



Club Handbook

This handbook is designed to help parents and athletes have a successful year by providing information, guidelines, and club policies.

Aquatika Synchro Club Handbook

Table of Contents

Table of Contents		2
Part I: Introduction		3
	About Aquatika Synchro Club	3
	Aquatika Synchro's Commitment to Its Members	4
	Communications	5
Part II: Aquatika Programs		6
	Recreational Synchro	6
	Competitive Synchro	6
Part III: Getting Ready to Train		7
	Synchro Season at a Glance	7
	Clothing and Gear Requirements	8
	Athlete Attendance and Schedules	9
Part IV: Training		10
	Athlete Qualification and Routine Selection	10
	Additional Training Requests	10
	Competitive Athlete Code of Conduct	11
Part V: Competing		12
	Swim Meet Basic Structure	12
	Behavior Guidelines for Competitions	13
Part VI: Administrative Policies		14
	Finance: registration and fee payment policy, refund policy, missed training policy	14-16
	Family Volunteer Requirement	17
	Volunteer Service Policy	18
	Conflict resolution policy and athlete injury incident policy	19
	Class Viewing Policy	20
	Synchro Swim Manitoba Policies	20



I. Introduction

Welcome to the Aquatica Synchro Club!

This handbook provides athletes and their families information about the sport of synchronized swimming and the policies and procedures of Aquatica Synchro. More information and pictures of our teams are available on our website www.aquaticasynchro.com.

VISION 2019

It is June 2019, Aquatica Synchro is thriving with full teams at recreational and provincial stream levels and a strong high performance team. The club is well-known and recognized for its well-rounded, competitive athletes. Our programs are based on LTAD and coaches bring up-to-date trends and technical expertise to the training plans collaborating with other groups and sport providers across the country.

The Board has utilized marketing strategies and collaboration within the province to drive recruitment and retention of swimmers resulting in financial stability with a full and knowledgeable board and membership. The Aquatica community is a strong, positive and engaged team looking towards continued growth and success.

Mission

Aquatica Synchro Club provides our members with the opportunity to achieve their personal best through a holistic approach.

Values

Respect
Pursuit of Excellence
Teamwork
Healthy Living

Believe Achieve Succeed

Thanks for Joining Us!

Aquatica Synchro Club

All recreational and competitive athletes registered with Aquatica Synchro, as well as their parents/guardians if they are under the age of 18, are members of Aquatica Synchro.

Aquatica Synchro is a non-profit organization run by member volunteers. Only coaches or non-member professionals receive compensation for their services. Participation by all members makes our club successful.

Aquatica Synchro follows the Canadian Sport for Life Long Term Athlete Development (LTAD) model, an athlete-centered developmental pathway whereby athletes follow training, competition, and recovery regimens based on developmental age - the physical, mental and emotional maturation of the individual - rather than chronological age. Read more at <http://canadiansportforlife.ca/learn-about-canadian-sport-life/ltad-stages>

Aquatica Synchro Affiliations

All Aquatica Synchro athletes are registered members of **Synchro Swim Manitoba** (www.synchromb.ca) and **Synchro Canada** (www.synchro.ca), the respective provincial and national governing bodies for Synchronized Swimming.

Aquatica Synchro's Commitment to Its Members

1. Aquatica Synchro maintains a safe and healthy environment in which athletes practice and compete.
2. Within Aquatica Synchro, coaches, athletes and parents will treat each other with respect.
3. The program offered by Aquatica Synchro will be structured to maintain a high quality of athletic standard.
4. Aquatica Synchro will be run as cost effectively as possible.
5. Coaches and the Board of Directors will respond to any questions and concerns from athletes and their families in a timely and fair-minded manner.
6. Coaches report to the Head Coach, who is responsible for the programming offered by Aquatica Synchro.
7. The Head Coach reports to, and is a member of, the Board of Directors.

Communication

Aquatica Synchro strives to ensure all parents and athletes have access to the information they need to be successful in the club. To achieve this goal, one of the Member-at-Large positions on the Board of Directors is responsible for internal communications to all club members. Efforts will be made to target communications to the appropriate audience (e.g. recreational swimmers vs. competitive athletes).

