



CALGARY ADRENALINE

Parent Handbook

Approved by CAFA Board: August 20, 2024

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This is your Player/Parent Handbook. Read it thoroughly. It is your responsibility to review it periodically and contact info@calgaryadrenaline.com with any questions. Complete policies can be found in the Appendix.

Introduction

Calgary Adrenaline is a female fastpitch softball organization, located in Calgary, Alberta, Canada. CAFA prides itself on providing a top-level "A" level softball platform for girls age 10-19 within Calgary and surrounding areas. Adrenaline provides elite opportunities for female athletes including league play, regular travel to tournaments within Canada and the USA.

The goal is to place athletes in an environment where they can develop as well as compete with girls in the same age groups. CAFA fields both competitive and developmental teams. Typically, CAFA's U13 team and its first year U15 team (if any) are developmental teams, while its second year U15 teams and older are competitive teams. We as an organization pride ourselves on the quality and levels of NCCP certified coaches that volunteer their time for the girls and the sport. In addition, as an Organization we host Fall Ball sessions, an extensive winter training program in conjunction with the Coyote Den and numerous weekends throughout the season within our various affiliated leagues and Provincial Softball associations. Solely operated by volunteers, Calgary Adrenaline is very proud of the time and efforts all families involved dedicate to the association and the sport of softball within Alberta and further. Please continue to browse our website to learn more about the Calgary Adrenaline program. Feel free to contact us for more information.

Mission

The mission of the CAFA organization is to facilitate a safe and positive learning environment in which the athletes on CAFA teams can learn about and participate in the sport of softball at a high level while enhancing their self-esteem, self-confidence & self-discipline. We endeavour to provide every athlete with a positive youth sports experience. Years from now we hope our athletes carry with them wonderful memories of their participation in the CAFA program and continue to exhibit positive character traits such as: a good work ethic, dedication to realizing a goal, self-motivation, the value of teamwork, and most importantly, respect for themselves & others.

Player Development

As an elite fastpitch softball organization, our player development is aligned with Softball Canada's Athlete Development Matrix and is centered around developing the whole athlete. Our program is limited to players with previous knowledge of Softball, as such, our Player Development plan begins after the Fundamentals Stage. Developing the Whole Athlete: Developing an athlete can be accomplished in many ways using a variety of techniques. Our coaches are encouraged and empowered to use the athlete development stage that is age appropriate; realistic and to create a training program to address 3 key areas; Mental & Life Skills; Technical & Tactical skills; and Movement & Physical Capacity.

Mental & Life Skills:

- Foster an environment of inclusion to instill a passion for fastpitch softball.
- Provide techniques to help reduce performance anxiety and encourage positive self-talk.
- Educating players on the benefits of sound nutrition

Technical & Tactical Skills:

- Provide players the opportunity to learn and develop in multiple positions.
 - Teach high-level skills; techniques and strategies to improve each athletes' knowledge and understanding of the game.
 - Provide overall player development by ensuring adequate playing time in game situations.
- Movement &

Physical Capacity:

- Create strength and conditioning opportunities to increase speed, power and reduce the potential for injury.

Playing Time

Adrenaline considers itself to be a fair treatment organization; however, this does not ensure equal playing time. Players will be utilized to compete at the highest level. Each team's coaching staff will have their own approach and plan for the season.

Evaluations/ID Camps

Adrenaline has a philosophy of long term player development. If an athlete has the desire, and is committed to the program and their development, we as an organization will do all we can to support the player. Team selection is based on numerous criteria: age, positions, skill, dedication, drive, attitude, and character.

Evaluations/ID Camps are held in August and September

Teams are approximately 10-14 players

Athlete Conduct, Responsibilities, and Expectations

Participation on a Calgary Adrenaline team is a privilege, and not a right. Any player that does not adhere to any of the responsibilities, expectations, or code set out herein may be subject to disciplinary action. Both rostered and affiliate players (APs) are required to agree and adhere to the **Athletes Code & Conduct**.

- Give 100% effort at all practices, training sessions and games.
- Hustle on and off the field during practices and games
- Support team goals, teammates, and other athletes in the organization
- Set personal goals, working on and off the field to achieve them.
- Commit to improve skills, physical conditioning, and knowledge of game through off-season training, pre-season training and in season development.
- Arrive early to practices and games to allow sufficient time to assist with set up and take down of equipment, diamond preparation and warm up.
- Report injuries to the coaching staff. Injured players will still be required to attend practices, games and team events unless otherwise discussed and approved by the coaches.
- Refrain from cell phone use during practices or games.
- Be responsible for uniforms and equipment.
- Conduct themselves in a manner that reflects positively on CAFA
- Adhere to the CAFA Uniform policy.
- Adhere to the Multisport athlete policy.
- Adhere to CAFA's Social Media Policy including personal accounts, especially if account reference the CAFA brand
- Respect CAFA equipment and all training facilities, both indoor and outdoor
- Be respectful to coaches, parents, officials, spectators, teammates and opposing teams.
- Negative or disruptive behavior at any time is cause for disciplinary action.
- Use of tobacco/vaping, alcohol, or drugs during CAFA events (including practices, games, and tournament weekends) is strictly prohibited.

