



**FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

**Our Core Values:**

**Honesty  
Caring  
Responsibility  
Respect**

**Welcome to Volunteering  
At SCENIC RIVERS YMCA!**

**Dear Awesome Volunteer,**

**Thank you for choosing to share your experiences and time with us! Volunteering with us is incredibly rewarding and an opportunity to contribute to the lives of our future world leaders!**

**As always, we have some paperwork that we need to go through here. It is important to ensure the safety of our volunteers and our participants that everything here is completed and handed to the Program Director before you have any contact with participants. Here at the YMCA, we are committed to delivering the highest quality programing and we believe that happy, confident and dedicated volunteers are a huge part of our success. Therefore, we offer support and training for all our volunteers. You are never alone here!**

**Glad to have you on the team!**

**Welcome Home!**

**James Collins  
Program Director**



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**Application form (attached)**

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## **Useful Contacts**

**CLARION COUNTY YMCA: (814) 764-3400**

**Program Director:                    programdirector@clarionymca.net  
James Collins**

**Branch Director:                    jkelley@clarionymca.net  
Jesse Kelley**

### **To make a report about a child's welfare:**

**Childline:                                1-800-932-0313  
    <https://www.compass.state.pa.us/cwis/public/home>  
    <http://keepkidssafe.pa.gov/>**



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### **Code of Conduct**

The following policies are intended to assist staff and volunteers in making decisions about interacting with youth. For clarification on any guidance, or to inquire about behaviors not addressed here, contact your supervisor.

No form of abuse will be tolerated and confirmed abuse will result in immediate dismissal from our organization. Our organization will fully cooperate with authorities if allegations of abuse are made that require investigation.

#### **1. Abuse prevention:**

a) Staff and volunteers shall not abuse children or adults in any way, including:

\*physical abuse – hitting, spanking, shaking, slapping, unnecessary restraints.

\*verbal abuse –degrading, threatening, cursing

\*sexual abuse – touching or speaking inappropriately, exposing oneself, sexually orientated conversations.

\*mental/emotional abuse – humiliating, shaming, withholding kindness, being cruel

\*neglect – withholding food, water, shelter or basic care.

\*medical – when false information about illness in a child puts the child at risk of injury and unnecessary medical care.

b. Children may not be disciplined by use of physical punishment or by failing to provide the necessities of care and doing so will be cause for immediate dismissal.

c. Staff and volunteers will refrain from intimate displays of affection toward others in the presence of children, parents, and staff.

d. Profanity, inappropriate jokes, sharing intimate details of one's personal life, and any kind of harassment in the presence of children, parents, volunteers, or other staff is prohibited.

e. Staff and volunteers will not become involved in any inappropriate emotional, romantic or physical relationships with youth, including dating, texting or on-line communications. Such relationships will be reported to the proper authorities.

f. Communicating with members and program participants under the age of 18 through texting or online is prohibited.

g. Staff and volunteers may not single out children for favored attention and may not give gifts to youth or their parents.

h. Program rules and boundaries must be followed, including appropriate touch guidelines. Staff will refrain from full frontal hugging, touching of personal areas, or patting of the buttocks. Other than diapering, children are not to be touched on areas of their bodies that would be covered by a bathing suit.