Aquatica will communicate with members through the following ways:

1. **Email** - Aquatica Synchro sends out emails with pertinent club and training information throughout the competitive season.
2. **Website** - Aquatica Synchro has a website contains information about the club including regular updates and time-sensitive notices.
3. **Facebook** - for regular updates on activities of the Aquatica Synchro community
4. **Board Meetings** are held monthly and are open for parents of athletes to attend.
5. **Parent/Member Meetings** are held a minimum of once per year. The purpose of these meetings is to share information among parents, athletes, coaches, and the Board of Directors. Bring your ideas and improvement opportunities!
6. **Team parents may be asked to telephone** emergency messages to parents. The Board of Directors and coaches may also communicate via e-mail.
7. **Team Meetings** are held with the coach, parents, and athletes. These meetings are an opportunity to share team and club information and to make suggestions and ask questions.
8. **Coaches** will let athletes and families know their best times and preferred method (phone, e-mail) for communicating. Please do not call a coach after 9 p.m. unless it's an emergency that cannot wait until the next day. **Remember to talk with a coach only before or after practice. It is essential not to interrupt valuable practice time.**

II. Aquatica Programs

Recreational Synchro

AquaSquirts

AquaSquirts is a play-based program designed for children 5 and up who want to experience the joy of the water. Participants require minimal swimming experience; however they should be comfortable in chest deep water. The program is developed by Synchro Canada in partnership with the Red Cross. Certified synchro coaches work in the water with young children to develop basic appreciation for water and movement in a safe, fun environment.

Learn to Synch

Learn to Synch provides an opportunity to learn the basic synchro skills and work through the first four levels of the Synchro Canada Star Program. Swimmers work with a qualified coach for one to two hours per week and prepare a routine to perform for the rest of the club and parents at the year-end show. Synchro Swim Manitoba hosts an optional showcase for recreational athletes in April.

Competitive Synchro

Aquatica Synchro offers provincial and high performance competitive programs based on the age and skill level of the athletes. A competitive athlete may swim one or more of the following events: team, trio, duet, solo. Athletes may compete locally, provincially, nationally and internationally. For full program details see the program document online at www.aquaticasynchro.com.

Our coaches prepare teams of athletes for competition based on a number of factors, including:

- Age of athlete
- Number of athletes in a category
- Skill in swimming routines
- Technical skills
- Motivation and attitude
- Athlete's goals
- Attendance

In competition, athletes perform individual "figures" as well as their competitive routine(s). Figures are judged on individual technical skills. Competitive routines are judged on execution, technical difficulty and artistic impression.

Masters

This program is designed for adult athletes 18 years of age or older. No synchro experience is required. Aquatica offers both competitive and recreational Masters Programs. Masters athletes may compete locally, provincially, nationally and internationally.

Athletes With A Disability (AWAD)

This program is designed for athletes with disabilities as per the criteria set out by Synchro Canada. Programs are designed to individual athlete ability. AWAD athletes may compete locally, provincially, nationally, and internationally.

See the **Competition Guide** online at aquaticasynchro.com for specific details on competing.

III. Getting Ready to Train

The Synchro Season at a Glance

August – December

- Registration (August)
- Season Kick-Off (early September)
- Aquatica Synchro Annual meeting (October)
- Synchro Swim Manitoba and Synchro Canada Annual Meetings
- Meet schedules published
- Additional routines set
- Additional practice times set
- Team try-outs (as required)
- Suit decisions
- Travel planning
- Team apparel orders
- Holiday breaks (Thanksgiving and late December)
- Athlete and coach clinics
- Parent education sessions

SWIMMING / TRAINING

- Conditioning: building an aerobic base, strengthening, flexibility, team building
- Figure development: review/learning of skulls, positions, transitions
- Routine choreography: creative development, mental training

January – March

- Team meetings to discuss competitions
- Suit and headpiece decoration
- Provincial and national qualifier competition planning
- Local competitions
- Athlete and coach clinics
- Parent education sessions

SWIMMING / TRAINING

- Conditioning becoming more routine specific, synchro specific strength, flexibility, continued work on figures and routines, mental training/goal setting, nutrition/recovery

April – June

- Continued competition focus
- Manitoba Provincials, Inter-Provincial, and National competitions
- End of season performance celebration
- Year-end party including awards & recognition
- Parent/club member meeting

SWIMMING / TRAINING

- Refinement of routines and figures, conditioning very specific to routine and figures, strengthening, flexibility, mental training, individual performance plans

July - August

- Aquatica Summer Synchro sessions and/or camps
- Exhibition swims at local pools
- Board of Directors work on budget and program for coming year.