Parent Conduct, Responsibilities, and Expectations

Parents/Guardians play a valuable role in the development and success of both the athletes and CAFA. To ensure we are creating a team culture and positive atmosphere, we require that all parents/guardians agree and adhere to the Parent Code & Conduct.

- Conduct themselves in a manner that reflects positively on CAFA
- Negative and/or disruptive actions are cause for a parent or players removal from the team and/or from CAFA.
- Stay off the field and out of the dugout during practices or games.
- Coaching from the stands is strictly prohibited.
- Communicate, in advance, when your athlete will be absent from games/practices and understand that frequent absences may affect playing time. Last minute correspondence regarding absences should be restricted to sudden illness or emergencies.
- Demonstrate good sportsmanship and treat all parents, officials, coaches, and players with respect.
- Be respectful to coaches at practice, games and at home. It is very important that a positive atmosphere is fostered at home so do not speak ill of coaches or the organization in front of your athlete or team members.
- **Adhere to the 24-hour rule and CAFA Grievance Policy**
- Addressing playing time with coaches is not allowed. Encourage and support your athlete to speak with their coach directly.
- Actively participate in fundraising activities and volunteer requirements as required by both the team and the CAFA Association

Athlete Transfers

Calgary Adrenaline is a competitive girls fastball organization which is based in Calgary with our season running from November until the end of August depending on age level.

Our goal is to provide an environment that nurtures continuous improvement, teamwork, skill development, sportsmanship, and fun for like minded girls in and around Calgary. These girls have both the skill and desire to play at an A level.

Player Import:

CAFA will adhere to Softball Alberta Player Transfer Policy and Procedures.

All players, U15 and under, who wish to register for a team outside of their local association must apply **each year** for a Player Transfer, using the Softball Alberta Player Transfer form.

Player transfers are for 1 year, expiring on August 31 of the current year. Players return to their home association upon expiration of player transfer.

Process and Deadlines:

As per Softball Alberta, the application process is as follows:

1. Player, Parent/Guardian fills out “player” portion of Transfer form
2. Player, Parent/Guardian forwards for to RECEIVING association (CAFA) President or designate.
3. RECEIVING association (CAFA) President or designate contacts the releasing association regarding the requested player transfer *
4. Releasing association must respond to the request within 7 days approving or denying the request for transfer **

*All communication and documentation must be between the Receiving and Releasing Associations

** Each Minor Association may have specific submission dates, or deadline dates. Please check your home association prior to submittal. The 7 day response timeline will then be in effect with these dates.

Softball Alberta reserves the right to update their policies at any given time. Please see their websites for the most up to date policies.

[Softball Alberta Transfer Forms](#)

[Softball Alberta Transfer Policy](#)

Athletes Departing from, and Returning to the Program

CAFA values loyalty and long-term commitment from its players and coaches and believes that true development happens over time, rather than from season to season. Players who choose to leave the organization, for any reason, and wish to return will be required to request board approval to do so. Approval to return is not guaranteed and will be handled on an individual basis.

Game and League Play

Calgary Adrenaline is affiliated with the following leagues throughout Calgary and the Province.

- Softball Canada
- Softball Alberta
- Calgary Womens Fastball League

Teams also play in tournaments throughout Canada and the United States.

When does the Season start, and when does the Season finish?

Regular season starts in April and ends after Provincials Championships in early July, for the younger ages. The older age groups could play until early August, if they attend Western Canadian Championships and National Championships. Many teams also opt to attend various US tournaments in the winter and attend Showcase throughout the on and off season.

Fees

- Membership term: October 1 to September 30 of the following year.
- Fees for current season for a member's child to play on an Association team due on October 1.
- Non-payment within four weeks results in member's resignation and removal from the Register of Members.
- Membership fees: In full by November 1, 2024, or 2 installments (October 15 and February 15).
 - Financial Assistance: Adrenaline provides financial assistance to families meeting criteria.
 - Assistance ends once budgeted amount for each season is utilized

Membership Fees: \$1950/year

Fees cover the following:

- Indoor and outdoor facility rentals
- Skills coaching and training
- League Entry Fee (if applicable)
- Equipment
- Basic administrative costs (website, Teamsnap, and additional needs as required)
- Provincial Fees

Uniform/Apparel Expenses

Uniform Requirement – not covered by fees

Players are responsible for providing their own equipment and apparel.

