



ROSE CITY UNITED VOLLEYBALL CLUB

POLICIES, EXPECTATIONS & PARTICIPATION HANDBOOK

2026-2027 SEASON

WINDSOR, ONTARIO

ONE CLUB. ONE STANDARD. UNITED AS ROSE CITY.

2026-2027 SEASON

About This Handbook

Applies to travel teams, house league, camps, clinics, open gyms, small-group training and club events.

EFFECTIVE DATE**August 2026 | Version: 2026-27 Final****ONE CLUB. ONE STANDARD.**

This handbook explains the standards that help Rose City provide a safe, respectful, developmental and competitive volleyball experience.

Built on belonging. Driven by development. United by Rose City.

HANDBOOK NAVIGATION

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The handbook is organized into six section families so policies can be found quickly throughout the season.

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PART 1 / SECTIONS 1-6

OUR CLUB & OUR STANDARDS

Purpose • Values • Governance • Safe Sport • Respect in Sport

SECTION 1 / PART 1

Purpose of This Handbook

Rose City United Volleyball Club exists to provide athletes with a positive, competitive, developmental and respectful volleyball experience. As the club grows, expectations must be clear and consistent for athletes, parents and guardians, coaches, volunteers and families.

This handbook is intended to:

- protect athletes, families, coaches, volunteers and the club;
- establish consistent expectations across Rose City programs;
- reduce misunderstandings and conflict;
- explain procedures for communication, complaints, discipline, fees, refunds and participation;
- align club operations with applicable Ontario Volleyball Association (OVA), Volleyball Canada, Safe Sport, facility and event requirements; and
- help participants understand their responsibilities before accepting a roster position or registering for a program.

This handbook is not intended to make Rose City feel overly formal or impersonal. Its purpose is to create clarity, fairness, consistency and accountability while preserving the supportive community that defines the club.

SECTION 2 / PART 1

Application of This Handbook

This handbook applies to people participating in or connected to Rose City activities, including:

- athletes;
- parents, guardians, family members and spectators;
- head coaches, assistant coaches, trainers and team contacts;
- parent representatives and volunteers;
- club executives and program coordinators; and
- participants in travel teams, house league, camps, clinics, tryouts, open gyms, small-group training and club events.

The foundational standards concerning safety, conduct, respect and communication apply throughout Rose City. Program-specific requirements apply only where they are relevant. For example, travel-team attendance and commitment requirements do not automatically apply to a recreational clinic.

Everyone attending a Rose City practice, competition, meeting, trip, hotel stay, training session or other activity is expected to follow the applicable portions of this handbook.

SECTION 3 / PART 1

Club Philosophy and Values

OUR MEASURE OF SUCCESS

Winning matters, but it is not the only measure of a successful season.



DEVELOPMENT. TEAMWORK. RESILIENCE. PRIDE.

Rose City is committed to an environment that is safe, inclusive, respectful, competitive, developmental, positive, accountable, team-oriented and supportive of families.

Volleyball should help athletes develop more than sport-specific skills. Through participation, athletes should learn commitment, responsibility, resilience, teamwork, effort, humility, leadership, respect and confidence.

Winning matters, but it is not the only measure of a successful season. Success also includes athlete development, team growth, meaningful competition, positive relationships and pride in representing Rose City United.

Rose City will make good-faith efforts to provide quality coaching, clear expectations and a positive environment. Athletes and families, in turn, are expected to contribute through effort, commitment, respectful conduct, honest communication and support for the team.

SECTION 4 / PART 1

Relationship to Governing Bodies and Facilities

Rose City participates in the OVA and Volleyball Canada systems and may enter selected events in the United States, including events governed by AAU or other organizers.

Participants must follow the applicable rules, policies, procedures and codes of conduct of:

- Rose City United Volleyball Club;
- the Ontario Volleyball Association;
- Volleyball Canada;
- AAU or other event organizers, where applicable;
- schools, school boards, community facilities and private venues used by the club; and
- applicable municipal, provincial, federal, state and border authorities.

If this handbook conflicts with a mandatory governing-body, legal, facility or event requirement, that mandatory requirement controls. Rose City may establish club expectations that are clearer, more detailed or more protective, provided they do not conflict with an applicable requirement.

External rules can change. Rose City may update its procedures when required to remain compliant and will communicate material changes to affected participants.

SECTION 5 / PART 1

Safe Sport Commitment

CORE STANDARD**Interactions with athletes must be open, observable and justifiable.**

Rose City is committed to an athlete-centred environment free from abuse and other prohibited conduct. Abuse, maltreatment, grooming, bullying, cyberbullying, harassment, discrimination, hazing, sexual misconduct, threats, violence, retaliation, serious boundary violations and unsafe conduct are not acceptable.

All Persons in Authority—including coaches, club leaders, trainers, chaperones and designated volunteers—must maintain appropriate boundaries and make meaningful efforts to keep interactions with athletes open, observable and justifiable. This applies to in-person contact, electronic communication, transportation, hotel settings, medical assistance and other potentially vulnerable situations.

Routine team concerns should normally follow the communication process in this handbook. A concern that may involve abuse, maltreatment, serious harassment or discrimination, retaliation, serious boundary violations or another Safe Sport issue may be reported directly to the Club Director, a designated alternate, the OVA or another appropriate authority. Rose City will not require a person to complete the ordinary team process before making an appropriate safety or misconduct report.

Rose City may take reasonable temporary protective measures while the proper reporting process is determined. A temporary measure is not a finding that wrongdoing occurred.

No one will be penalized for raising a concern honestly and in good faith, participating truthfully in a review or supporting another participant. This does not protect knowingly false, malicious or retaliatory conduct.

Immediate danger must be reported to 911. A person who has reasonable grounds to suspect that a child may need protection must make any report required by Ontario law directly to a children's aid society. Reporting internally to Rose City or externally to a sport organization does not replace a legal reporting obligation.

