

CALGARY SWIMMING



Welcome to UCSC!

Joining the Club can feel very overwhelming in the first month or so. Our staff tries to limit the number of emails, but uses email as our primary communication method. If you have additional questions, or would like some help, please feel free to reach out to our office to set up an appointment to speak in person, or give us a call!

New parent information nights are held at the beginning of the season, at least twice. Please attend these meetings, our parent volunteers help go over things like bingos, officiating and any volunteering questions you may have. We will go over all the information in this document and more and you will have the opportunity to ask questions. This document is not meant to replace parent meetings, but rather here so that you may refer to it throughout the year.

UCSC is a high performance competitive swim club with a goal of developing a community through competitive swimming and leading Canadian swimming. UCSC is guided by our values, integrity, hard work, excellence and team work.

There is so much more in depth information on the website that hasn't been included here, otherwise this document would be overwhelmingly long! Please familiarize yourself with the **members only** section of the website by **logging into the website**. To start, check out [Info You Should Know](#). There are helpful links there!

If you have any questions, please don't hesitate to call the office at 403-220-2772 or email ucsc@ucalgary.ca or manager@calgaryswimming.com

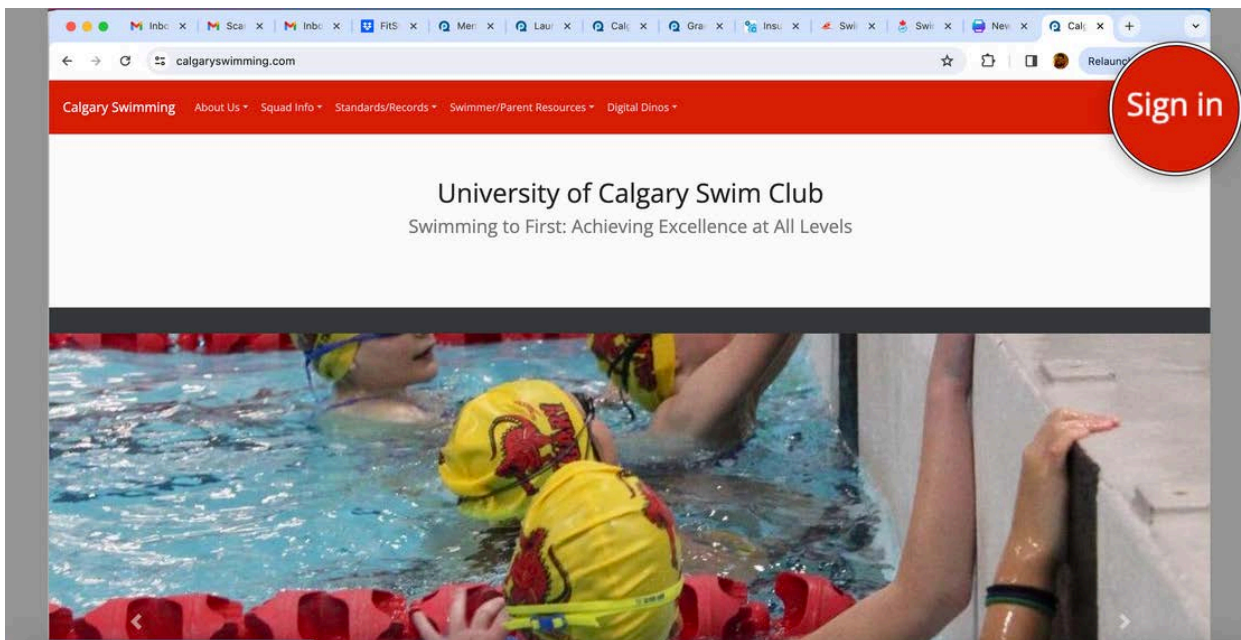
LOGGING INTO THE WEBSITE



Once you have sent your completed registration package to the office and it has been received you will receive an account on the website.

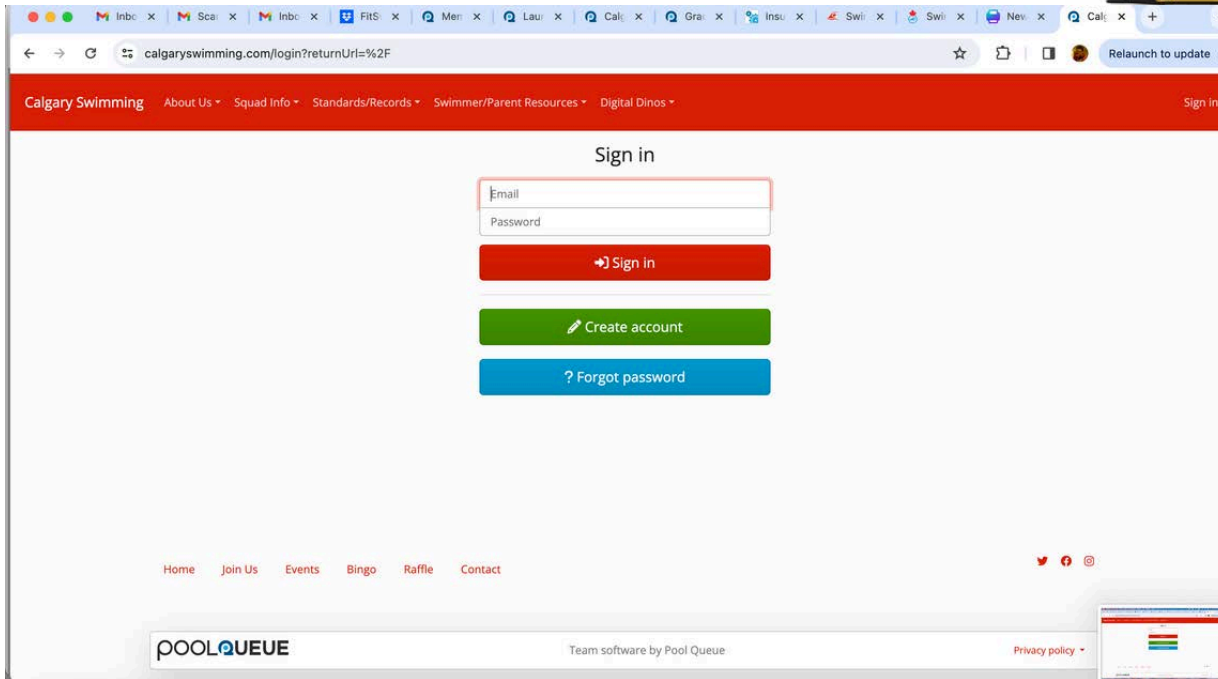
A “reset password” email will come from poolq.net (our website host). From there you will set your password and log into the website.

