



**CALGARY
ELITE
SYNCHRO**

**POLICY AND PROCEDURE
MANUAL**

Calgary Elite Synchro

Introduction

Mission Statement

Calgary Elite Synchro will strive to develop technically sound, well-rounded synchronized swimmers. We will look towards insuring our young athletes develop skills that will assist them throughout their life. We will foster a positive and competitive environment where all girls are given the tools to reach their own specific goals.

Goals

To provide an opportunity for young girls to develop the skills necessary to be well rounded synchronized swimmers.

To provide an atmosphere of learning where swimmers can participate, learn, reach their full potential and attain the goals they set out for themselves.

To provide an opportunity for swimmers in Calgary Elite to learn how to compete, work hard for their goals, accept the responsibility of this team sport and acquire good sportsmanship.

Management

Coaching Staff

The Head Coach and Technical Director will work in conjunction with the coaches to determine the technical direction the club should take. Working as a team with the Board and other coaches the Head Coach and Technical Director will make the final decision with regard to all technical issues.

Calgary Elite will be coached by coaches that possess an NCCP level of training. It is understood that those coaches with the higher credentials will be paid accordingly. We will also strive to acquire and teach new coaches as they retire from the sport or have a desire to learn how to coach young swimmers.

Coaches will work hours based on the number of swimmers and the number of hours required for the club to meet its goals.

Coaches will be hired by the Head Coach. All coaches will meet regularly with the Head Coach to ensure that all aspects of our program are progressing and that goals of each swimmer are being met in their weekly training.

Head Coach will ensure that entry forms have been completed on time and submitted, correspondence with Synchron Alberta and Synchron Canada is completed and sent to appropriate people as well as insuring that club rosters are kept up to date.

Head Coach will organize paycheques (electronic or paper) for coaches at months' end, per diem cheques prior to meets, entry fees paid on time and other invoices as they arise paid in a timely fashion. Prior to any electronic transaction an approval is required in electronic form or if possible with technology and/or banking system prior to the transactions. Approvers will be the Treasurer or their back up Chairperson who will be copied on all requests and approvals.

Head Coach will ensure that coaches, parents and swimmers are in compliance to our standards and policies.

Board of Directors

The Board of Directors will work in conjunction with the Head Coach to determine the direction of the club. The Board will apply a mandate where they oversee the financial state of the club, insure fundraising is put in place and assist in the overall operation of Calgary Elite.

The Head Coach will apply a mandate of determining the technical aspect of the club to include training methods, coaching systems, and the hiring of coaches. All aspects of the technical issues of training will be determined by the Head Coach.

The Board will be made up of parents, a community member, the Head Coach. It will operate under the premise that ad hoc committees will be formed to deal with issues relating to finances, fundraising, and formulation of policy as it relates to the overall operation of the club. Policies particular to the technical operations of the club will be designed and presented by the Head Coach.

It is understood when taking on a Board position, that all members will make decisions based on what is best practices for the club as a whole. Family partisanship should be strongly discouraged.

Terms of Reference

The Board of Directors will meet every month unless the need arises for further meetings. As a member of the Board and in the case of all members of the Board any

partisan decision making will be seen as contrary to the needs of the club will be asked to ensure that all discussions and decision making will be made in the best interest of the club as a whole. The Board of Directors will determine the direction of the club in conversation with the Head Coach. It will be responsible for the financial viability of the club in conversation with the Head Coach.

The Board will consist of the following positions:

Chairperson (President): The chair will be elected by the parents with swimmers in Calgary Elite. The chair will lead all meetings of the Board and will vote on an issue only in the event of a tie. The chair will step aside on any issue that may deem them to be in conflict of interest. The chair will lead the Board with the intent of bettering the club as a whole. The role of President or Chairperson, will be to call meetings, develop an agenda in conjunction with the Head Coach and other Board members and run the meetings. There will be no room for partisan decisions that will further or better the position of the swimmer related to the President. Chairperson is one of the roles that have signing authority and/or approval of expenditures, the Treasurer is the backup and will be notified of all requests and approvals.

Vice Chair: The Vice Chair is a role that supports the Chair or Treasurer should they not be available for a meeting. The Vice Chair is part of our success planning providing a space for those new to the board and/or to the role to learn more about the organization, the meeting and policies to move into the Chairperson/President position.

