

RC United Soccer Club

Board Member, Coach, Manager & Employee Handbook



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Introduction

Welcome to RC United Soccer Club. As a nonprofit organization dedicated to the development of youth soccer and the promotion of community engagement through sport, we are pleased to have you as part of our team. Whether you serve in an executive leadership role, contribute operationally as a coach or manager, or volunteer your time to support our mission, your involvement is essential to the success and integrity of our club.

This handbook has been prepared to provide a clear understanding of the club's expectations, policies, and procedures. It outlines the responsibilities associated with each role, offers guidance on conduct and communication, and serves as a reference for the standards by which RC United Soccer Club operates.

Our goal is to foster a safe, inclusive, and respectful environment for players, families, and staff. We are committed to transparency, accountability, and excellence both on and off the field. By aligning our efforts and upholding shared values, we ensure that RC United continues to be a trusted and inspiring presence in our community.

We thank you for your dedication and service. Your contributions help shape the future of our club and the lives of the athletes we support.

Mission & Vision Statement:

At RC United Soccer Club, our mission is to foster a lifelong love of soccer by providing a safe, inclusive, and development-focused environment for players of all ages—from U3 to U18 and Seniors. As a community-driven club governed by a dedicated board, we are committed to nurturing athletic growth, teamwork, and sportsmanship while strengthening the bonds that unite our local families and neighborhoods.

We strive to:

- Develop players at every level through age-appropriate training and mentorship
- Promote respect, integrity, and collaboration on and off the field
- Create opportunities for personal growth, leadership, and community engagement
- Celebrate the joy of competition while prioritizing fun, fairness, and friendship

RC United is more than a soccer club, it's a place where passion meets purpose, and where every player, coach, and supporter plays a vital role in building a vibrant, united community.

Club Structure

Executive Board Member Roles

President

- Leads the club and sets strategic direction
- Chairs board meetings and represent the club publicly
- Oversees overall operations and governance

Vice President

- Supports the president and assumes duties in their absence
- May lead special initiatives or committees
- Acts as liaison between executive and general board

Secretary

- Records meeting minutes and maintains official documents
- Manages club correspondence and communications
- Ensures compliance with bylaws and filing requirements

Treasurer

- Manages club finances, budgeting, and reporting
- Oversees bank accounts, payments, and financial audits
- Prepares financial statements for board review

Registrar

- Handles player registration and eligibility
- Coordinates with leagues and governing bodies
- Maintains accurate player and team records

General Board Member Roles

Tournament Chair

- Plans and organizes club-hosted tournaments
- Coordinates volunteers, scheduling, and logistics

Grassroots Director

- Develops programs for beginner and community-level players
- Promotes inclusivity and local engagement

Youth Director

- Oversees youth development and coaching standards
- Ensures age-appropriate programming and player progression

Admin Support

- Assists with scheduling, communications, and documentation
- Provides operational support to board and staff

Grant Director

- Researches and applies for funding opportunities
- Manages grant reporting and compliance

Field/Building Director

- Oversees field and building maintenance
- Coordinates with municipalities or facility owners

Equipment Director

- Manages inventory, distribution, and maintenance of gear
- Ensures teams have necessary equipment for training and games

Directors at Large

- Serve as general advisors and voting members
- May lead special projects or committees as needed

To obtain a complete list of Board Member responsibilities, please reach out to rcunited.executive@gmail.com

Affiliations

RC United Soccer Club is proudly affiliated with the **Prince Edward Island Soccer Association (PEI Soccer)** and **Canada Soccer**, the national governing body for the sport in Canada. These affiliations reflect our commitment to upholding the highest standards of player development, coaching excellence, and organizational integrity.

As a member club, RC United adheres to the policies, codes of conduct, and operational guidelines set forth by both PEI Soccer and Canada Soccer. This includes compliance with national standards for safety, inclusivity, competition, and ethical behavior across all levels of play.

Our affiliation provides access to:

- Sanctioned leagues and tournaments
- Certified coaching and referee development programs
- Insurance coverage and risk management support
- National and provincial player pathways
- Resources for club governance and community engagement

All employees, board members, coaches, and volunteers are expected to familiarize themselves with the relevant policies and procedures of these governing bodies. RC United's alignment with PEI Soccer and Canada Soccer ensures that our club remains a trusted and respected contributor to the growth of soccer in our region and across the country.