SECTION 6 / PART 1

Respect in Sport Parent Program

FAMILY ACTION

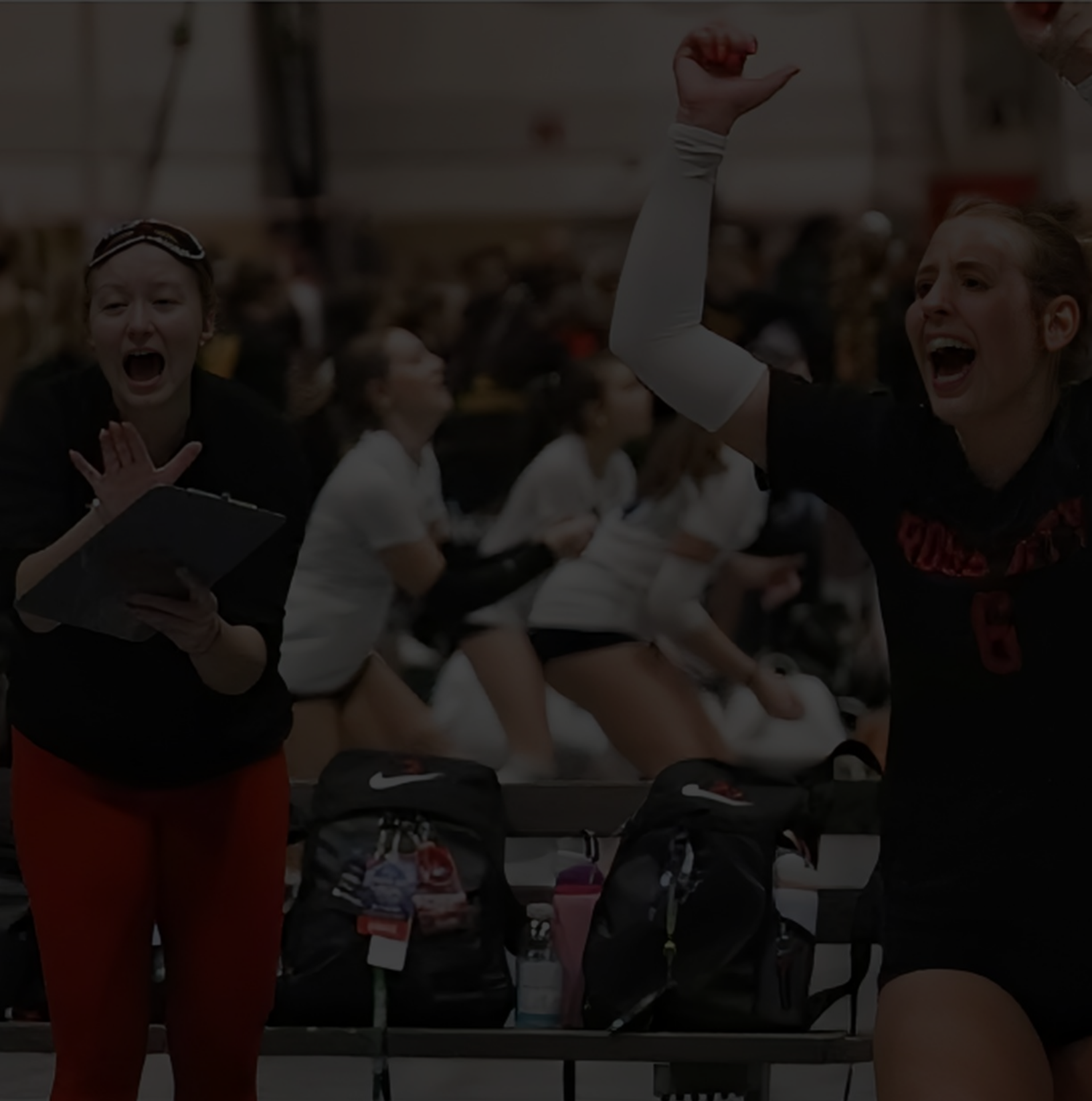
Complete the course or import, then ensure the certificate number appears in the athlete's MRS profile.

For athletes on teams participating in OVA competition, at least one parent or guardian must complete the Respect in Sport Parent Program and ensure that the certificate number is entered in the athlete's OVA Membership Registration System (MRS) profile by the applicable deadline.

A Respect in Sport Parent certificate completed through another sport may be imported and used for volleyball. The parent or guardian does not need to repeat the course, but must complete the required import process and ensure that the certificate number appears in the athlete's MRS profile.

The Activity Leader course for coaches is different from the Parent Program and does not replace the parent requirement.

Failure to complete the requirement may make the athlete ineligible for OVA competition, including the Ontario Championships, until the matter is corrected. Families are responsible for completing the course or import and entering the number. Rose City may provide reminders and reasonable assistance but cannot complete the requirement on a family's behalf.



PART 2 / SECTIONS 7-12

EXPECTATIONS & COMMUNICATION

Participants • Athletes • Families • Coaches • Attendance

SECTION 7 / PART 2

General Participant Expectations

All Rose City participants are expected to:

- treat others with dignity and respect;
- support a safe, inclusive and positive environment;
- communicate honestly, appropriately and through the proper channels;
- follow reasonable coach, club, facility and event instructions;
- respect teammates, opponents, coaches, officials, volunteers, families and spectators;
- avoid behaviour that disrupts a team, program or club activity;
- respect facilities, equipment and personal property;
- follow safety requirements;
- represent Rose City positively in person, online and in the community; and
- understand that their conduct affects the experience of others.

Conduct outside a formal club activity may be addressed when it has a meaningful connection to Rose City and materially affects participant safety, the team environment or club operations.

SECTION 8 / PART 2

Athlete Code of Conduct

Athletes are expected to:

- 1 Attend scheduled practices, games, tournaments, meetings and team activities regularly and on time.
- 2 Arrive prepared with the required clothing, footwear, water, uniform and equipment.
- 3 Give consistent effort and remain willing to learn.
- 4 Accept coaching feedback respectfully.
- 5 Treat teammates, coaches, officials, opponents, families, volunteers and spectators with respect.
- 6 Support teammates on and off the court and avoid gossip, bullying, exclusion, intimidation and harassment.
- 7 Follow team, travel, curfew, facility and safety rules.
- 8 Demonstrate good sportsmanship before, during and after competition.
- 9 Share team responsibilities such as scorekeeping, lining, officiating, ball retrieval, setup and cleanup.
- 10 Remain attentive and supportive while on the bench.
- 11 Avoid arguing with officials, opponents, teammates, parents or coaches.
- 12 Respect club equipment, facilities, hotels, restaurants and host venues.
- 13 Communicate absences, injuries and conflicts honestly and as early as possible.
- 14 Avoid prohibited substances and unsafe conduct at club activities.
- 15 Represent Rose City positively in person and online.

Athletes are ambassadors of Rose City. Their conduct reflects on themselves, their team, their family and the club.

