



New Member Orientation





Contents

1. Financial Processes
2. Bingos
3. Participation Points
4. About Competitive Swimming
5. About Edmonton Keyano



Financial Processes

Fee Definitions
Monthly Process
Policy Highlights
FAQ's



Fee Definitions

Registration Fee

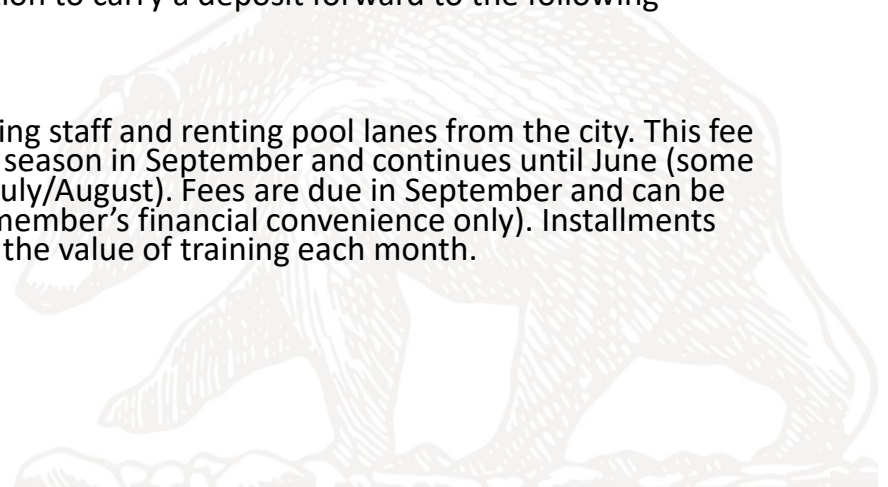
This is a one-time annual fee that pays for membership with Swim Alberta and Swimming Canada on your behalf. That membership is activated the moment you register with Keyano and is valid until August 31st of each year. This fee does not stay in the club and is therefore not refundable.

Membership Deposit

This deposit is held in trust for members until the end of a swimming season, which is officially August 31st each year. It is held until such time that all of a member's commitments are fulfilled and may be refunded after all account balances are complete and paid for the current season. Members also have the option to carry a deposit forward to the following season.

Training Fee

This fee represents the annual cost of training, which includes employing staff and renting pool lanes from the city. This fee is not pro-rated according to a swimmers' attendance. EKSC begins its season in September and continues until June (some swimmers may qualify to continue into the Championships season in July/August). Fees are due in September and can be paid in full up front, or in 10 equal installments (this option is for the member's financial convenience only). Installments are a monthly payment plan for annual fees and are not equivalent to the value of training each month.



Monthly Process

Invoicing

Within the first 10 days of every month, invoices are created and charged automatically to your method of payment on file. Monthly invoices are never considered overdue until after the 10th of the month.

Multi-Swimmer

Families with multiple swimmers have their fees adjusted with a 5% discount for any additional swimmer after their highest placed swimmer in the program. Families also receive a \$50 registration discount for multiple swimmers.

Prorate for Move ups, registration changes

Training fees are set to start the season, but if a member changes their group mid-season then the club will manually prorate your fees and commitments to the % of the season you are active in any given group.





Financial Policy Highlights

>30 days in arrears

Members have an obligation to their fees and commitments based on their registration. Should a member fall more than 30 days behind on their payments then they must communicate with the bookkeeper to arrange payment as soon as possible. Failure to communicate or further failure to make payments may result in a swimmer being removed from the program.

Non-Training fee expenses

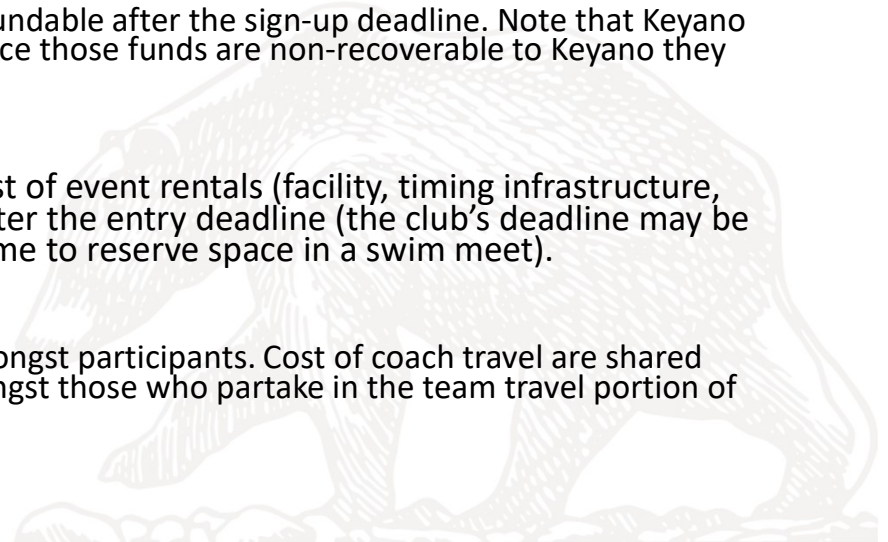
Swim meets, equipment and other sign-up expenses become non-refundable after the sign-up deadline. Note that Keyano makes payments on behalf of members based on their sign-up and once those funds are non-recoverable to Keyano they must be charged to the member who made the request.

In-town Swim Meet expenses

All sanctioned competitions come with entry fees to cover the cost of event rentals (facility, timing infrastructure, etc) and Swim Alberta sanction fees. These fees are mandatory after the entry deadline (the club's deadline may be different than an event deadline so we can get our entries in on time to reserve space in a swim meet).

Travel Swim Meet expenses

When coaches and swimmers travel the costs of travel are shared amongst participants. Cost of coach travel are shared amongst all participants, while team travel costs are shared only amongst those who partake in the team travel portion of the event.



FAQ's

What is on my invoice?

After a payment you will be emailed a receipt. This is not a copy of your invoice – you must login to see your invoice at www.eksc.com.

SIGN IN

Go to sign in at top right.

Go to My Account

Click on your email address at top right to bring down this option.