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## **2. Youth Supervision**

- a. To protect YMCA staff, volunteers, and program members, at no time during a YMCA program or outing may a staff person or volunteer be alone with a single child where he or she cannot be observed by others (elevator, small room, etc). As staff or volunteers supervise children, they should space themselves in such a way that other staff can see them.
- b. Staff and volunteers shall never leave a child unsupervised.
- c. Restroom supervision: Staff will ensure: (1) The restroom is not occupied by suspicious or unknown individuals before allowing children to use the facilities; (2) Children are with an adult staff member and proceed in groups of three or more (e.g. 1 staff and 2 children or 2 staff and 1 child) when using the bathroom; (3) Either 'line of sight' or 'line of sound' supervision is maintained while children are using the facilities; (4) No child, regardless of age, enters a bathroom alone on a field trip; and (5) If staff are assisting younger children, doors to the facility must remain open.
- d. Staff and volunteers should conduct or supervise private activities in pairs – diapering, putting on bathing suits, taking showers, and so on. When this is not feasible, staff should be positioned so that they are visible to others.
- e. Staff and volunteers are not to transport children in their own vehicles or allow youth participants old enough to drive to transport younger children in the program.
- f. The YMCA prohibits staff/volunteers from accepting supervisory responsibilities of participant children outside of YMCA activities. Staff and volunteers may not be alone with children they meet in the YMCA programs outside the YMCA. This includes babysitting, sleepovers, driving or riding in cars, and inviting children to their homes. Any exceptions require a written explanation before the fact and are subject to administrator approval.
- g. Staff and volunteers will avoid affection with youth that cannot be observed by others.
- h. Staff and volunteers will not stare at or comment on youths' bodies.

## **3. Staff and Volunteer Behavior and Transparency**

- a. Staff and volunteers may not have engaged in or been accused or convicted of child abuse, indecency, or injury to a child.
- b. Staff and volunteers must appear clean, neat, and appropriately attired.
- c. Using, possessing, or being under the influence of alcohol or illegal drugs during working hours and in the presence of children is prohibited.
- d. Smoking or use of tobacco in the presence of children or parents during working hours is prohibited.
- e. Possession or use of any type of weapon or explosive device is prohibited in the Y facilities during working hours.



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- f. Staff and volunteers will not access or have sexual oriented materials, including printed or online photography on our organizations property.
- g. Staff and volunteers must be free of physical and psychological conditions that might adversely affect children's physical or mental health. If in doubt, an expert should be consulted.
- h. All staff and volunteers are required to self-report within 72 hours to their YMCA supervisor if they have been arrested or convicted of a crime.
- i. Staff and volunteer will not have secrets with youth and will only give gifts with prior permission.

#### **4. Reporting and youth Welfare**

- a. Staff and volunteers must use positive techniques of guidance, including redirection, positive reinforcement, and encouragement rather than comparison, and criticism. Staff will have age-appropriate expectations and set up guidelines and environments that minimize the need for discipline. Physical restraints of any kind are prohibited including enclosing children in a confined or locked space.
- b. Staff and volunteers will conduct a health check of each child upon their arrival or when the program starts noting any fever, bumps, bruises, burns and so on. Questions or comments will be addressed to the parent or child in a non-threatening way. Staff will document any questionable marks or responses and report to Child Line and supervisor.
- c. Under no circumstances should staff and volunteers release children to anyone other than the authorized parent, guardian, or other adult authorized by the parent or guardian (written parent authorization on file with the YMCA).
- d. Staff and volunteers will act in a caring, honest, respectful, and responsible manner consistent with the mission of the YMCA and treat all children fairly, regardless of sex, race, religion, culture, economic level of the family, or disability at all times.
- e. When staff and volunteers have reasonable cause to suspect child abuse, they shall report it directly to ChildLine at 1-800-932-0313 and then report to the direct supervisor or Executive Director to ensure that appropriate action has been taken. (See procedures for reporting child abuse).
- f. Staff and volunteers are required to read and sign all policies related to identifying, documenting, and reporting child abuse and attend trainings on the subject, as instructed by a supervisor.
- g. Staff and volunteers are to report to a supervisor any other staff or volunteer who violates any of the policies listed in this Code of Conduct. This reporting can be done anonymously via the "contact us" tab of the website. <http://oilcityymca.businesscatalyst.com/contact-us>



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## **5. Youth to Youth Interactions**

Our organization will not tolerate the mistreatment or abuse of one youth by another youth. In addition, our organization will not tolerate any behavior that is classified under the definition of bullying, and to the extent that such actions are disruptive, we will take steps needed to eliminate such behavior.

