



# Parent Handbook

Welcome to City SC! We hope this information packet clearly outlines the expectations we have set forth as a club for our members, and what our members can expect from your experience with City SC. It should provide you with answers to many of your questions regarding the upcoming season. We look forward to having your family as part of our City SC family!

For more information we invite you to visit our website: [www.cityscsouthwest.com](http://www.cityscsouthwest.com)

## **Club Mission/Philosophy**

We build great players and great people. With soccer programming for players of all ages, levels and aspirations, there is a place for everyone in our City. We have both a plan and a pathway to guide each player to achieve their individual goals in soccer, however it is that they define success.

### Our Why:

- To ignite a lifelong passion for the game of soccer
- Bring joy and fun to our community
- Leave a legacy that lasts forever

### Our How:

- Create passion in an environment where players want to play
- To unite a connection between our families and the community in creating an unforgettable experience
- Developing better people, through teaching life lessons, through the means of soccer

### Our Pillars:

- **COMMUNITY-** Making our city healthier, happier and safer. One club for all. Giving Back to our society
- **INNOVATION-** Empower each other to overcome roadblocks. Embrace creativity and new ideas. Think big, take risks, create solutions.
- **TEAM FIRST-** Develop a servant-leader's mindset. Do what's best for the team. Establish connection.
- **YOU-** We believe in you. We want the best for you. We expect the best from you.

## **Organizational Structure**

City SC Southwest is a 501c3 Non Profit organization based in the Temecula Valley, serving the communities of Temecula, Murrieta, Lake Elsinore and Menifee. Our club is comprised of a team of qualified coaches, administrators and dedicated volunteers. We are proud to have a full time administrative staff involved with running daily operations while our Executive Leadership team works closely with our board of directors to make decisions that are in the best interest of the club and all of our members.

### **Directors of Coaching (DOCs) & Heads of Player Development (HOPDs)**

Our Directors of Coaching and Heads of Player Development work closely with our executive directors and technical director to oversee all soccer operations and implementation of club curriculum, philosophy and methodology. They play an integral role in facilitating the individual player development and team formation process and serve as a resource and liaison between players, parents, coaches, staff and executive leadership.

**DOC and HOPD contacts can be accessed online:** <https://cityscsouthwest.com/club-structure/>

## Administrative Staff

**SOCAL League Teams Registrar/  
Front Office Manager:**

Michelle Wells, [michelle@cityscsouthwest.com](mailto:michelle@cityscsouthwest.com)

**Elite Platforms Registrar/Operations Manager  
(MLS/GA/EA/DPL):**

Jenn Bundy, [jenn@cityscsouthwest.com](mailto:jenn@cityscsouthwest.com)

## **Club Communications and Parent Resources**

The Club communicates general information to its members primarily through, Team Snap, email, social media and the club website the Club website ([www.cityscsouthwest.com](http://www.cityscsouthwest.com)). Members are strongly encouraged to check the website regularly and monitor emails daily for important information. Specific information that affects your team such as training and game schedules will be communicated directly through your coach and/or team manager.

The club provides all teams with access to a Premium TeamSnap account to be used for team communication. These accounts are to be used strictly for disseminating information. They are not to be used as a social platform for parents to air grievances and complaints. Concerns regarding your coach, team, or the club should be communicated via our Parent/Player/Coach Communication Policy outlined below.

## **Parent/Player/Coach Communication Policy**

We encourage an open door communication policy between parents, players, coaches, and our directors of coaching.

### **Topics we encourage you to discuss with your coach:**

- 1) Ways to help your player improve
- 2) Short and long term goals for your player
- 3) Club philosophy and player pathway
- 4) Your player's mental, physical and emotional well being

### **Topics that are not up for discussion:**

- 1) Playing time that falls within the Club guidelines
- 2) Team tactics and strategy
- 3) Any player other than your own child

**Should you have any questions or concerns about your child or your team we ask that you follow the protocol below to address the issue:**

**24 Hour Rule:** If you are upset about an incident that has occurred during a game or practice, do not approach your coach on the field immediately following the incident. Please allow 24 hours before contacting the coach to discuss the issue. After 24 hours have elapsed please address the issue through the following channels:

- 1) Discuss the issue with the head coach. *If not resolved...*
- 2) Discuss the issue with the appropriate program director. *If not resolved...*
- 3) Discuss the issue with the appropriate Director of Coaching. *If not resolved...*
- 4) Discuss the issue with the Board of Directors.