Clothing and Gear Requirements

Recreational Athletes:

- One-piece swimsuit (any color)
- Goggles
- Nose clip (provided with registration)
- Swim cap (provided with registration)

Competitive Athletes:

- Training: club training suit, goggles, nose clip, swim cap, water bottle
- Figures Competition: one-piece black swimsuit, goggles, nose clip, white swim cap
- Routine Competition: routine suit(s) and headpiece(s), nose clips, make up
- Club apparel for competition: Aquatica t-shirt and track jacket (purchased through club), black yoga pants, Aquatica swim cap

Required - Included with registration:

- 1 Aquatica t-shirt, 1 Aquatica swim cap, 1 nose clip, 1 club training suit

Required - Not included with registration:

- 1 Club track jacket with club logo embroidery
- 1 pair black yoga pants
- 1 Figure suit (black) (fall order for delivery prior to first figure meet, or purchase on own)
- Team routine swimsuits and headpieces - team coach, in consultation with the Head Coach decides on suits to match routines early in the season. Suit options are discussed with parents prior to ordering.
- Extra-routine suits and headpieces - athletes, their families and the routine coach, subject to final approval by the Head Coach, decide upon extra-routine suits and headpieces for athletes performing an additional routine

Optional - Not included with registration:

- 1 Swim Bag with club logo embroidery

Bulk purchases are arranged by the **Wardrobe Coordinator** early in the competitive year to take advantage of discounted prices. Families will be notified in advance of ordering and provided with details pertaining to fittings, etc. Athletes can purchase apparel on their own if they prefer.

Note: Athletes are encouraged to donate or lend individual routines suits to Aquatica Synchro to provide an inventory of suits to be used by successive athletes.

Athlete Attendance

Each team depends on the attendance of all its members! The training season is September through June. **All competitive athletes are expected to commit to swimming the entire season.** The Head Coach may grant attendance exceptions if these requests are made prior to the start of the season.

Pool Closures

There will be instances where a City of Winnipeg pool will need to close. In the case of pre-planned closures, Aquatica Synchro will make every effort to find an alternate pool for practices. Changes in pool location will be communicated to affected families through email. This information will also be posted in the calendar on our website (aquaticasynchro.com)

There are times when a pool closure is unforeseen, such as in the case of a pool fouling. **Aquatica Synchro does not provide make up classes for missed practices due to unforeseen circumstances.**

Practice Schedule

Practice schedules for athletes will be determined by the Head Coach and approved by the Board of Directors prior to the beginning of the competitive season in September.

Competition Schedule/Meet Schedule

A competition schedule is set by Synchro Swim Manitoba and Synchro Canada in the fall. The Head Coach decides which meets each team will attend. This schedule is communicated to the membership as soon as possible, usually early fall.

In Manitoba, the Provincial and National competitive schedules usually include:

November	Skills Competition
January	Catherine Kerr Classic
March	Marjorie Simpson Invitational
April	Crocus Invitational
May	Canadian Prairie Competition (CPC)

The above competitions are held at Pan Am Pool in Winnipeg, except for CPC. The CPC location is announced annually. Competition fees will be added to your invoice throughout the year. They are not included in the cost of registration.

High Performance competitions also include Qualifiers (March) and Nationals (COSSC in May or Espoir in June). The locations for these meets change annually.

If a competition **must be missed**, the coach must be notified **as soon as possible** except in the case of an injury/illness or family emergency. **Registration and travel fees are not refundable if athletes cancel less than four weeks prior to a meet, except under exceptional circumstances.**

It is important for all team members to regularly attend practices, learn the routines and attend all competitions. Athletes must attend practices before a competition to be physically prepared to compete.

Injury/Illness

It is essential that athletes receive the best possible care for active rehabilitation. No matter how minor the injury, the athlete/parent should notify the Head Coach and team coach to discuss treatment options. The Head Coach has contacts within sport medicine, athletic therapy, chiropractic, massage, etc.

If an athlete is injured they must:

- a) Speak to their team coach,
- b) Seek immediate care from a health professional, and
- c) Plan for active rehabilitation.

Emergencies

In the case of cancellation due to snow or other emergency, the team coach, Head Coach and/or a member of the Board will try to notify parents.

Prompt Pick-Up

Athletes must be picked up promptly at the end of practice as supervision concludes with the end of practice.

IV. Training

Athlete Qualification and Team Routine Selection

Every competitive athlete will have at least one competitive routine per season, which may include solo, duet, trio or team. The Head Coach has the final and sole authority to select athletes for meets, teams, and individual routines, respecting all qualifying rules prescribed by the meet sponsors.

