



Changing Lives Through Sports

Dear Coach,

At America's Team (AT), we believe that sports and travel change lives. It's not just a slogan. Each of us has been inspired to greater understanding— of ourselves, of the world, of other people and cultures— through sports and travel. The opportunity to leave home and learn about the world first-hand is the most important gift we've ever been given. The opportunity to use sports to experience a different culture at the grass roots level is truly amazing. What a better way to learn about the world, than through sports. That's why we feel that teachers, coaches and mentors who give their athletes this gift are the most important people around. We commend you for what you do. We are continually inspired by your commitment and creativity.

At America's Team, we are only as good as our coaches. We recruit our coaches based on two criteria; the love of kids and sports, and a passion for education. Education is vital, since not only will you be making these kids better players, but you will be molding them into better people, as they represent their schools, communities, and of course our great country overseas as both competitors and ambassadors.

For nearly 30 years ACIS (our travel partner) has striven to match your dedication to changing lives with the highest quality sports and educational tours. America's Team realizes their success and has chosen them to make your experience one that you will never forget.

As a coach for America's Team, the benefits are numerous, and I will highlight a few. Build your resume using international instruction and education. See the amazement in your kids' eyes, as they first step onto a completely foreign piece of earth. Watch your kids grow up right in front of your eyes. Gain a better understanding of a foreign country and help promote tolerance among different groups of people. See the world the most efficient way possible – coaches travel at no cost.

It is my hope you will take this opportunity to not only change your life forever, but you will also change the lives of countless kids too. Please take some time and read through this brief manual. We've designed this booklet to prepare you for your role as coach or assistant group leader. It is our pleasure to work closely with you in preparation for an outstanding and memorable trip.

To changing lives through sports,

Brigham Joy
Founder and President



Changing Lives Through Sports

BEFORE YOU TRAVEL

America's Team coaches are selected for a variety of reasons, including their overall desire to see the world changed through sports. Clearly, our program would be limited without the dedication and enthusiasm of each of our coaching professionals. America's Team coaches are expected to work with their recruiter to help construct the team with qualified student-athletes. Below, the recruiting process is explained.

How to put the team together

Coaches Responsibilities

1. Provide list of players
2. Follow up phone call (we will remind you)
3. Welcome players to team

America's Team Responsibilities

1. Handle all travel questions
2. All accounting and invoicing
3. Manage player invitation and registration process
4. Provide information and materials to players and parents

The team is complete...Key Dates Prior to Departure

- 60 Days to departure - "How to Pack" sent to all travelers...kids, parents and coaches.
- 45 Days to departure - Flight information will be made available to all travelers online.
- 45 Days to departure – Coach emails entire team practice schedule.
- 30 Days to Departure – Uniforms shipped to coach. Coach passes out uniforms at practice.
- 30 Days to Departure - The final itinerary is made available to all travelers online.
- 14 Days to Departure - All travelers are emailed their e-tickets (airline tickets).
- Departure Date - Be at the airport 3 hours prior to your departure time.



Changing Lives Through Sports

ON TOUR

Coaches and assistant group leaders assume basic responsibility for the following:

- Preparing their group for the trip.
- Providing supervision, educational and coaching leadership and discipline on the trip.
- Handling emergency situations.

SETTING THE TONE

Our priority is to make your trip a success and to take care of every single detail. Your role is to supervise the conduct and oversee the well-being of the participants entrusted to you, and to set the tone for the group. That means giving your athletes daily cues on how to react to their new environment and learn from it. When participants return home, their impression of the trip will be a mirror image of your own. For example, although frustrating experiences sometimes occur when traveling, they need not prevent your group members from having the time of their lives. If there are delays caused by traffic conditions or long lines, your task as “morale officer” will be to help the group rise above the situation. By putting a positive spin on things and meeting frustration with humor, you can turn minor delays and mishaps into experiences that your participants will joke about for years to come.