Secretary: The Secretary will take minutes of all meetings and keep records of correspondence that is pertinent to the functioning of Calgary Elite. The Secretary will ensure that the minute book (electronic form) is accessible and up to date. The Secretary is responsible for gathering from each board member their updated contact information, job checklist, their bios/cv, signed code of conduct/ethics, compliance reports (police checks, delinquent payments reports, volunteer hours, insurance etc) and relevant board documents/reports in a central repository. The Secretary will also ensure that the names, fees, contact details and code of conduct/ethics of members of the society. In addition the Secretary is responsible for checking the Club mail box (currently at Repsol) on a monthly or bi-weekly basis.

Treasurer: The Treasurer will ensure that finances are in order, all records are kept, and all funds are collected working with bookkeeper. Treasurer is one of the roles that have signing authority and/or approval of expenditures as back up to the Chairperson. Prior to our board meetings, the Treasurer will confirm that the Head Coach has organized paycheques (electronic or paper) for coaches at months' end, per diem cheques prior to meets, entry fees paid on time and other invoices as they arise paid in

a timely fashion in accordance to the budget. In conjunction with the Board and the Head Coach a budget for each swim year will be developed when all Fall registrations have been submitted.

Directors: there will at minimum 2 members of large that will oversee adhoc committees such as; Fundraising, Recruitment, Marketing or any other committee that is deemed appropriate. These members will be responsible for coordinating fundraisers, supporting marketing and/or pursuing new swimmers to the club.

Community Board Member: This position does not require having a swimmer in the club. They will bring knowledge and a new perspective to all issues as outlined by the board.

Member of the Society: This position, as part of our bylaws, is a voting member of the society. Members attend board meetings, elect new board members and executives of the board during the AGM. At this time, fees to be a member of the society are included in the registration. Parents and family members living in the same house who are in good standing with the society and have a child in the program are eligible to be a Member. Members to remain in good standing. Although all family members are members of the society and all can attend special events and AGM, only those members who are over 18+ can be counted to vote.

Head Coach: Head Coach is hired by the Board of Directors and is responsible to the Board of Directors. The Head Coach is responsible for the technical direction and operational activity of Calgary Elite Synchro. This will include the hiring of coaches, the design of each year as it pertains to teams and team selection. The Head Coach will be responsible for insuring that the club is meeting its goals in the pool and their role with the Board.

Succession of Officers

Terms for each Officer position (Chairperson/President, Vice Chair/Vice President, Treasurer, Secretary) is two (2) years

For continuity and Board training, generally:

- The Vice Chair/Vice President will be elected by the members and will serve 2 years, after which they will serve as President.
- The Vice Chair/Vice President and Treasurer will be elected on alternate years.
- The Secretary will be elected on alternate years.

- An individual can hold more than one position e.g.: Secretary/Treasurer, Vice President/Fundraising

The Board will meet officially for a minimum of 4 meetings a year and can elect to have meetings every month should the work load require it. Meeting schedule is determined at the Annual General Meeting held within 3 months of the Calgary Elite Synchro fiscal year end of June 30.

For positions on the board such as Chairperson, Treasurer, Vice Chair or Secretary it would be advisable that a 1 – 2-hour knowledge transfer session is held for transitioning members and that the incoming board members must attend the AGM. There may be situations where this would not be advisable however this step is important to enable and sustain the organization.

Each role is responsible for the drafting and/or maintaining a job checklist, their bio/cv, signed code of conduct and relevant board documents/reports over to the Secretary.

Expectations of Swimmers, Parents, Coaches

Calgary Elite Synchro believes strongly in fostering an environment that builds respect in all parts of our club. We recognize that conflict will arise and we always want to address it in a positive manner.

Swimmers

All swimmers are expected to be a part of a team if it is appropriate. Swimmers are expected to be at all practices unless sick or involved in some activity that requires them to be in attendance. It is important that all swimmers realize how important it is to the eventual outcome of their performance that they attend all required practices. Swimmers are expected to work hard to achieve the goals that they will set out for themselves.

It is important that all swimmers work with their coaches and parents to ensure that they are a healthy part of the support system offered by Calgary Elite for them to reach their goals. To that end, Calgary Elite expects the following:

1. If a swimmer is not able to attend a phone call to the coach must be made.
2. Swimmers are expected to treat their coach, and teammates with respect at all times. Calgary Elite has a policy in place that will deal with swimmers that are disruptive during practice.

