

# Canyon Lake Little League

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## *2023 SAFETY MANUAL*

District 28

ID # 405-28-01

Please report all incidents, injuries, and/or safety concerns to:

Safety Officer – Marcos Frias

Cell Phone: (805) 297-5910

E-Mail: [ssmgfrias@hotmail.com](mailto:ssmgfrias@hotmail.com)

### Introduction and Overview

The baseball season is upon us, and we all look forward to sharing in the successes of our children both on and off the field. Unfortunately, injuries are a part of the game and must be dealt with appropriately when they occur. This Safety Manual is intended to serve as a guide to assist the team managers in handling such incidents in a smooth and timely fashion.

All managers and coaches are encouraged to remember, “An ounce of prevention is worth a pound of cure”. Such prevention is accomplished through training and education, repairing or replacing damaged or worn equipment, changing or improving current procedures, inspecting facilities before practices and games, and reporting and changing unsafe conditions. If everyone becomes aware of safety issues and gets involved in the prevention of injuries, we will have a more enjoyable season.

## **Safety Manual Prequel**

The Canyon Lake Little League (CLLL) Board Members have established the following Safety Manual for the year of 2023. This manual is to be distributed to all board members, team managers, and umpires. A manual will be made available to any CLLL member to view.

Each team will be issued a Safety Manual and a First Aid Kit at the beginning of the season. The manager of the team will acknowledge the receipt of both by signing the Manager Safety Responsibility Form, when taking possession of these articles.

A Manager/Coach's Meeting will be held. This mandatory meeting requires a representative of each team to be present.

The Director of Umpires will be issued copies of the Safety Manual for distribution to all participating umpires.

Concession stands will have a First Aid Kit and a Safety Manual in plain sight at all times.

The First Aid Kit will include items to help treat an injured player until professional help arrives, if so required.

The Safety Manual will include addresses, phone numbers and maps to hospitals and other emergency services. This information will also be posted in the Concession stand with the First Aid Kits.

The names, titles, phone numbers, and email addresses of all CLLL Board Members will be located in the Safety Manual and posted at each concession stand.

The CLLL Code of Conduct and the CLLL Safety Code will be posted at each Concession Stand.

**As a condition of service to the league, all managers, coaches, Board Members, and any other persons, volunteers or hired workers, who provide regular service to the league and/or have repetitive access to, or contact with players or teams, must complete and submit a "Little League Volunteer Application" to the local league president. Annual background screening must be completed prior to the applicant assuming his/her duties for the current season; refusal to annually submit a fully completed "Little League Volunteer Application" must result in immediate dismissal of the individual from Canyon Lake Little League.**

# **Juniors, Majors, Minors, Farm and T-ball**

## **Manager Safety Responsibility Form**

As a Canyon Lake Little League Team Manager, you are responsible for the following:

(Please initial all items below and sign at the bottom)

\_\_\_\_\_ I have received a Canyon Lake 2023 Safety Manual.

\_\_\_\_\_ I have received a First Aid Kit.

\_\_\_\_\_ I will complete all of the forms in the Safety Manual requiring information and signatures before the teams first practice begins.

\_\_\_\_\_ I understand that I am responsible for possessing the First Aid Kit and Safety Manual at all practices, games, or other CLLL function that Little League Players under my guidance may attend.

\_\_\_\_\_ I will notify the League Safety Officer of any injury that occurs during Little League activities.

\_\_\_\_\_ I will return the First Aid Kit and Safety Manual at the end of the season, to the Safety Officer.

\_\_\_\_\_  
Print Manager's Name

\_\_\_\_\_  
Team and Division

\_\_\_\_\_  
Managers Signature

\_\_\_\_\_  
Date

## **Responsibilities**

## **The CLLL Member**

The CLLL Member is any individual participating in Canyon Lake Little League.

The CLLL Member is responsible to:

- Adhere to and carry out the policies as set forth in this safety manual.

## **Communication Manager**

The Communication Manager is an elected board member, responsible for:

- Maintaining the CLLL website and updating the safety information on a needed basis.

## **Field Manager**

The CLLL Field Manager is responsible to:

- Ensure the fields and structures used by CLLL meet the safety requirements as set forth in this manual.

## **Concession Stand Manager**

The CLLL Concession Stand Manager is responsible to:

- Ensure the Concession Stand Volunteers are trained in the safety procedures as set forth in this manual.
- Instructing concession stands workers on the use of fire extinguishers.

## **Player Agent**

The CLLL Head Player Agent is a CLLL elected board member responsible to:

- Address any concern that and CLLL Member may have in regards to a player's ability to participate safely in the division of choice.
- Address concerns brought forth by CLLL members regarding players, managers, coaches, or other participant.

## **Equipment Manager**

The CLLL Equipment Manager is responsible to:

- Get damaged equipment repaired or replaced as reported. This replacement will happen in a timely manner.
- Exchange equipment if it doesn't fit properly.

## **Safety Officer**

The Safety Officer is an elected board member, responsible for:

- 1) Insuring that each team receives its Safety Manual and its First-Aid Kit at the beginning of the season.
- 2) Installing First-Aid Kits in all concession stands and re-stocking the kits as needed.
- 3) Scheduling a First-Aid Clinic and Fundamentals Training for all managers, coaches, umpires, player agents and other volunteers during the pre-season.
- 4) Acting immediately in resolving unsafe or hazardous conditions once a situation has been brought to his attention.
- 5) Keeping the First Aid Log. This log will list where accidents and injuries are occurring, to whom, in which division, at what times, under what supervision.
- 6) Tracking all injuries and near misses in order to identify injury trends.
- 7) Correlating and summarizing the data in the First-Aid Log to determine proper accident prevention in the future.
- 8) Explaining insurance benefits to claimants and assisting them with filing the correct paperwork.
- 9) Assisting parents and individuals with insurance claims, acting as the liaison between the insurance company, parents and individuals.
- 10) Make Little League's "no tolerance with child abuse" clear to all.
- 11) Inspecting concession stands and checking fire extinguishers.
- 12) Making spot-checks at practices and games to make sure all managers have their First-Aid Kits and Safety Manuals.
- 13) Making sure that safety is a monthly Board Meeting topic, and allowing experienced people to share ideas on improving safety.
- 14) Checking fields with the Field Manager and listing areas needing attention.
- 15) Visiting other leagues to allow a fresh perspective on safety.
- 16) Complete the annual Little League Facility Survey.

## **Managers and Coaches**

**The Manager** is a person appointed by the President of CLLL, to be responsible for the team's actions on the field, and to represent the team in communications with the umpire and the opposing team.

- 1) The Manager shall always be responsible for the team's conduct, observance of the official rules and deference to the umpires.

- 2) The Manager is also responsible for the safety of his players.
- 3) He/She is also ultimately responsible for the actions of designated coaches and the parents of the players.
- 4) If a Manager leaves the field, that Manager shall designate a Coach, as a substitute and such Substitute Manager shall have the duties, rights and responsibilities of the Manager.