Teams may decide to fundraise to help cover the cost of uniform apparel (jerseys, pants, socks, and belts).

CAFA Jersey*	Black, Red, White	Team decision, minimum of 2; obtained by team (approx. \$40-65 each)
Softball Pants	Black, Red, White	Team decision, minimum of 2 (approx. \$40-80 each)
Socks		Team decision, minimum of 2
Belt		Team decision, minimum of 2
Helmet with cage	Full Matte Red	
Cleats		
Ball Bag	Black	Can be purchase through the team store Must be in place for the start of Outdoor Season
Bat		
Glove		
Batting gloves		
Catcher gear	If applicable	Catcher Bags must be in Adrenaline colors – red, white, black

These must meet the [official Softball Canada standards](#) as per age group.

*Jerseys are purchased through the CAFA apparel store. All other items can be purchased at [Tuxedo Sports](#) and [Smash it Sports](#) as they offer a team discount.

Uniforms

Players will wear matching uniforms at all practices and games.

On Diamond

- CAFA Uniform
- Team helmets
- Socks on, shirts tucked in, belt on
- No ripped pants or uniforms
- CAFA approved outerwear

Practice Uniform - teams must match pants, socks, belt, and CAFA shirt

Adrenaline Team Apparel

There is an approved apparel store open throughout the season. Teams have the discretion to implement additional team apparel requirements, but families are also able to purchase additional gear

Travel Expenses

Adrenaline teams participate in league and tournament play beginning in April through August. The schedule is determined by the coaches and what is available in each age group.

Additional costs are:

- Travel
- Accommodations
- Food
- Tournament fees

Teams may decide to fundraise to help cover or offset the cost for the players.

Non Parent Coaches

CAFA coaching staff can consist of parent and non parent coaches. Non parent coaches are often compensated for their commitment to the organization. This may include a fee for travel expenses or time.

Any cost associated with non parent coaches will be presented to the team before hand as it will be an additional expense.

Volunteer Bond and Opportunities

Volunteers are crucial to Adrenaline's success, coordinating, running, and establishing activities. Members are encouraged to fill volunteer roles within the organization.

- Volunteer points are required per player by July 31 of the season.
- The policy aims to ensure all families contribute to the organization's operations and build a sense of community.
- Members must write a \$500 post-dated cheque as their volunteer bond.
- Non-compliance with minimum volunteer points forfeits the full amount to the organization.

A Volunteer Coordinator will collect volunteer bond cheques, deliver them to the Treasurer, and keep a database of member points.

Fundraising

Teams are responsible for collecting and holding sponsorship funds.

- Funds collected through fundraising activities belong to the team and must be documented.
- Teams must provide a statement detailing revenue and expenses to parents.
- Savings balances are non-refundable to players or their families after leaving the team.
- Unused "cash call" funds at the end of the season must be divided and returned to members of that team.
- Funds raised through AGLC fundraising must adhere to AGLC guidelines.

Multisport Athletes

Calgary Adrenaline encourages multi-sport athletes for improved health, wellness, and academic performance. We encourage additional sports during training season (October – March), requiring athletes to communicate with coaching staff and demonstrate commitment to training and teamwork. It is expected that athletes attend a minimum of 60% of winter training. Full commitment is expected once the regular softball season begins (April – August).

It is up to the parents/players to be in contact with coaches if a schedule conflict arises. Coaches will then use their discretion as to how utilize those players in practices and games.

Injury

If an athlete has been injured, the coaching staff is responsible to keep that athlete from participating until the injury has been assessed appropriately. Coaches reserve the right to request a doctors note about injury, treatment, and return to play plan.

Head injuries result in immediate removal and athletes with ongoing pain need to seek professional medical advice and/or begin undergoing treatment before being allowed to participate. A doctor's note will be required to return to play in either situation.

Conflict Resolution

CAFA has a Grievance Procedure for team-level issues, including alleged misconduct by coaches, parents, or players. Members should first raise concerns with the appropriate Age Group Coordinator, and a 24-hour cool-down period should be observed between incidents. If the 24-hour cool-down period is NOT observed a formal warning will be sent to member.