Training fee payments are to be up to date for athletes to be able to participate in competitions. See the Finance section for more details on the Aquatica Synchro Club Registration and Fee Payment Policy.

Solo & Duet Selection

Athletes are to make solo/duet routine requests to their coach as early in the season as possible.

Final decisions regarding who swims solos, duets and trios, and the partnerships will be made by the coaches. Swimming extra routines requires additional training outside of regularly scheduled training hours. The yearly fee for 1 hour of additional training per week starting in October is \$300 (\$250 if additional training begins after January 1 of the current competitive season).

Process for selecting athletes for team and individual routines:

1. At the beginning of the season, coaches request input from athletes and parents regarding their goals for the upcoming competitive season.
2. The Head Coach and team coach consider several criteria when determining the appropriate placement of the athlete. The criteria include: athlete's ability, goals and attitude, as reflected in attendance and effort, as well as schedule availability and suitability of other athletes for "matching".
3. The Head Coach may design a try-out format to select athletes for specific teams or events.
4. The Head Coach will assign athletes to teams and events in a timely manner and set a practice and competitive schedule.
5. In the case an athlete disagrees with their team or routine placement, they should address their concerns directly with the Head Coach.

Please Consider

Everyone brings different and unique strengths to the sport. At Aquatica Synchro we strive to develop the overall athlete – to enhance identified talent, to create a positive training experience and to facilitate an environment to achieve set goals. Individual goals will be different for each athlete. With enthusiasm, hard work and focus, everyone will learn valuable lessons along the way and have fun at the same time!

Private and Semi-Private Training Requests

Additional private and semi-private training can be requested to supplement regular training. Requests are to be made to the team coach who will discuss options with the Head Coach. Please note the ability to accommodate these requests depends on pool space and coach availability, and therefore cannot be guaranteed.

There is an additional training fee of \$300 **for the season** (October through May) for each hour of additional training per week (\$250 if additional training begins after January 1 of the current competitive season).

Aquatica Synchro Club Competitive Athlete Code of Conduct

By registering in a program with Aquatica Synchro, the athlete, and their parent/guardian(s) if the athlete is under the age of 18, become Members of Aquatica Synchro and Synchro Swim Manitoba. As Members, it is your responsibility to be familiar with the policies, procedures, codes and bylaws of Aquatica Synchro and Synchro Swim Manitoba.

General Responsibilities:

- Be a believer of synchronized swimming, promoting the sport within your community, school, and among your peer groups
- Respect your body and yourself by maintaining a healthy lifestyle and by practicing healthy eating, proper sleep patterns, and positive studying habits
- Be familiar with the policies and procedures of the Aquatica Synchro Club (ASC) Handbook (<http://www.aquaticasynchro.com>) and conduct yourself accordingly
- Be familiar with and adhere to the bylaws and policies of Synchro Swim Manitoba (SSM) (http://www.synchromb.ca/about_bylaws.html)

Attendance and Participation:

*Each team depends on regular attendance and full participation of **all** its athletes!*

- **Practice:** Athletes are expected to attend and fully participate in all scheduled practices, committing to the entire season. If you are unable to attend a scheduled practice or to fully participate, notify your coach in advance wherever possible.
- **Competition:** Athletes are expected to attend and fully participate in all scheduled competitions in both the figures and routine categories as necessary. If a competition will be missed, the coach must be notified in writing as close as possible to the beginning of the season, except in the case of an injury/illness or family emergency. This letter is to be signed by the coach.
- **Overall punctuality:** Athletes are expected to be on deck and in appropriate attire, fully prepared to participate, as scheduled.

Behaviour:

As representatives of Aquatica Synchro Club, athletes must maintain high standards of behavior.

Conduct yourself in a professional manner always - you are a reflection of your club.

- Always show respect for coaches, other athletes, judges, meet officials, parents, the public, and in your handling of the property of others/equipment/facilities.
- Promote team spirit - present a positive attitude, contribute fully to your team, and demonstrate support for all members of ASC during practice and competitions.
- Demonstrate good sportsmanship. Negative behaviour* will be dealt with promptly. As such, athletes are encouraged to report to their coach instances of poor sportsmanship or negative behaviour which they have observed or otherwise encountered.
- Follow the rules and regulations of competitive meets, whether local, inter-provincial, or national. Consult the ASC Handbook for additional details concerning athlete conduct during meets.

