

Olympian Swim Club Handbook for **Members, Parents and Guardians**



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1. Welcome to the Olympian Swim Club!

1.1 Welcome

Welcome to the Olympian Swim Club ("OSC").

Since 1974, we have helped swimmers of all ages and abilities develop their skills, confidence, and passion for swimming. As a not-for-profit organization and a member in good standing with Swimming Canada and Swim Alberta, OSC is committed to providing a safe, inclusive, and athlete-centred environment where every swimmer has the opportunity to reach their full potential.

OSC is more than a competitive swim club. We are a community built on teamwork, commitment, respect, and the shared efforts of athletes, parents, coaches, volunteers, employees, and Board members. Together, we strive to create an environment where athletes develop not only as swimmers, but also as confident, respectful, and responsible individuals.

Whether your swimmer is participating in our introductory programs or pursuing provincial, national, or post-secondary opportunities, we are excited to have you as part of the OSC community.

1.2 What Makes OSC Unique

As a member of OSC, you become part of a club that is committed to:

- **Over 50 years of excellence**, serving the Edmonton swimming community since 1974.
- **Professional coaching** that supports athletes from introductory competitive programs through provincial, national, and post-secondary pathways.
- **Nationally recognized Head Coach** who has coached numerous athletes to national and international success.
- **Long-Term Athlete Development (LTAD)** recognizes that every swimmer develops at their own pace and that long-term growth is more important than short-term results.
- **High-performance standards** are demonstrated through OSC's participation in the City of Edmonton's High-Performance Pathway (HPP) program and its commitment to athlete development.
- **Strong partnerships** among athletes, parents, coaches, volunteers, employees, and Club leadership, recognizing that athlete success is built through teamwork and shared commitment.
- **Developing well-rounded individuals**, where success is measured not only by performance in the pool, but also by character, accountability, sportsmanship, resilience, and a lifelong love of swimming.

1.3 Location & Contact Information

We are always here to help! Our office hours are kept fully up to date on our website, and you can easily reach our administrative team through the channels below:

- **Phone:** (780) 455-8457
- **Email:** office@olympianswimclub.com

Our Pool Locations & Training Groups

OSC is incredibly proud to be a part of the City of Edmonton's High-Performance Pathway Program based out of the Kinsmen Sports Centre. To better serve our families, we also operate out of several excellent satellite facilities across Edmonton and St. Albert.

Because our competitive and developmental streams have different training requirements, groups are assigned to specific pools as follows:

Central Rotational Pools

Our senior and advanced competitive groups rotate between several primary central hubs to maximize deep-water training:

- **Groups:** NAT, PRO, REG, and SC
- **Locations:** Kinsmen Sports Centre, Peter Hemingway Aquatic Centre and the University of Alberta (U of A) Pool

Satellite Program Pools

Our developmental and age-group streams remain fixed at their designated home satellite locations for consistency and convenience:

- **Fountain Park Recreation Centre:** Home to JAG, OW, AGD, and JOW groups.
- **University Pools (UofA & MacEwan):** Home to JAG, OW, AGD, and JOW groups.
- **Booster Juice Recreation Centre (Terwillegar):** Home to JAG, OW, and JOW groups.

1.4 Swim Season Duration

Our typical season runs from September to June for all athletes. Our top-performing athletes will compete in July, and possibly beyond into August, depending on what competitions are available and what teams they have been selected to participate on.

1.5 About This Handbook

This handbook is intended to help athletes, parents, and guardians understand how OSC operates and what members can expect as part of the Club community. It brings together key

information on membership, athlete development, communication, competitions, volunteer participation, behaviour expectations, and member responsibilities in a single, convenient resource.

The handbook is designed to be a practical guide for families throughout the season. Members are encouraged to become familiar with it, ask questions when clarification is needed, and contact the Club Administrator or appropriate Club representative for additional guidance.

Additional rules, procedures, and detailed requirements may be set out in OSC's Board-approved policies and supporting documents. [You can access the detailed policies here:](#)

1.6 Shared Commitment

A successful swim club depends on the collective efforts of everyone involved.

OSC is committed to providing a safe, inclusive, respectful, and athlete-centred environment where swimmers can develop their skills, build confidence, and enjoy the sport.

In return, athletes, parents and guardians, coaches, employees, volunteers, officials, and Board members all share responsibility for contributing to a positive Club culture built on respect, integrity, accountability, teamwork, and sportsmanship.

By working together and supporting these shared values, we help create an environment where every athlete has the opportunity to grow, achieve personal success, and have a positive experience both in and out of the pool.

Thank you for being part of the Olympian Swim Club. We look forward to supporting your family's swimming journey.

2. Membership

2.1 Membership Philosophy

Membership in OSC is more than registration in a swimming program - it is a commitment to becoming part of a community dedicated to athlete development, respect, teamwork, and personal growth. Membership carries both privileges and responsibilities. By participating in OSC programs, members agree to support the values, expectations, and policies that help our Club operate successfully.