Should you need to speak with a Director, email them to set up a time to discuss the issue.

### **Lines of Communication (Who to Contact for...)**

#### **Coach:**

- Questions or concerns related to your child's development
- Questions or concerns regarding the team within the above parent/player/coach communication policy
- Information regarding your player's availability for practices and games
- Club Philosophy, Methodology, and Player Pathway

#### **Team Manager:**

- Scheduling information
- Administrative questions
- Team Fees Budget

#### **Club Registrar/Front Office:**

- Registration Fees and Payment Plan information
- Player registration
- Financial Aid
- Uniform Order Questions
- Fundraising Inquires
- General Questions

### **Parent/Player Contract and Parent Player Code of Conduct**

As part of the online registration process parents are required to review, complete and adhere to our [City SC Parent/Player Contract](#).

Parents and players are also required to sign off on and adhere to our [Player/Parent Code of Conduct](#).

### **The Role of the Parent: Parent Expectations**

As a parent, your job is to support your child in their soccer goals and enjoy watching them play. We ask parents to adhere to our basic Parent Guidelines to help facilitate a positive experience for your player and your team. All parents are expected to adhere to the standards set forth and agreed upon in our [Parent/Player Code of Conduct](#).

As ADULTS on the sideline, we expect our parents and coaches to model professional and respectful behavior for our young players on the pitch. Each coach may have additional parent expectations, but as a club we demand that all parents abide by the following rules:

- 1) **No coaching from the sideline:** Let the coaches coach. Do not instruct or berate your child or anyone else's child at any time during games or practices. Anything you say should be positive and non-instructional.
- 2) **Respect Referees:** Under NO circumstances should parents ever berate or shout at referees.
- 3) **Respect opposing coaches, players and parents:** We expect City SC parents to do their part to de-escalate tense situations on the field by remaining in control of your own actions, words and emotions.
- 4) **Follow proper club communication protocol:** Should you have a complaint, please address it through the appropriate channels, starting with your coach and always respecting the 24 hour rule.
- 5) **Represent the club well in the community:** By enrolling your player in our program, as a parent you are also making a commitment to the program and are expected to represent the club in a positive light off the field. The club reserves the right to remove families from the club who do not comply with club expectations.

**Sideline Behavior Policy:** In addition to the standards outlined above, the club enforces the following policy specifically with regard to player interactions on game day and at training:

- 1) Parents are not to give instructions or criticize players from the sideline. Praise from the sideline, e.g. through applause, is great.
- 2) Parents do not speak 1:1 with their child during the game.
- 3) Parents must watch from the designated spectator areas at each respective field.

**Failure to comply with the policy outlined above will result in the following consequences for parents:**

- First Offense: Formal Warning
- Second Offense: Short Term Ban From Matches
- Third Offense: Permanent Match Ban

### **Player Expectations**

We hold our players to the highest standard of conduct and expect them to represent the club in a positive light both on and off the soccer field. Playing competitive sports is a privilege and should be treated as such. As a member of City SC players are expected to adhere to the following standards:

- Attend all games and practices and arrive on time
- Abide by all team rules and standards set forth by the coach and the Club
- Demonstrate a positive attitude and focused effort to individual player development
- Be respectful of coaches, teammates, parents, referees, and opponents at all times
- Respect the opportunity to play
- Exhibit good sportsmanship at all times

- Wear City SC training jersey to all practices and games
- Consult your coach before guesting or training with other teams
- Demonstrate good judgment away from the field while at school and in the community

## **Club Curriculum and Player Pathway**

We rely on our progressive Player Development Curriculum to standardize learning throughout the Club. Our coaches, Regional and Program Directors work together to ensure players receive the same level of education and training, regardless of which team they are placed on within a specific age-group.

The curriculum is structured in 8-week training cycles and covers the fundamental techniques relative to each age group. It ensures that we are focused on long term development and preparing players for the next step on the player pathway. It means we do not bypass learning the fundamental technical elements of the game in an attempt to win more games at the younger ages. Throughout the season, players may be invited to participate in games/practices with other teams as part of the pathway.