## **Pre-Season**

### **During the Pre-season, Managers will:**

- 1) Take possession of this Safety Manual and the First-Aid Kit supplied by CLLL.
- 2) Have access to a cell phone, during games or practices, for emergencies.
- 3) Attend a mandatory training session on First Aid given by CLLL with his/her designated coaches.
- 4) Meet with all of his/her players and parents to discuss CLLL Code of Conduct and Safety Code.
- 5) Cover the basics of safe play with his/her team before starting the first practice.
- 6) Have all of his/her teams CLLL members sign the CLLL Code of Conduct and Safety Code, before the first game.
- 7) Teach players the fundamentals of the game while advocating safety.
- 8) Teach players how to slide before the season starts. A board representative will be available to teach these fundamentals if the Manager or designated coaches do not know them.
- 9) Notify parents that if a child is injured or ill, he or she cannot return to practice unless they have a note from their doctor. This medical release protects you if that child should become further injured or ill. There are no exceptions to this rule.
- 10) Encourage players to bring water bottles to practices and games.
- 11) Tell parents to bring sunscreen for themselves and their child.
- 12) Encourage your players to wear mouth protection.
- 13) First-time Managers and Coaches are requested to read books or view video on Little League Baseball mechanics.

## **Season Play**

### **During the season, Managers will:**

- 1) Work closely with the CLLL Equipment Manager to make sure equipment is in first-rate working order.
- 2) Make sure that telephone access is available at all activities including practices. It is suggested that a cellular phone always be on hand.
- 3) Not expect more from their players than what the players are capable of.
- 4) Teach the fundamentals of the game to players.

- a) Catching fly balls
  - b) Sliding correctly
  - c) Proper fielding of ground balls
  - d) Simple pitching motion for balance
- 5) Be open to ideas, suggestions or help.
  - 6) Enforce that prevention is the key to reducing accidents to a minimum.
  - 7) Have players wear sliding pads if they have cuts or scrapes on their legs.
  - 8) Always have First-Aid Kit and Safety Manual on hand.
  - 9) Use good judgment.

## **Pre-Game and Practice**

### **Before a game or practice, Managers will:**

- 1) Make sure that the players are healthy, rested and alert.
- 2) Make sure that the players returning from being injured have a medical release form signed by their doctor. Otherwise, they can't play.
- 3) Make sure players are wearing the proper uniform and catchers are wearing a cup.
- 4) Make sure that the equipment is in good working order and is safe.
- 5) Agree with the opposing manager on the fitness of the playing field. In the event that the two managers cannot agree, the President or a duly delegated representative shall make the determination.
- 6) Enforce the rule that no bats and balls are permitted on the field until all players have done their proper stretching. (See Conditioning Section)

## **During the Game**

### **During a game, Managers will:**

- 1) Make sure that the players carry all gloves and other equipment off the field and to the dugout when their team is up at bat. No equipment shall be left lying on the field, either in fair or foul territory.
- 2) Keep players alert.
- 3) Maintain discipline at all times.
- 4) Be organized.
- 5) Keep the players and substitutes sitting on the team's bench or in the dugout unless participating in the game or preparing to enter the game.
- 6) Make sure catchers are wearing the proper equipment.
- 7) Encourage everyone to think Safety First.
- 8) Observe the "no on-deck" rule for batters and keep players behind the screens at all times.
- 9) No player should handle a bat in the dugouts at any time.
- 10) Keep the player's off fences.
- 11) Get players to drink often so they do not dehydrate.
- 12) Do not play children that are ill or injured.

- 13) Attend to children that become injured in a game.
- 14) Do not lose focus by engaging in conversation with parents and passerby's.

## **Post Game**

### **After a game, Managers will:**

- 1) Do cool down exercises with the players.
- 2) Do not leave the field until every team member has been picked up by a known family member or designated driver.
- 3) Notify parents if their child has been injured no matter how small or insignificant the injury is. There are no exceptions to this rule. This protects you, Little League Baseball Incorporated, CLLL.
- 4) Discuss any safety problems with the CLLL Safety Officer that occurred before, during or after the game.
- 5) If there was an injury, make sure an accident report was filled out and given to the CLLL Safety Officer.
- 6) Clear the dugout of all trash and debris.
- 7) If a manager knowingly disregards safety, he or she will come before the CLLL Board of Directors to explain his or her conduct.

## **Umpires**

### **Pre Game**

#### **Before a game, the umpire shall:**

- 1) Check equipment in dugouts of both teams, equipment that does not meet specifications must be removed from the game.
- 2) Make sure catchers are wearing helmets when warming up pitchers.
- 3) Run hands along bats to make sure there are no cracks or dents.
- 4) Make sure that bats have grips.
- 5) Make sure there is foam inserts in helmets and those helmets meet Little League NOCSAE specifications and bear Little League's seal of approval.
- 6) Inspect helmets for cracks.
- 7) Walk the field for hazards and obstructions (e.g. rocks and glass).
- 8) Check players to see if they are wearing jewelry.
- 9) Check players to see if they are wearing metal cleats.
- 10) Make sure that all playing lines are marked with non-caustic lime, chalk or paint.
- 11) Secure official Little League balls for play from both teams.

### **During the Game**

#### **During a game the umpire shall:**



- 1) Govern the game as mandated by Little League rules and regulations.
- 2) Check baseballs for discoloration and nicks and declare a ball unfit for use if it exhibits these traits.
- 3) Act as the sole judge, after consulting with the managers and league officials, as to whether and when play shall be suspended or terminated during a game because of unsuitable weather conditions or the unfit condition of the playing field; as to whether and when play shall be resumed after such suspension; and as to whether and when a game shall be terminated after such suspension.
- 4) Act as the sole judge, after consulting with the managers and league officials, as to whether and when play shall be suspended or terminated during a game because of low visibility due to atmospheric conditions or darkness.
- 5) Enforce the rule that no spectators shall be allowed on the field during the game.
- 6) Make sure catchers are wearing the proper equipment.
- 7) Continue to monitor the field for safety and playability.
- 8) Make the calls loud and clear, signaling each call properly.
- 9) Make sure players and spectators keep their fingers out of the fencing.

## **Post Game**

### **After a game, the umpire shall:**

- 1) Check with the managers of both teams regarding safety violations.
- 2) Report unsafe situations to the CLLL Safety Officer by telephone and in writing.

## **Code of Conduct**

The Canyon Lake Little League Board Members approved the following Code of Conduct Policy and Procedure. The policy and procedure is effective for all season activity, including the Fall Instructional Season.

### **Policy:**

The Canyon Lake Little League Board Members have established the following to maintain effective conduct and safety for all members participating in the league.

All Board Members, managers, coaches, volunteers, players and the player's parent/guardian will read the Code of Conduct and agree to comply with the Code of Conduct as a condition of participation.

**Procedure:**

Responsibilities for Code of Conduct procedures belong to every adult member of Canyon Lake Little League.

