



Athlete
Handbook

Creating opportunities. Transforming Lives.

Dear Athlete,

Welcome to Sportable! Sportable is dedicated to creating opportunities and transforming lives for persons with physical disabilities and visual impairments by providing quality adaptive sports and recreational experiences. Sportable strives to continue to provide opportunities for our athletes to transform their lives in exploring all of their abilities in sport and recreation. One of Sportable's core values is ingenuity, meaning that Sportable is continually seeking creative ways our athletes can participate and compete in sport and recreational opportunities. The program fees participants and/or their parents are asked to pay is a small portion of the cost of total program operations. Sportable is grateful to receive generous contributions from various donors, supporters and sponsors to create these opportunities. To accomplish our goals at Sportable, we must communicate with you as a participant, or the guardian of a participant, to create a clear expectation of your experience with us. Please find enclosed in this handbook an explanation of our organization's policies, as well as information to help you make the most of your experiences with us.

All the Best,
Sportable Program Staff

We have a strong set of values that guide the behavior of all those who work, plan, and compete at Sportable.

INTEGRITY: Being true to our word and honoring commitments to our athletes, partners, and community.

PASSION: Committing to work hard, stay positive, and encourage success in others.

TEAM SPIRIT: The expectation that our community will enjoy a sport for its own sake, while upholding the highest standard of fairness, respect, and camaraderie.

INGENUITY: Fostering an environment where athletes and volunteers are able to reach their full potential.

OUR BRAND PILLARS

- Freeing our athletes to see beyond their disabilities
- Building peer relationships and reducing social isolation
- Facilitating physical and attitudinal change in our community

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Memberships

All participants, athletes and organizations must hold a current annual membership to participate in Sportable programs. The membership program allows access to programs, equipment, and email updates. The membership date starts the day payment is received and is current for one (1) year. Sportable membership is continuous for a minimum of one year and not transferable or refundable after 30 days. Members agree to pay charges for goods, services, and monthly dues, whether the facilities are used or not, until termination of membership.

To cancel, a written notice must be received by the 1st of the month. Please mail cancellation notice to: Sportable, 1365 Overbrook Rd., Suite 2; Richmond, VA 23220. A re-enrollment fee of \$100 must be paid to rejoin if membership is allowed to expire or if membership is cancelled. All necessary paperwork will have to be resubmitted prior to re-enrolling. Membership must remain current to avoid cancellation and loss of privileges to the programming. A statement will be sent at thirty (30) days for outstanding fees. After sixty (60) days, memberships will be temporarily suspended until all fees are paid in full. After ninety (90) days, memberships will be cancelled. To rejoin at a later date, all past due fees must be paid as well as a \$25 re-registration fee. (Note: Re-enrollment fee)

Participant Packet

The Participant Packet includes information about the individual so we can match him/her with an appropriate instructor, setup equipment, and offer the participant a good quality program. This packet includes the Athlete Information Form, Waiver and Release of Liability, and Athlete Code of Conduct. The Participant Packet must be updated every year.

Athlete Code of Conduct

Included in the Participant Packet is the Athlete Code of Conduct. The purpose of this policy is to establish guidelines that assure Sportable's programs provide an environment that allows all athletes to function at their maximum potential while representing the organization with the highest standards of personal integrity, truthfulness, honesty, and fortitude. Sportable, at its sole discretion, makes the final determination on whether an individual is eligible to become a Sportable member.

Anything that is deemed inappropriate, derogatory, or disrespectful could be grounds for exclusion of future involvement with our program or future activities. Athletes understand that participation in any Sportable program or event is a privilege, not a right. If the Athlete Code of Conduct is not signed annually by each participant, he/she is not eligible to participate in Sportable events. Sportable reserves the right to immediately terminate the membership of any member engaging in conduct in violation of this contract or the rules and regulations of Sportable.

Physician's Statement

When an athlete experiences an injury or illness which prevents him/her from attending Sportable events, Sportable maintains the right to request that the athlete's physician write a statement, approving the athlete's return to practice or competition. If you are unable to participate in programs for an extended period of time due to a medical condition, your membership may be placed in an inactive status after receipt of written documentation from your physician. There will be no re-enrollment fee to reactivate your membership.

Payment

Athletes have the option of paying upfront for a full year or month-to-month. Payment methods include PayPal or by check, to be mailed to the Sportable office. If paying with PayPal, the athlete is responsible for all associated fees, and can pay for a full year or month-to-month. If paying by check, athletes must pay for the full-year.

Cancellation Policies

Planned Absence: Sportable asks that an athlete offer as much advanced notice to a Sportable staff member as possible in the event of a planned absence of a program or competition. A planned absence includes: vacations, school functions, work events, etc.

Unplanned Absence: Sportable recognizes that unplanned absences occur which may prevent an athlete from being able to attend training or competitions. When such events take place, athletes must provide Sportable with at least 24-hour notification, along with the reason for the absence and expected time away. Such reasons may include sickness, injury, family emergencies, etc.