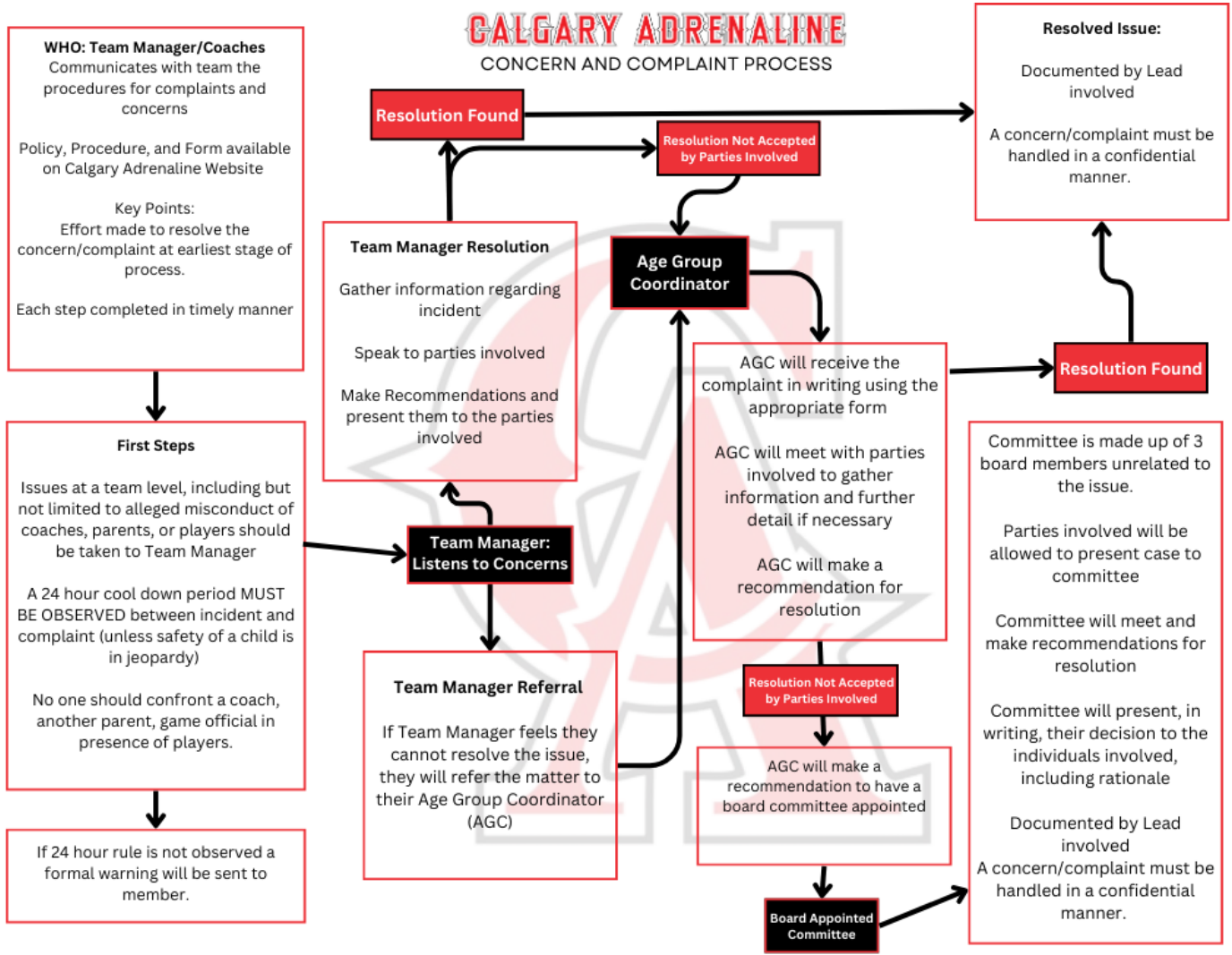
If the **Initial Grievance Procedure** does not resolve the issue, the Board will refer the matter to a committee of three members (**Formal Grievance Procedure**). The committee will notify the parties in writing within a reasonable period.

Matters of Discipline: Misconduct includes violations of CAFA policies, procedures, rules, codes, and conduct, as well as inability to perform duties. CAFA will not tolerate behavior or actions that could present CAFA or its players, coaches, directors, or volunteers in a negative light.

Disciplinary action may include a written or verbal warning, suspension, or expulsion of a member, or any other remedy deemed appropriate. The Code and Conduct Committee determines the date, time, and place of disciplinary hearings.

Disciplinary actions may be appealed to the Board of Directors, who may rule upon or deny the appeal in their sole discretion. **Fines** issued by third parties will be paid by the individual or the team itself.