Please feel free to look around on the website and let us know if you have any more questions. Later on in this handbook there is information (with screenshots) on how to sign up for a swim meet, sign up to officiate and sign up for a bingo. Below there are also screenshots on what it should look like when you are signing in.

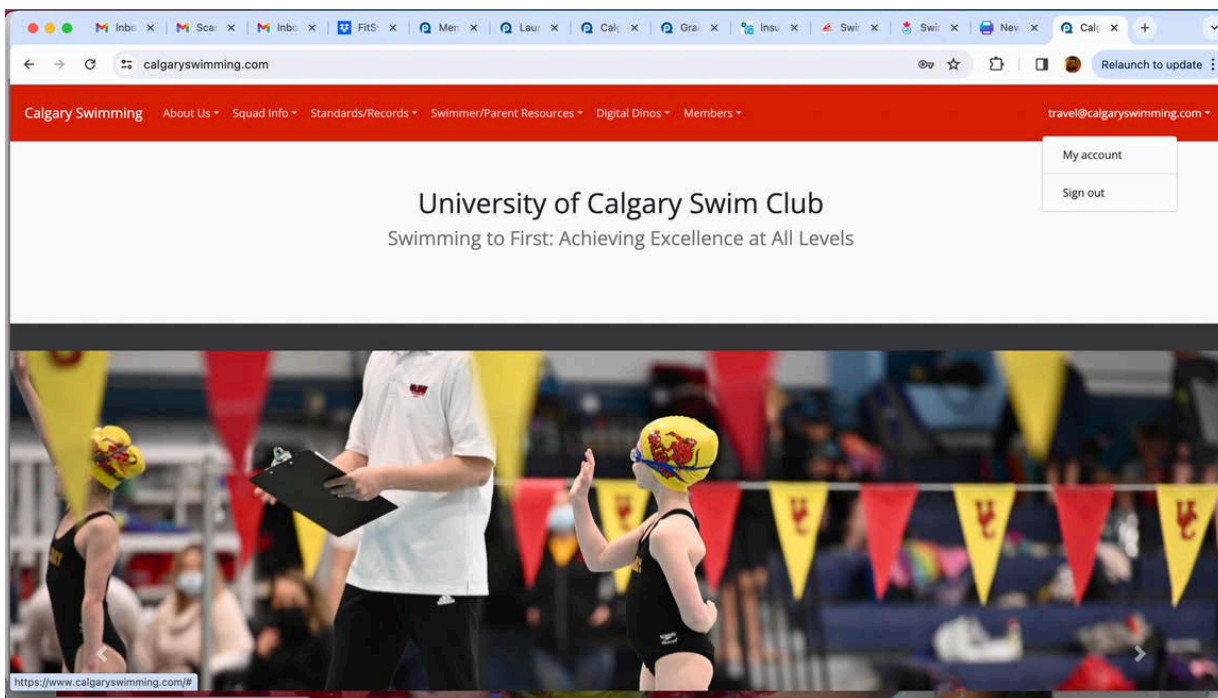


You can go to our website calgaryswimming.com. On the top right of the page you can click on “sign in”. It should bring you to a screen that looks like the screen on the next page.

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LOGGING INTO THE WEBSITE

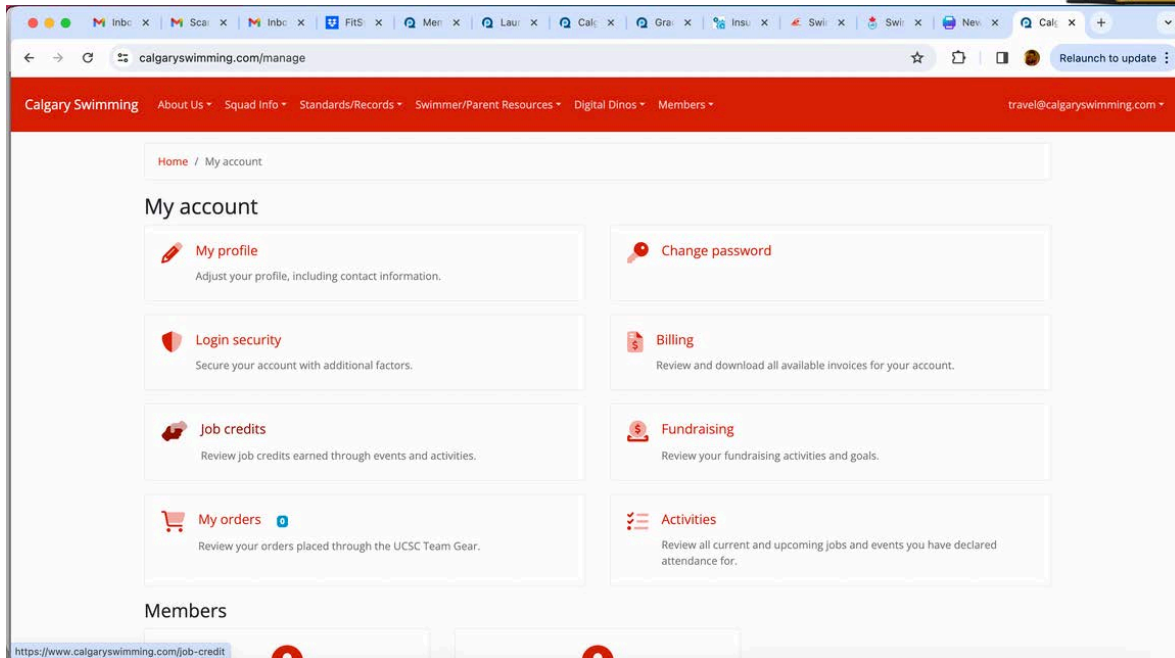


Once you're here you can log in with your log in info (and your new password!)