No Show: A no-show occurs when an athlete fails to notify a Sportable staff member of his/her absence within 24-hours of the event or program, or does not attend the scheduled program within 20 minutes after the start time. A program may also be reflected as a no-show if participant paperwork is not valid by the due date or program start date.

- If the participant does not call or arrive to the scheduled program, the individual is not eligible for a make-up session.
- If the participant does not call or arrive to the scheduled program for two (2) session programs, the remainder of the session lessons may be cancelled. No refund or make-ups will be allotted and scholarship eligibility may be reevaluated.
- Consequences may include but are not limited to the participant's ineligibility to receive future assistance from the scholarship program, and/or the athlete may be automatically placed on a waitlist when registering for future programs.

Cancellation: Sportable reserves the right to cancel at any time if the conditions are deemed unsafe. This includes weather, highway/road closures, or other unforeseen circumstances. In the rare event that we cancel a program, the policy is as follows:

- Program or Training Session: Sportable will do its best to provide a make-up lesson if there are no other program or facility conflicts. If Sportable is unable to provide a make-up program, the program series will end as schedule.

Consultations

When a new athlete signs up for a Sportable membership, or a returning athlete signs up for a new sport, the athlete is eligible to schedule a consultation with a Sportable staff member. Consultations are in person meetings (at the Sportable office), allow athletes and new members to meet with a Sportable staff member prior to a program beginning, to complete paperwork and trial equipment.

Consultations may not be required for every athlete or new member. However, with some new members, a Sportable staff member may request that the athlete a consultation in order to better understand the needs of each athlete, and to discuss specific programming needs.

Age and Weight Limits

Sportable limits participation in its equipment-based programs to athletes five and older. Additionally, within rowing and wheelchair lacrosse, athletes must be 13 years old or older. For non-equipment based programs athletes must be three or older.

Sportable follows the manufacturer's recommended weight capacity on all Sportable owned equipment. These recommendations vary by each manufacturer and each piece of equipment. These recommendations ensure the safety of the athlete, as well as protect the life of the equipment. If an athlete exceeds the manufacturer's weight capacity on a given piece of equipment, Sportable reserves the right to limit the athlete's use of the equipment.

Dress Code

When attending Sportable programming, athletes should be dressed in comfortable, temperature appropriate athletic clothing. Closed toed shoes are required for participation in all Sportable programs, with the exception of swimming. If the participant is not wearing appropriate clothing, he/she may be asked to leave the program for his/her own safety. Athletes are also encouraged to bring their own reusable water bottle to all programs.

General Policies

Equipment

- Usage: All Sportable athletes are eligible to use Sportable's equipment during programming, however, if an athlete has equipment of their own, preference of Sportable's equipment will go to an individual who does not have their own equipment. All Sportable equipment should be returned at the end of a program and never taken with the athlete unless a rental agreement is signed. If an athlete causes damage to Sportable's equipment that is not considered normal wear and tear, the athlete will be held responsible for paying for the maintenance of the equipment.
- Rentals: As a Sportable member, adaptive equipment is available to rent. The piece of equipment must be rented during an off-season of that particular sport, as Sportable does not have the capacity to loan equipment during an in-season session. The rental process includes signing an Equipment Rental Agreement with a Sportable staff member. This agreement includes the acknowledgement that if the equipment is not returned the lessee will be charged. If the lessee causes damage to Sportable's equipment that is not considered normal wear and tear, the athlete will be held responsible for paying for the maintenance of the equipment.
- Storage and Transportation of Equipment: Sportable is not responsible for storing or transporting athlete's personal equipment at any time during the year. Occasionally, when traveling to out-of-town events, athletes may receive one-time approval for personal equipment to be transported by a Sportable staff member. However, pre-approval must be given and the athlete must pick-up their equipment within 2 days of returning to the Richmond area. Sportable is not responsible for lost, stolen, or damaged equipment while being transported by a Sportable staff member.
- Maintenance: Sportable is not responsible for the maintenance of an athlete's personal equipment. Sportable's equipment is maintained throughout each sport program by Sportable

staff. Should an athlete see a need for maintenance on a piece of Sportable equipment, they must notify Sportable staff IMMEDIATELY.

YMCA

One benefit of becoming a Sportable athlete is receiving a complimentary YMCA membership to the YMCA of Greater Richmond. This YMCA membership may be used at any Greater Richmond YMCA location and is available to any individual who lives under the same address of the Sportable athlete (co-inhabitant & household membership). This benefit is extended to the athlete's co-inhabitants so that the athlete has a support member to join him/her at the YMCA. If it is found that the athlete is not utilizing their YMCA membership, but the co-habitant is using the membership benefit, Sportable and the YMCA reserves the right to cancel the household membership. Athletes must visit the YMCA a minimum of two times per month in order to maintain their membership.