Concern and Complaint Process



Social Media

Social Media has changed the way we engage with each other. CAFA recognizes that there is value in social media for connecting members, friends, supporters, fans, and volunteers. CAFA has created a policy to guide CAFA members and teams on how they should conduct themselves online.

CAFA primarily engages with Instagram and Facebook.

A list of players who has not agreed to the media release will be released to the Social Media Manager at the start of season.

Athlete Acceptance

As an **athlete** with Calgary Adrenaline Fastball Association, I

_____, have read and agree to abide by the CAFA policies and standards.

I understand that a violation of this policy could result in reduced playing time, suspension, or removal from the Adrenaline program.

Player's Name (printed)

Date

Player's Signature

Parent Acceptance

As an **parent(s)** of an athlete with Calgary Adrenaline Fastball Association, I/we

_____ have read and agree to abide by the CAFA policies and standards.

I understand that a violation of this policy could result in suspension or removal of my athlete or myself from the Adrenaline program.

Parent's Name (printed)

Date

Parent's Signature

Parent's Name (printed)

Date

Parent's Signature



CALGARY ADRENALINE

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Fee Policy

The term of membership shall be from October 1 to September 30 of the following year, or such other period as determined by the Board from time to time. Fees for the current season for a Member's child to play on an Association team shall be due and payable on October 1, or such other date as may be determined by the Board. If a member has not paid the fees for the current season for their child to play on a team within four (4) weeks following the date the fees are due, unless otherwise agreed to by the Board or the Executive, the Member is considered to have submitted his/her resignation and the name of the Member will be removed from the Register of Members. **All fees are non-refundable.**

Membership Fees: \$1950/year

Membership fees: In full by November 1, 2024, or 3 installments (October 15 and February 15).

- All payments will be paid directly to the Adrenaline Treasurer by the deadlines set out above via Teamsnap.
- OR through another online payment method as directed by the Board.

Please contact treasurer@calgaryadrenaline.com.

Financial Assistance Adrenaline provides financial assistance for families who may be challenged to meet the financial commitments of participating in the program. Assistance is available to families meeting our criteria. Once the budgeted assistance amount for each season has been utilized, no further funds are made available. To apply for assistance, email treasurer@calgaryadrenaline.com

Fees cover the following:

- Indoor and outdoor facility rentals
- Skills coaching and training
- League Entry Fee if applicable
- Equipment
- Basic administrative costs (website, Teamsnap, and additional needs as required)
- Provincial Fees

Expenses for Adrenaline

- CAFA Membership Fees
- Uniform (Jerseys, pants, socks, belts)
- Equipment (gloves, bats, helmet, specific gears for certain positions)
- Team Cash Call
- Coaches Travel Expenses– if applicable
- Travel Expenses (travel, food, accommodations, tournament fees)
- Non Parent Coaching (if applicable)

Player Development Plan

As an elite fastpitch softball organization, our player development is aligned with Softball Canada's Athlete Development Matrix and is centered around developing the whole athlete. Our program is limited to players with previous knowledge of Softball, as such, our Player Development plan begins after the Fundamentals Stage. Developing the Whole Athlete: Developing an athlete can be accomplished in many ways using a variety of techniques. Our coaches are encouraged and empowered to use the athlete development stage that is age appropriate; realistic and to create a training program to address 3 key areas; Mental & Life Skills; Technical & Tactical skills; and Movement & Physical Capacity.

Mental & Life Skills:

- Foster an environment of inclusion to instill a passion for fastpitch softball.
- Provide techniques to help reduce performance anxiety and encourage positive self-talk.
- Educating players on the benefits of sound nutrition

Technical & Tactical Skills:

- Provide players the opportunity to learn and develop in multiple positions.
 - Teach high-level skills; techniques and strategies to improve each athletes' knowledge and understanding of the game.
 - Provide overall player development by ensuring adequate playing time in game situations.
- Movement &

Physical Capacity:

- Create strength and conditioning opportunities to increase speed, power and reduce the potential for injury.

U11 Athletes [Ages 8-11] Learn to Train [L2T]: Player development for this level is focused on skill learning. Players are developmentally ready to learn fundamental softball-specific skills which will lay the foundation for advanced softball skills in later stages. Players will receive instruction on correct technique and practice plans will have an emphasis on players getting maximum repetitions of technical skills. Basic rules and etiquette of Softball will be taught and reinforced. Players will play a variety of positions in Softball. Season training breakdown includes Technical and Tactical Skills [60%], Mental & Life Skills [20%] and Movement & Physical Capacity [20%].

