

DCVA Club Handbook

2023-2024 Season

Introduction

Duke city Volleyball Athletics (DCVA) is non-profit entity created in 2023 as a transition from the 505 Volleyball Academy / Duke City Volleyball Academy non-profit organization. This new non-profit entity guides the operational and financial interests of the DCVA Volleyball Club. The Duke City Volleyball Athletics Board of Directors selects and authorizes individuals to function in leadership roles for the DCVA club, sets guidelines of authority for those individuals, and provides financial oversight for the club. The DCVA board members and club leadership roles are listed at the end of this document.

This document is owned and managed by the DCVA Board of Directors. This document covers information pertinent to the United States Association for Volleyball (USAV) 2023-2024 junior club volleyball season. Parents and players should read this document in full prior to the commencement of the 2023-2024 season. Acknowledgement of this document is a club requirement and will be recorded through parent or guardian signatures. Club and coaching philosophy, payment schedules, club and parent expectations, travel and tournament play, and safety considerations are covered in this document.

Additional club documents provide guidance for coaches (DCVA Coach Handbook) and facility and court-space operating procedures (DCVA Standard Operating Procedures).

The DCVA club is registered under the Sun Country (SU) Region of USAV. The Sun Country Region supplies further, more localized guidance and support for our organization and its members. The SU Region covers all of New Mexico, West Texas and the Southwest Colorado. Our club is known locally as Duke City Volleyball Academy, or simply DCVA.

All USAV memberships are implemented by SportsEngine, a third-party application used by the USAV to manage membership to USAV, the Sun Country Region, and to the DCVA club itself.

All financial activity is managed by a third-party software application used by DCVA to manage payments and credits, as well as for some club communication.

All documents are posted on the club website, www.dcvanm.com.

Mission Statement

At the DCVA we have one mission: to leverage youth sports to prepare young athletes for adult life. The lessons that are learned as a team player will provide our athletes a head start on how to deal with personal challenges throughout their lives. We do this by maintaining a clear club and coaching philosophy and by implementation of a training system that promotes a clear and consistent message, one of balance.

We are committed to teaching the fundamental skills and strategy of volleyball while focusing on discipline, drive, unity, creativity, and trust. We strive to provide an atmosphere where our athletes understand the value of competition and teaming towards a clear goal, while successfully integrating their own personal values and goals.

Club Philosophy

Our club philosophy is simple. Success is a result of confidence, drive, and breadth of knowledge, as well as using a little patience. Success does not result from a focus on winning. However, winning is a result of a focus on success. We focus on success at DCVA. To accomplish this, we focus on the players themselves and on their confidence, drive, and breadth... and we always emphasize a little patience.

We strive to teach through example, perspectives on leadership, confidence, and humility, and how breadth of skill, balanced with life's other priorities, is key to success. We stress the use of creativity and how to accept failure as lessons for success. Coaches should always allow room for creativity and experimentation with guidance on effectiveness. There is no such thing as "failure", only successes and lessons learned.

We strive to teach others and to learn ourselves, which is why we call ourselves The Volleyball Academy.

Coaching Philosophy

Our coaching philosophy is one of "balance". Life is not black-and-white, nor is volleyball. It is a balance. We strive towards a goal of perfect execution of skills, balanced with the creativity to experiment and make mistakes along the way. We encourage drive and dedication, balanced with room for fun and freedom. We encourage our coaches to challenge themselves and strike a balance between the success of each player and the success of each team as a whole. We strive to teach, balanced with our own desire to learn.

The DCVA System

Our system is how we enable our philosophies. Fundamental skills, and how those skills are employed on the court and during play, will be taught to players and coaches with a consistent style. How to deal with "out of system" play, basic team strategies, and offensive and defensive systems will be provided as guidance to coaches to integrate into their team dynamics. Coaches are encouraged however to be creative with their strategies and implementations within the bounds of these consistent fundamentals.

To this end, we will implement a system that incorporates group training as well as individual and team coaching. During group training, coaches will learn consistent solid teaching fundamentals from other coaches, players will hear a consistent message from all coaches, and players will have the opportunity to learn by observation of other player's successes. Our goal is to strive for a consistent foundation coupled with creative coaching and play.

During team practice our coaches take those fundamentals and build a successful team dynamic and strategy that works best for their players and teams.

We will integrate professionally-led physical training and conditioning as part of our regular program. To this end, we stress the expectation of solid physical conditioning and hard work.