Billing

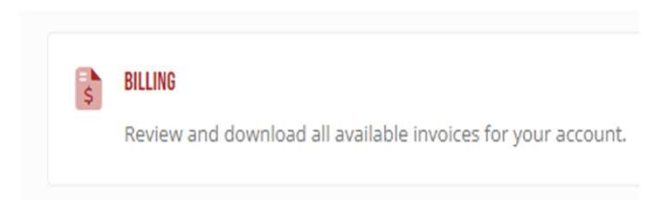
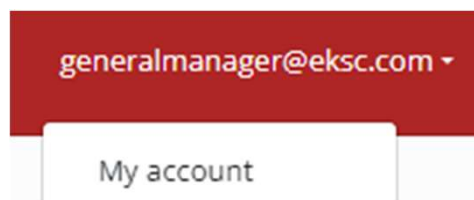
Click Billing to view all account history, including invoices.

SIGN IN

[➔ Sign in](#)

[✎ Create account](#)

[? Forgot password](#)



FAQ's

Navigating My Account

You have several options on your account. Please keep your account up to date with current address, credit card, and use your account to access important information at www.eksc.com.

[Home](#) / [My Account](#)

MY ACCOUNT

**MY PROFILE**
Adjust your profile, including contact information.

**CHANGE PASSWORD**

**LOGIN SECURITY**
Secure your account with additional factors

**BILLING**
Review and download all available invoices for your account

**PAYMENT METHODS**
Manage the credit cards associated with your account.

**JOB CREDITS**
Review job credits earned through events and activities.

**FUNDRAISING**
Review your fundraising activities and goals.

**MY ORDERS** 0
Review your orders placed through the Pro Shop.

**ACTIVITIES**
Review all current and upcoming jobs and events you have declared attendance for.

MEMBERS

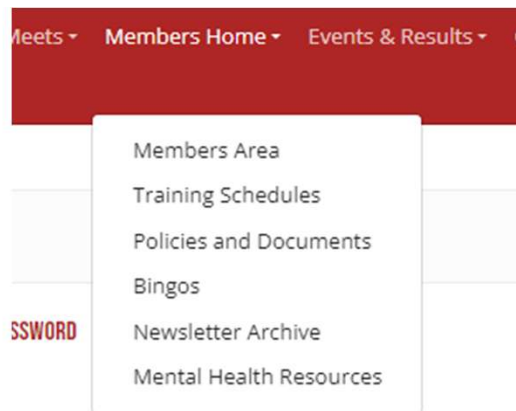

Add member


Keyano Test Member

FAQ's

Review Bingos on Bingo Page

While logged in, go to the Members Home > Bingo to see your family commitment status for bingos.



BINGOS

BINGO COMMITMENT RECONCILIATION

This section contains the reconciliation for bingos (your annual commitment & the number of bingos credited to your account).

If you have questions about the information on the reconciliation report below, please contact our Bingo Coordinator:

Christine Reeves, creeves@eksc.com

PLEASE NOTE: *Members who have completed their requirements are highlighted in GREEN. Once the required number of bingo shifts are completed you should not continue to sign up for additional shifts since there is NO cash value for additional shifts worked and additional shifts*

BINGO RECONCILIATION REPORT:

2022-23 Season:

As of September 30, 2022

As of October 31, 2022

As of November 30, 2022 REVISED

As of December 31, 2022

As of January 31, 2023

As of February 28, 2023 revised to fix data error

As of March 31, 2023

As of April 30, 2023

As of May 31, 2023

As of June 30, 2023

As of July 31, 2023

As of August 31, 2023 (DRAFT FINAL)

Bingos

What is a Bingo?
Policy Highlights
Sign up



What is a Bingo?

What does a volunteer do at a Bingo?

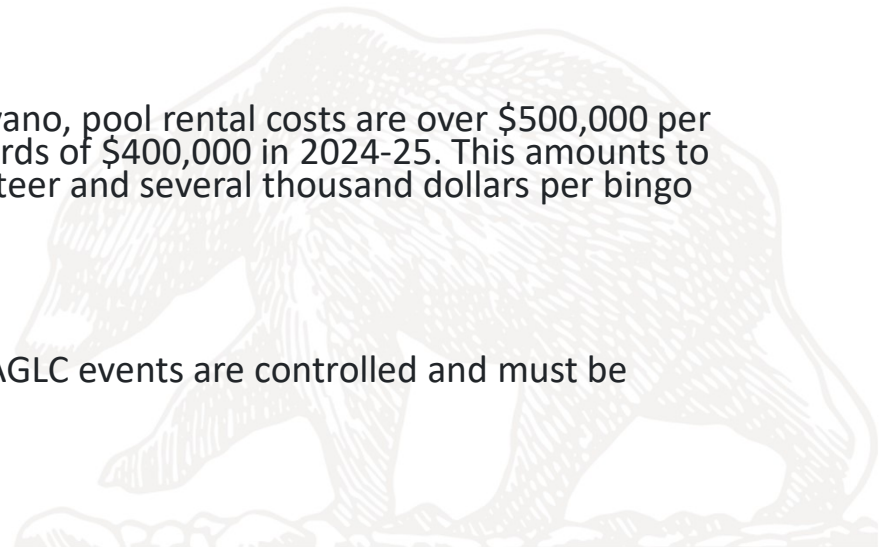
Most members will sell small cards for \$1 to public patrons at a bingo event. With experience some members will take on controller roles that handle the dispersment of cards and cash during the event. All roles are simple and basic selling roles are trainable on the spot. The bingo halls ask only that our volunteers do their best while selling cards, enjoy social time with other club parents during breaks and down time, and act and dress appropriately (clean shirt and jeans / pants are the norm).

Why Bingos?

Bingo fundraising is a staple for youth sports in Alberta. At Keyano, pool rental costs are over \$500,000 per year - luckily proceeds from our bingo events have been upwards of \$400,000 in 2024-25. This amounts to approximately \$200 per bingo shift worked by a Keyano volunteer and several thousand dollars per bingo event.

Where do Bingo proceeds go?

Bingos offset your fees, plain and simple. The proceeds of all AGLC events are controlled and must be applied to costs that benefit all members, like pool rental.



Bingo Policy Highlights

Bingo Commitments

Members have a bingo commitment based on the group in which they register.

Your bingo commitment belongs to you. You may make arrangements for someone to help you with your commitment, but the ultimate responsibility is still up to you to complete your commitment.