2.2 Membership Categories

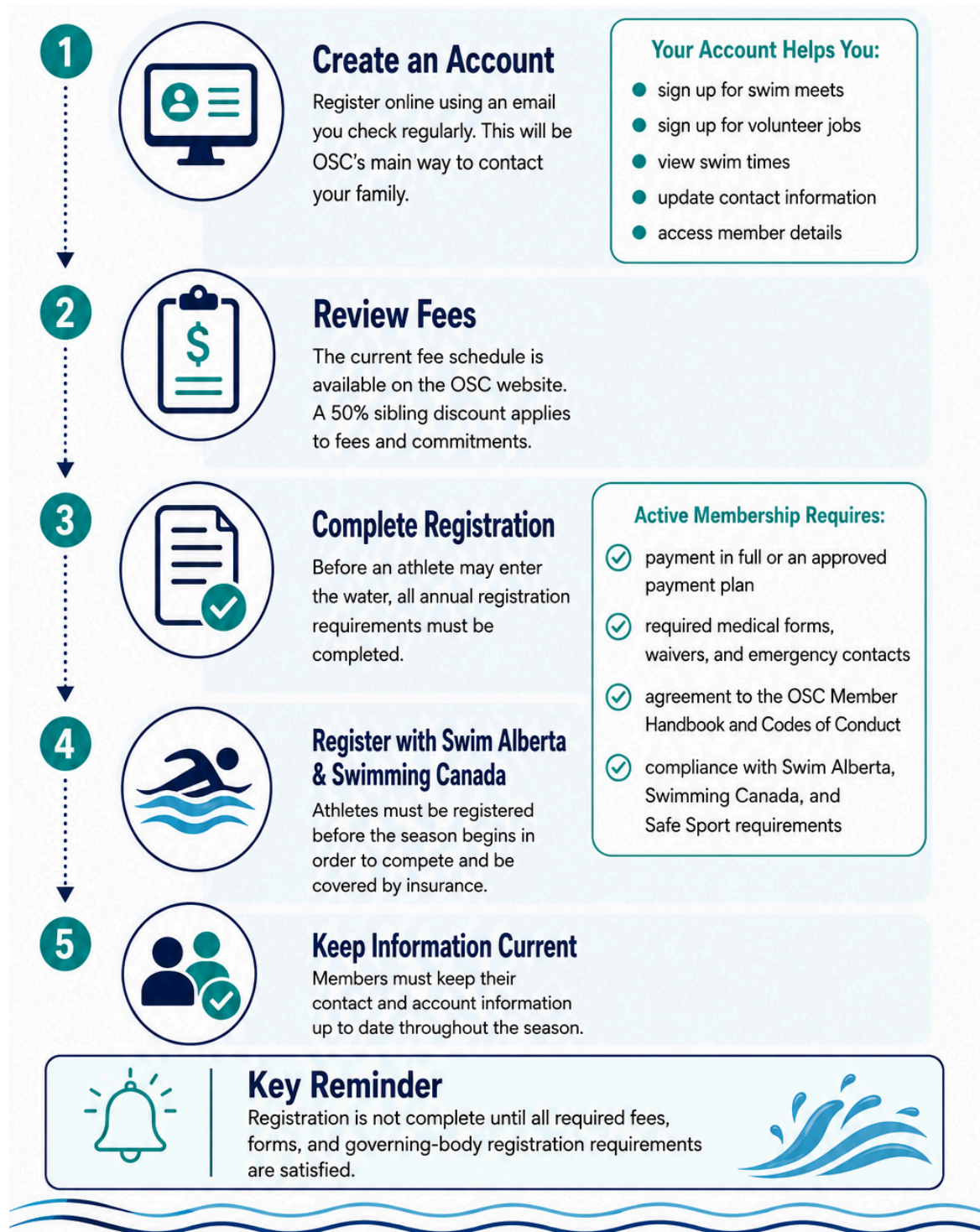
OSC offers a variety of programs designed to meet athletes at different stages of development. Program offerings may include:

- introductory competitive programs;
- age-group development programs;
- senior competitive programs;
- high-performance pathways; and
- other Club programs approved by OSC.

Program descriptions, eligibility requirements, training schedules, and fees are communicated separately and may be updated from time to time.

2.3 Registration & Membership

All OSC registrations will be processed electronically using the online system.



OSC Registration

- ❑ Log-in to your OSC account on www.olympianswimclub.com
 - Ensure that all information regarding you and your athletes is up to date, as it will be used as emergency contact and medical information available to your coach at all times for the health and safety of your athlete(s). Incomplete information on the website will lead to your athlete not being registered.
- ❑ From the Competitive registration page, complete the online registration process. The following forms have been built into the registration process, and must be agreed to complete the registration process:
 - ❑ OSC Swimmer Code of Conduct
 - ❑ OSC Parent Code of Conduct
 - ❑ Annual Financial Commitment
 - ❑ Volunteer Commitment
 - ❑ Swim AB FOIP
 - ❑ Credit Card Authorization

Your account will be billed on September 1st, or within one week of registration.

Swimming Canada Registration

Once all OSC registration has been completed online and the Swim AB registration fee, Apparel fee, Social fee, and first month fees have been paid, OSC will register swimmers with Swimming Canada. Members will receive a link from Swimming Canada via email.

- Complete the information as requested.
- Common mistakes are as follows:
 - Not agreeing to the Acknowledgement & Assumption of Risk Form
 - Not confirming the password and personal information and hitting save
 - Not completing the consent form and hitting save
- If you have any questions or do not receive this form via email, please reach out to the OSC office and we will communicate with Swim AB on your behalf.