SECTION 9 / PART 2

Parent and Guardian Code of Conduct

PLAYING-TIME PHILOSOPHY**Fair does not mean equal.**

Parents and guardians play an important role in the athlete experience. They are expected to:

- 1 Encourage and support all athletes, not only their own child.
- 2 Treat coaches, officials, opponents, volunteers, club staff, spectators and other families respectfully.
- 3 Allow coaches to coach and athletes to play without sideline instruction.
- 4 Support Rose City's playing-time philosophy and understand that fair does not mean equal.
- 5 Avoid public criticism, gossip, divisive group-chat discussion and attempts to rally families against an individual or decision.
- 6 Wait at least 24 hours before raising an emotionally charged competition-related concern, unless safety or urgency requires prompt contact.
- 7 Use the communication and complaint process in this handbook.
- 8 Ensure that their athlete has reliable transportation and is picked up promptly.
- 9 Inform the head coach of injuries, illness, absences or other circumstances that may affect safe participation.
- 10 Ensure that relatives, guests and spectators connected to their athlete follow club expectations.
- 11 Follow facility, hotel, tournament and club instructions.
- 12 Avoid harassment, intimidation, threats, abusive conduct and actions that undermine a coach, athlete, team, volunteer or the club.

Parents and guardians are encouraged to cheer, volunteer, ask appropriate questions and help create the positive experience Rose City is working to provide.

SECTION 10 / PART 2

Protection of Coaches, Volunteers and Staff

Rose City depends on coaches, volunteers, parent helpers, coordinators and administrators who contribute substantial time for athletes and families. Good-faith questions and concerns are welcome; abusive conduct is not.

The club will not tolerate harassment, threats, intimidation, personal attacks, abusive or excessive messages, repeated hostile communication, public shaming, group-chat campaigns, social media attacks, retaliation, defamation or attempts to bully or manipulate a coach, volunteer or staff member.

Disagreement with a decision concerning playing time, tactics, awards, team selection, roster placement, discipline, fees or refunds does not justify harmful behaviour.

When conduct becomes threatening, abusive, disruptive or unworkable, Rose City may limit communication to a designated channel, require communication through the Club Director, restrict a spectator's attendance or take other proportionate disciplinary action. These protections do not prevent anyone from raising an honest concern through the proper process.

SECTION 11 / PART 2

Communication Policy

COMMUNICATION

Respectful questions are welcome. Hostile, threatening, insulting, excessive, harassing or abusive messages are not.

11.1 Club Communication Channels

Rose City may use LeagueApps, email, team applications or chats, coach messages, parent meetings, the club website and club announcements. Families are responsible for keeping their contact information current and checking the standard channels regularly.

11.2 Split or Separate Households

Where an athlete's family uses more than one household, each parent or guardian is responsible for ensuring that the club has accurate contact information and for sharing information with any other person who needs it. Additional guardians should be added to LeagueApps where the platform permits.

Rose City will make reasonable efforts to include all listed guardians in important communications, but the club cannot control every platform limitation. The primary account holder remains responsible for ensuring that other guardians receive necessary information.

Any custody order, contact restriction or pickup restriction affecting the athlete must be communicated privately and promptly to the head coach, together with only the information reasonably necessary to follow it. The head coach will involve the Club Director when the situation requires club-level support, creates uncertainty or becomes a safety or operational concern.

11.3 The 24-Hour Rule

Parents and guardians should wait at least 24 hours before contacting a coach about an emotionally charged issue following a match, tournament, playing-time decision or conflict. This does not apply to urgent safety issues, medical concerns, travel emergencies or time-sensitive logistics.

11.4 Normal Communication Path

Concerns should generally be addressed in this order:

- 1 the athlete speaks with the head coach, where age-appropriate;
- 2 the parent or guardian contacts the head coach respectfully; and
- 3 if the matter remains unresolved or has become significant, the parent or guardian contacts the Club Director.

The process should not be bypassed through public criticism, online posts or group campaigns. Serious safety or Safe Sport concerns may go directly to the appropriate internal or external reporting channel.

11.5 Appropriate Coaching Discussions

Coaches may discuss an athlete's development, effort, attitude, attendance, skills, behaviour, areas for improvement and general team role. Coaches are not required to debate comparisons with other athletes, tactics, lineups, substitutions, awards or another participant's private information, performance or discipline.

11.6 Respectful Communication

Communication must remain respectful and reasonably focused. Hostile, threatening, insulting, excessive, harassing or abusive messages may result in communication being limited to email, routed through a designated club representative or addressed through the discipline process.

SECTION 12 / PART 2

Attendance Policy

12.1 Practices

Athletes are expected to attend scheduled practices unless excused. They should arrive early enough to be dressed, equipped and ready at the scheduled start time.

Athletes are expected to assist with reasonable equipment setup and takedown. They should not leave before team responsibilities are complete unless excused by the coach.

12.2 Tournaments, Games and Team Activities

Travel athletes are expected to attend scheduled tournaments, exhibition games, team activities and championship events. Absences affect lineups, substitutions, positions, officiating duties and team systems.

12.3 Reporting an Absence

An absence or late arrival should be reported to the head coach as early as possible, with an honest explanation. Families are not required to disclose unnecessary private details, but withholding important information or misrepresenting the reason for an absence may be addressed as a conduct issue.

12.4 Effect of Attendance

Missed practices, late arrivals, missed events, poor communication or repeated absences may affect playing time, role, lineup placement or team status.

12.5 Conflicts with Other Activities

An athlete who expects to miss a Rose City commitment for another activity must discuss the conflict with the head coach in advance and receive the head coach's approval. The Club Director does not need to be involved in ordinary scheduling discussions unless the issue becomes repeated, significant, dishonest or unresolved.

This section does not authorize an athlete to play for another indoor volleyball club during the Rose City season. Section 16 applies to outside club participation.



PART 3 / SECTIONS 13-16

ATHLETE EXPERIENCE & COMPETITION

Playing Time • Selection • Commitment • Outside Programs

SECTION 13 / PART 3

Playing Time Policy

KEY POINT

Fair does not mean equal. Some athletes will play more than others.



FAIR DOES NOT MEAN EQUAL.

Rose City's goal is to provide travel athletes with meaningful opportunities to develop and compete. All healthy and eligible athletes who attend, meet team expectations and are available for an event will receive opportunities to play over the course of the season. Rose City does not promise equal playing time.

Fair does not mean equal. Some athletes will play more than others. Coaches may consider:

- attendance, punctuality and communication;
- effort, attitude, behaviour and coachability;
- skill level, readiness and practice performance;
- position, team systems, matchups and lineup balance;
- game performance and stage of competition;
- athlete development, safety and team needs; and
- the athlete's commitment to team responsibilities.

Coaches are encouraged to create development opportunities, particularly where the competitive situation permits. During playoffs, elimination rounds, deciding sets, championship matches or other high-pressure situations, a coach may use the lineup believed to give the team the strongest opportunity to perform.

