

2010 HANDBOOK

**HOUSE LEAGUE SOFTBALL
PHILLIES FAST PITCH TRAVEL
HIGH SCHOOL RECREATION LEAGUE
OVER 19 YEAR OLD LEAGUE**

GLEN ELLYN PARK DISTRICT

GLEN ELLYN GIRLS SOFTBALL ASSOCIATION

HOUSE LEAGUE / PHILLIES TRAVEL HANDBOOK

Table of Contents

Introduction, 2010 Committee Members	1
League Descriptions	2
Pixie	3
Pigtail	4
Ponytail	5
Bobtail	6
Junior	7
Team Formation Guidelines	8
Coaches' Responsibility & Code of Conduct	9
Coaching Contract	11
Parent Responsibilities	12
Player Responsibilities	13
Phillies Travel/Elite Travel/High School Recreation/Over 19 Year-Old Leagues	14
Ackerman Park / Lightning Rules / Web Info	16
Map of Fields	17
Rainout Hotline / Web Address	18

GLEN ELLYN GIRLS SOFTBALL ASSOCIATION

League Objective

The GEGSA is a volunteer organization that assists the Glen Ellyn Park District with administration of the Girls Softball program. Our objective is to promote participation, instruction, sportsmanship and competition in fast pitch softball for the girls from the Glen Ellyn area.

League Administration

The prime sources of playing rules are from the “Official Rules of Softball” and “Amateur Softball Association Code” for fast-pitch softball. These rules govern play except as adapted and modified by each league’s specific rules.

CURRENT GEGSA COMMITTEE MEMBERS

Click to see a list of the current [GEGSA Committee Members](#).

THE HOUSE LEAGUE CONSISTS OF FIVE DIVISIONS:

PIXIE - K & 1st grade T – Ball: A fun league perfect for the beginner. Players hit an 11" safety ball on a tee while being taught the correct swing, basic fielding and playing rules. The final games each season will be coach pitch.

PIGTAIL - 2nd grade: Coach-Pitch - Players hit an 11" safety ball pitched to them by a coach. Hitting a pitched ball and softball fundamentals are emphasized to prepare players for the next level.

PONYTAIL - 3rd & 4th grades: Fast-Pitch softball - This is the first level that the players pitch. An 11" softball is used while fun and learning the game of fast-pitch softball continue to be the focus.

BOBTAIL - 5th & 6th grades: Fast-Pitch softball - A 12" softball is used. This is the first level that players can steal bases. Players continue to develop softball skills while learning the game.

JUNIOR - 7th & 8th grades: Fast-Pitch softball - Play advances to include most travel rules. Players of varied skill levels learn a more competitive style of softball.

Please see pages 3-7 for more information on each league.

PHILLIES TRAVEL, ELITE TRAVEL, OVER 19 LEAGUE and HIGH SCHOOL RECREATION LEAGUE info on page 14-15.

PIXIE
Kindergarten and First Grade
T-Ball

The Pixie league is the perfect beginner level for the future softball star.

REGISTRATION FEES: All of the registration information, including fees is listed in the Programs section of the [Glen Ellyn Park District](#) website.

EQUIPMENT NEEDED: Players will receive a team T-shirt. All players will need a glove, with their name on it, large enough to catch an 11" softball. Gym shoes or rubber-cleated shoes can be worn. Metal spikes are not allowed. All girls should bring a water bottle with their name on it. The league provides all other equipment. Final games will be coach pitch.

TEAM SIZE: GEGSA tries to keep teams small to maximize playing time. Twelve girls per team is the goal when forming teams.

PRACTICES: Practices begin in early April, weather permitting. Each Pixie team will have one to two practices per week. Managers will decide when and where their practices will be held. Your daughter's manager will provide you with a schedule of practice times and locations. Practice games with other teams may be played before the season starts in early May. Practices may be held at Newton Park, Ackerman Park or other convenient Glen Ellyn Park District locations.

GAMES: Managers will provide each player with a game schedule. The season begins in early May and ends in June. Each Pixie team will play approximately 10 games. A pixie game consists of five innings and will last about one hour and fifteen minutes. Games are played on weeknights and Saturdays. Games on weeknights begin at 6:00; Saturday games will be played any time between 10:00am and 8:00pm. After the school year is over, Pixie teams may have one 8:00pm game under the lights. Most games will be played at Ackerman Park and Newton Park.

