



VOLUNTEER
HANDBOOK

July 1, 2018

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WELCOME

Thank you for serving as a US Lacrosse Volunteer. We appreciate your commitment of time and talent you bring to the organization. The sport of lacrosse and our organization is growing rapidly and because of your service you are benefiting our organization and the sport of lacrosse and we commend you for that. We hope that you find your service to be rewarding and memorable and we look forward to serving with you.

Sincerely,

US LACROSSE



MISSION, VISION & INCLUSION STATEMENT

MISSION

US Lacrosse is the national governing body of lacrosse. Through responsive and effective leadership, we provide programs and services to inspire participation while protecting the integrity of the sport.

VISION

We envision a future which offers people everywhere the opportunity to discover, learn, participate in, enjoy and ultimately embrace the shared passion of the lacrosse experience.

OFFICIAL US LACROSSE INCLUSION STATEMENT

US Lacrosse seeks to foster a national lacrosse community that encourages understanding, appreciation and acceptance of all within its membership, volunteer base, and staff. Further, US Lacrosse believes that broad representation and participation add significant value to the lacrosse experience of each of us, and that these valued experiences are enhanced by embracing underrepresented and underserved communities.

US LACROSSE WAY

Approved by the US Lacrosse Board of Director, January 21, 2016

At US Lacrosse, we embody the values of the sport we serve.

WE INFLUENCE

We positively influence the sport of lacrosse through our role as the national governing body. We build constructive and positive relationships within the lacrosse community and with each other to further the mission of US Lacrosse. We lead by example so the sport is recognized as a choice for any person, regardless of gender, age, ethnicity, sexual orientation or socio-economic background.

WE SERVE

We are a membership organization. We provide outstanding service to our members and treat others as we want to be treated. We honor the commitments we make. We are timely, responsive, courteous and friendly in all of our interactions, regardless of differences. We actively listen to our members to meet their needs.

WE CREATE AND INNOVATE

We provide leadership and innovation. We set the highest standards for the sport and implement them through programs and education. We seek new ways to grow the sport, to keep it safe and to foster rich and meaningful lacrosse experiences for everyone. We embrace bold thinking, we take ownership of and learn from our mistakes and we choose to be a part of the solution.

WE COLLABORATE

We seek and practice purposeful collaboration. There is genius in an open collective atmosphere where people feel empowered to share information and ideas. We debate in the interest of turning ideas into action, but then we commit to the decision with the same intensity with which we debated.

WE ARE HUMBLE AND HONEST

We are humbled by the opportunity to serve the sport we love and we work honestly to reflect that position of trust. We commit to open dialogue among staff, volunteers, US Lacrosse members and the wider lacrosse community.

