

# **Town & Country Soccer**

## **Coach-On-Duty**

### **Game-Day Operations**

#### **Handbook**

**version: 2014-09-01**

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 15.

If you have any suggestions about the Coach-on-Duty or volunteer duties, please contact the T&C Soccer Volunteer Coordinator, Megan Lott @ 512-373-0742 or [meganlott@gmail.com](mailto:meganlott@gmail.com).

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# 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

- Call the Commissioner-On-Call first. S/he is ready and waiting for your phone call as needed.
- Next try talking 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.
- Next try any other Commissioner or Soccer Board member, especially => Eric Sanchez, Richard Fowler, Jason or Michelle Lilleboe, Mariano Garcia, Todd Brooker, Kyle Patterson or Megan Lott.

### 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 & 30s:** 13300 Morris Road, Austin, TX 78729

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

Tell them the field # and the address. 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. 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 13 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. Coaches 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.

#### Beginning Shift

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. Go there at the beginning of your shift. The CoD Operations Handbook is located inside the shed on the shelf to the right.
2. Find your volunteers (your team parents), assign them volunteer field duty jobs for the shift (see the next section), and hand out the yellow & blue vests for the 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. Review the job descriptions for the shift. Send volunteers out for their various jobs and ask them to return to the Soccer Shed at the end of the 2 hour 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.

## Ending Shift

1. 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.
2. 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.

# Field Duty Assignments

The volunteer assignments are as follows, generally in this order depending on how many volunteers you have.

## Golf Cart Duty

This involves 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. **Please use caution when driving, the accelerators on the carts are very sensitive.**
2. **Please ask anyone riding on the golf cart to hold onto the cart and not another person riding in the cart.**
3. **Please drive slowly around the fields and look out for people and objects.**
4. The green golf cart is for referee use. The golf cart for T&C Soccer use is white or yellow.
5. The golf cart should be returned to the soccer shed at the end of each shift.
6. 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

This involves 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. Please do not forget to do the Miracle and 30s fields trash and recycling bins during the shift.

### Important Notes:

1. All of the trash bins on the soccer fields (20s, 3-6, 1 & 11) need to be emptied into the large dumpsters in the Briarwick (aka North) and Meadowheath parking lots. The dumpster in

the corner of the Briarwick lot (aka 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 (aka 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”- 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, 1 & 11.
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

This involves having a volunteer observe games for general orderliness: excessive yelling, problems, no pets, etc. Assign them to fields in this order:

- The CoD should monitor fields 20W-NE, NW, SE, & SW & 20E
- The first Field Monitor volunteer should monitor fields 22- NE, NW, SE & SW
- The second Field Monitor volunteer should monitor fields 23W & 23E
- 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, 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.

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 had a background check done 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 be requested at any time, and will be requested:

- By a referee from a 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.

## ► Weather Issues

### T&C Soccer Weather Policy

1. **Dennis & T&C Soccer Board make a call on closing fields or defer status by 7pm 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 **6:30/6:45am**, inform Dennis, and make a call by 7am. 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 **10am**, inform Dennis, and make a call by **10:30am**. Post to website/Twitter. Preferable to have mobile access to radar at the fields.
  - c. **LSC game starting before 12pm on Sunday--** Dennis makes call and notifies Soccer board to update website/Twitter.
  - d. **Games starting after 12pm on Sunday--** Commissioner on Call and Opening Commissioner meet at the fields to assess at **11am**, inform Dennis, and make a call by **11:30am**. 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 Soccer Board & Dennis.**

### Rain

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.

### When to put games on hold due to thunder/lightning

When lightning is seen or thunder is heard, all play is to be suspended immediately across all sports at T&C. The lightning beacon will be activated and the siren (bull horn) will sound 4 times. Only when you see the light go off and hear the siren (bull horn) sound 2 times is it ok

to go back to the fields. **All play at T&C is to stop for 30 minutes AFTER the last lightning is seen or thunder is heard. Everyone is to clear the fields immediately and go to their cars to wait until the beacon is turned off and the siren sounds signaling the all clear to return to the fields and resume play.** Please contact the Commissioner-On-Call to let them know play has been suspended and again when it resumes.