Account in good standing: The Member account must be in good standing with no outstanding balances from the previous season. The balance must be cleared to zero prior to attempting registration.

2.4 Program Placement & Changes

Program placement is determined by OSC based on athlete development, readiness, training needs, and program availability. Program placement decisions are made by the coaching staff and are intended to support the athlete's long-term development. Where changes to

participation status are required, members should contact the appropriate Club representative. Any changes may affect fees, training expectations, competition eligibility, or other membership requirements.

2.5 Fees, Payments & Financial Obligations

Participation in OSC involves several financial and participation commitments. These commitments support coaching, pool time, dryland training, competitions, team operations, and the Club's ongoing sustainability.

A member's financial obligations may include:

- registration fees;
- monthly program fees;
- the Annual Financial Commitment (AFC);
- Member Participation Points (MPP);
- meet, travel, apparel, or other approved Club charges; and
- any applicable fines, late fees, or account adjustments under OSC policies.

Members are responsible for reviewing the current fee schedule, understanding applicable commitments, and ensuring that payments and participation requirements are completed by the required deadlines.

Registration Fees

Registration fees are due at the time of registration and are reassessed each season. They may include:

- Swim Alberta / Swimming Canada registration fees;
- insurance-related fees;
- apparel fees;
- social or Club activity fees; and
- the first month's program fee.

Registration with Swim Alberta and Swimming Canada is required before an athlete may participate in the season, compete in sanctioned meets, and be covered under applicable governing body insurance.

Unless otherwise stated in an approved OSC policy or fee schedule, registration fees are non-refundable.

Monthly Program Fees

Monthly program fees help cover the cost of professional coaching, pool lane allocations, dryland training, and other program-related expenses. Fees vary based on the swimmer's training group and are billed in accordance with the current fee schedule. Monthly fees are

generally paid during the swim season and may continue into June or July, depending on the athlete's program, competition pathway, and qualification for later-season meets.

At registration, the first month's program fee may be assessed, with remaining monthly fees paid in installments. OSC offers a 50% sibling discount on eligible monthly program fees, subject to the current fee schedule and applicable Club policies.

Annual Financial Commitment (AFC)

All OSC member families are required to fulfill an AFC each season. The AFC helps cover Club operating costs not fully covered by monthly program fees. The AFC amount is set out in the current fee schedule and may vary based on the swimmer's training group. Members may fulfill the AFC through one or more approved methods, which may include:

- paying the cash value;
- working eligible bingo, concession, casino, or other approved shifts;
- participating in approved fundraising opportunities; or
- arranging for another approved individual to work eligible shifts on their behalf, where permitted under OSC policies.

Fundraising activities are voluntary.

Unless otherwise stated in the Unified Financial Policy, AFC credits cannot be banked or carried forward from one season to the next. At least 40% of the AFC must be completed by January 31 each season, and the full AFC by August 31. Any unfulfilled AFC balance may be charged to the member account in accordance with the Unified Financial Policy. Members may not be permitted to register for a subsequent swim season until outstanding AFC balances, fines, or account charges have been paid or otherwise resolved with OSC.

OSC offers a 50% sibling discount on eligible AFC commitments, subject to the current fee schedule and applicable Club policies.

Member Participation Points (MPP)

All OSC member families are required to earn MPP each season. MPP helps ensure that families share in the volunteer work required to support Club operations, hosted meets, committees, events, and other Club activities. The number of required points is based on the swimmer's training level and is set out in the current fee schedule or applicable Club policy. Members may earn MPP through approved volunteer activities, which may include:

- officiating at swim meets;
- other meet volunteer roles;
- participating on committees;
- supporting Club events; or
- completing approved Club tasks.

All required MPP must be earned by August 31 each season. Any unearned points may be charged to the member account at the rate set out in the applicable Club policy.

Separate Commitments

Monthly Program Fees, the Annual Financial Commitment, and Member Participation Points are separate commitments. Payment of monthly program fees does not reduce the AFC or MPP requirements. Similarly, AFC credits do not reduce monthly program fees or MPP obligations. Each commitment supports a different part of Club operations and must be completed separately.

Tracking AFC and MPP

AFC and MPP records are maintained through OSC's online system or other Club-approved tracking process. Members are responsible for regularly reviewing their records and, within the applicable review period, raising any discrepancies with the OSC office in writing. Unless a posted or provided summary is disputed within the required timeframe, the record may be deemed accurate. Credits may take time to be confirmed and posted after an event or volunteer activity.

Billing, Payments & Outstanding Balances

Members are responsible for paying invoices, account balances, fines, and approved Club charges by the required deadlines. Questions about billing, payments, AFC, MPP, travel charges, or account balances should be directed to the Club Administrator as soon as possible.

Late payments, declined payments, NSF charges, interest, account restrictions, suspension from participation, or restrictions on future registration may apply in accordance with OSC's approved financial policies.

Members are encouraged to contact the Club Administrator proactively if they anticipate difficulty meeting a payment deadline.

2.6 Withdrawals & Refunds

Requests for formal program withdrawals, group transfers, or account refunds must be submitted in writing directly to the Club Administrator.

- **Notice Period:** Standard program withdrawals require a specific advance notice period (e.g., 30 days' written notice prior to the start of the upcoming month) to stop future monthly invoicing cycles.
- **Medical Refunds:** Pro-rated refunds or account credits for extended training absences will only be considered under exceptional circumstances, such as a severe injury or illness, and must be accompanied by satisfactory medical documentation submitted to the Board.