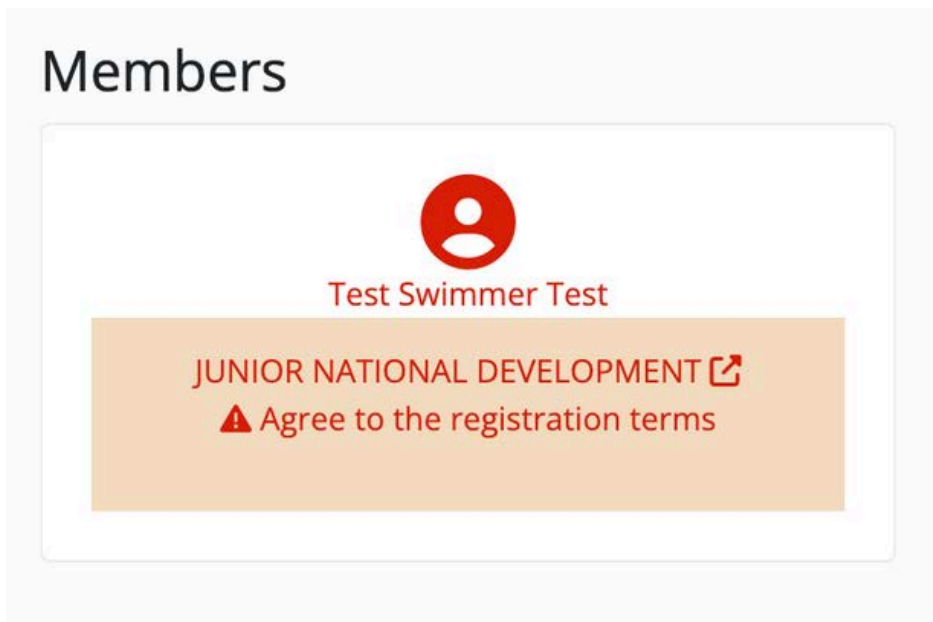


Now you're in! On the top right, you will see your email and you can click on "my account" to see some of the extra features. Please also be sure to look at the members section as that has some important info in it (explained in further sections)

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LOGGING INTO THE WEBSITE



In “my profile” you can update contact info, addresses, etc. If you’d like to add additional emails to your profile you can also do so here.



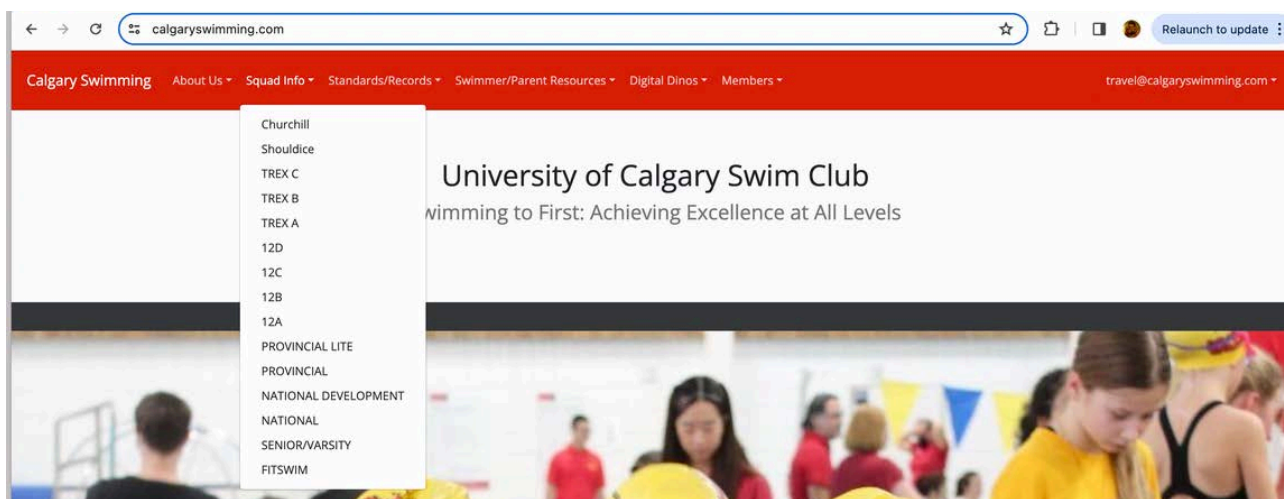
Further down the page you will see “members” and your swimmer(s) will be listed here. You can update any allergies by clicking on their name. Their group will be listed under their name and you likely won’t have a mark saying you need to agree to the registration terms!

” SWIM SCHEDULES AND WHO TO CONTACT WHEN



Being a new member for a larger organization, it's hard to know who to contact when. Below should hopefully help a bit! If you are not sure, please feel free to reach out to the office (ucsc@ucalgary.ca or manager@calgaryswimming.com) to check and if they are not able to help, they can forward your email to the right place!

If you have a question about swimming (swim meets, practices, etc) please speak with your swimmer's group head coach. Most information will also be posted on the group page (including coach contact information, schedule and a meet schedule when it is available). The group pages can be found under the "squad info" tab on the website.



The beginning of the season is busy for everyone, so please be patient. During the week coaches usually respond within 24 hours.

If you have general questions, questions about the website, team gear questions, payment questions, etc please contact our office (either Tarrah or Jess) they can be reached at ucsc@ucalgary.ca or manager@calgaryswimming.com.