PLAYING RULES: All girls will play in every inning of every game. Managers will use a continuous batting order. Playing positions are pitcher, catcher, first, second, short center, shortstop and third with the rest of the players in the outfield. Batters hit an 11" safety ball off of a tee. An inning ends when four runs have scored or three outs have been made. Coach pitch will be used in the last five games each season. Pixie rules remain very flexible as long as both managers agree on how the game should be played.

PIGTAIL Second Grade

Coach Pitch

The Pigtail league is the first level that players are taught how to hit a pitched ball.

REGISTRATION FEES: All of the registration information, including fees is listed in the Programs section of the [Glen Ellyn Park District](#) website.

EQUIPMENT NEEDED: Players will receive a team T-shirt. All players will need a glove, with their name on it, large enough to catch an 11" softball. Gym shoes or rubber-cleated shoes can be worn. Metal spikes are not allowed. All girls should bring a water bottle with their name on it. The league provides all other equipment.

TEAM SIZE: GEGSA tries to keep teams small to maximize playing time. Twelve girls per team is the goal when forming teams.

PRACTICES: Practices begin in early April, weather permitting. Each Pigtail team will have one to two practices per week. Managers will decide when and where their practices will be held. Your daughter's manager will provide you with a schedule of practice times and locations. Practice games with other teams may be played before the season starts in early May. Practices may be held at Newton Park, Ackerman Park or other convenient Glen Ellyn Park District locations.

GAMES: Managers will provide each player with a game schedule. The season begins in early May and ends in June. Pigtail teams will play approximately 12 games. A Pigtail game consists of five innings and will last about one and one-half hours. Games are played on weeknights and Saturdays. Weeknight games begin at 6:00; Saturday games will be played any time between 10:00 am and 8:00pm. After the school year is over, Pigtail teams may have one 8:00 p.m. game under the lights. Most games are played at Ackerman Park.

PLAYING RULES: All girls will play in every inning of every game. Managers will use a continuous batting order. Playing positions are pitcher, catcher, first, second, short center, shortstop and third with the rest of the players in the outfield. Batters hit an 11" safety ball pitched to them by a coach. If a player is having difficulty hitting a pitched ball, a batting tee may be used to speed up the game. An inning ends when four runs have scored or three outs have been made.

PONYTAIL

Third and Fourth Grade Fast Pitch Softball

The Ponytail League is the first level that the players pitch. The Glen Ellyn Park District has programs that teach the underhand fast pitch technique.

REGISTRATION FEES. All of the registration information, including fees is listed in the Programs section of the [Glen Ellyn Park District](#) website.

EQUIPMENT NEEDED: Players will receive a team uniform, including a T-shirt and shorts. All players will need a glove, with their name on it, large enough to catch an 11" softball. Gym shoes or rubber-cleated shoes can be worn. No metal spikes are allowed. All girls should bring a water bottle with their name on it. The league provides all other equipment.

TEAM SIZE: Up to fourteen girls.

PRACTICES: Practices begin in early April, weather permitting. Each Ponytail team will have approximately two but no more than four practices per week. Your daughter's manager will provide you with a schedule of practice times and locations. Practice games will be played with other teams before the season begins in early May. Most practices will be held at Ackerman Park.

GAMES: Managers will provide each player with a game schedule. The season begins in late-April or early May and ends near the end of June. Each Ponytail team will play approximately fourteen games plus playoffs. A Ponytail game consists of six innings and will last about one and one-half to two hours. Games are played on weeknights and Saturdays. Weeknight games begin at 6:00 and 8:00. Saturday games will start any time between 10:00am and 8:00pm. Games canceled due to bad weather may be played on Sunday. All games will be played at Ackerman Park.

PLAYING RULES: Managers will use a continuous batting order. Ten players will be in the field at pitcher, catcher, first, second, short center, shortstop, third, left, center and right. Pitchers can pitch a maximum of three innings. An inning ends when five runs have scored or three outs have been made.

BOBTAIL

Fifth and Sixth Grade Fast Pitch Softball

The Bobtail league is the first level that permits stealing bases.

REGISTRATION FEES: All of the registration information, including fees is listed in the Programs section of the [Glen Ellyn Park District](#) website.