Club Commitment to Parents and Players

1. Our coaches believe that volleyball is a life-long sport with benefits that continue long after the club volleyball experience is over. This principle is our motivation. Each player will receive focused training on honing core skills while learning to work effectively within a team – one of the biggest challenges in life.
2. Respect and discipline are critical to a successful program. Our players will respect each other and the teams they compete against.
3. Dedication to any endeavor is required for success. Our coaches are expected to give 100% effort, and our expectation is that our players do the same, at practice, in games, and in supporting their team.
4. Our players will have a strategic understanding of the game. The players will understand volleyball offense, defense, and crucial volleyball strategies.
5. Our athletes will have fun and enjoy the game. We want our players to fully embrace the game and enjoy it to the fullest while excelling to reach their highest potential.

General Requirements

The game of volleyball can be both physically and emotionally taxing. Each player must be in good physical health to participate in club volleyball activities. DCVA requires a current USAV medical release form and current registration with USAV as a member in good standing. We also require that any pre-existing medical conditions for any player to be communicated to our Club Administrator/Director prior to any physical activity associated with our club.

All coaches must complete USAV Impact training or the USAV Coaches Accreditation Program (CAP) and USAV SafeSport training and pass the associated exams prior to working with any player. These certifications require a national criminal background check carried out by USAV. All chaperones and volunteers must complete USAV SafeSport training and pass the associated exam. These completions are registered with USAV and the Sun Country Region, and the certification period for each is available on their website when logged in as a member.

On occasion, a team will be scheduled to play at an American Athletics Union (AAU) or Junior Volleyball Association (JVA) venue. AAU and JVA are loosely associated with USAV, and each participating coach, chaperone and player must be registered with the appropriate organization prior to competing in an AAU/JVA event. As well, all coaches and chaperones must complete the background check and training required for these organizations.

Coaches

All DCVA head coaches are experienced coaches and/or players. Some have experience at the collegiate, national, or professional volleyball levels. All DCVA head coaches are experienced in club and/or high school level coaching, and most of our coaches are seasoned players. Our staff consists of professionals from many other fields that will provide these athletes with a variety of perspectives on success, on and off the court. Our Head Coach, Gitiak Hong, is a former professional volleyball player and coach and has coached at the University of New Mexico for the Lady Lobos Division 1 Volleyball team and New Mexico Highlands University. He was a Korean's Men's National Team player and coach. Coach Hong brings a vast experience and knowledge to the Albuquerque community that will be passed on to these young athletes.

Good coaches are always willing to learn. We will hold training for our coaches periodically to ensure that the DCVA coaching staff remains current in their strategies and are taught the nuances of "good coaching" by our master coaches.

We send select coaches to USAV coaching training around the country to enhance these same ideas. You will see a USAV CAP (Coaches Accreditation Program) certificate held by many of our coaches, as well as NMAA accreditation for coaches that coach with mid-school and high-school level programs.

What you can expect from the club

Costs – where does my dollar go?

Your club dues will cover costs for:

- Administration
- Coaching salaries
- Coach travel
- Tournament entry fees (during regular season)
- Facility (rent and utilities, maintenance, and upgrades)
- Equipment (nets, balls, safety equipment, training equipment)
- Supplemental, facility insurance

Off-schedule tournaments

If a team and coach unanimously agree to alter their schedule by adding or substituting a tournament, DCVA will calculate the extra cost, or cost savings, incurred by this change. DCVA directors must agree to the change, as requirements for the Sun Country region or USAV must also be maintained.

Safety

- Practice: During practices we will have a certified trainer, or a coach with first aid training present for minor injuries. All our coaches are trained in concussion awareness and first aid, and most coaches are trained in Heart-saver and Defibrillator CPR use.

