



PARENT HANDBOOK

Revised August 2025

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RAC MISSION STATEMENT

Ravensong Aquatic Club is a competitive youth swim club. We are dedicated to fostering excellence in youth by promoting the values of hard work, dedication, and integrity. We are committed to creating a safe environment that empowers athletes to be the best they can be in our sport, and in our community.



HISTORY

As is often the case, our Club was started by just a few people with a vision and the will to turn that vision into reality. Robert Inns, who had recently retired from Chatham, Ontario, came to the area in 1995. Robert had been a dedicated and successful competitive coach in Ontario. While he left his job in Chatham, he brought with him his dedication to the development of young people and his passion for coaching competitive swimming, a sport which could offer so much to children on their road to adulthood.

Coincidentally, at that time, our district had just completed and opened its first community pool; a 25-metre facility in Qualicum Beach called Ravensong Aquatic Centre. Robert took it upon himself to seek out those interested in competitive swimming, which up to that point had practiced in Nanaimo, booked pool time, and started coaching in November of 1995.

With the help of some dedicated families, the long, difficult and demanding task of creating the infrastructure of a club was undertaken and successfully completed. Ravensong Aquatic Club was granted affiliation with Swim BC for the 1995/96 season and was officially registered in Victoria as a non-profit society on April 11, 1996. The Club took as its team name the "Breakers".

As stated in the preamble to our constitution, the Ravensong Aquatic Club's purpose is "to promote the amateur sport of competitive swimming and to provide its members with opportunities in training for self-development, physical and psychological development, leadership and sportsmanship in the field of aquatic activities."

After the Club's second successful year of growth and competition, Robert Inns was stricken with cancer and passed away in 1997. It was a tremendous blow to lose one who had so loved, and was loved by his Club. However, his love for the sport of competitive swimming, his energy and his dedication to his sport and its swimmers proved a solid foundation for the continued growth and prosperity of the Breakers.

In September of 1997, the Club hired a new Head Coach, Ted Paterson. Ted was an NCCP Level coach who brought with him years of experience, technical expertise and a keen competitive spirit. Ted continued the tradition of building a strong and competitive club until October of 2000, at which time Ted left the Club for personal reasons.

John Campbell joined the Breakers in 2000 and retired from the Club in August 2016. Under John's coaching direction the RAC swimmers had successes at the



Provincials, Age Group Nationals, Senior Nationals as well as at the Canadian Olympic Trials.

In September 2016, Byron Trajan took over as the Head Coach. Byron joined the club with many years of success in and around the pool. Under Byron's leadership, Ravensong membership began to grow again with many first time, as well as new senior swimmers joining the club. Ravensong swimmers achieved great success, with some members going on to compete at Junior Nationals, Senior Nationals, Canadian Trials and in the ParaPan Am Games in 2019.

Roberta Roos joined the Ravensong Aquatic Club as Head Coach in September 2019. Roberta brought her experience having coached in Red Deer, AB for 8 years where she was the Assistant Head Coach with the Red Deer Catalina Swim Club. Former RAC swimmer Haley Bennett joined the Club as an assistant coach in late 2019. When the Covid-19 Pandemic hit in spring 2020, the Ravensong Club, like all other groups, shut-down all training and competition. Roberta moved on to other opportunities.

In summer 2020, former RAC swimmer and former Assistant Coach Haley Bennett took over as Head Coach of the Ravensong Aquatic Club. Through her expertise and understanding of swimming at the National Level, Haley was able to ensure the club remained active and engaged once pools reopened in September 2020 under pandemic restrictions, with her Return to Pools/Covid-19 Safety Plan used as a model for other clubs to return to sport. Haley is a Level 3 NCCP coach with Swimming Canada and is working towards her Chartered Professional Coaching status with the NCCP. Finn Bodnar joined RAC as Assistant Coach in September 2022, coaching our developmental squads, helping to develop our junior coaches and working with Coach Haley to build membership. In summer 2023 Haley accepted an opportunity to coach in Alberta and Coach Finn returned to his university studies.

In September 2023, Coach Byron Trajan returned to our club as Head Coach, joining us for a 4th season. Byron possesses both the experience and the technical skills for coaching competitive swimmers, as well as the skills, experience and enthusiasm for those just starting out in the sport. With Byron's expertise and enthusiasm in building swim clubs, his knowledge of our unique community and needs, as well as his personal and professional outlook towards the importance of sport and an active lifestyle; we look to his wisdom and background in guiding our team.



CLUB EXECUTIVE

Executive

As per the Club Constitution and Bylaws, the RAC executive can have up to 11 directors, elected at the AGM by the Club members. At least one member from each RAC family is required to attend the Club AGM as our financial grants are based on attendance. The date and time of the AGM will be communicated to members ahead of time.

From the elected directors, the executive positions are filled.

The executive usually meets once per month. If you have a particular item you would like discussed by the executive, please contact the Club President or the Parent Liaison and your item will be added to the agenda for the next meeting.

BOARD POSITIONS AND RESPONSIBILITIES

President

The President directs the overall policies and affairs of the Club and represents the Club to Swim BC and other groups. The President is knowledgeable of all aspects of the Club's organization and policies.

He/she will communicate and collaborate with the Head Coach concerning the affairs of the Club and will assure that all business of the Club is properly managed by those responsible.

The President will call, prepare agendas for and preside at all general, directors' and executive committee meetings.

The President will also coordinate, delegate and oversee club grant applications as required.

The President is the first contact in dealing with any Club concerns and complaints. Club members should email the President directly:
ravensong.president@gmail.com

****Note, from 2017-2018 season, there is now a Parent Liaison who will also support with addressing concerns or issues that arise between Club members and coaching staff if deemed necessary.**



The President will meet with the Pool Director and Head Coach to cancel upcoming practices due to swim meets and/or school breaks (i.e. Christmas and Spring Break). The Pool Director requires 14 days advance cancellation notice but more time given is appreciated.

He/she will also inform the Registrar and/or Club of any changes to the swim schedule.

He/she will ensure the Club is run in a fair and objective way for all members and that all Board members meet their obligations as outlined in their job descriptions herein.

The President position is usually filled by a parent of a senior swimmer in the Platinum or Gold group.

Vice President

The Vice-President shall be charged with assisting the President in the general management and supervision of the affairs and operations of the Club and, in the absence of the President, shall assume the duties and obligations of the President in all matters until their return or until the position of President has otherwise been resolved.

Secretary

The secretary records and prepares minutes for all general and directors' meetings.

He/she will prepare other correspondence as required and maintain a file of all minutes and agendas.

He/she participates in the preparation of grant applications as required.

The secretary will ensure and confirm that the board room has been booked for meetings.

Treasurer

A bookkeeper or accountant maintains the financial records of the Club. They will prepare up to date financial statements for executive and AGM meetings and at the end of the fiscal year, prepare financial statements as required by the Society Act of BC.

The Treasurer supports in preparing documents for grant applications.



The Treasurer is responsible for tracking and accounting of member monthly fees and swim meet fees. They will monitor and follow-up on any outstanding accounts receivable and will present an overview of accounting at each monthly meeting.

The Club uses the Canadian based swim management platform, PoolQ.net. Registration on this platform is required by all members. Fees are automatically paid by registered credit card on the 4th of each month via the PoolQ platform.

The Treasurer will submit all transaction information (i.e. deposits, cheque requests, expenses, etc.) in a timely manner.

The Treasurer will deposit all incoming monies and pay all expenses incurred by the Club, and is responsible for overseeing and facilitating coaching staff payroll.

