



Protocol for Contacting Coaches & Parent's Behavior

update: 11.18.2019

Dear Parents:

In order to facilitate the communication between parents and Coaches, as well as to create the most productive lesson environment, please refer to the protocol below:

- SEEKING FEEDBACK FOR YOUR CHILD?

- For questions regarding your child's progress and placement, please email our Head Pro, Joao Pinho, at pinho@usta.com
 - He will get the information from your child's Coach and pass it on to you. If there's a need for additional information a meeting can be scheduled.
- Please note that given Coaches often have back-to-back classes, they will not be able to talk to you at the conclusion of classes, as they have to be on-time for the next group.
- Please take advantage of our "Meet and Greet" opportunities; where many of our Coaches will be available, during the regular class time, to meet with parents and discuss more specific needs about your child.
 - The Program's Office will send an email to announce the schedule, which will go from Monday, December 16th until Sunday, December 22nd.

- PARENT'S BEHAVIOR & ACTIONS

- Please do not enter the court to address the Coaches, unless it's something health related.
- Please use the viewing gallery to observe the group classes and matches, and do not stay behind the curtain.
- Please do not seek to communicate with your child regarding his/her tennis skills during the lessons as that creates confusion for the player, let the Coach(es) do the teaching.
- Please do not record with your phone, or any other equipment, any portion of our group classes or match play; even if you are trying to record your child only
 - USTA policy does not allow the recording of minors during our group sessions and matches.
- Please help your child enjoy and maximize the learnings from his/her tennis' journey by focusing on effort, sportsmanship, being coachable, learning how to compete, focusing on his/her individual needs.
 - Focusing on rankings, winning at all costs, court/level placement often do not lead to good experiences.