Bullying is aggressive behavior that is intentional, is repeated over time, and involves an imbalance of power or strength. Bullying can take on various forms, including:

*Physical bullying* – when one person engages in physical force against another person, such as by hitting, punching, pushing, kicking, pinching, or restraining another.

*Verbal bullying* – when someone uses their words to hurt another, such as by belittling or calling another hurtful names.

*Nonverbal or relational bullying* – when one person manipulates a relationship or desired relationship to harm another person. This includes social exclusion, friendship manipulation, or gossip. This type of bullying also includes intimidating another person by using gestures.

*Cyberbullying* – the intentional and overt act of aggression toward another person by way of any technological tool, such as email, instant messages, text messages, digital pictures or images, or website postings (including blogs). Cyberbullying can involve:

- Sending mean, vulgar, or threatening messages or images;
- Posting sensitive, private information about another person;
- Pretending to be someone else in order to make that person look bad; and
- Intentionally excluding someone from an online group.

*Hazing* – an activity expected of someone joining or participating in a group that humiliates, degrades, abuses, or endangers that person regardless of that person's willingness to participate.

*Sexualized bullying* – when bullying involves behaviors that are sexual in nature. Examples of sexualized bullying behaviors include sexting, bullying that involves exposures of private body parts, and verbal bullying involving sexualized language or innuendos.

Anyone who sees an act of bullying, and who then encourages it, is engaging in bullying. This policy applies to all youth, staff and volunteers.

### **How we respond to Bullying:**

All acts of bullying must be challenged immediately. As a volunteer, you have 2 choices on how to respond based on the severity of the act; you must use your judgement to decide the severity. All incidents of bullying must be reported to a line manager.



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- 1)
  - Explain to the perpetrator that what they are doing is bullying. Their behavior and acts are contradictory to the YMCA's core values. This is their first warning to change their behavior.
  - If the behavior continues. Ask the perpetrator to sit out of the activity. After a few minutes (when they have calmed down) remind them that their behavior is bullying, it is against the YMCA's values and it must stop. They will be excluded from the activity for the rest of the session if it happens again
  - If the behavior continues. Ask the perpetrator to sit out for the remainder of the activity. Report to line manager who will fill out an incident report and contact parents.
  - If the behavior continues after a conversation with parents. The perpetrator will not be allowed to continue the rest of the program and no refund will be offered. This may affect their future applications for programs with the YMCA.
- 2)
  - In the event that the bullying is severe; EG: A severe physical altercation, particularly foul language or anything sexualized the perpetrator must be asked to remove themselves from the activity immediately.
  - Line manager must be immediately informed – Line manager will decide further action on a case by case bases, however, parents and appropriate authorities will be informed.

### **Physical Restraint**

Scenic Rivers YMCA does not provide specialist restraint training for their staff or volunteers. We recommend that staff and volunteers use their training to attempt to deescalate hostile situations. However, in the event that a participant, staff member or volunteer are in immediate danger volunteers and staff must use their greater judgement and only intervene as "a means of last resort".





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## **Expectations for you and us**

### **Expectations from you:**

- **With the exception of emergency, you will commit to coaching one practice per week and one game per week for the duration of the program.**
- **You will ensure that the Program Director and all parents of the children in your team are informed of any changes that you make that affect their children.**
- **You will ensure that practice times are structured and meaningful – participants are paying for a service provided by the YMCA.**
- **(For indoor sports) You will book a suitable venue to hold practices.**
- **If, at any time, you feel in need of support; you will contact the Program Director**
- **Your demeanor and coaching style will, at all times, reflect the core values of the YMCA – Honesty, Respect, Responsibility and Caring.**
- **We play games here to promote skill, teamwork, fun and love of the game: the score is always 0-0. You will encourage the children away from keeping score and towards our shared values.**
- **You will report all suspected child abuse to Childline 1-800-932-0313 then to the Program Director.**

### **Expectations from us:**

- **We will provide you with any equipment necessary to fulfill your coaching responsibilities.**
- **We will provide you with support in the form of; session plans, one-on-one coaching conversations and observations of other coaches if requested.**
- **We will communicate any information that affects you or your team quickly.**
- **We will book suitable venues for games.**
- **We will book photographers for team and individual pictures.**
- **We will provide officials (referees) for every game.**