**For a listing of examples of negative behaviours, please see the Conflict Resolution Policy*

Violations of this Code of Conduct and/or other ASC and SSM Policies:

- Violations of the ASC Competitive Athlete Code of Conduct will be handled as outlined in the Conflict Resolution Policy. Instances involving individuals outside of ASC and/or internal instances that cannot be resolved are subject to the disciplinary procedures of the SSM Discipline Policy.
- Violations of any other ASC policy will be handled in this same manner or as stated in the specific policy.
- Violations of SSM policies are subject to the disciplinary procedures of the SSM Discipline Policy or as stated in the specific policy.

V. Competing

Swim Meet Basic Structure

Synchronized swimming competitions follow the rules established by Synchro Swim Manitoba and as set out in the Canadian Amateur Synchronized Swimming Association Inc (CASSA) Rulebook and the FINA Rulebook. FINA is the world governing body for Aquatic sports.

There are usually two parts to a synchronized swim meet:

- Figure competition
- Routine competition

Sometimes meets are only routine or figures. Meets may run from one or two days or up to a week depending on the type and level of the meet and the number of entries.

Figure competition

Each athlete performs four figures. Each figure is done without music and is executed in front of a panel of three to seven judges who look for two aspects of technical merit:

1. Design or body position
2. Control of movement

Each figure is judged on a scale of 0-10, evaluating the athlete's ability to perform the figure exactly as described in the rulebook.

Process

Upon arrival at the pool, athletes check the posted list of entrants and get their assigned figure 'number'. When competition begins, athletes are assigned a location and a figure to perform. Athletes perform their figure in numerical order. Once one figure is complete, they move on to the next figure, following the same process until all 4 figures have been performed.

Scoring

Figure scores are used in two ways at a meet:

1. Athletes are awarded ribbons (usually the top 6) at the awards ceremony.
2. Figure scores are combined with routine scores to compute the championship score for each event (solo, duet, team, etc.).

Routine Competition

A routine is a combination of swimming techniques and original hybrids choreographed to music. Athletes blend in perfect harmony in a pre-determined routine length of 2 to 5 minutes, depending on age and competition level. Teams compete in categories according to their age. At least five judges rank routines based on criteria such as technical merit and artistic impression on a scale of 0-10.

Watch for these routines at a meet:

- **Team:** Four to eight athletes simultaneously "moving as one".
- **Trio:** Three athletes performing images of synchronization, moving as one unit in the water.
- **Duet:** Two athletes performing mirror-like images in the water, synchronized with each other and the music.
- **Solo:** One athlete displaying synchronization with music, with difficulty of moves, creativity, originality and interpretation of music.

A 'draw' is posted at the meet specifying the order in which the routines are performed. This is a random draw done by the meet organizers prior to the meet. Check the posted list of entrants to determine your draw order.

Behavior Guidelines for Competitions **Swim Meet Policies and Procedures**

As representatives of Aquatica Synchro Club, athletes must maintain high standards of behavior at all times

1. Always show respect for coaches, chaperones, other athletes, judges, meet officials, parents, locker rooms, meet facilities, and the general public.
2. Ask a coach or chaperone if you have questions about anything.
3. Follow schedule instructions from coaches and chaperons, promptly observing times for lights-out, meals, practice, etc.
4. Know and follow the venue rules.
5. Be with at least one other athlete at all times.
6. Keep track of teammates coming and going to make sure everyone is included in group activities and no one is left behind.
7. Wear Aquatica attire with respect. Track suits should be zipped to the neckline and the sleeves rolled down to the wrist.
8. Be responsible for getting team suit and headpiece back to the designated suit person for rinsing and drying or rinse and dry your suit and headpiece and carefully pack them away.
9. Be tidy. Keep locker rooms and working areas clean. Discard Knox wrappers, bobby pins, wrappers, and hairnets in trash receptacles.

For more information pertaining to local and away meets, consult the Competitions Guidebook available at aquaticasynchro.com

VI. Administrative Policies

*By registering in a program with Aquatica Synchro, the athlete (and their parent/guardian(s) if the athlete is under the age of 18) become Members of Aquatica Synchro and Synchro Swim Manitoba. **As Members, it is your responsibility to be familiar with all policies, procedures, codes and bylaws of Aquatica Synchro and Synchro Swim Manitoba.***

Finance

Budget

An annual club operating budget is proposed by the Board of Directors at the beginning of each season and is presented for approval by the parents/members at the AGM. The budget is prepared based on the primary goal of providing a high-quality, cost-effective program. This goal includes maintaining a staff of skilled coaches, offering additional training for coaches, providing training for competitive athletes, supplying adequate pool space, and supporting a high-quality competitive presentation.