## **Procedure to suspend games**

If the CoD (or any volunteer on that shift) sees the lightning or hears the thunder they (CoD) are responsible for turning on the lightning beacon. **When the beacon is lit, all activity at the complex stops. Turn on the lightning beacon and sound the siren 4 times (bull horn) to alert everyone to clear the fields.** It does not matter which sport turns the beacon on, all play must be stopped immediately. Any violators will be subject to review by T&C and will not be allowed to practice on T&C Sports Complex. T&C takes the safety of all of our patrons very seriously and we ask that all of our volunteers make sure they understand the policy and procedure and forward this information to your coaches, team parents, and managers. The beacon will stay on until 30 minutes after the last sight of lightning or sound of thunder. The CoD should restart the timer each time lightning is seen or thunder is heard. **The light cannot be turned off until 30 minutes has passed after the last lightning is seen or thunder is heard. When this occurs turn the light off and sound the siren (bull horn) sound 2 times to let everyone know it is ok to return back to the fields. Whoever activates the beacon must stay on property (preferably shelter near the beacon panel-inside the main garage) to deactivate the beacon, or turn that responsibility over to another CoD, Field Commissioner, or Board member who acknowledges they will do it. Please advise each sport over the walkie-talkies that all play has been suspended. See p. 10 for walkie-talkie channels.**

## **Lightning Beacon Location (Code: 8991)**

The panel for turning the beacon on and off is located on a pole to the left of the main garage entrance and is clearly marked. From the soccer shed, head toward the main clubhouse and turn left between the softball field and the concession stand/garage. The garage door is near the back of the building on your right and the pole is just past that behind the garage. It is locked with a combination padlock. Please call the Commissioner-On-Call so they can update the field status online.

When the beacon is turned off, games may either resume or new games commence, at the discretion of the referees or referee assignors.

## **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

If someone is injured, use the following check list:

#### 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.
- 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**

For 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 choose not 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 Lott 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 web site.

### About referees

Contact the referee assignors at their email address on the web site.

### About facilities

Contact the Executive Director, Dennis Burton or 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: [tandcsports.org](http://tandcsports.org).

## ► T&C Soccer Board Fall 2014

### Emergency Contact Information

**President : Eric Sanchez- 512-632-6506**

**Secretary/Treasurer: Todd Brooker- 512-619-1600**

**VP Operations: Mariano Garcia- 512-221-5117**

**Registrar: Richard Fowler- 512-585-2156**

**Division IV Coordinators (U4-U10): Jason & Michelle Lilleboe- 512-517-9358**

**Volunteer Coordinator: Megan Lott- 512-373-0742**

**Website Coordinator: Mark Johnson- 512-699-9105**

**See T&C Soccer Website for email contact information for the following individuals:**

**U4 Commissioner: Jason Lilleboe**

**U5 Commissioner: Jimmy Mason**

**U6 Commissioner: Josh Brown**

**U7 Boys Commissioner: Josh Brown**

**U7 Girls Commissioner: Amber & Jason McDonald**

**U8 Boys Commissioner: Brett Fagan**

**U8 Girls Commissioner: Bill Steinhauser**

**U9 Boys Commissioner: Ross Alaspa**

**U9 Girls Commissioner: Amber & Jason McDonald**

**U10 Boys Commissioner: David Magana**

**U10 Girls Commissioner: Reagan Knowles**

**U9-10 Rec+ Commissioner: Richard Fowler**

**U11-U14 Junior Boys Commissioner: Robert Stock**

**U11-U14 Junior Girls Commissioner: Erin & Kyle Patterson**

**U15-U19 Senior Boys Commissioner: Robert Stock**

**U15-U19 Senior Girls Commissioner: Erin & Kyle Patterson**

**Uniform Coordinator- D III, D II: Eric Sanchez**

**Uniform Coordinator- D IV: Carl Swanson**

**Referee Development: Scott Pederson**

**Referee Assignors: Michele Pederson**

**Practice Field Scheduler: Mark Johnson**

**Town & Country Optimist Club, Executive Director: Dennis Burton- 512-695-8442**

**T&C Registration Director: Lisa Smith- 512-331-0438**