## **Tryouts and Team Selection**

Each year our coaches work together to evaluate players and place them on the team that will be the best fit for their development. We ask that all parents respect the tryout process and recommend keeping a good distance away from the fields to avoid becoming a distraction to the players.

### **SOCAL Teams**

The Club's intention is to keep regionally based rosters intact while taking into consideration opportunities for players to be rostered with teams in different regions based on the respective flight/level of play for each team and the best fit for each player's individual development.

### **Elite Platform Teams (MLS/EA/GA/DPL)**

Elite platform teams are selected based on ability.

## **Player Movement**

All players develop at their own rate and player development is not always a straight line. Per our commitment to individual player development, our goal is to ensure players are in the right environment to foster their development and love of the game.

If at any point during the season the coach feels that a move to another team within the club would be in the best interest of a player's individual development, the coach will engage the parents in that conversation and will look to move the player if all are in agreement that is the best fit.

Players may also be offered a "hybrid" model that allows for training and participation in games with other teams if the coach feels this will help the player on their individual development pathway.

## **Season Timelines and Commitment Expectations**

Examples of the **typical** season timeline for each age group can be found on the club [website](#) under the respective pages for each program. Please keep in mind that schedules may vary depending on the age and level of the team and the league in which they play.

As a member of City SC we expect you to commit to your team as your first priority for extracurricular activities during the season. Players are expected to complete the season with their team including all post-season tournaments.

## **Training Policies**

- During the regular season there will be a minimum of two training sessions per week for SOCAL League teams and minimum of three training sessions per week for Elite Platform Teams.
- Players should arrive at training with a ball, cleats, shin guards and water.
- Wear City SC practice jersey to all training sessions.
- If you are unable to make a practice you must contact the coach at least 24 hours prior to the session.
- Training with other City SC teams is permitted with prior agreement from your coach.

We strive to create a professional training environment in which our players can be fully engaged with their team and the instruction provided by our professional coaches. We recommend that parents avoid sitting on the sidelines at practice to prevent distractions and allow the players to focus.

## **Practice Schedules and Locations**

Your coach will work with the directors of coaching to determine your training schedule throughout the season, this includes the days, times, and locations of your team training sessions.

From time-to-time your practice location and time may change based on field availability. Any changes to your training schedule will be communicated through your coach or team manager with as much notice as possible.

## **League Play**

City SC teams all participate in one of the following leagues for the regular league season:

- SoCal League
- Developmental Player League (DPL)
- Girls Academy League (GA)
- MLS NEXT
- Elite Academy League (EA)

The Club will place teams in the leagues which we believe will provide the most appropriate and balanced level of competition, allowing the players to compete and develop in an environment that is challenging but still allows them the opportunity to experience success.

### **SOCAL League General Information**

The SOCAL Season runs from the weekend after Labor Day through mid-November. Teams will play 10-12 league games. Games may be scheduled on Saturdays or Sundays. Home games are played at Lake Elsinore, Menifee, Temecula and Murrieta fields, away games are played at various locations throughout San Diego/Riverside County.

SOCAL League players may also be offered the opportunity to exercise the Club Pass option and participate in games with other City SC SOCAL League teams throughout the course of the season at their coach's discretion and within the SOCAL League rules.

### **MLS NEXT/EA/GA/DPL League Play General Information**

For National League platforms, regular league games typically span 8-10 months between September and June.

League conferences are regionally based and may require out of state travel depending on the conference alignment. The number of league games will vary based on the makeup of the conference. Teams will play a home and away fixture against each team in their respective league.

## **Tournaments, Showcases and Playoff Events**

### **SOCAL League Teams**

SOCAL league teams typically play in a minimum of three tournaments over the summer, and 1-3 post-season tournaments including State Cup. Your coach will work with regional and program directors to determine the tournaments that will be the best fit for your team. Your tournament schedule will be communicated by your coach.

Tournament costs are split evenly between all players on the roster. Your team manager or team treasurer will create a team budget to cover the cost of tournament fees and any misc. team expenses. The team manager/treasurer will collect and manage these funds on behalf of the team.