Fees

It is essential that every club member make timely payments to cover all fees and charges incurred during the season. As a club member, you are responsible for all charges in your account. The financial well-being of Aquatica Synchro depends on each member fulfilling their financial obligations to the club. Families facing financial issues may request modified payment schedules, in writing and addressed to the Board of Directors, for discussion and decision at the earliest Board meeting.

Failure to pay fees may result in becoming a Member not in good standing with Aquatica Synchro and with Synchro Swim Manitoba, as stated in the respective bylaws.

Registration and Training Fees:

As part of the annual budget proposal, the Board of Directors sets **registration fees** and **training fees** for athletes based on the projected expenses for the fiscal year, which runs from July through June. Registration fees include registration of the athlete with Synchro Swim Manitoba and Synchro Canada, as well as a \$20 non-refundable registration processing fee. Training Fees include facility access and coaching instruction as per the program schedule. A payment (approx. \$70) for the cost of the mandatory club suit is also included.

Other Charges:

Additional fees include, but are not limited to, fees for additional routine/figure training, meet fees, costs associated with travel and accommodations for out of town competitions, as well as for club purchases made on behalf of a member/athlete. Additional fees are charged to the athlete's account as they arise.

Meet fees are the cost of participating in competitions which includes team and/or individual routine competition fees and pool charges.

Travel expense for athletes competing out of town. These expenses may include lodging, ground transportation, food, coaches' travel, and chaperone expenses. The cost is divided among the total number of athletes travelling. Travel fees are estimated each year and are added to the registrant's invoice during the registration process. Travel fees will be reconciled at the end of the synchro year (June). Unspent funds will be credited back to the family's accounts at the end of the trip

NOTE* All Aquatica Synchro competitive athletes are assumed to be participating in travel meets unless advance written permission signed by the Team Coach is received by the Head Coach. If you know your athlete will be absent for a competition, email info@aquaticasynchro.com a **minimum of 4 weeks prior to the competition or the meet fee will be charged to your account.*

Levies:

Families that have swimmers registered in a competitive program are required to make a commitment to support the Club through volunteering. Families back up their commitment to volunteer by agreeing to pay an amount pro-rated to the amount of time that they DO NOT complete - up to the full levy amount if no volunteering is completed. Families can choose, at registration to 'buy out' their entire volunteer obligation if they have no intention of volunteering.

Aquatica's Family Commitment Plan (FCP) can be viewed online at www.aquaticasynchro.com

Fundraising:

Aquatica Synchro is listed on Shop and Share, an online shopping program that provides automatic donations back to non-profit organizations. Just go to www.shopandshare.ca and find your favorite online shopping retailer. Aquatica will automatically receive a donation based on a percentage of the purchase. Family and friends can also select Aquatica as their favorite non-profit!

The Fundraising Coordinator may organize other fundraising opportunities to subsidize pool fees that benefit the entire club throughout the season.

Aquatica Synchro Club Registration and Fee Payment Policy

Registration and fee payments are to be completed using Aquatica Synchro's online registration system. Full fee payment is required at the time of registration for Aquasquirts, Learn to Synch, and Masters recreational programs. For competitive programs, payment can be made in full at the time of registration or based on a recurring payment schedule. For ALL programs, participants MUST be registered prior to participating in any Aquatica Synchro program activities.

Members wishing to pay by cheque or cash are to contact the Treasurer by email at treasurer@aquaticasynchro.com to make the necessary arrangements. A \$25 handling fee will be charged for any cheques returned for insufficient funds.

Athlete statements are available online. Those registered in a youth program can view their statements at <https://registration2.pointstreak.com/rfs2/pslogin.do?leagueNo=3465>

Adult registrants can view their statements at

<https://registration2.pointstreak.com/rfs2/pslogin.do?leagueNo=3467>

Once logged in to your account, select "View Invoices/Receipts" and click on the invoice number to view the invoice.

Athlete statements will be emailed out by the Treasurer at the end of the season.