- Tournaments: At tournaments we will make a point of determining the tournament host structure for providing these same safety assurances. If at any time a safety concern is raised by a parent, player, or observer, we will take immediate steps to alleviate the concern. The issues can be with player behavior, facility shortcomings, dangerous persons in the parking lot, etc. DCVA staff are trained in the proper steps to take.
- Discrimination: At DCVA we do not tolerate discrimination of any kind. We train our coaches in the delicate issue of discrimination (gender, race, age, religious affiliation, etc.), and we expect the same attention from all our club members (guardians, players, and club staff). If there is EVER any concern of discrimination by DCVA staff, other club members, or external persons (at tournaments for example), please bring it to the attention of the Club Director immediately. Comments are often misconstrued or heard incorrectly, or even taken out of context. It is our commitment to each of you to investigate any perceived occurrence of slander or discrimination.
- Child Abuse: All coaches, directors, administrators, and chaperones must complete SafeSport training before being allowed to participate in USAV events or in the Sun Country volleyball region. Coaches are trained to be cognizant of the physical, emotional, and sexual misconduct, including Bullying, Hazing, and Harassment. All coaches are well versed on the topic of sexual misconduct. LEGALLY, any person must report any notification of child sexual abuse from a player, notification from one player about another player, or a notification from anyone about any player, immediately to local authorities. Further, anyone must LEGALLY report any instance where you have strong suspicion of child sexual abuse by an adult OR another minor in any venue. “Boundary” violations (deemed not of a sexual nature) shall be reported to the club director. For legal reporting, you have 24 hours to make a report to the proper authorities. You may report directly to the SafeSport organization at: <https://uscenterforsafesport.org/report-a-concern/>.
For regulations in any particular state, you may visit: <https://www.childwelfare.gov/topics/systemwide/laws-policies/state>.
DCVA follows the US Center for Safesport process for Minor Athlete Abuse Prevention Policies (MAAPP) recorded at: <https://maapp.uscenterforsafesport.org>.

Personally Identifiable Information (PII)

At DCVA we have a commitment to protect a player’s and guardian’s personal information. We will make every attempt to maintain control of rosters, statistics sheets, financial information, etc. at tournament and practice venues. Assistance to our coaches with this club directive is always appreciated. The team parent and/or chaperone is expected to help us stay compliant in this protection of information – if you see a roster left on a team bench, pick it up and return it to the coach.

Our commitment to you is that we will not share this information beyond the club administration. Player school information, contact information, and personal statistics will not be shared in a public environment unless express approval of the player’s guardian is documented with the club administration. We will however use contact information provided to us for internal communication for club events and opportunities.

All coaches have been trained in protection of personal information of players and guardians. At pre-season team meetings, you should only provide contact information that is appropriate to distribute to the team and the club administration.

As well, you should be cognizant of this same process. Please do not share another player's or guardian's information beyond your team and club administration.

DCVA does however post photos and videos of practice and tournament play on its website. Occasionally, coaches and parents will post team photos on social media. It is a reasonable expectation by DCVA to allow team/group photos to be shared publicly unless expressly forbidden by a player's guardian.

Lodging

DCVA will organize block-lodging at out-of-town tournaments so that coaches and players may stay at one location as a team. Occasionally we will quarter coaches together at hotels apart from their respective teams. We will attempt to provide group discounts for teams, and we will do our best to find comfortable, affordable accommodations that includes a free breakfast. At some tournaments there is a requirement for "stay to play", meaning that the tournament specifies which hotel options are available for teams. DCVA will assist parents in making these reservations. Please refrain from making alternate arrangements at these venues unless cleared with the club administrator. Please make every attempt to stay at club-designated lodging for all tournaments.

Post-season play

We will provide planning assistance and registration for optional, post-season tournaments. Post season play is not included in the base club fees. If a team and coach opt for postseason tournament(s), then associated costs will be determined by DCVA and communicated to the team. All players may not elect to participate in post season tournaments, and therefore a coach may ask players from other teams or other clubs (if allowed by both club's directors) to join their team if the group is not large enough to adequately compete – this usually means a minimum of nine players.

Summer programs

We will offer a variety of clinics, camps, fun leagues, skills training, group lessons, and private lessons during the off-season. Registered members of DCVA will be able to take advantage of discounts for summer programs, including private lessons, group training and use of training equipment.

College recruiting

At DCVA we recommend players and parents consider college recruiting seriously in their junior year of high school. DCVA has a professional network at several colleges and can assist through advice, recommendations, campus visits, etc. College recruiting requires as much effort by the parents and players as it does from the club – we can only do so much.