3. Coarse or rude language will not be tolerated.
4. As representatives of Calgary Elite, athletes are expected to behave in a way that is favorable to our club. At no time will coaches accept negative talk about other swimmers, coaches or judges.
5. All swimmers will travel as a club to any out of town meets. Swimmers will stay together, eat together and cheer on their teammates thus fostering an atmosphere of team spirit.
6. The use of cigarettes, alcohol or illegal drugs will result in the swimmer being sent home at their expense.
7. It is expected that all swimmers will support their team by swimming the entire competitive season.
8. Abide by the CES Swimmer and Parent/ Club registration agreement.

Coaches (Code of Conduct)

1. All coaches are expected to treat their swimmers with respect.
2. Coaches are to ensure that their coaching creates a fun and positive atmosphere for all swimmers.
3. Coaches are expected to assist their athletes in reaching their full potential as a swimmer.
4. Coaches are required to consider a plan for their athletes that will insure they are on track to the most successful year possible.
5. Coaches are to formally inform parents of their swimmer's progress 2 times per year.
6. Calgary Elite will not tolerate an environment where swimmers are not respected by the coaches of this club.
7. Coaches **Must** have a vulnerable sector clearance updated and provided to the Head Coach by Sept 30 of every year.

Parents (Code of Conduct)

Parents that enroll their child in Calgary Elite are asked to support their child in fostering a positive relationship with their coach. If problems arise, it is essential and expected that those problems are brought to the coach and the Head Coach if necessary. Calgary Elite believes that swimmers are only as successful as the relationship that is built between the swimmer, parent and coach. This important triangle of mutual support will assist in all areas of a swimmer's development. It is essential that the coach understand any obstacles that may stand in the way of the swimmer reaching her goals. As well, parents must understand how the coach will train an athlete to attain the goals they have set out for themselves. Ultimately the swimmer will determine how successful they will be depending on their attitude, work ethic and ability to push through the difficult times.

Calgary Elite will not tolerate parents speaking negatively to any coach either in person, on the phone or by text or email. It must be assumed that the coach is doing their best in any given situation as far as athletes are concerned. If parents have issues with any aspect of training, parents and coaches must discuss these issues in a positive and professional manner.

Parents are expected to be a part of the club and abide by Calgary Elite's Code of Conduct that is signed by the parents at the beginning of the season (see appendix).

Parents are need to provide the Head Coach with the approval to receive regular communications from the organization, coaches, Head Coach, Technical Coach and/or the Board from time to time.

Parents need to complete a completed document for use of pictures on various marketing material.

Routine members (combination, etc)

Routines will be put together to the best of our coaches' ability. There may be a combination of ages and levels so as to increase the number per team. This decision is made by the coaches and the Head Coach and will not be changed once decisions have been made.

Solos and duets will be offered to girls that would like to swim an extra routine. Given limited resources CES reserves the right to limit the number of routines based on pool time and coach availability.

If for whatever reason a duet partner leaves the duet, CES will pursue another member that we feel would be a good choice. **Fees will be paid and prorated for the new member. The first member that has had to quit for whatever reason will not receive a refund for time spent.**

Issues of Conflict

Calgary Elite wishes to foster an environment where all issues of concern to parents are dealt with in a reasonable and efficient manner. If an issue comes up that a coach or the Head coach have not solved, the following will take place

1. The Head Coach will get in writing the problem as the parents and swimmers see it.
2. The coach will in writing express the situation as she sees it.
3. The Board of Directors will in conjunction with the Head Coach, consider how best to solve the issue at hand.
4. If an issue has arisen with a Board member's swimmer, that Board member will be asked to step down from discussions until such time as the Board has found a conclusion to the problem.
5. At all times and in all cases, it will be assumed that the Head Coach has made every effort to solve the situation and that the coach in question has worked hard to find a solution that is in line with the overall needs of the team in question.
6. Based on item number 5 it is therefore expected that the board of Calgary Elite will support it employees and move forward with that in mind.
7. If the Board is not able to come up with a solution that suits all parties involved Synchro Alberta will be asked to intervene on behalf of the club.
8. It will be expected that the members of Calgary Elite Board will work towards the best solution for the club and all individuals involved. If there is need to work with a coach on her approach to her swimmers, that will done in a way that will foster a learning environment for that coach and will assist in her development as a coach. It is the expressed desire of Calgary Elite that coaches are given tools to improve just as swimmers are given tools to reach their goals.
9. Issues of conflict and harassment on behalf of the swimmer towards other girls and the coach may result in them being asked to leave Calgary Elite. Of course this would be a last resort assuming that all points outlined above have been followed.