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## **Emergencies and Weather**

**For any Emergency during practice, please dial 9-1-1 first and inform the YMCA at the earliest appropriate opportunity.**

### **Clarion County YMCA Sport Programming Inclement Weather Guidelines**

**The Clarion County YMCA is committed to a safe experience for all participants. However, outdoor activities can be affected by inclement weather. In any situation an adult participant or the parent/guardian of a youth participant has the ultimate authority over their participation for a given situation. However, if inclement weather occurs during a YMCA game or practice, either the YMCA staff or volunteer coaches will make decisions regarding whether games/practices should proceed, be suspended, or be resumed.**

#### **Thunderstorm/ Lightning Policy:**

**While rain, by itself is not necessarily a reason to stop an outdoor activity; a thunderstorm does warrant special precaution. Experts use the following slogans for lightning safety:**

**“If you see it, flee it; if you hear it, clear it!”**

**“Half an hour since thunder roars, now it’s safe to go outdoors!”**

**The National Weather Service (NWS) stresses that lightning can be dangerous from up to 10 miles away from a storm’s edge and that thunder serves as an indicator as it can be heard from 8-10 miles away. Accordingly, at the first sound of thunder safety precautions should be taken. These precautions include getting indoors or**



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**into a hard top vehicle. Then, the individual responsible for the activity is encouraged to use a smart phone app such as “Weatherbug” to assess the track of the storm and can use the “Spark” feature to view lightning strikes in the area to determine if the activity should be suspended or cancelled.**

**The activity may be resumed only after a 30-minute period following the last sound of thunder and/or last flash of lightning.**

#### **Extreme Weather:**

**During periods of extreme heat, coaches and participants should be sure to take plenty of rest breaks, take more frequent water breaks, and monitor players for fatigue. It may be advisable to shorten the duration of activities during extreme heat (i.e. >95 °F heat index) or reschedule.**

**During periods of extreme cold, coaches and participants should be sure to have appropriate clothing and layers for their own safety. Activities may be cancelled in the event of poor or rapidly deteriorating road conditions. Please check YMCA Facebook for all cancellations.**

**Winter Weather Cancellation Policy: We follow the Clarion Area School District for weather-related cancellations. If school is cancelled for the day, the YMCA cancels all daily programs including evening sports practices. If Clarion Area School District after-school sports are cancelled, YMCA evening sports practices are cancelled.**

**During periods of extreme rainfall, activities may be cancelled due to poor field conditions or for visibility or other factors.**



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## **Clearances and Waiver**

**The YMCA takes child protection seriously. In order to comply with legal standards and to uphold our company policies and ethos, we require two clearances valid within the last 5 years.**

- 1. PA child Abuse Clearances**
- 2. Criminal Background check.**

**However, occasionally these can take time to process and so we have a waiver from available to allow you volunteer with us straight away. This expires in 30 days of signing and cannot be extended or resigned within the year.**

**You will not be allowed to volunteer with us until we have either a valid waiver or both background checks.**

**Clearances are FREE and can be accessed from the following sites:**

**PA Criminal Background Check:  
<https://epatch.state.pa.us/Home.jsp>**

**PA Child Abuse History Check  
<https://www.compass.state.pa.us/cwis/public/home>**



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## Child Abuse awareness

**As a volunteer within our YMCA programs, you are a mandated reporter. This means that you are legally obliged to report any suspected child abuse to childline 1-800-932-0313 then to your line manager (Program Director). In the United States there are 5 generally accepted categories of abuse:**

### Physical abuse.

Physical child abuse occurs when a child is purposely physically injured or put at risk of harm by another person.

### Sexual abuse.

Sexual child abuse is any sexual activity with a child, such as fondling, oral-genital contact, intercourse, exploitation or exposure to child pornography.