**No Board Member, Manager, Coach, Volunteer, Player, or Spectator shall:**

- 1) At any time lay a hand upon, push, shove, strike, or threaten to strike anyone (Board Member, Umpire, Manager, Coach, Volunteer, Player or Spectator).
- 2) Use profanity, vulgar language, or any obscene gesturing at anytime.
- 3) Take part in Un-sportsman-like activities (throwing gloves, helmets, hats, bats, balls, bases, etc.) in a show of disagreement with a call, or other such demonstration of disrespect to an umpire's decision.
- 4) Use unnecessarily rough tactics in the play of a game on an opponent. This includes intentionally attempting to hit or intimidate a batter with a pitch. Or giving permission or having knowledge of such actions.
- 5) Take part in verbal or physical abuse of an umpire/league official for any real or imaginary belief of wrong decision or judgment.
- 6) Challenge an umpire's authority. The umpire shall have the authority and discretion during a game to penalize the offender. The umpire is to consider the type of infraction and situation presented. (A penalty can range from a WARNING, to DISMISSAL from the property.)
- 7) Discuss publicly with spectators, in a derogatory or abusive manner, any play, decision or negative personal opinion of a player/umpire/CLLL Member.
- 8) Participate in gambling upon any play or outcome of a game at anytime.
- 9) Appear on the Canyon Lake Little League or Parks and Recreation Complex under the influence of drugs or alcohol.
- 10) Smoke while in the stands, dugout or playing field. Smoking is permitted in designated smoking areas only.

The CLLL Board Members will review all Code of Conduct infractions. Depending on the seriousness and frequency of the infraction, the board may assess additional disciplinary action, up to/or including expulsion from the league.

## **Code of Conduct**

### **Manager/Coaches Form**

I have read the Canyon Lake Little League Code of Conduct and promise to adhere to its rules and regulations.

I understand that it is the responsibility of the manager and coaches to read the Code of Conduct to the players and the player's parent/guardian that are on my team. I will have the players and the players' parent/guardian sign the Code of Conduct Team Form. This form will be kept with the Team Safety Manual, in the team dugout at all games and practices.

\_\_\_\_\_  
Print the name of the manager

\_\_\_\_\_  
Team Name and Division

\_\_\_\_\_  
Manager's signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print the name of Coach #1

\_\_\_\_\_  
Coach #1's signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print the name of Coach #2

\_\_\_\_\_  
Coach #2's signature

\_\_\_\_\_  
Date

## Safety Code

The Canyon Lake Little League Board Members approved the following Safety Code Policy and Procedure. The policy and procedure is effective for the all seasons, including the Fall Instructional Season.

### **Policy:**

The Canyon Lake Little League Board Members have established the following to maintain effective safety for all members participating in the league.

Managers, coaches, and volunteers shall read the Safety Code Procedure and then read it to the players on their team.

Board Members, managers, coaches, volunteers, players and the player's parent/guardian must agree to comply with the Safety Code Policy and Procedures as a condition of participation.

### **Procedure:**

Responsibilities for the Safety Code Procedures belong to every adult member of Canyon Lake Little League.

- 1) Every Board Member, manager, coach, volunteer, player and player's parent/guardian will use proper reasoning and care to prevent injury to self/others.
- 2) Only league approved managers and coaches are allowed to practice teams. Parent helpers must have a volunteer application on file and have passed the leagues background check prior to participating in any field activities.
- 3) Only scheduled players, managers, coaches and umpires are permitted on the playing field or in the dugout during games and practice sessions.
- 4) Arrangement should be made in advance of all practices and games for emergency medical services.
- 5) Managers, designated coaches and umpires will have training in first aid.
- 6) Make arrangements to have a cell phone available at all practices and games.
- 7) First Aid Kits will be provided to each manager. In addition, First Aid Kits will be located at each concession stand.
- 8) Field of play will be inspected for holes, rocks, glass, and other foreign objects, prior to practices and games.
- 9) No games or practices will be held when weather or field conditions are poor, particularly when lighting is inadequate. Decisions to call a game will be at the discretion of the umpire after consulting with the managers and league officials.
- 10) Team equipment should be kept in the team dugout and out of the field of play.
- 11) Responsibility for keeping bats and loose equipment off of the field of play should be the coaching staff and a player assigned for this purpose.
- 12) Players will perform stretching/warm-up exercises prior to practices and games.

- 13) During warm-up drills, players should be spaced so that no one is endangered by wild throws or missed catches. Warm-ups should be performed in the confines of the playing field, not within areas that are frequented by spectators or passer bys.
- 14) Players and spectators should be alert at all times for errant throws and foul balls.
- 15) Foul balls batted out of the field of play, should be returned to the umpire between innings or games. Foul balls should not be thrown over the fence, into the field of play. Unless the umpire has stopped play, by calling a time-out, and requested an individual to perform such a task.
- 16) Equipment should be inspected regularly, for condition and proper fit.
- 17) Batters, Base Runners and Player Base Coaches, must wear Little League approved protective helmets that bear the NOCSAE seal, in practice and games.
- 18) All male catchers will not be permitted to catch without wearing athletic supporters and a protective cup during practices and games.
- 19) All catchers must wear a chest protector with a neck collar, shin guards, Catcher's helmet with mask and a dangling throat guard. All equipment must meet Little League specifications and standards.
- 20) Catchers must wear a catcher's helmet with a mask and a dangling throat guard during practice and pitcher warm-ups. Note: Skullcaps are not permitted.
- 21) Catchers must wear a catcher's mitt (not a first baseman's mitt or fielder's glove) of any shape, size or weight consistent with protecting the hand.
- 22) Shoes with metal cleats are not permitted.
- 23) On-Deck Batters are not permitted.
- 24) A player's bat is to remain in the dugout bat rack until his/her turn to bat. Players in the dugout should not handle a bat until they are to enter the field as the batter.
- 25) Except when a runner is returning to a base, headfirst slides are not permitted.
- 26) Verify that players leave with family or designated transportation, walking home only if the facility is in the line of sight.
- 27) Managers will never leave an unattended child at a practice or a game.
- 28) Players will not wear jewelry, watches, bracelets, necklaces, rings, or other metallic items, during practices or games. The only exception will be for jewelry that alerts medical personnel of a specific condition. Such jewelry must be taped to the player before participation.
- 29) At no time will horseplay be permitted on the playing field or in spectator areas.
- 30) No swinging bats or throwing balls, at anytime, in the walkways or common areas of the complex.
- 31) No playing in the parking lots at anytime.
- 32) No throwing or hitting rocks.
- 33) No climbing or swinging on backstops, fences, or dugouts.
- 34) No running in the bleachers.
- 35) No alcohol or drugs allowed on the premises at anytime.
- 36) No medication will be administered at the complex unless it is administered by the player's parent/guardian. This includes Aspirin, Tylenol and Ibuprofen.
- 37) No pets are permitted on the premises at anytime. The only exception being handicap-assisting animals.

The CLLL Board Members will review all Safety Code Policy and Procedure infractions. Depending on the seriousness and frequency of the infraction, the board may assess additional disciplinary action, up to/or including expulsion from the league.

## **Safety Code**

### **Manager/Coaches Form**

I have read the Canyon Lake Little League Safety Code and promise to adhere to its rules and regulations.

I understand that it is the responsibility of the manager and coaches to read the Safety Code to the players and the player's parent/guardian that are on my team. I will have the players and the players' parent/guardian sign the Safety Code Team Form prior to allowing the player to participate. This form will be kept with the Team Safety Manual in the team dugout at all games and practices.