Trimesters

Trimesters are a maximum, not a minimum for the given timeframe. Trimesters limit anyone from taking up all of the position early in the year and allows for more members to access the sign up for events all year long.

BINGO COMMITMENTS FOR 2023-24 SEASON

Group	1st Trimester Sep-Dec	2nd Trimester Jan-Apr	3rd Trimester May-Aug	Total Bingos
Bronze	1	1	1	3
Silver	2	2	2	6
Gold	3	3	4	10

Bingo Policy Highlights

Bingo Decline

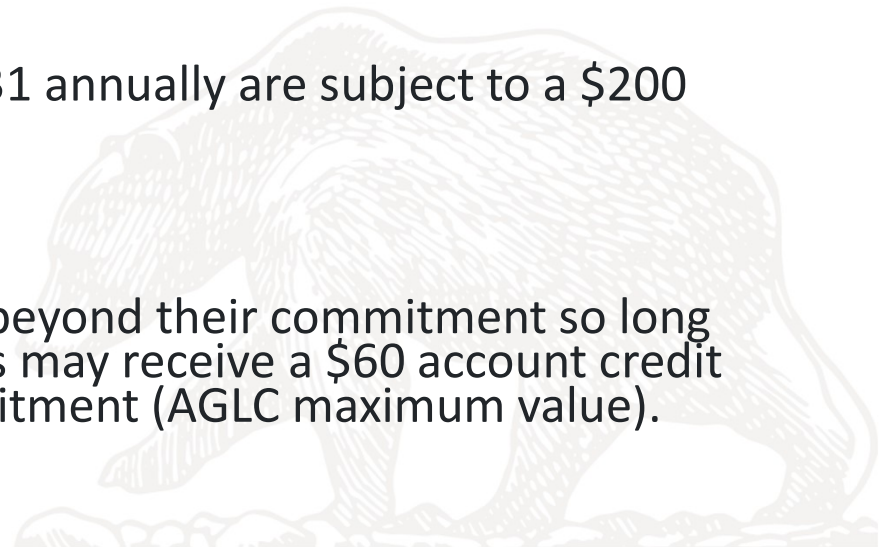
Members have the right to decline their bingos, no questions asked, for an increased training fee of \$200 per bingo in your commitment.

Deadline is August 31, annually

Any bingos that are not completed by August 31 annually are subject to a \$200 training fee.

Extra Credit

Members are allowed to volunteer for bingos beyond their commitment so long as there are openings for volunteers. Members may receive a \$60 account credit per bingo volunteered in excess of their commitment (AGLC maximum value).





Bingo Policy Highlights

No Shows

Bingo Halls must meet AGLC requirements for volunteers. A No Show violates AGLC requirements and thus can result in a \$1,000 fine to the club and possible loss of future bingo events.

No Shows under Keyano policy result in a fine of \$300 and potential loss of privilege to volunteer at future events.

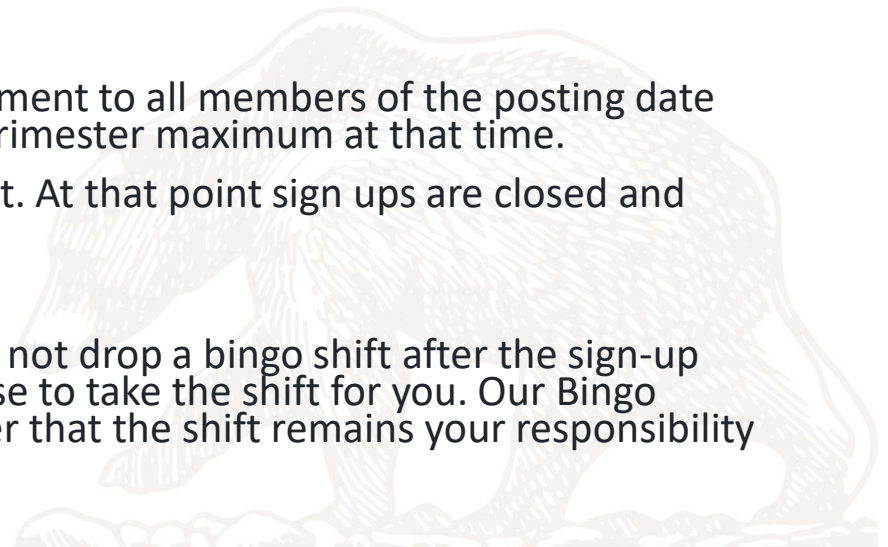
Sign-up period

Bingos are posted 1-2 months ahead after an announcement to all members of the posting date and time. Members may sign up for bingos up to their Trimester maximum at that time.

Sign up remains open until 10-14 days out from an event. At that point sign ups are closed and those signed up are committed to their volunteer shift.

Dropping Bingos after sign-up closes

Signing up for a bingo is a formal commitment. You may not drop a bingo shift after the sign-up period closes; however, you may try to find someone else to take the shift for you. Our Bingo Coordinator may help in this regard, however, remember that the shift remains your responsibility until someone else agrees to take it for you.



Bingo Sign up

Where do I sign up for a Bingo?

Please remember the date and time for your shift. Keyano has thousands of bingo shifts every year and every one of them is critical. Show up on time at the correct bingo hall location for your event.

SIGN IN

Go to sign in at top right.

Go to Events

Click on the menu bar once you have signed in.

Browse and Select your Bingo

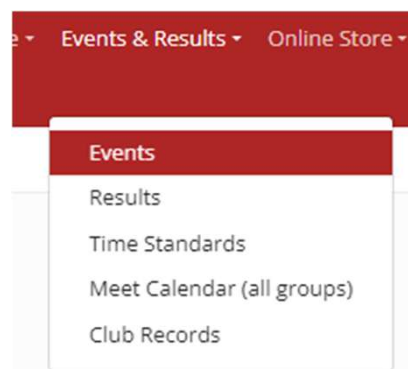
Select [Job Sign-up](#) to complete your sign up.

SIGN IN

[➔ Sign in](#)

[✎ Create account](#)

[? Forgot password](#)



EVENTS		
Category	All categories	Bingo
		Swim Meet
	OCT Thu 26	Caesar's Bingo - Thursday Daytime 📍 Caesar's Bingo
	OCT Sat 28	Castledowns Bingo - Saturday Evening 📍 Castledowns Bingo
	OCT Sun 29	Castledowns Bingo - Sunday Daytime 📍 Castledowns Bingo
	OCT Mon 30	Parkway Bingo - Monday Daytime 📍 Parkway Bingo

Participation Points

How are competitions organized?