WORKING TOGETHER WITH OTHER GROUPS

It is possible that you will be on a bus with other teams from the U.S. It is important that you meet with the other coaches and group leaders and your tour manager on the day you arrive. Later, we describe arrival-day activities and the important Arrival Briefing that your tour manager holds on this day. We strongly suggest that coaches and group leaders get together for a Preliminary Group Leader Meeting before the group Arrival Briefing. The purpose of the Preliminary Group Leader Meeting is for group leaders to get to know each other and to make sure that everyone has a common understanding of the rules and the means of enforcement. (See the Student Behavior Guidelines)

If occasions arise where you disagree with another coaches or group leader’s interpretation of the rules, it is important not to interfere with that coach’s relationship with his or her group. This could create ill feelings and affect the whole trip. Spare yourself future tensions by working out a “bus etiquette” with the other group leaders in advance. Try rotating seats rather than having group leaders take the front seats everyday. The rules listed in the Student Behavior Guidelines are the minimum America’s Team requirements for group travel. You might be traveling with other groups who wish to enforce additional rules for their participants. It is important that you and the other group leaders discuss and respect those rules so that everyone on the bus is aware and understands all of the rules that are in effect.



Changing Lives Through Sports

DISCIPLINE

Please note that you are the disciplinarian for your team. Discipline is not the tour manager's job. He or she will report any infractions to you and, of course, will intervene in an emergency situation. But, as the coach and group leader, you are the one responsible for discipline in your group. The crucial elements of discipline are:

Enforcing the curfew.

We recommend that you check all the hotel rooms immediately after curfew.

Knowing participants' whereabouts.

During free time, you should know where your participants are and when they will return. Students must always stay in groups of three or four when they're on their own.

Enforcing appropriate behavior in hotels.

Enforcing punctuality and maintaining schedules.

Maintaining attentiveness.

Participants should not talk, sleep or use headphones during commentary or announcements.

Taking precautions.

Remind your participants to carry a copy of their hotel list at all times in case they get separated from the group.

Monitoring hotel rooms, especially on check-out day.

This way, you can spot any room damage or any belongings left behind.

Keeping participants together.

You might take a combined group on an evening walking tour in exchange for the other group leader's taking a combined group to an art gallery.

RULES FOR COACHES AND GROUP LEADERS

America's Team must have standard procedures in the unlikely event that a group leader neglects his or her duties. Although such events are extremely rare, this workbook would not be complete without a brief reference to such a possibility. In less serious cases, the tour manager will seek to rectify the matter on the spot. In a more serious case in which the safety or well-being of the group may be jeopardized, the tour manager will contact the nearest AT/ACIS office. A serious infraction could result in a group leader's temporary suspension from the group or being removed from the trip and returned to the U.S. at his or her expense.



Changing Lives Through Sports

IN CASE OF EMERGENCY

You and the tour manager are primarily responsible for resolving emergencies involving any of your group participants. Your tour manager has access to 24/7 support, but please remember that the tour manager has responsibility for the whole bus. If you have any problems before you meet your tour manager, including flight delays, it is the group leader's responsibility to call the AT/ACIS Emergency Number. In unusual cases involving a medical emergency or lost passport, after discussing the matter with your tour manager, you may have to stay behind with a participant. Your assistant group leader or another adult can take over the supervision of the group. Under no circumstances should a minor be left without adult supervision.

Emergency Contact Numbers

The following phone numbers are subject to change and you will be given a reference card with your uniform packet prior to departure.

In the USA *office hours* 800 888 2247
after hours 617 450 5678 (collect)

In France *office hours* 01 44 39 04 24
after hours 06 08 24 70 94

In the UK *office hours* 020 7590 7474
after hours 07775 796 473

In all other
European countries *office hours* 00 44 20 7590 7474
after hours 00 44 7775 796 473

In all other *countries* *office hours* 001 617 236 2051 (collect)
after hours 001 617 450 5678 (collect)

ACIS office hours are from 10 am - 6 pm eastern standard time. In case of illness or injury call **Team Assist**, our round-the clock, 365-day travel assistance provider. Identify yourself as an ACIS participant and provide the Team Assist ID number, **AT 507**.

