



VANCOUVER PACIFIC SWIM CLUB
CLUB POLICY HANDBOOK
2020/21 Season

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CLUB GOVERNANCE

The Vancouver Pacific Swim Club (VPSC) is a non-profit swim club, registered under the B.C. Societies Act. VPSC is a member of [Swimming Canada](#) (SNC) and a member of [SwimBC](#).

Club Bylaws outline VPSC governance and roles and responsibilities of the Board of Directors. The Head Coach/Director of Swimming leads the swimming programs and Club operations.

The Lead Coaches and Assistant Coaches run the swimming program under the leadership of the Head Coach/Director of Swimming.

VPSC employs qualified coaches to provide swimmers with the opportunity to develop their athletic abilities through competitive swim training in a safe, fun, and team-oriented environment.

BOARD OF DIRECTORS

A volunteer Board of Directors works with the Head Coach/ Director of Swimming to support club activities. Board members take on responsibility for one or more portfolios, including fundraising, events, volunteers, meets, officials, recruitment, sponsorship, marketing, and pools.

An Annual General Meeting is held in the fall to elect new board members and to review financials and budgets. Board of Directors meetings are usually held monthly.

The year's current board members and their contact information will be made available on the VPSC website, as well as listed in the current year's Registration Package.

HEAD COACH/DIRECTOR OF SWIMMING

The Head Coach/Director of Swimming is hired to act as the lead in all areas of the club, while working with the Board of Directors to ensure the short- and long-term success of the club. These roles are held by a single person in order to lead the club in an effective manner.

The role of the Head Coach is to ensure the high-quality instruction of all groups within the club to allow all swimmers to reach their potential as a swimmer.

The role of Director of Swimming is to provide a vision for the club and to use the club's resources to execute that vision, while remaining accountable to the Board of Directors.

CLUB MANAGER

The Club Manager is a part-time employee of the club that assists with the day-to-day operations of the club. This includes, but is not limited to, assisting with the registration process, ensuring all information on the web site is up-to-date and being the first point of contact for any general inquiries within the club.

COMMUNICATIONS

To optimize efficiency, the club will primarily use electronic forms of communication. This will include finding updated information about the club on our website and communicating with our coaches and staff via email. Staff will be communicating via email regularly about upcoming events, schedule changes, notices and updates. Parents are asked to ensure that they are up-to-date in all of the information that is readily available to them via the website, as well as in consistent communication with the Lead Coach of their group to ensure effective communication from the coaches to the parents.

CLUB CONTACT INFORMATION

3214 West 10th Ave Vancouver BC

V6K 2L2

604-736-0411

info@vancouverpacificswimclub.com

<https://vpsc.poolq.net/>

WHOM SHOULD I CONTACT?

To avoid miscommunication, it is important for all families to follow an appropriate channel of communication depending on what information they are seeking.

For information regarding upcoming meets, schedules and any other part of the training program, parents should all seek that information in the following order:

1. Ensure you are up-to-date on all electronic communication, including emails from Lead Coaches and information found on the VPSC website. As well, check to see if any club communications have been sent to your Spam folder in your email account.
2. Communicate with the swimmer to ensure that any information given to them is relayed to the family.
3. Contact the Lead Coach of the group in person, preferably at the end of a workout

For information regarding your account, and/or registration with the club, parents should all seek that information in the following order:

1. Log-in to your account on the website and ensure that all information is updated and valid
2. Contact the Finance Department via email at finance@vancouverpacificswimclub.com
3. Contact the Head Coach/Director of Swimming if any financial issues remain unresolved

For any conflicts or disputes that may arise, please consult the Dispute Resolution Policy in this handbook.

OFFICE CONTACT

For any general inquiries about the club, or any additional information that may be required by parents and members of the club, the first point of contact shall be via email at info@vancouverpacificswimclub.com.

If you want to meet with a member of the staff at the office, we ask that you communicate with the office to set up an appointment to ensure the availability of the staff member.

CLUB EVENTS

BACKGROUND

Founded in 1992, VPSC is a non-profit organization dedicated to providing an opportunity for athletes to swim competitively. The club's annual operating budget is funded primarily through the collection of training fees and the application for local grants. However, the collection of those funds only covers approximately 60% of the operational costs of the club. In order to deliver a high-quality program, the club hosts a number of events throughout the year that ensure the long-term financial stability of the club. These will include:

SWIM MEETS - Competitive events that allow our swimmers, and swimmers in the area, to compete against one another. Revenue is raised through entry fees from other club's swimmers entering the meet, as well as sponsorship opportunities with people and businesses in the area.

FUNDRAISING EVENTS - Events that will bring the club together in order to reach its financial goals, while providing a fun opportunity to give back to the community and the club.

SOCIAL EVENTS - Fun events for the club's swimmers and parents to socialize away from the pool with minimal fundraising expectations.

**Please note that due to the COVID-19 Pandemic, all club events are currently on hold.*

SCHEDULE OF EVENTS

While the specific dates change from year-to-year, the club hosts several events annually at approximately the same time each year. This allows our coaching staff and volunteers to plan accordingly for these events to ensure their success. Below is a draft schedule for events that the club hosts annually, with specific dates to be finalized in the club's registration package:

Season Kick-Off Event: Social Event - End of September/Start of October

A social event to get swimmers and parents excited about the upcoming swim season. The event consists of fun games at the pool followed by a meal hosted by the club and its board members.

Awards Banquet: Social Event - Start of October

This event recognizes the accomplishments of our swimmers from the previous year and the history of our club.

Fall Invitational: Swim Meet - End of October

This competition typically serves as the first competition for most of our swimmers in the season. It is meant to be a fun meet. The revenue from this meet serves as a one of our primary revenue generators for the year.

Holiday Banquet: Social/Fundraising Event - Mid-December

This event serves as the last event prior to the mid-season break. It has been an opportunity to bring the club together and has served as a fundraiser for the club in the form of a silent auction and other promotions.

Jessica Deglau Invitational: Swim Meet - End of April

This competition provides a valuable long course racing opportunity for our swimmers and the clubs in the surrounding area. Like the Fall Invite, this meet also serves as an important revenue generator for the club.

Swim-A-Thon: Fundraising Event - Beginning of May

Our Swim-A-Thon event, outside of training fees, is our biggest revenue generator for the club. This event typically takes the form of a club wide relay competition in order to complete 10,000 metres in 2 hours. With the help of our parents and swimmers, this event typically raises \$50,000+ for the club.

Mel Zajac International: Swim Meet - End of May/Beginning of June

In partnership with the UBC varsity team, VPSC co-hosts this prestigious international swim meet. This meet attracts some of the best competition in Western Canada, the United States and in the world to compete in Vancouver. This is an event that showcases our club to the swimming world to our club and to our community.

End of Season BBQ: Social Event - End of June

This event serves as one last opportunity to bring the club together to celebrate the end of the season for most swimmers and encourage our provincial and national level swimmers prior to their season ending competitions.

Swim BC Hosted Events Swim Meets

Schedule may vary, typically in January, March, June and July These are provincial level swim meets and hosting rights are awarded to swim clubs across the province through a bid process. At times, VPSC will host these events which provides the club with an opportunity to host the best age group and Senior swimmers in B.C., while also generating a significant amount of revenue for the club's operations.