No athlete is guaranteed to appear in every set, including third sets, playoff sets or elimination matches. Playing-time concerns must be raised through the communication process. Coaches will discuss the athlete asking the question but will not compare that athlete's playing time or performance with another athlete.

SECTION 14 / PART 3

Team Selection, Roster Placement and Awards

Team selection, roster placement, roles and awards are determined by coaches, evaluators and club leadership according to the needs of the team and club.

Factors may include skill, position, athletic ability, coachability, attitude, work ethic, commitment, attendance, leadership, behaviour, long-term development, competitive level, roster balance and team needs.

No athlete is guaranteed a particular team, coach, teammate, position, role, lineup, starting position, amount of playing time, award, ranking, scholarship opportunity, tournament result or championship outcome.

Selection and award decisions involve judgment. Athletes and families may respectfully ask for information about their own athlete, but they are expected to respond to disappointment with maturity and respect.

SECTION 15 / PART 3

Travel Team Commitment

COMMITMENT

Accepting a Rose City travel-team position is a season-long commitment.

Accepting a Rose City travel-team position is a season-long commitment. The athlete and family commit to the team's practices, competitions, championships, meetings, club activities, financial obligations, behaviour standards and communication expectations.

A roster spot has substantial value. After acceptance, Rose City may decline other athletes, register the team for events, order customized clothing, assign coaches, reserve facilities and plan a season based on the confirmed roster.

Families should disclose known conflicts before accepting an offer. A later withdrawal may affect the athlete, teammates, coaching plan, budget and opportunities available to other athletes. Withdrawal does not automatically remove the family's financial obligations; Sections 17 and 18 apply.

SECTION 16 / PART 3

Participation with Other Volleyball Clubs and Programs

OUTSIDE CLUBS

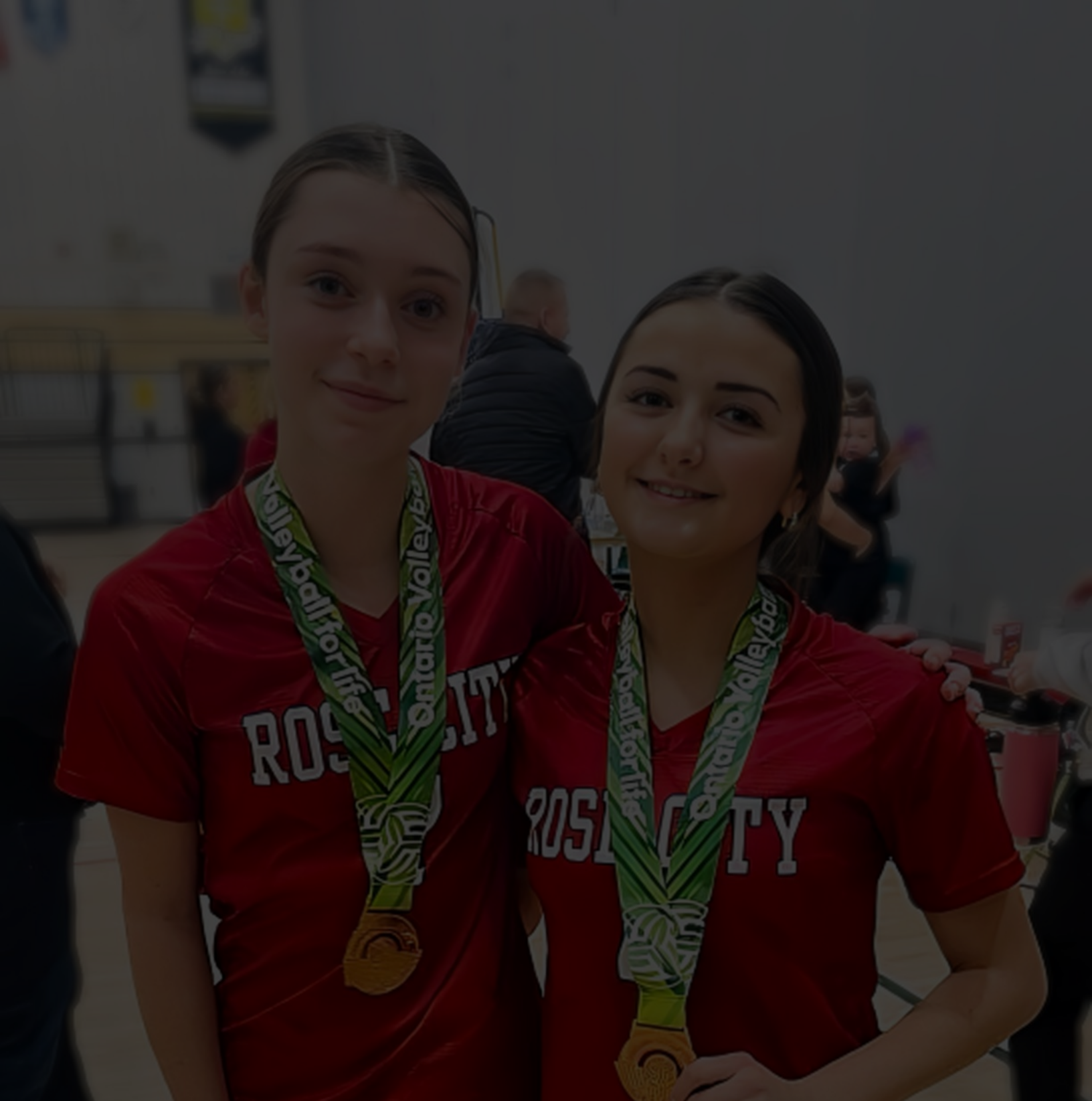
An athlete may not play for another competitive indoor volleyball club or team during the Rose City season.

Once an athlete accepts and registers with a Rose City indoor travel team, the athlete may not register with, compete for, guest-play with or join another competitive indoor volleyball club or team in Canada or the United States during the Rose City season.

This restriction does not normally prevent participation in school volleyball, beach volleyball, private lessons, position training, camps, clinics or other individual development opportunities, provided they do not create an eligibility issue or materially interfere with Rose City commitments. Scheduling conflicts must be discussed with the head coach in advance under Section 12.

An athlete wishing to leave Rose City for another indoor club during the season must notify the Club Director in writing, formally withdraw and complete any release, transfer or registration process required by Rose City, the OVA, Volleyball Canada, the receiving organization or an event organizer. The Club Director will handle the club's part of that process. A withdrawal, transfer or release does not automatically eliminate outstanding financial obligations.

Families should not assume that registration in another country or system avoids applicable eligibility or commitment rules. Where an unusual opportunity creates uncertainty, the family must consult the Club Director before participating.