Within the USA 800 472 0906
Outside the USA 954 659 7934 (collect)

If you are unable to call collect, keep a record of the call and Team Assist will reimburse you.



Changing Lives Through Sports

LAST MINUTE QUESTIONS

Below are a few unfortunate scenarios that may arise before or during your tour. Never hesitate to call AT/ACIS with any questions you may have. Remember, while on tour your tour manager is your best resource and therefore should be consulted immediately, if possible, in any situations requiring assistance.

BEFORE LEAVING

Q: What if there is a last-minute participant cancellation?

A: AT/ACIS will contact you with a last minute roster prior to departure. This roster will contain the most current information and all emergency contact information for each traveling passenger. The tour manager overseas will also have this information prior to your departure.

Q: What if one of our air tickets is lost?

A: Call AT/ACIS immediately.

AT THE AIRPORT

Q: What if one of our air tickets is lost or stolen?

A: Go to the airline and show them a photocopy of the lost ticket. A replacement fee may have to be paid by the party who lost the ticket. If there are any further problems concerning replacement, call AT/ACIS.

Q: What if our flight has been delayed more than one hour?

A: Always inform AT/ACIS so that we may notify your tour manager at the arrival city.

Q: What if our flight has been cancelled?

A: Work with the airline to rebook your group and inform AT/ACIS. Don't leave the airport until you have been rebooked with confirmed seats (if possible) on the next available flight.

Q: What if we have missed our flight?

A: Work with the airline to rebook, then call AT/ACIS. Don't leave the airport until you have been rebooked with confirmed seats (if possible) on the next available flight.

Q: What if a suitcase is lost or damaged?

A: Inform the airline immediately and fill out the proper claim form. If the affected group member has purchased Ultimate or Comprehensive Protection, he or she will enjoy protection coverage.

ON TOUR

Q: What if one of my participants becomes ill or injured?

A: Inform your tour manager, who will help you contact Team Assist. If you are not with your tour manager, go to the nearest payphone and contact Team Assist, they will advise you how to find a physician or emergency care.

Q: What if luggage has been lost or damaged while not in the custody of an airline?

A: Inform your tour manager, who will assist you in contacting local police. Fill out a police report detailing all items missing. Participants with Ultimate or Comprehensive Protection may file a claim upon returning home.



Changing Lives Through Sports

Q: What if a participant's air ticket is missing?

A: Inform your tour manager. If you are not with your tour manager, get to the nearest payphone and contact the airline who issued the tickets.

Q: What if a participant loses his or her passport?

A: Inform your tour manager. If you are not with your tour manager, get to the nearest payphone and contact the local U.S. embassy or consulate. If you are unable to do either one of these things, contact Team Assist.

STUDENT BEHAVIOR GUIDELINES

AT/ACIS student athletes review the following Student Behavior Guidelines prior to departure. It is important that you adhere to these guidelines so everyone may have a safe time on tour.