Coaching

- Communication: We expect our coaches to be open and communicative. As we strive to teach our players confidence and leadership through our actions, we expect our coaches to exhibit the same behavior. We DO NOT coach through fear and abuse (physical or emotional).
- Professionalism: We expect our coaches to promote an air of professionalism. This is not to say, we don't encourage our coaches to be real people, interact with their parents, and unwind like anyone else. We simply expect them to lead by example.
- Leadership: Leadership is key to coaching. Leadership is promoted through mutual respect between the coach and the players (as well as the parents and guardians). To promote leadership and respect, our coaches must build the respect of their players, not through fear and forced sacrifice, but through building confidence, allowing room for creativity, and rewarding drive and a positive attitude.
- Enthusiasm: While this is a game of competition, fun and enthusiasm by all is a necessity for a successful team dynamic. Our coaches lead their teams by example, and you will often-times see their great enthusiasm manifest at practices and tournaments.
- Bonding: Team bonding is paramount to the success of the team. At tournament venues, as well as during off-times, coaches or team representatives may schedule team bonding events. It is our experience as players, coaches, and parents that the personal bonding of players always makes the team more successful in the end. No matter the skill level of the individuals that make up the team, if the respect and admiration between coaches and players, and between individual players is not present, the team will not reach their potential.

Tournaments

- Registration: DCVA will handle registration, level placement, and coach transportation for out-of-town tournaments. However, travel for players and guardians is a responsibility of the individual player and/or guardian, not the coach or the club.
- Play time: Play time is a difficult subject. As we teach our players about balance, so must we (and parents) maintain a similar philosophy. "Put your best team on the floor" versus "Everyone should get a chance to play". "Why doesn't the coach take her out?" "Why does the coach play her all around?" These are all common phrases heard during tournaments. The bottom line is that the coach's decisions and substitution strategies are dependent on the situation and the coach's style. Some games are more important to the team goal of a successful season, and some are opportunities to build the confidence of an individual. Some coaches elect to use a long-term strategy and maintain a consistent rotation throughout a single season. Some coaches feel the

need to respond to the dynamic of the game and make changes to the rotation based on real-time events. These are examples of coaching style – we do not mandate coaching style at DCVA, we only offer constructive advice. We expect our coaches to use their personal judgement and to exercise their own style when making these decisions. There is no right answer, ever. A wrong answer however is to allow pressure from parents and/or players influence the coach's decisions. We promote to our coaches that we DO NOT discuss with parents, play time, other players or parents, or tactical strategy. Coaches should however be open to discuss your player with you, and only you and/or your player.

- **Disagreements:** When a player or parent strongly disagrees with the style and decision-making of a coach, the player or parent should approach the coach first to see if the problem can be resolved. If an adequate resolution is not made by speaking to the coach, the club director(s) may be engaged on the issue. Most of the time, a simple question like, “what can I do to get back in the rotation?”, or “coach, I’d really like to serve this set”, will provide an opportunity for the coach to explain and provide guidance to a player. Don’t let it fester – communication, communication, communication. Our policy on disagreement and violations is described under “Grievances”.
- **Parent education:** Often parents are confused about starting positions, lineups, playtime, and substitutions, and are occasionally confused over rules or play. DCVA will hold parent technical/tactical meetings throughout the season to better inform parents on game strategy and how it plays into a coach’s implementation of these ideas.

Expectations for Parents and Players

Payment

- **Schedule:** Payment schedules are clearly outlined for every player, and each player’s guardian must sign an agreement as to their payment schedule. If payment is more than two weeks late, Duke City Volleyball Athletics reserves the right to refuse a player’s participation in further practice and tournament play until the player’s account is made current. If a parent has issues with payments, the club director will work with the player’s responsible party on an individual basis to devise an achievable payment schedule if we can. Please make concerns over payment schedule known to the club director prior to the first scheduled practice.
- **Discounts:** We almost always provide discounts for early payment-in-total and to parents with multiple players. Any offered discounts for payment will be noted on your payment contract.
- **Scholarships:** Duke City Volleyball Academy has a scholarship fund. This fund is fluid, in that it is built through donations and fundraising. The club has an annual raffle where proceeds go into the scholarship fund. As well, any donations provided to the club from external sources also feeds the fund. DCVA staff work continuously to build this fund during the season to provide as much financial assistance as possible to players in need. Players (not parents) can write a letter to the club Director describing their financial hardship. The director passes the letter to the Board of Directors who will

then determine a priority list for those that may be funded from the scholarship account (if one exists). If awarded, the scholarship will be applied to the final payment(s) of the player payment schedule, not to the front end. No full scholarship will be awarded from the DCVA for a player. Typical scholarships entail about one-fourth of a player's club dues. It goes a long way with the Board's decision if there is participation in DCVA-organized fundraising efforts as well.