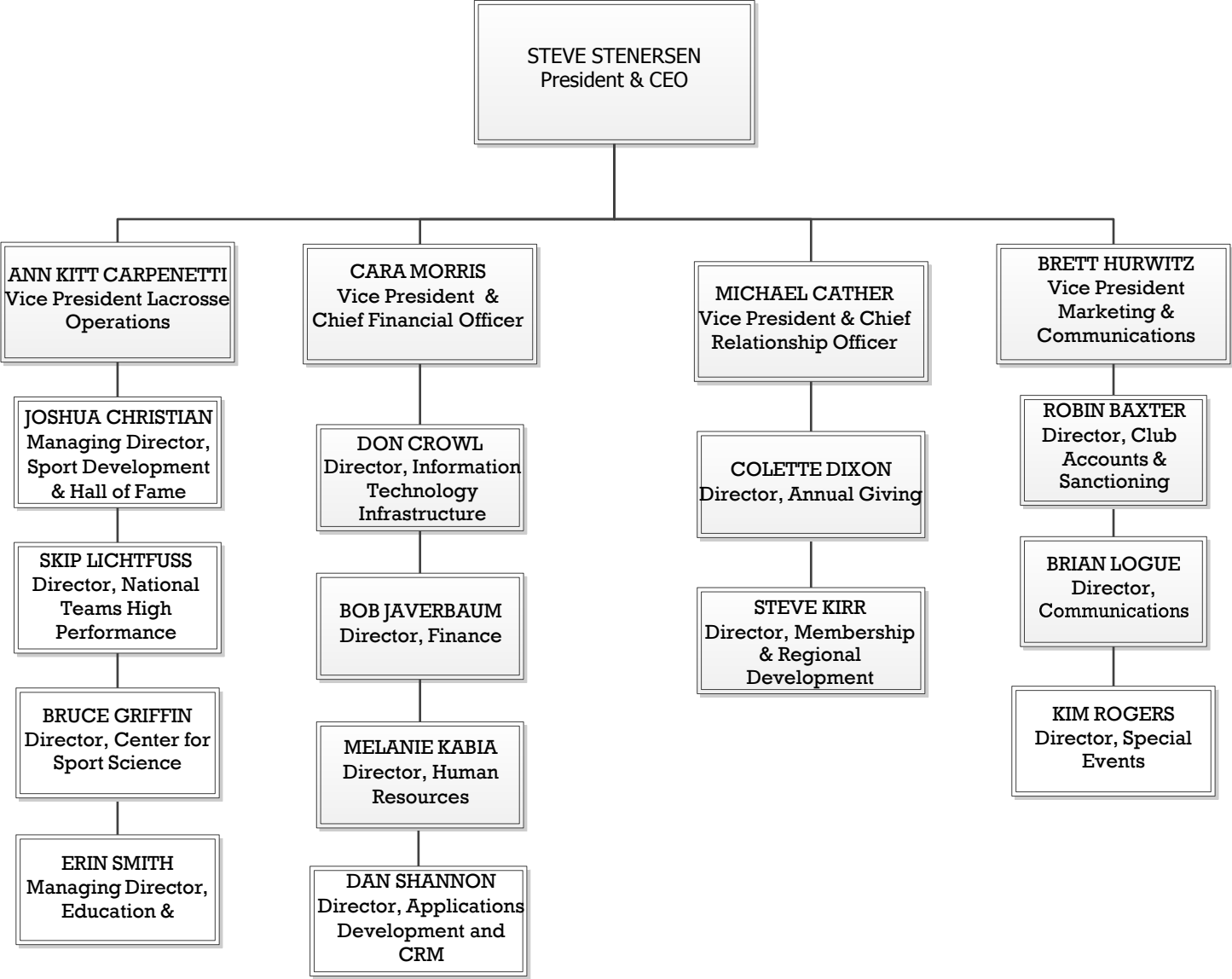
WE EMBRACE INDIVIDUALITY

We honor and respect the unique spirit each individual brings to US Lacrosse. We thrive in an atmosphere that appreciates all points of view and encourages diversity of culture and ideas.