### Emotional/Verbal abuse.

Emotional child abuse means injuring a child's self-esteem or emotional well-being. It includes verbal and emotional assault — such as continually belittling or berating a child — as well as isolating, ignoring or rejecting a child.

### Medical abuse.

Medical child abuse occurs when someone gives false information about illness in a child that requires medical attention, putting the child at risk of injury and unnecessary medical care.

### Neglect.

Child neglect is failure to provide adequate food, shelter, affection, supervision, education, or dental or medical care.

### Facts:

Approximately 5 children die every day because of child abuse.

1 out of 3 girls and 1 out of 5 boys will be sexually abused before they reach age 18.

90% of child sexual abuse victims know the perpetrator in some way. 68% are abused by a family member.

In 2012, 82.2% of child abuse perpetrators were found to be between the ages of 18-44, of which 39.6% were recorded to be between the ages of 25-34.

In the United States, more than 4 children die from child abuse and neglect on a daily basis. Over 70% of these children are below the age of 3.

2.9 million cases of child abuse are reported every year in the United States.

Children who experience child abuse and neglect are 59% more likely to be arrested as a juvenile, 28% more likely to be arrested as an adult, and 30% more likely to commit violence crime.

About 80% of 21-year-olds who were abused as children met criteria for at least one psychological disorder.

<https://www.dosomething.org/us/facts/11-facts-about-child-abuse>



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## **Symptoms**

A child who's being abused may feel guilty, ashamed or confused. He or she may be afraid to tell anyone about the abuse, especially if the abuser is a parent, other relative or family friend. That's why it's vital to watch for red flags, such as:

Withdrawal from friends or usual activities

Changes in behavior — such as aggression, anger, hostility or hyperactivity — or changes in school performance

Depression, anxiety or unusual fears, or a sudden loss of self-confidence

An apparent lack of supervision

Frequent absences from school

Reluctance to leave school activities, as if he or she doesn't want to go home

Attempts at running away

Rebellious or defiant behavior

Self-harm or attempts at suicide

Specific signs and symptoms depend on the type of abuse and can vary. Keep in mind that warning signs are just that — warning signs. The presence of warning signs doesn't necessarily mean that a child is being abused.

### Physical abuse signs and symptoms

Unexplained injuries, such as bruises, fractures or burns

Injuries that don't match the given explanation

### Sexual abuse signs and symptoms

Sexual behavior or knowledge that's inappropriate for the child's age

Pregnancy or a sexually transmitted infection

Blood in the child's underwear

Statements that he or she was sexually abused

Inappropriate sexual contact with other children

### Emotional abuse signs and symptoms

Delayed or inappropriate emotional development

Loss of self-confidence or self-esteem

Social withdrawal or a loss of interest or enthusiasm

Depression

Avoidance of certain situations, such as refusing to go to school or ride the bus

Desperately seeks affection



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A decrease in school performance or loss of interest in school  
Loss of previously acquired developmental skills

#### Neglect signs and symptoms

Poor growth or weight gain or being overweight  
Poor hygiene  
Lack of clothing or supplies to meet physical needs  
Taking food or money without permission  
Hiding food for later  
Poor record of school attendance  
Lack of appropriate attention for medical, dental or psychological problems or lack of necessary follow-up care

#### Parental behavior

Sometimes a parent's demeanor or behavior sends red flags about child abuse. Warning signs include a parent who:  
Shows little concern for the child  
Appears unable to recognize physical or emotional distress in the child  
Blames the child for the problems  
Consistently belittles or berates the child, and describes the child with negative terms, such as "worthless" or "evil"  
Expects the child to provide him or her with attention and care and seems jealous of other family members getting attention from the child  
Uses harsh physical discipline  
Demands an inappropriate level of physical or academic performance  
Severely limits the child's contact with others  
Offers conflicting or unconvincing explanations for a child's injuries or no explanation at all

Child health experts condemn the use of violence in any form, but some people still use corporal punishment, such as spanking, as a way to discipline their children. Any corporal punishment may leave emotional scars. Parental behaviors that cause pain, physical injury or emotional trauma — even when done in the name of discipline — could be child abuse.