**All players are responsible for paying 100% of tournament fees, regardless of if they are participating in the tournament or not. Cards will be held if players are delinquent on team fees or registration fees.**

### **MLS NEXT/EA/GA/DPL League Teams**

Teams participating in these leagues play a minimum of two league sanctioned showcase events which may require out of state travel, as well as local tournaments determined by the club and your coach.

National Playoffs for (MLS/EA/GA/DPL) take place in June or July. Should your team qualify for playoffs all players are expected to participate. The team is responsible for covering all fees associated with the playoff event.

**Players are expected to commit to participating in all showcase events, tournaments and playoffs with their teams, and are required to share equally in the cost and pay 100% of their share regardless of if they are participating or not.**

### **Guesting and Training with Other Teams**

The club does not allow City SC players to guest or train with teams from competing clubs.

The Club DOES allow players to train and guest with other City SC Southwest teams with approval from all coaches involved. ALL guest play must be approved by your coach in advance.

### **Playing Time Philosophy**

There are many factors that contribute to playing time beyond performance on the field. Players are expected to earn their playing time through consistent practice attendance, work ethic in games and practices, attitude, and improvement throughout the season. If you have questions about how your child can earn playing time, please speak directly with your coach.

#### **SOCAL League Playing Time Policy**

For 7v7 and 9v9 age groups, so long as players are compliant in attending all practices and games, adhering to club and team standards and demonstrating a positive attitude and work ethic, SOCAL League coaches are encouraged to deliver a minimum of 50% playing time throughout the course of the fall league season. For 11v11 teams, playing time is not guaranteed and will be allocated at the coaches discretion, however, we still encourage 11v11 SOCAL coaches to strive for 50% playing time over the course of the season for each player so long as the player is demonstrating the expected commitment level. Please understand there will be some games where your child will play more and some games where your child will play less.

When representing the Club at State Cup and elite level tournaments coaches have full discretion to allocate playing time on an as needed basis. While coaches are encouraged to try and play every player at some point in each game, there may be times where your player does not play at all based on the demands of that specific game.

#### **MLS NEXT/EA/GA/DPL Playing Time Policy**

Playing time is not guaranteed at the MLS/EA/GA/DPL levels and is allocated at the coach's discretion based on the demands of each match.

### **Player Evaluations**

Each player will receive at least one formal, written evaluation via email from their coach during the season. Parents are encouraged to review evaluations with their player and contact the coach with any questions.

## **Additional Camps, Clinics and Private Lessons**

Throughout the season City SC offers a variety of optional camps and clinics for our competitive players. Some clinics are mandatory and included in registration fees. Others are optional and have a separate registration process and fees.

Players are also welcome to participate in additional camps, fitness training, skills clinics and private lessons at the player's own expense. Information and registration links for additional camps and clinics are housed at [www.cityscsouthwest.com](http://www.cityscsouthwest.com).

## **Tournament/Game Day Procedures**

Game day procedures and expectations will be determined by your coach. Most coaches require that players arrive at the field at least 45 minutes prior to their game to allow ample time for warm up. Players are expected to wear their City SC training jersey to the game for warm up.

## **Inclement Weather**

The club will communicate practice cancellations due to inclement weather via Team Snap. If inclement weather is in the forecast on training days the club will monitor the forecast and make a decision and communicate regarding practice status as early as possible.

Game cancellations for tournaments/league play will be communicated to team administrators through the respective events and leagues. Please monitor email and Team Snap communications from your coach and team manager if inclement weather is in the forecast for tournaments/league games.

## **Costs and Fees**

Registration fees vary by age group and can be found on our [website](#).

The following costs are not included with registration fees and must be paid separately:

- **Tournament Fees (Team Fees\*)**: Tournament fees are divided equally between all players. All players are responsible for paying their share regardless of if they will participate in the tournament.
- **Coach Travel Fees (Team Fees\*)**: If your team attends out of town tournaments, or travels out of town for league games, you may be responsible for covering coach travel expenses which may include mileage, hotel, and daily per diem. Reimbursement policies are based on the league in which your team participates.
- **State Cup Ref Fees**: Should your team participate in State Cup you will be responsible for paying registration fees for the tournament and AND ref fees for each game. Fees will be communicated to team members by the team manager or team treasurer.
- **Uniforms and City SC Gear**: Uniforms and City SC gear are NOT included with registration fees.