EQUIPMENT NEEDED: Players will receive a team uniform, including a T-shirt and shorts. All players will need a glove, with their name on it, large enough to catch a 12" softball. Gym shoes or rubber-cleated shoes can be worn. No metal spikes are allowed. All girls should bring a water bottle with their name on it. The league provides all other equipment.

TEAM SIZE: Up to fourteen girls.

PRACTICES: Practices begin in early April, weather permitting. Each Bobtail team will have approximately two but no more than four practices per week. Your daughter's manager will provide you with a schedule of practice times and locations. Practice games against other teams will be played before the season begins. Most practices will be held at Ackerman Park.

GAMES: Managers will provide each player with a game schedule. The season begins in late April or early May and ends near the end of June. Each Bobtail team will play approximately fourteen games plus playoffs. A Bobtail game consists of six innings and lasts about one and one-half to two hours. Games are played on weeknights and Saturdays. Weeknight games begin at 6:00pm and 8:00pm. Saturday games will start any time between 10:00am and 8:00pm. Games canceled due to bad weather may be played on Sunday. All games will be played at Ackerman Park.

PLAYING RULES: Managers will use a continuous batting order. Nine players will play in the field at pitcher, catcher, first, second, shortstop, third, left, center and right. Players will be rotated in and out of the game on defense. Pitchers can pitch a maximum of four innings. An inning ends when five runs have scored or three outs have been made.

JUNIOR

Seventh and Eighth Grade Fast Pitch Softball

This is the final level of the House League. These games are usually very well played and exciting.

FEES: All of the registration information, including fees is listed in the Programs section of the [Glen Ellyn Park District](#) website.

EQUIPMENT NEEDED: Players will receive a team uniform, including a T-shirt and shorts. Players will need a glove, with their name on it, large enough to catch a 12" softball. Gym shoes or rubber-cleated shoes can be worn. No metal spikes are allowed. All girls should bring a water bottle with their name on it. The league provides **all** other equipment.

TEAM SIZE: Up to fourteen girls.

PRACTICES: Practices begin in early April, weather permitting. Each Junior team will have two but no more than four practices per week. Your daughter's manager will provide you with a schedule of practice times and locations. Practice games against other teams will be played before the season starts late in April. Most practices will be held at Ackerman Park.

GAMES: Managers will provide each player with a game schedule. The season begins in late April and ends in mid June. Each Junior team will play approximately fifteen games plus playoffs. A Junior game consists of seven innings and lasts approximately two hours. Games are played on weeknights and Saturdays. Weeknight games begin at 6:00pm and 8:00pm Saturday games will start any time between 10:00am and 8:00pm. Games canceled due to bad weather may be played on Sunday. At the Junior level teams play against Wheaton and Wheaton/Briarcliffe Teams. Games will be played in parks in all three locations, but the Junior playoffs will be played at Ackerman Park.

PLAYING RULES: Managers will use a continuous batting order. Nine players will play in the field at pitcher, catcher, first, second, shortstop, third, left, center and right. Players will be rotated in and out of the game on defense. Pitchers can pitch a maximum of five innings. An inning ends when five runs have scored or three outs have been made.

TEAM FORMATION GUIDELINES

The over-riding purpose in team formation is to ensure sportsmanship, fairness and reasonable, balanced competition throughout each league. The teams at various levels of Glen Ellyn Girls Softball are formed in several ways. As the players grow and increase in skills, greater efforts are needed to level out the talent of each team. While player requests are considered in team formation, there is no guarantee that such requests can be honored. The Glen Ellyn Girls Softball Association reserves the right to form teams in a manner consistent with its overall purpose which takes precedence over any technical rule application. Generally, girls in 4th and 6th grade have the option of returning to the team they were on the previous year, or going back into the Unassigned Player Pool for reassignment. Going back into the Unassigned Player Pool does not guarantee being rostered on a different team. The following are the guidelines GEGSA uses to form teams at each level.

Pixie - Kindergarten and 1st Grade & Pigtail – 2nd Grade

Teams at this level are formed using geographic considerations primarily. Girls attending the same school will often be on the same team. Although it cannot be guaranteed, every effort is made to put friends on the same team. Optimum team size is twelve.