Becoming an official

How to earn Points?

Policy Highlights

Sign up



How are competitions organized?

What are swim meets?

Swim meets are the target for our swimmers. Every group has a specific swim meet calendar, which you are expected to follow to the best of your ability. Here are a few bits about swim meets:

- Meets take place one of two pool lengths: Short course (25 m) and Long Course (50 m);
- Keyano runs Bear Cubs race nights to introduce swimmers to a swim meet setting;
- Novice meets are open to any swimmer, whereas some meets have qualification standards;
- Meets can be local or require travel to another city nationally or internationally;
- Qualification standards in swimming go off your actual age as of each competition, and not your year of birth like many team sports;
- Costs for participation are independent of the financial membership requirements.

How do parents run swim meets?

Swim meets run anywhere from 8 to 16 lanes of racing at a time. Behind each lane at least 2 timers are required, as well as stroke judges and turn judges to watch for infractions. Add to that the referee, starter, electronics timing system operators, results and data desk, and usually a hospitality room and you have between 40-80 officials required per session at a swim meet. Our largest swim meet hosts 8 sessions, so you can see how parents play an essential role in officiating the sport.

Parents will start in simple roles like Timer. A swim meet session is typically 3-4 hours; swimmers will have a warm-up period prior to starting the race session.



More on Competitions

Meet level	Suitability / Description	Parent Role
In-house Race Nights (Bear Cubs)	This is for every little one. These are not sanctioned and therefore free for participants. Keyano runs these as an orientation to get new swimmers used to the environment of a swim meet.	We keep this as bare bones as possible. Usually need 10-15 volunteers for timing and data entry.
Novice Meets	Must have clearance from your coach to enter. These meets are shorter and have a marshalling area for swimmers to be corralled and shown to their lane for racing.	Keyano hosts a novice Friday night at Candy Cane. Volunteers needed when Keyano hosts.
Invitational Meets	Keyano hosts several of these, where out of town clubs come to compete. These will all have either a Qualifying Standard or a guideline. Swimmers will be invited based on their group.	Parents should be increasing their official certification to take on higher positions.
Provincial Meets	Swim Alberta awards their championship meets to Alberta clubs to host. - Alberta Festival is for 10u girls / 11u boys - Alberta Trials starts at 11u girls / 12u boys - Alberta Championships is the highest competition in Alberta	Keyano volunteers are needed when Keyano hosts (average 1 championships per year)

Becoming an Official

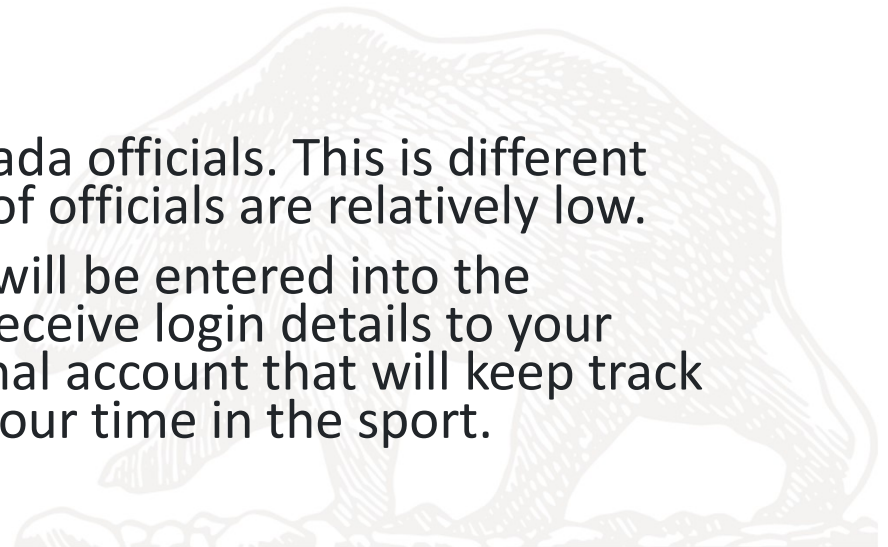
It's Easy – Learn the sport and get involved

Your first step is a Swimming 101 officials' course. This was attended by nearly 80 parents on Oct 11 (amazing!) and we will be offering follow up courses as the season progresses.

Being an official is... official

All Keyano parents become Swimming Canada officials. This is different from sports like soccer where the number of officials are relatively low.

After your first Swimming 101 course, you will be entered into the Swimming Canada officials' database and receive login details to your online officials' account. This is your personal account that will keep track of your officiating credentials throughout your time in the sport.





How to Earn Participation Points

Participation Points Commitment

Every member in Keyano has a participation points commitment. This starts with getting active in Bronze, and then a formal points commitment in Silver (35pts) and Gold (65pts).

Group	Commitment
Bronze	0*
Silver	35
Gold	65
* Get involved when your kiddos start racing 😊	

How do I earn points?

Volunteer work earns Participation Points. Common ways to earn those include:

Role	Points / session
Timer	5
Stroke/Turn Judge	7
Event Chair	10
Meet Manager	15

Points Policy Highlights

Commitment timeframe

Your points must be completed in the current season. Most points will be completed at one of Keyano's hosted competitions (points can still be earned at other meets, but positions cannot be guaranteed):

Hosted Competition	Target group level
Octoberfest (1 pool session)	Bronze*, Silver, Gold
Candy Cane Invitational (8 pool sessions)	Bronze*, Silver, Gold
Blue Bears Invitational (4-6 pool sessions)	Silver, Gold, Provincial
Edmonton Open (6 pool sessions)	Provincial, National
Edmonton Keyano International (8 pool sessions)	Gold, Provincial, National

Points Policy Highlights

Mandatory Special Contributions

On rare occasions, Keyano is the host of major national or international games. Keyano may have only 30-40 participants in a national meet or even 1-2 in an international one. In those cases, Keyano requires a broader member participation to run the event.