\_\_\_\_\_  
Print the name of the manager

\_\_\_\_\_  
Team Name and Division

\_\_\_\_\_  
Manager's signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print the name of Coach #1

\_\_\_\_\_  
Coach #1's signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print the name of Coach #2

\_\_\_\_\_  
Coach #2's signature

\_\_\_\_\_  
Date

## Health and Medical

### Giving First Aid

#### What is First-Aid?

**First-Aid** means exactly what the term implies: The **first care** given to a victim. It is usually performed by the **first person** on the scene and continued until professional medical help arrives, (9-1-1 paramedics). At no time should anyone administering First-Aid go beyond his or her capabilities.

#### **Know your limits!**

The average response time on **9-1-1** calls is 5-7 minutes. En-route Paramedics are in constant communication with the local hospital at all times preparing them for whatever emergency action might need to be taken. You cannot do this. Therefore, do not attempt to transport a victim to a hospital. Perform whatever First Aid you can and wait for the paramedics to arrive.

### First Aid-Kits

First Aid Kits will be furnished to each team at the beginning of the season.

The First Aid Kit will become part of the Team's equipment package and will be taken to all practices, batting cage practices, games (whether season or post-season) and any other CLLL Little League event where children's safety is at risk.

**To replenish materials in the Team First Aid Kit**, the Manager, or designated Coach must contact:

Marcos Frias  
CLLL Safety Officer  
805-297-5910

#### **First-Aid Kits are also available at the concession stands.**

Materials from these additional Kits may not be used to replenish materials in the Team's Kit.

***First Aid Kits and this Safety Manual must be turned in at the end of the season along with your equipment package.***

## **Good Samaritan Laws**

There are laws to protect you when you help someone in an emergency situation. The “**Good Samaritan Laws**” give legal protection to people who provide emergency care to ill or injured persons. When citizens respond to an emergency and act as a reasonable and prudent person would under the same conditions, Good Samaritan immunity generally prevails. This legal immunity protects you, as a rescuer, from being sued and found financially responsible for the victim’s injury. For example, a reasonable and prudent person would:

- Move a victim only if the victim’s life was endangered.
- Ask a conscious victim for permission before giving care.
- Check the victim for life-threatening emergencies before providing further care.
- Summon professional help to the scene by calling **9-1-1**.
- Continue to provide care until more highly trained personnel arrive.

*Good Samaritan laws were developed to encourage people to help others in emergency situations.*

They require that the “Good Samaritan” use common sense and a reasonable level of skill, not to exceed the scope of the individual’s training in emergency situations. They assume each person would do his or her best to save a life or prevent further injury.

People are rarely sued for helping in an emergency. However, the existence of Good Samaritan laws does not mean that someone cannot sue. In rare cases, courts have ruled that these laws do not apply in cases when an individual rescuer’s response was grossly or willfully negligent or reckless or when the rescuer abandoned the victim after initiating care.

## **Permission to Give Care**

If the victim is conscious, you must have his/her permission before giving first-aid. To get permission you *must* tell the victim who you are, how much training you have, and how you plan to help. Only then can a conscious victim give you permission to give care.

Do not give care to a conscious victim who refuses your offer to give care. If the conscious victim is an infant or child, permission to give care should be obtained from a supervising adult when one is available. If the condition is serious, permission is implied if a supervising adult is not present.

Permission is also implied if a victim is unconscious or unable to respond. This means that you can assume that, if the person could respond, he or she would agree to care.



## Treatment At The Site

### **Do . . .**

- **Assess** the injury. If the victim is conscious, find out what happened, where it hurts, watch for shock.
- **Know** your limitations.
- **Call 9-1-1** immediately if person is unconscious or seriously injured.
- **Look** for signs of *injury (blood, black-and-blue, deformity of joint etc.)*
- **Listen** to the injured player describe what happened and what hurts if conscious. Before questioning, you may have to calm and soothe an excited child.
- **Feel** gently and carefully the injured area for signs of swelling or grating of broken bone.
- **Talk** to your team afterwards about the situation if it involves them. Often players are upset and worried when another player is injured. They need to feel safe and understand why the injury occurred.

### **Don't . . .**

- **Administer** any medications.
- **Move** an individual who may have head, neck, back, or lower extremity injuries.
- **Provide** any food or beverages (other than water).
- **Hesitate** in giving aid when needed.
- **Be afraid to ask for help** if you're not sure of the proper procedure, (i.e., CPR)
- **Transport** injured individuals.

# Calling 9-1-1

*The most important help that you can provide to a victim who is seriously injured is to call for professional medical help. Make the call quickly, preferably from a cell phone near the injured person. If this is not possible, send someone else to make the call from a nearby telephone. Be sure that you or another caller follows these steps:*

- 1) Dial **9-1-1**
- 2) Give the dispatcher the necessary information. Answer any questions that he or she might ask. Most dispatchers will ask: for the exact location or address of the emergency. Include the name of the city, nearby intersections, landmarks, etc.
- 3) The telephone number from which the call is being made.
- 4) The caller's name.
- 5) What happened - for example, baseball related injury, bike accident, fire, fall, etc.
- 6) How many people are involved?
- 7) The condition of the injured person - for example, unconsciousness, chest pains, or severe bleeding.
- 8) What help (first aid) is being given.
- 9) Do not hang up until the dispatcher hangs up. The EMS dispatcher may be able to tell you how to best care for the victim.
- 10) Continue to care for the victim until professional help arrives.
- 11) Appoint somebody to go to the street and look for the **ambulance** and **fire engine** and flag them down if necessary. This saves valuable time. Remember, every minute counts.

## When to call

If the injured person is unconscious, call **9-1-1** immediately. Sometimes a conscious victim will tell you not to call an ambulance, and you may not be sure what to do.

Call 9-1-1 anyway and request paramedics if the victim:

- Is or becomes unconscious.
- Has trouble breathing or is breathing in a strange way.
- Has chest pain or pressure.

- Is bleeding severely.
- Has pressure or pain in the abdomen that does not go away.
- Is vomiting or passing blood.
- Has seizures, a severe headache, or slurred speech.
- Appears to have been poisoned.
- Has an injury to the head, neck or back.
- May have possible broken bones.

***If you have any doubt at all, call 9-1-1  
To request paramedics.***

**Also Call 9-1-1 for any of these situations:**

- Fire or explosion
- Downed electrical wires
- Swiftly moving or rapidly rising water
- Presence of poisonous gas
- Vehicle Collisions
- Vehicle/Bicycle Collisions
- Potential for a dangerous situation appears to be taking place on the complex (i.e. aggressive behavior)

## **Accident Report**

The Canyon Lake Little League Board Members approved the following Accident Report Policy and Procedure. The policy and procedure is effective for all seasons, including the Fall Instructional Season.

### **Policy:**

The Canyon Lake Little League Board Members have established the following to maintain effective accident/injury reporting for all members participating in the league.

**Procedure:**

An incident that causes any player, manager, coach, umpire, or volunteer to receive medical treatment and/or first aid (other than minor cuts and abrasions) must be reported to the CLLL Safety Officer. This includes even passive treatments such as the evaluation and diagnosis of the extent of the injury.

All injuries must be reported to the CLLL Safety Officer within 24 hours of the incident.

Marcos Frias  
CLLL Safety Officer  
(805)297-5910

Back-up contact:

Marcos Frias  
CLLL President  
(805)297-5910

Safety Officer's contact info: Posted in the Team First Aid Kits and Concession Stands.

