



STAFF MANUAL

(Adapted from the Sudbury Park and Recreation Department)

The following is a comprehensive handbook that all staff is required to read thoroughly. A signed statement will be required upon completion of the handbook. If there are any questions regarding the policies found in this guide, please discuss them with the director of the program. You are expected to follow all the rules documented in this handbook.

This manual will not only outline the policies and procedures as an employee of R.E.A.L. Field Hockey, Inc. but it will also provide you with some valuable tools and advice to make the summer not only more memorable for the children, but also for yourself. We look forward to an enjoyable camp with you!

PROGRAM PHILOSOPHY

R.E.A.L. campers will improve individual field hockey skills and knowledge as well as other life skills. Campers will develop a greater understanding of team play and strategy. Life skills include sportsmanship, discipline, and respect for themselves as well as others.

R.E.A.L. Field Hockey Camp gives youth field hockey players an opportunity to work hard and learn in a positive atmosphere. Most importantly camp will be FUN!

It's not just about field hockey. It's about R.E.A.L. life.

Job Description

Your responsibilities include, but are not limited to daily planning, implementation, and participation in developing appropriate activities for children attending Sudbury Summer. Your full enthusiasm, commitment, and effort are required. Responsibilities will include:

- Daily record keeping— attendance, positive reinforcement rewards for children, incident/accident reports, concerns or problems with children.
- Appropriate conduct with staff, children, and parents.
- Use of positive discipline to manage groups of 5-10 children.
- Learn about, respect, and assist children daily.
- Daily opening and closing duties on a rotating basis.
- Attendance at staff meetings.
- Support all policies and procedures stated in the staff manual.
- Report ALL concerns to the director (discipline, medical, etc.).
- Follow behavioral plans, suggestions from administration.
- Supervision of special activities.

Work Hours

IT IS MANDATORY THAT YOU ARE ON TIME FOR WORK!!

The hours **YOU** are to be at the Lincoln-Sudbury Regional High School are 9:00 am - 12:00 pm

Early is on time and on time is LATE!

Coaches **MUST** commit to the entire program. Tardiness will not be tolerated! If you are sick, you must produce a doctor's note and call Vicky R. Caburian@ (757) 618-5261 cell or (978) 897-5056 and leave a message as soon as possible. Please keep in mind you are part of a team. If you don't make it in to work, everyone else will have to pick up the slack. We do not have any other counselors to take your place if you are not here. Routine is very important to children. Not having *their* counselor could really shake up a kid's day, so please take all of this into consideration.

Every employee must attend staff meetings scheduled by the Camp Director. Meetings help keep an open flow of communication which is essential to keep the program running smoothly. We need your feedback just as much as you need ours.

Payday

You will receive a paycheck at the end of the week after completing all duties and responsibilities

Dress Code

Because we are all employees of R.E.A.L. Field Hockey, Inc. and present ourselves to the public on a daily basis, we must dress appropriately. Please use the following guidelines when dressing for work...

Issued staff shirt **must** be worn on **MONDAY** and **FRIDAY**.

- Clean clothing is a must.
- Wear comfortable clothes because this is recreation.
- No torn or ripped clothing.
- T-shirt logos should not contain or imply alcohol, tobacco, firearms, nudity, or inappropriate language.
- Sneakers are **required** because you will be involved in sports and active games. Bring all field hockey gear to play and participate.
- Always wear a SMILE!!

Staff Conduct

What you do on your off hours is your own business, but it should never interfere with your work as a Sudbury Park and Recreation employee. Showing up to work still recovering from the night before will not be tolerated. This behavior is detrimental to your performance as a safe and effective leader. Children pick up a lot from your actions and attitude and are very impressionable. Always watch what you say! Kids love to repeat information and it probably won't be to someone you want knowing.

The R.E.A.L. Field Hockey, Inc. employee discipline procedure will consist of a verbal warning, written warning, and if need be, dismissal of that employee. The disciplinary action taken will depend on the severity of the misconduct.



While on duty there is to be **ABSOLUTELY NO...**
Smoking
Alcohol or Drug use (before or during work)
Swearing, Profanity, or Obscenity

Use of Facilities and Equipment

It is important that you and the campers treat Lincoln-Sudbury Regional High School and everything in it with respect and care. When walking the children (and yourself) through the halls of the school, please keep the noise to a minimum because there are people working in the areas.

Any equipment that you wish to use for a game, sport, or activity needs to be used properly and returned to where it came from. Please keep the storage areas tidy so things don't get broken and everyone is able to better see what equipment is available. We certainly encourage the use of all the different types of equipment that is available for your use, but keep in mind that our budget is limited and the equipment you are using may not be able to be replaced if it is broken. We realize that accidents happen, but the deliberate mistreatment of equipment cannot occur or else the kids will have nothing to play with.