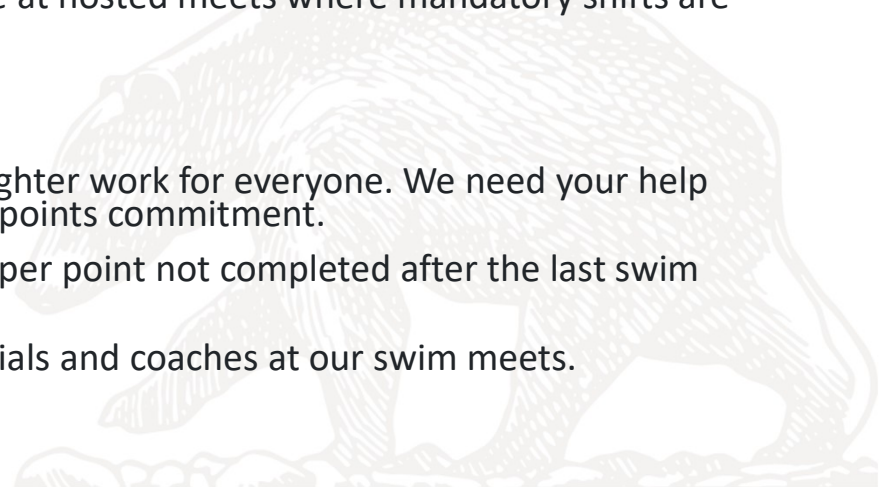
The Board may grant meet managers the ability to institute mandatory Participation Points at hosted meets. The mandatory requirements will be determined based on recommendations set by the Competitions Committee. Mandatory shifts are worth double points. If a member has already reached their maximum required points, there will still be an expectation to participate at hosted meets where mandatory shifts are required.

What if I miss my commitment?

We need everyone's help to run our competitions and make lighter work for everyone. We need your help and do not want to charge anyone for non-fulfillment of their points commitment.

Unmet Participation Points commitments will be charged \$10 per point not completed after the last swim meet of the season.

The non-fulfillment funds support hospitality budgets for officials and coaches at our swim meets.



Participation Points Sign up

Where do I sign up as a Timer / Official?

Please remember the date and time for your shift. Show up on time to your shift.

SIGN IN

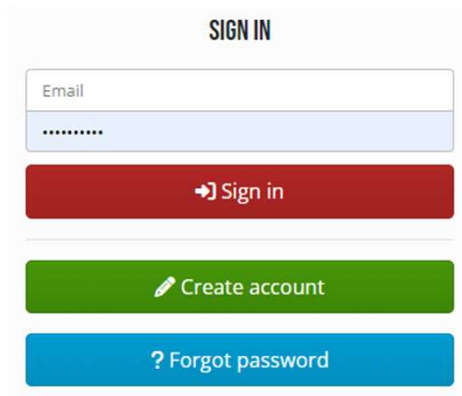
Go to sign in at top right.

Go to Events

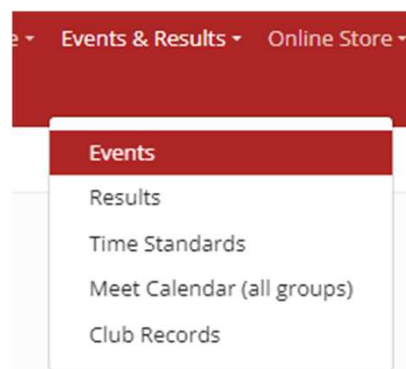
Click on the menu bar once you have signed in.

Select your Swim Meet

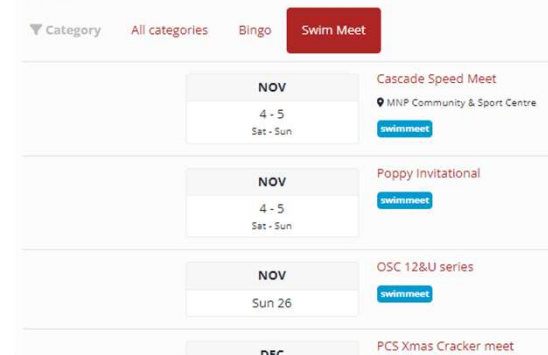
Select [Job Sign-up](#) to complete your sign up.



The screenshot shows the 'SIGN IN' section of the website. It features a white input field for 'Email' with a light blue border. Below it is a red button with a white right-pointing arrow and the text 'Sign in'. Underneath the red button is a green button with a white pencil icon and the text 'Create account'. At the bottom is a blue button with a white question mark icon and the text 'Forgot password'.



EVENTS



The screenshot shows the 'EVENTS' page. At the top, there is a 'Category' dropdown menu with 'All categories', 'Bingo', and 'Swim Meet' (which is highlighted in red). Below the menu, there is a table of events. The table has columns for the month, dates, and event details. The events listed are: 'Cascade Speed Meet' (NOV 4-5, Sat-Sun, MNP Community & Sport Centre), 'Poppy Invitational' (NOV 4-5, Sat-Sun), 'OSC 12&U series' (NOV Sun 26), and 'PCS Xmas Cracker meet' (DEC).

Category	All categories	Bingo	Swim Meet
NOV	4 - 5	Sat - Sun	Cascade Speed Meet MNP Community & Sport Centre swimmeet
NOV	4 - 5	Sat - Sun	Poppy Invitational swimmeet
NOV	Sun 26		OSC 12&U series swimmeet
DEC			PCS Xmas Cracker meet