<https://www.mayoclinic.org/diseases-conditions/child-abuse/symptoms-causes/syc-20370864>



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## **Delivering a meaningful practice \*[www.breakthroughbasketball.com](http://www.breakthroughbasketball.com)\***

### ○ **Planning**

Your practices should be structured:

- Warm-up or starter (15m)
- Skill based activity (35m)
- Conclusion where the players can use their new skill. (20m)

There should always be a clear skill or focus to the practice. An observer to the practice and every participant should be able to explain the purpose of the practice.

Here is a list of ideas you can choose from to structure a session.

### Warm ups:

- Two line shootout (how many in a row, time limit, first swoosh)
- Sprints and Jogs
- Passing the ball in a circle and taking a step back (then moving back in) (you can add a time limit)
- In Pairs, put a hoop or target on the ground, they must bounce the ball on the target to other player without moving. (You can take steps back or add a timer)
- Two lines. All players stand in a close line facing the same way; they race to pass the ball over their heads then between their legs. The person at the front then goes to the back
- Dribble the ball with only right hand to one side of the gym then return with only left hand. (Time, use lines for accuracy)





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### Skill based Activity: (Introduce, Demonstrate, Practice)

We advise that you introduce the skill by just explaining what it is and asking why we would use it in a game. Demonstrate the skill in front of the team (more experienced players could also highlight areas of usual misconception) then begin the drill so the team can practice the skill. The reason we are practicing the skill and the skill itself should be clear to players and observers.

Shooting  
Passing  
Dribbling  
Lay Ups  
Jump Stop  
Pivoting  
Screening  
Defense  
Rebounds.

[www.breakthroughbasketball.com/basics/basics.html](http://www.breakthroughbasketball.com/basics/basics.html)

This breaks all these key skills down and offers drills and videos on each.

### Conclusion:

- This is often a game. We advise that emphasis is placed by the coach on looking out for the skill you focused on in the practice.
- Please consider these ways to differentiate the game:
  - o Some players can only use their opposite hand
  - o Some players cannot shoot
  - o Teams must make 5 passes before they shoot
  - o Rotating players out to help officiate
  - o Only certain types of shot or passes are allowed
  - o Certain skills or blocks also count as baskets
  - o Freezing the game at certain points to highlight placement.



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## ○ Behavior Management

Confidence and calm is everything. Your emotions will filter out into the room, like ripples in a pond.

### Key Points:

- **Misbehavior comes from feelings of frustration or inadequacy** - always assume this is the case
- There are no bad children. There is always a reason for behavior. **See misbehavior as curious - not annoying.**
- Set very clear rules at the start and explain why they are there. Rules that appear pointless will not be respected.
- Use the word proud as often as is necessary. Children will often look for approval. If they feel they are doing good they will continue, if they are put down all the time they will shut down.
- Whoever shouts has lost the argument.
- The answer to: "can I tell you a secret?" Is ALWAYS "I can't keep it a secret if I think someone will get hurt". You cannot promise to keep a secret if you cannot, you will ruin their trust in adults if you betray them. The child may not tell you the secret after you say this and you must respect that.

### Minor Crowd Control:

#### Mimicking

This is when you silently hold up your hand – put them behind your head etc. and the class follow. Usually a single clap in here will draw attention also. This is done without you saying anything

Point to something

"Point to something blue. 3...2...1... Point to something soft 3...2...1... Point to something with corners 3...2...1... Point to the oldest here 3...2...1..."

#### Tricky mimicking

"Ignore what I say but do as I do.... Hands up.... Cross your arms... etc" or "Ignore what I do but do as I say... Hands behind you... over yours ears..."