In addition to these events, the club is always open to suggestions and support for fundraising projects and sponsorship. You can share your ideas with the Director of Swimming, or provide your input directly to our board of directors.

Through these events and competitions, we want to provide the opportunity for swimmers to enjoy their experience as part of the club both inside and away from the pool. However, to make these events happen, we have a great need for volunteers and officials to ensure that these events are a success in providing a great experience for everyone and ensuring the long-term financial stability of the club.

FUNDRAISING EXPECTATIONS

Fundraising is a key component to the financial health of our club and programs. We rely on fundraising initiatives to meet our club's expenses, focusing on minimizing training fee increases. VPSC, as a non-profit organization, relies on and encourages our members to participate in all fundraising campaigns in order to keep the total cost of all groups in the club at a reasonable level.

Pool costs and coaching represent over 75% of the total budget. The Fundraising Committee, under the direction of the Board of Directors, plans and implements fundraising projects such as the Swim-A-Thon event, swim meet sponsorship, swim meet hosting, special clinics among other events. Club members are welcome to join the committee.

SWIM-A-THON

The yearly Swim-A-Thon is our largest fundraising event each year, historically representing over 75% of our fundraising objectives. For the Swim-A-Thon, swimmers raise funds by obtaining sponsorship with the ultimate goal of raising the minimum amount suggested by the club. Goals for each swimmer are set in January and are scaled depending on the level or group the swimmer is in. Bonus prizes are offered for swimmers who exceed the minimum suggested amount by a set percentage.

SWIM MEET HOSTING

VPSC is involved in hosting all levels of swim meets throughout the swim season. Each swim meet is an opportunity for our club to raise money through registration, providing volunteers and concession sales. Club members are encouraged to assist in the operation of the meets in various capacities with the financial goal being a profitable event.

SWIM CLINICS

The Board and coaching staff will be scheduling a limited number of special swim clinics during the swim season. The swim clinics bring in special guest instructors who work with existing staff to offer a focused learning opportunity for interested swimmers. Clinics are provided to the swimmer at a small fee and are held outside normal training times and have limited space.

SPONSORSHIP

The Fundraising Committee will publish a list of upcoming sponsorship opportunities for local businesses or people to get involved in. Program advertisements, banners to be hung at swim meets or club events and website banner ads are all available for sponsorship. Sponsorship is a key source of revenue and assists in making all hosted events a financial success.

The Fundraising Committee will also be campaigning to get a limited number of Corporate sponsors to be listed as community and year-round sponsors. Members are invited and encouraged to assist in identifying and meeting with community members who may have an interest in being a year-round sponsor.

VOLUNTEER CREDIT PROGRAM*

The Vancouver Pacific Swim Club is a parent participation club and all families joining the club are required to participate in the Volunteer Credit program.

Upon registration, all families agree to pay a Family Volunteer Deposit. This charge can be earned back to your account by helping out at various functions throughout the year. See the Volunteer Program page on the club website for details of this year's requirements. For families with more than one swimmer, the number of points is assigned according to the swimmer in the highest-level group. Your assigned quota of points will not change if your swimmer is moved to a higher group during the season.

Volunteer Credit Program Guidelines:

- Credits do not carry over to the following season
- Credits will be reconciled in January, and at the end of the swimmer's season. For most swimmers, this will be in June. For swimmers competing in summer competitions, this will be in August.
- Points and role details will be published on the website at the start of every season. The Director of Swimming reserves the right to award additional points.
- Note there are double-point penalties if you do not attend an event you have signed up for, or withdraw after the event deadline. This may be waived at the discretion of the Volunteer Coordinator and Director of Swimming.

For swim families registering after September, the number of credit/participation points will be adjusted according to the month of registration and remaining opportunities to volunteer.

Volunteer points are to be tracked on the website. It is each family's responsibility to record their volunteer service and to contact the Volunteer Coordinator with any discrepancies.

VOLUNTEER ROLES

The following is a list of roles that are available throughout the season. The availability of these roles will depend on the events and competitions that the club hosts in any given year. See next page for information.

Awards Assistant	<ul style="list-style-type: none"> Organizes or helps present awards at events.
Awards Coordinator	<ul style="list-style-type: none"> On the Meet Committee year-round Organizes event prizes, ribbons, medals.
Board of Director Roles	<ul style="list-style-type: none"> Determined by need and availability at the start of the year
Chaperone (See the chaperone guidelines)	<ul style="list-style-type: none"> Supports the team during away meets Acts as a responsible adult with health and safety in mind at all times. plans, shops and cooks' meals ensures that athletes get rest between sessions; assists in transporting athletes
Chief Judge Electronics	<ul style="list-style-type: none"> Monitors the timing equipment and finishes
Chief Timer (Official)	<ul style="list-style-type: none"> Completed the Chief Timer Clinic Briefs, instructs and organizes timers and equipment before the meet. May be asked to collect "sweeps" (the visual observation of the order in which the swimmers have touched the wall).
Clerk of Course (Official)	<ul style="list-style-type: none"> Completed the Clerk of Course Clinic Collects entry fees; processes deck entries, scratches, relay entries, and marshals' athletes.
Equipment Coordinator	<ul style="list-style-type: none"> Works with the Director of Swimming to provide team gear, organizes fittings and sales to members.
Event Assistant	<ul style="list-style-type: none"> Helps organize, set-up and run team social, equipment and fundraising events May attend fundraising and event committee meetings
Recorder/Scorer (Official)	<ul style="list-style-type: none"> Operates electronics equipment at swim meets
Fundraising & Sponsorship Coordinator (On the Meet Committee year-round)	<ul style="list-style-type: none"> Works with the director of Swimming on developing fundraising and sponsorship opportunities Leads a fundraising and events committee
Hospitality Coordinator (On the Meet Committee year-round)	<ul style="list-style-type: none"> Responsible for feeding officials and volunteers at swim meets Manages hospitality sponsorship, personnel, materials, supplies, equipment, and menu based on the event requirements and budget. Coordinates Hospitality Assistants
Hospitality Assistant	<ul style="list-style-type: none"> Preparation of food for officials at swim meets Collaborates with the Hospitality Coordinator
Meet Coordinator (On the Meet Committee year-round)	<ul style="list-style-type: none"> Organizes team hosted events with the Director of Swimming, Meet Director, Volunteer Coordinator, and Officials Coordinator May act as Meet Manager on the day of meets
Meet Manager (Officials)	<ul style="list-style-type: none"> Completed the Meet Manager Clinic Responsible for all aspects of the day-of-operations of a swim meet Ensures that the meet is properly staffed Works with the Referee to ensure the meet runs effectively.
Officials Coordinator	<ul style="list-style-type: none"> Promotes official's education and mentorship. Arranges officials' clinics On the Meet committee year-round. Responsible for obtaining officials for all team hosted meets Maintains the Swimming Canada directory of club officials Coordinates officials' events and staffing with other clubs, the Regional Officials Director and SwimBC
Parent Pool Liaison	<ul style="list-style-type: none"> Acts as the liaison for parents at each pool Communicates with parents on group events Year round, or half-year position Role is shared - 2 positions per pool (Byng, St George's, UBC, Kerrisdale)
Referee (Officials)	<ul style="list-style-type: none"> The highest level official responsible for the running of meets. All officials report to the Referee.
Runner	<ul style="list-style-type: none"> At a swim meet, delivers important information and meet paperwork between the referee, and electronics booth, announcer, clerk of course and meet manager. Photocopies and posts event results on walls.
Safety Marshall (Official)	<ul style="list-style-type: none"> Completed the Safety Marshall Clinic Enforces safety policies and guidelines during warm up sessions as set forth in the meet package
Starter (Official)	<ul style="list-style-type: none"> Completed the Starter Clinic Starts each race through the activation of the electronic timing system (horn and strobe flash) Works with the referee to ensure a fair start.
Stroke/ Turn Judge (Official)	<ul style="list-style-type: none"> Completed the Stroke/Turn Clinic Judges standards of strokes and/or turns during the meet.