Employment Policies

This section outlines the employment policies and expectations for all individuals serving in paid or volunteer roles within RC United Soccer Club. These policies are designed to ensure consistency, transparency, and alignment with the club's mission and operational standards.

Hiring & Onboarding

- All positions will be filled through a formal interview process conducted by 2–3 board members and the Executive Coordinator.
- Candidates will be notified of the outcome within two (2) weeks of the interview.
- All employees and volunteers over the age of 18 must submit a current Criminal Record Check prior to commencing duties.
- “Current” is defined as issued within the last three (3) years.
- Criminal Record Checks must be renewed every three (3) years thereafter

Job Descriptions

- A written job description outlining duties, expectations, and reporting structure will be provided prior to the start of employment or volunteer service.
- Roles may vary based on seasonal needs and club programming.

Club Technical Staff Requirements

- **Respect in Sport & Ethical Decisions** – Required
- **Concussion & First Aid** – Required or recommended
- **Coaching Courses** – Recommended based on role
- **Goalkeeper Certification** – Recommended for GK coaches

Reimbursement: The Club will cover registration costs for required certifications. See the *Training & Development Reimbursement Policy* for details.

Equal Opportunity Statement

RC United Soccer Club is committed to fostering a diverse, equitable, and inclusive environment. We do not discriminate on the basis of race, gender, age, religion, sexual orientation, disability, or any other protected characteristic. All hiring and employment practices reflect this commitment

Contract Types

RC United offers the following categories of engagement:

- **Full-Time:** Year-round employment with regular hours and responsibilities.
- **Part-Time:** Limited hours based on program needs.
- **Seasonal:** Temporary roles aligned with soccer seasons or events.
- **Volunteer:** Unpaid service roles supporting club operations and programming.

Work Expectations

Employees and volunteers may be required to work during:

- Game days
- Training sessions
- Club meetings
- On-call assignments
- Evenings and weekends

Attendance and punctuality are essential to the success of club operations.

Employee Dress Code Policy

To maintain a professional, safe, and respectful work environment that reflects our organization's values and mission, all employees are expected to adhere to the following dress code guidelines.

Office Staff

Employees working in office settings should dress in a manner that is neat, clean, and appropriate for a professional environment. Acceptable attire includes "Casual to Business Casual".

Maintenance Staff

Maintenance employees must wear attire that ensures safety, mobility, and professionalism. Required standards include:

- Durable workwear suitable for physical tasks
- Closed-toe, non-slip footwear or work boots
- Clothing that is clean and free of offensive content

Not permitted:

- Loose or unsafe clothing that may pose hazards

Soccer Trainers

Trainers must wear athletic attire suitable for physical activity and coaching. Acceptable attire includes:

- Athletic tops and bottoms (e.g., gym wear, tracksuits)
- Cleats or soccer shoes appropriate for turf or field conditions
- Branded gear that aligns with our organization's image

General Guidelines for All Employees

Regardless of role, the following are **strictly prohibited**:

- Clothing that exposes the midriff or is excessively short
- Items with offensive language, images, or symbols
- Attire that contradicts our mission statement or promotes divisive messaging

Enforcement

Supervisors are responsible for ensuring compliance. Employees who violate the dress code may be asked to change or leave the premises until appropriately dressed. Repeated violations may result in disciplinary action.

Leave Policies

- **Summer Season (May–August):**
 - Vacation time is not permitted unless pre-approved by the Board of Directors.
- **Off-Season:**
 - Vacation requests must be submitted in writing at least three (3) weeks prior to the intended leave date.

Special circumstances may be considered on a case-by-case basis by the Board.

Performance Reviews

- Annual performance evaluations may be conducted to provide feedback, recognize contributions, and identify areas for growth.
- Reviews may include input from supervisors, peers, and board members.

