

BRSC Field Marshal Instructions Recreational Program

1. Check in at concession stand and sign-in on volunteer form.
2. Introduce yourself to volunteers staffing concession stand and let them know if they have any problems that you are available to assist.
3. Obtain walkie-talkie and turn it on to test. This will be used by concession stand volunteers to contact you during the day if needed.
4. Obtain and put on orange field marshal vest under counter near East window.
5. Familiarize yourself with field layout map, posted on bulletin boards, understanding which age groups play on which fields and locations of primary facilities (bathrooms, playground, etc.).
6. Coordinate field coverage with other Field Marshals during your shift.
7. During the shift, please perform the following duties:
 - a. Walk along and between every field with an active game taking place, establishing a visible presence and making yourself available to answer any questions that might come up.
 - b. If the game is at a break, introduce yourself to the referee and ask if they are having any problems with coaches, parents, etc. Intervene as necessary (SEE BELOW).
 - c. Observe if any coaches and parents are 'coaching' from near the goalkeepers. Please ask these people to leave that area and return to the coaches/ parents sideline (as applicable).
 - d. Observe if any coaches and parents are being loud or otherwise verbally abusive with a referee. Intervene as necessary (SEE BELOW).
8. As guidelines for intervening, please note the following:
 - a. Approach the coach/ parent calmly and introduce yourself by name and position, and ask the person for their name ("Hello, my name is Jane Doe and I am the volunteer field marshal this afternoon. What is your name?").

- b. Try to escort the person to an area where you can speak with them on an individual basis, away from other parents and, especially, children.
 - c. Calmly tell them that you noticed they were being loud (or worse) and if they can share with you what the problem is. ("Joe, I noticed that you were getting a bit animated and yelling at the coach or referee from the sidelines. Is everything alright?")
 - d. Listen to their response, and let them 'vent' some of their frustrations. Do not take it personally!
 - e. Remind them that this is a recreational program, and that there are no scores nor standings being kept. If they are frustrated with referees, remind them the referees are teenagers (or younger) and that they are doing their best. Ask them to treat them like their best friend's children.
 - f. If they are still upset and want to discuss anything, suggest they contact Dave Robinson, VP of the Recreational Program, with contact information on the web site.
 - g. If the problem is with a parent, please walk to the coaches' sideline and ask for their assistance. It is acceptable to ask for the referees assistance and hold up the game while the disruption is being dealt with.
 - h. If the problem is with a coach, please seek out a Board member, competitive team coach, or other club official (look for the white and maroon BRSC polo shirts) and ask for assistance.
 - i. If you feel threatened or uncomfortable, do not escalate the issue, and leave the area immediately. Return to the concession stand and use a Field Marshal Incident Report to record what happened. Please leave the Report next to the cash register so it can be collected later by a club official.
9. When your shift time is complete (or you need to leave) please try to locate an incoming shift Field Marshal
 10. Please turn off your Walkie-Talkie and return it along with your vest to the concession stand.
 11. Sign out on the volunteer sign-in form.
 12. Thank you very much for helping!