Ponytail – 3rd and 4th Grades & Bobtail – 5th and 6th Grades

When girls reach this level it becomes impossible to use the "same school/same team" guideline. Because this is the first level with playoffs and player pitching, team formation focuses on seeking balanced competition throughout the league. Players are rostered on teams to try to balance out the players' playing abilities and the number of girls from each grade level on each team. A player's option to go back on the same team she was on the year before will be considered in team formation but cannot be guaranteed. Once a girl is assigned to a team, coaches are prohibited from trading players. From this level on up, girls are encouraged to use softball as a way to make new friends. We cannot place friends on the same team simply based on request. Optimum team size at these levels is thirteen to fourteen girls.

Junior – 7th and 8th Grades

Team formation for the Junior Division will be determined through an Evaluation Session and subsequent draft. Players, including pitchers and catchers, will be rated based on their prior playing history and coaches' evaluation at the Evaluation Session. Coaches will then participate in a "draft" on a designated evening. The draft will begin with selection of pitchers, proceed to selection of catchers and then selection of all other players. Any girl who registers after the date of the Evaluation Session will be assigned in order using the order established on draft night. Once a girl is assigned to a team, coaches are prohibited from trading players. We cannot place friends on the same team simply based on request. Optimum team size at these levels is thirteen to fourteen girls

COACHES RESPONSIBILITIES & CODE OF CONDUCT

1. As a coach, all of your decisions should be made in the best interest of the girls playing the game. See to it that they have fun while learning the game of fast-pitch softball.
2. The Glen Ellyn Girls Softball Association is a volunteer organization. Volunteers are always needed for coaching. GEGSA provides coaching clinics before each season to teach all coaches the game of fast-pitch softball. In accord with the State of Illinois and the Glen Ellyn Park District, all coaches are required to fill out and sign a [Coaching Application](#) and a [Criminal Background Check Form](#). GEGSA also requires that all coaches fill out a [Coach's Contract](#). Volunteering does not mean that you will be assigned a team. All coaches have to be approved by the GEGSA Committee.
3. On Roster (Team Assignment) Night, late in March, all head coaches/managers for the Pixie/Pigtail/Ponytail and Bobtail Divisions will receive their team rosters. Junior teams will be created through the use of the modified draft that night. Teams may have additional girls assigned to their rosters due to late registration. Managers are instructed to call all players or their parents within one day of receiving their team.
4. All managers should have a pre-season meeting for players and parents. This meeting can take place any time prior to or at the team's first practice. At that meeting, managers should distribute rosters, schedules, phone trees, snack lists, etc. These meetings are essential for coaches of younger players and strongly urged for all ages.
5. Each manager is provided with a first-aid kit and all equipment needed for the level they are coaching. All managers will be notified of equipment pick-up day, usually the last week of March. If they cannot attend, another coach or parent must take their place.
6. All managers will receive a practice schedule with fields for their team. While managers are encouraged to take advantage of these dedicated fields, they do not have to limit their practices to only these dates and times. The number of practices each week is determined by each team's coaching staff subject to the maximum number of practices set forth above.
7. The only reason to reschedule a game is inclement weather. If a team will be short players, the manager should follow the appropriate league rule to obtain additional players to field a team. If a manager is out of town on game days, they should provide a lineup and position game plan to a coach or assistant to run the team on those days.
8. League commissioners will determine the equipment return date.
9. Coaching young people is a big responsibility. Always coach with a positive attitude and maintain sportsmanlike conduct. You will serve as an example for your players, other coaches and all spectators. Every coach is responsible for his/her own conduct and that of the players and their parents. Umpires are in control of the games and will handle un-

sportsmanlike conduct in the way they feel is fair. This may be a verbal warning, being asked to leave the park, or having a team forfeit. All un-sportsmanlike conduct will be brought to the attention of the GEGSA Committee. Continued un-sportsmanlike conduct may result in dismissal from the GEGSA program.

10. No manager, coach, or assistant should use profanity, smoke or drink alcoholic beverages while performing coaching duties.

11. Fair and impartial treatment of all players is required. Coaches must adhere to all player participation requirements as explained in their league rules. The use of lineup sheets will help you equalize playing time and position rotation through the season. Coaches should fill out a lineup and position game plan prior to arriving at the game. Every effort should be made to start game on time.