Coach, Manager, Volunteer Policy

RC United aligns with Canada Soccer and PEI Soccer Association standards to ensure all coaches support three key goals:

- **Safety** (physical & emotional)
- **Fun**
- **Learning**

Coach, Manager, and Volunteer Roles

Head Coach

- Leads team training sessions and game-day strategy
- Develops player skills, teamwork, and sportsmanship
- Communicates with parents and club leadership
- Ensures player safety and discipline
- Participates in coach development programs and certifications

Assistant Coach

- Supports head coach during practices and games
- Provides individual feedback to players
- Helps manage equipment and field setup
- Steps in when head coach is unavailable

Team Manager

- Acts as liaison between coach, parents, and club administration
- Organizes team communications (schedules, updates, reminders)
- Collects and manages player documents (medical forms, registrations)
- Coordinates team logistics (tournaments, travel, uniforms)
- Helps recruit volunteers for team and club events
- Maintains team records and assists with league/tournament registration
- Does not make coaching decisions or handle player discipline

General Volunteers

- Assist with field setup and takedown
- Help run concessions, check-in tables, or merchandise booths
- Support tournament operations and special events
- Serve as field marshals or sideline monitors
- Provide photography, social media, or marketing support

Specialized Volunteers

- Referee Coordinator: Schedules referees and ensures game coverage
- Fundraising Lead: Organizes raffles, sponsorships, and donation drives
- Event Coordinator: Plans banquets, award ceremonies, and community outreach
- Volunteer Coordinator: Recruits and manages volunteer assignments

Coaching Courses and Training

Coaches must be trained appropriately for the age group they serve. Certification requirements vary by level and role.

U5–U9 Coaches

- Respect in Sport – Required for paid coaches
- Making Ethical Decisions – Required for paid coaches
- Fundamentals & Active Start Courses – Required for U5–U9 paid coaches
- Other modules (e.g., First Aid, Concussion) – Recommended

U11 Coaches

- Respect in Sport – Required for all staff
- Making Ethical Decisions – Required for coaches
- Learn to Train Course – Required for coaches
- Concussion & First Aid – Required for one team staff member

U13–U18 Coaches

- Respect in Sport – Required for all staff
- Making Ethical Decisions – Required for coaches
- Active for Life Course – Required for coaches
- Concussion & First Aid – Required for one team staff member

Reimbursement: The Club will cover registration costs for required certifications. See the *Training & Development Reimbursement Policy* for details.

*****Disclaimer: All Code of Conduct's and Policies below apply to all volunteers and employees of RC Untied Soccer Club**

Code of Conduct

Responsibilities

Coaches must:

- Follow all RC United By-Laws, policies, and PEISA Laws of the Game.
- Resolve conflicts professionally and respectfully.
- Promote dignity, fairness, and inclusion for all participants.
- Demonstrate respect regardless of identity, ability, or background.
- Uphold fair play, ethical conduct, and sportsmanship.
- Avoid public criticism and treat all individuals reasonably.
- Maintain self-control and never misuse authority.
- Respect property and comply with all laws.
- Ensure all players are included and supported.

Accessibility & Inclusion

Coaches must support inclusive participation and follow the *Canada Soccer Guide to Accessibility and Inclusion*.

Harassment & Abuse

Harassment is any unwanted behaviour that offends, humiliates, or intimidates. Coaches must avoid:

- Verbal or written abuse, threats, or bullying (including cyberbullying).
- Discriminatory or degrading remarks, gestures, or jokes.
- Hazing, retaliation, or psychological abuse.
- Creating hostile environments, even unintentionally.

Violence

Violence includes physical force or threats. Coaches must not:

- Make threats or gestures that imply harm.
- Engage in physical aggression or interference.
- Use or threaten with weapons or objects.

Sexual Harassment

Sexual harassment includes unwelcome sexual behaviour. Coaches must avoid:

- Sexist jokes, comments, or inquiries.
- Sexual advances, touching, or assault.
- Displaying offensive sexual material

Social Media Policy

Effective communication between board members, staff and coaches of the RC United Soccer Club and its members is vital to a successful and enjoyable soccer experience. However, the use of mobile devices,

web-based applications, social media, and other forms of electronic communications increases the possibility for misunderstandings or even improprieties.

For the purposes of this policy, **social media** means any medium for online publication and commentary, including without limitation blogs, wiki's, social networking sites such as Facebook, LinkedIn, Twitter, Flickr, and YouTube.

Policies regarding text messaging, email and communication by telephone are also covered here.

Facebook, Myspace, Blogs, and Similar Sites

- All posts, messages, text, or media of any kind between a coach, other volunteer, or staff member and players must be professional in nature and for the purpose of communicating information about the club, team activities or for team-oriented motivational purposes.
- Direct messaging or private messaging between a coach, other volunteer or staff member and a player that is a minor is prohibited.
- In the event that a coach opens a team Facebook page or Blog of any sort of the RC United's Executive Coordinator must be contacted and given access to view the page at their discretion.
- Team pages or blogs may not be used to bully, speak negatively of a player or family of a player, or to discuss discipline issues.