U13 – U15 [Ages 11-15] Train to Train [T2T]: Player development for this level is heavily focused on Technical & Tactical skills plus Movement & Physical capacity. This is a critical stage for the development of high-performance softball players. Qualified coaches will be supported by specialty coaches to ensure the proper development of the athletes. Players will be encouraged to play 2-3 positions. Season training breakdown includes Technical & Tactical Skills [65%]; Mental & Life Skills [10%]; and Movement & Physical Capacity [25%].

U17 – U19 [Ages 15-21] Train to Compete [T2C]: Player development at this level shifts from Technical to Tactical Skill development. Emphasis will be placed on individual development and high-intensity training. Increased exposure to game play and competition to develop skills in different circumstances and under different conditions. Specialty coaches will be used to support the CAFA coaching staff in areas such as Strength & Conditioning, Mental performance, and Nutrition.

Athlete Transfer Policy

Calgary Adrenaline is a competitive girls fastball organization which is based in Calgary with our season running from November until the end of August depending on age level.

Our goal is to provide an environment that nurtures continuous improvement, teamwork, skill development, sportsmanship, and fun for like minded girls in and around Calgary. These girls have both the skill and desire to play at an A level.

Player Import:

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Athletes Departing from, and Returning to the Program

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Volunteer Bond and Opportunities Policy

100% of all Adrenaline activities are coordinated, run or otherwise established by volunteers. The organization cannot run without them, making volunteers one of the most important elements to our success. The time and energy that volunteers give to our organization is very much appreciated and valued.

We strongly encourage our members to support their athlete's sport of fastpitch softball by filling volunteer roles within the organization. Adrenaline members are required to provide 20 points of volunteer credits per player by August 31 of the season in question. Volunteer points are given to roles that support Adrenaline's operations as more particularly set out below. The purpose of this policy is not to embarrass or punish members, but rather to ensure that all families play some role in the operation and success of the organization so that the burden of time and volunteerism isn't borne by the same families over and over again. It also serves to build a greater sense of community amongst Adrenaline families and supporters.

Volunteer Bond

Members will be required to write a post-dated cheque in the amount of \$500 to Calgary Adrenaline Fastball Association (dated as of August 31 of the applicable season) which will serve as their volunteer bond. Members who do not fulfil their minimum amount of 20 volunteer points by August 31 of the applicable season will have such cheque cashed and the full amount will be forfeited to the organization.

Volunteer Coordinator

Adrenaline will require one member to act as the Volunteer Coordinator. Such person's role will be to collect the volunteer bond cheques from members (with the help of team managers), deliver them to the Treasurer, make the membership aware of volunteer opportunities as they arise from time to time, keep a database of points accumulated by each member and issue a final report to the Board on which members have and have not fulfilled their volunteer points requirements.

20 Point Roles

- **Board of Directors and/or Executive**
 - President, VP, Secretary, Registrar, Treasurer
 - see the organizations by-laws for more details on specific roles.
- **Head Coach**
 - 1 per team
- **Assistant Coach**
 - up to 3 per team
- **Team Manager**
 - 1 per team but in certain circumstances the role can be shared and points divided in half
- **Age Group Coordinator**
 - at least 3 roles varying by age categories – see separate role descriptions
- **Volunteer Coordinator**
 - see above
- **Casino chair**
 - every other year
 - responsible for filing paperwork associated with the casino

- Organizing volunteers
- Contact person for casino advisors
- **Association Fundraising Chair**
 - every other year
 - organizing an association fundraiser
- **Provincial chair**
 - Overall responsibility for hosting provincials/westerns/nationals– role could be shared
 - involves applications, hotels, sponsorship, volunteers, draws, registration, etc.
- **Fundraising/Sponsorship coordinator**
 - responsible for fundraising activities including coming up with ideas and obtaining any necessary AGLC licenses (if applicable) and adhering to AGLC protocols
 - Administering a sponsorship initiative (though not necessarily approaching businesses directly), including coming up with a sponsorship package / options and following through sponsor offers
- **Social Media Committee**
 - responsible for monthly updates to membership, and for database of communications to membership, critical suppliers, governing bodies, etc.
 - not for the content but for keeping a database
- **Event Planning Coordinator**
 - Organize special events like welcome events, AGM, year-end banquets and Tournament Coordinator with tournament organization

10 Point roles

- **Team Treasurer**
 - 1 per team
- **Team Equipment Coordinator**
 - 1 per team
 - Ensuring team has equipment they need and ensuring it is at practices/games
- **Casino shift volunteer**
- **Awards Coordinator**
 - end of year banquet awards, ordering awards, gathering nominations and winners
- **Committee member**
 - for any committee formed by a Coordinator with Board approval – for example, tournament committee, fundraising committee, equipment committee
- **Team Tournament Hosting Coordinator**
 - If an individual team holds a tournament
 - Booking diamonds, organizing teams/volunteers, food/drink
- **Team Travel Coordinator**
 - to assist Team Manager - Organizing meals/snacks, booking hotels
- **Team Social Media Coordinator**
 - 1 per team