Timekeeper (Official)	<ul style="list-style-type: none"> Pushes a button on a plunger when the swimmer touches the wall with either their feet (on turns) or their hands (on turns and finishes). Reports to the Chief Timer or Referee.
Translator	<ul style="list-style-type: none"> Translates documents and communications for members

OFFICIATING

Swim meets are a vital part of providing a great competitive swimming experience to our members. Hosting competitions allows for our swimmers to showcase their swimming skills in the water while also providing the club with an additional revenue source during the year.

To host a successful meet, the club requires dozens of volunteers in order to provide a high-quality competitive opportunity to our swimmers and our community. Below is a list of various volunteer officials that are needed to host a meet at our pools:

UBC Aquatic Centre - 10 Lane Pool

Official	Needed per session
Timer	21-32
Safety Marshall	2-4
Judge of Stroke/Inspector of Turns	12-24
Clerk of Course	2
Chief Timekeeper	1
Chief Judge Electronics	1
Recorder Scorer (Electronics)	1
Starter	2
Meet Manager	1
Referee	2

St. George's Pool - 6 Lane Pool

Official	Needed per session
Timer	12-18
Safety Marshall	2-4
Judge of Stroke/Inspector of Turns	5-14
Clerk of Course	1
Chief Timekeeper	1
Starter	1
Meet Manager	1
Referee	1

The club's goal is to ensure that every parent reaches a minimum standard of officiating education so that they can contribute to the club as effectively as possible. The following shows the expected officiating levels we expect our parents to achieve within each group:

GROUPS	OFFICIATING COURSES COMPLETED
Senior Groups	Swimming 101 + Stroke & Turn + 2 of Clerk of Course, Chief Timer, Starter, Recorder/Scorer and Chief Judge of Electronics, Meet Manager
Junior Groups	Swimming 101 + Stroke & Turn + 1 of Clerk of Course, Chief Timer, Starter, Recorder/Scorer and Chief Judge of Electronics
Youth and Intro to VPSC groups	Swimming 101 + Stroke & Turn
Platinum, Gold, Silver, Bronze	Swimming 101

Throughout the course of the year, families are required to earn volunteer points to make our meets and events possible. The expectations for volunteering increase as your swimmer progress through the club.

GROUPS	POINTS NEEDED PER YEAR
Senior Groups	100 Points
Junior Groups	80 Points
Youth and Intro to VPSC groups	60 Points
Platinum, Gold, Silver, Bronze	40 Points

In the hope of easing the financial burden of our families coming off the pandemic, the club will NOT be asking for a deposit from the families at the start of the year. In lieu of asking for a deposit at the start of the year, families will instead be subject to **a fee of \$10/point** that is unearned at the end of the year. Families will be notified periodically throughout the year about how many points they have left to earn and opportunities available to earn them.

The primary way for our families to earn points will be through officiating at our hosted meets. The following table shows how many points each role at our meets our families will earn throughout the course of the year:

OFFICIATING ROLES	
Safety Marshal	2 points per session
Timekeeper	4 point per session
Stroke & Turn	5 points per session
Clerk of Course	10 points per session
Chief Timer	10 points per session
Starter	10 points per session
Recorder/Scorer (electronics)	10 points per session
Chief Judge Electronics	10 points per session
Referee	10 points per session

During the Covid-19 pandemic, we were unable to host sanctioned competitions for the year. For the club to be prepared to host competitions again, we will need contributions from EVERY parent throughout the club to make it possible for our swimmers. The club is looking to build up our volunteer base and encourage our parents to progress through the officiating pathway so that we can reliably host great competitions throughout the course of the year.

Starting in the 2021-22 season, all families will be required to have one parent become a Level 1 Certified Official, by December 31, 2021. The courses required to achieve this certification can be done online through Swim Canada and the club will assist in facilitating this.

Once you have your Level 1 Certification, the club would like to incentivize our families to not just be active volunteers at our competitions, but to continually progress through the officiating pathway throughout the course of the year. To encourage this, we are offering the following incentives to accelerate the number of qualified officials we can develop within the club:

OFFICIATING LEVEL	CREDIT EARNED
Become a Level 2 Certified Official	\$200 credit to your account
Become a Level 3 Certified Official	\$400 credit to your account
Become a Level 4 Certified Official	\$400 credit to your account

With these expectations, and the incentives the club is providing, we hope that we can quickly build up the volunteer base required for our meet hosting and continue to provide high quality, exciting racing

opportunities for our swimmers through the course of the year. Based on the level of education and the points required at each level, all parents will need to volunteer at 8-9 sessions throughout the course of the year.

The club's priority is to ensure that our parents earn as many points as possible by officiating at our meets throughout the course of the year. However, there are opportunities to earn points through other volunteering opportunities. The following is a list of year-round duties that are available:

YEAR-ROUND VOLUNTEER ROLES	POINTS EARNED
Board of Directors - President, Vice-President, Secretary, Treasurer	100 points per year
Board of Director at Large	50 points per year
Equipment Coordinator- role can be shared	50 points per year
Volunteer Coordinator – role can be shared	50 points per year
Officials Coordinator – role can be shared	50 points per year
Fundraising and Sponsorship Coordinator – role can be shared	50 points per year
Meet Coordinator – role can be shared	50 points per year
Hospitality Coordinator – role can be shared	50 points per year
Parent Pool Liaison – role can be shared	25 points for year

We also have some other opportunities throughout the year for parents to earn additional points:

VOLUNTEER DUTIES	POINTS EARNED
Chaperone on Away Trips	15 points per day
Event Photographer	10 Points per event
Meet Hospitality	10 points per event
Event assistant - organization, set-up, clean-up	5 points per event
Translator	5 points per document
Awards Assistant at Swim Meet	5 point per event
Attend Annual General Meeting	2 points

Throughout the course of the year, there may be volunteer opportunities that are not listed above. Points awarded for these additional duties will be given at the discretion of the Director of Swimming and the Volunteer Coordinator.

For more information on what is currently available please visit our website under Member Info/Officials Training or contact our Officials Coordinator at officials@vancouverpacificswimclub.com.

OFFICIALS PROGRESSION

VPSC expects members to progress in their officiating experience every year. VPSC will provide:

- In-house clinics at least twice a year
- Invitations from other clubs to attend their clinics
- Online training resources
- Shadowing and mentoring opportunities with VPSC and other clubs
- Opportunities to sign up for roles at VPSC meets
- Opportunities to sign up for roles at other club meets
- Record keeping with Swim BC and Swimming Canada
- Personalized support from Volunteer Coordinators to progress to level 3 roles and beyond
- Fast Track to Referee for interested members

Members are expected to volunteer at meets hosted by other clubs. These meets are not part of the VPSC volunteer points program; however, the on-deck experience can be used towards your officiating progress. Tell the Officials Coordinator in advance and they will coordinate with the partner club to ensure your experience is counted.