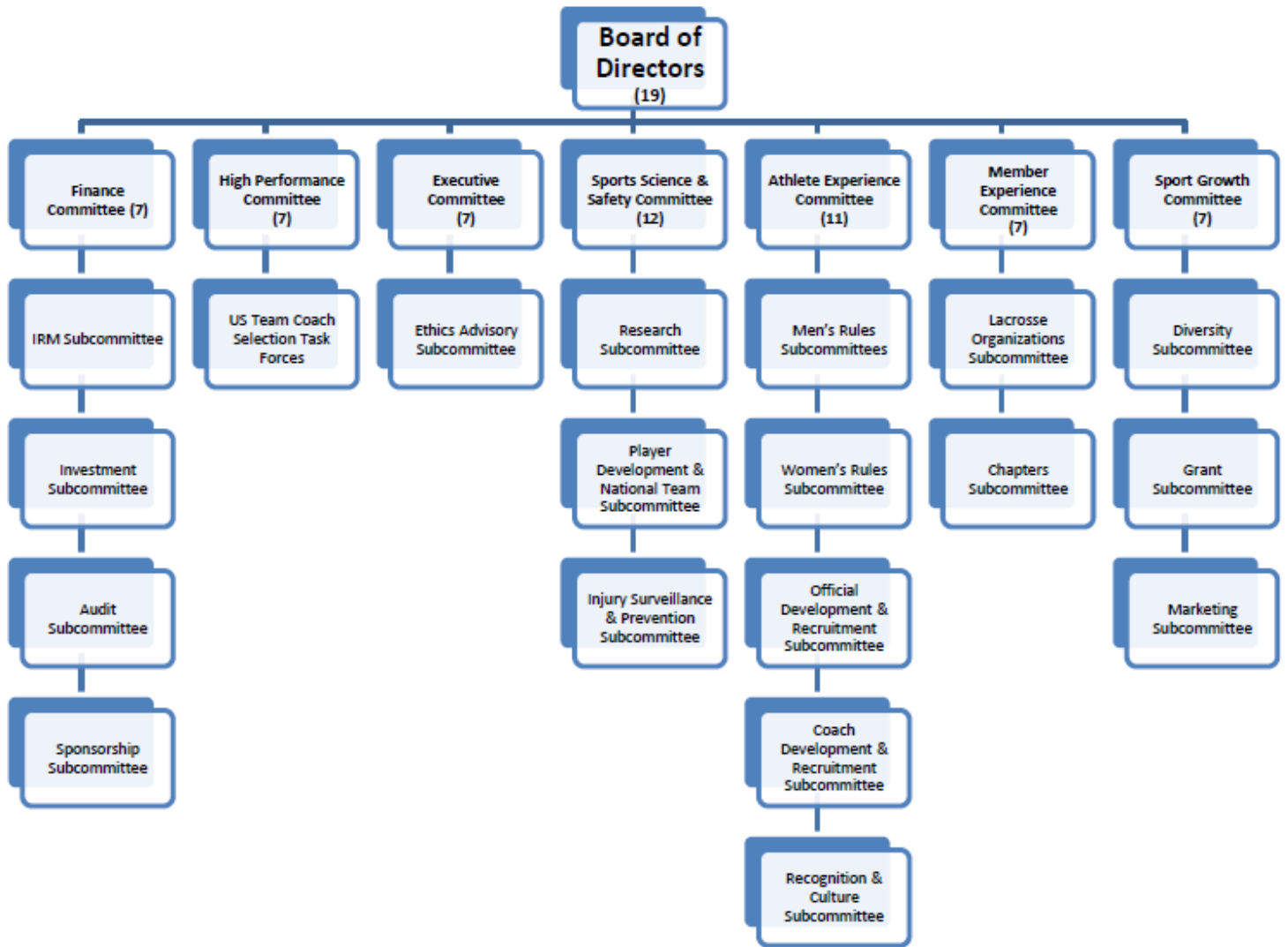
WE HAVE FUN

We work hard and we play hard. We know if we maintain a positive attitude and promote a positive atmosphere, the results will follow. This is lacrosse, a sport played for fun and rooted in the joy of competition. We never forget that.

US LACROSSE DEPARTMENTAL ORGANIZATION CHART



US LACROSSE VOLUNTEER STRUCTURE



US LACROSSE BOARD OF DIRECTORS: CODE OF CONDUCT & STATEMENT OF INDIVIDUAL RESPONSIBILITIES

EXPECTATIONS OF THE BOARD AS A WHOLE

As the highest leadership body of the organization and to satisfy its fiduciary responsibilities, the board is responsible for:

- Determining the mission and purpose of the organization
- Selecting and evaluating the performance of the CEO
- Strategic and organizational planning
- Ensuring strong fiduciary oversight and financial management
- Fundraising and resource development
- Approving and monitoring US Lacrosse policies, programs and services
- Enhancing the public image of US Lacrosse
- Assessing US Lacrosse performance as the governing body of lacrosse