## **How to make a report**

Reporting incidents can come in a variety of forms of communication. Most typically, they are by using the CLLL Incident Report and/or Canyon Lake Little League Preliminary Accident Report and by telephone contact. At a minimum, the following information must be provided:

- 1) The name and phone number of the individual involved.
- 2) The date, time, and location of the incident.
- 3) Detailed description of the incident.
- 4) The preliminary estimation of the extent of any injuries.
- 5) The name and phone number of the person reporting the incident.

Within 24 hours of receiving the CLLL Preliminary Accident Report or Incident Report regarding injury, the Safety Officer will contact the injured party (if the injured party is a minor, the parent/guardian will be contacted) and will:

- Verify the information received.
- Obtain any other information deemed necessary.
- Check on the status of the injured party; and in the event that the injured party required other medical treatment (i.e., Emergency Room visit, doctor's visit, etc.) will advise the parent/guardian of the Canyon Lake Little League's insurance coverage and the provision for submitting any claims.

If the extent of the injury is more than minor in nature, the CLLL Safety Officer shall periodically call the injured party to:

- Check on the status of the injury, including restrictions.
- Check if any other assistance is necessary in areas such as submission of insurance forms, etc., until such time as the incident is considered “closed” (i.e., no further claims are expected and/or the individual is released by his PCP to participate in the League again).

**Little League Accident Insurance covers only those activities approved or sanctioned by Little League Baseball Incorporated.**

### **How the insurance works**

- 1) First have the child’s parent/guardian file a claim under their **primary** insurance policy (i.e. Blue Cross Blue Shield, Pacific Care) or any other **Third Party Liability**.
- 2) Should the family’s insurance plan not fully cover the injury treatment, the Little League CNA Policy will help pay the difference, after a \$50 deductible per claim, up to the maximum stated benefits.
- 3) If the child is not covered by any family insurance, the Little League CNA Policy becomes the primary insurance and will provide benefits for all covered injury treatment costs, after a \$50 deductible per claim, up to the maximum benefits of the policy.
- 4) Treatment of dental injuries can extend beyond the normal fifty-two week period if dental work must be delayed due to physiological changes of a growing child. Benefits will be paid at the time treatment is given, even though it may be some years later. Maximum dollar benefit is \$500 for eligible dental treatment after the normal fifty-two week period, subject to the \$50 deductible per claim.

### **Filing a Claim**

When filing a claim, all medical costs should be fully itemized. If no other insurance is in effect, a letter from the employer of the parent/guardian or claimant explaining the lack of Group or Employer insurance must accompany a claim form. On dental claims, it will be necessary to fill out a Major Medical Form, as well as a Dental Form; then submit them to the insurance company of the claimant, or parent(s)/guardian(s), if claimant is a minor.

**“Accident damage to whole, sound, normal teeth as a direct result of an accident”** must be stated on the form and bills. Forward a copy of the insurance company’s response to Little League Headquarters. The form must also include:

- The claimant’s name
- League ID
- Year of the injury

**Claims must be filed with the CLLL Safety Officer. He forwards them to:**

Little League Baseball, Incorporated  
PO Box 3485, Williamsport, PA, 17701

Claim officers can be contacted at:  
Ph. # (717) 327-1674  
Fax # (717) 326-1074

**CLLL      What a Parent Should Know About Little League Insurance**

***WARNING: Protective equipment cannot prevent all injuries a player might receive while participating in Baseball.***

The Little League Insurance Program is designed to afford protection to all participants at the most economical cost to the local league. The Little League Player Accident Policy is an excess coverage, accident only plan, to be used as a supplement to other insurance carried under a family policy or insurance provided by parent’s employer. If there is no primary coverage, Little League insurance will provide benefits for eligible charges, up to Usual and Customary allowances for your area, after a \$50.00 deductible per claim, up to the maximum stated benefits.

This plan makes it possible to offer exceptional, affordable protection with assurance to parents that adequate coverage is in force for all chartered and insured Little League approved programs and events. If your child sustains a covered injury while taking part in a scheduled Little League Baseball or Softball game or practice, here is how the insurance works:

- 1) The Little League Baseball accident notification form must be completed by parent/guardian (if the claimant is less than 19 years of age) and a league official and forwarded directly to Little League Headquarters within 20 days after the accident. A photocopy of the form should

be made and kept by the parent/claimant. Initial medical/dental treatment must be rendered within 30 days of the Little League accident.

- 2) Itemized bills, including description of service, date of service, procedure and diagnosis codes for medical services/supplies and/or other documentation related to a claim for benefits are to be provided within 90 days after the accident. In no event shall such proof be furnished later than 12 months from the date the initial medical expense was incurred.
- 3) When other insurance is present, parents or claimant must forward copies of the Explanation of Benefits or Notice/Letter of Denial for each charge directly to Little League Headquarters, even if the charges do not exceed the deductible of the primary insurance program.
- 4) Policy provides benefits for eligible medical expenses incurred within 52 weeks of the accident, subject to Excess Coverage and Exclusion provisions of the plan.
- 5) Limited deferred medical/dental benefits may be available for necessary treatment after the 52-week time limit when:
  - a) Deferred medical benefits apply when necessary treatment requiring the removal of a pin /plate, applied to transfix a bone in the year of injury, or scar tissue removal, after the 52-week time limit is required. The Company will pay the Reasonable Expense incurred, subject to the Policy's maximum limit of \$100,000 for any one injury to any one Insured. However, in no event will any benefit be paid under this provision for any expenses incurred more than 24 months from the date the injury was sustained.
  - b) If the Insured incurs Injury, to sound, natural teeth and Necessary Treatment requires treatment for that Injury be postponed to a date more than 52 weeks after the injury due to, but not limited to, the physiological changes of a growing child, the Company will pay the lesser of:
    - i) A maximum of \$1,500 or
    - ii) Reasonable Expenses incurred for the deferred dental treatment. Reasonable Expenses incurred for deferred dental treatment are only covered if they are incurred on or before the Insured's 23rd birthday. Reasonable Expenses incurred for deferred root canal therapy are only covered if they are incurred within 104 weeks after the date the Injury occurs.

No payment will be made for deferred treatment unless the Physician submits written certification, within 52 weeks after the accident, that the treatment must be postponed for the above stated reasons. Benefits are payable subject to the Excess Coverage and the Exclusions provisions of the Policy.

We hope this brief summary has been helpful in a better understanding of an important aspect of the operation of the Little League endorsed insurance program.

## **Equipment**

The Canyon Lake Little League Board Members approved the following Equipment Policy and Procedure. The policy and procedure is effective for all seasons, including the Fall Instructional Season.

### **Policy:**

The Canyon Lake Little League Board Members have established the following to maintain safe and reliable equipment for all members participating in the league.

### **Procedure:**

Responsibilities for compliance with the equipment procedures belong to every adult member of Canyon Lake Little League.

**The Equipment Manager** is an elected CLLL Board Member responsible for:

- Purchasing and distributing equipment to the individual teams. This equipment is checked and tested before it is issued.
- Promptly replacing damaged and ill fitting equipment.