PART 4 / SECTIONS 17-20

FINANCIAL COMMITMENT & TRAVEL

Fees • Refunds • Programs • Transportation • Hotels

SECTION 17 / PART 4

Financial Policy — Travel Teams

17.1 Cost-Based Fees

Travel-team fees are based on the projected cost of operating the team and may include facility time, uniforms and clothing, tournament fees, coaching expenses, club operations, banquet costs, governing-body registration, LeagueApps fees, equipment and other necessary expenses. Rose City does not set fees for the purpose of earning a profit from families.

17.2 Roster-Based and Fixed Costs

Team fees are established using the planned roster and season. Many costs are fixed, prepaid or committed early. If an athlete withdraws, is dismissed, becomes injured or misses an event, the team's costs do not automatically decrease, and the club cannot simply transfer that shortfall to the remaining families.

17.3 Standard Payment Choices

For the 2026-27 season, families will be offered three standard payment choices:

- 1 payment in full when the athlete completes team registration;
- 2 two installments, with 50% paid at registration and 50% paid on January 15; or
- 3 four installments, with \$500 paid at registration and the remaining balance divided among November 15, January 15 and February 15.

The first payment is due during registration. Auto Pay will be required for remaining standard installments where LeagueApps provides that option. The full balance is due by February 15. No discount is offered for payment in full.

Choosing installments does not limit the family's responsibility to the installments already paid. Acceptance of the roster position creates responsibility for the full season fee, subject to an adjustment approved under Section 18.

17.4 Financial Difficulty and Overdue Accounts

A family anticipating financial difficulty or experiencing a failed payment should contact the Club Director privately and as early as possible. A reasonable alternative arrangement may be approved case by case.

Continued non-payment or repeated failed payments without communication may affect participation or future registration, but the family will receive reasonable notice and an opportunity to resolve the account before consequences are considered. Financial matters will be handled privately with the parent or guardian. Coaches are not responsible for collecting fees and should not discuss an account with an athlete.

SECTION 18 / PART 4

Refund Policy — Travel Teams

Accepting a travel-team offer creates a commitment to the full team fee because Rose City makes significant roster-based and non-refundable commitments.

Fixed, prepaid, non-refundable or already-used costs will not be refunded. This includes customized clothing or other items already received and may include governing-body fees, platform fees, tournament entries, facility commitments and other third-party costs that the club cannot recover.

No refund is provided merely because an athlete misses a practice, tournament, game, trip or team activity.

Voluntary withdrawal, injury or a medical condition does not automatically create a refund. A family may submit a written request, and the Club Director will consider the circumstances fairly and compassionately, including timing, unused program value, recoverable costs, amounts paid, outstanding balances, clothing already received, roster impact and whether a replacement can reasonably be added.

Dismissal for a serious or repeated violation by an athlete, parent or guardian will not normally result in a refund or credit. Any recoverable unused portion may still be considered case by case. The financial result does not replace or alter any review right under Section 25.

If Rose City cancels an entire team program or a substantial portion for reasons within the club's control, an appropriate refund or credit will be provided.

Any refund, credit, waived balance or accommodation is based on the individual circumstances and does not create a precedent for another participant or season. An approved credit may first be applied to an outstanding balance.

SECTION 19 / PART 4

Financial and Refund Policy — House League and Development Programs

House league, camps, clinics, open gyms, small-group training and other development programs are separate from travel-team programming and may have program-specific registration and refund terms.

Registration reserves a limited program space. Registration and any required payment must be completed before participation unless Rose City approves another arrangement. A withdrawal request will be considered case by case, based on the unused portion of the program and costs the club can reasonably recover. Registration or processing fees, costs already incurred and clothing or items already received will not be refunded.

Individual missed sessions do not qualify for a refund. This includes absences resulting from illness, vacation, schedule conflicts or a change of mind. Medical and exceptional circumstances may be considered fairly and compassionately.

Rose City uses rented facilities. A session may be cancelled because of a school-board decision, school activity, holiday, weather, emergency or another circumstance beyond the club's reasonable control. Rose City will make reasonable efforts to reschedule when possible; an individual session that cannot be rescheduled will not result in a refund or credit.

If Rose City cancels an entire program, or a substantial portion for reasons within its control, an appropriate refund or credit will be provided.

When a registered house-league athlete accepts a place on a Rose City travel team, the house-league amount already paid will be credited toward the athlete's travel-team fees.

SECTION 20 / PART 4

Travel, Transportation, Hotels and Supervision

TRANSPORTATION

Coach transportation of athletes is not a routine club service and should occur only in limited circumstances.

20.1 Family Responsibility

Families are primarily responsible for transportation, travel costs, hotels, meals, supervision outside team activities, valid border documents and timely arrival. Private carpools arranged between families are not operated or supervised by Rose City.

20.2 Transportation by Coaches

Coaches should not serve as routine transportation for athletes. Occasional or exceptional transportation may occur only with parent or guardian approval, another responsible adult present, and compliance with licensing, insurance, seat-belt and other legal requirements.

A coach or other Person in Authority should not transport an unrelated minor athlete alone. A genuine emergency may require an exception, in which case athlete safety comes first and the parent or guardian and Club Director must be informed as soon as reasonably possible.

20.3 Supervision by Another Family

A parent or guardian may privately arrange for a trusted Rose City family to transport or supervise an athlete. The arrangement must be made directly between the families. The head coach should be told who will supervise the athlete and provided with appropriate emergency contact information.

20.4 Out-of-Country Travel

For travel outside Canada, each family is responsible for confirming current passport, border-entry and consent-letter requirements. Rose City will not collect or store passports.

Out-of-country travel medical insurance is optional and is a family decision. Rose City does not arrange, sell or verify a family's coverage. Families may wish to review their existing coverage and travel needs before departure.

When a minor travels without all parents or legal guardians, the parent or guardian should provide the supervising adult with a signed travel consent letter and the emergency information reasonably needed for the trip.

20.5 Hotels and Private Spaces

Athletes and families must respect hotel property, staff, guests, curfews and team rules. Unsafe conduct, excessive noise, property damage, inappropriate room visits, substance violations and behaviour that reflects poorly on the team are prohibited.

A coach or other Person in Authority must not share a hotel room or private sleeping space with an unrelated minor athlete and should not enter an athlete's hotel room alone. Room checks, welfare checks and necessary conversations should involve two appropriate adults whenever reasonably possible or otherwise remain open and observable. Team meetings should occur in an appropriate

common area or with more than one adult present.

Coaches and other Persons in Authority should not be inside a change room while minor athletes are changing. If entry is necessary because of an emergency, safety concern or legitimate team need, the adult should announce themselves and another appropriate adult should be present whenever reasonably possible.