Level 1 Timekeeping is the entry-level position. The optional Timekeeper clinic provides background on roles of all officials and examples of timekeeper duties.

Stroke and Turn is the next step. Regional group members are required to qualify in this critical role, and also as Safety Marshall.

Timekeepers wear a white t-shirt and black trousers or shorts on deck. Stroke & Turn and other Level 2 officials wear a red polo shirt and black trousers or shorts. All roles wear deck shoes (no outside shoes are permitted on deck at UBC) and you should be prepared to get wet.

To qualify in a role, you must complete the Clinic and at least two sessions on deck. The Safety Marshall clinic can be completed online. Submit the quiz to the Officials Coordinator for confirmation of completion.

Regional Groups and above should continue to develop stroke and turn skills and also progress in other Level 2 roles - Starter, Recorder/Scorer, Clerk of Course, Chief Timekeeper and Chief Judge Electronics.

Members in Provincial Groups and above should be proficient in Stroke and Turn, and two other level 2 roles.

Please communicate your goals with the Officials Coordinator so they can offer opportunities to help you reach them. Notify the Officials Coordinator if you wish to start the Fast Track to referee - they can help you reach the qualification in a shorter amount of time. Families that qualify as a Level 4 Referee, and officiate at VPSC meets, will be eligible for a training fee subsidy.

If you have been a timekeeper at more than three sessions, you are eligible for a SwimBC name badge and Red pin. To earn a White Pin, you must qualify in stroke and turn AND one other level 2 role. See the Swimming Canada website for requirements for the Orange pin and above.

FINANCIAL POLICIES

VPSC tracks all financial payments through online accounts that are created through the VPSC website. Members can access these accounts once they have completed registration and are expected to ensure that all of the information is accurate, including accurate names, address and credit card information. To enhance efficiency and minimize administrative burden, VPSC operates using credit card for account payments for each swimmer and will NOT ACCEPT ANY OTHER FORM OF PAYMENT.

TRAINING FEES

The training fee structure is outlined to all members upon registration. Training fees are currently calculated on a monthly basis. They are based on the pool rental and coaching staff costs for the club and fees are determined by the group level of each swimmer registered.

FAMILY MEMBERSHIP FEE

The family membership fee is determined annually and is due immediately upon registration. The family membership fee is a one-time payment for each family, regardless of the number of children in that family that is registered with the club. This fee covers the cost of the initial registration and administrative costs for each family, as well as provides each individual swimmer with VPSC apparel, such as a swim cap and T-shirt, to start every year.

VOLUNTEER PROGRAM FEE

The volunteer program fee is to serve as a deposit to encourage all parents and members to volunteer at all events hosted by the club. The fee is calculated to allow all parents the opportunity to earn points through the season, with the value determined by the group level. Each family will be charged a single volunteer program fee, regardless of the number of registered swimmers in the club, and this fee is determined by the swimmer who is in the highest-level group.

All information about the Volunteer Program can be found in the relevant section of this handbook.

SWIM BC MEMBERSHIP FEE

VPSC competes under the rules and regulations of Swim BC. Under these guidelines, each swimmer in the club is required to pay a fee to Swim BC as part of registration. This fee is determined by the age of the swimmer upon registration and whether they are in a competitive or non-competitive group. In VPSC, all Youth Development groups are considered non-competitive. All other groups in the club are considered competitive. This is a one-time fee that will be charged to all accounts at the beginning of the season or when the swimmer joins the club.

MEET FEES

Swimmers who participate in any meet are subject to the meet fees as outlined in the specific meet packages for each event. These include fees that are specific to competing in the event and may include entry fees, scratch fees, splash fees, and facility fees. It is the responsibility of every member to be aware of all deadlines. If the swimmer withdraws from the meet after the registration deadline, the account will be charged at the discretion of the Director of Swimming.

For each meet, swimmers will be charged a \$5 per day fee. This fee will be used to cover all associated coaching costs for the event.

Meet fees for travel meets will include travel, accommodations and other associated fees specific to those team trips. Further information about the club's Travel Policy can be found in that section of this handbook.

All charges for meets, whether abroad or domestic, will be posted on members' accounts immediately upon reconciliation of the event.

HIGH PERFORMANCE TRAVEL SUBSIDY

Swimmers who are participating at National level competitions may qualify for a travel subsidy that will go towards the costs of attending these competitions. In order to qualify for a travel subsidy, the swimmer must:

1. Qualify and attend the eligible competition(s)
2. Be in good financial standing with the club
3. Reach the fundraising goals for their group as outlined in the registration package

The amount of subsidy swimmers may receive is decided at the discretion of the Director of Swimming. In determining the amount of subsidy a swimmer will be awarded, the Director of Swimming will take into account the level of competition the swimmer is attending, the number of swimmers accessing the subsidy and the total subsidy made available for each competition.

PAYMENT PROCEDURES AND PROTOCOLS

Accounts must be kept in a positive state at all times. On the 15th of every month, every account will be automatically charged any outstanding dues.

If a swimmer changes groups, members will have their accounts adjusted to make the appropriate payments in the new group. Any fee increases due to group movement will be included with the letter of invitation to the new group.

VPSC members must ensure their swim accounts are not overdrawn. If an account is in the negative, the arrears must be paid immediately. The Club Manager may notify the club member and advise them the arrears must be paid within 14 days. If the account remains in arrears, the swimmer(s) will not be allowed to compete in any further meets or attend practices until the overdue amount has been paid.

WITHDRAWAL POLICY

If a swimmer wishes to withdraw from the program, they must submit their withdrawal, in writing with 30 days' notice, to either the Club Manager at info@vancouverpacificswimclub.com or the Head Coach/Director of Swimming.

Upon receiving the withdrawal, the swimmer will be permitted to swim in the club until the completion of the 30 days' notice. Members will be expected to pay the full training fee amount up to the date of withdrawal, 30 days after the club receives written notice. The adjusted training fee will be charged on the first of the month of the withdrawal. The Swim BC Registration Fee, Family Membership Fee and the Volunteer Program Fee are all non-refundable. Any outstanding debts on the account will be charged upon completion of the withdrawal.

The last date for withdrawal is April 30th of the current swim season.

If a swimmer withdraws prior to the completion of the first full week of training for their group, all funds except the Family Membership fee and the Swim BC Registration Fee, are refundable and will not be charged to the account.

ILLNESS, VACATION AND INJURY POLICY

All group fees are determined on an annual program. Therefore, there will be no refunds given for vacation, illness or injury. Credits will be considered for extended absences of 30 days or more, only with the accompaniment of a doctor's note and will require approval of the Board of Directors, the Club Manager and the Head Coach/Director of Swimming.

SOCIAL POLICIES

PRIVACY

VPSC respects the privacy of all members of the club and the confidentiality of all personal information given. The use of such information will only be for the purpose for which it was collected.