About Competitive Swimming

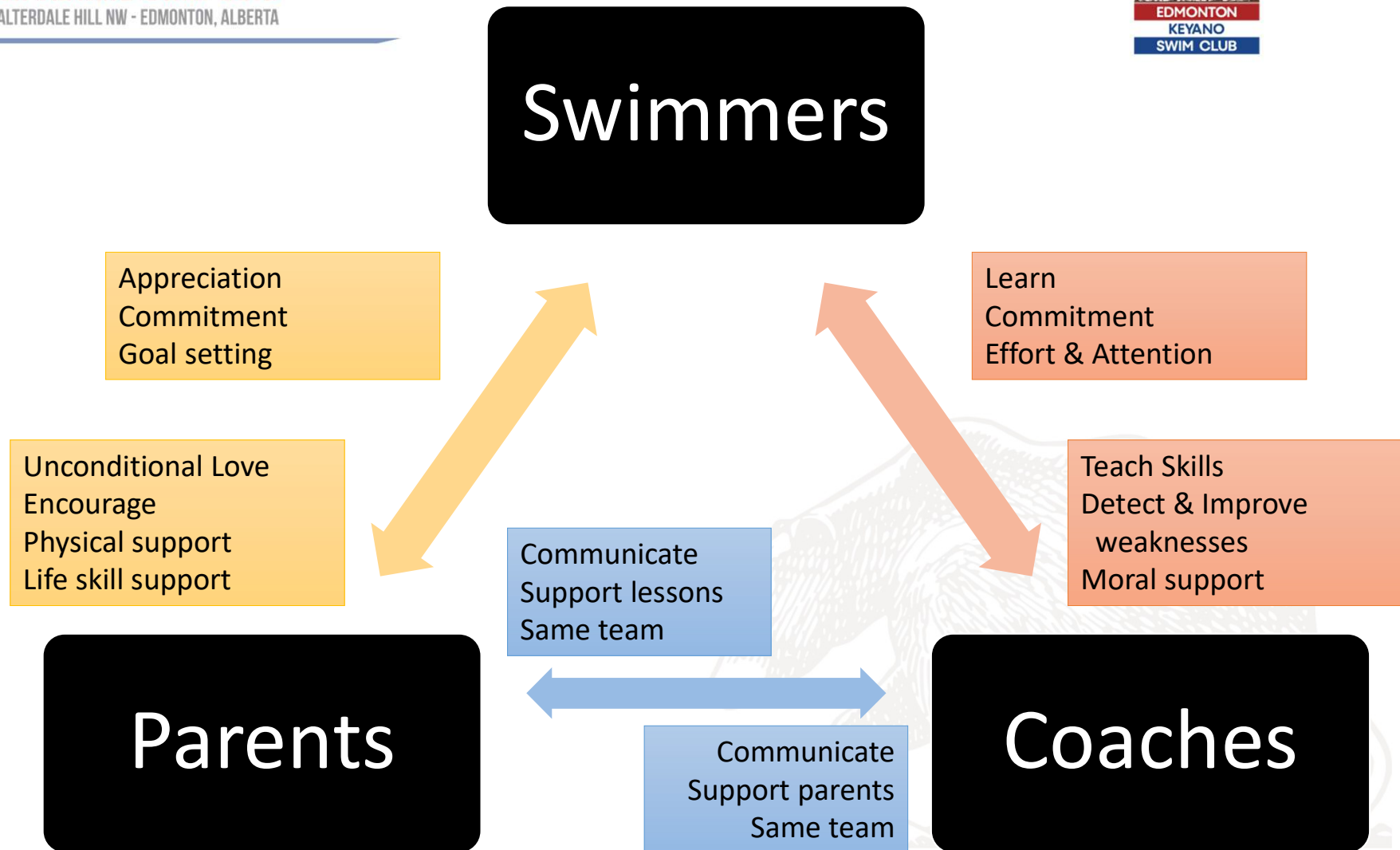
Training

(for swimmers, for parents, progression)

Swim Meets

(for swimmers, for parents, progression)





Training for Swimmers

Competitive Swimming

Swimming starts as a life skill; every child needs to learn how to swim. “Safety first” is why most of us got our kids into the water in the first place.

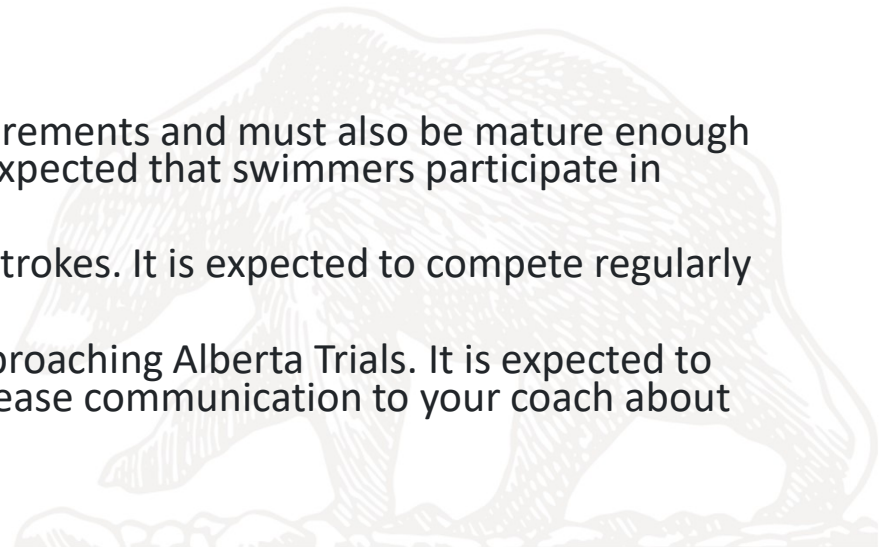
Keyano takes lessons to a new level. Within a very few short weeks new swimmers will become self-sufficient at travelling hundreds of metres on their own safely. But this is just the tip of the iceberg when you join Keyano.

Training Expectations in Development

Bronze swimmers must meet minimum swimming requirements and must also be mature enough to follow directions in a small group environment. It is expected that swimmers participate in local competitions, starting with in-house mini-meets.

Silver swimmers must be competent in all 4 swimming strokes. It is expected to compete regularly according to the group competition calendar.

Gold swimmers should be at a Festival standard and approaching Alberta Trials. It is expected to attend at least 80% of your training sessions and to increase communication to your coach about any absences.



Training for Swimmers

Other expectations

Arrive prepared, on time with training equipment.