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### Combination Mimic

This is really powerful for improving short term memory and processing multiple instructions. You start with, say, 3 gestures. The class copy when you say go. After every round, add a few until you get to about 6. You can't watch everyone but you can focus on individuals. "Superman, batman, spiderman"... "go"... "Superman, batman, spiderman, hands above you, turn around"... "go"

### Countdown

"I need quiet in 3...(You should be in your seats) I need quiet in 2... (you should be looking at me) I need quiet in 1... (All looking at my marvelous face)"

### **Minor individual management:**

- Ask participants "are you ok?" – "are you with us?"
- Begin the whisper – then return to normal voice. Its epic. Its way more impacting than raising your voice. *"If you can't hear me then you won't know what to-do and if you don't know what to do you will think you are silly and you are not silly, you just didn't hear and you didn't hear because we are still waiting for a few conversations to focus this way. Ok now we can start"*
- Practice or coach closer to more disruptive behaviors, Not close so it's obvious you are watching them but close enough to be a felt presence.

### **Major Crowd Control:**

This is useful for large busy rooms where you have not established control or presence yet.

- "Point to someone who is talking" – You have to point and in a firm voice keep repeating "all should be pointing to those talking" or something similar until "you should all just be pointing at me and my ostentatiously large biceps" – end on a joke to keep the mood light
- "If you can hear my voice clap once \*clap\* If you can hear my voice clap twice \*clap clap\* If you can hear my voice clap 3 times \*clap clap clap\*"
- "Touch something blue... 3...2...1... sit in a seat you have never sat in before 3...2...1... touch something orange...3...2...1... under a table 3...2...1..." This creates like a shoal of fish that you can control.

### **Major individual management:**

This is for when you have an individual behaving outrageously but the group is not allied with them.

You must offer the participant a way out of the situation they are in. We all act like cornered animals when we feel trapped. You don't want to get drawn into the argument you need to dilute the situation. For



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instance if you have someone swearing angrily and posturing themselves aggressively: " I can see you're angry, I need to hear your side of the story – I need to hear everyone's side – That is your way out – That is how we fix this – explain why you're so angry – its got to be off to the side or you will look worse – I'm not accusing you, I don't know what's happened – you need to tell me – but off to the side - That's how we fix this – You explain off to the side – then I can help."

**Intervention:**

This stage is for an after practice conversation where you talk through an event that occurred with the aim of restoring peace. Thereby preventing the event from bubbling over into the next week (or forever). Here are some points to consider:

- Offer them a way out. "How can we fix this?" "What will make this right"
- "The best way to rid yourself of an enemy is to turn them into your friend." If a child is being particularly difficult, ask them for some kind of help. E.g "I know you know loads about this, clearly you have done this before and the others respect you. Look, let's work as a team, you cover this part and I'll take over from here"
- When talking through an argument with two individuals – use "he thinks that" it doesn't matter so much what happened is how the other person felt. The word "misunderstanding" helps a lot here.



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**The Pledges:**

**This is our player's YMCA pledge that we say before every game. It stands as a little reminder why we play. We do not recite the parent's pledge or ask anyone to but it stands as a testimony to the philosophy we expect parents to promote.**

**“Player's Pledge”  
Win or Lose  
I pledge before God  
To play the games as well as I know how  
To obey the rules  
And to be a good sports at all times  
And to improve myself in  
Spirit, mind and body**

**“Parent's Pledge”  
I pledge before God  
To always support my team  
With good sportsmanship and sound judgement  
And to develop my child's self respect  
And to support their participation in the program,**

**The Child First, Sport Second**



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Please print name

**By signing this document, I \_\_\_\_\_**

**agree that I will read and demonstrate the content of:**

**Code of Conduct**

**Expectations for you and us**

**Emergencies and Weather**

**Clearances and Waiver (attached)**

**Child Abuse awareness**

**Delivering a meaningful practice**

- Planning**
- Behavior Management**

**I agree to uphold the principles of this agreement and the values of the YMCA. I understand that any infringement of these may result in my dismissal and/or reporting to the appropriate authorities.**

**Volunteer:**

\_\_\_\_\_

**Program Director:**

\_\_\_\_\_

**Date:** \_\_\_\_\_