Jesse Hoffman  
CLLL Equipment Manager  
(909) 239-3756

**The Team Manager** is responsible to:

- Maintain and inspect equipment before each game and each practice.
- Notify the CLLL Equipment Manager of any equipment that requires being repaired or replaced.
- Comply with all Equipment Requirements.
- Keep the First Aid Kit and Safety Manual with them at each practice and Game.
- At the end of the season, return all equipment to the CLLL Equipment Manager. First-Aid kits and Safety Manuals must be turned in with the equipment.

**The players may bring their own gear. This equipment can only be used if it meets the requirements as outlined in the CLLL Safety Manual and the Official Little League Rule Book.**



## **Equipment Requirements:**

- 1) Helmets must meet NOCSAE specifications and standards.
- 2) Each helmet shall have an exterior warning label visible and easy to read.
- 3) Use of a helmet by the batter and all base runners is mandatory.
- 4) Use of a helmet by a player/base coach is mandatory.
- 5) Make sure helmets fit properly.
- 6) Use of a helmet by an adult base coach is optional.
- 7) Male catchers must wear the metal, fiber or plastic type cup and a long-model chest protector.
- 8) All catchers must wear chest protectors with neck collar, throat guard, shin guards and catcher's helmet, all of which must meet Little League specifications and standards.
- 9) All catchers must wear a mask, "dangling" type throat protector and catcher's helmet during practice, pitcher warm-up, and games. NOTE: Skullcaps are not permitted.
- 10) If the gripping tape on a bat becomes unraveled, the bat must not be used until it is repaired.
- 11) Bats with dents, or that are fractured in any way, must be discarded.
- 12) Only Official Little League balls will be used during practices and games.
- 13) No wood bats at any time.
- 14) Make sure that the equipment issued to you is appropriate for the age and size of the kids on your team. If it is not, get replacements from the Equipment Manager.
- 15) Make sure that players respect the equipment that is issued.

## **Concession Stand Safety**

The Canyon Lake Little League Board Members approved the following Concession Stand Safety Policy and Procedure. The policy and procedure is effective for all seasons, including the Fall Instructional Season.

**Policy:**

The Canyon Lake Little League Board Members have established the following to maintain effective food handling and safety for all members participating in the league.

**Procedure:**

All Concession Stand Volunteers will read the Concession Stand Safety Policy and Procedure and agree to comply with the following as a condition of participation.

- 1) No person under the age of fifteen will be allowed behind the counter in the concession stands.
- 2) People working in the concession stands will be trained in safe food preparation. Training will include the safe use of the equipment and required cleaning.
- 3) Cooking equipment will be inspected periodically and repaired or replaced as needed.
- 4) Food not purchased by CLLL to sell in its concession stands will not be cooked, prepared, or sold in the concession stands.
- 5) Cleaning chemicals must be stored in a locked container.
- 6) A Certified Fire Extinguisher suitable for grease fires must be placed in plain sight at all times.
- 7) All concession stand workers are to be instructed on the use of fire extinguishers.
- 8) All concession stand workers will attend a training session in the Heimlich maneuver.
- 9) A fully stocked First Aid Kit will be placed in each Concession Stand.
- 10) The Concession Stand main entrance door will not be locked or blocked while people are inside.
- 11) Volunteers will learn and follow "The Ten Commandments of Safe Food Service".

## **The Ten Commandments of Safe Food Service**

1. Before refrigerating potentially hazardous foods, make certain an internal product temperature of 45 degrees Fahrenheit (7.2 degrees Celsius) or less will be maintained. Cooked food should be chilled rapidly in shallow pans either by refrigeration, a quick chilling unit, or in an ice water bath and stirred or agitated frequently during chilling.
2. Use extreme care in storing and handling food prepared in advance of service.

3. Cook or heat-process food to recommended temperatures.
4. Relieve infected volunteers of food handling duties and require strict personal hygiene on the part of all volunteers.
5. Make certain that hot-holding devices maintain food at a temperature of 140 degrees Fahrenheit (60 degrees Celsius) or higher.
6. Give special attention to the inspection and the cleaning of raw ingredients that will be used in foods requiring little or no cooking.
7. Heat leftovers quickly to an internal temperature of 165 degrees Fahrenheit (73.9 degrees Celsius) or higher.
8. Avoid carrying contamination from raw to cooked and ready-to-serve foods via hands, equipment and utensils.
9. Clean and sanitize food contact surfaces and equipment after every use.
10. Obtain foods from approved sources.

## **Weather**

Most of our days in California are warm and sunny, but there are those days when the weather turns bad and creates unsafe weather conditions.

### **Rain**

If it begins to rain:

- 1) Evaluate the strength of the rain. Is it a light drizzle or is it pouring?
- 2) Determine the direction the storm is moving.
- 3) Evaluate the playing field as it becomes more and more saturated.
- 4) Stop practice/game if the playing conditions become unsafe. Use Good Judgment. If playing a game, consult with the other manager and the umpire to formulate a decision.

### **Lightning**

The average lightning strike is 5-6 miles long with up to 30 million volts at 100,000 amps flow in less than a tenth of a second. In the United States, on average 65 people are killed each year by lightning.

The average thunderstorm is 6-10 miles wide and moves at a rate of 25 miles per hour.

Once the leading edge of a thunderstorm approaches to within 10 miles, you are at immediate risk due to the possibility of lightning strikes coming from the storm's overhanging anvil cloud. This fact is the reason that many lightning deaths and injuries occur with clear skies overhead.

On average, the thunder from a lightning stroke can only be heard over a distance of 3-4 miles, depending on terrain, humidity and background noise around you. By the time you hear thunder, the storm has already approached to within 3-4 miles! Lightning can strike up to 10 miles from a thunderstorm.

**If you can HEAR, SEE or FEEL LIGHTNING or a THUNDERSTORM:**

- 1) Suspend all games and practices immediately.
- 2) Stay away from metal including fencing and bleachers.
- 3) Do not hold metal bats.
- 4) Get players to walk, not run to their parent's or designated driver's cars and wait for your decision on whether or not to continue the practice/game.
- 5) Do not resume games or practice until 30 minutes after the last visible lightning strike or thunder.

**Evacuation Plan**

In the event of a severe storm or catastrophic event:

- 1) At that time all players will return to the dugout and wait for their parents to come and get them.
- 2) If a player's parent is not attending the game, the Manager will take responsibility for evacuating that child.
- 3) Once parents have obtained their children, they will proceed to their vehicles in a calm and orderly manner.
- 4) Drivers will then proceed slowly and cautiously out of the facility, observing the 5 MPH speed limit. Once outside the facility, drivers will observe the posted speed limits.

## **Hot Weather**

California is known for hot weather.

Precautions must be taken in order to make sure the players on your team do not dehydrate or hyperventilate.

- Suggest players take drinks of water and/or sports drinks when coming on and going off the field between innings or between practice drills.
- If a player looks distressed while standing in the hot sun, substitute that player and get him/her into the shade of the dugout A.S.A.P.
- If a player should collapse as a result of heat exhaustion, call 9-1-1 immediately. Get the player to drink water and use the instant ice bags supplied in your concession stand to cool him/her down until the emergency medical team arrives.