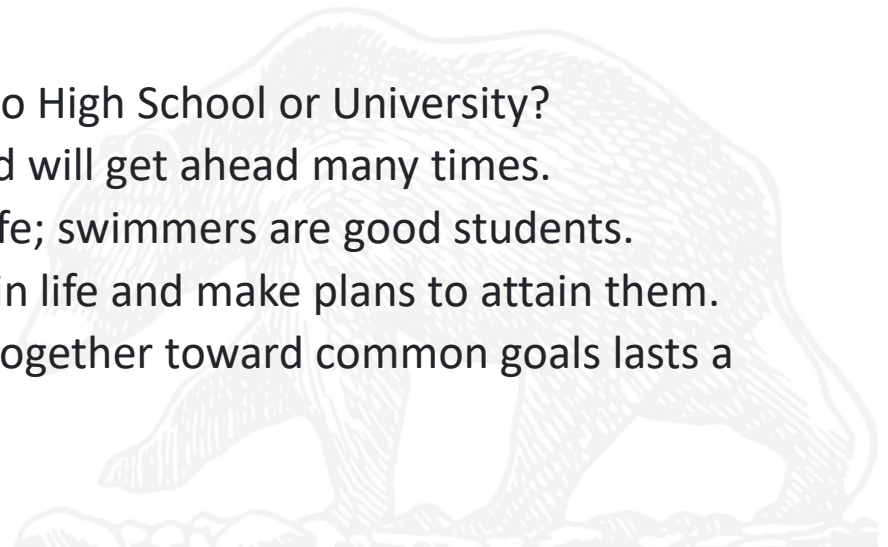
Wear Keyano gear at practice and competitions.

Maintain positive attitude and communication with teammates, coaches and all others.

Outcomes for long-term swimmers

What are swimmers like if they stick with swimming into High School or University?

- **Hardy work ethic:** Know the value of hard work and will get ahead many times.
- **Time management:** Know how to balance work / life; swimmers are good students.
- **Goal setting:** Know how to look set personal goals in life and make plans to attain them.
- **Long-term friendships:** The bond of working hard together toward common goals lasts a lifetime.



Training for Parents

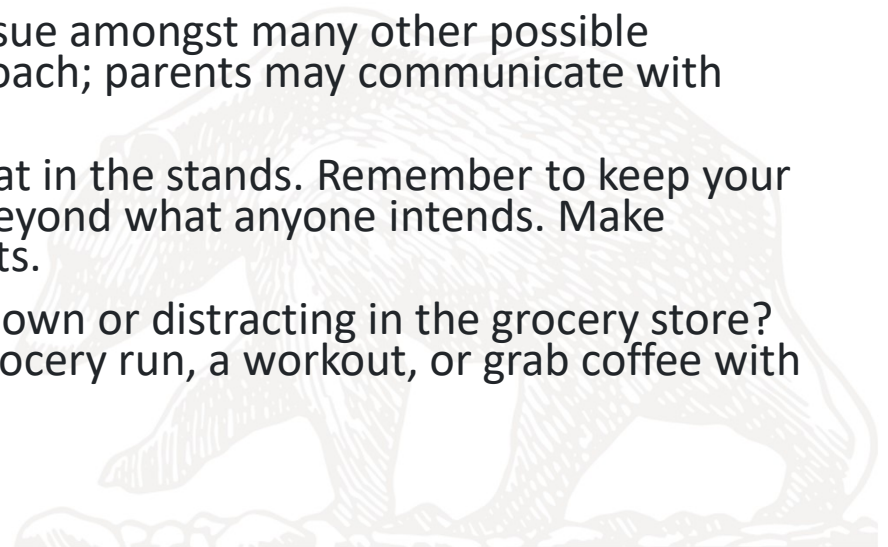
What to do during training

Avoid any contact with your swimmer during their training session. It may be tempting to coach from the side or motion to them to pay attention, but this has the opposite effect you intend. Swimmers must learn to listen directly to their coach during training. If a parent becomes a distraction even from the spectators' area they may be asked to leave.

Stay off the pool deck. This is a safety and insurance issue amongst many other possible problems. Training sessions are for the swimmer and coach; parents may communicate with their swimmer or coach after the session is completed.

Make friends. Many lifelong friendships start with a chat in the stands. Remember to keep your talking on the positive side as negative talk can spiral beyond what anyone intends. Make swimming a happy place for you and your fellow parents.

Run errands. Ever felt your little one was slowing you down or distracting in the grocery store? You now have time to yourself to run a quick errand, grocery run, a workout, or grab coffee with a friend. Once your little one



Training Progression

When do swimmers move up?

Every season brings new levels of swimmers, different abilities, and different depth in numbers at all the group levels within Keyano. As such, there are no absolute criteria for moving up a swimmer. In lay terms, swimmers must:

1. Exceed the expectation level of their current group on the majority of learned skills.
2. Have no gaping deficiency in any of the major skills learned in their group.
3. Meet the expectation level of the next group on as many skills as possible.
4. Meet the expectation level of the next group in attendance, attitude, trainability, commitment & performance.
5. Be 'age-ready' as per the composition of the current groups.

Swim Meets for Swimmers

How to prepare

Participate at the meets in your group's calendar. There is a progression from level to level, so do not miss out on early stages of learning.

Talk to your coach about goals. Goal setting starts as a coach-led process in Bronze and evolves to individual goal setting in the Performance groups.

During the meet, **report to your coach before and after every race.** Doing this ensures your goals for the race are fresh before and can be properly debriefed after your race. Visit friends and parents during longer breaks between races.

During the meet, **stay focused.** Electronics put a heavy strain on the neurons that fire to help us focus on other performances as well. If you need an on-deck past-time try a deck of cards or other simple game. Or, try cheering for your friends. 😊

During the meet, **eat healthy.** Pack simple snacks like crackers and fruit that replenish energy and electrolytes. After exercise it is really important to eat something healthy within 30 minutes (goes for training, too).

During the meet, **stay hydrated** with water (primary) and electrolytes. It's okay for kids to have Gatorade, but still in moderation. Beware of fancy drinks that make big claims... some of these have caffeine or herbal supplements that are not declared (USA) or not meant for children.

Swim Meets for Parents

How to prepare

Help pack the snacks & drinks until your swimmers is old enough. A race suit is not necessary (even discouraged) until you get to higher level meets like our invitationals and Provincial meets.

Support with encouragement. Remember you have a coach to provide criticism and steps for improvement. Try to be oddly supportive of both great and not so great results and take an interest in letting your swimmer be the expert for you. Ask them what the coach thought, and if you're not clear then ask your coach yourself. Things get awkward when a parent starts giving the criticism and the coach has to start doing the unconditional encouragement role.

Volunteer when possible. It won't take every swim meet to complete your commitment, but this is one not to wait on. Try to get involved early – it's actually a great seat from which to see the action.