The Treasurer will check the RAC pool bill monthly to ensure lane cancellations and changes to the swim schedule have been billed to the RAC correctly.

Registrar

The Registrar is often the first point of contact for people enquiring about the swim club and for prospective new members.

The Registrar will be responsible for updating the registration package each year and to present it to the Executive for approval.

He/she will organize registration dates for returning and new swimmers as well as be responsible for recruiting help and bringing supplies as needed in order that registration goes as smoothly and as efficiently as possible.

The Registrar will ensure all returning and new members are properly registered with the Club for the swim year, and that all swimmers are appropriately and accurately registered with Swim BC.

He/she will make sure the Club has the required forms and payments from each swimmer at the time of registration. They will liaise with the Treasurer to discuss any payment concerns, outstanding fees and/or updated monthly fee changes, etc.

The Club Registrar is to check the Swim BC registration website for any unpaid invoices; check if any coach or club affiliation fees are due and forward the invoice to the Treasurer.



He/she will keep a record of swimmers in each group and present an updated roster to the executive at monthly meetings.

He/she will also communicate with the Head Coach at least once a month or as required for any group changes to determine if any group changes have been made and follow-up with the Treasurer to advise of the changes.

Equipment Manager

The Equipment Manager is responsible for ordering all equipment and clothing required by the coaching staff and for purchase by the swimmers.

He/she will be expected to store the equipment in a safe place until such a time as it is sold or stored at the pool. Stop watches and meet equipment are to be inventoried, monitored and accounted for.

He/she will liaise with the Head Coach to ascertain specific equipment needs. The Equipment Manager keeps a record of items sold, collects money and provides the Treasurer with such, including supplier invoices and details of any payments made or outstanding. Equipment ordered will be released to members only once payment is received.

He/she will maintain catalogues and price lists from suppliers, an equipment list for team members and an inventory list.

He/she will also be responsible for arranging for the engraving of year-end trophies and for ordering of individual trophies for Club awards. They will meet with the Head Coach in advance of the Awards Banquet and ensure trophies are ordered in a timely manner.

He/she is responsible for updating the Club record-board should a Club record be broken. Parents and/or their swimmers are responsible for informing the Equipment Manager when a new record has been broken. The record board should be updated as soon as possible.

He/she ensures all financial records regarding equipment purchases and sales are forwarded to the treasurer.

Social Director

He/she is responsible for the social side of the swim club.

He/she is responsible for the booking of rooms for the AGM, in consultation with the Club Executive and organizing refreshments.



He/she will take the lead in organizing club social events throughout the year and is responsible for recruiting help and delegating duties involved.

The Social Director will be responsible for organizing the annual Swim-a-thon meal, the annual Christmas Skating Party, the year-end party, and any other social activities.

Fundraising Director

The Fundraising Director is responsible for organizing events that provide additional funds for the swim club.

In addition, there may be Individual fundraising activities throughout the year, such as flag sales (shared profits with club), chocolate & cheese sales, the purchase of QF and Save-On cards, and other Individual fundraising activities as they are approved by the Board. .

The Fundraising Director will also be responsible for booking/organizing the various Club Fundraisers for the season (i.e. bottle drives, raffles, beer/burger, etc.).

The Fundraising Director will be responsible for balancing any monies collected, and handing it over to the Treasurer on a monthly basis to be deposited.

The Fundraising Director will also be responsible for the annual Club Swim-a-thon by setting the date in consultation with the Head Coach and the Executive, ensuring that pool time is booked for the event, distributing pledge forms to swimmers, providing information to members, and collecting all money and submitting to the Treasurer.

Team Manager

The Team Manager will meet with the Head Coach at the start of the season to review the meet schedule for the season. They will decide which out-of-province meets or training camps will be designated as Team Travel.

The Team Manager is responsible for booking flights, hotels, and vehicles required for team travel swim meets and training camps.

He/she will endeavor to find the most cost-efficient options in order to keep travel expenses down.



The Team Manager will liaise with the Head Coach and President in deciding if a chaperone is required and, in conjunction will decide who will chaperone.

The Team Manager position is usually filled by a parent in the Gold group or higher, whose swimmer attends provincial and national level meets.

Parent Liaison

The Parent Liaison is available and may be a facilitator for discussions between parents, the board and the coaching staff. If for whatever reason, the coaching staff, a parent and/or a swimmer may ask the Parent Liaison to attend meetings and discussions as a third party who can help to resolve any issues or concerns. The Parent Liaison may also be asked by the President to support any issues or concerns that arise.

DISCLAIMER

*RAC Executive reserves the right to amend any/all policies or procedures outlined in the RAC Handbook, on a case by case basis.

VOLUNTEER (NON-BOARD) POSITIONS

Fundraising Record Keeper (Individual)

The Fundraising Record Keeper will keep track of members' individual fundraising accounts and provide the executive with updated fundraising statements on request.

He/she will submit fundraising credits to the Treasurer on a monthly basis as they accumulate.

He/she is responsible for retaining all financial records regarding fundraising activities for the minimum amount of time required by Revenue Canada.

Officials Coordinator

He/she will be responsible for the on-going education of club officials and arrange, in cooperation with the Regional Officials Director, clinics for all official positions.

He/she will ensure that at least one Level 1 clinic is offered each year.



He/she will forward results of clinics to Provincial Officials Register and will maintain the club officials' roster and liaise with club members on updated rules, policies and regulations.

He/she will retain an updated version of the SNC rule book.

He/she will supply a list of volunteers to the host club for meets that our swimmers attend, such as VIRs.

The Officials Coordinator will represent RAC at the Vancouver Island Regional (VIR) meetings, held approximately 3 times per year and report back to the Executive.

Website Coordinator

He/she will be responsible for maintaining the RAC website and will ensure that the website contains updated news, information, and photos pertaining to current Club events and swim meets.

He/she will be responsible for renewal of domain address and submitting any invoices for related expenses to the treasurer for payment.

Grocery/Coupon Sales Coordinator

The Grocery/Coupon Sales Coordinator will be available to members so they can purchase QF/Save-On/Panago coupons.

He/she will maintain records of sales.

He/she will forward the paperwork to the Fundraising Record Keeper for Individual fundraising tracking.

He/she will liaise with the Treasurer to deposit monies as they accumulate and to order more coupons as required.



COMMUNICATION

Notice Board

There is a Club bulletin board located in the foyer at the pool where you will find Club news and information regarding upcoming events.

Emails

Our Club uses email as our main communication tool. It is individual members' responsibility to ensure registered email addresses are up-to-date online as well as with our Club Registrar. You will be informed via email of Club information and news, any practice cancellations, and upcoming club and social events.

Website

The Club has a wonderful website which contains a wealth of information regarding club structure, training programs, time standards, fees, upcoming events as well as meet information, Swim Meet and event sign-ups, results, news and pictures. Check out www.racbreakers.com

Issues/Concerns

ANY issues or concerns relating to RAC coaches or the club in general should be directed to the Club's Parent Liaison at ravensong.contact@gmail.com and the President at ravensong.president@gmail.com ***Be sure to familiarize yourself with our [Codes of Conduct and Club Policies](#) prior to discussions.*

The Parent Liaison will bring any parents/swimmers concerns to the attention of the intended party, either to the coach(es) or the Board of Directors. If a meeting between any two parties is required to resolve the issue, it will be arranged for a time outside of practice time. Any party meeting will have the option to have the Parent Liaison and /or the Club President, or if neither are available, another board member attend the meeting as a third party who can help mediate and resolve the issue. If no resolution can be met by the two parties, the issue will be brought to the attention of the Board who will have the final say in the matter and provide both parties with a copy of the written explanation of their decision. At this point the issue will be considered closed.