If you have questions about bingos, you can contact our volunteer bingo coordinator at bingos@calgaryswimming.com. A Bingo FAQ email is sent at the beginning of each season (more info also further on). There is also a bingo section in the members section of the website.

If you have questions about officiating, please contact our volunteer officials coordinators at officials@calgaryswimming.com. There is also an officiating info section on the website in the member section and more info further on.

**TEAM GEAR POLICY
WHAT TO WEAR AND
WHERE?**



At swim meets, all UCSC swimmers are required to wear UCSC team gear: bathing suit, swimming cap, and t-shirt.

It is very important to be dressed appropriately on deck at swim meets. First of all, we want to look like a team. Secondly, it is important to stay warm at swim meets. Remember that warm muscles are fast muscles! Along with their team gear, swimmers should have : deck shoes or sandals and socks, one or two towels, an extra cap and an extra pair of goggles. Everything should be marked with the swimmer's name. If it's not, it is guaranteed to grow legs and walk away.

Bathing Suits

To race, all swimmers must wear Speedo swim suits.

- Training Suits
 - Swimmers may wear any appropriate swim suit to train
- UCSC Branded Speedo Polyester suit
 - The UCSC polyester racing suit is available from the office, these may also be used to train. This type of suit lasts a long time!
- Speedo Racing Suits
 - Racing suits are recommended only for swimmers in our 13 and older groups. Please speak with your coach to see if these suits are suitable

Caps

To race and train, all swimmers must wear a UCSC swimming cap. If a swimmer forgets her/his cap, one will be given by the coach or chaperone and the family account will be billed. Coaches will have caps at all swim meets (and usually at practices)

T-Shirts

All swimmers must wear UCSC t-shirts on deck at swim meets

Other Gear

Occasionally, other team gear will be available to purchase through the website or office. Emails will be sent to alert membership when this is available.

Other Equipment

Fins, pull buoys, mesh bags, kickboards and training suits are available through Team Aquatic supplies. When starting out, swimmers usually just need fins and kickboards. These are available through the gear days and our office. Please check with your coach or on your group page for suitable equipment for your swimmer's level.

Team Aquatic Supplies is the official supplier for UCSC. Shark Cards (discount cards) are available in the members section of the website under UCSC Discount Cards.

UCSC is a Speedo sponsored club. Wherever possible, all suits, equipment, and gear must be Speedo.

All UCSC swimmers must be in Speedo swim suits at all meets unless they have other sponsorship responsibilities.

Team Gear can be ordered through the members only section of the website under "Team Gear"



As a non-profit organization, the UCSC relies heavily on fundraising revenues. One of UCSC's proven and successful fundraisers is bingos.

How does our club make money from bingos? UCSC sends parent volunteers to work at bingo events. The bingo halls will then pay a share of pooling profits to all clubs. Typically, UCSC earns around \$300,000 in one season! This fundraising revenue helps keep registration fees low for all swim families.

Upon registration, all members of UCSC are assigned a certain number of bingo shifts for the swim season. The number of shifts each family is given is determined by the number of swimmers you have enrolled in the club and what squad each swimmer is in. Families have 3 options with bingos. They may choose to volunteer at the bingo, buy the bingo out from the Club (money will not be associated with gambling/gaming) or they may pay someone in the Club to work the bingo for them.

UCSC provides a parent volunteer to manage and schedule the bingos for the whole club. This is the bingo coordinator and their email is bingos@calgaryswimming.com. Please note the bingo season is July 1 to June 30 of each year.

The Bingo Coordinator is responsible for:

1. Booking families into bingos
2. Confirming the booking via email to the family
3. Informing the swim office of any no-shows to the bingo event
4. Filling any no-shows at a bingo event.
5. Updating the Bingo Roster on the 15th and 30th/31st of each month with each family's bingos worked to date.

Bingo shifts can sometimes be reduced (credits) if a family volunteers in an additional capacity such as assisting with the audit process, coordinating officials for a swim meet, or by bringing in grant monies, etc. The UCSC Board of Directors approves any credits and the Swim Office staff informs the Bingo Coordinator of any subtractions to your original total.

Bingo FAQ can be found in the members only section of the website under "Bingo Info"

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**OFFICIATING
INFORMATION**



Swim Meets Hosted by UCSC

Swim competitions are run by the parents and therefore all UCSC families are required to officiate at swim meets hosted by UCSC. **Please note: in some rare situations meet dates or locations may change. UCSC will let members know as soon as possible about any changes.**

Accountability

UCSC maintains a system of “points” to ensure that officiating is shared equitably and to encourage parents to become qualified in advanced positions.

1. Points owing are calculated twice per year March 31 and July 31 for all UCSC Families

- the fine for failure to complete the officiating commitment is \$1.00 per deficit point and this will be charged to your family swim account on both April 1 and August 1
- if an official no shows (unexcused) for the position they have been assigned, or a family does not sign up for a mandatory officiating meet, the penalty is \$5.00 per assigned point
- points are reset to 0 on April 1 and August 1
- points must be worked at the assigned meet, banked points will be capped at 300 (exception: chaperone points)
- all families must sign up to officiate at the mandatory meets (surplus points MAY NOT be used at these meets)
- workback point opportunities may be available throughout the season, but can only be earned in designated workback point positions. Emails will be sent to the **whole** club for these opportunities
- Required meets will be posted to the officiating commitment section of the website every year

Please read through the officiating policy for more information

Advanced Levels of Officials' Certification

- Parents in our Development Program (CH, SD) are required to have their Level 1 Certification.
- Parents for swimmers T Rex and up are required to have Level 2 Certification.
- We recommend parents in our 12+ groups take further level 2 courses in addition to stroke and turn so that they are able to work more positions on deck
- For parents interested in Level 3, please contact our office

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**OFFICIATING
CERTIFICATION**



Swim Alberta / Swimming Canada

Level I

- Timer and Warmup Marshal

Level II

- Stroke & Turn, Chief Timer, Electronics/Chief Finish Judge, Recorder-Scorer, Clerk of Course, Starter, Meet Manager

Level III+

- Referee

Non-qualified jobs

Door monitor, washroom monitor, runner, awards marshal

Hospitality

To inquire about the certification process email hospitality@calgaryswimming.com

Certification courses are offered in person a few times a season. Courses can also be taken online.