If an account becomes outstanding, the Treasurer will make three attempts to contact the Member regarding their account status, issuing final notice on the third attempt. If payment is not received within 21 days of the third attempt, the athlete will not be allowed to participate in Aquatica Synchro practices or meets until the situation is corrected. **This policy will be strictly enforced.**

NOTE *The Board may grant extensions for payment in special circumstances, for fees and/or travel expenses. Requests for extensions must be presented to the Treasurer in writing or by e-mail before the payment due date.*

Aquatica Synchro Club Refund Policy

- Full refund if athlete withdraws prior to first class, less a \$50 non-refundable fee
- Full refund if athlete withdraws prior to third class, less a \$100 non-refundable fee
- No refunds will be issued after the third class, except due to illness or exceptional circumstances
- Refunds will be issued within 21 calendar days

Requests for refunds should be made to info@aquaticasynchro.com.

Missed Training Due to Injury, Illness or Unusual Circumstance

For missed training due to injury, illness or unusual circumstance for a continuous period of at least one month, the athlete/parent must submit a written request to info@aquaticasynchro.com stating the reason and duration, if known, for which the athlete will not be participating.

During this period, the athlete will be charged a reduced rate of a maximum of 50% of regular monthly training fees, as determined by the Board. Adjustments do not apply to bingo or volunteer requirements.

Missed training due to injury or illness:

The Head Coach, with Board of Directors approval, may grant 'Injured Athlete' status to an athlete as a result of an illness or injury which prevents the athlete from fully participating in practices for one month or longer. The athlete, parent(s) and the Head Coach will agree, in consultation with physicians if appropriate, on that athlete's participation in the swim program as an Injured Athlete. The athlete/parent shall communicate progress and prognosis in writing to the team coach and Head Coach a minimum of bi-weekly. The Head Coach will forward applicable information to the Board Executive.

The Head Coach will decide when the athlete achieves pre-injured status and is able to resume full activities with the Club. The health and long-term well being of the athlete will be the sole determining factor in all discussions and decisions. The Head Coach will communicate this decision to the Board and the athlete/parent(s). The Board Executive will determine the appropriate reduced fee rate and notify the athlete/parent of their decision by email within 21 days. Adjustments to the payment structure will be made in Pointstreak within 30 days.

Missed training due to unusual circumstances:

Members who know prior to the start of the season that they will be absent from training for a continuous period of at least one month may request a pro-rated fee structure. The athlete/parent(s) must submit a written request to info@aquaticasynchro.com on or before September 30th stating the reason and duration for which the athlete will not be participating. The Board Executive and Head Coach will review the request, determine the appropriate pro-rated fee, and notify the athlete/parent(s) of their decision by email within 21 days. While the request is being reviewed, initial registration must be completed with payment of the first installment on Pointstreak. Adjustments to the payment structure will be made in Pointstreak by October 31st.

If an athlete will be missing practices for a continuous period of at least one month due to a family emergency, the athlete/parent(s) must provide written notification to info@aquaticasynchro.com. The Head Coach and President, together with the athlete/parent(s) will identify a suitable timeline for the athlete to return to full training. Based on this information, the Board will determine the appropriate fee adjustment schedule. Adjustments to the payment structure will be made in Pointstreak within 30 days of the athlete returning to their full schedule.

Aquatica Synchro Club Volunteer Requirement

Volunteer Opportunities

Club Operations

Parents can volunteer by joining a committee and/or the Board, and by helping with meets and bingos. Parent volunteers are critical for the efficient running of meets. Volunteer roles include wardrobe and equipment, marketing and sponsorship, communications, travel coordinator, parent mentors, chaperones and volunteer coordination. Committees help in various areas. The Board will present volunteer roles at the AGM. Members will be notified by email regarding time-sensitive volunteer opportunities.

Meets

Aquatica Club-Hosted - Volunteering for shifts on deck is a great way to learn about the sport and to meet other parents. Volunteers on deck wear a white shirt and black pants or shorts. Meet volunteering activities include timer, announcer, runner, assistant referee, referee and scorer. Volunteers are also required for preparing food/snacks and operating the Aquatica Cafe at meets.

Synchro Swim Manitoba Hosted – SSM sponsored meets also require parent volunteers. All Aquatica members are also SSM members and are encouraged to volunteer. Some of the volunteer jobs may include set up or take down of meet equipment, office or judging helper, timer, announcer, runner or scorer. Working at meets is a great way to get to know parents from different clubs.

