seek medical attention for heat cramps if they do not subside in one hour.

Dehydration

Dehydration occurs when too many fluids are lost from the body. Sweating is the main cause of water loss leading to dehydration.

Signs May Include: decreased performance; dizziness; dry mouth; extreme fatigue; headaches; irritability; muscle cramping; and/or thirst.

Actions to Take

To prevent dehydration: drink water 30 minutes before each session, encourage mandatory fluid breaks every 15-20 minutes, and drink fluids after physical activity. The suggested fluid intake for an 88-pound child is five ounces every 20 minutes; for a 132-pound adolescent, nine ounces should be consumed every 20 minutes.



Team Binder/Bin

TEAM BINDER CONTENT

The Site Manager will provide each Site with a binder that will serve as their Team Binder. It will include the following:

- Player and Coach-Mentor Attendance
- Player Information
- Incident Report Forms
- Site Agreement or Permits where applicable

TEAM BIN CONTENT (outdoor locations only)

The Site Manager will be responsible for ensure box is on site. It will include the following:

- Team binder
- AED, first aid kit, and icepacks
- Garbage bags and disposable gloves
- Ball pump with ball needles

TEAM BINDER/BIN PROTOCOL

- All staff are to review the contents of the Team Binder.
- The Team Binder should be on site during all practices.

Attendance

PROCEDURES FOR DOCUMENTING ATTENDANCE

1. The Team Binder will contain forms to capture both player and staff attendance.
2. The Site Manager will also receive an electronic link to input daily attendance.

PROCEDURES FOR REPLACEMENT DUE TO EXCESSIVE ABSENCES

1. If a child is placed on a team but has not attended practices, it is the Site Manager's responsibility to contact the child's family to discuss the absences.
2. If the child continues to miss practice or is no longer interested in the program, it is the Program Director's responsibility to contact that child's guardian and inform him or her that the child is being removed from the team.
3. Once the guardian has been notified, the Program Director will contact the next available child's guardian from the waitlist from web sign-ups.



PROCEDURES FOR REMOVAL DUE TO BEHAVIOR

If a child is misbehaving, the Coach-Mentor and/or Site Manager should bring it to the attention of the child's Guardian. The Site Manager should also bring any behavior concerns to the Program Directors.

1. A child may only be removed for behavioral problems if all other options have been exhausted or if there are concerns that their behavior will lead to the physical or emotional injury of the player or of another player.
2. Warnings should be given to children who may still have a chance to develop with the program.
3. Before a child is removed because of behavior, Program Directors must give final approval.

Equipment

EQUIPMENT DISTRIBUTION AND PICK-UP PROCEDURES

1. At the start of the season, Site Managers will be provided with equipment for each of his/her teams.
2. Site Managers are responsible for returning the equipment at the end of each season to the storage unit.
3. In the first few weeks of practice, balls, jerseys and shin guards will be distributed.
4. Balls will stay on site at indoor locations, upon completion of the indoor session players can take them home.
5. For outdoors, each child is responsible for bringing their ball and shin guards to every practice.

Play Space Policy

These policies and procedures define a registered player, and outlines limitations of non-players within the site play space.

Registered Player

- A player is truly registered when all paperwork has been completed and received by the Program Directors.
- Once completed paperwork is received by the Program Director, the child is then added to your roster. At that time, they are considered a registered player, and are eligible to participate in sessions.

Non-Registered Child:

- Children that have not turned in **completed** paperwork are considered Non-Registered, and **are not permitted to participate in sessions**.
- Children that are not registered in *Soccer for Success*, but are enrolled in the after-school activities taking place at the site, are **not permitted** to participate in sessions at any point. These children are not covered by our liability insurance and should be not in the play space during the times allotted for the *Soccer for Success* program.



Coach Evaluations

In order to ensure we are properly implementing the *Soccer for Success* program, the Site Managers are required to evaluate coach-mentors periodically.

COACHES: RECEIVING EVALUATIONS

1. Coach-mentors are to coach as if they are being evaluated on a daily basis.
2. Coach-mentors are expected to handle constructive criticism with respect and professionalism.
3. Coach-mentors are expected to work with Site Managers to improve any scores of three or less between their mid-season evaluation to the end of season.

Communication

WITHIN YOUR SITE

Administration:

- Site Managers are the liaison between all parties (Coach-Mentors, School Administration for indoors, and Program Directors).

Parent/Guardian:

- All staff members are responsible for communicating with parents/guardians of the children on their team on an as needed basis in a clear, consistent, professional and compassionate manner.

PROGRAM DIRECTORS

- Program Directors are committed to an open-door policy of communication. At any time, Site Managers or Coach-Mentors may contact Program Directors with concerns or questions via email at soccerforsuccessbuffalo@gmail.com
- For immediate concerns or emergencies, coach-mentors should contact Site Managers. Site Managers should then contact Program Directors and/or School Administrators if the circumstance deems all parties to be notified.

PARTNERS, COMMUNITY AND MEDIA

- All official communications, such as press releases, partnership opportunities, social media, blogs, newsletters, and updates will come from Program Directors.
- Site Managers, and Coach-Mentors are asked to share success stories including behavior or attitude changes, fitness or skill set improvements, a newfound appreciation to overall physical health and nutrition, etc. by emailing the Program Directors.
- Site Managers are encouraged to ask about student's behavior or successes outside of programming as well.
- Any stories Program Directors receive may be published on social media sites or shared with program partners. Any requests to remain anonymous will be respected.