- Termination: If a player chooses to leave the club during the season, DCVA has the right to collect any late payment owed to the club. We may also ask for any remaining fees associated with club dues if we feel the vacancy has been made for avoidable reasons. A player that leaves a team necessarily impacts the club and team both financially, and in the team dynamic. If a player has paid in full, DCVA may refund some amount of the player payment based on fees owed and financial impact to the club or team. We cannot ask the team to take up the slack, and our club is non-profit based. These decisions will be made by the Duke City Volleyball Athletics Board of Directors, not the coach, the club director, nor any individual person.

Commitment

- Attendance: DCVA expects a reasonable level of commitment from its players and parents. Attendance is key to maintaining a good team dynamic, and a good team dynamic is critical for team success. Short of an emergency or sudden illness, all absences should be communicated to a player's coach well in advance of a practice or tournament. If a player misses a critical practice(s), a coach may elect to reduce their playtime so as not to affect the team performance – this is NOT retaliation. Oftentimes a player may make up missed practices with another team. This should be cleared with your coach and the coach of the other team ahead of time. This should not be a regular occurrence.
- Timeliness: Be on time to practice. Players should give themselves enough time to visit, dress, fill water bottles, etc., and be ready to step on the court at practice time.
- External work: All players should work certain skills at home or in their off-time. During practice time, coaches do not have enough resources to adequately work individual player skills, provide practice time in other skills, and work team strategy – it is too much to accomplish in the time allotted. Players can vastly improve their own skills with a small time-commitment every day. A setter for instance, can use a wall at home and set 500 balls per day with a time commitment of about 15 minutes. Players can improve their jump for example by working core muscles at home for 10-15 minutes per day. Players and parents should approach their coaches about an effective home workout regimen (10-15 minutes per day) that would most enhance their skills on the court. Please do not go overboard with player conditioning – they will get plenty of conditioning during practice and at the strength-and-conditioning gym. The health and performance of each player is dependent on a balance of hard work and rest, not continual conditioning.
- Officiating/Scorekeeping: Part of the Junior Volleyball framework is for players to become students of the game. A key component to this is to understand the nuances of

scorekeeping, line-judging and officiating. The Sun Country region requires that every player participate in on-line training (and pass associated tests) on how to perform all the skills necessary to officiate a game (Scorekeeper, Libero Tracker, Line Judge, 2nd Referee). DCVA will provide assistance through clinics and USAV online training.

- Team parent / chaperone: Each team may have a USAV certified chaperone. This is most often a parent or guardian. Certification for chaperones is available on the USAV/SportsEngine website by completing the SafeSport training. It is recommended that each team have a designated team parent – a person that can be in charge of organizing snack tables, team dinners, and other team bonding events. This team parent is a good choice for chaperone, but it is not a requirement. The chaperone should be female.

Positivity

We expect to promote a positive environment for our athletes through our coaching staff and administration, our parents, and through the players themselves. Lack of communication is usually the culprit for negative feelings that lead to a negative environment. We encourage all parents and players, as well as our coaches to stay positive and keep talking to one another.

Encouragement

The only greater critic of a player than her parent is the player herself. Confidence is the hardest trait to shape for a young player. We cannot force the players to stop criticizing themselves. We can however ask that our parents work as hard as they can to encourage their players in every situation. The coach will provide the critique they need and will do so in a positive manner. The easiest way to undermine confidence in a player however is for a parent to criticize (even in the spirit of coaching) their child. Please let us do the coaching and parents do the encouraging.

Fundraising and Donations

DCVA has multiple methods for fundraising available. Some parents elect to take great advantage of this service – some indeed have paid their entire club dues via fundraising efforts. Our fundraising coordinator can be reached at fundraising@dcvanm.com.

Teams and/or individual players may conduct their own fundraising efforts. DCVA simply would like to be aware of any fundraising activity conducted in their name.

Duke City Volleyball Athletics is a non-profit organization. Non-profit donations will be applied to the overall club, not to any one team or player. A receipt for non-profit donations may be requested from the DCVA board president. Any funds donated in this manner will be credited to our scholarship fund, in full.

Tryouts

Tryouts are closed to parents. We would like prospective players to be on site at least 30 minutes prior to tryout time to complete registration and get organized.