Online: Emodules and Slide Presentations (LINK)

[https://swimalberta.ca/officials/clinics/?](https://swimalberta.ca/officials/clinics/?doing_wp_cron=1650580242.5489931106567382812500)

[doing_wp_cron=1650580242.5489931106567382812500](https://swimalberta.ca/officials/clinics/?doing_wp_cron=1650580242.5489931106567382812500)

Online slide presentation (send in certificate of completion – Members: Officiating Info)

Sign up only for jobs you can work – qualified and experienced (Level II positions require experience)

Do NOT sign up for excess positions (i.e., more positions than are needed for you to meet the points requirement)

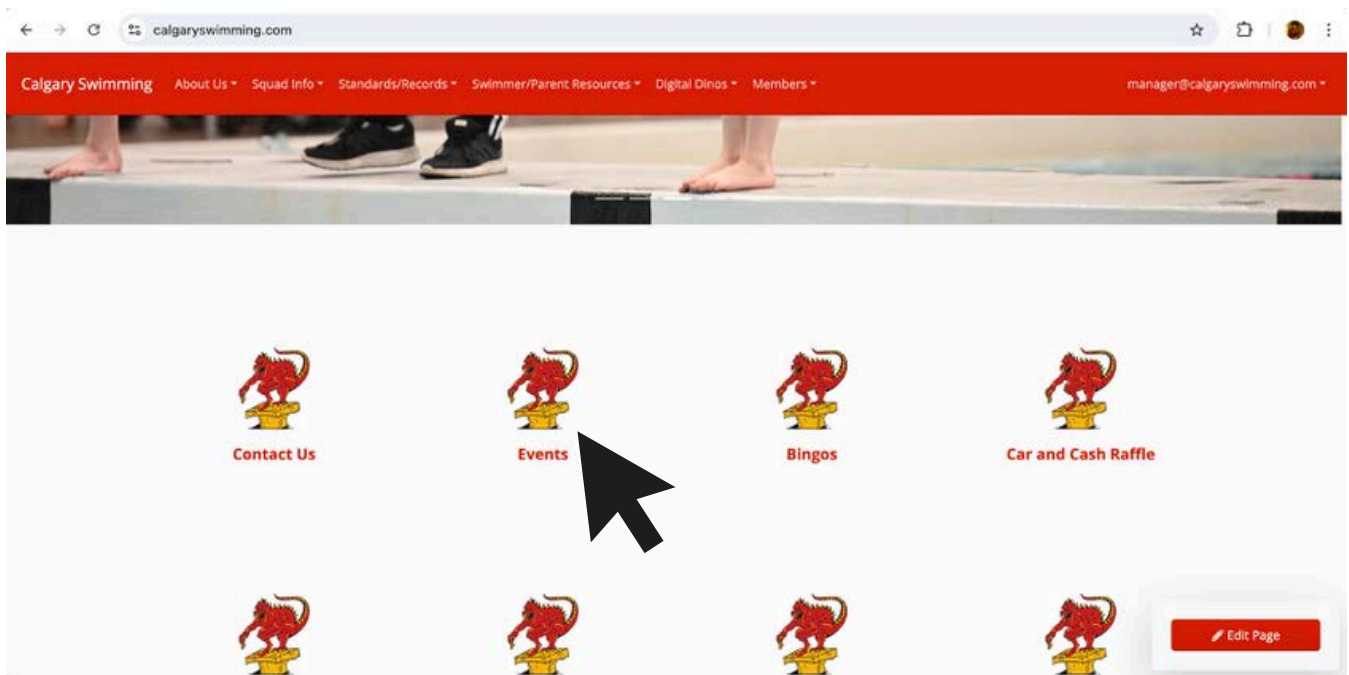
Much more information can be found in the members only section under “Officiating Info”



The University of Calgary Swim Club is a competitive swim club. Racing is at our core.

To sign up for a swim meet, please visit the members only section of the website. There you will be able to **declare** your swimmer as attending if they wish to race.

To sign up for a swim meet, please follow the steps below to complete the sign up.



First stop is the homepage, where you will find the “events” Dino. Once you click on him all events will be listed! (When you click on events, just swim meets are listed)

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**SWIM MEETS!
GO DINOS GO!**



Calgary Swimming About Us Squad Info Standards/Records Swimmer/Parent Resources Digital Dinosaurs Members manager@calgaryswimming.com

Category All categories Bingo **Swim Meet**

Month	Dates	Event Name	Buttons
AUG	26 - 30 Mon - Fri	Pre-Season Camp (4-5pm)	Accept / Decline Modify
AUG	26 - 30 Mon - Fri	Pre Season Camp (5-6pm)	Accept / Decline Modify
AUG	Wed 28	The Best Swim Meet Ever (Test Event)	Accept / Decline Modify
SEP	Sat 14	Fall BBQ 2024!	Accept / Decline Modify

Home Join Us Events Bingo Raffle Contact

Team software by Pool Queue

Next you'll be brought to the events page, where all swim meets will be listed (not all at once!). Find the swim meet you are looking for and you can either click on the swim meet name to get more information, or click on "accept/decline" to go directly to declaring your swimmer(s)

Calgary Swimming About Us Squad Info Standards/Records Swimmer/Parent Resources Digital Dinosaurs Sign in

Sign in for access

To proceed, you need to be logged in.