5 Point roles

- **Tournament shift volunteer**
 - 4 hour shift (tournaments hosted by CAFA or Team)
- **Evaluation / ID Camp volunteer shift**
- **Score Keeper Coordinator**

- Ensures score book/line up cards ready
- Schedules score keepers for the games
- **Game Changer Coordinator**
 - Arrangements for devices and equipment
 - Schedules volunteers to run games
- **Equipment Inventory**
 - twice a year

Any other roles or special projects or contributions approved by the Board

At the end of the season the coach will award points at their discretion

Fundraising Policy

Any sponsorship funds collected and held on account by a team will be the sole responsibility of the respective team. Any money collected by a team, through fundraising activities or otherwise, belongs to that team and shall be duly documented. Each team shall be responsible for providing a statement including all revenue and expenses to parents upon request.

Savings balances in team accounts are for the benefit of the team and are **non-refundable** in whole or proportionate part to any player or their family after that leaves the team for any reason.

Teams that have any remaining unused “cash call” player / parent contributions funds at the end of the ball season shall be divided equally and returned. Funds raised through AGLC fundraising initiatives must be used in strict accordance with AGLC guidelines.

Multisport Policy

Calgary Adrenaline supports and encourages multi-sport athletes. Studies have shown that multi-sport athletes display improved health and wellness, including decreased injury rates, improved athletic performance, improved leadership skills and teamwork, better attendance in school and better academic performance. CAFA therefore encourages additional sports, particularly during training season (October - March). The onus is on the athlete to communicate with the coaching staff and demonstrate that they are striking a reasonable balance between sports and that they are committed to training and their team. It is expected that athletes attend a minimum of 60% of winter training.

Full commitment is expected during the regular softball season **begins (April-August)**, unless otherwise approved by the coaching staff. It is up to the parents/players to be in contact with coaches if a schedule conflict arises. Coaches will then use their discretion as to how to utilize those players in practices and games.

Conflict Resolution Policy

Initial Grievance Procedure

Any issue that arises at a team level, including but not limited to, alleged misconduct of coaches, parents, or players, should be first raised by the member(s) with the Team Manager. The Team Manager will either work on reaching a resolution with the parties involved or refer the issue to the applicable Age Group Coordinator. During this Initial Grievance Procedure the AGC will meet with the parties involved and work on coming to an acceptable resolution. If no resolution is agreed upon the process will move to a Formal Grievance Procedure.

A 24-hour cool-down period should be observed between the incident and making a complaint. It shall be considered a violation of CAFA policy for a member to directly contact any of the coaching staff or board members, unless there is a concern that the safety of a member is in jeopardy. If the 24-hour cool-down period is NOT observed a formal warning will be sent to member.

Formal Grievance

Filing Procedures: If the Initial Grievance Procedure does not resolve the concern to the satisfaction of any parties involved, the Board will refer to a committee of three members unrelated to the situation in question. Before the matter is assessed, the parties to the dispute shall be required to document their concerns and submit a Grievance Letter stating their issues and situation. All parties involved will be allowed to present their concern(s) at an in-person session. The committee will notify the parties of their decision, in writing, within a reasonable period after reviewing the grievance.

Matters of Discipline

Misconduct shall include any violation of CAFA policies, procedures, rules, codes and conduct, any inability, unwillingness, or omission of a person to perform their duties including any duty of care, and any negligence, recklessness, or willful misconduct. CAFA will not tolerate any behavior or actions (including actions on social media platforms) or failure to act that could present CAFA or its players, coaches, directors, or other volunteers in a negative light. Concerns regarding individual playing time and/or game management decisions will not be tolerated. The selected coaching staff is empowered and supported to coach the team based on CAFA and team-supported objectives.

Disciplinary Action

Disciplinary action may include a written or verbal warning, suspension, or expulsion of a member {player and/or parent/guardian(s)}, or any other remedy deemed appropriate, all in the sole discretion of the Code and Conduct Committee as determined by the Board of Directors.

CAFA may hold disciplinary hearings throughout the year. They will determine the date, time and place of all disciplinary hearings and all persons required by the Board to attend. Subject to any terms set by a team of three members of the Board of Directors, any member who has been suspended because of a disciplinary hearing shall not take part in any softball activity (games or practices) until completion of his/her suspension.