**\*It is the responsibility of each team's respective team manager/team treasurer to determine and manage the budget for team fees. The club is not responsible for managing, accounting for, collecting or reimbursement of any team fees.**

## **Delinquent Payments**

### **Club Registration Fees:**

- Parents will receive multiple notices via our registration system if a payment fails and is past due.
- Any player whose CLUB REGISTRATION FEES are 15 days past due will have their player card revoked and will not be permitted to play in any games or participate in practices with their team until their fees are brought current or other arrangements are made with the Club.

### **Team Fees:**

- Any player whose TEAM FEES are unpaid or past due will have their player card revoked and will not be permitted to play in any games with their team until their fees are brought current or other arrangements are made with the team officials (team manager, treasurer, and/or coach).

## **Refund Policy**

City SC's competitive program has a stringent refund policy because a player's acceptance has the effect of denying another player an opportunity to play on a competitive team. Additionally, costs accrue to the Club for services provided to the team based on player headcount. Accordingly, fees are not refundable and not transferable. Fees for participation in the club cover the entire soccer year. A player who accepts an invitation to play with the Club commits to pay the entire fee for the full soccer year. No refunds, partial or full, will be made to players who choose not to participate at any point after registration for any reason, including players suspended from the program. There will be no reimbursements granted for any programming canceled due to forfeited games, weather, pandemic, epidemic, natural disaster, or acts of God.

The only exceptions are:

- (1) In the event that a player has a season-ending injury, the board may consider a partial refund after review of records provided by the treating physician or facility
- (2) For families that move during the season. The board may consider a partial refund in these circumstances on a case-by-case basis

- The initial deposit is never refundable
- All refund requests must be submitted within 30 days of the injury or relocation. Refunds will be issued in the original form of payment within 30 days from the date the refund was approved. This policy applies to registration fees only.
- Team fees are non-refundable.

## **Uniforms**

**Required Uniform:** All City SC players are required to purchase a complete uniform kit including home and away socks, home and away shorts, home and away jerseys, training jersey, training shorts, warm up jacket and backpack. Full time Goalkeepers are required to purchase a full goalkeeper kit which includes home and away goalkeeper jersey, home and away goalkeeper shorts, home and away socks, training jersey, training shorts, warm up jacket and backpack. Full time goalkeepers do not need to purchase a field player kit, only a GK kit.

**Uniform Cycles:** The duration of each uniform cycle is two years. Every two years, all players, new and returning, are required to purchase an updated kit.

### **Jersey Number Policies:**

Returning players keep their jersey numbers from the prior season. Coaches assign jersey numbers to new players.

## **Fan Gear and City SC Branded Merchandise**

Official City SC Fan Gear can be purchased online via the following link:

<https://cityscsouthwest.com/fan-wear/>

Official City SC Branded Canopies and other equipment can be purchased through [Impact Canopy](#). Link to City SC Southwest store can be accessed on the Forms and Downloads page of the website:

<https://cityscsouthwest.com/forms-downloads/>

## **Social Media Guidelines**

At City SC Southwest, our social media platforms showcase the excellence, growth, and community spirit that defines our club. To help us share the best moments from our players and families, please follow these guidelines when submitting content.

**What We're Looking For:** We want to highlight content that reflects excellence, growth, and the unique experiences of our players across all levels. Examples include:

- **Exceptional Moments:**
  - Scored goals, goalkeeper saves, defensive tackles, or other standout plays during matches.
  - Team photos after winning tournaments, championships, or other milestones.
  - Special experiences like attending professional games with teammates.
  - Participation in strength training, nutrition classes, or other developmental activities.
- **Foundational Development:**
  - Early learners enjoying their first soccer experiences.
  - Players practicing fundamental skills and demonstrating hard work.
  - Examples of teamwork, sportsmanship, and effort on or off the field.
- **Community Building:**

- o Team parties or outings
- o Team fundraisers
- o School accomplishments and/or awards received