EXPECTATIONS OF INDIVIDUAL BOARD MEMBERS

- Participate in the organization's board member orientation program
- Know and support the mission, policies, programs, services and strategic priorities of US Lacrosse
- Faithfully read and understand US Lacrosse financial statements
- Serve as an active advocate and ambassador for US Lacrosse and fully engage in identifying and securing financial resources and partnerships necessary for US Lacrosse to advance its mission.
- Leverage connections, networks and resources that will assist US Lacrosse in fully achieving its mission
- Give a meaningful personal financial donation annually
- Help identify personal connections that can benefit the fundraising programs and reputational standing of US Lacrosse, as well as influence public policy
- Prepare for, attend and conscientiously participate in board meetings
- Participate fully on one or more committees
- Follow US Lacrosse bylaws, policies and board decisions/resolutions
- Annually sign and submit the US Lacrosse conflict of interest disclosure and update it during the year, if necessary, as well as disclose potential conflicts before meetings and actual conflicts during meetings
- Annually sign, submit and follow the US Lacrosse Code of Conduct policy
- Maintain confidentiality about all internal US Lacrosse matters
- Follow the trends and issues within the sport
- Support and provide counsel to staff

US LACROSSE NATIONAL VOLUNTEERS- COMMITTEES, SUBCOMMITTEES & TASK FORCES: STATEMENT OF INDIVIDUAL RESPONSIBILITIES

EXPECTATIONS OF NATIONAL VOLUNTEERS AS A WHOLE

- Know and support the US Lacrosse mission, vision, strategic plan, philosophy, policies, programs, services, strengths and needs.
- Actively consider and recruit potential Board, committee and/or subcommittee candidates who may be able to make significant contributions to the work of US Lacrosse.
- Serve in leadership positions and undertake special assignments willingly and enthusiastically.
- Follow the development, trends and issues in the women's and men's game – with particular attention to U19 lacrosse.
- Follow the development, trends and issues with US Lacrosse chapters.
- Bring good will and a sense of humor to the group's deliberations.

EXPECTATIONS OF INDIVIDUAL NATIONAL VOLUNTEERS

- Participate in the organization's committee/subcommittee/task force orientation program
- Know and support the mission, policies, programs, services and strategic priorities of US Lacrosse
- Serve as an active advocate and ambassador for US Lacrosse
- Leverage connections, networks and resources that will assist US Lacrosse in fully achieving its mission
- Prepare for, attend, and conscientiously participate in committee/subcommittee/task force calls and meetings
- Follow US Lacrosse bylaws, policies and board decisions/resolutions
- Annually sign and submit the US Lacrosse conflict of interest disclosure and update it during the year, if necessary, as well as disclose potential conflicts before meetings and actual conflicts during meetings
- Annually sign, submit and follow the US Lacrosse Code of Conduct policy
- Maintain confidentiality about all internal US Lacrosse matters
- Keep an ACTIVE US Lacrosse Membership
- Resubmit a US Lacrosse Background check every two years
- Follow the trends and issues within the sport
- Support and provide counsel to staff

COMMITTEE AND STAFF LEADER ROLES

THE COMMITTEE VOLUNTEER

- Provides Perspective
- Advocacy for Goals
- Provides Counsel
- Identifies Obstacles
- Meets Expectations & Responsibilities

THE STAFF LEADER

- Sets Goals and Agenda
- Identifies Priorities and Obstacles
- Accountable to Achieve Goals
- Operational Execution
- Provides Committee Specific Expectations & Responsibilities

SAFESPORT

Playing sports allows athletes to enjoy a wide range of physical, emotional, and social benefits, unfortunately, the youth sports experience may also include emotional, physical, and sexual abuse. Every person affiliated with US Lacrosse must view this conduct as intolerable and harmful to the psychological and physical health of athletes of all ages and genders. While most participants in lacrosse have the utmost integrity, some may use sports as a means for perpetuating abuse. US Lacrosse has developed a criminal background screening program as part of its overall SafeSport program and all National Volunteers must submit to a screening prior to serving. The screening program includes a standardized a set of criterion offenses, a process for screening and disqualification, and a preferred provider for the service.

A typical screening can be expected to take 2 weeks and US Lacrosse pays for most screenings for its National Volunteers. The details are communicated via email to the volunteers as part of their onboarding process. Specifics about the SafeSport program can be found on the internet at <https://www.uslacrosse.org/safesport> .