Cell Phones & Pagers

Please leave your cell phones and pagers either at home or in your car. The ringing noises they make are distracting and you are being paid to watch and interact with your group, NOT make plans for the evening or chat with friends. Remember you are always in the eye of the public and if parents see counselors talking on cell phones and not paying attention to the children they are supervising, it will leave a very bad impression. If you need to make a quick call please wait for an appropriate time during a break.

Complaints

No matter how great a program is, you still can't please everyone. If any parent/guardian should complain it needs to be recognized, regardless if you feel it is significant or not. Most parents will know to take their concerns directly to the administration, but in the event you are directly approached, please be polite and professional. If you can solve the problem yourself, please do so, but report the incident to the Camp Director as soon as possible. Remember that the administration is here to back you up, so if there is anything you can't handle, just pass it on to us.

If you are having a problem with a fellow staff member, it is best to approach them first and express your concerns directly — it could be simple miscommunication. Once you have taken that step and if the problem still isn't solved, please speak with the next person up on the chain of command.

Snack/Lunch

Children will eat outside (except in the case of inclement weather). Children will sit together in their groups. **YOU ARE A PART OF YOUR GROUP**, so you must eat with your assigned children. Do not allow children to share food with others because of allergies and parental concerns. No trash is to be left behind after lunch or snack. Involve the children in the clean up process. A clean facility is more likely to stay clean than a dirty one. When the children are done eating, it's a perfect time to play a quiet game or small group activity. There will be **NO** ordering lunch.

Medications for Children

Whenever the child is to be given prescription or over-the-counter medicine, the parent must provide the R.E.A.L. Field Hockey, Inc. with a completed medical authorization form. Medications must be provided in the original container, if not report medications to Ando, Athletic Trainer. **ALL** medications will be administered by the Athletic Trainer.

First Aid and Accidents

First Aid supplies will be available. All injuries and first aid given should be thoroughly logged. Two separate sheets have been issued, one for minor injuries and one for serious injuries. Minor injuries are band aids, cuts, splinters, etc. Regardless how minor it may seem, you must fill out the form. The comprehensive sheet is for more serious injuries. Bloody noses, bumps to the head, broken noses, water incidents **OF ANY KIND**, injuries to eyes and/or ears, and excessive bleeding are considered serious and must be thoroughly logged. If a child is seriously injured, stay with the child and send another coach to get the camp director immediately. If a staff member is injured on the job, an accident report must also be completed and filed.

Disciplinary Actions

R.E.A.L. Field Hockey, Inc. will not tolerate harmful, disrespectful, or extreme behavior. Discipline issues will be dealt with immediately and on an individual basis. Parents will be notified and a suitable plan of action will be determined in order to ensure the safety of all children and staff.

Reasonable efforts should be made to assist children with adjusting to the program setting. Disruptive behavior may be handled in the following manner:

1. The misbehaving child will be given a verbal warning that if the behavior continues, a five minute time-out may be given.
2. If the misbehaving continues, the five minute time-out should be administered.
3. If the misbehaving still continues, the Camp Director will take further action.
4. If severe or harmful behavior occurs, the Director or Coach will complete an incident report. This report will be given to the parent upon pick up of the child. If the child receives three written behavior-related reports, the child will be suspended effective at the end of the program day.
5. Continued behavioral outbreaks are often a sign of something else. Be aware and patient during these times and try to be an ally rather than an enemy. Remember the old saying “you catch more flies with honey than vinegar.” Avoid harsh words or actions as the child may perceive this as betrayal or a personal attack against them. Let the Director be the “bad guy” if necessary. Be there for your children.

Group Management

The most powerful tool to being an effective counselor is having **control over your group**. The way to gain control is to gain their respect. In order to gain their respect, you need to respect them. Though it is important to establish a realm in which you expect their behavior to fall, it is just as important to make them want to behave.

Yelling, screaming, and showing disgust does not work; the children will just shut you out. Take the disappointed route. If you have established the rapport with the kids, this will be very effective. One way to start this is to establish group rules and consequences. Kids like boundaries, they make them feel safe. If the children are part of determining the rules as well as the consequences for breaking those rules, they will be less belligerent when they are enforced. During circle time is a good opportunity to discuss the rules of your group, make sure everything is clearly understood. Counselors must cooperate and not contradict each other in disciplinary actions. If a disagreement occurs, discuss it away from the group of children.