Sign in Go Back to Home

Home Join Us Events Bingo Raffle Contact

POOLQUEUE Team software by Pool Queue

No matter which you choose, you will be asked to sign in again after clicking on one of them.



ucsc.poolq.net/event/the-best-swim-meet-ever-test-event

Calgary Swimming About Us Squad Info Standards/Records Swimmer/Parent Resources Digital Dinos Sign in

Home / events / The Best Swim Meet Ever (Test Event)

The Best Swim Meet Ever (Test Event)

Start date	Aug 28, 2024
End date	Aug 28, 2024
Declaration open	Aug 20, 2024 12:00 AM
Declaration deadline	Aug 22, 2024 12:00 AM
Eligibility	JUNIOR NATIONAL DEVELOPMENT

Attachments
Meet Package (for test event).pdf

Event Name: The Best Swim Meet Ever (Test Event)
Dates: August 28, 2024
Location: The Moon
Additional Info: Fun, fun, fun!

https://ucsc.poolq.net/event/the-best-swim-meet-ever-test-event/declare

If you chose to go to the event page, it should look like this. You can usually find the meet package (if available when you are looking) under “attachments”. You can also find the event info on this page. If you click “attend/decline” you will be brought to the declaration page.

ucsc.poolq.net/event/the-best-swim-meet-ever-test-event/declare

Calgary Swimming About Us Squad Info Standards/Records Swimmer/Parent Resources Digital Dinos Members manager@calgaryswimming.com

Instructions
1) Please write here if your swimmer is not able to attend one of the sessions

Jessika Craig
Declaration
 Undeclared Accepted Declined
Declaration notes
She can attend all events!

Test Craig
Declaration
 Undeclared Accepted Declined
Declaration notes
Test cannot attend this mee

Submit Cancel

On the declaration page you can declare each swimmer (if they are eligible for the meet). Please answer all questions that are in the section above. You can check how you declared swimmers after you hit “save” at the bottom,



ucsc.poolq.net/event/the-best-swim-meet-ever-test-event

Calgary Swimming About Us Squad Info Standards/Records Swimmer/Parent Resources Digital Dinos Members manager@calgaryswimming.com

Declarations received.

The Best Swim Meet Ever (Test Event) [Modify](#)

Start date	Aug 28, 2024
End date	Aug 28, 2024
Declaration open	Aug 20, 2024 12:00 AM
Declaration deadline	Aug 22, 2024 12:00 AM

Attachments
[Meet Package \(for test event\).pdf](#)

Event Name: The Best Swim Meet Ever (Test Event)
Dates: August 28, 2024
Location: The Moon
Additional info: Fun, fun, fun!

Declarations

Jessika Craig **Accepted**
She can attend all events!

Test Craig **Declined**
Test cannot attend this meet

[Accept / Decline](#)

Back on the event page, you can always check if you declared your swimmers. You can find that on the top right. If you need to change their declaration (before the deadline) you can do so by clicking “accept/decline” again and updating it.



We have a duty to provide a safe environment for training and competition for all members of the UCSC organization. The UCSC is very proud to be the first sports organization in Canada to make it mandatory for all athletes, staff, coaches and parents (members), and officials to receive sport specific bullying prevention education. This was established in the spring of 2017 through a partnership formed between the founder of the school-based DARE TO CARE program and the UCSC board of directors. Through this partnership, DARE TO CARE IN SPORT was created, pilot tested during the 2017/18 swim season and resulted in 98% of our membership attending. The training components included the following areas;

- a definition of bullying, which then allows concrete identification of bullying behaviors specific tools and strategies to assist swimmers, staff, coaches and members to prevent and stop bullying
- a shared vocabulary and understanding of bullying to assist in communication and process issues if conflict arises or a complaint is made
- an introduction and explanation of the Club's new policy on Harassment and Bullying

In the present swim season, and going forward, we will continue to make it **mandatory** for all new members joining UCSC to receive the DARE TO CARE IN SPORT (DTCS). For all returning members; including swimmers, parents, staff, coaches, and officials who have completed the DARE TO CARE IN SPORT in the past, a presentation in person will also be required.

SafeSport

UCSC is dedicated to creating a safesport environment for all athletes. Athlete safety is our number one priority. Swim Alberta and UCSC believe that everyone in the sport of swimming, regardless of their level or position, has a right to enjoy the sport and participate in a safe and inclusive training and competitive environment that is free of abuse, harassment or discrimination.

If you are in need of guidance on a safe sport matter, please contact the Safe Sport Lead at safesport@calgaryswimming.com. If you wish to remain anonymous please contact the SDRCC (Sport Dispute Resolution Centre of Canada) at www.crdsc-sdrcc.ca/eng/home or 1-866-733-7767.