3. Athlete Development & Participation

3.1 Our Coaching Philosophy

At OSC, we believe every athlete has the ability to learn, improve, and achieve personal success. Our coaching philosophy extends beyond developing fast swimmers. We are committed to helping athletes develop confidence, discipline, resilience, teamwork, sportsmanship, and a lifelong appreciation for swimming.

Each swimmer progresses at their own pace. Coaches strive to provide an environment that challenges athletes appropriately while supporting their physical, technical, emotional, and personal development. Personal best performances, positive attitudes, and consistent effort are important measures of success at every stage of development.

Our Goal

At OSC, we strive to develop confident swimmers, respectful teammates, responsible young people, and lifelong participants in sport. Athletic success is important, but character, sportsmanship, and personal growth are equally valued.

3.2 Long-Term Athlete Development

OSC follows the principles of Long-Term Athlete Development (LTAD), recognizing that athletic success is achieved through consistent development over time rather than short-term results.

Our programs are designed to:

- develop strong technical swimming skills;
- build confidence and enjoyment of the sport;
- encourage healthy physical and mental development;
- promote lifelong participation in swimming and physical activity; and
- prepare athletes to achieve their personal goals, whether recreational, competitive, provincial, national, or post-secondary.

Every athlete's pathway is unique. Progress is based on individual development rather than comparisons with others.

3.3 Athlete Progression & Group Movement

OSC is a performance-based and development-focused program. Movement between training groups is determined by the coaching staff based on each athlete's overall development, readiness, and long-term best interests.

Group placement and group movement are not based solely on age, competition results, or length of time in a group. As athletes progress, technical refinement, training commitment, maturity, and readiness for increased expectations become increasingly important.

OSC follows athlete development principles, including the Swimming Canada Athlete Development Matrix, to support appropriate progression at each stage.

Factors considered when assessing group movement may include:

- technical skill development;
- attendance and training commitment;
- conditioning and ability to handle additional practices or longer training sessions;
- physical, emotional, and social readiness;
- maturity, coachability, and response to coaching cues;
- initiative and commitment to personal development;
- competition performance and readiness;
- interest in and readiness for a higher level of commitment; and
- the athlete's long-term goals and development pathway.

Group movement discussions typically occur near the end of the season. Coaches review athlete readiness and proposed group placements, with oversight from the Head Coach or designate. Families are then informed of the athlete's group placement for the upcoming season.

Where a group move is considered during the season, parents or guardians will be contacted before the move takes place. In many cases, an in-season move may occur gradually through a step-up approach, where the athlete participates periodically with the new group while continuing their regular training schedule.

Progression decisions are made in the best interests of the athlete's long-term development and may not always align with short-term results, peer comparisons, or family expectations.

3.4 Attendance & Commitment

Consistent attendance is one of the most important contributors to athlete development. Athletes are encouraged to:

- attend practices regularly;
- arrive on time and prepared;
- communicate anticipated absences whenever possible;
- participate fully in training sessions; and
- demonstrate a positive attitude toward learning and improvement.

Parents and guardians play an important role in supporting attendance, punctuality, and athlete commitment.

Coaches may consider attendance, preparedness, effort, and commitment when making decisions regarding competitions, relays, team activities, and athlete progression.

3.5 Competitions & Meet Sign-Ups

Competitions are an important part of athlete development at OSC. Meets give athletes the opportunity to apply skills learned in training, build confidence, gain racing experience, and measure progress over time. While personal best times are one visible measure of improvement, they are not the only focus. Depending on the athlete, group, and stage of the season, coaches may also focus on technical execution, race strategy, starts, turns, pacing, confidence, sportsmanship, or gaining experience in a competitive environment.

Athletes may compete in a range of meets, from entry-level competitions to provincial, national, or other high-performance events. Coaches determine the competition schedule based on the goals of the athlete, training group, and Club.

Competition Planning

Most training groups can expect to participate in competitions throughout the season. The number and type of meets may vary by group, athlete readiness, qualification standards, and program objectives.

Coaches plan the meet schedule as part of each group's overall training and development pathway. A missed meet may affect an athlete's progression or preparation for future competitions. Families with questions about which meets are appropriate for their swimmer should speak with the coach.

Competition Entries

Coaches determine competition entries based on factors such as:

- athlete readiness;
- training commitment;
- qualifying standards;
- event requirements;
- the athlete's development goals; and
- the objectives of the training group or program.

Selection decisions are made using professional coaching judgment and are intended to support each athlete's long-term development.

Meet Sign-Ups

Upcoming competitions are listed on the Club website or online member system. OSC may also send email notices or reminders regarding upcoming meets and registration deadlines.

Parents and guardians are responsible for reviewing meet information and declaring their swimmer's participation status before the applicable deadline.

Once meet entries are finalized and submitted, meet fees may become non-refundable, and cancellation or no-show fees may apply in accordance with the meet package, host club requirements, or OSC policies.

Short Course & Long Course Seasons

The competitive swim season generally includes two main competition formats:

- **Short Course Season:** Athletes compete in a 25-metre pool, typically from September to March.
- **Long Course Season:** Athletes compete in a 50-metre pool, typically from March to June or July.