PROMOTION OF ASSOCIATION POLICY FOR VOLUNTEERS

All volunteers who have been appointed to serve Nationally on the US Lacrosse board, a committee or subcommittee are encouraged to appropriately publicize and promote their association with the organization, but any/all announcements or media releases generated by volunteers must first be submitted and approved by their US Lacrosse staff liaison to assure consistent and accurate messaging.

SOCIAL MEDIA

STATEMENT

US Lacrosse understands that social media can be a fun and rewarding way to share your life and opinions with family, friends, and relationships around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist volunteers in making responsible decisions about their use of social media, we have established these smart guidelines for appropriate use of social media.

WHAT IS SOCIAL MEDIA

In the rapidly expanding world of electronic communication, social media can mean many things. Social media includes all means of communicating or posting information or content of any sort on the Internet, including to a volunteers own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with US Lacrosse, as well as any other form of electronic communication.

SOCIAL MEDIA POLICY FOR US LACROSSE VOLUNTEERS

Each volunteer is solely responsible for what he or she posts online. Before creating online content, each volunteer should consider some of the risks and rewards that are involved. Keep in mind that any conduct that adversely affects the Organization, US Lacrosse Staff, or its members, customers, vendors, and people who work on behalf of the Organization, or the Organization's legitimate business interests, may result in removal from any role a volunteer has with US Lacrosse.

KNOW AND FOLLOW THE RULES

Each volunteer should carefully read the US Lacrosse Code of Conduct and ensure that their postings are consistent with the US Lacrosse Code of Conduct and consistent with the US Lacrosse Mission, Vision, and Inclusion Statements. Inappropriate postings that include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may result in the removal from any role a volunteer has with US Lacrosse.

BE RESPECTFUL

Always be fair and courteous to US Lacrosse staff, customers, members, vendors or people who work on behalf of the Organization. Volunteers should avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, and threatening or intimidating, that disparage customers, members, US Lacrosse staff or vendors, that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment based on veteran or military status, race, color, religion, sex, national origin, age, physical or mental disability, pregnancy, childbirth or related medical conditions, marital status, sexual orientation, gender identity or expression, genetic information, or any other characteristic or status protected by law.

BE HONEST AND ACCURATE

Volunteers should make sure they are always honest and accurate when posting information or news, and if they make a mistake, they should correct it quickly. Be open about any previous posts that have been altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. A volunteer should never post any information or rumors that he or she knows to be false about the Organization, US Lacrosse staff, members, customers, vendors, people working on behalf of the Organization or competitors.

POST ONLY APPROPRIATE AND RESPECTFUL CONTENT

Maintain the confidentiality of the Organization's trade secrets and Confidential Information. Volunteers should not post internal reports, policies, procedures, or other internal business-related confidential communications.

REPRESENTING THE ORGANIZATION

No volunteer may represent himself or herself as a spokesperson for the Organization unless expressly authorized to do so. If the Organization is a subject of the content created by any volunteer, he or she should be clear and open about the fact that he or she is a US Lacrosse Volunteer and make it clear that his or her views do not represent those of the Organization, US Lacrosse staff, members, customers, vendors or people working on behalf of the Organization.



If a volunteer does publish a blog or post online related to the work he or she does for the Organization or subjects associated with the Organization, the volunteer should make it clear that he or she is not speaking on behalf of the Organization. It is best to include a disclaimer on any such post such as “The postings on this site are my own and do not necessarily reflect the views of US Lacrosse.”

MEDIA CONTACTS

Volunteers should not speak to the media on the Organization’s behalf without first contacting the Marketing and Public Relations Department. All media inquiries should be directed to them.

If there is any conflict between this policy and the law, the law will control.

MEETING TRAVEL REIMBURSEMENT POLICY

Updated August 1, 2017

As a non-profit organization, stewardship of our resources is essential. The US Lacrosse (USL) Meeting Travel Policy is to reimburse volunteers for approved, reasonable, proper, and necessary travel expenses incurred in conjunction with approved USL meetings.