## **UV Exposure**

Ultra Violet Light Exposure increases and athlete's risk of developing a specific type of skin cancer known as melanoma. The American Academy of Dermatology estimates that children receive 80% of their lifetime sun exposure by the time that they are 18 years old. We recommend the use of sunscreen with a SPF (sun protection factor) of at least 30 as a means of protection from damaging ultra-violet light.

## **Hydration**

Good nutrition is important for children. Sometimes, the most important nutrient children need is water, especially when they're physically active. When children are physically active, their muscles generate heat thereby increasing their body temperature. As their body temperature rises, their cooling mechanism (sweat) kicks in. When sweat evaporates, the body is cooled. Unfortunately, children get hotter than adults during physical activity and their body's cooling mechanism is not as efficient as adults. If fluids aren't replaced, children can become overheated.

We usually think about dehydration in the summer months when hot temperatures shorten the time it takes for children to become overheated. But keeping children well hydrated is just as important in the winter months. Additional clothing worn in the colder weather makes it difficult for sweat to evaporate, so the body does not cool as quickly.

It does not matter if it's January or July, thirst is not an indicator of fluid needs. Therefore, children must be encouraged to drink fluids even when they don't feel thirsty.

## **Fluid intake recommendation:**

### **Yes**

- Water and Sports Drinks

### **No**

- Beverages high in carbohydrates like undiluted fruit juice may cause stomach cramps, nausea and diarrhea when the child becomes active.
- Beverages containing caffeine (tea, coffee, sodas) as they can dehydrate the body further.
- Carbonated drinks, which can cause gastrointestinal distress and may decrease fluid volume.

## **Conditioning and Stretching**

Conditioning is an essential part of accident prevention. Stretching and contracting of muscles before an athletic activity, improves general control of movements, coordination and alertness. Such drills also help develop the strength and stamina needed by the average youngster to compete with minimum accident exposure.

Purpose: to increase flexibility within the various muscle groups and prevent tearing from overexertion.

Stretching should never be done forcefully, but rather in a gradual manner to encourage looseness and flexibility.

### **Hints on Stretching:**

- Stretch necks, backs, arms, thighs, legs and calves.
- Don't ask the child to stretch more than he or she is capable of.
- Hold the stretch for at least 10 seconds.
- Don't allow bouncing while stretching. This tears down the muscle rather than stretching it.
- Have one of the players lead the stretching exercises.

## **Hints on Calisthenics:**

- Repetitions of at least 10.
- Have kids synchronize their movements.
- Vary upper body with lower body.
- Keep the pace up for a good cardio-vascular workout.

## **Pitching**

**Canyon Lake Little League will follow the Most recently adopted International Little League Rule Book for the established Pitch Count Rule effective for this year's season of play.**

In the event that a pitcher is inserted back into the lineup at another position, we recommend against the position of catcher, as the number of throws required mirrors that of the pitcher.

Ice is a universal First-Aid treatment for minor sports injuries. Ice controls the pain and swelling. Pitchers should be taught how to ice their arms at the end of a game.

***Children should not be encouraged to “play through pain.” Pain is a warning sign of injury. Ignoring it can lead to greater injury.***

## **Child Abuse**

**Volunteers** are the greatest resource Little League has in aiding children's development into leaders of tomorrow. But some potential volunteers may be attracted to Little League to be near children for abusive reasons.

Child sexual abuse can be defined as “the exploitation of a child by an older child, teen or adult for the personal gratification of the abusive individual.” So abusing a child can take many forms, from touching to non-touching offenses. Child victims are usually made to feel as if they have brought the abuse upon themselves; they are made to feel guilty. For this reason, sexual abuse victims seldom disclose the victimization.

**Consider this:**

It is estimated that for every child abuse case reported, ten more go unreported. Children need to understand that it is never their fault, and both children and adults need to know what they can do to keep it from happening.

Anyone can be an abuser and it could happen anywhere.  
By educating parents, volunteers and children, we help reduce the risk it  
will happen at Canyon Lake Little League.

Like all safety issues, prevention is the key.

Canyon Lake Little League has a **three-step plan** for selecting caring, competent and safe volunteers.

**Application:**

- To include residence information, employment history and three personal references from non-relatives.
- All potential volunteers must fill out the application that clearly asks for information about prior criminal convictions.
- The form points out that all positions are conditional based on the information received back from a background check.

**Interview:**

- Make all applicants aware of the policy that no known child-sex offender will be given access to children in the Little League Program.

**Reference Checks:**

- Make sure the information given by the applicant is corroborated by references.

**Reporting**

In the unfortunate case that child sexual abuse is suspected, you should immediately contact the CLLL President, or an CLLL Board Member if the President is not available, to report the abuse. CLLL along with district administrators will contact the proper law enforcement agencies.

*If any form of Child Abuse is observed, contact law enforcement immediately.*



## **Child Sexual Abuse Myths**

*“Sex abusers are dirty old men.”* False

While sex abusers cut across socioeconomic levels, educational levels and race, the average age of a sex offender has been established at 32.

*“Strangers are responsible for most of the sexual abuse.”* False

An individual familiar to the victim perpetrates 80-85% of all sexual abuse cases in the US. Less than 20% of all abusers are strangers.

*“Most sex abusers suffer from a form of serious mental illness or psychosis.”* False

The actual figure is more like 10%, almost exactly the same as the figure found in the general population of the United States.

*“Most sex abusers are homosexuals.”* False

Most are heterosexual.

*“Children usually lie about sexual abuse, anyway.”* False

In fact, children rarely lie about being sexually abused. If they say it, don't ignore it.

*“It only happens to girls.”* False

While females do comprise the largest number of sexual abuse victims, it is now believed that the number for male victims is much higher than reported.

## **Investigation**

CLLL will appoint individuals with significant professional background to receive and act on abuse allegations. These individuals will act in a confidential manner, and serve as the League's liaison with the local law enforcement community. Little League volunteers should not attempt to investigate suspected abuse on their own.

**Adults and kids beware - Little League Baseball and CLLL will not tolerate child abuse, in any form.**

## **Suspending/Termination**

When an allegation of abuse is made against a Little League volunteer, it is our duty to protect the children from any possible further abuse by keeping the alleged abuser away from children in the program. If the allegations are substantiated, the next step is clear; assure that the individual will have no further contact with the children in the League.

## **Immunity From Liability**

CLLL would like adults and Little Leaguers to understand that they shouldn't be afraid to come forward in these cases, even if there is a possibility of being wrong. All states provide immunity from liability to those who report suspected child abuse in "good faith." At the same time, there are also rules in place to protect adults who prove to have been inappropriately accused.

## **The Buddy System**

There is safety in numbers. Encourage kids to move about in a group of two or more children, whether an adult is present or not. This includes travel, leaving the field, or using the restroom areas. It is far more difficult to victimize a child if they are not alone.

## **Access**

Controlling access to areas where children are present, such as the dugout or restrooms, protects them from harm by outsiders. It's not easy to control the access of large outdoor facilities, but visitors should be directed to a central point within the facility. Individuals should not be allowed to wander through the area without the knowledge of the managers/coaches, board members or any other volunteer.

## **Lighting**

Child sexual abuse is more likely to happen in the dark. The lighting of fields, parking lots and any and all indoor facilities where Little League functions are held should be bright enough so that participants can identify individuals as they approach, and observers can recognize abnormal situations.