SIGNING UP FOR
OFFICIATING OR BINGOS

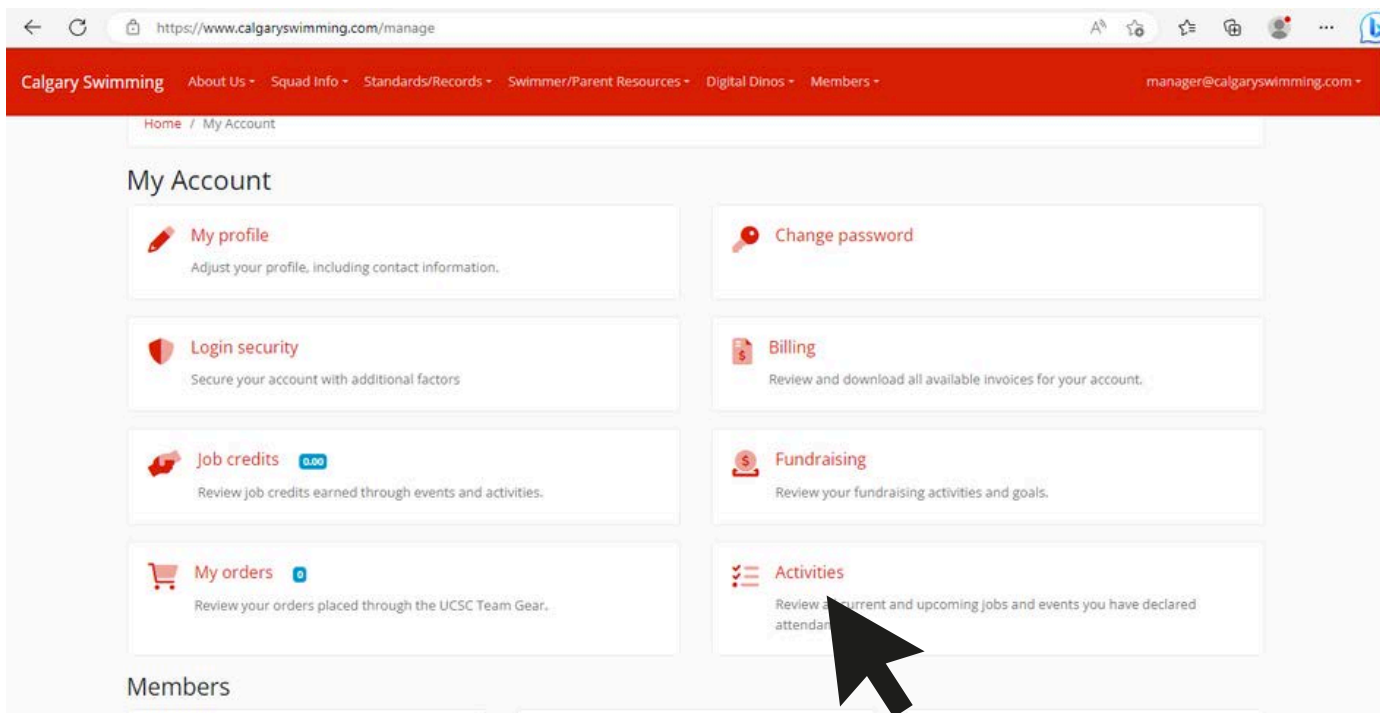


All sign ups happen through the members-only section of the website. Click on the top and rightmost button labeled **Sign In** and input your username and password.



Once you are in, click on your email, again on the top and rightmost corner and select **My Account** from the drop down menu.

From here, click on **Activities** in the lower right. Here, you may declare the attendance of your child for swim meets.



SIGNING UP FOR BINGOS AND OFFICIATING



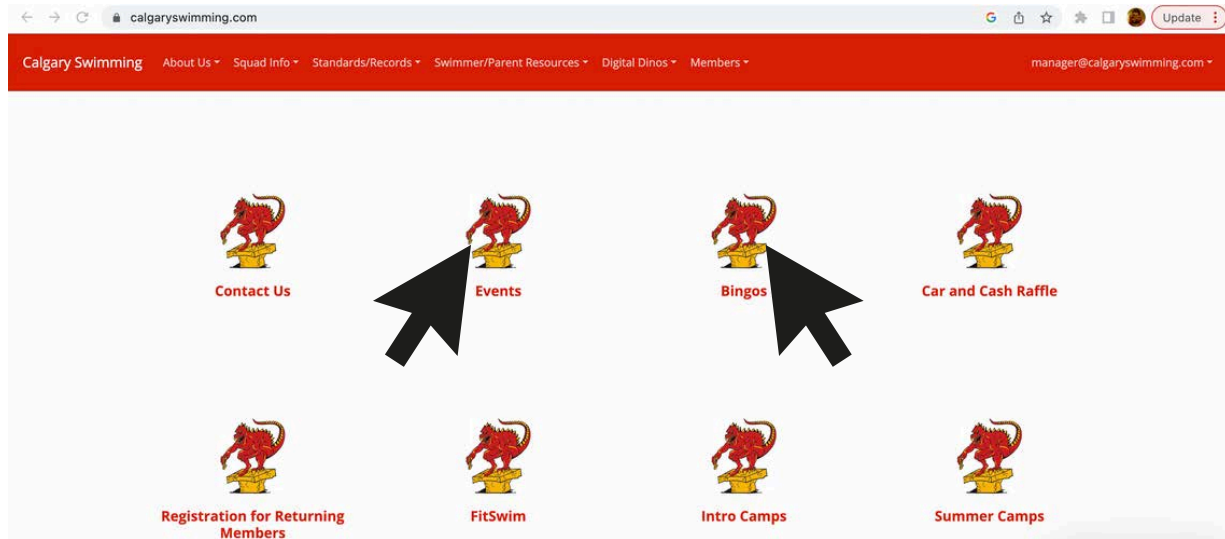
Go to the home page by clicking on the leftmost text **Calgary Swimming**.



From here, click on **Events** or **Bingos**.

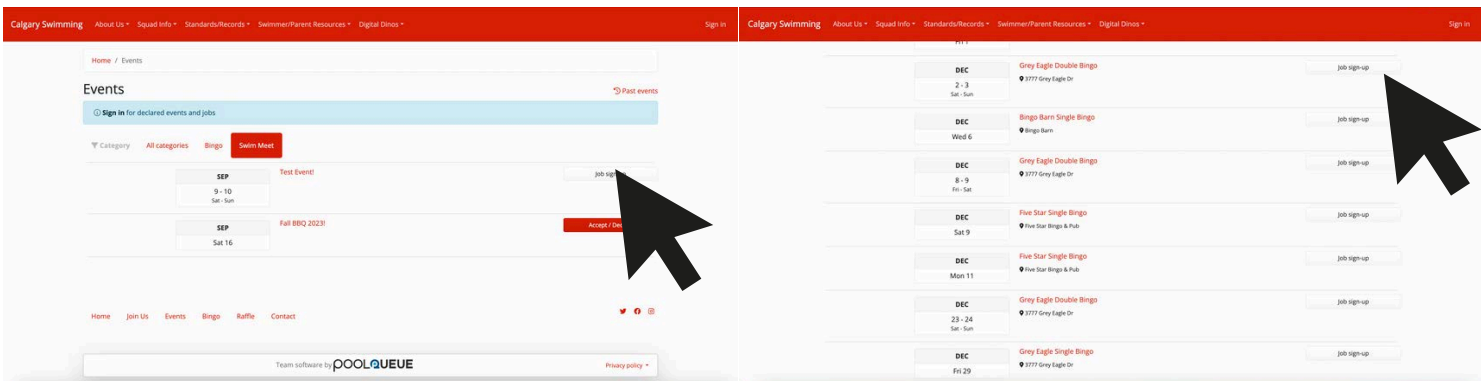
Here, you may declare attendance for officiating or bingos.