TRAVEL EXPENSE REIMBURSEMENT

US Lacrosse will reimburse reasonable, actual expenses incurred when traveling on official USL business. This includes coach class air travel, ground transportation, and lodging.

Following each meeting, expense reports should be submitted to the appropriate USL staff leader no later than two weeks after the meeting date. As long as the expenses fall within our guidelines (please see details below), all expense checks will be processed in a timely manner. *While US Lacrosse cannot accept donations for volunteer travel expenses not covered by the policy, such expenses may be taken as a deduction on the individual’s tax return. (Please review IRS guidelines or speak with your accountant)*

AIR TRAVEL REIMBURSEMENT

Air travel must be purchased outside of 21 days of the meeting and will be for the most direct route from point of origin (traveler’s normal place of business) to the meeting destination. If a volunteer purchases a nonrefundable, discounted airfare and the meeting is canceled, USL will reimburse that amount. Any airfare in excess of \$600 requires prior approval. USL will not reimburse for first-class airfare, business class airfare, flight changes, upgrades or additional stops not involving USL

business (after initial booking) unless the reason for doing so is documented and justified. USL will also not reimburse a traveler for comparable airfare if the traveler submits a free ticket (i.e. earned frequent flyer miles). Other non-reimbursed items include flight insurance, in-flight wii-fi or movies, and in-flight beverages or meals.

PREFERRED TRAVEL AGENCY

The designated travel agency for USL is Carlson Wagonlit. Board members and volunteers are not required to use the agency, but are welcome to do so. To contact CWT, call: (800) 243-3858 or nwteam1.us@contactcwt.com Monday through Friday, 9am – 8pm EST.

GROUND TRANSPORTATION

If traveling by automobile, USL will reimburse the current IRS approved business travel rate. Extended automobile travel mileage reimbursement will be limited to the equivalent of round-trip, coach-class airfare. Parking and toll charges are reimbursable at actual cost. Shuttles, taxi fares, and hired transportation (Uber/Lyft) to and from the airport are reimbursable at actual cost. Midsize automobile rental will be reimbursed when the meeting location is over one hour from an airport, when the cost of a rental car is less than a round-trip shuttle or taxi, or when two or more members travel together. Global positioning systems (GPS or Never-Lost) will not be reimbursed.

HOTEL ACCOMMODATIONS

Double occupancy is encouraged when possible. Lodging Master accounts have been arranged for most hotel meeting sites and all volunteers are guaranteed for late arrival to this account for room and tax only. Upon check-in, a credit card is needed for incidentals. Only room and tax will apply to the Master bill. Personal charges must be paid for at check-out time. Please note that the following items are not reimbursable: movies, valet car parking, personal entertainment, mini bar, laundry, etc. If electing to stay at another facility, USL will reimburse for expenses up to the negotiated rate. Extended Stay Weekend hotel accommodations associated with a discounted airfare are reimbursable when authorized in advance by USL. This will be considered only if the cost of those accommodations with the discounted fare is equal to or less than the cost of a regularly priced airline ticket to the site. Expenses incurred during an extended stay at the meeting site or travel to other locations for personal reasons is not reimbursable.

NON-REIMBURSABLE TRAVEL & ENTERTAINMENT EXPENSES

USL will not reimburse for the following miscellaneous expenses: ♣ airline club membership dues or flight insurance ♣ alcoholic beverages ♣ annual fees for credit cards to gain travel points ♣ movies (in-flight or in-room) ♣ personal phone calls ♣ valet service ♣ gift shop purchases ♣ personal reading materials (i.e. magazines, newspapers) ♣ personal entertainment (i.e. golf, tennis, spa, movies) ♣ frequent flyer upgrades ♣ loss or theft of airline tickets ♣ loss or theft of personal funds or

property ♣ medical expenses while traveling ♣ “no show” charges for hotel or car services ♣ optional travel or baggage insurance ♣ parking or traffic violations ♣ in-flight or airport internet charges