Personal information is any information that identifies you as an individual and may include name, address, email address, age, gender, transaction records, health and credit card/bank information. We request this information to the benefit of each member based on our responsibilities towards the member and our governing bodies, such as Swim BC.

VPSC attains this information through registration and waiver forms. We do not sell participant or personal information and details will only be released with consent and if required by law. The club makes every reasonable effort to ensure all information is accurate and up-to-date and members shall ensure that all information given is accurate and up-to-date. If there are any errors in the information that is available, please inform the Club Manager to ensure that it is rectified.

VPSC retains personal information only as long as it is required for the reasons it was collected or as required by law. VPSC will give you access to your information upon receipt of your request.

FAIR PLAY

VPSC values sport beyond the confines of the pool and the athletic arena and wants to ensure the holistic development of each individual athlete in the club. As part of this development, we want to encourage our swimmers to be able to work as a team, cooperate with team members and coaches and ensure the inclusion of all members within the group.

To allow ensure the holistic and healthy development of all swimmers in the club, VPSC promotes to its swimmers the 5 principles of Fair Play:

1. Respect of Rules
2. Respect of officials and their decisions
3. Respect for opponents
4. Equal opportunity for all to participate
5. Maintaining self-control at all times

EQUITY

As a community member, VPSC wants to ensure the inclusiveness of all members into the club and ensure that all persons receive treatment that is fair, equitable and just regardless of gender, race, ancestry, place of origin, colour, ethnic origin, citizenship, sexual orientation, disability, age, marital status or family status.

Equity does not necessarily mean that all individuals in the club will be treated the same. VPSC recognizes that some members may need to be treated differently in order to be treated fairly. VPSC recognizes the differences in its members and will make a clear commitment to the equity of its members through all facets of the club.

TECHNICAL POLICIES

SWIM MEETS

Throughout the year, swimmers are eligible for a number of meets, depending on their age and ability. The coaches select which meets the club will attend and into which events a swimmer will be entered. Swim meets are used as opportunities for athletes to showcase the skills that they have learned in the water and to measure their progress through the year.

Swim meets are organized so that children are competing against other swimmers of similar age and/or ability level. Swimmers typically compete in age groups which vary depending on the meet. Within each age group the swimmers are split into girls and boys, which are then sorted into heats according to their entry time.

Swimmers qualify for different competitions based on their swimming times. All times used for qualifying for a competition must be achieved at a sanctioned meet. The following is a listed of meets that VPSC swimmers may compete at as part of the club:

VPSC PASS MEETS - These are in-house meets for introductory level swimmers. The meet is an unsanctioned meet and is an informal chance for young athletes to celebrate their skills.

PASS MEETS - Clubs in the region will host these meets to give the opportunity for swimmers to race against others who are also just starting their competitive swimming. These meets are sanctioned but require no qualifying time to participate.

TIME TRIALS/DUAL MEETS - These are club hosted meets for swimmers who are registered as competitive. These are sanctioned competitions and often serve as a 'last chance' to attain qualifying times.

CLUB MINI-MEETS - This is an opportunity for the entire club to come together as a team and have fun racing. The focus is to get swimmers and families involved with the club and to develop team spirit and excitement. Swimmers have a chance to practice their skills amongst teammates in a fun, low• pressure situation.

INVITATIONAL COMPETITIONS - These are swim meets that VPSC hosts in order to serve the local swimming community, as well as generate revenue for the club. Depending on the meet, swimmers require a qualifying time to enter the meet.

LOWER MAINLAND REGION (LMR) MEETS - These meets are for swimmers who have graduated PASS meet and are progressing in their rankings within the province. These meets are timed finals and are often held over a full weekend. Swimmers require a 4:00.00 200 IM time in order to compete at these competitions.

SWIM BC HOSTED MEETS - These are meets that Swim BC, our provincial governing body, sets time standards for in order to ensure the competition is filled with the best swimmers in the province. These are meant to identify the high achieving swimmers and progress them towards the path of high performance within the swimming community.

SWIMMING CANADA (SNC) HOSTED MEETS - These are meets that Swimming Canada, our national

governing body, sets time standards for. These meets select the highest achieving swimmers from across the country and bring them all together to compete.

MEET ATTENDANCE AND SELECTION POLICY

1. The coaching staff for each group will develop the competition schedule and it will be posted on the club web site in September for the entire season. Additional events may be added however all major events and recurring events will be determined at the beginning of the swimming year.
2. The coaching staff will establish the qualifying criteria for participation in each meet.
3. Swimmers will be prioritized according to the following criteria to attend meets:
4. Number of events the swimmers qualifies for:
 - a. Training attendance
 - b. Attitude towards training and competing
 - c. Overall preparedness to compete
 - d. Health issues
5. It is the coach's discretion as to whether a swimmer is entered in a meet based on the above criteria. It is the expectation that the VPSC swimmers are ready to compete well for all meets.
6. Any swimmer travelling with VPSC from another club must abide by the VPSC Travel Policy.

MEET ENTRY INFORMATION

Clubs must follow several rules and guidelines laid out by Swim BC and Swimming Canada in order to ensure a meet is run effectively and safely. This requires the club to keep records of all results, and ensure the timely entry of all swimmers. The following are the procedures we have adopted to enable us to abide by these rules:

1. The meet schedule including estimated cost, qualifying standards and sign-up deadlines, for each the group will be posted on the VPSC web site (<https://vpsc.poolq.net/>) under the Events Tab.
2. All swimmers that qualify for competitions and comply with VPSC's training and attendance criteria will be entered in the appropriate swim meets.
3. It is the responsibility of the swimmer/parent to notify VPSC, via the club web site, confirmation of their swimmers' attendance prior to the meet sign-up deadline.
4. Withdrawing from swim meets after the entry deadline will result in the full share of travel, management fee and/or meet entry expenses being charged to the swimmer/member's account.
5. Withdrawal from swim meets due to medical reasons will be honored past the meet entry deadline with a doctor's certificate at no cost to the swimmer/member for management fees.
6. Swimmers unable to attend a swim meet due to illness must notify their coach and the Team Manager at the VPSC office prior to the competition date. Failure to do so will result in the swimmer/member being charged for the travel and/or meet entry expenses.
7. Any swimmer entered in a meet who does not qualify for the meet as a result of non-compliance with the "Meet Selection and Attendance Policies" criteria, will automatically be cancelled from the meet at no cost to the member's family.
8. Coaches will notify the swimmer/member via the club web site, email or directly if the swimmer qualifies to attend a meet.
9. After a swimmer has been confirmed to enter the swim meet, the coaches will then select their entries for the meet. These meet entries will then be sent in to the host club prior to the entry deadline. Event selection will be decided by coaches while considering the following guidelines:
 - a. Meet rules, including maximum number of events, as well as qualifying/de-qualifying standards

- b. Recent training focuses
- c. The athlete's ability to swim a specific event
- d. Ensure the swimmer is developing holistically across all strokes and distances

For additional information about entering events and competitions that require travel, please consult the Travel Policy section of this Handbook.