GENERAL INQUIRIES

General questions can be directed to any executive member at any time.



REGISTRATION PROCEDURE

Information regarding registration can be found on the website – www.racbreakers.com

Swimming typically begins the second or third week of September, following the annual maintenance closure at the Ravensong Aquatic Centre.

Registration takes place online and needs to be completed within the first week of startup.

Returning swimmers must have all outstanding accounts from prior swim season paid in full in order to register.

No returning swimmer will be allowed to enter the pool until such a time as all registration forms are completed and signed, and a valid form of payment (credit card or auto debit) is registered on the swimmer's account through the PoolQ website has been registered on the swimmer's account.

Registration for new swimmers takes place the first week of the swimming season. Any potential swimmer must first try-out and will be invited to join the Club if the opinion of the coaching staff is that the swimmer is capable of age appropriate workouts and that there is sufficient space in the appropriate age group for the swimmer. Swimmers who are residents of School District 69 have priority over swimmers who live outside School District 69.



GROUP STRUCTURE

Swimming Programs

The Breakers swim programs run from September through to June each year. Training sessions will continue through July/August for those swimmers who qualify to attend long course Provincials and/or Nationals.

While our training programs are structured to accommodate all levels of swimmers, the focus of the Ravensong Breakers is on competition, and we encourage and expect our swimmers to compete in age appropriate swim meets from the development through to the national level groups.

Throughout the swim season, our coaches will assess swimmers and determine what training group is appropriate for them. Placement and progression through the training levels is at the discretion of the Head Coach, in consultation with assistant coaches and the Club Executive depending upon space available in groups. The Head Coach reserves the right to make exceptions to the guidelines that govern promotion to the next level of training.

The following is a *general guide* to the various training groups:

Starting in Swim Bits, our athletes are taught all four strokes (Butterfly, Backstroke, Breaststroke, and Freestyle), as well as competitive skills like flip turns and proper racing starts. Each group has different focuses and goals; and each are related to overall athlete development. Here is our outline for each:

Thetis & Saturna

- focus on basic skill acquisition
- must be able to complete 50m without stopping, touching bottom, or holding side
- must be able to demonstrate 1 recognizable stroke
- approximate performance level: Ravensong Red & Black Meets, Level Up Meets and 12 & Under Meets
- approximate age: 6 - 10 years old

Hornby & Denman

- focus on competitive skill acquisition + consolidation, learning to read clock
- demonstrated basic technical skills (dives/starts, turns, technically sound freestyle & backstroke)
- approximate performance level: Athletes trying to achieve VIR time standards (time standards posted in pool lobby)
- approximate age: 8 - 12 years old



Lasqueti

- focus on skill consolidation, aerobic and speed development
- demonstrated dedication to sport (attendance at practices and meets), work ethic, drive to learn
- all strokes must be technically sound and must demonstrate the ability to get in on time, finish sets and use the pace clock
- approximate performance level: Athletes trying to achieve VIR & Divisional time standards
- approximate age: 10 - 16 years old

Texada

- focus on skill consolidation and mastery, aerobic and speed development
- demonstrates dedication to sport (attends practices and meets qualified for), work ethic and drive to learn
- approximate performance level: Athletes trying to achieve Divisional & Provincial time standards
- approximate age: 12 and above

Galiano

- focus on skill mastery, anaerobic and aerobic development
- demonstrates dedication to sport (attends practices and meets qualified for), work ethic and drive to learn
- approximate performance level: Athletes trying to achieve Provincial & Trials (Nationals) time standards
- approximate age: 14 and above

Please note: Swimmer placement is at coach's discretion. Placement and group lists are subject to change based on swimmer and club development.

RESPONSIBILITIES OF RAC MEMBERS

PARENTS' RESPONSIBILITIES

- First and foremost, to be supportive of your swimmer and encourage them to participate in the sport of swimming for their own enjoyment.
- Be the person in your swimmer's life who they can look to for constant positive reinforcement. Recognize that every swimmer will progress at their own level, and do not compare your swimmer with other swimmers. Reward effort, offer positive feedback and encouragement, and results will come.



Please remember that no two swimmers progress at the same rate.

- Ensure your swimmer attends all workouts on time, 15 minutes prior to the pool session with the required equipment.
- Let the coach do the coaching. Parents are to abide by the Code of Conduct & Ethics and all Club Policies and follow contact procedures outlined in Concerns/Issues section, if questions arise. Parents are not to directly contact the coach. They must go through the Parent Liaison if they have issues / concerns.
- Stay off the pool deck. Only swimmers and coaches should be on the pool deck. If parents want to watch their swimmers, they will need to view practices from the lobby and not on deck.
- Please don't talk about problems amongst yourselves. Bring your concerns to the President or Parent Liaison. If they don't know about your concerns, your concerns cannot be addressed and misunderstandings may grow.
- Volunteer! Our Club is run by a volunteer Board of Directors, and all parents are required to volunteer their time to support the Club. *Ask what you can do to help* or consider joining the Board. Directors are elected every year at the Annual General Meeting. Please recognize that the Board of Directors is all volunteers and work to do their best on behalf of ALL swimmers.
- Attend courses to become certified as an Official with Swim BC. For all VIR meets, it is mandatory that every swimmer in attendance has a parent volunteer to officiate.
- Be informed. Information about the Club is available on our website at www.racbreakers.com
- Check the bulletin board in the Pool Lobby and the website regularly for updated information. If you can't find the answer to your questions, please ask! Any member of the Board will be happy to provide you with information or will help you find it.
- Attend the AGM – at least one parent from each family is required to attend the Annual General Meeting as a prerequisite for maintaining *Not-for-profit* status.
- Review your swimmer's monthly invoices. All corrections must be brought to the treasurer's attention within 15 days that the invoice was sent. Any errors after that may not be credited to your account.



- Adhere to the Club Policies. (See [Appendix A - F](#))

SWIMMERS' RESPONSIBILITIES

- Swim for the fun of it, not just to please your parents or coach.
- Attend all workouts; arrive 15 minutes early with all required equipment. Work hard while at workout – listen to your coach – they are there to help you improve.
- Take care of yourself – eat real food, drink lots of fluids and get plenty of rest.
- Strive for your personal best, and remember that the goals of the sport are to have fun and improve your skills.
- Be respectful to and cooperative with your coach, parent volunteers and officials.
- Be a good teammate. Cheer your teammates on and celebrate their success, as well as your own.
- Represent your Club and your community in a positive manner.
- Display good sportsmanship and team spirit both in and out of the pool.
- Adhere to the Club's Policies. (See [Appendix A - F](#))

EXECUTIVE MEMBERS' RESPONSIBILITIES

- Work together to carry out the day-to-day duties to run the organization.
- Attend monthly board meetings and participate in decision-making. Make unbiased decisions that are in the best interests of the Club as a whole.
- Provide support for the coaching staff and deal with problems and concerns as they arise.
- Be members in good standing with accounts paid in full and conduct oneself in a positive manner that benefits the Club.