Players will be notified as to their selection for a team within 48 hours of official tryouts. We would like a reciprocal notification within 24 hours of an offer. There will be some

exceptions for players that want to try out for other clubs. Some may want to base their decision on multiple offers. We are a business however. Wishy-washy decisions may result in a player missing an opportunity to play on a DCVA team. There is no mandate that a coach wait for a player to make a decision at all. If the coach fills the team by the time a player returns their call, that is the coach's decision.

A player must be in good financial standing with DCVA in order to participate in tryouts. A player must be in good standing with any Region club in order to play at DCVA. The Sun Country Region allows any club to place a player on Region Hold if they have not met their financial responsibilities from a previous season. A player on Region Hold cannot register for USAV for the upcoming season and therefore cannot play for any club in the Region.

Tournaments

Travel

DCVA does not pay for player travel. Parents are expected to make transportation arrangements for their players to tournament destinations early enough for coaches to make decisions about lineups and play strategy. If you are travelling last-minute to a tournament, you should make every effort to notify your coach of your estimated arrival time. Players should all be at their lodging venue at least 12 hours prior to playtime. If you will not be attending a tournament, please let your coach know as soon as possible prior to the tournament. Coaches should know about pending absence at a tournament at least one week prior to the tournament date.

Lodging

Some tournaments are "stay to play" tournaments – all National Qualifiers and a few other select tournaments. For these tournaments, we will make lodging agreements for a block of rooms at a prescribed hotel, based on USAV stay-to-play requirements. The athletes must stay (or at least register to stay) at a pre-specified hotel.

For non-stay-to-play venues, we encourage players and parents to stay at DCVA pre-selected hotels, as we get reduced rates for multiple room reservations. DCVA will acquire group discounts whenever possible, searching for reasonable pricing in a comfortable atmosphere with complimentary breakfast.

Parents

We encourage parents to exhibit good sportsmanship and portray their team, their club, and their city with class. Please be courteous to other teams and coaches, and please refrain from questioning calls or speaking directly or indirectly to referees and player assistants. The Sun Country Region implements a "zero tolerance" policy whereby they will remove a parent from the tournament venue for unruly behavior. This policy does not cover coach behavior – this is controlled by the referees.

Players

We encourage players to exhibit good sportsmanship and good citizenship at all venues. We consider ourselves guests at out-of-town venues and want to leave the impression of good will for your club and your city.

Club Rules

- USAV: Each player must be a financially current, registered at USAV and have selected the appropriate club prior to the player's first practice. Each player must have on file with our club a USAV medical release form (indeed, proof of a completed form is required for player participation at all USAV sanctioned events).
- 24 HOUR RULE: Parents and players shall not approach their coaches about tournament play issues for a full 24 hours after the tournament is over. Emotions run high during tournament play for everyone, and a cooling off period is often key. More often than not, a parent will learn everything they desire directly from their player on the ride home from a tournament venue.
- Player safety: Players who are dropped off at the club by a parent, must be picked up by that parent or guardian unless otherwise communicated to a club administrator or coach. Per the US Center for Safesport, club staff may not give rides to minor athletes unless another player or adult is present in the vehicle, and the player(s) guardian(s) has/have provided written permission to the club director. Club staff may not provide massages or have any extended physical contact (wrapping an ankle, for example) with athletes without another adult present. Coaches should not conduct private lessons or one-on-one meetings with a minor athlete, unless another person (preferably a guardian) is present or gives written permission to the club director.
- Policy Violations: DCVA has a specific policy for incremental violation by parents/players of club policy. Depending on the severity of parent/player violation, the club will notify parents with a written warning that the parent must acknowledge. If, in the opinion of the club director, the offense is severe enough, immediate disciplinary action will be enforced. In the event of a second offense, the player will be disciplined through suspension of practice or tournament play. Again, a warning will be given to the parent, and acknowledgement of the consequences of this second offense, as well as the consequence of any further offense will be provided to the parent. There will be no third warning. Severe disciplinary action for a third offense will be enforced, up to expulsion from the club of the player and/or parent.

Severe violations are considered drug or alcohol use by a player, violence by a player or parent, disruption of any kind that violates the law, intentional damage to the facility or property of the club, etc. As well, any activity that incurs significant damage to the reputation of the club as a whole may be considered a severe violation. These violations may occur during practice or play, or through any public forum such as posting on social media. Penalties will be determined by the DCVA Board of Directors and may include suspension or expulsion by a player or parent from the club. We will not however accept hearsay from a player or a parent as a valid reason to investigate another player.