**Submission Guidelines:** To ensure we can feature your content effectively, please follow these guidelines:

1. **Content Requirements:**
  - o **High-Quality Media:** Submit clear, high-resolution photos or videos. Avoid blurry or poorly lit content.
  - o **NO Explicit song lyrics attached to the media:** All tagged content should be able to be consumed by all ages and suited for Instagram Stories, Reels, or main feed posts without any explicit content.
  - o **Relevant and Positive:** Content should focus on the positive aspects of soccer and the player's journey.
2. **Permission:**
  - o Ensure you have permission to share the content from all individuals (and their guardians if minors) appearing in the submission.
3. **Details to Include:**
  - o Player(s) name(s), team, and age group.
  - o A brief description of what's happening in the content.
  - o Any significant context (e.g., tournament name, opponent, score, or personal achievements).
4. **Submission Process:**
  - o Email your submissions to [media@cityscsouthwest.com](mailto:media@cityscsouthwest.com)
  - o Use the subject line: "Social Media Submission – [Player Name/Team Name]."
  - o Submissions can also be sent via direct message on our official social media Instagram account (@cityscsouthwest)

**Guiding Principles for Submissions:** Our goal is to create a social media presence that reflects the diversity, excellence, and passion of the City SC Southwest community. We value content that:

- Celebrates achievements at all levels of play.
- Reflects the joy of the game and the bonds between players, families, and coaches.
- Demonstrates our commitment to player development, both on and off the field.

By submitting content, you give City SC Southwest permission to use it across our official platforms, including but not limited to social media, newsletters, and marketing materials.

**Please do not create an individual IG/FB account page for your team. This goes against City SC's branding guidelines and is not permitted. CONTENT POSTED TO TEAM IG ACCOUNTS WILL NOT BE SHARED.**

## **Team Volunteer Roles**

All competitive teams are required to have a Team Manager to oversee team administration and a Team Treasurer to oversee the team budget and finances. The Team Manager CAN also serve as the Team Treasurer, however the Team Treasurer CAN NOT be a family member of the coach.

### Team Managers:

Each competitive team must have one or more volunteers perform the role of team manager. The primary role of the team manager is to act as the team administrator and communicator. As a parent volunteer, it is not the manager's job to answer questions about coaching related issues such as playing time or positions. Coaching related questions should always be directed to the coach.

### Team Treasurers:

Each competitive team is responsible for maintaining their own team budget. The Team Treasurer is responsible for oversight of the team budget, collecting and accounting for team fees from all team members. The treasurer must keep detailed records of all income and expenses and provide team members with quarterly financial recaps for transparency. The team treasurer CAN NOT be a family member of the coach.

### Additional Volunteer Roles:

Every family on the team is expected to volunteer to support the team in some capacity. Your team manager will determine volunteer roles within your team. Common team volunteer roles include:

- **Social Coordinator**- Coordinates team social events and get-togethers
- **Team Snap Coordinator**- Keeps TeamSnap up to date
- **Social Media Coordinator/Team Photographer**- Submit content to club for social media posts
- **Team Canopy**- Brings team canopy to all games
- **Team Bench**- Brings team bench to all games
- **Travel Coordinator**- Coordinates hotel room blocks, transportation, meals etc. for out of town tournaments
- **First Aid Kit**- Bring to all games

### Team Fundraising

Teams are encouraged to plan fundraising activities and solicit corporate sponsorship to defray tournament costs and team fees, however in order to have continuity we ask that you follow these guidelines:

- Fundraisers that require the club's taxpayer ID must be approved by the City SC office.
- There shall be no individual team fundraisers that use the City SC logo. Use of the logo on merchandise is reserved for club fundraisers where the whole club benefits.

Funds raised through any team fundraiser should be shared among the families who participated, not necessarily the whole team.

Please contact the club office with fundraising questions: 951-695-2489.

### Insurance Claims

The respective governing associations for all leagues in which City SC teams participate offer secondary insurance coverage for players who sustain injuries on the field. If a player is injured on the field, they may be eligible to file a claim for additional coverage for medical expenses not covered by their primary insurance.

The process for submitting a claim varies by association. If you plan to submit a claim, review the claim process via your respective league/association website immediately to ensure you do not miss the claim window.

[US Club Claim Form and Instructions \(SOCAL League Teams\)](#)

[USSSA Claim Form and Instructions \(GA, DPL, EA\)](#)

[MLS Next Claim Form and Instructions](#)