Behavior Guidelines

1. **Alcohol.** In some countries, it is customary to have beer or wine with meals. Students under 21 must obtain their parents' or legal guardians' written permission to sample beer or wine at mealtimes. Sampling is limited to one glass of beer or wine at dinner, and a group leader must be present. Some coaches may not permit drinking of wine or beer for students under 21; in all cases, you will be subject to the wishes of your coach, event recruiter, and parents.
2. **Visiting Friends or Relatives.** If such visits involve temporarily leaving the program, you will need a letter of permission from your parent or legal guardian. The letter must be given to your event coordinator **no later** than 14 days prior to your departure. Guests or friends may not under any circumstances ride on the AT bus with you or spend the night in your hotel room.
3. **Attendance at Meals.** You are expected to be with your group at breakfast and dinner, unless special permission has been obtained from your coach.
4. **Weapons** such as knives, firearms or firecrackers may not be carried or bought by students.
5. **Drugs.** Possession or use of illegal substances (as governed by USA laws) is absolutely forbidden, and will result in dismissal from the group and a return home at the parents' or guardians' expense.
6. **Motor Vehicles** of any kind may **NOT** be rented or driven by students.
7. **Curfew.** A general midnight curfew applies to all ATI trips. Unless there is a coach supervised activity running past midnight, you must be in your hotel room from midnight until the next morning. Respect other hotel guests by keeping noise to a minimum after 10 p.m. Different curfew restrictions may apply on homestay programs. You are expected to respect the wishes of your homestay family.
8. **Sexual Misconduct.** You may be sent home at the parents' or guardians' expense for inappropriate sexual conduct.



Changing Lives Through Sports

9. **Hotel/Bus Behavior Guidelines.** Be especially careful with your room and your bus. You will be held personally responsible for any damage you cause, and you will not be allowed to leave the hotel until the damage is paid for. When an AT/ACIS hotel reports damage to a room, AT/ACIS will investigate as best it can, but will ultimately consider the hotel's report to be definitive.

- You will be responsible for phone calls made from your room and any extra hotel expenses (for example, items from a room mini-fridge). Under no circumstances may you consume alcoholic beverages from the mini-fridge.
- Stealing towels, ash trays, etc. as souvenirs is forbidden, since waiters and maids are required to pay for any missing items.

10. **Included Group Activities** require your participation. These include sight-seeing and local excursions, which are among the very reasons for your taking an AT/ACIS trip!

11. **Free Time Periods.** Even when no organized group activities are scheduled and you are on your own, your coach must know where you are, whom you're with, and when you will return. You must be in groups of three or four when you are not with your group. Student athletes are never to go off on their own. Be sure to carry the name, address and phone number of your hotel or homestay family with you at all times. You are expected to be mindful of your own safety and well-being at all times. Take caution in whatever you do or wherever you go, especially in unfamiliar areas.

12. **Respect for Local Culture.** The local people you meet are not "tourist attractions." This is their city, their home; remember to act like a guest. Monuments are made for admiring; please do not climb on them. Toss gum wrappers in public wastebaskets (or put them in your pocket). Behave in cathedrals or royal residences the way you would want visitors to behave at the White House or the Vietnam Memorial.

13. **Dress.** Your attire is an important way of showing respect for your host culture. Particularly in Italy and Spain, you will not be allowed into cathedrals wearing shorts or skirts above the knee, sleeveless blouses or T-shirts, no matter how hot it is. Keep your attire neat. Many interpret a neat appearance as a sign of respect.

14. **Adaptability.** You should be courteous and congenial at all times, even when encountering things you don't like. Since the time of Marco Polo, travel has involved certain inconveniences. Places may get crowded, traffic may be busy, buses may be delayed. Pack tolerance and a sense of humor in your suitcase!

Discipline

- A participant's first violation of the behavior guidelines requires a meeting with the coach and tour manager. A restriction will be imposed and if necessary a collect phone call will be made at this time to the participant's parent(s) or guardian(s).
- For continued violations, a collect phone call will be made to the participant's parent(s) or guardian(s).
- If a serious violation such as drinking hard liquor, inappropriate drinking, sexual misconduct, or absence after curfew occurs, the nearest AT/ACIS office will be contacted and a collect phone call made to the participant's parent(s) or guardian(s). At this time the coach and AT/ACIS staff will decide whether to send the participant home at his or her expense. Only AT/ACIS can make the final decision to send a participant home.
- For continued serious violations such as drunkenness, drugs, overnight absence, and sexual misconduct, the group leader and AT/ACIS office will make a decision about sending the student home at his or her expense. Once decided, every effort will be made to contact the parent(s), guardian(s) or near relative(s) (if the parents or guardians are away).