SWIM MEET PROCEDURES

1. Warm up protocols are as specified by Swim Canada rules and regulations.
2. Warm ups are conducted by a member of VPSC staff.
3. Warm up times are dictated by the club hosting the competition, but typically begin one hour prior to the start of a competition. All swimmers are expected to arrive 15 minutes prior to warm-up time or at the designated time given by the coaching staff.
4. Team members are required to warm up with the team unless excused by the coach.
5. A good warm up is an essential part of the competition process and is equally essential for a successful performance. Every athlete in the VPSC program deserves the opportunity to be successful.
6. It will be customary for VPSC to have a team area at swim meets and to sit together as a group. This helps promote team unity and spirit. When swimmers first arrive at the meet, they should find the team area.
7. Swimmers are to review a heat sheet or entry grid and check to see if they are properly entered in their events. If an error has been made, check with your coach so that corrective measures can be taken. Swimmers should check their entries with the coach prior to the swim meet to avoid unpleasant surprises. Entries will be posted on the club web site and club bulletin boards.
8. Prior to, and at the conclusion of, each race, the swimmer must report directly to their coach. This gives the coaches an opportunity to discuss the race with the swimmer. If a cool down area is available, swimmers are to use the area as directed by the coaches.
9. VPSC team members are not permitted to scratch from any events at a competition. They should consult with their coach and the coach will do the scratch. Similarly, the coach must approve late entries. In a meet with preliminaries and finals, it is expected that any VPSC swimmer qualifying to swim in the finals shall do so.
10. As a courtesy to the officials and meet hosts, parents and nonparticipant swimmers are asked to stay off the deck/competition venue unless competing or serving in an official capacity.
11. All questions concerning meet results, or an officiating call in the conduct of a meet should be referred to the coaching staff that will pursue these matters through the appropriate channels.
12. All swimmers are expected to attend all sessions of a competition unless excused by the coach.
13. Swimmers are expected to rest and conserve energy between events and sessions, and to remain in the team area while at the pool. Please bring water and nutritious snacks in order to keep energy levels up.
14. In the event of a long waiting period between warm up and the swimmer's first race, the swimmer should briefly warm up a second time approximately 30 minutes before the swim.
15. Wear team attire, including caps and suits while in the water, and shirts and track jackets when on deck.
16. Add to a positive environment that will allow you and your teammates to be successful and have fun throughout the competition!

RELAYS

Relay selection and order shall be determined by members of the coaching staff that are attending a given competition. Coaches shall select swimmers for the relays in order to ensure the appropriate long-term development of all swimmers in the group, even if this means that the best times for the four swimmers selected are not the fastest four times by swimmers at the meet.

ACCIDENT PROCESS

In the event of an accident or injury at a practice or event held by VPSC, the swimmer shall immediately notify the coach and/or chaperone responsible for them at the time of the incident.

At that time, the coach, chaperone and any first aid or health care provider as is appropriate (such as a lifeguard on deck or a paramedic) shall assess the nature and severity of the injury.

Upon the assessment, the coach and/or chaperone shall decide what will be the appropriate course of action based on the information given. This may include continuing the activity, resting the athlete to reassess, the complete withdrawal from the activity or calling 911.

In the event that the swimmer needs to be withdrawn from activity and sent home, the coach and/or chaperone shall contact the Legal Guardian of the swimmer and accompany the swimmer to ensure the safe pick up of the athlete. The coach and/or chaperone shall also inform the Legal Guardian of the incident at the earliest appropriate opportunity.

RETURN FROM INJURY

All injuries are considered to be medical information for the swimmer and should be managed by health care professionals deemed necessary and appropriate by the Legal Guardian of the swimmer.

Consultation between the Legal Guardian, the coach and the health professional (if deemed relevant) is appropriate for injuries that are related to swimming itself and that may inhibit the swimmer's ability to participate in practice or in competitions. Any decisions regarding the return to the support shall follow this consultation.

TRAVEL POLICY

VPSC Swimmers are expected to swim at competitions throughout the year. Depending on the meet and level of competition, some meets may require travel. In regards to travel, meets for our club have the following designations:

LOCAL MEETS - A local meet is a meet that is located within a reasonable distance to Vancouver and has not been deemed a team travel meet by the coaching staff. Parents are responsible for all travel arrangements.

TEAM TRAVEL MEETS - Team travel helps to build a strong team spirit. It gives all team members a better opportunity to get to know their teammates and to develop a stronger sense of what it means to be part of a team. These events are excellent growth and learning opportunities for our swimmers. Swimmers are strongly encouraged to travel and stay with the team for all designated out-of-town, travel meets. When there are circumstances where swimmers should not team travel; such as sleepwalking, bedwetting, and anxiety, parents should inform the coach and Director of Swimming. VPSC coaches and staff will be responsible for all travel arrangements. In the case of 10 & under swimmers, they must travel, stay, and dine with their parents although it is encouraged that they stay in the same hotel as the rest of the team.

The club will communicate to the relevant groups, information about team travel meets a minimum of 60 days prior to the event. A preliminary budget for the travel event will also be available 60 days prior to the event and parents will be informed of any updates as they occur. The final cost of the travel meet will be calculated and posted to the members account 30 days after the end of the event.

FEES AND PENALTIES

1. Penalties and fees that result from changed or cancelled travel arrangements after the meet cancellation deadline will be charged to the swimmer/member's account.
2. All swimmers attending out of town meets are responsible for all management fees. (Coach & chaperones' transportation, accommodation, food, per diem)
3. Swimmers scratched from a swim meet past the meet cancellation deadline due to poor training attendance or discipline reasons will be charged full travel, management fee and/or entry expenses.
4. The estimated cost of participating in a meet (both in-town and out-of-town) will be sent to the family via email one month prior to the meet and two weeks prior to the event cancellation date. Meets over
5. \$1,000.00 will require a 50% deposit and will be charged to the members account two weeks prior to the event.
6. Upon reconciliation of the total costs incurred from a travel swim meet, further expenses or credits may be applied to the member's account. These charges will be applied within four weeks of the meet end date.
7. Some travel meets/camps will require an advanced deposit and the deposit will be posted to the members account prior to swimmers' participation in the meet/camp once attendance has been confirmed and after the cancellation cut-off date.

TEAM TRANSPORTATION

SUPERVISION DURING TRANSPORTATION - On arrival at home in Vancouver whether at the bus drop off point or at the airport, the chaperone shall stay with swimmers until they are picked up by a parent, guardian, or designated adult as communicated by the parent or guardian to the coaches in advance of the meet. Swimmers should call their parents for the exact arrival time of busses/vans enroute from the competition.

Swimmers that need to make alternate travel arrangements to or from the meet MUST inform the coach coordinator prior to the meet.

Departure and estimated arrival times for all trips will be provided in the information sheet and posted on the website for each trip and distributed to those swimmers attending.

BUS TRAVEL - All swimmers entered and participating in out-of-town travel meets must travel with the team on the bus, unless prior permission has been granted by the organizing coach.

All swimmers entered/ participating in an out-of-town meet, unless prior permission by the organizing coach has been granted to organize their own travel, will share equally in the round-trip cost of the bus and any other expenses incurred by the bus driver. It is expected that all swimmers will travel to the meet on the team bus. Parents who elect to drive their swimmers either to the meet or home at the conclusion of the meet will still pay "round trip" costs for the bus. The VPSC coaching staff and chaperones travelling on the bus shall ensure that all movies shown and music played on the main bus system are age and content appropriate.