Some higher-level competitions may continue into the summer. As athletes progress, they may have increased opportunities to train and compete in long-course environments.

Championship Meets & Qualifying Times

As swimmers progress, they may have the opportunity to qualify for championship-level competitions, such as Festivals, Provincials, Championships, or other meets that require qualifying standards. Qualifying standards may vary by meet, age category, event, gender, course type, and qualifying period. In some cases, an athlete may need one or more qualifying times to be eligible for a specific meet or event.

Current qualifying standards and meet requirements are usually available through OSC, Swim Alberta, Swimming Canada, or the applicable meet package. Families who are unsure whether their swimmer qualifies should speak with the coach.

Age categories are typically determined based on the swimmer's age on the first day of the competition. If a swimmer moves into an older age category before the first day of the meet, the swimmer may need to meet the qualifying standard for that older category.

OSC-Hosted and In-House Meets

OSC may host in-house, invitational, or championship meets during the season. These events are important opportunities for athletes to compete, build team spirit, and bring the Club community together. Examples may include early-season meets, junior development opportunities, signature invitational meets, and end-of-season Club events such as Blue & White.

OSC strongly encourages member participation in Club-hosted events where appropriate. Hosted meets also require significant volunteer support from member families.

Non-Competitive Swimmers

Where permitted by governing body registration rules and OSC requirements, non-competitive swimmers may have opportunities to participate in selected Club or sanctioned events, such as Blue & White. Families should confirm eligibility, registration requirements, and any limits on participation before entering a non-competitive swimmer in a meet.

Meet Cancellations, Scratches & No-Shows

Once an athlete is entered in a meet, they are expected to attend and compete in the events for which they are registered, unless excused by a coach or prevented by illness, injury, emergency, or another approved reason.

Unexcused scratches, cancellations, or no-shows may result in fees or fines assessed by the host club or OSC. Any applicable charges may be billed to the family member's account in accordance with OSC policies and meet requirements.

Families should notify the coach as soon as possible if an athlete is unable to attend or compete.

3.6 Team Travel Expectations

Team travel is an important and rewarding part of the swim season. It gives athletes opportunities to compete, build independence, strengthen team relationships, and represent OSC outside the greater Edmonton area. Because team travel involves athlete supervision, safety, logistics, and additional costs, all athletes and families are expected to follow OSC's travel expectations, Safe Sport requirements, and instructions from coaches, chaperones, or designated Club representatives.

Types of Travel

Competitions outside the greater Edmonton area may be organized in one of the following ways:

Travel Type	Description
Mandatory Team Travel	Athletes are required to travel and/or stay with the team as arranged by OSC. This may include Club-arranged transportation, accommodations, meals, supervision, and transportation to and from competition sessions. • Athletes may be required to be dropped off and picked up at a predetermined meeting point communicated by the Club. • Travel costs are generally shared among participating athletes. • Unless otherwise stated by the Club, travel costs may not be prorated where an athlete or family chooses to use only part of the team travel arrangements.

Optional Team Travel	OSC may arrange certain travel supports, but families may choose whether to use the team arrangements or make their own travel plans.
Non-Team Travel	Families are responsible for arranging their own transportation, accommodations, meals, and transportation to and from competition sessions.

The travel method for each competition will be communicated via the meet information, the sign-up sheet, or other Club communications.

3.7 Equipment & Team Apparel

Athletes are expected to arrive at practices, competitions, and Club activities with the equipment and apparel required for their training group. Current requirements are communicated by OSC and may be updated based on program level, coaching needs, supplier availability, or competition requirements.

At a minimum, swimmers starting with OSC should generally have a training suit, towel, goggles, and a spare pair of goggles. As athletes progress, coaches may recommend or require additional equipment for pool training, dryland activities, technique development, or competition preparation.

Team apparel supports Club identity and team spirit, especially at competitions and team events. OSC may provide, require, or make available Club-branded items such as team shirts, swim caps, suits, hoodies, or other apparel. Some items may be included with registration or program-level packages, while others may be optional or purchased separately.

Members are encouraged to clearly label all personal items.

Racing suits may become more relevant at higher levels of competition but are not required for all athletes or all competitions. Families should speak with the coach before purchasing racing suits or other specialized competition equipment.

3.8 Athlete Opportunities

Each season, athletes may have opportunities outside OSC, including provincial tour teams and, as they progress, national team pathways. Provincial team opportunities are administered by Swim Alberta.

Criteria for qualifying for the teams can be found on their website at <https://swimalberta.ca/swimmers/tour-teams-camps>, under Swimmers > Tour Teams & Camps.

3.9 Awards & Recognition

OSC celebrates the achievements, growth, commitment, and contributions of athletes and volunteers throughout the season. Each year, the Club may host an awards banquet or recognition event to acknowledge swimmers, officials, volunteers, and other members who have contributed positively to the Club community.

Awards may recognize athletic performance, improvement, dedication, sportsmanship, leadership, officiating, team contribution, and overall commitment to OSC values.