Twitter, Snapchat, Instant Messaging and Similar Media

- All posts, messages, text, or media of any kind between a coach, other volunteer, or staff member and players must be professional in nature and for the purpose of communicating information about team activities or for team-oriented motivational purposes.
- Direct messaging or private messaging between a coach, other volunteer, or staff member and a player that is a minor is prohibited.

Email, Texts and Similar Electronic Communications

- Players and coaches or managers may use email and texts to communicate.
- All email content between a coach or manager and players must be professional in nature and for the purpose of communicating information about team activities.
- To ease communications, coaches or managers may set-up e-mail and texting groups with parent(s) or guardian(s) and players and make this group communication a norm for the team.
- Coaches or managers must include parents on all email and text messaging groups.
- Should a coach or manager inadvertently send a player an electronic or mobile communication without including the parent(s) or guardian(s), acknowledge the oversight to the parents and forward the communication to them as soon as possible.
- Coaches or managers that receive an electronic or mobile communication from a player that makes them uncomfortable should not hesitate to speak with the player's parent(s) or guardian(s).
- Emails from a coach or manager to a player that is a minor must include a copy to the player's parent(s) or guardian(s) unless they have previously approved in writing direct communications between the coach or manager and player.
- Texting should not occur after 10:00 pm unless in emergency situations.

Violations of this policy can be used to commit abuse and misconduct (e.g. emotional, sexual, bullying, harassment, and hazing). Such transgressions by coaches, other volunteers, staff members or players will not be tolerated and are strictly prohibited by RC United. Anyone who violates this policy is subject to appropriate disciplinary action including but not limited to suspension, expulsion and/or referral to law enforcement authorities. Violations of this policy should be reported to the RC United's Executive Coordinator or to the Board Members.

Substance Use Policy: Drugs & Alcohol

To ensure a safe, respectful, and healthy environment for all participants, RC United strictly prohibits the misuse of drugs and alcohol in all club-related activities.

This policy applies to all **coaches, managers, volunteers, players, parents, and spectators** involved in RC United programs, events, and competitions.

Alcohol Use

- Alcohol consumption is prohibited during all youth training sessions, games, tournaments, and club events where minors are present.
- Coaches, managers, and volunteers must not consume alcohol before or during any activity where they are responsible for youth participants.
- Alcohol may only be served at club-sanctioned adult events with prior approval from the Executive Committee and in accordance with local laws.

Drug Use

- The use, possession, or distribution of illegal drugs is strictly prohibited at all RC United events and facilities.
- Cannabis use is not permitted during any club activity involving youth, even if legally obtained.
- Prescription medications must be used only as directed and must not impair the ability to safely participate or supervise.

Tobacco & Vaping

- Smoking, vaping, or tobacco use is not permitted on or near fields, sidelines, or any area where youth are present.
- Designated smoking areas may be provided at adult-only events, in accordance with facility rules.

Violations & Consequences

Any breach of this policy may result in:

- Verbal or written warnings
- Suspension or removal from club roles
- Referral to law enforcement if applicable
- Review by the RC United Executive Committee

By participating in RC United programs, all members agree to uphold this policy and contribute to a safe, respectful, and substance-free environment for our youth and community.

Child Protection Code of Conduct

To ensure the safety, dignity, and well-being of all children participating in RC United programs by establishing clear boundaries and expectations for staff and volunteers.

Expectations for Staff & Volunteers

All RC United personnel must:

- Treat children with respect and dignity
- Maintain appropriate boundaries in all interactions
- Ensure activities are approved, sport-related, and age-appropriate
- Avoid any behavior that could be perceived as shaming, humiliating, or inappropriate

Prohibited Conduct

Staff and volunteers must not:

- Engage in physical or verbal contact that violates boundaries
- Communicate with children outside of club duties (e.g., personal texts, social media)
- Show favoritism or give personal gifts
- Take personal photos/videos of children for non-club use
- Share or display sexual or suggestive material
- Intimidate, threaten, or make fun of children

Reporting Requirements

All staff and volunteers must report:

- **Suspected illegal behavior** (e.g., abuse) directly to police or child welfare
- **Inappropriate behavior** to the Executive Coordinator at: rcunited.executive@gmail.com

If unsure, consult the President, Vice-President, or Executive Coordinator. You have a duty to report, do not investigate independently.