Talk to your group, get to know them, work with one another to find out what type of activities works best for your group. Determine a core of respect for one another and stress the importance of teamwork and unity. This will help with those “misfits” and alleviate teasing and ridicule. Discuss empathy and putting the shoe on the other foot, even the toughest kids understand this. Remember: **you are the adult!** If you let them try to get away with something, they will.

Positive Discipline Guidelines

- Avoid negatives such as “don’t” and “no.” Instead of “Don’t run,” say “Please walk.” Instead of “Stop yelling,” say “Lower your voice.”
- When giving reprimands, remember it is the behavior which is bad, not the child. Avoid using judgment words such as “good/bad boy.”
- Group discussion about feelings and behavior may help to resolve problems.
- Remember it is okay for a child to be angry, but fighting is not acceptable. Try to provide other ways to express their anger.
- Help children use their words to express feelings and resolve conflicts.
- Help a child to understand feelings and that they are neither right nor wrong, they simply exist and we must respect each other’s feelings at all times.
- Be consistent in your enforcement.
- Attempt to redirect the child to another activity before problems arise.
- Plan ahead and keep the day interesting. This will minimize any down time.
- NEVER yell at the children, it is inappropriate and unprofessional.
- NEVER use physical punishment or any action administered to the body such as, but not limited to, rough housing, forcing a camper to assume an uncomfortable position, restraining movement, enclosing into a confined space, shaking, or use exercise as punishment.
- NEVER be verbally abusive including, but not limited to threats, belittling remarks, humiliation, embarrassment, or frightening a child.
- NEVER give any child the authority to punish another child.
- NEVER place a child out of visual/hearing sight, in the dark, or in an unventilated place.
- NEVER punish a child for a toileting accident.

Drug and Alcohol Policy

R.E.A.L. Field Hockey, Inc. has a strong commitment to its employees to provide a safe workplace and to establish programs promoting high standards of employee health. Consistent with the spirit and intent of this commitment, R.E.A.L. Field Hockey, Inc. has established this policy regarding drug and alcohol use or abuse. Quite simply, our goal will continue to be one of establishing and maintaining a work environment that is free from the effects of alcohol and drug use.

Employees of R.E.A.L. Field Hockey, Inc. are very visible within the community. They are inescapably identified with the program and are expected to represent it in a responsible and creditable fashion. The vast majority of our employees reflect credit upon themselves and R.E.A.L. Field Hockey, Inc.

R.E.A.L. Field Hockey, Inc. has no intention of intruding into the private lives of its employees. However, R.E.A.L. Field Hockey, Inc. does expect employees to report for work in a condition to perform their duties. **R.E.A.L. Field Hockey, Inc. recognizes that employee involvement with drugs and alcohol (either on the job or off the job) can have an impact on the workplace and on our ability to accomplish our goal of an alcohol and drug-free work environment.**

1. The illegal use, sale, or possession of narcotics, drugs, or controlled substances while on the job or on town property is an offense warranting discharge. Any illegal substances will be turned over to the appropriate law enforcement agency.
2. Employees who are under the influence of alcohol, either on the job or when reporting for work, or possess or consume alcohol during work hours, have the potential for interfering with their own as well as their coworkers’ safe and efficient job performance. Consistent with existing program practices, such conditions will be proper cause for administrative action up to and including termination of employment.
3. Off the job illegal drug activity which could adversely affect an employee’s job performance or which could jeopardize the safety of other employees, the public, or R.E.A.L. Field Hockey, Inc. property or equipment is proper cause for administrative or disciplinary action up to and including termination of employment.
4. Employees who are involved with off the job drug activity may be considered in violation of this policy. In deciding what action to take, management will take into consideration the nature of the charges, the employee’s present job assignment, the employee’s record with the town and other factors relative to the impact of the employee’s arrest upon the conduct of town business.

- 5. Some of the drugs which are illegal under federal state or local laws include, among others, marijuana, heroin, hashish, cocaine, hallucinogens, depressants, and stimulants not prescribed for current personal treatment by an accredited physician.
- 5. Employees are expected to follow any directions of their health care provider concerning prescription medications, and must immediately notify their supervisor if any prescription drug use is likely to have an impact on job performance. In addition, notification must be given at the time of any testing or screening as to any drugs or medicine being taken.

ANY EMPLOYEE WHILE EMPLOYED WITH R.E.A.L. Field Hockey, Inc. OR DURING THAT EMPLOYEE'S WORK SHIFT, INCLUDING WITHOUT LIMITATION ALL BREAKS AND MEAL PERIODS, CONSUMES OR USES, OR IS FOUND TO HAVE IN HIS OR HER PERSONAL POSSESSION ALCOHOL OR DRUGS WHICH ARE NOT MEDICALLY AUTHORIZED, OR IS FOUND TO HAVE USED OR TO BE USING SUCH ALCOHOL OR DRUGS, WILL BE SUSPENDED IMMEDIATELY PENDING FURTHER INVESTIGATION. IF USE OR POSSESSION IS SUBSTANTIATED, DISCIPLINARY ACTION, UP TO AND INCLUDING DISCHARGE, WILL BE IMPOSED.