MISCELLANEOUS REIMBURSABLE EXPENSES

Travelers will be reimbursed for the following miscellaneous expenses incurred while on USL business: ♣ Business office expenses (faxes, copying services) ♣ USL Business phone calls ♣ Conference fees ♣ Ground Transportation (taxi, bus, airport vans, etc.) ♣ Luggage storage and tips for service ♣ Parking and tolls ♣ Hotel room internet charges

REQUIRED DOCUMENTATION

Receipts are required for the reimbursement of all meeting expenses. Under no circumstances will reimbursement be made for expenses exceeding (\$25) without a receipt. Receipts will include the name of the establishment, business purpose, date and name of individuals attending, if more than one person is in attendance. Note: USL requests that travel expense reports with the proper receipts attached be submitted to USL within 14 days of a traveler’s return. In order to facilitate easier record keeping and increase convenience during USL meeting travel, volunteers may request to be added to the Concur Expense Platform. The sooner all receipts and a properly completed expense report are returned, the faster reimbursements will occur.

VOLUNTEER CODE OF CONDUCT

US Lacrosse Board, Committee, Subcommittee and Task Force Members

Board Approved: January 9, 2014 / Draft Update: June 9, 2014 / Board Approved: June 14, 2014

The full US Lacrosse Code of Conduct and its Addendums can be found online by visiting <https://www.uslacrosse.org/about-us-lacrosse/leadership-opportunities>

US Lacrosse asks players, coaches, officials, parents and spectators to conduct themselves in a manner that "Honors the Game" and demonstrates respect to others. In becoming a member of the lacrosse community an individual assumes certain obligations and responsibilities to the game of lacrosse and its participants. Board/Committee/Subcommittee/Task Force volunteers and staff of the national governing body for the sport assume the highest of obligations. The essential elements in the US Lacrosse Code of Conduct (see Addendum II) are honesty and integrity.

Those who conduct themselves in a manner that reflects these elements will bring credit to the sport of lacrosse, themselves, their team and their organization. It is only through such conduct that our sport can continue to earn and maintain its positive image and make its full contribution to amateur sports in the United States and around the world.

Because of the profound impact that volunteers and staff have on developing policies and determining direction and goals of US Lacrosse, adherence to the US Lacrosse Code of Conduct is essential. Moreover, confidentiality in all board and committee business is imperative. This code must be followed by all Board/Committee/Subcommittee/Task Force volunteers and staff.

CONFLICTS OF INTEREST

A Conflict of Interest can be considered to exist in any instance where the actions or activities of an individual acting on behalf of US Lacrosse could result in a real or perceived personal gain or advantage to the individual, or have an adverse effect on the interests of US Lacrosse. Concern over real or perceived conflicts of interests do not necessarily disqualify a volunteer from being selected to serve within the US Lacrosse volunteer or staff structures. However, volunteers and staff are responsible for disclosing the potential for a real or perceived conflict, and may be recused from some discussion and/or decisions relative to the potential conflict. Although it is difficult to list every circumstance that could give rise to a real or potential conflict of interest, the following is intended to provide guidance.

A. Outside Interests

1. To prioritize the influence one has, or the benefits to one's business, career or dealings, from holding a US Lacrosse volunteer position, over service to the organization and its mission.
2. To hold, directly or indirectly, a position or financial interest in any outside entity from which US Lacrosse secures goods or services (including the services of buying or selling stocks, bonds, or other securities), or that provides services competitive to US Lacrosse.
3. To compete, directly or indirectly, with US Lacrosse in the purchase or sale of property or property rights, interests or services.

B. Outside Activities

1. To render directive, managerial, or consultative services to any outside entity that does business with, or competes with the services of US Lacrosse, or to render other services in competition with US Lacrosse.

C. Gifts, Gratuities and Entertainment

1. To accept gifts, entertainment or other favors from any outside entity that does, or is seeking to do business with, or is a competitor of US Lacrosse.