You will now be prompted to sign in.



You are signed in!

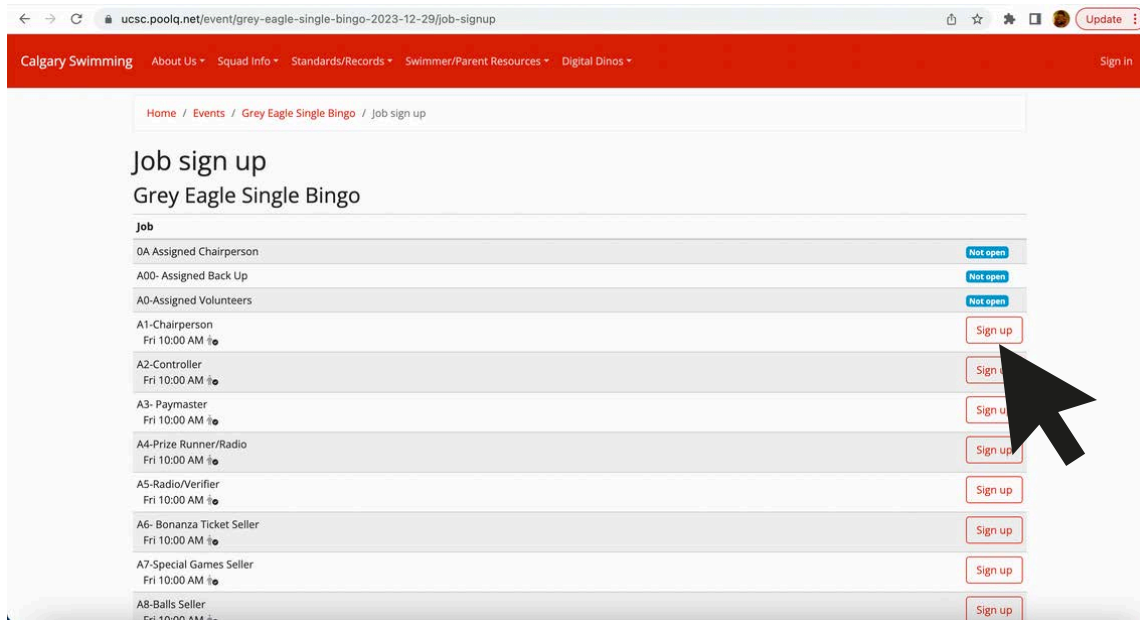
Click **Job Sign-up** to sign up for officiating or working a bingo on that date.



SIGNING UP FOR BINGOS AND OFFICIATING CONTINUED

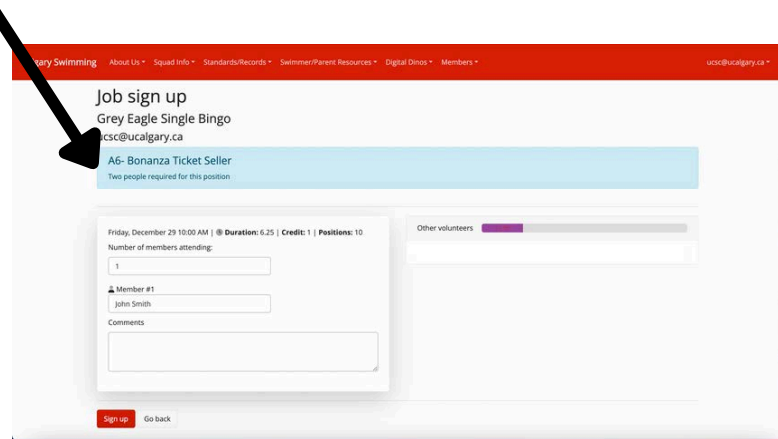
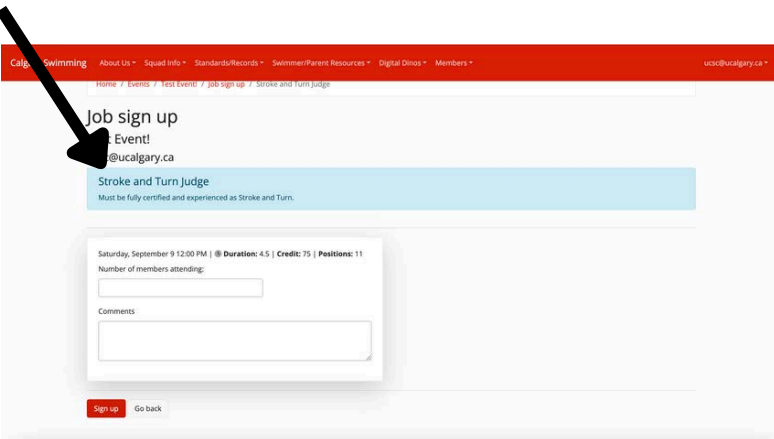


You should now be on the sign up page for the date you have chosen. Select the job you would like to work.



Fill in the name of the person working and any comments you have.

Please note the text highlighted in blue. It will tell you if you need a certification to fill this position or other important information!



Remember to hit **Sign up** when you are done.

Thank you for signing up for a bingo or to officiate.
We couldn't do this without you!

”
BRINGING UP ISSUES



If you have a complaint, please follow the following reporting hierarchy. If this does not work for you, please report your complaint to the person who you feel comfortable doing so.

The first person to speak to is your swimmer's coach. If they are not able to resolve the issue, it would go to their direct report (likely the group head coach), then to the Age Group Head Coach, the Assistant Head Coach, and finally the Head Coach.