10. At no point in time should a Board Member work outside of the Board to attempt to solve an issue of conflict. It is important that all Board members are aware of and, are able to take part in, the Conflict Resolution process set out in these policies.
11. It is vital that Board members work for the Community good and not their daughter. If there is a perceived Conflict of Interest the Board member must step out of the conversation for the duration of that discussion.

Payment of Funds

All swimmers will be assessed a fee for swimming. Those fees will be on the record and will be paid in full prior to May 31st of the competitive season. A 250.00 Registration fee will be assessed to each swimmer and will then be deducted from the overall yearly fees. All cheques are payable to: **Calgary Elite Synchro**

Three payment options are available for the registration fee.

1. One payment in full at the beginning of the season.
2. Seven postdated cheques, dated the first of each month from September to March (September must be dated the day it is written). A \$5 per month administration fee will be applied.
3. Monthly installments payable through the online registration system.

In order for any organization to operate at full capacity it is important that all intended fees and expenses are paid on time and in full. Late payments will be assessed by the Board in accordance with the Process for Receiving Funds..

Process for Receiving Funds.

15th of the previous month:

Invoice is sent out. Includes monthly fee for the following month and any additional charges accrued (clothing, competitions etc.) for the previous month.

1st of the month (15 days from invoice):

Payment is due (either cheques are deposited or credit card payment is processed).

7th of month (21 days from invoice):

A "friendly reminder" is sent out to anyone who didn't make a payment on the 1st. They'll be advised that their payment is overdue and needs to be paid as soon as possible. If a cheque has bounced, an NSF charge (whatever ATB charges us, plus an admin fee?) will be billed.

15th of the month (30 days from invoice):

New invoice is issued, with outstanding balance clearly outlined. A note (in bold) indicating that the entire balance is due by the 1st of the following month, and that failure to make a payment or a payment arrangement before then will result in the athlete's suspension, is also included on this invoice.

1st of the following month (45 days from invoice and 30 days past due):

If the full payment has not been made and a payment arrangement hasn't been established, then the athlete is suspended. Late fees will continue to accrue and the suspension will remain in effect until a payment arrangement has been agreed upon.

Please note: Synchro AB requires a list of members who have accounts outstanding. If your name is on the list, the family cannot register with another club until they have paid their previous club. Once the club receives payment in full and it clears, then Synchro AB removes the name from the list.

The club also requires a Volunteer cheque postdated for May 1st of the season in the amount of \$750. This will only be cashed if volunteer duties are not fulfilled, or, if you choose to buy out your volunteer duties. If volunteer duties have been fulfilled it will be returned at the end of the year.

NOTE: In seasons when the club hosts a competition or a casino, every family must participate and or provide volunteers. This is in addition to the club's volunteer requirement and does not qualify for the reimbursement of the \$750.

See appendices for explanation of the volunteering requirements related to the \$750.

Travel costs.

The club will organize all travel arrangements. Swimmers will be asked to pay any air travel prior to the seats being ticketed (this is in addition to the \$500 fee). Bus or van travel will be combined with other costs and billed to a swimmers account. Food and entertainment will be arranged and paid by parents after the meet. If food is being purchased all swimmers will be assessed an amount that will need to be paid after the meet.

Refunds

If your swimmer is unable to continue the current season before **Dec. 15**, for whatever reason, your fees will be refunded for the months from January to May. All outstanding amounts up to Dec. 15th are still owed and full payment is required.

If your swimmer is unable to continue, as of Dec. 15th, and thereafter, for whatever reason, no refund will be given. Any and all outstanding amounts owing will require full payment.

If for some reason the club can no longer offer the program, your swimmers account will be refunded expenses paid that can be recouped from the date of cancellation, as well as refunded fees from the date of cancellation.