PART 5 / SECTIONS 21-28

CONDUCT, SAFETY & ACCOUNTABILITY

Digital Conduct • Privacy • Complaints • Discipline • Health

SECTION 21 / PART 5

Social Media and Digital Conduct



REPRESENT ROSE CITY POSITIVELY - IN PERSON AND ONLINE.

Respectful conduct is required in team chats, text messages, email, direct messages, social media, gaming platforms, shared photo or video spaces and other digital communication connected to club relationships.

Participants must not use digital communication to abuse, bully, cyberbully, harass, discriminate, threaten, humiliate, deliberately exclude or target another person. They must not spread rumours, disclose confidential or private information, share screenshots for a harmful purpose, misrepresent the club or encourage others to attack a participant or decision.

Coaches and other Persons in Authority should communicate with athletes in ways that are open, observable and justifiable. Group channels are preferred. When individual electronic communication with a minor athlete is reasonably necessary, a parent, guardian or appropriate adult should be included whenever practical. Secret or disappearing-message communication with athletes is not appropriate.

Photos, videos, uniforms, logos and club information must not be used in a misleading, degrading or harmful way. Concerns should be raised through the proper process, not through public campaigns.

Rose City may address online conduct when it is connected to the club and materially affects an athlete, team, coach, volunteer or club operation.

SECTION 22 / PART 5

Privacy, Recording, Photography and Media Consent

Rose City will make reasonable efforts to protect personal information collected for registration, communication, programming, safety and club administration. Participants must not share another person's medical information, family circumstances, discipline, contact details or other private information without an appropriate reason and permission.

Private meetings, phone calls, disciplinary discussions and one-to-one conversations should not be recorded without the knowledge and consent of the people involved. Nothing in this expectation prevents conduct that is protected or required by law, but undisclosed recording may damage trust and may be addressed when it is contrary to club expectations.

Photography or video recording is prohibited in change rooms, washrooms and other private areas.

LeagueApps registration will provide a clear yes-or-no choice concerning Rose City's use of an athlete's identifiable image for club promotion, social media, recognition, team memories and communication. A family's choice will not affect the athlete's ability to participate.

If consent is not given, Rose City will make reasonable efforts not to publish identifiable images of the athlete. The club cannot guarantee that an athlete will never appear incidentally in the background of a public event, livestream, spectator image or third-party tournament coverage beyond Rose City's control. Families should communicate any specific safety concern promptly.

No photo, video or recording may be used to embarrass, mock, harass or target a participant.

SECTION 23 / PART 5

Concerns, Complaints and Conflict Resolution

REPORTING

Safety and Safe Sport concerns may go directly to the appropriate internal or external channel.

Rose City uses different pathways for routine club concerns and possible Safe Sport or OVA discipline matters.

23.1 Routine Team and Club Concerns

Playing time, roles, positions, substitutions, attendance, expectations, scheduling, communication, fees, refunds, minor interpersonal issues and general coaching concerns normally follow the process in Section 11. The 24-hour rule applies to emotionally charged competition matters unless safety requires prompt attention.

A disagreement with a coaching, selection or team decision is not automatically misconduct. Ordinary volleyball judgments remain club matters unless the concern also involves prohibited conduct.

23.2 Formal Escalation Within Rose City

When a routine concern is formally escalated, Rose City will normally ask for a brief written summary by email identifying the concern, approximate date or event, people directly involved, reasonable steps already taken and the outcome requested. No special complaint form is required.

The written summary creates a common record and is not intended to make the process intimidating. The Club Director or alternate may speak with the person by phone or in person and may resolve routine matters informally. Urgent safety concerns must not be delayed because a written summary has not yet been provided.

Rose City will respond within a reasonable time, recognizing that timing depends on complexity and the information required. People directly affected will ordinarily have a reasonable opportunity to understand and respond to a concern before a final club decision is made, unless immediate protective action is necessary.

23.3 Privacy, Fairness and Closure

Concerns will be handled as privately as reasonably possible. Information will be shared only with people who need it to review the matter, protect participants or meet a governing or legal obligation. Complete confidentiality cannot be promised.

Raising a concern does not establish that misconduct occurred. Everyone involved will be treated with dignity and fairness. At the end of a routine internal matter, Rose City will communicate appropriate closure to the people directly involved but will not disclose another participant's private, medical, personnel or discipline information.

Formal records will be stored securely, with access limited to people who reasonably require it, and retained only as long as reasonably necessary.

23.4 When the Proper Path Is Uncertain

An athlete or parent may contact the Club Director or an alternate when unsure whether a concern is routine or may fall under OVA or Safe Sport jurisdiction. Rose City will record only the information reasonably necessary to understand and route the concern.

If the information could reasonably allege a UCCMS or other externally governed violation, Rose City may forward it to the OVA's independent third-party Discipline Chair, Sport Dispute Management Inc. (SDM), so jurisdiction and process can be determined. Rose City will not first conduct a full witness investigation, decide credibility or attempt to prove or disprove the allegation.

23.5 Alternate Internal Contacts

Rose City will designate alternate internal contacts when the Club Director is involved, has a conflict, is unavailable or there is another legitimate reason to use an alternate. For the 2026-27 season, Mark Dupuis and Ron Mailloux serve as equal alternate intake and routing contacts. If either has a conflict, the other may be used. These appointments will be reviewed before each season.

23.6 External and Emergency Reporting

Potential abuse, maltreatment, grooming, sexual misconduct, serious harassment or discrimination, serious boundary violations, retaliation, threats, neglect or other prohibited conduct may be reported directly to the OVA or other appropriate authority. Rose City will cooperate with the applicable external process.

Immediate danger must be reported to 911. Child-protection reporting duties must be fulfilled directly. An internal report does not replace those obligations.

SECTION 24 / PART 5

Discipline Policy

Rose City may address violations by athletes, parents, guardians, spectators, coaches, volunteers or other participants.

Head coaches may handle routine team behaviour, clarify expectations, involve parents and make reasonable immediate participation decisions during practices or competitions. Assistant coaches may support the process but should not independently impose major consequences.

Formal suspension, removal from a team or event, dismissal from the club or another major club-level consequence requires a decision by the Club Director. When the Club Director has a conflict or is directly involved, a designated alternate will act.

Possible responses include a conversation, clarification, verbal or written warning, meeting, behaviour agreement, improvement plan, restricted communication, loss of a privilege, adjusted participation, removal from an activity, spectator restriction, suspension, dismissal, referral to a governing body or another proportionate measure.