If a coach is ejected from a game by a residing official, such ejection shall be reported by the team to the CAFA President and Age Group Coordinator (AGC). CAFA recognizes that coaches may be ejected from games while carrying out their duties as coach, however ejection from a game that is in direct violation of the Coach Code and Conduct will not be tolerated and may lead to disciplinary action.

Disciplinary actions may be appealed to the Board of Directors who may choose to hear the appeal, or rule upon or deny the appeal without hearing the appeal, in their sole and absolute discretion. Any decision of the Board is final and may not be further challenged.

Fines

All fines issued by any third party incurred by any player or from any member of the coaching staff or spectators will be paid by the individual incurring the fine(s) (or in the case of an athlete, their parent) or the team itself, and not by CAFA.

Social Media Policy

Definitions

- “*Social media*”- term that applies broadly to online platforms and websites that enable users to create and share content including text, images, videos, and other multimedia content, as well as engage with content posted by others through comments, likes, shares, and messages. Popular social media platforms include *Facebook, Instagram, Flickr, YouTube, Twitter (X), LinkedIn, Snapchat, TikTok*, and others.
- “*Members*”- refers to all categories of membership as defined by Calgary Adrenaline, as well as all individuals volunteering, employed by, or engaged in activities with Calgary Adrenaline, including but not limited to directors, committee members, players, coaches, umpires, volunteers, officers, managers and administrators.

Purpose

1. Calgary Adrenaline is aware that *Member* interaction and communication occurs frequently on social media and online collaboration platforms. Calgary Adrenaline also recognizes that there is value in online social media tools for connecting with members, friends, supporters, and volunteers.
2. The purpose of this policy is to serve as a guide how *Members* should conduct themselves while using social media platforms.

Guidelines

1. **Protect your own privacy.** *Members* should recognize that they are personally responsible for the content they publish on social media sites. Be mindful of posting information that you would not want the public to see; what you publish is public and will be for a long time, so consider the content carefully and be cautious about disclosing personal details.
2. **Be mindful of your status.** *Members* must use common sense in disclosing information about Calgary Adrenaline and others; and adhere to all applicable policies, namely code of conduct, conflict of interest and confidentiality.
3. **Respect your audience.** The public in general and our *Members* reflect a diverse set of customs, values, and points of view. Language on social networking sites is often casual; don’t use comments, contents or images that are disparaging, discriminatory, harassing, libelous, or engage in any conduct that would not be acceptable in a normal workplace. Show proper consideration for others' privacy and for topics that may be considered objectionable or inflammatory.
4. **Be honest.** Calgary Adrenaline values transparency and honesty. Do not say anything that is dishonest, untrue, or misleading. Provide worthwhile information and perspective. If you make an error, correct it as soon as possible. If you modify an earlier post, make it clear that you have

done so. If you are accused of posting something improper, deal with it quickly- best to remove it immediately. If you see misrepresentations made about Calgary Adrenaline or its affiliates, you may point that out; but do so with respect and with facts.

5. **Use your best judgment.** Remember that there are always consequences to what you publish or post. If you are about to post something that makes you even the slightest bit uncomfortable, review the suggestions above.

Conduct and Behaviour

The following social media conduct may be considered infractions and reviewed by the social media committee, but may be directed to the CAFA board.

1. Posting disrespectful, hateful, insulting, disparaging, harmful, or otherwise negative comments that are directed at Members or at other persons connected with Calgary Adrenaline, Softball Alberta, Softball Canada and/or other National Federations, the International Softball Federation, and related events.
2. Creating or contributing to a Facebook group, webpage, blog, or online forum devoted solely or in part to promoting negative or disparaging remarks or commentary about Calgary Adrenaline, Softball Alberta, Softball Canada or its reputation and other National Federations, the International Softball Federation, and related events.
3. Posting a picture, altered picture, or video on a social medium that is harmful, disrespectful, insulting, or otherwise offensive, and that it is directed at Members or at other persons connected with Softball Alberta, Softball Canada or its reputation and other National Federations, the International Softball Federation, and related events.
4. Any instance of cyber-bullying or cyber-harassment between on Member and another Member (including teammate, coach, opponent, volunteer, or official), where incidents of cyber-bullying and cyber-harassment can include but are not limited to the following conduct on any social medium, via text-message, or via email: regular insults, negative comments, vexatious behaviour, pranks or jokes, threats, posing as another person, spreading rumors or lies, or other harmful behaviour.
5. Any instances of bringing the fame of softball into disrepute.

Consequences

Unacceptable content, if brought to the attention of CAFA, may give rise to discipline in accordance with CAFA's **Athlete Code of Conduct**. Any CAFA ruling made shall be final with no right to appeal.