Expenses outside of the swimmer's fees

All swimmers will, in addition to their fees be required to pay for the following:

1. Team and routine bathing suits.
2. Club track jackets, club practice suits, bathing caps, nose clips, bags, etc.
3. Competition fees for each event the swimmer is registered in.
4. Travel, accommodation and food for the swimmer, chaperones and coaches of Calgary Elite. Coaches per diems are divided between the team.
5. If any additional meets are attended, swimmers will be assessed those fees based on the parent's agreement to travel to those meets.
6. Music editing.

NSF Cheques

In the event of a non-sufficient fund cheque, any banks fees will be charged to the individual in addition to a new cheque for the payment that defaulted.

Travel will be arranged by the club and swimmers will be asked to pay air travel prior to the seats being ticketed. Bus or van travel will be combined with other costs and billed to a swimmers account. Food and entertainment will be arranged and paid by parents prior to the meet. If food is being purchased all swimmers will be assessed an amount that will need to be paid prior to the meet. If there is left over funds they will be accounted for and used for the next meet. If there are no further meets the money will be refunded.

Expenses outside of the swimmer's fees;

All swimmers will, in addition to their fees be required to pay for the following:

1. Team and Extra Routine bathing suits.
2. Team track jackets, team practice suites, bathing caps, nose clips, flip flops, and bags.
3. Competition fees, sanction fees and spacing fees for each event they are registered in.
4. Travel, Accommodation and Food for the swimmer as well as for the coaches of Calgary Elite.
5. If any additional meets are attended swimmers will be assessed those fees based on the parent's agreement to travel to another meet.

These extra fees will be acknowledged up front prior to the event happening and will need to be paid prior to each event.

Travel and Chaperones

The following Chaperone policy will be used for each meet where hotel accommodations are required. Chaperones will be chosen by the coach.

1. 10&Under, 12&Under, 13-15 Teams will require one chaperone in the hotel room with them.
2. Chaperones **must/** have a police check and clearance for vulnerable sectors provided to the Head Coach before September 30 of every year
3. The Chaperone must be a female with a daughter swimming on that team unless agreed to by all team members in writing.
4. Chaperones will have their registration, travel, room and board expenses covered by the team.
5. Chaperones will not have or consume alcohol during the period of their chaperoning duties.
6. 16-18 teams will have a chaperone for each team that does not need to be staying in the room with the girls.
7. No room in the 13-15 or Junior Age group will have more than 3 swimmers per room.

8. Coaches will have the final say in room selection and this cannot be changed without the coaches input.
9. Chaperones will be chosen based on discussions with the coach of each team.
10. Chaperones are there to be a positive influence on the team and at no time are to discipline the girls in any aspect other than getting to sleep, and being on time for team meetings. Coaches are to be contacted if there are any behavior issues that need to be attended to.

Duties of Chaperones:

1. To have meals and snacks available for the girls at all times. If there are meal substitutions required these must be given the utmost consideration
2. To prearrange meals that are wholesome and healthy for all girls.
3. To ensure that girls are on time to any scheduled meetings with coaches.
4. To drive swimmers to and from the competition venue if necessary
5. To ensure that meals, snacks and side trips coincide with the schedule that coaches have prepared in advance.
6. To realize that as competitions go, the schedule may change with minimum notice.
7. To insure swimmers are well cared for.
8. To account for swimmers when they are at the hotel or anywhere outside of the pool.
9. To have all Emergency Forms in their possession at the competition.

The club will organize all travel arrangements. Swimmers will be asked to pay any air travel prior to the seats being ticketed (this is in addition to the \$500 fee). Bus or van travel will be combined with other costs and billed to a swimmers account. Food and entertainment will be arranged and paid by parents after the meet. If food is being purchased, all swimmers will be assessed an amount that will need to be paid after the meet.

Vulnerable Sector Police Checks

All those who come in contact with swimmers will be required to have their police checks completed with vulnerable sector. This process can take 4 – 6 weeks. Originals need to be provided to the Head Coach before being able to volunteer or work in close contact with the swimmers. If vulnerable sector clearance has been done in the last 5 years a copy must be provided to the Head Coach and cannot expire during the current season. If it does expire a new clearance letter must be done prior to September 30.

<https://policeinformationcheck.calgarypolice.ca/>

Appendices

Volunteer Requirements related to the \$750