Rose City will normally respond progressively and proportionately, considering age, seriousness, harm, prior concerns, communication, accountability and willingness to improve. Every step is not required. Serious misconduct or an immediate safety concern may justify urgent action or a more significant consequence without earlier warnings.

A person who may be adversely affected will ordinarily receive a reasonable opportunity to understand and respond to the concern before a final decision. Rose City may impose temporary protective measures when reasonably necessary; such a measure is not a finding of misconduct.

Parent or guardian conduct may affect an athlete's participation when necessary to protect athletes, coaches, volunteers or the team environment. This step will not be taken lightly.

Any financial adjustment following withdrawal or dismissal is governed by the applicable refund policy, not by the discipline process.

SECTION 25 / PART 5

Review of Major Disciplinary Decisions

A person directly affected by a major Rose City disciplinary decision—such as a lengthy suspension, dismissal or significant spectator restriction—may submit one written request for reconsideration within seven calendar days of the decision.

The request should identify:

- the decision being challenged;
- why reconsideration is requested;
- information that was overlooked or was not reasonably available earlier;
- any significant concern about the process or a conflict of interest; and
- the outcome requested.

Disagreement alone is not enough. The request should identify relevant new information, a significant procedural issue or a consequence that is clearly unreasonable in the circumstances.

A major decision made by a coach will be reviewed by the Club Director. If the Club Director made the decision, was directly involved or has a conflict, a designated alternate will conduct the review. Rose City will not maintain a standing appeal committee, although the reviewer may consult an appropriate executive member or adviser.

The reviewer may confirm, modify or overturn the decision, or return the matter for further consideration. The original decision remains in effect while the review is pending unless the reviewer determines otherwise.

Tryout evaluations, team selection, roster placement, positions, roles, playing time, lineups, substitutions, tactics, awards, routine coaching judgments and ordinary team corrective measures are not subject to this formal review process. A family may still seek respectful clarification through the normal communication process.

The reconsideration decision is final within Rose City, subject to any separate right or process available through the OVA, SDM or another governing body.

SECTION 26 / PART 5

Facility and Equipment Expectations

EQUIPMENT CARE

Coaches are strongly encouraged to take good care of club equipment and report missing or damaged items.

Rose City rents and uses facilities belonging to schools and other community partners. Athletes, coaches and families must respect each facility, follow posted rules, remain within authorized areas and leave the space clean and orderly.

Teams are expected to assist with reasonable setup and cleanup duties. Any facility damage, safety concern or equipment problem should be reported promptly to the head coach or Club Director.

Club equipment issued to a team or coach will be recorded in the club's equipment inventory. Coaches are strongly encouraged to take good care of the equipment, keep track of where it is stored and return it when requested or at the end of the season.

Normal wear and tear and occasional losses may occur during a volleyball season. Missing or damaged equipment should be reported to the Club Director so that the club can maintain an accurate inventory and arrange for replacement when necessary.

Athletes and families may use club equipment only with the permission of a coach and may not remove it from a facility, team cart or storage location without authorization.

Rose City is not responsible for personal belongings that are lost, stolen or damaged at practices, tournaments, programs or other club activities.

SECTION 27 / PART 5

Health, Injuries, Concussions and Return to Participation

HEALTH & SAFETY

Coaches may modify or stop participation when there is a reasonable safety concern.

Athletes and parents or guardians must promptly inform the head coach of any illness, injury, concussion, medical restriction or other health concern that may affect the athlete's safe participation. Families are only expected to provide information reasonably necessary for the club to protect the athlete and respond appropriately.

Coaches may modify or stop an athlete's participation when there is a reasonable safety concern. Rose City coaches and volunteers do not diagnose injuries or medical conditions. In an emergency, the club may contact emergency services and the athlete's parent or emergency contact.

27.1 Concussion Safety

Rose City follows Rowan's Law and the applicable OVA concussion requirements. A head coach or another assigned adult will serve as the designated concussion person at each club activity.

If an athlete sustains a significant impact or shows signs or symptoms of a possible concussion:

- the athlete will be removed from participation immediately;
- the parent or guardian will be informed promptly when the athlete is under 18;
- the incident will be recorded and the family will receive the applicable removal and return information;
- the athlete must be assessed by a physician or nurse practitioner before returning as permitted by the applicable protocol; and
- no athlete, parent or coach may override the removal requirement.

If a concussion is diagnosed, the athlete must complete the applicable graduated return-to-sport process and receive medical clearance from a physician or nurse practitioner before unrestricted training, practice or competition. If symptoms return, the athlete must stop participating and inform the coach and parent or guardian.

Athletes, parents or guardians of minors, coaches and other required personnel must review and acknowledge the applicable concussion resources and code of conduct annually through OVA registration or another required process.

27.2 Other Injuries and Medical Restrictions

Athletes should follow the advice of their healthcare provider. Rose City may request confirmation of restrictions or clearance when reasonably necessary to support a safe return.

Families are responsible for arranging any medical assessment, treatment, rehabilitation or documentation needed to support the athlete's recovery and safe return to volleyball.

SECTION 28 / PART 5

Substance Use

Rose City is a youth-sport environment. Athletes may not possess, use, distribute or be under the influence of alcohol, cannabis, illegal drugs, tobacco, vaping products or another impairing or unauthorized substance at a Rose City practice, competition, trip, hotel, team activity, camp, clinic or event.

Coaches, staff and volunteers may not consume an impairing substance while supervising athletes or carrying out club responsibilities and must never transport or supervise athletes while impaired.

Prescription and non-prescription medication should be used as directed. A parent or guardian should inform the head coach of an emergency medication or other medical need when the information is reasonably necessary for athlete safety.

Smoking and vaping must comply with all legal and facility restrictions and may not occur around athletes or in prohibited areas.

Rose City's response will depend on the circumstances and may include removal from the activity, parent or guardian contact, discipline or emergency assistance.



PART 6 / SECTIONS 29-34

PROGRAMS, WAIVERS & ACKNOWLEDGEMENT

Development • Training • Risks • Registration • Records

SECTION 29 / PART 6

House League and Development Program Expectations



LEARN. IMPROVE. BUILD CONFIDENCE. ENJOY VOLLEYBALL.

Rose City house league and development programs are intended to help athletes learn, improve, build confidence and enjoy volleyball in a positive environment.

Athletes are expected to:

- attend regularly where possible and arrive on time;
- wear suitable athletic clothing and indoor footwear and bring water;
- listen to coaches and follow safety instructions;
- treat teammates, coaches, volunteers and facilities with respect; and
- participate with positive effort and good sportsmanship.