Swim Meets Progression

Meet level	Suitability / Description	Qualifying Time
In-house Race Nights (Bear Cubs)	This is for every little one. These are not sanctioned and therefore free for participants. Keyano runs these as an orientation to get new swimmers used to the environment of a swim meet.	None. All novice swimmers are welcome.
Novice Meets	Must have clearance from your coach to enter. These meets are shorter and have a marshalling area for swimmers to be corralled and shown to their lane for racing.	None, but often a guideline like under 1:00 per 50m.
Invitational Meets	Meets that have broader attendance from around Alberta and Canada. Swimmers are expected to know their way around and the deck takes on a more professional feel.	Usually a qualifying standard. Each one will have a target of 2-4 group levels.
Provincial Meets	Level 1: AB Festival – this is for 10u Girls and 11u Boys who meet the qualifying standard. 2-day meet with all 50m and 100m events. Level 2: AB Trials – this is for all ages, but typically 11o girls and 12o boys. 3-day meet that offers all swimming events. Level 3: AB Provincials – this is for all ages and is a step up from Trials.	All Provincial Meets have Provincial Qualifying Standards.



About Edmonton Keyano

What Differentiates Keyano
History
Mission



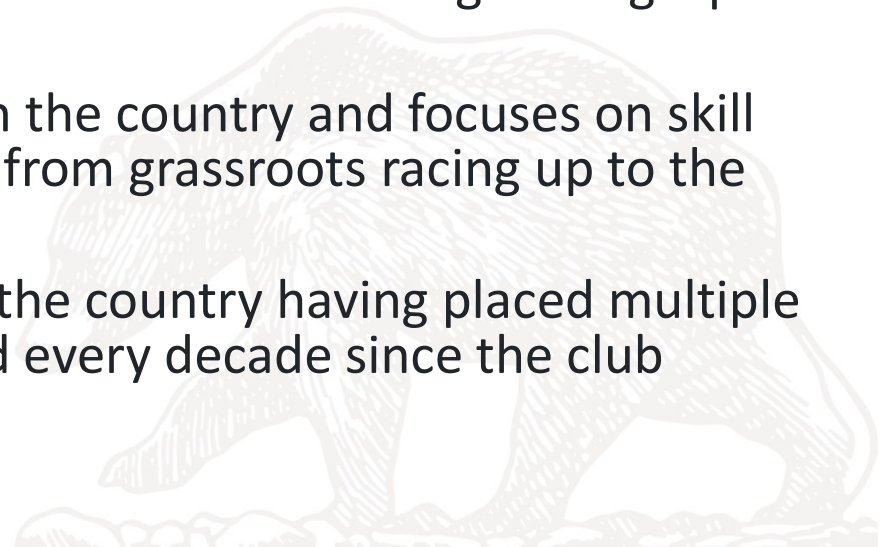
What differentiates Keyano?

Wide Range of Programs

While obviously smaller in scale, Keyano runs the equivalent levels of Edmonton Minor Hockey all the way up to the Edmonton Oilers. Imagine if the Oilers ran a hockey club that started with 6-year-olds and culminated in making the big squad all without leaving Edmonton...

Our Development Program is one of the top on the country and focuses on skill and stroke development. This takes swimmers from grassroots racing up to the beginning experiences of Provincial meets.

Our Performance Program is one of the top in the country having placed multiple swimmers on Canada's national team each and every decade since the club started in 1978.



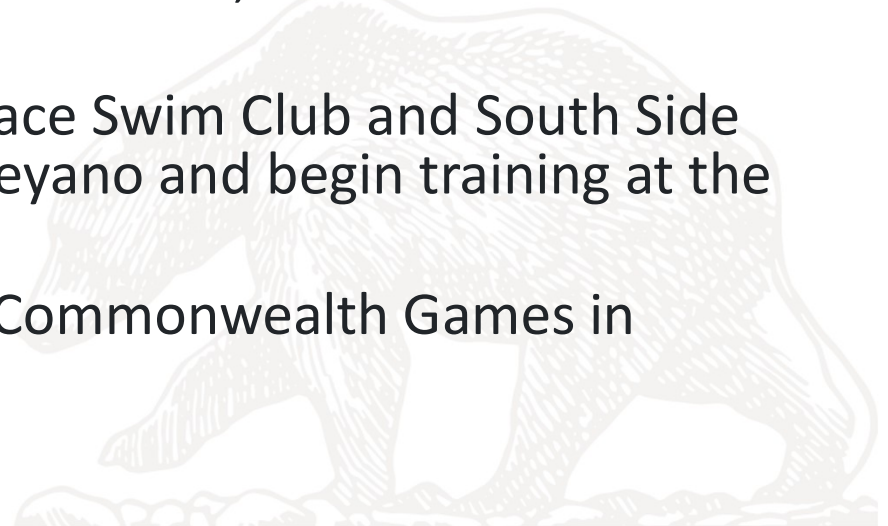
History

Before 1978 Commonwealth Games

Edmonton was already known as a swimming town with big names like Graham Smith (1 Olympic medal in 1976, 6 Gold in 1978 Commonwealth Games) and Cheryl Gibson (1 Olympic medal in 1976, 3 medals in 1982 Commonwealth Games).

After 1978, local swim club giants Jasper Place Swim Club and South Side Swim Club (out of Confed) joined to form Keyano and begin training at the new Kinsmen Aquatic Centre.

“Keyano” was the cree motto for the 1978 Commonwealth Games in Edmonton and means Friendship.



History

Olympic Glory

26 Swimmers, Coaches and Staff have been named to Canada's Olympic team from Edmonton Keyano.

Keyano's Emma Finlin posted the 4th-fastest 1500m Freestyle in Canada all-time and named to Canada's 2023 World Championships and Pan Am Games teams. She went on to represent Keyano and Canada at the 2024 Paris Olympic Games.

Keyano's Reid Maxwell won a Silver Medal at the 2024 Paris Paralympic Games and has since continued to progress as one of Canada's top para-athletes.



Mission

Unapologetically Performance-Driven

Keyano aims for a lot of goals, but all are driven by the mission to perform.

While many clubs get bogged down in the politics or competitive friction created by this goal, Keyano's board and staff have always strived for excellence and when faced with tough choices choose to support performance.

We believe everybody in Keyano benefits from the drive of our Performance program and the type of leaders in swimming that Keyano is able to attract onto our staff.