Award categories may include, but are not limited to:

Award	Description
Most Improved	Recognizes swimmers who have shown significant improvement over the season. Selection may consider attitude, skill development, training commitment, and performance progress.
Most Valuable	Recognizes swimmers who have made a significant contribution to their training group through excellence, effort, attendance, attitude, leadership, and performance.
Dedication Award	Recognizes swimmers who demonstrate strong commitment to training, attentiveness, coachability, consistency, and passion for the sport.
Sportsmanship Award	Recognizes swimmers who demonstrate respect, encouragement, fairness, positive attitude, and support for teammates, coaches, officials, and competitors.
Leadership Award	Recognizes swimmers who lead by example, support teammates, show initiative, demonstrate resilience, and contribute to a positive team environment.
Club Record Award	Recognizes swimmers who break OSC club records and demonstrate exceptional performance in a specific event.
Iain Armstrong Award	Recognizes an official who demonstrates fairness, kindness, patience, positive attitude, and dedication to officiating, in honour of former OSC member Iain Armstrong.
Outstanding Perseverance Award	Recognizes a swimmer who demonstrates outstanding overall qualities, including team spirit, leadership, performance, sportsmanship, dedication, and the values OSC seeks to encourage in its athletes.
Heart of the Sport Award	Recognizes a swimmer who demonstrates inclusion, respect, and outstanding sportsmanship during competitions.

Awards are determined in accordance with Club practices and may involve coach discretion, performance results, volunteer contribution, or other criteria, depending on the award. Award categories, criteria, and eligibility may be reviewed or updated by OSC from time to time.

3.10 Volunteer Participation

OSC is a not-for-profit, member-supported organization. Volunteer participation is essential to the successful operation of the Club, hosted competitions, fundraising activities, team travel, and other member programs.

There are many ways for families to contribute. Volunteer roles may include, but are not limited to

pool parents	officials	timers
marshals	meet administration roles	chaperones
fundraising volunteers	event support volunteers	committee or project volunteers

Volunteer participation helps share the work of running the Club fairly among member families and supports a positive experience for all athletes.

Officials and Meet Volunteers

Swim meets require a significant number of trained volunteers and officials to run safely, efficiently, and in accordance with applicable meet requirements. Members are encouraged to participate in officiating and meet volunteer roles whenever possible, particularly at OSC-hosted events. These roles may include timing, marshalling, meet administration, judging strokes and turns, starting, refereeing, or other positions required for the successful operation of a meet.

Some roles require training, certification, prior experience, or approval before a member may perform the role independently.

Chaperones and Team Travel Volunteers

For Club travel meets or team events, OSC may require parent or guardian volunteers to serve as chaperones or support volunteers. Chaperones help support athlete safety, supervision, meals, logistics, and general well-being during Club travel. Chaperone expectations, approval requirements, screening, responsibilities, and conduct standards are outlined in OSC's applicable travel and chaperone policies.

Committees and Project Support

From time to time, OSC may invite parents and guardians to assist with committees, special events, fundraising, communications, sponsorship, governance projects, or other Club initiatives. Members are encouraged to contribute their skills, experience, and time where possible. Committee and project work helps strengthen the Club and provides families with additional ways to be involved beyond competitions and fundraising shifts.

Volunteer Shift Commitments

When a member signs up for a volunteer shift, OSC relies on that commitment. Last-minute cancellations, late arrivals, early departures, or missed shifts can affect the Club's ability to run events successfully.

Members are expected to:

- sign up only for shifts they reasonably expect to fulfill;
- arrive on time and remain for the full assigned shift;
- follow the instructions of the event organizer, officials coordinator, volunteer coordinator, or designated lead;
- notify the appropriate organizer as soon as possible if they are unable to attend; and
- comply with any cancellation timelines or procedures established by OSC.

Where cancellation deadlines, no-show consequences, or point penalties apply, they will be administered in accordance with OSC's Member Participation Points requirements and applicable Club policies.

Volunteer Credit and Sign-In

Members are responsible for ensuring that their volunteer participation is properly recorded. Where sign-in sheets, electronic tracking, or other confirmation processes are used, members must complete the required sign-in or verification process clearly and accurately. If volunteer participation cannot be verified, OSC may be unable to apply the related volunteer credit or participation points to the member's account.

Members are encouraged to review their volunteer and participation point records regularly and to raise any discrepancies with the Club within the applicable review period.

3.11 The Role of Parents in Athlete Development

Parents and guardians are valuable partners in supporting athlete development. Parents can best support their swimmer by:

- encouraging consistent attendance and effort;
- celebrating personal improvement;
- supporting coaches and training plans;
- promoting good sportsmanship;

- helping athletes develop independence and responsibility; and
- recognizing that athletic development is a long-term journey.

OSC encourages parents to focus on their swimmer's overall development and enjoyment of the sport rather than short-term results or comparisons with others.

4. Communication & Working Together

4.1 Communication Principles

Effective communication is the cornerstone of a positive, safe, and successful club culture. All members, including athletes, parents, coaches, and volunteers, are expected to interact with professional courtesy, dignity, and fairness, even in the face of difficult conversations or disagreements.

4.2 Who to Contact

To ensure questions and concerns are addressed efficiently, members are encouraged to contact the appropriate individual.

Questions or Concerns	Primary Contact
Training, athlete development, competitions	Coach
Training group placement or coaching concerns	Head Coach
Registration, scheduling, billing, volunteer requirements	Club Administrator
Governance or Board matters	Board of Directors

The Board is responsible for governance and strategic oversight and is not involved in the day-to-day operation of Club programs.