12. The roster for each team as finalized by the respective Division Commissioner will be the roster used throughout the season. Except as provided in Rule E.9 Swing Players of the Ponytail, Bobtail and Junior Rules, each coach will allow only girls listed on the final roster provided by the Division Commissioner for their respective teams to practice or play in games. If a coach allows a girl who is not identified on the final roster for their respective team to practice or to play in any part of any game, the coach violates this rule. Violations of this provision will subject the team and coaches to discipline. Discipline to the team for violations of this rule at practice will include but not be limited to forfeiting the next scheduled game on that team's schedule. Discipline for violations of this rule during a game will include but not be limited to a forfeit of that game. Coaches who violate this rule will be subject to the disciplinary process set forth in Appendix 3 of the Policy Manual. Repeated violations of this rule will be grounds, if established through the disciplinary process set forth in Appendix 3, for suspension or removal of the coach and coaches involved.

13. Coaching instructions from the sidelines and dugout is encouraged provided:

a. The tone of voice is informative and not demeaning.

b. The words used instill self-esteem and do not promote a "winning at all cost" attitude.

c. No manager, coach, or assistant makes derogatory remarks or gestures to the other players, umpires or spectators.

14. All coaches and assistants agree to allow the park district to perform a criminal background check.

15. All coaches and assistants are subject to investigation and discipline pursuant to the procedures set forth in Appendix 3 of the Policy Manual for alleged violations of the Phillies' Manager or Coaches' Code of Conduct.

PARENTS' RESPONSIBILITIES

1. Parents should ensure that players arrive on time and in proper attire for games and practices. Please pick up your child promptly after practices and games. Notify the coaching staff, as early as possible, if your child will miss a practice or game.
2. Softball games and practices may not be canceled due to cold temperatures or light rain. Parents are responsible for making sure that their children are dressed appropriately for the weather. Any extra clothing should be worn under the team T-shirt if possible.
3. All umpire decisions are final. Your sportsmanlike conduct on and off the field sets a positive example for the players. The umpire will handle un-sportsmanlike conduct by parents; umpires have the authority to ask parents to leave the park.
4. Focus on your child's effort and development rather than on winning.
5. As a spectator, it is inappropriate to coach your child during a game. Please leave the coaching to the coaches. Un-sportsmanlike comments made regarding any player or coach cannot be tolerated.
6. Please introduce yourself to your child's coaching staff. Remind your child to thank her coach each season.
7. If a problem develops between a parent and a coach, first discuss the problem with the coach. If the problem cannot be resolved, contact the League Chair for your child's league. All Glen Ellyn Girls Softball Association committee members' names and phone numbers are on page 1.
8. Your child should bring her own water to practices and games. Label the water bottle as well as all other equipment.
9. The information on your child's registration form regarding physical conditions, allergies, medication, etc. is given to your child's coach. All parents are required to discuss this information with the coaching staff.

PLAYER RESPONSIBILITIES

1. Players should use appropriate behavior before, during and after all practices and games. Respect should be shown to all coaches, umpires, other players and spectators.
2. Players are responsible for notifying their manager, as early as possible, if they will not be attending a game or practice. Your manager fills out a lineup sheet before each game, so it is essential to know who will be at each game. Parents of younger players may help with notification.
3. Players should arrive at practices and games at the time specified by their manager. They should wear their team shirt, gym shoes or rubber cleats (no metal spikes), and bring their glove and water bottle. Dress appropriately for the weather. Please do not wear jewelry.
4. Players should make sure their name is on all of their equipment.
5. Players should clean their dugout immediately after their game. Please be sure you have all of your equipment before leaving the park.

As a player in the Glen Ellyn Girls Softball program, your coaches will do their best to make sure you:

1. Have fun!
2. Learn the game of fast pitch softball.

PHILLIES TRAVEL PROGRAM

The PHILLIES travel program was established for players who wish to participate against more competitive teams, and are willing to make greater time commitments. The PHILLIES travel program is a model for other communities and continues to have very successful teams at each of the six levels for ages 9 through 18.

Tryouts are open to all players and are held in the fall and spring to choose team rosters. Teams at all levels are named the GLEN ELLYN PHILLIES. A full travel season runs from April through July for 9/10, 11/12 and 13/14 year olds; teams can expect to play up to 70 games, many in weekend tournaments. Partial season travel have a season which runs most of June and July. These teams can expect to play about 30-40 games, many in weekend tournaments.