## **Toilet Facilities**

Generally speaking, Little Leaguers are capable of using toilet facilities on their own, so there should be no need for an adult to accompany a child into rest room areas. There can sometimes be special circumstances under which a child requires assistance in toilet facilities, but there should still be adequate privacy for that child. Again, we can utilize the "**buddy system**" here.

## **Complaints and Concerns**

**Definitions:** Complaint: An issue someone feels may change the outcome of rules and regulations of the league, or may help in the long term to improve the way the league in the community is run.

Concern: An issue that immediately affects a player, manager, coach, umpire, spectator or board member, and the effectiveness to safely run the league in the community.

**Purpose:** To allow all involved with Little League a method to voice complaints and concerns in a productive manner.

**Objective:** To classify issues accordingly and find resolution in a timely manner.

**Goals:**

- 1) Provide continuity of decisions.
- 2) Improve the communication process.
- 3) Identify trends.
- 4) Allow the league to run more effectively.
- 5) Make league participation a positive experience.

## **Attention: Canyon Lake Little League Members**

- **You have the right to voice your complaints and concerns.**
- **These issues will be kept confidential.**
- **Please see an appointed board member for the appropriate action to take and resolve all issues.**
- **We encourage all individuals involved in the Little League community, to help us with the issues that may occur.**

Thank you for your support.

*Canyon Lake Little League*

*Complaint/Concern Report Form*

Date issued: \_\_\_\_\_ Time issued: \_\_\_\_\_

Issued by: \_\_\_\_\_ Phone # \_\_\_\_\_

Players name: \_\_\_\_\_ Relation to player: \_\_\_\_\_

Division: \_\_\_\_\_ Team: \_\_\_\_\_

Complaint/Concern: (include date and time the issue occurred.)

Names and titles of all involved:

Signature \_\_\_\_\_

---

This issue was reported to Board Member: \_\_\_\_\_.

The Board Member feels this is a level \_\_\_\_\_ issue.

Date for resolution: \_\_\_\_\_ Date of board meeting: \_\_\_\_\_

Board Members signature \_\_\_\_\_

---

Outcome: \_\_\_\_\_ Substantiated / Unsubstantiated

Reviewed by the League board on \_\_\_\_\_ / CLLL President \_\_\_\_\_

Directions:

- 1) **Have the individual voicing an issue complete the top portion of the complaint / concern form.**
  - a) The **date issued** and **time issued**, is the date and time they are completing the form.
  - b) **Issued by** is for them to print their name.
  - c) **Phone #**, is their # in case any further information may be needed.
  - d) **Players name, Relationship to player, Division, Team.** If the individual completing the form is a player, related to a player, or is involved directly or indirectly with a team, acknowledge this here.
  - e) **Complaint/Concern.** This area must include the date and time of the incident. Have the writer be specific and clear. If they require more room, use the back of the page.
  - f) **Names and titles of all involved.** Have the writer list all individuals that were directly involved in the incident.
- 2) **The Board Member receiving the form completes the second portion of the form.**
  - a) **Print** your name
  - b) Determine the **issue level**, via the level grid (0-4).
  - c) Determine the **date for resolution**.
  - d) Enter the **date of the next board meeting**.
  - e) **Sign** the form.
  - f) Place the form in a manila envelope marked confidential.
- 3) **If the Board Member determines the issue is a Complaint Level 0-2, or Concern Level 3-4 proceed as followed:**
  - a) Converse with the individuals listed as involved, in the top portion of the form. (Remember the issuer is confidential.)
  - b) Determine if the issue is Substantiated (did occur), or Unsubstantiated (did not occur, or may have but can not be proven).
  - c) Complete the lower portion/**Outcome**.
  - d) Circle your findings of **Substantiated or Unsubstantiated** on the lower portion of the form
  - e) Give a brief outcome to the issue. If you were able to resolve the issue, provide information as to how you and the other board members handled the issue. If the issue was left unresolved, give a brief description as to all that was done before concluding the issue unresolved. (Use the back side of the form if you need additional room)
  - f) Return the form to the manila envelope.
  - g) Give the envelope to the League President.

## Levels

### **Complaints**

- 0) **An issue between individuals in Little League that one requests further investigation and ruling.**
- 1) **An issue between individuals in Little League that requires further investigation.**
- 2) **An issue may affect Little League and its goals to provide a good learning experience for all involved.**

### **Concerns**

- 3) **The safety of a player, manager, coach, umpire, spectator, or board member may occur.**
- 4) **The immediate safety of player, manager, coach, umpire, spectator, or board member is at hand.**

### **Time lines:**

- Concerns require immediate response.
- Complaints require response before the next board meeting.

### **Completed forms:**

- Will be given to the league president to be signed.
- The forms will then be placed in a confidential logbook.
- Complaints and Concerns will be addressed at the monthly board meetings as deemed necessary by the league board members.

***Please note: The Incident Report for Non-Accident Events Form (Attachment-C) may be substituted for the Complaint/Concern Report form and vice versa. It is the responsibility of the Safety Officer to make sure the needed forms have been completed when an injury has occurred.***

### **FYI To Board Members Regarding Complaint and Concerns:**

1. This process should not be used as a suggestion box.
2. If the issue derives from a rulebook dispute the board member needs to locate the proper ruling and not include this as an issue.
3. If the issue is due to the Little League Board not properly notifying or posting information, Board Member should acknowledge the error and rectify the problem immediately.
4. Board Members are not to determine an issue as a non-issue.
5. If you are at fault for the issue presented, don't try to "cover up" your mistake, FIX IT.
6. If the issue involves you directly, give the complaint / concern to a board member who is not involved.
7. The vice president will sign off an issue that directly involves the league president.

Remember:

***Problem areas that arise need a conclusion to help make all of our volunteer work easier.***

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

Division: \_\_\_\_\_

Field: \_\_\_\_\_

Umpire: \_\_\_\_\_

Field is clear of rocks.

Field is clear of holes.

Screens are intact.

Fencing is safe of sharp edges.

Lights are functioning properly.

Eq. inspected in both dugouts.

<u>Team</u>	<u>Score</u>	<u>Team</u>	<u>Score</u>
<b>Pitcher's Name and uniform #</b>	<b># of Pitches</b>	<b>Pitcher's Name and uniform #</b>	<b># of Pitches</b>
<b>Manager or Coaches Signature</b>		<b>Manager or Coaches Signature</b>	

**First Aid Meeting**

Canyon Lake Little League provides a mandatory First Aid Meeting annually. This meeting is held for volunteers, managers/coaches and umpires participating in the league. Managers/Coaches must attend training at least once every three years. At least one representative from each team is required to attend each year.



The First Aid Meeting for 2023 will be held on 2/22/20 U.N.O

### **Fundamental Training**

Canyon Lake Little League provides an annual Fundamentals Training. Managers/Coaches must attend the training at least once every three years. At least one representative from each team is required to attend each year.

The Fundamental Training for 2023 will be held on 3/8/19 U.N.O., at Temescal Canyon High School in Lake Elsinore, CA.

Clinics are held throughout the year to increase the knowledge of our players and coaches.