4.3 Parent-Coach Partnership

Parents and coaches share the common goal of supporting each athlete's long-term development. Parents and guardians are encouraged to:

- **Respect the Coaching Environment:** Parents and spectators must keep entirely off the competition and practice decks at all times. Do not disrupt practices or approach a coach during training sessions, active swim meets, or staging environments.
- **Private & Professional Setting:** If a parent wishes to discuss a concern, they must schedule a private meeting or send an email via the club's official communication channels. Public confrontations on the pool deck, outbursts in front of other athletes, or hostile messages in public forums are strictly prohibited.

OSC encourages addressing concerns early, before they become larger issues.

4.4 Resolving Concerns

Most questions and concerns can be resolved through timely, respectful communication. Where appropriate, members are encouraged to follow the communication path below:

1. **Speak with the Coach** for questions related to training, athlete development, competitions, or day-to-day coaching matters.
2. **Speak with the Head Coach** when the matter involves group placement, coaching direction, or a concern that cannot be resolved with the Coach.
3. **Contact the Club Administrator** for administrative matters, including registration, billing, volunteer requirements, scheduling, or general Club administration.
4. **Contact the Board of Directors** only for governance matters or escalated matters.

Members are encouraged to raise concerns early, respectfully, and through the appropriate channel. Formal complaints, Safe Sport concerns, discipline matters, or alleged policy violations will be managed in accordance with OSC's applicable Board-approved policies and procedures.

5. Behaviour Expectations

5.1 Behaviour Expectations & Safe Sport

OSC is built on teamwork, respect, accountability, and athlete well-being. Whether members are at practice, competitions, team travel, Club events, or interacting online, everyone in the OSC community is expected to conduct themselves in a respectful and appropriate manner.

All athletes, parents and guardians, coaches, employees, volunteers, officials, and spectators are expected to:

- treat others with dignity, fairness, and respect;
- support an inclusive environment free from bullying, harassment, discrimination, intimidation, and abuse;
- communicate respectfully in person, in writing, and online;
- avoid public arguments, outbursts, or criticism directed at athletes, coaches, officials, volunteers, or other members;
- respect Club property, pool facilities, hotel accommodations, equipment, and the property of others;
- comply with OSC policies, Safe Sport requirements, and applicable governing body rules; and
- represent OSC positively at all Club-related activities.

OSC prohibits bullying, harassment, discrimination, retaliation, and other behaviour that creates an unsafe, hostile, or disrespectful environment. Concerns will be addressed in accordance with OSC's applicable policies and procedures.

Expectations for Athletes

As representatives of OSC, athletes are expected to:

- arrive on time, prepared, and ready to participate;
- follow the direction of coaches, officials, employees, volunteers, and facility staff;
- participate with commitment, effort, and a positive attitude;
- report training injuries, illness, or relevant medical updates to the coach promptly;
- support teammates and demonstrate good sportsmanship;
- wear required OSC apparel, team suits, caps, or equipment at competitions and official Club activities where applicable; and
- represent OSC positively at practices, competitions, team travel, and Club events.

Athletes are expected to attend and compete in events for which they are registered unless excused by a coach or prevented by illness, injury, emergency, or another approved reason. Additional details regarding meet cancellations, scratches, and no-shows are outlined in the competition section of this handbook.

Expectations for Parents & Guardians

Parents and guardians are important partners in creating a positive Club environment and supporting athlete development. Parents and guardians are expected to:

- communicate respectfully and constructively with coaches, officials, employees, volunteers, and other members;
- support coaches in their professional role and allow coaches to coach;
- encourage athletes to show effort, resilience, accountability, and good sportsmanship;
- avoid interfering with practices, competitions, meet operations, or coaching decisions;
- respect the role and judgment of officials and volunteers;
- raise questions or concerns through the appropriate communication channels; and
- help model the behaviour expected of athletes.

Parents, guardians, and spectators must follow facility rules and may not access pool decks, competition areas, or restricted spaces unless authorized.

Where OSC requires parent or guardian completion of Respect in Sport, bullying prevention, Safe Sport, or similar training, families are responsible for completing and submitting proof of completion by the required deadline. Failure to complete required training may affect an athlete's participation in accordance with OSC policies.

5.2 Privacy, Media & Member Information

OSC collects and maintains member information necessary to administer programs, communicate with families, support athlete safety, and meet legal, operational, and governing body requirements. This may include contact information, medical information, emergency contacts, registration records, financial information, volunteer records, consent forms, and other information required for Club operations.

Members are responsible for keeping their information accurate and up to date throughout the season.

OSC will manage member information in accordance with applicable privacy expectations, Club policies, and governing body requirements.

Photos, Videos & Media Sharing

Photos and videos are often used to celebrate athlete achievements, support coaching and training, and build Club community. At the same time, OSC recognizes the importance of protecting privacy, dignity, and safety, particularly where minors are involved. Members are expected to use good judgment when taking, posting, or sharing photos or videos from OSC activities.

Images or videos of athletes, coaches, employees, volunteers, officials, or other members should not be taken, posted, or shared in a way that is disrespectful, unsafe, misleading, or inconsistent with consent provided to the Club.

Official Club photos, videos, or other media captured for OSC purposes must be handled in accordance with OSC's media, privacy, confidentiality, and Safe Sport requirements.