RC United will follow up on all reports. Serious or repeated inappropriate behavior may be referred to authorities.

Let me know if you'd like this formatted into a printable one-pager or adapted for parent and volunteer orientation materials!

Termination Procedures Policy

To outline clear procedures for dismissal and exit interviews, ensuring transparency, consistency, and respect in all personnel transitions.

Grounds for Dismissal

Termination may occur due to, but is not limited to, the following:

Violation of Club Policies

- Breach of RC United's Code of Conduct, Child Protection Policy, or Substance Use Policy
- Failure to comply with safety, inclusion, or ethical standards

Misconduct or Inappropriate Behavior

- Harassment, bullying, discrimination, or abuse

Reimbursement

Course Reimbursements

RC United will reimburse the cost of approved training and certification courses listed in the Coaching Certification Policy. To receive reimbursement:

- Complete the course
- Email a copy of your course completion certificate and receipt to: rcunited.executive@gmail.com

Club Expense Reimbursements

Reimbursement for club-related purchases (e.g., equipment, supplies, travel) will only be provided if:

- The expense is pre-approved by the Executive Coordinator or Treasurer
- After purchase, a receipt is submitted to: rcunited.executive@gmail.com

Intellectual Property & Equipment Policy

To protect the club's intellectual property, branding, and physical assets, and to ensure responsible use and return of all RC United-owned materials.

Intellectual Property & Branding

- All training materials, documents, logos, branding, and digital content created or distributed by RC United are the exclusive property of the club.
- These materials may not be copied, shared, altered, or used outside of RC United activities without written permission from the Executive Committee.
- Any content developed by staff, coaches, or volunteers for club use remains the property of RC United unless otherwise agreed in writing.

Equipment Ownership & Responsibility

- All equipment—including but not limited to jerseys, balls, cones, pinnies, goals, and training gear—is owned by RC United Soccer Club.
- Equipment must be treated with care, used only for club-sanctioned activities, and returned upon request.

Return & Replacement

- Failure to return club equipment when requested may result in:
- A charge for replacement at market value
- Liability for loss or damage
- Temporary or permanent removal from club duties or roles

By participating in RC United programs, all coaches, managers, volunteers, and staff agree to uphold this policy and respect the club's property and intellectual assets.

Confidentiality Agreement

Applies to: Coaches, Managers, Volunteers, Board Members, and Employees

To protect the privacy and personal information of RC United members and ensure responsible handling of all data collected through club operations.

Information Collection & Use

RC United collects personal information during registration to:

- Assign players to appropriate teams and age groups
- Maintain accurate contact records
- Meet regulatory requirements with the PEI Soccer Association

This information is essential for program delivery and participation. Player data posted on team web pages is limited to names and jersey numbers.

Website & External Links

RC United's website may contain links to external sites. The Club is not responsible for the privacy practices of these sites. Users are encouraged to review the privacy policies of any site they visit.

Confidentiality Commitment

By signing this agreement, I acknowledge and agree to the following:

- I will treat all personal and sensitive information obtained through RC United activities as confidential.
- I will not disclose, share, or misuse member information, including contact details, medical data, or player assignments.
- I will only access and use personal information for authorized club purposes.
- I understand that failure to uphold confidentiality may result in disciplinary action, including removal from my role.

Club Culture Statement

At RC United, we believe soccer is more than a game—it's a community, a classroom, and a catalyst for growth. Our club culture is built on respect, inclusion, and the unwavering belief that every player, coach, volunteer, and family member contributes to something greater than themselves.

We foster an environment where:

- **Players thrive** through teamwork, effort, and joy
- **Coaches lead** with integrity, empathy, and purpose
- **Volunteers serve** with heart and dedication
- **Families support** with pride and encouragement

- **Leaders guide** with transparency and vision

We celebrate diversity, champion fair play, and commit to creating safe spaces where every child feels seen, supported, and inspired. Whether on the pitch or behind the scenes, we carry the RC United name with honor—because here, we don't just build athletes, we build character.

Together, we are RC United.

Together, we rise