Groups or teams may be organized or adjusted according to age, registration numbers, experience, skill, athlete needs and coaching availability. Friend, teammate and coach requests may be considered but cannot be guaranteed.

Rose City will aim to provide balanced opportunities. Exact playing time or participation may vary because of attendance, rotations, positions, safety, program format or the number of athletes present.

Development groups may change as athletes progress or program needs evolve. Placement is not a permanent ranking and does not guarantee travel-team selection, a particular future group or a specific competitive outcome.

Parents and guardians should encourage athletes, support coaches and avoid sideline instruction. Concerns should be raised through the communication process in this handbook.

Schedules, locations and program formats may change when necessary. Rose City will communicate material changes as early as reasonably possible.

SECTION 30 / PART 6

Camps, Clinics, Open Gyms and Small-Group Training

Rose City may offer camps, clinics, open gyms, position training and small-group sessions for different ages, experience levels and purposes. Each offering may have its own schedule, eligibility, capacity, registration requirements and fee.

An athlete must be properly registered or invited before participating. Space may be limited, and participation in one offering does not guarantee a place in a future program.

Groups may be adjusted according to age, experience, position, skill, safety, attendance and the purpose of the session. Small groups may be designed around particular positions or development needs.

Participation does not guarantee selection to a travel team, placement in a particular group, a specific position, playing time or future invitations.

Open gyms may be less structured than coached practices, but all participants must still follow conduct, effort, safety, facility and respect expectations. Parents and guardians are responsible for timely pickup.

Rose City may change a schedule, location, format or instructor when necessary and will communicate material changes as early as reasonably possible.

SECTION 31 / PART 6

No Guarantees

NO PROMISED OUTCOME

Registration fees purchase access to the applicable program and services, not a promised outcome.

Rose City commits to good-faith efforts to provide quality coaching, athlete development and a positive volleyball environment. Participation does not guarantee a particular result, including:

- selection to a future team or program;
- a particular coach, teammate, group, team, position, role, lineup or amount of playing time;
- wins, rankings, medals, championships or placement in a particular competitive division;
- awards, recruiting exposure, scholarships or post-secondary opportunities; or
- fixed practice schedules, facilities, tournaments, travel plans or roster sizes.

Registration fees purchase access to the applicable program and services, not a promised outcome.

Rose City will make reasonable efforts to deliver the program described, but changes may be required because of registration numbers, facility availability, coaching changes, tournament organizers, governing-body decisions, weather, safety concerns or other circumstances beyond the club's reasonable control. Material changes will be communicated.

Athlete development is influenced by many factors. Athletes will not progress at the same rate or achieve the same outcomes.

SECTION 32 / PART 6

Participation Risks and Required Waivers

Volleyball and related activities involve risks associated with physical activity, balls and equipment, collisions, falls, facilities, travel, illness and interaction with other participants. Rose City will make reasonable efforts concerning safety, supervision and instruction, but risk cannot be eliminated.

Before participation, athletes and families must complete all registration information, acknowledgements, consents, emergency information, waivers and membership requirements required by Rose City, the OVA, Volleyball Canada, a facility or an event organizer.

Families are responsible for reading the documents presented, providing accurate information and asking questions before agreeing. An athlete may not participate while a required registration, waiver, acknowledgement, membership or payment arrangement remains incomplete.

This handbook does not replace, amend or override a separate waiver, release, assumption-of-risk agreement, governing-body form or facility requirement. Each document applies according to its own terms.

SECTION 33 / PART 6

Handbook Acknowledgement and Agreement

ANNUAL ACKNOWLEDGEMENT

Families, coaches, staff and designated volunteers must renew the applicable acknowledgement each season.

Rose City will provide electronic access to this handbook before or during registration. The handbook will identify its effective or revision date.

The current handbook will also be posted on the Rose City website so participants can access it throughout the year. When an updated version is published, the website will display the current version and Rose City will privately archive the previous version. Website publication does not replace the required electronic acknowledgement.

Through the acknowledgement, the parent or guardian confirms that they:

- received access to the handbook;
- read and understood it;
- reviewed age-appropriate portions with the athlete;
- agree to support the athlete's compliance; and
- know how to ask questions or raise concerns.

Acknowledgement does not mean that every sentence has been memorized, and it does not remove any right that cannot lawfully be waived. It creates a clear record that the family received and agreed to follow the club's expectations.

The parent or guardian will complete the formal electronic acknowledgement for a minor athlete. Athletes should participate in an age-appropriate review of the expectations that apply to them.

Coaches, staff and designated volunteers will complete a separate short electronic acknowledgement covering the handbook, Safe Sport and Rule of Two expectations, required screening and training, professional boundaries, communication, safety and the limits of their authority.

Acknowledgements must be renewed each season. Registration or appointment is not complete until the applicable acknowledgement is submitted. Material changes made during a season will be communicated, and Rose City may require renewed acknowledgement when reasonably appropriate.

SECTION 34 / PART 6

LeagueApps Registration and Electronic Records

REGISTRATION

Registration is incomplete until required information, forms, acknowledgements and payment arrangements are submitted.

LeagueApps is Rose City's primary platform for program registration, payment arrangements, forms, waivers, acknowledgements and family communication.

The adult completing registration is responsible for:

- selecting the correct program;
- providing accurate and current contact, emergency and relevant medical information;
- choosing and maintaining the applicable payment arrangement;
- completing required forms, waivers and acknowledgements;
- updating information when circumstances change; and
- ensuring that other parents or guardians receive necessary information.

Additional guardians should be added where LeagueApps permits. Because some messages may be delivered only to the primary account holder, that person remains responsible for sharing information with other guardians.

The current handbook PDF will be linked or attached during registration. The required acknowledgement will appear after the family has been given access to review the handbook.

LeagueApps may retain the registrant's name, submission date and time, electronic confirmation and other registration records. Rose City may rely on those records to confirm that requirements were completed.

Registration is incomplete until required information, forms, acknowledgements and payment arrangements have been submitted. A family experiencing a technical problem must notify Rose City before the applicable deadline so that a reasonable solution can be arranged.

LeagueApps registration does not replace separate OVA, Volleyball Canada, event, border or facility requirements. Families remain responsible for completing those obligations.

HANDBOOK SUPPORT

Questions



CLARITY. FAIRNESS. CONSISTENCY. ACCOUNTABILITY.

Questions about this handbook or how a section applies should be directed first to the appropriate head coach or program contact and then, where necessary, to the Club Director.

Rose City will review this handbook annually before registration opens. The current public version and effective date will be maintained on the club website.



ONE CLUB. ONE STANDARD.

Safe. Respectful. Developmental. Competitive. Proud.

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