D. Inside Information

1. To disclose or use information relating to the business of US Lacrosse for the personal profit or advantage of the individual or his/her immediate family.
2. Mandatory, full disclosure is required to reveal any positions, ownership, or relationship with any organization, which may be in conflict with the best interests of US Lacrosse. This disclosure includes not only the staff, board, committee and subcommittee member, but any immediate family member, spouse or partner.
3. Should any implicit or explicit conflict of interest exist, recusal from the discussion is mandatory.

Further requests for clarification can be directed to the US Lacrosse Ethics Advisory Subcommittee.

CONFIDENTIALITY

Respecting the privacy of our members, staff, volunteers and US Lacrosse itself – and the confidentiality of the business of US Lacrosse – is a basic value of US Lacrosse. Nonpublic communications and related information shared in all formats, to include printed communication, e-mails, texts, etc., between and among US Lacrosse volunteers and staff are confidential to the original recipients and should not be disclosed to or discussed with anyone other than those with whom the communications and information were originally shared without permission or authorization by the respective board, committee or subcommittee chair. All discussions held within board, committee and subcommittee meetings must be held in strict confidence and may only be discussed with other participating board, committee and subcommittee members. This is a mandatory standard with which all board, committee and subcommittee members must comply to assure that open and honest communication can occur. Care shall also be taken to ensure that unauthorized individuals do not overhear any discussion of confidential information and that documents containing confidential information are not left in the open or inadvertently shared.

Additionally, audio/visual recordings of US Lacrosse meetings, conference calls and web communications, are strictly prohibited unless specifically authorized by the Board chair.

US Lacrosse employees and leadership volunteers at the board, committee and subcommittee levels will be exposed to information that is confidential and/or proprietary in nature. It is the policy of US Lacrosse that such information must be kept confidential both during and after employment or volunteer service.

Staff and volunteers, including board members, are expected to return materials containing confidential and/or proprietary information at the time of separation from employment or expiration of service.

Unauthorized disclosure of confidential or proprietary information is a serious violation of this policy and will subject the person(s) who made the unauthorized disclosure to appropriate discipline, including removal/dismissal. Volunteers and staff are expected to ask for clarification if they are unsure what information is subject to this confidentiality standard, and those distributing information will endeavor to clarify the level of confidentiality of information, as well.

CODE OF ETHICS

US Lacrosse has a goal of upholding the highest level of legal, ethical and moral standards among its employees and leadership volunteers at the board, committee and subcommittee levels of service. Our members look to US Lacrosse for direction and guidance and thus, this organization must uphold rigorous standards of conduct. The US Lacrosse Code of Ethics was developed as an aspirational document, describing ethical principles and virtues adopted by US Lacrosse. Members may refer to this Code to obtain an understanding of these principles and are encouraged to follow the guidelines.

Although considered an aspirational and educational document for our members, adherence to this code is considered **mandatory** for employees and leadership volunteers at the board, committee and subcommittee levels of services. All are expected to read, agree and abide by the ethical principles set forth by US Lacrosse. Alleged violations of the Code of Ethics will be investigated. Documented violations may result in termination of position.

Additionally, while the culture of US Lacrosse encourages appropriate debate on important matters, it is the expectation and responsibility that all decisions will be accepted and publicly supported once they are made.

All US Lacrosse Board/Committee/Subcommittee/Task Force volunteers and staff are required to provide a signature and date acknowledging this policy.

EXPECTATIONS AND RESPONSIBILITIES

US Lacrosse Board/Committee/Subcommittee/Task Force volunteers must also agree to specific expectations of participation, engagement and advocacy. These expectations have been established in a separate document entitled “US Lacrosse Board, Committee and Subcommittee Participation: Statement of Individual Responsibilities”, which also must be signed and dated to acknowledge acceptance.

SIGNATURE & DATE

As member, or as parent or legal guardian of a member under 18, I hereby verify by my signature and date stamp below, that I fully understand and accept each of the above conditions in the volunteer handbook created by US Lacrosse.

All US Lacrosse Board/Committee/Subcommittee/Task Force volunteers and staff are required to provide a signature and date acknowledging these policies.

Signature: _____

Date: _____

Printed Name: _____