- Obtain an up-to-date Criminal Record Check in accordance with PSO
- Adhere to the Club's Policies. (See [Appendix A - F](#))

HEAD COACH'S RESPONSIBILITIES

- Provide coaching services as provided in the Contract of Employment.
- Encourage all swimmers to achieve their best.
- Treat all swimmers equitably.
- Establish and amend as required the swimming program for the Club.
- Determine swimmer groupings.
- Determine training and instruction content for each swim group.
- Hire assistant coaches in consultation with the Board of Directors and oversee their program.
- Choose meets and training camps (in consultation with the President) that swimmers will attend.
- Provide information to swimmers regarding upcoming swim meets and, in consultation with swimmers, register and enter swimmers in appropriate events.
- Attend meetings of the Board of Directors, and communicate as necessary with Board members.
- Be responsible for meet entries and swimmer records.
- Obtain a up-to-date Criminal Record Check in accordance w PSO
- Adhere to the Club's Policies. (See [Appendix A - F](#))

ASSISTANT COACH'S RESPONSIBILITIES

Provide coaching services as agreed upon between the Head Coach and Board.

- Encourage all swimmers to achieve their best.



- Treat all swimmers equitably.
- Administer training program as determined by the Head Coach.
- Obtain an up-to-date Criminal Record Check in accordance with PSO
- Adhere to the Club's Policies. (See [Appendix A - F](#))

FINANCIAL MATTERS

FUNDING SOURCES

Ravensong Aquatic Club is a non-profit society, which means that we are not in the business of making money. We raise funds through a number of sources to ensure that we can pay all of our outstanding expenses, with a small cushion for contingencies.

Swim Fees

Every summer prior to the start of the swimming season, the Board of Directors meet to review the expenses of the Club and the anticipated costs for the upcoming year as well as determine the total amount of funds required to cover these costs. A significant portion of the revenue of the Club comes from swim fees charged to swimmers. The fees payable are based on the swim level that an individual swimmer is registered in, and will change should the swimmer move up a group level. The swim fee increases with the various swim levels, as the amount of pool and coaching time increase correspondingly with each group level. A copy of the registration information and fees for each swim group are available on our website.

Grants

Where possible, the Board of Directors applies for available grants. These funds must be used for approved expenses (pool costs, and in the case of the direct access grant, coaching expenses). These funds form a significant part of the revenue of the Club, however, there is no guarantee that we will continue to receive these funds.

FEES AND FINANCIAL RESPONSIBILITIES

Payments and registrations take place online. At the start of the year, each family must do the following:

1. Register your swimmer online
2. Register a credit card on your Pool Q account for payments.



3. September (First month) Dues will include the following:
 - Club Registration Fee (\$60/swimmer)
 - Swim B.C. Fee
 - First Installment Fee payment (fee dependent on squad)
4. Subsequent Months; Dues will include the following:
 - Installment Fee payment
 - all other incurred fees; swim meet fees, fundraising commitments (if not met), clothing orders, etc.
5. Beginning October, (second month) invoices will be created on the 1st of each month. Members will have the option of paying their fees by e-transfer by the 4th at noon. After noon on the fourth, any invoice not paid by e-transfer, will be charged to the credit card on file. If possible, the club would prefer e-transfer as a payment method for the monthly invoices to help cut down on operating costs (credit card processing fees), although a valid credit card is still required to be kept on file.

Swim fees are calculated for the whole season (Sept through June) and are due and payable at the time of registration. The annual fee is payable regardless of how often your child swims. Families have the choice to pay the annual fee as a lump sum in September (first month only) or pay over 10 months.

There is a family discount available for families with multiple swimmers. The swimmer in the highest group level pays the full amount, and a 10% discount is applied against the installment fees of any other swimmer in lower level groups. If there are more than two swimmers, an additional 10% will be taken off each additional swimmer in the family. There is no discount on registration or any other fees. This will be applied after your registration month.

Because we are a non-profit organization, and we do not have a large surplus in our bank balance from year-to-year, we must have strict rules regarding the payment of outstanding swim fees and other expenses. Swimmers' accounts are required to be kept up to date. Swimmers with accounts outstanding as of the 10th of each month will be charged a \$50 late fee. In addition, swimmers will not be allowed to register in meets nor permitted access to swim workouts until the overdue account is paid. We operate on a very tight budget and are unable to carry overdue accounts.

Parents are responsible for reviewing monthly invoices. If there are any corrections, they need to be addressed within 14 days that the invoice was sent. After this time, credits may not be issued.



Please also see fees associated with Swim Meets under the SWIM MEETS, TYPES OF COMPETITIONS and FEES in section 6.

INJURIES AND WITHDRAWALS

Medical leave must be accompanied by a doctor's note and a written leave request that clearly states what the swimmer is asking for must be sent to the President and the Head Coach for Board approval. Each medical leave request will be assessed on a case by case basis.

When a swimmer wishes to return to the pool following an injury, they are required to contact the Head Coach and the Registrar to ensure that there is sufficient space to allow them to return to the pool, and they must ensure that a current credit card is on file for payment of fees.

In the event a swimmer chooses to leave the Club, they are required to give one month's written notice to the Registrar, President and Head Coach of their intention to leave the Club. Should they leave the Club without providing notice, they will be charged for one additional month of fees and the corresponding prorated amount of fundraising.

Notice must be given on or before the 5th day of the month to be considered to have been received that month. Notice given after the 5th day of the month will be considered to have been received on the first day of the following month, and the outstanding fees and fundraising amounts will be calculated accordingly.

FUNDRAISING

CLUB FUNDRAISING COMMITMENT

For the 2025-2026 season each swimmer is ***required*** to:

- **Attend *1 bottle drive.**
- **Sell or contribute \$100/swimmer in *Raffle Ticket Sales.**
- **Raise or contribute \$100/swimmer towards the *Annual Swim Challenge**

A total of \$300 in annual fundraising commitments. If a family chooses to not participate, or doesn't meet the minimum participation requirements, they will be charged accordingly for that missed fundraiser on their next monthly invoice. Fundraising commitments are prorated should a swimmer join mid-season.



1. Raffle Minimum: \$100/swimmer in Raffle Ticket Sales (ticket minimum sales of \$200/family w multiple swimmers)
2. Annual Swim Challenge: \$100/swimmer commitment to a maximum of \$200/family ****all other monies** collected by the swimmer towards the Swim Challenge will go towards the swimmer's personal account and will be credited on their invoice.
3. Spring Bottle Drive: mandatory attendance or \$100 / swimmer non-attendance fee will be charged),

It is also expected families will attend/participate in other club-wide fundraisers as determined by the board. *All club fundraising efforts go towards the financial sustainability of the club.*

****All other monies** collected by the swimmer for the Swim Challenge go towards the swimmer's personal fundraising credits and will be credited to their account to offset annual dues, meet fees and other swimmer expenses with the club.

****Each participating swimmer must bring someone to count laps &/or time, in order to participate in the Annual Swim Challenge.**

****Substituting any of the above club fundraisers with commitment, with another fundraising event (such as hosting a swim meet, fun run, raffle, etc) is at the discretion of the board.**

OPTIONAL INDIVIDUAL FUNDRAISING CREDITS

Individuals can help reduce the costs of their personal accounts by participating in the following optional individual fundraisers. **Note, not all individual fundraisers may be offered each year.*

- Flag Sales - \$250 each; \$125 credited to individual
- Purdy's Chocolates – 25% return on individual orders
- Annual Swim Challenge - first \$100/swimmer goes to the club and all additional monies raised to be credited to the individual swimmer
- other individual fundraiser events **may** be held during the year on approval of the board



All credits will be applied to swimmers accounts on the 1st of the month after they are received (this could take 1-3 months for it to appear in your account as credit).

In the event a swimmer leaves the Club with no corresponding expenses, any amounts remaining to the credit of a swimmer may not be cashed out. If the swimmer is unlikely to return to the Club, these funds become part of the general revenue of the Club.

SPECIAL FUNDRAISING EVENTS

Please note that the club name may NOT be used for fundraising without permission from the Board.