Change Room, Locker Room & Private Spaces

The use of cameras, cell phone cameras, video recording, or any other recording devices is strictly prohibited in private areas, including change rooms, locker rooms, washrooms, and similar spaces. Members must not take, store, upload, send, or share images or videos from private areas under any circumstances.

Concerns involving privacy, photos, videos, or inappropriate media use will be addressed in accordance with OSC's applicable policies and procedures.

5.3 How We Handle Challenges

OSC recognizes that concerns may arise. When concerns involve behaviour, conduct, Safe Sport, or potential policy violations, we are committed to responding in a fair, respectful, and appropriate manner.

Members are encouraged to report serious concerns promptly through the appropriate Club process. Where a formal complaint is required, members may be asked to submit a signed, written explanation using OSC's Discipline Complaint Reporting Form in accordance with the timelines and requirements set out in the applicable Board-approved policy.

Concerns may be reviewed to determine the appropriate response. Depending on the nature and seriousness of the matter, concerns may be addressed informally by the appropriate Club representative or may be referred to a formal review process.

Potential outcomes may include education, clarification of expectations, verbal or written warnings, apologies, restrictions, suspension, or other corrective or disciplinary action, depending on the circumstances and applicable Club policy.

OSC will handle concerns with appropriate discretion and share information only with individuals who need to know to respond, review, investigate, or meet legal, safety, or policy obligations.

OSC prohibits retaliation against any individual who, in good faith, raises a concern, makes a complaint, supports another person, or participates in a review or investigation.

6. Policy Compliance & Member Acknowledgement

6.1 Policy Framework

This handbook provides a practical overview of OSC's expectations, operations, and member responsibilities. It does not replace OSC's Bylaws, Board-approved policies, registration agreements, fee schedules, travel agreements, or the requirements of Swimming Canada, Swim Alberta, or other applicable governing bodies.

Members are responsible for reviewing and complying with this handbook and all applicable OSC policies, procedures, agreements, and governing body requirements.

Where there is a conflict between this handbook and a Board-approved policy, registration agreement, fee schedule, travel agreement, or governing body requirement, the formal policy, agreement, schedule, or governing body requirement will govern.

OSC may review and update this handbook from time to time. Members are responsible for reviewing current information provided through OSC's website, online member system, registration portal, email communications, and other official Club channels.

6.2 Related Policies and Supporting Documents

Additional rules, procedures, and detailed requirements may be set out in OSC's Board-approved policies and supporting documents. You can access the detailed policies here:

The policies may include, but are not limited to:

Conduct, Safety & Safe Sport

- OSC Code of Conduct and Ethics;
- OSC Discipline, Complaints, and Appeal Procedures;
- OSC Bullying, Harassment, and Hazing-related policies or procedures;
- OSC Safe Sport-related requirements;
- OSC Volunteer Screening and Vulnerable Sector requirements; and
- OSC Pool Parent, spectator, and facility access expectations.

Financial & Operational Matters

- OSC Unified Financial Policy;
- OSC Accounts Receivable, Late Payment, and Account Standing requirements;
- OSC Member Participation Points and volunteer commitment requirements;
- OSC fee schedules;

- OSC withdrawal, refund, and credit procedures; and
- OSC sponsorship, fundraising, and spending-related policies.

Travel, Privacy & Media

- OSC Team Travel Policy and Travel Meet Guidelines;
- OSC Chaperone requirements;
- OSC Confidentiality and Privacy-Related Policies;
- OSC Event Photo and Media Sharing Policy; and
- OSC Media, Image Use, and Storage Requirements.

Members should refer to the current version of the applicable policy or supporting document for complete details.

6.3 Member Acknowledgment

As part of annual registration, OSC may require members, parents, guardians, athletes, volunteers, or officials to complete acknowledgments, waivers, consent forms, codes of conduct, financial agreements, travel agreements, or other required documents.

By registering with OSC and participating in Club programs, members acknowledge that they are responsible for:

- reviewing this handbook;
- understanding the expectations that apply to them;
- complying with applicable OSC policies, procedures, agreements, and governing body requirements;
- keeping contact, medical, emergency, financial, and account information current;
- meeting applicable financial, volunteer, registration, and participation commitments; and
- supporting a safe, respectful, and positive Club environment.

Failure to comply with this handbook, OSC policies, registration agreements, financial obligations, Safe Sport requirements, or governing body rules may result in corrective action, financial consequences, participation restrictions, suspension, or other action in accordance with applicable OSC policies and procedures.

6.4 Annual Sign-Off

OSC may require annual acknowledgment through the online registration portal or by written signature before an athlete participates in training, competitions, team travel, or other Club activities.

Where a signed or electronic acknowledgment is required, participation may be delayed or restricted until the required acknowledgment has been completed.

Member Acknowledgment & Declaration

I/We acknowledge that I/we have received access to the OSC Member, Parent & Guardian Handbook and understand that participation in OSC programs requires compliance with applicable Club expectations, policies, procedures, agreements, and governing body requirements.

I/We agree to support a safe, respectful, and positive Club environment and to fulfill the responsibilities that apply to our family as members of OSC.

First Parent/Guardian Name: _____

Parent/Guardian Signature: _____ Date: _____

Second Parent/Guardian Name: _____

Parent/Guardian Signature: _____ Date: _____

Athlete Name: _____

Athlete Signature, if required: _____ Date: _____