Whether GEGSA will sponsor a 16U and 18U Elite travel team is evaluated annually based on the availability of qualified coaches and players. Elite Travel Division teams may play games during the fall when approved by the Elite Travel Sub-Committee. Practice for the Elite travel teams will begin in the fall and indoor practices may begin as early as November. Elite travel teams will play a significant number of games and will play at least 8-10 tournaments,

Players age 9 through 14 can play in the house league and also try out for the PHILLIES partial travel teams at 9/10, 11/12 and 13/14 year level starting in late June. Practices may be held during the house season provided that they do not conflict with house league games or practices. Players committed to the full travel teams at 11/12 and 13/14 cannot play in the house league.

Many of the coaches in the travel program continue to offer their services even after their daughters have "graduated" from the program. They thoroughly enjoy working with the players and watching them improve year after year. New coaches enter the program each year, sharing their coaching knowledge and experience.

The Glen Ellyn Girls Softball Association sponsors a tournament every year in June that attracts other travel teams from many communities to Ackerman Park.

HIGH SCHOOL RECREATION LEAGUE

Fees: All of the registration information, including fees is listed in the Programs section of the [Glen Ellyn Park District](#) website.

The High School Recreation League provides an option for high school girls who want to continue to play softball in June/July, but who may not want to play an extensive travel schedule. The League may play in games in or near Glen Ellyn, or in a certain number of summer tournaments.

OVER 19-YEAR OLD LEAGUE

Fees: All of the registration information, including fees is listed in the Programs section of the [Glen Ellyn Park District](#) website.

The Over 19-Year Old League provides an option for girls who are over 19 years of age and who want to continue to play softball in June/July. The League may play in games in or near Glen Ellyn, or in a certain number of summer tournaments.

If you have questions about PHILLIES TRAVEL, PHILLIES ELITE TRAVEL, the HIGH SCHOOL RECREATION LEAGUE or the OVER 19-YEAR OLD LEAGUE, please contact the respective age [Travel team coach](#), the Elite Travel coach, the High School Recreation League Coach, or the GEGSA Travel Chair.

ACKERMAN PARK

Ackerman Park is a multi-use facility for softball and soccer. Six of the eight softball fields are equipped with lights for night games. Parking is convenient to all eight fields. Built by a joint effort between the Glen Ellyn Park District, Glen Ellyn Girls Softball Association and many other volunteers, the Ackerman concession stand is located between fields 1, 2, 7 and 8. This is the "hub" of Ackerman Park (see [map of Ackerman Park fields](#)) where parents, players and coaches can enjoy the concession stand food and beverages while having visual access to all four fields. Most GEGSA games are scheduled in the "hub". Restrooms are located at the concession stand building. Recycling of aluminum cans is encouraged. The batting cages and a flagpole were added in 1997. In 1999 we added lights for the batting cages, a new garage for equipment storage and benches in the hub for our fans. In 2002 we added permanent shelters in the hub.

The fields are maintained by the Glen Ellyn Park District and have excellent water drainage, providing quick recovery of playing conditions after a rainfall. During rainy days, the park district provides field condition reports several times daily for coaches to use in advising players if games may be canceled. Parents should contact their daughters' coach, not the park district, for information on canceled games. Your patronage of the concession stand helps to pay for future improvements. Thank you for keeping Ackerman Park clean, safe and beautiful.

THE WEB

GEGSA created a web site to provide additional information for the House League, the Travel Teams and our Tournaments. Visit our site www.gegsa.org for schedules, standings, travel announcements and much more.

LIGHTNING

In 2002 a Thor Guard Lightning Prediction System was installed. When conditions indicate that a lightning occurrence is probable, the system will activate horns and a flashing strobe light located on the North concession. Fields must remain clear until an all clear horn sounds. In addition to this system, all fields must be cleared at the first sighting of lightning. Any coach or umpire is authorized to suspend play. Evacuate the fields and take cover in your cars; do not stand under the concession stand roof. No games will resume unless there has been no lightning for at least 20 minutes. Delays should not exceed 45 minutes. Take no chances; games can be rescheduled.

Glen Ellyn Girls



Softball Association

GLEN ELLYN PARK DISTRICT

Board of Commissioners

(630) 858-2462 phone

(630) 858-2479 fax

Web Site www.gegsa.org

Rainout Hotline (630) 858-0920, call after 4:30pm