If you would like to organize fundraising to help subsidize off-island travel for all eligible swimmers, you will need to submit a proposal to the Board for approval, in writing, to be reviewed at the next planned Board Meeting. Please note that the Club will be considered a participant in such special fundraising and will receive a percentage of funds raised, as to be determined by the board.

EXCELLENCE FUND

The Board has decided to try to continue with the Excellence Fund as established by Coach John Campbell. Traveling to out-of-province, high performance meets and training camps is expensive. In order to provide our swimmers with the competitive advantage and to allow them to attend these meets and training camps, the Board will continue to support swimmers by providing financial assistance to swimmers attending higher level swim meets and training camps. Funds are dispersed at the discretion of the Board of Directors.

Swimmers may apply to the Excellence Fund by recommendation from the Head Coach to the Board of Directors. Funds are to be a reimbursement of fees toward travel expenses. Funds will be dispersed at the discretion of the Board.

Receipt of funds from the Excellence Fund is a privilege, not an entitlement, and is therefore only awarded to swimmers who do not have any outstanding amounts older than 30 days owing on their account, who attend all required practices and are long-term and active members in the operations of the Club.



CLUB EQUIPMENT

EQUIPMENT REQUIRED FOR TRAINING

At the beginning of each year the coaches will advise you of any specific equipment that will be needed in your child's group. It is your responsibility to check the updated list posted online each season. Certain equipment and club clothing can be purchased through the Equipment Manager during specified periods each season. There are links to various companies on the website for your reference. If in doubt, ask existing club members for advice. The club carries no responsibility for orders placed through these companies.

PLEASE NOTE THAT ALL EQUIPMENT ORDERS MUST BE PAID IN FULL BEFORE THEY WILL BE RELEASED TO SWIMMERS!

Swimmers will need the following at each practice session:

Bag

Swimmers should have a waterproof bag that can be carried out onto the pool deck. Although lockers are available at the pools, valuables are best left at home. If your swimmer uses a locker, they should lock it as theft does occur in locker rooms.

Swimsuit

All swimmers will need a training swimsuit. Have your swimmer rinse out their training suit in cold water after each practice to keep it lasting a bit longer. Chlorinated pool water is hard on swimsuit fabric. Never put the suit in the dryer as the heat will damage the Lycra. Polyester swimsuits are much more "tolerant" of chlorine, and therefore tend to last much longer than Lycra ones. Polyester swimsuits are often purchased as training suits and can also be used for racing. From a certain level up, girls and boys may be required to wear a 'drag' suit, which is worn over the top of the regular swimsuit.

Cap

A cap will keep hair out of the swimmer's eyes and will reduce water resistance. It also protects hair from chlorine damage.

On registration each year your swimmer will be issued a new RAC club cap.

Replacement caps can be purchased from the equipment manager.



Goggles

Goggles are worn by swimmers to enhance vision and protect their eyes from the effects of the chemicals in the water. To fit a pair of goggles, press the eyepieces to the eyes without the strap. There should be a momentary suction suggesting that the shape of the eyepiece fits the shape of the swimmer's eyes.

As new and better improved goggles are always coming into the marketplace, please refer to the Equipment Manager or Coach to find out which ones to purchase.

Swimmers should always have a second (backup) pair of goggles in their bags.

Towel

Most swimmers prefer a large thick beach towel. One clean dry towel is required for each training session. Try to get your swimmers in the habit of taking the wet towel out of their swim bag when they get home after practice as the chlorine can stain the inside of the bag and create mold.

Water Bottle

Make sure your swimmer brings a water bottle to every practice.

Winter Wear

Winter mornings can be very cold, even on the island! Please be sure your child is dressed appropriately for morning training. Long pants, a warm hoodie, closed-in shoes and a toque are recommended.

Remind your swimmer to check that he/she has all their swimming gear before leaving the pool!

**TO EASE THE FRUSTRATION AND DISAPPOINTMENT OF LOSING
EQUIPMENT REMEMBER TO LABEL EVERYTHING WITH A PERMANENT INK
PEN!**



EQUIPMENT REQUIRED FOR COMPETITION

Team shirt

Team shirts are typically distributed to swimmers at the AGM. Be sure to select the appropriate shirt size at Registration.

Bag

Generally, swimmers have only one bag that they use for training and competition. Speedo swim bags are probably the most popular as they are tough and waterproof with separate compartments for wet suits, etc.

Swimsuit

Proper competition suits are required for meets. Check with your group coach or Equipment Manager as to which suit is appropriate for your swimmer's level of competition. Club colours are red and black, but it is not necessary to wear team colours. We recommend that your swimmer bring a second swimsuit to meets in case one tears.

Caps

Please ensure your swimmer wears a Club Cap in Competition. This ensures the coach can see and follow your swimmer's progress in a race. Swimmers should always have a spare cap in their swim bag. The Team Manager/Chaperone/Coach or Equipment Manager will have spare caps on hand if needed. Your swim account will be billed for additional cap purchases.



SWIM MEETS

TYPES OF COMPETITION

Novice / Regional Meets

New swimmers are encouraged to start competing right away. Only through competition can progress be measured by the coach and the swimmer.

The novice swimmer will begin by taking part in the regional or novice meets. Held every 1-2 months, these meets are all on-island and are usually one day (approximately 4-5 hours) meets.

These meets do not require any qualifying time standards; please see next section for more info or see our Club website under the More Info tab as to what Qualifying Time Standards are for different types of meets.

Invitational Meets

Throughout the season there will be various invitational swim meets. Qualifying times can vary as determined by the host club. Please check the Club website and Meet Package (found with information for signing up on our website) for further sign-up information.

Vancouver Island Regional (VIR) Championships

VIRs are held twice a year, once short course and once long course. VIR qualifying times are necessary to attend this meet. See the meet information and the VIR time standards for qualifying times.

Provincial Meets

BC Divisional Championships

BC Divisional Championships are held twice a year, (Winter and Summer) once on-island and once-off island. Vancouver Island swimmers compete against each other and swimmers from the Fraser region. This meet is the stepping stone from VIR Champs to Provincial Champs.

A swimmer must achieve a specific number of swims and time standards to qualify for the competition, and cannot swim anything they have qualified for Provincial Championships in.



As qualifying times are amended regularly, please refer to the official meet package for the updated information.

BC Provincial Championships

BC Provincial Championships are held twice a year (Winter and Summer). The best swimmers from the Province compete here. A swimmer must achieve a specific number of swims and time standards to qualify for the competition.

As qualifying times are amended regularly, please refer to the official meet package for the updated information.

National Competitions

There are several levels of National Competitions:

- Western Canadian Championships
- Junior Nationals
- Senior Nationals
- Trials Meets ex. Olympic, World Championships, etc.

To qualify, swimmers must meet both the age and time qualifications, which vary for each respective meet. For more information on these competitions, please refer to the Head Coach or check on the Swim Canada website (www.swimming.ca) and click on *Events*, then *Calendar* or *Meet List/Results*.

SWIM TIME STANDARDS

Swim BC and Swimming Canada review and amend time standards every year. In order to be sure you have the updated time standards, please check our Club website (www.racbreakers.com) and click on *More Info* → *Time Standards* or go to Swim BC (www.swimbc.ca) and click on *Events & Competition* → *Time Standards & Records* for provincial standards. For national time standards, go to the Swimming Canada website (www.swimming.ca) and click on *Events & Results* → *National & International Events* → *Standards & Preliminary Competition Information*.

Your coach should also have a list of time standards with him/her at swim meets.