Any employee who voluntarily requests assistance in dealing with a personal drug addiction or alcohol problem may be referred to appropriate counseling.

This statement is to clarify the R.E.A.L. Field Hockey, Inc. operational stance and to provide for prompt effective reaction to any alcohol or drug related situation which has or could have any impact on operations. It does not alter in any way the policy of assisting employees in securing proper treatment as indicated for problem drinking, alcoholism, or other dependencies.

R.E.A.L. Field Hockey, Inc.

Code of Ethics

(adapted from USFHA Futures Program)

This Ethics Code is intended to provide standard of professional conduct that can be applied by R.E.A.L. Field Hockey, Inc. and its member organizations that choose to adopt them. Whether or not a coach has violated the Ethics Code does not by itself determine whether he or she is legally liable in a court action, whether a contract is enforceable, or whether other legal consequences occur. These results are based on legal rather than ethical rules. However, compliance with or violation of the Ethics Code may be admissible as evidence in some legal proceedings, depending on the circumstances.

This Code is intended to provide both the general principles and the decision rules to cover most situations encountered by coaches. It has as its primary goal the welfare and protection of the individuals and groups with whom coaches work. This Code also provides a common set of values upon which coaches build their professional work. It is the individual responsibility of each coach to aspire to the highest possible standards of conduct. Coaches respect and protect human and civil rights, and do not knowingly participate in or condone unfair discriminatory practices.

General Principles

Principle A: Competence

Coaches strive to maintain high standards of excellence in their work. They recognize the boundaries of the particular competencies and the limitation of their expertise. They provide only those services and use only those techniques for which they are qualified by education, training, or experience. In those areas in which recognized professional standards do not yet exist, coaches exercise careful judgment and take appropriate precautions to protect the welfare of those with whom they work. They maintain knowledge of relevant scientific and professional information related to the services they render, and they recognize the need for ongoing education. Coaches make appropriate use of scientific, professional, technical, and administrative resources.

Principle B: Integrity

Coaches seek to promote integrity in the practice of coaching. Coaches are honest, fair, and respectful of others. In describing or reporting their qualifications, services, products, or fees, they do not make statements that are false, misleading, or deceptive. Coaches strive to be aware of their own belief systems, values, needs, and limitations and the effect of these on their work. To the extent feasible, they attempt to clarify for relevant parties the roles they are performing and to function appropriately in accordance with those roles.

Principle C: Professional Responsibility

Coaches uphold professional standards of conduct, clarify their professional roles and obligations, accept appropriate responsibility for their behavior, and adapt their methods to the needs of different athletes. Coaches consult with, refer to, or cooperate with other professionals and institutions to the extent needed to serve the best interest of their athletes, or other recipients of their services. Coaches' moral standards and conduct are personal matters to the same degree as is true for any other person, except when coaches' conduct may compromise their professional responsibilities or reduce the public's trust in the coaching profession and coaches. Coaches are concerned about the ethical compliance of their colleagues' professional conduct. When appropriate, they consult with colleagues in order to prevent unethical conduct.

Principle D: Respect for Participants and Dignity

Coaches respect the fundamental rights, dignity, and worth of all participants. Coaches are aware of cultural, individual, and role differences, including those due to age, gender, race, ethnicity, national origin, religion, sexual orientation, disability, language, and socioeconomic status. Coaches try to eliminate the effect on their work of biases based on those factors, and they do not knowingly participate in or condone unfair discriminatory practices.

Principle E: Concern for Others' Welfare

Coaches seek to contribute to the welfare of those with whom they interact professionally. In their professional actions, coaches consider the welfare and rights of their athletes and their participants. When conflicts occur among coaches' obligations or concerns, they attempt to resolve these conflicts and to perform their roles in a responsible fashion that avoids or minimizes harm. Coaches are sensitive to differences in power between themselves and others, and they do not exploit or mislead other people during or after professional relationships.

Principle F: Responsible Coaching

Coaches are aware of their professional responsibilities to the community and the society in which they work and live. They apply and make public their knowledge of sport in order to contribute to human welfare. Coaches try to avoid misuse of their work. Coaches comply with the law and encourage the development of law and policies that serve the interest of sport. They are encouraged to contribute a portion of their professional time for little or not personal advantage.