Aquatica Synchro Club Volunteer Service Policy

The Aquatica Family Commitment Plan (FCP) can be viewed at <http://aquaticasynchro.com/wp-content/uploads/Aquatica-Synchro-Family-Volunteer-Plan2017-18.pdf>

Aquatica Synchro Club Conflict Resolution Policy

A basic principle of the Aquatica Synchro philosophy is the belief that teamwork among athletes, coaches and parents is critical to the success of the club. Open, direct and personal communication among members of the team is encouraged.

Disagreements among team members do happen periodically and are most often resolved by the individuals directly involved. **Whenever possible, solutions to problems should be reached by those closest to the situation.** To achieve a positive team environment, members must agree to discuss issues first, with the individual(s) directly involved and do this with the intent of understanding both sides of any issue. In instances where negative behaviour* has been reported to/observed by a coach, the coach will initiate the conflict resolution process.

In the infrequent instances when resolution is not achieved through this process, the following steps will be taken:

1. Athlete or parent with the issue talks with team coach. If they are unable to resolve issue, then...
2. Athlete or parent with issue, other athlete(s) or parent(s) involved, if any, and team coach discuss the issue. If unable to resolve issue, then...
3. Parent(s) of athletes are brought in to discuss with athlete(s) and team coach the areas of concern. If unable to resolve issue, then... (skip step 3 if it's a parent issue)
4. Head coach is brought in to discuss issue with parent(s), athlete(s) and team coach.
5. If unable to resolve issues after the prior discussions have taken place, the Board of Director President will be brought into the discussion with the coaches, parent(s) and athlete(s) involved.
6. In the rare event that a resolution cannot be reached, or if the situation is of a serious nature, the involved parties will be referred to Synchro Swim Manitoba for resolution according to their Discipline Policy.

*Negative behaviour includes, but is not limited to, disrespectful, hurtful, hateful, offensive, abusive, obscene, threatening, racist or sexist comments or behaviour, unwanted physical contact, any form of hazing, coercion, and all manner of bullying and harassment, including via social media of any type.

Aquatica Synchro is committed to ensuring that decisions affecting athletes are based on relevant and appropriate considerations, free from any impropriety or illegal influences.

Aquatica Synchro Club Athlete Injury Incident Policy

The safety and well-being of athletes and coaches is a top priority. If at any time an athlete or coach is injured, the care and comfort of the injured member shall be the focus of the appropriate team coach and Head Coach. Responsibilities when injuries occur on the pool deck include:

1. Coach:
 - a. Immediate care of the athlete
 - b. Notify the lifeguard and take the athlete to the lifeguard for first aid treatment
 - c. Check the registration form in the binder for any medical concerns
 - d. Communicate with other athletes and coaches to ensure the rest of group is supervised
 - e. Inform parent upon coach's discretion
 - f. Make notes on the incident on an incident report form in the back of the binder.
2. Athlete:
 - a. Follow instructions of the lifeguard and coach.
3. Parent:
 - a. Talk to the coaches before leaving the pool

Aquatica Synchro Club Class Viewing Policy

Policy Statement: All Aquatica Synchro Club classes are held at City of Winnipeg pools. All classes are open and can be observed by parents/guardians/family members.

Observation of these classes must take place in such a way that athletes and coaches remain focused on each other, that no safety risks are identified, and that parents/guardians/family members do not infringe upon athlete training space.

Application: This policy applies to parents/guardians/family members of all athletes in Learn to Synch, Learn to Synch 2, Learn to Synch Teen, and all competitive athletes.

This policy does not apply to parents/guardians/family members of athletes in AquaSquirts, if those young swimmers are uncomfortable participating in class without a family member nearby.

Class Viewing: All City of Winnipeg pools have viewing areas where classes may be observed. Parents/guardians/family members must observe classes from these specified areas.

Note: There are no chairs provided in the viewing area at Elmwood Kildonans pool.

Parents/guardians/family members of athletes may not sit on pool deck to observe classes since:

- There is little space on pool deck for land drilling and dry land training.
- Swimmers need to remain focused on their coach and their team.

Exceptional Circumstances: If there are exceptional circumstances where a parent/guardian/family member must remain on pool deck for their athlete, a written request with explanation should be sent to info@aquaticasynchro.com for board consideration.

Synchro Swim Manitoba Policies

Aquatica Synchro families should be familiar with the following SSM policies and code of conducts:

- Code of Conduct Policy
- Social Media Policy
- Discipline Policy

Privacy Policy

The full listing of Synchro Swim Manitoba policies is available at http://synchro.mb.ca/about_bylaws.html