SWIM MEET ENTRY PROCEDURES

Registration

Swimmers must indicate whether they will "Attend/Decline" a swim meet on the Club website under the Events tab, for the indicated meet (you must be signed in) Please note, Coaches select events. If you are unsure which swim meets your swimmer is qualified for, please contact the Coach.

Cancellation

A scratch deadline (or the deadline to register/withdraw/cancel) will be on the sign-up page. This is the deadline date that you need to adhere to, NOT the one shown in the meet package which is for the coaches only.

Please note that if you need to scratch your swimmer from the meet you must do this BEFORE the deadline shown. After that date, if you have signed-up for a meet you are liable for the meet fees regardless of whether your swimmer competes in the meet or not.

Fees

Meet fees are usually calculated per race at a rate that varies between \$8 – \$15 per event/race. At some meets, swimmers are charged a flat fee to participate. Meet fees differ for each meet; these can be found on the meet package on the meet sign up page of the website. Swimmers who attend meets will also be billed for a share of coaching expenses. This charge is \$10.00 per day on-island; \$20.00 per day off-island (within BC). Out-of-province fees are \$50+ and need to be determined by the board based on The Club's financial status at the time of the meet and the number of swimmers attending. Coach expenses are to be shared equally among participating swimmers for any out-of-country meets/events. These coaching charges are for the duration of the meet (regardless of number of days a swimmer attended). Additionally, swimmers are charged a Swim BC Splash Fee. The Club pays for any Meet Relay Fees. The Club has to pay the meet entry fees up front and the Club Treasurer will bill your swimmer account shortly after the meet.

Deck Entries

Occasionally at a swim meet, swimmers may be "deck entered" into events. Essentially this is when they have not been previously signed-up for a race and for whatever reason they are entered on the deck at the meet. There is usually a deck entry fee per race of approximately \$10 - \$20. These entries are done at



the Coaches' discretion. Deck entries are to be paid on the day in cash by the swimmer/parents.

RAC Club policy is that the swimmer or the parent is required to pay cash for the deck entry up front. Depending on the meet organizers at that particular meet, it may be paid to them directly or it is paid to the Team Chaperone / Manager who will hand it over to the Club Treasurer on returning home.

MANDATORY PARTICIPATION IN OFFICIATING

It is expected that at least one parent from each family will attend and participate in a Level One officials clinic.

Further levels of officials certification are available and parents are encouraged to take part if they so choose.

Check your emails and the Club website for notices of upcoming officials' clinics.

As all swim meets are run by volunteer swim parents, it is expected that members from visiting teams help with officiating in any way possible.

TEAM TRAVEL

*See Travel Policies ([Appendix A-C, D-F](#))

Coaches' Responsibilities:

- Set and conduct all practice and competition times and places.
- Determine curfew times in conjunction with Team Chaperone.
- Be responsible for swimmers during practices and meets and oversee Team Chaperone as required.
- Assume duties of chaperone when required at Western Canadian Championships or higher level meet.
- The designated "Head Coach" shall have final authority over all decisions concerning the athletes and their performance.
- Ensure that no swimmer is 'deck entered' until the fee is paid in cash and up-front.



Team Manager Responsibilities:

Organize trip based on the following guidelines:

- 11 & under swimmers travel with parents and are not the responsibility of the Club.
- Minimum age for Team Travel is 12 yrs.
- A Team Chaperone is required for out of province away meets as decided by the Head Coach/Team Manager/President.
- Coaches may not act as chaperone during Age Group National level competitions and any lower level meets or at training camps.
- The Team Manager, in consultation with the Head Coach and President, will select a suitable team chaperone from applicants.
- The Team Manager and President, in consultation with the Chaperone and/or Executive, will clarify what chaperone's expenses will be subsidized by the swimmers.
- The chaperone to swimmer ratio shall be dependent upon the age of swimmers and the duration of the meet but in any event should not be less than 1:15.
- All swimmers are to have a bed. There shall be no more than two swimmers per double/queen sized bed.
- There is to be a maximum of 4 swimmers per bedroom where accommodations allow.
- The Team Manager will ensure that reservations (transportation and accommodation) are made.
- The Team Manager will record a list of ticket numbers / reservation numbers for safekeeping.

Swimmers' Responsibilities:

Committing any act which may be considered an offense under Federal, Provincial or local laws will be considered unacceptable behavior.

The Head Coach / RAC Executive are to be informed immediately.



Swimmers may be sent home at their own expense.

- There will be no possession or use of illegal substances.
- There will be no possession or use of alcohol or tobacco (regardless of age).
- The use of profane language will not be tolerated.
- When rooms are visited by anyone other than the occupant(s), the door must be left ajar for access by the Coach, Team Manager or Chaperone.
- Swimmers are not permitted to leave the pool or accommodations at any time without notification and permission of the Head Coach and/or the Chaperone.
- Swimmers should show good sportsmanship at all times.
- Swimmers should be in their own rooms by the curfew time as set out by the Chaperone/Head Coach and not leave their rooms without permission after that time. Be respectful of your teammates' need for quiet time for study and/or sleep!
- Any physical damage occurring in a room, or cost arising from missing items, is the responsibility of the occupant(s), unless some other person(s) are proven responsible.
- Punishment for breaking any of the above rules varies from verbal/written warnings to suspension or expulsion from the Club at the discretion of the Head Coach, Team Manager and RAC Executive.

CHAPERONING

Certain off-island, away meets may require a chaperone as decided by the President/Team Manager/Head Coach. All club parents are eligible to apply but the selection of the chaperone will be at the discretion of the President and Team Manager in consultation with the Head Coach.

The Team Manager will clarify with the selected chaperone what expenses will be subsidized by the swimmers attending the meet before they agree to chaperone. The chaperone's subsidized portion of the expenses will be divided equally among the swimmers taking part in the meet regardless of whether they travel, stay and eat with the team or not. Subsidized expenses may include



flights/ accommodation/ meals and misc. transportation, if required while at the meet i.e.: car rental/ gas/ metro passes

All swimmers are to travel to these meets and stay together as a team.

Chaperones' Responsibilities:

- Liaise with the Team Manager for team travel / trip information and correspond with parents.
- Keep a record of any passport numbers/medical insurance/food allergies/parental contact details, etc.
- Ensure that swimmers travel with hotel and pool contact information, as well as coaches, swimmers, and chaperone cell numbers for emergency contact.
- Collect the team travel bag and team banner from the Equipment Manager to bring on the trip and return the same.
- Be responsible for the safety, wellbeing and behavior of swimmers during the times they are not under the control of the Team Manager and Coach.
- Be prepared to act as mother/father/confidant and to always act in the best interest of the Swimmer/Swim Club.
- On arrival at the hotel, ensure swimmers know the room numbers for the chaperone(s) and coaches.
- Be prepared to help with the driving and transportation of the athletes.
- Set times for swimmers to be in their rooms based on the Head Coaches curfew (bed checks may be considered).
- Rooms should be accessible at all times by male and female staff. Doors should stay ajar when both sexes are in the same room.
- Be responsible for preparing or purchasing healthy meals for athletes during the trip. Where finances permit, organize team dinner(s) at a restaurant in consultation with the Head Coach.
- Report to the Team Manager or Coach any athlete with a sickness or injury.



- Report any incident(s) likely to discredit the team to the Head Coach and the Executive.
- In consultation with the Team Manager and the Coach, decide upon any disciplinary action to be taken and report such action to the Board of Directors.
- Be aware of medical irregularities and handle medical and dental emergencies.
- Oversee the team from assembly point through to disbursement.
- Ensure that swimmers and parents are fully informed of the swimmers' responsibilities as outlined above under "Swimmers' Responsibilities" and have read and signed the code of conduct declaration.
- Review incidents of damage or misbehavior reported by outside sources and report such to the Head Coach / Team Manager.