GROUND TRANSPORTATION & RENTAL VEHICLES:

1. Certified, professional or designated drivers in coach type buses or rental vehicles shall be used when transporting swimmers more than 100km.
2. Coach type buses with professional drivers may be used to transport VPSC swimmers, chaperones and staff when the distance is less than 100km or when the group is large enough to make it the most reasonable option as determined by the club staff.
3. When deemed safe and reasonable the use of taxis, rental vehicles or public transit may be used to transport VPSC swimmers and staff at club sponsored events.
4. VPSC staff, chaperones and non-chaperoning parents who are attending the event shall not drive
5. swimmers other than their own children in their personal vehicles unless they have volunteer registration and approval forms in place with the club and on their person. In addition, parents through their registration will be deemed to have given written consent for their swimmer to travel in approved parents' vehicles unless they indicate non consent.
6. Chaperones and VPSC staff with an appropriate valid driver's license and a current police records check may be authorized to drive VPSC swimmers in rental vehicles only.
7. VPSC swimmers shall not drive rental vehicles or the personal vehicles of coaches or chaperones.

AIR TRAVEL:

1. Each swimmer entered/ participating in an out-of-town meet will pay the cost of their own airline ticket. Swimmers may use points for air travel however if they are on team travel, they need to be on the same flight as the rest of the team. It is important that they ask the coach for the flight dates and times and inform him or her that they are booking their flight separately using points.
2. If traveling on their own and on a different flight than the team, it is the responsibility of the swimmer to meet the team at the pool at the specified time.
3. Penalties and fees that result from changing or cancelling travel arrangements will be charged to the individual member's account. This includes swimmers who are pulled or scratched from a meet.
4. The Vancouver Pacific Swim Club will not arrange flights for individuals using personal points, or
5. arrange flights to coordinate with member family travel plans.
6. VPSC coaches and chaperones shall travel on the same flights with the team unless prior notification

has been provided.

7. In the case of multiple team flights, a VPSC chaperone or member of the VPSC coaching staff shall accompany each group of swimmers.

FOOD & BEVERAGES DURING MEETS & TEAM TRAVEL

All entered/ participating swimmers will be able to partake in the team food and beverages offered during the swim meet sessions and while travelling to and from the out-of-town swim meets.

A strong effort will be made to ensure adequate, high quality, healthy foods are prepared and offered at all times to the swimmers throughout the out-of-town meets. A suite, with cooking facilities, will be booked by the club for all team travel meets for the chaperones unless the hotel is providing all of the meals.

COACH, STAFF AND CHAPERONE TRAVEL & ACCOMMODATION COSTS

1. All swimmers entered/ participating in a meet, whether on team travel or not, will share equally in the costs incurred by the coaches and chaperones.
2. Coaches and chaperones shall be reimbursed by the Vancouver Pacific Swim Club for all approved costs incurred during VPSC travel events.
3. Coaches and chaperones shall submit a VPSC expense reimbursement form with all receipts attached to the VPSC office within 14 business days of the end of the trip unless alternate arrangements have been agreed upon in order to be reimbursed.

SWIM MEET PROCEDURES

1. Warm up - as specified by Swim Canada or the governing body.
2. Warm ups are conducted by a member of VPSC staff.
3. Warm ups usually begin one hour prior to the start of a competition. All swimmers are expected to be present and ready to begin at that time. Arrive 15 minutes prior to warm-up time.
4. Team members are required to warm up with the team unless excused by the coach.
5. A good warm up is an essential part of the competition process and is equally essential for a successful performance. Every athlete in the VPSC program deserves the opportunity to be successful.
6. It will be customary for VPSC to have a team area at swim meets and to sit together as a group. This helps promote team unity and spirit. When swimmers first arrive at the meet, they should find the team area.
7. Swimmers are to review a heat sheet or entry grid and check to see if they are properly entered in their events. If an error has been made, check with your coach so that corrective measures can be taken. Swimmers should check their entries with the coach prior to the swim meet to avoid unpleasant surprises. Entries will be posted on the club web site and club bulletin boards.
8. At the conclusion of each race, the swimmer must report directly to their coach. This gives the coaches an opportunity to discuss the race with the swimmer and add positive comments concerning splits, stroke technique, race strategy, etc. If a cool down area is available, swimmers are to warm down first, and then report to the coaches.
9. VPSC team members are not permitted to scratch from any events at a competition. They should consult with their coach and the coach will do the scratch. Similarly, the coach must approve late entries. In a meet with preliminaries and finals, it is expected that any VPSC swimmer qualifying to swim in or as an alternative for finals shall be on deck and ready to swim in those finals.
10. As a courtesy to the officials and meet hosts, parents and nonparticipant swimmers are asked to stay off the deck/competition venue unless competing or serving in an official capacity.
11. All questions concerning meet results, or an officiating call in the conduct of a meet should be referred to the coaching staff that will pursue these matters through the appropriate channels.

12. In general, all swimmers are to attend all sessions of a meet unless excused by the coach.
13. Swimmers are expected to rest and conserve energy between events and sessions, and to remain in the team area while at the pool. Please bring water and nutritious snacks in order to keep energy levels up.
14. In the event of a long waiting period between warm up and the swimmer's first race, the swimmer should briefly warm up a second time approximately 30 minutes before the swim.

CODE OF CONDUCT AND DISCIPLINARY RESPONSIBILITIES

1. VPSC coaches shall be responsible for all VPSC swimmers on deck at the competition site during the swim meet sessions, regardless of accommodation choices.
2. No person may participate in VPSC team travel sponsored events if he/she has not signed the VPSC code of conduct agreement and the Team Travel policy agreement.
3. Discipline issues and code of conduct violations will be dealt with as per the Vancouver Pacific Swim Club's Code of Conduct & Ethics, Discipline & Complaints Policy
4. As per VPSC policy, the expenses incurred in sending a swimmer home early due to code of conduct issues shall be the sole responsibility of that member family.
5. Additional sanctions may be applied in accordance with the VPSC's Code of Conduct & Ethics, Discipline & Complaints and Appeals Policy.
6. Chaperones and coaching staff shall communicate and consult with each other in regards to all discipline issues.
7. Communication with parents, whether they are at home or on location, in regards to swimmer code of conduct violations or discipline issues during team travel events shall be the responsibility of the lead coach for the meet.

TRAVEL MEDICAL INSURANCE AND DOCUMENTATION

All swimmers are required to have their own travel medical insurance whether traveling to an out of province meet or an out of country meet. The BC Medical Services insurance only covers the swimmers while they are in BC and may not cover all expenses when traveling to another province or outside of Canada. It is the parent's responsibility to ensure that their child has adequate medical insurance. This information needs to be provided to the coaches/chaperones prior to travel. It is the responsibility of the swimmer's family to ensure that all travel documentation required to make the trip such as government issued photo identification or a passport be current and with the swimmer upon departure.

CODES OF CONDUCT

At VPSC, we want to ensure the safe instruction and enjoyment of all swimmers in the club. The following lists our Codes of Conduct for Parents, Swimmers and Coaches. It is expected that all parents, coaches and swimmers adhere to these codes to allow the club to deliver the best program possible to all of its members.

COACH CODE OF CONDUCT

All VPSC Coaches must be active members of, and in good standing with the Canadian Swim Coaches Association (CSCA). All coaches must understand and abide by their [Code of Professional Conduct](#).