Sickness Policy

For the protection of staff, volunteers, and all other athletes, we ask that anyone that has or exhibits any of the following please refrain from participating in our programs or activities (including but not limited to the following list):

- Fever
- Headache
- Sore throat
- Lice
- Nausea
- Diarrhea
- Earache
- Chicken Pox
- Congestion
- Cough
- Runny Nose
- Pressure Sores/Open Wounds
- Any other contagious illnesses/ diseases

If the Sportable determines that a participant is too sick to participate, parents or emergency contacts of that person will be notified and are responsible for picking-up the athlete within a reasonable time period.

Before returning to lessons or activities the participant must:

- Be free of fever, vomiting or diarrhea for 24 hours without suppressants.
- Allow 24 hours since the first dose of prescribed antibiotics.
- Await the results of a throat culture or other tests are negative

Medical Treatment

Sportable members authorize any licensed physician, emergency medical technician, paramedic, nurse, hospital or other first aid or medical health care provider ("Medical Provider") to provide medical care to them or the minor participant for any injury and/or condition that occurs, manifests, or arises at or during any program related activities. Sportable members further authorize any Medical Provider to perform all procedures or services deemed medically advisable to treat or relieve complications & unforeseen consequences in any medical treatment, and Sportable members knowingly and voluntarily agree to assume such risks for and on behalf of themselves and/or said minor. Sportable members acknowledge that no warranty is being made as to the result of medical treatment. Sportable members agree that they or the minor participant is capable of participating in program activities except as previously noted on this form. Sportable members also acknowledge that a medical provider is not guaranteed to be onsite at Sportable programming.

Caregiver Policy

If an athlete needs support with activities of daily living, including but not limited to: dressing, toileting, feeding, and administering medications, the athlete must coordinate to have a caregiver or family member attend the event to support him/her. Sportable staff, volunteers, and fellow athletes will not support such activities of daily living.

Childcare and Behavior Policy

Sportable staff members and Sportable volunteers are not responsible for watching children during programming. Children are not permitted to participate in Sportable programming unless they are a registered participant. Children cannot be left unattended at Sportable events, unless the child is capable of providing self-care, without disrupting the athlete with whom he/she has attended the event.

If an athlete is demonstrating behavior that is counterproductive to a Sportable program, and the intended outcomes of a program, Sportable staff reserve the right to limit your participation. This can include, but is not limited to, asking you to sit out during a practice session, not attending a practice session, and/or not returning to the program. For children and/or individuals with intellectual disabilities, athletes must be able to follow multistep directions. For further explanation of acceptable participation behavior, please review the Code of Conduct.

Service Dog and Pet Policy

At no time will a Sportable staff member, volunteer, or fellow athlete be responsible for the care and/or supervision of a service dog. The athlete is solely responsible for the control, supervision, and of the service dog. Pets are not allowed at Sportable events.

A service animal may be excluded from the premises if (1) the animal is out of control and the animal's handler does not take effective action to control it; or (2) the animal is not housebroken.

Service dogs are permitted to attend Sportable events provided their attendance is registered with the Sportable staff prior to the event and the dog remains under the supervision and control of its owner(s) at all times.

Vehicle and Transportation Policy

Sportable does not transport athletes to/from events and programs. Sportable will not transport an athlete's personal equipment unless the athlete has requested and received one-time approval for personal equipment to be transported by a Sportable staff member. Pre-approval for such circumstances must be given and the athlete must pick-up their equipment within 2 days of returning to the Richmond area. Sportable is not responsible for lost, stolen, or damaged equipment while being transported by a Sportable staff member.

Out of Town Event Reimbursement

Occasionally, Sportable athletes and teams attend out of town events and competitions. When such events take place, Sportable does its best to offer financial support to the athlete in the form of a stipend or expense reimbursement. Stipends or reimbursement may not be available for every event, and the athlete should not expect a stipend or reimbursement.

If a stipend or reimbursement is available, the amount of financial support available will be shared prior to the athlete or team traveling. If an athlete wishes to receive a stipend or reimbursement, he/she must submit receipts from his/her trip expenses within 5 business days to the Sportable staff member responsible for his/her sport. Trip expenses are limited to gas/travel fees, hotel accommodations, meal expenses, and competition or event fees. Sportable will not reimburse for alcohol or related expenses. The final amount of the stipend or reimbursement will not exceed the amount offered prior to travel.

If multiple athletes choose to share expenses (i.e. carpool, or share a hotel room), the athletes involved are expected to sort out their shared fees. Sportable will not adjust stipend or reimbursement amounts in these situations. Sportable, or its staff members, will not involve itself in settling disputes amongst athletes who chose to share expenses to out of town events.

Scholarships

Sportable has limited funding for scholarships to help offset partial membership fees and race/event registration/ travel for eligible individuals. Please contact the Sportable office for more information on how to apply for financial assistance.

Thank you for joining Sportable! We are excited to have you on our team. If you have any questions or comments, please contact our office at 804-340-2991 or info@sportable.org.