TRAINING CAMPS

RAC training camps have typically been held every two years at a venue and time decided upon by the Head Coach in consultation with the Club Executive.

Training camps are offered to provide high-level training for our swimmers in a location where they are removed from their daily activities so that they can focus solely on training.

Typically, training sessions are held twice a day for approximately 2 hours per session. Depending on the location of the training camp, other activities may be organized for the swimmers during the day.

Swimmers must be at least 12 years old and have provincial qualifying times but the final decision on selection of swimmers is that of the Head Coach. Age, training ability and work ethic are all taken into consideration.

Booking of team travel, accommodation, and transportation is the responsibility of the Team Manager in consultation with the Head Coach and chaperone as well as on presentation to the Club Executive.

A full-time chaperone is required for training camps. The selection of a suitable chaperone is at the discretion of the Head Coach/Team Manager. Additional adult supervision may be added if necessary.



As the chaperone will be responsible for preparation of all meals, organizing and taking care of swimmers, including helping with transportation, etc., he/she will be subsidized for all travel costs, accommodations, and food. The total chaperone costs will be divided equally among the swimmers participating in the training camp. The travel costs for the Coach are paid for by the swimmers participating.

Parents are responsible for the payment of the estimated cost of the camps in full and before the given deadline. Detailed accounting will be provided following the training camp. Various fundraising options are available to offset training camp costs throughout the year and there may also be partial subsidy from the Excellence Fund as decided by the Head Coach in consultation with the Club executive (certain conditions apply).

CLUB AWARDS AND PRESENTATIONS

YEAR END AWARDS

Most Improved Swimmer:

Awarded to a boy and a girl in both Junior (12&U) & Senior (13&O) categories who have shown the greatest improvement during the season.

Criteria:

1. Improvement in the execution of the swimming strokes
2. Improvement in personal times for various strokes
3. Commitment, attitude and behaviour

Novice Swimmer Award:

Awarded to one boy and one girl experiencing their first year in a competitive swim club.

Criteria:

1. The recipient must not, prior to joining, have participated in a competitive swim club
2. Can be chosen from any age group in the club
3. Must have shown potential in competitive swimming
4. Must have attended at least two swim meets
5. Must demonstrate good sportsmanship and conduct

Sportsmanship Award:



Awarded to a boy and a girl in both Junior & Senior Categories who have demonstrated great sportsmanship.

Criteria:

1. Must be well disciplined and cooperative on the pool deck and in the club area
2. Is supportive of the swimmers in his/her age group, and often offers encouragement to them as well as other swimmers
3. Is willing to place the team before his/herself
4. Display a positive attitude at all times
5. A good role model for other teammates
6. Display respect and consideration for coaches, swimmers, officials, teammates and parents

Swimmer of the Year Awards:

Awarded to one Boy and Girl in each of the 5 Age Group Categories (8 & Under, 9-10, 11-12, 13-14 and 15 & Over).

Criteria:

1. Performance at meets
2. Dedication to the sport of swimming

Attendance Awards:

Awarded to swimmers who achieved 85% or higher attendance throughout the season.

Robert Innes Award:

Awarded to the Boy and Girl who achieve the highest FINA points performance in a Long Course event that season. (Awarded in September the beginning of the following season to allow for the completion of the Long Course season).

Year-End Awards:

*Recipients have been in club as of Jan 1st of the current season

*Age group as of Jan 1st

*Jr = 12&U, Sr = 13+



APPENDIX

A-F

APPENDIX A

Ravensong Aquatic Club

Code of Conduct and Ethics

In this document "Organization" refers to Ravensong Aquatic Club

Definitions

1. Terms in this Code are defined as follows:

- a) **Abuse** – Includes Psychological Maltreatment, Physical Maltreatment, Neglect, and/or Grooming of Vulnerable Participants by Persons in Authority and which can have the following warning signs:
 - i. Recurrent unexplained injuries
 - ii. Alert behaviour, individual seems to always be expecting something bad to happen
 - iii. Often wears clothing that covers up their skin, even in warm weather
 - iv. Individual startles easily, shies away from touch or shows other skittish behaviour
 - v. Constantly seems fearful or anxious about doing something wrong
 - vi. Withdrawn from peers and adults
 - vii. Behaviour fluctuates between extremes (e.g., extremely cooperative, or extremely demanding)
 - viii. Acting inappropriately younger than their age (like an infant; throwing tantrums)
 - ix. Acting out in an inappropriate sexual way with toys or objects
 - x. Self-harm (e.g., cutting, burning or other harmful activities)
 - xi. Not wanting to be alone with a particular individual
- b) **Athlete** – An individual who is an Athlete Participant in the Organization who is subject to the policies of the Organization and to this Code.
- c) **Bullying** - is offensive behaviour and/or abusive treatment of a Participant that typically, but not always, involves an abuse of power. Examples of behaviour that may constitute Bullying include, but are not limited to:
 - i. Spreading malicious rumours, gossip, or innuendos with the intent of causing harm or suffering to a Participant
 - ii. Excluding or isolating a Participant socially with the intent of causing them harm or suffering
 - iii. Making offensive jokes or derogatory comments to a Participant or to others
 - iv. Yelling, verbally berating or using profanity
 - v. Assigning unreasonable duties or workload which are unfavourable to a Participant; or
 - vi. Any form of cyber bullying which can include:
 - a. Sending mean or threatening emails or text/instant messages
 - b. Posting embarrassing photos of someone online
 - c. Creating a website to make fun of others
 - d. Pretending to be someone else



- e. Tricking someone into sending pictures or videos or revealing personal information
 - f. Sending personal information (including pictures and videos) about someone else to a third-party
- d) **Discrimination** – Differential treatment of an individual based on one or more prohibited grounds which include race, citizenship, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, or disability.
- e) **Harassment** – A course of vexatious comment or conduct against a Participant or group, which is known or ought reasonably to be known to be unwelcome. Types of behaviour that constitute Harassment include, but are not limited to:
 - i. Written or verbal abuse, threats, or outbursts
 - ii. Persistent unwelcome remarks, jokes, comments, innuendo, or taunts
 - iii. Racial harassment, which is racial slurs, jokes, name calling, or insulting behaviour or terminology that reinforces stereotypes or discounts abilities because of racial or ethnic origin
 - iv. Leering or other suggestive or obscene gestures
 - v. Condescending or patronizing behaviour, which is intended to undermine self-esteem, diminish performance, or adversely affect working conditions
 - vi. Practical jokes which endanger a person's safety, or may negatively affect performance
 - vii. *Hazing* – which is any form of conduct which exhibits any potentially humiliating, degrading, abusive, or dangerous activity expected of a junior-ranking individual by a more senior individual, which does not contribute to either individual's positive development, but is required to be accepted as part of a team or group, regardless of the junior-ranking individual's willingness to participate. This includes, but is not limited to, any activity, no matter how traditional or seemingly benign, that sets apart or alienates any teammate or group member based on class, number of years on the team or with the group, or ability
 - viii. Unwanted physical contact including, but not limited to, touching, petting, pinching, or kissing
 - ix. Deliberately excluding or socially isolating a person from a group or team
 - x. Persistent sexual flirtations, advances, requests, or invitations
 - xi. Physical or sexual assault
 - xii. Contributing to a *poisoned sport environment*, which can include:
 - a. Locations where material that is discriminatory is displayed (e.g., sexually explicit posters and racial/racist cartoons)
 - b. Groups where harassing behaviour is part of the normal course of activities
 - c. Behaviour that causes embarrassment, awkwardness, endangers a person's safety or negatively affects performance.
 - xiii. Behaviours such as those described above that are not directed towards a specific person or group but have the same effect of creating a negative or hostile environment; and
 - xiv. Retaliation or threats of retaliation against a person who reports harassment to the Organization.