Coaches must ensure that swimmers treat each other with respect, and speak up if they or someone else is being harassed or acts in an inappropriate manner. Our coaches are expected to set an example of appropriate behaviour at practices, meets and club events, and must deal with situations of misconduct or harassment immediately upon becoming aware of them, whether or not there has been a complaint.

PARENT AND SWIMMER CODE OF CONDUCT

The following pages include copies of the Codes of Conduct for parents and swimmers. These shall be included in the registration package and it is required for all parents and swimmers to sign a hard copy of the agreements in order to finalize their registration. These signed copies shall be kept on hand to ensure the accountability of all members and coaches.

PARENT/ GUARDIAN COMMITMENT TO YOUR SWIMMER

1. Provide your swimmer with encouragement and support
2. Ensure that your swimmer gets to practices and meets on time - minimum ten minutes before. Ensure your swimmer meets the attendance requirements in order to remain in their group.
3. Ensure your swimmer is prepared for practices and meets with appropriate equipment. Label all of your swimmer's equipment
4. Encourage your swimmer to eat healthy food and discourage them from eating junk food, which will interfere with performance.
5. Review the *Team Rules and Club Code of Conduct with your swimmer*
6. Educate yourself about swimming through the VPSC website and other resources. If you have any questions, contact the Parent Liaison, your coaches or other parents.

TO THE COACH

1. Let the coach be the coach. Allow coaches to provide the required technical and critical direction. Respect the experience and decision of the coach to place swimmers in groups, meets and events that are appropriate for that swimmer.
2. Talk to your coach if your swimmer has any injury or illness or any issues that prevents them from training or competing or may affect their performance or attitude. Give advance notice about

absences and family and school events.

3. During practice, do not talk to coaches and stay off the deck so you do not disturb the practice and take up valuable pool time. Wait until practice is over, and the coach is ready to talk to the coach or schedule a time in advance.
4. Sign up for meets and return forms before the deadline. Inform the coach when your swimmer is unable to attend meets.
5. Do not record practices unless you have approved it with the coach.
6. Respect the privacy of coaches. Call them at the office or email them. Avoid calling coaches on their personal phones or out of normal hours except as required for meets and reporting absences.

TO VPSC

1. Get involved and volunteer. Actively participate and volunteer in swim meets and other team events. Earn at least the required volunteer points for your group - review requirements on the website
2. Increase your Officiating skills every year. At least one person from each family must officiate at VPSC hosted meets.
3. Attend group and club meetings. Read your group emails (usually weekly) and check regularly for paper notices at the bottom of the swim bag.
4. Meet all financial commitments and support fundraising activities.
5. Read the *VPSC Parent Handbook* and abide by all club policies.
6. Abide by the *Parent Code of Conduct* at all times.
7. If you have any suggestions or concerns, contact your coach, the group coach, or the Board of Directors through the Parent Liaison.

DISPUTE RESOLUTION POLICY

If parents have questions related to swimming and training, such as practices, meets, schedules and equipment, it is important to talk with your swimmer's coach first. The best way to communicate with your child's coach is to meet them outside of practice, when they will have more time to answer questions and provide information. Sending a note to the coach with your swimmer is also a good way to get information to them.

Through the season, we will have a Parent Liaison(s) assigned to act as a point of contact if you have questions about the club, not related to swimming. They will answer your question or direct you to the best person.

MANAGING CONFLICTS

Communication is the best way to reduce conflicts within the club. For the most part, swimmers, coaches and parents are able to successfully resolve disputes between themselves. When issues arise, please attempt to increase communication between the affected parties.

Try to keep foremost in your mind that you and the coach have the best interests of your child at heart. If you trust that the coach's goals match yours - even though their approach may be different - you are more likely to enjoy good rapport and a constructive dialogue. Also remember that the coach must balance your perspective of what is best for your child with the needs of the team or group.

Please refrain from discussing disagreements with other parents. If another parent uses you as a sounding board for complaints about the club or a coach, encourage them to speak directly to the coach or Parent-Liaison on the Board of Directors.

VPSC will not disclose any information about a complaint except as necessary to investigate the complaint or to take disciplinary action, or as required by law. VPSC expects everyone to respect confidentiality in the same way.

We aim to teach swimmers how to resolve conflicts in a positive way, and coaches and parents should model this behaviour to the swimmers. Aggressive behaviour is never acceptable. See the Codes of Conduct for parents and swimmers.

DISCIPLINARY POLICY

VPSC is committed to providing a safe and respectful environment for all members. Our Coaches and Board of Directors are responsible for fostering a safe environment, free of harassment or misconduct. Swimming Canada requires that VPSC has a code of conduct for its members with clear guidelines for discipline.

VPSC follows the *Swim BC Harassment Policy*. We require coaches and swimmers to observe all rules of conduct established by Swim BC, Swimming Canada and also any facility used by the Club.

We wish to ensure that parents and swimmers treat our Coaches with respect and that the Coaches are able to exercise appropriate discipline at the pool.

The Club will treat all incidents of misconduct or harassment seriously. The Board will act on all complaints and, to ensure that they are resolved quickly, confidentially, and fairly, will discipline any coach, parent or swimmer who has engaged in misconduct or harassed a person or who retaliates in any way against anyone who has complained of misconduct or harassment.

Misconduct is any behaviour that is contrary to the *Code of Conduct* for Coaches, Officials, Swimmers and Volunteers described in the *Swim BC Swim Guide* or behaviour that is contrary to the rules of conduct of the facility, that is disruptive of practices or meets or that is rude, disrespectful, insulting, threatening or dangerous. Vandalism or theft of personal property and physical or sexual assault is also misconduct.

Harassment is any behaviour that demeans, humiliates, or embarrasses a person or any conduct that offends - see the *Swim BC Harassment Policy*. Some examples of harassment may include:

- Unwelcome remarks, slurs, jokes, taunts, or suggestions about a person's body, clothing, race, national or ethnic origin, colour, religion, age, sex, marital status, family status, physical or mental disability, sexual orientation or other personal characteristics
- Unwelcome sexual remarks, invitations, or requests (including persistent, unwanted contact after the end of a relationship)
- Displays of sexually explicit, sexist, racist, or other offensive or derogatory material;
- Written or verbal abuse or threats
- Practical jokes that embarrass or insult someone
- Leering (suggestive staring) or other offensive gestures
- Unwelcome physical contact, such as patting, touching, pinching, hitting
- Humiliating another in front of others

If you are aware of misconduct or if you believe you are being harassed, speak up right away. If you are harassed, tell the person that you are not comfortable with their behaviour, and want it to stop. If you are unable to deal directly with the person harassing you, report it to a Coach or the Director of Swimming.

Corrective action may include any of the following, depending on the nature and severity of the misconduct: In relation to misconduct by Coaches:

- A written reprimand
- A suspension, with or without pay

- Dismissal

In relation to misconduct by officials, swimmers or parents:

- A written reprimand
- A suspension from the club or its activities
- Sent home from travel events at their own expense
- Expulsion from the club

If the Board concludes that a complaint was made in bad faith, that is deliberately and maliciously filed knowing it had absolutely no basis, the complainant will be subject to the same penalties.

Anyone who retaliates in any way against a person who has been involved in a complaint will be subject to the same penalties.