Any player caught in an illegal activity while participating in any DCVA associated event (tournament, practice, team-building dinner, etc.) will be subject to suspension or expulsion from the club. Penalties will be determined by the DCVA Board of Directors.

Team/Parent Grievances

There is a hierarchy of addressing concerns over player/parent/coach grievances: 1) players are encouraged to speak to coaches directly; 2) if this does not satisfy the player, parents are encouraged to set up a meeting with the coach; 3) if there is still no resolution, the player, parent, AND the coach may set up a meeting with the Club Director. 4) In extreme cases, the parent may file a formal complaint with the Sun Country Region and/or USAV without the Club's involvement. These steps must be followed in order. We would also like to stress the importance of the 24-hour rule and the effect of violating this rule.

It is not condoned by the DCVA for a parent to approach the Club Director directly, or worse, another club parent about player or parent grievances. In the most egregious of situations however, where there is a threat of physical or verbal misconduct by a coach or another participant, a parent may bypass the hierarchy of lodging grievances and come directly to the Club Director to seek a solution.

Occasionally, a team will decide they need a "team meeting" with the Director. We consider this a "mutiny tactic" in some regards and do not condone team meetings for the purpose of airing grievances. This situation is usually brought on by the unhappiness of one or two parents or players "working the crowd" to garner support for their cause. If the Club Director agrees to a team meeting, the coach MUST be invited – there will be no secrets.

If a coach perceives that a parent is out-of-hand at a tournament or at a practice, or is in any way attempting to undermine the coach or the cohesiveness of the team, the coach will engage the Club Director for help.

Social Media

Social media is a powerful tool for communicating club and team activities. Coaches should set up a group chat with their team that includes the team parent or another adult, so that they may communicate information effectively and transparently. However, everyone must be cognizant of the fact that things can be easily taken out of context when communicating in this manner. Any controversial subject should be communicated in person and appropriately.

Players will undoubtedly set up their own group chat. Parents should remind players that anything they say in a social media venue will likely get back to the coaches and parents and other players. "Two people can keep a secret only if one of them is dead", Ben Franklin. Coaches are asked not to communicate directly and solely to a player or subset of players unless the player(s) initiate the conversation. They are asked to keep these interactions short and sterile. Coaches are not friends.

The Club will have its own social media, including its websites and Facebook pages, Instagram, etc. Many coaches, players and parents have separate, personal accounts with these applications. Please be aware that we are all under the microscope, even in our personal lives.

It may not be fair or appropriate, but it is the pervasiveness of social media that makes it powerful and invasive at the same time. Even message-boards to LinkedIn groups will be viewed by someone in the volleyball community. It is likely that each coach has been Google-searched by someone from another club, and not for positive reasons.

The volleyball community is small. Even discussions at a non-volleyball party will likely get around, somehow, some way. “Two people can keep a secret only if one of them is dead”! Negative discussions in any venue need to be kept between you and your dead friend!

We ask our coaches NEVER to connect (or “friend”) a player to their personal social media account. Indeed, this action is against Sun Country Region rules. Please refrain from asking your coach to join your personal media account (other than for team groups).

Documents Links and Updates

There are several important documents available for parent/player perusal. Some of these documents coincide with this document (Coach Handbook), and some supersede this document in procedure, due to the COVID-19 pandemic (Standard Operating Procedures). Others are important, informative documents derived by the Sun Country Region and the USAV governing body for club volleyball. All documents listed here are available on our DCVA website or with the DCVA club administrator.

- DCVA Coach Handbook
- DCVA Standard Operating Procedures
- [SURVA Tournament Handbook 9.1.20](#)
- [SafeSport Handbook](#)

Links

- DCVA Website www.dcvanm.com
- Sun Country Region Website www.suncountryvb.org
- USAV Website www.teamusa.org/USA-Volleyball

Club Leadership/Administration

Club Director	Shannon Mick	shannon@dcvanm.com	505-220-5877
Club Director Assistant	Jerry Stofleth	jerry@dcvanm.com	505-350-6534
Director of Operations	Katie Erdman	katie@dcvanm.com	505-220-5910
Master Coach	Gitiak Hong	hongktvb@gmail.com	516-784-7860
Fundraising Coordinator	Chris/Andrea Quintana	fundraising@dcvanm.com	505-321-5353

Duke City Volleyball Athletics Board of Directors

Shannon Mick
Katie Erdman
Patia Storey
Melanie Hagar
Carolyn Creager