- f) **Minor** – Any Participant who is under the age of 19 years old at the time and in the jurisdiction where the alleged maltreatment has occurred. Adults are responsible for knowing the age of a Minor.
- g) **Participants** – Refers to all categories of individual members and/or registrants defined in the By-laws of the Organization who are subject to the policies of the Organization, as well as all people employed by, contracted by, or engaged in activities with, the Organization including, but not limited to, employees, contractors, athletes, coaches, instructors, officials, volunteers, managers, administrators, parents or guardians, spectators, committee members, and Directors and Officers.
- h) **Person in Authority** – Any Participant who holds a position of authority within the Organization including, but not limited to, coaches, instructors, officials, managers, support personnel, chaperones, committee members, and Directors and Officers.
- i) **Workplace** – Any place where business or work-related activities are conducted. Workplaces include but are not limited to, the registered office(s), work-related social functions, work assignments outside the registered office(s), work-related travel, the training and competition environment, and work-related conferences or training sessions.
- j) **Workplace Harassment** – Vexatious comment or conduct against a worker in a Workplace that is known or ought reasonably to be known to be unwelcome. Workplace Harassment should not be confused with legitimate, reasonable management actions that are part of the normal work/training function, including measures to correct performance deficiencies, such as placing someone on a performance improvement plan, or imposing discipline for workplace infractions. Types of behaviour that constitute Workplace Harassment include, but are not limited to:
 - i. Bullying,
 - ii. Workplace pranks, vandalism, bullying or hazing,
 - iii. Repeated offensive or intimidating phone calls or emails,
 - iv. Inappropriate sexual touching, advances, suggestions or requests,
 - v. Displaying or circulating offensive pictures, photographs or materials in printed or electronic form,
 - vi. Psychological abuse,
 - vii. Excluding or ignoring someone, including persistent exclusion of a person from work-related social gatherings,
 - viii. Deliberately withholding information that would enable a person to do their job, perform or train,
 - ix. Sabotaging someone else's work or performance,
 - x. Gossiping or spreading malicious rumours,
 - xi. Intimidating words or conduct (offensive jokes or innuendos); and
 - xii. Words or actions which are known, or ought reasonably to be known, as offensive, embarrassing, humiliating, or demeaning.
- k) **Workplace Violence** – The use of or threat of physical force by a person against a worker in a Workplace that causes or could cause physical injury to the worker; an attempt to exercise physical force against a worker in a Workplace that could cause physical injury to the worker; or a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker in a



Workplace that could cause physical injury to the worker. Types of behaviour that constitute Workplace Violence include, but are not limited to:

- i. Verbal or written threats to attack
 - ii. Sending to or leaving threatening notes or emails
 - iii. Physically threatening behaviour such as shaking a fist at someone, finger pointing, destroying property, or throwing objects
 - iv. Wielding a weapon in a Workplace
 - v. Hitting, pinching or unwanted touching, which is not accidental
 - vi. Dangerous or threatening horseplay
 - vii. Physical restraint or confinement
 - viii. Blatant or intentional disregard for the safety or wellbeing of others
 - ix. Blocking normal movement or physical interference, with or without the use of equipment
 - x. Sexual assault; and
 - xi. Any attempt to engage in the type of conduct outlined above.
- l) **Vulnerable Participants** – Includes Minors and vulnerable adults (people who, because of age, disability, or other circumstance, are in a position of dependence on others or are otherwise at a greater risk than the general population of being harmed by Persons in Authority).

Purpose

2. The purpose of this Code is to ensure a safe and positive environment within the programs, activities, and events of the Organization by making Participants aware that there is an expectation, at all times, of appropriate behaviour. The Organization prohibits discriminatory practices and is committed to providing an environment in which all individuals can safely participate in sport and are treated with respect and fairness.

Application of this Code

3. This Code applies to any Participant's conduct during the business, activities, and events of the Organization including, but not limited to competitions, training sessions, evaluations, treatment, or consultations (i.e., massage therapy), training camps, travel associated with organizational activities, the office environment, and any meetings.
4. This Code also applies to Participants' conduct outside of the business, activities, and events of the Organization when such conduct adversely affects the Organization's relationships (and the work and sport environment) or is detrimental to the image and reputation of the Organization. Such applicability will be determined by the Organization at its sole discretion.
5. This Code applies to Participants active in the sport or who have retired from the sport where any claim regarding a potential breach of this Code occurred when the Participant was active in the sport.
6. In addition, breaches of this Code may occur when the Participants involved interacted due to their mutual involvement in the sport or, if the breach occurred outside of the sport environment, if the breach has a serious and detrimental impact on the Participant(s).



7. Any Participant who violates this Code may be subject to sanctions pursuant to the *Discipline and Complaints Policy*. In addition to facing possible sanctions pursuant to the *Discipline and Complaints Policy*, a Participant who violates this Code during a competition may be removed from the competition or training area, and the Participant may be subject to further sanctions.

Responsibilities

8. All Participants have a responsibility to:
- a) Refrain from any behaviour that constitutes Discrimination, Abuse, Harassment, Workplace Harassment, or Workplace Violence.
 - b) Maintain and enhance the dignity and self-esteem of other Participants by:
 - i. Treating each other with the highest standards of respect and integrity
 - ii. Focusing comments or criticism appropriately and avoiding public criticism of Athletes, coaches, officials, organizers, volunteers, employees, or other Participants
 - iii. Consistently demonstrating the spirit of sportsmanship, sport leadership, and ethical conduct
 - iv. Acting, when appropriate, to correct or prevent practices that are unjustly discriminatory
 - v. Consistently treating individuals fairly and reasonably; and
 - vi. Ensuring adherence to the rules of the sport and the spirit of those rules.
 - c) Refrain from the use of power or authority in an attempt to coerce another person to engage in inappropriate activities.
 - d) Maintain and enhance the dignity and self-esteem of other Participants by:
 - i. Treating each other with fairness, honesty, respect, and integrity
 - ii. Focusing comments or criticism appropriately and avoiding public criticism of Athletes, coaches, officials, organizers, volunteers, employees, or other Participants
 - iii. Consistently demonstrating the spirit of sportsmanship, sport leadership, and ethical conduct; and
 - iv. Ensuring adherence to the rules of the sport and the spirit of those rules.
 - e) Abstain from the non-medical use of medications or drugs or the use of Prohibited Substances or Prohibited Methods as listed on the version of the World Anti-Doping Agency's Prohibited List currently in force. More specifically, the Organization adopts and adheres to the Canadian Anti-Doping Program. The Organization will respect any sanction imposed on a Participant as a result of a breach of the Canadian Anti-Doping Program or any other applicable Anti-Doping Rules.
 - f) Refrain from coaching, training, instructing, administrating, managing, or being involved in the athletic development of any person who has been found to have committed an anti-doping rule violation and is serving a period of ineligibility imposed pursuant to the Canadian Anti-Doping Program or any other applicable Anti-Doping Rules.
 - g) Reasonably cooperate with the CCES or another anti-doping organization that is investigating anti-doping rule violations.
 - h) Not harass, intimidate, or otherwise conduct themselves offensively towards a doping control official or other individual involved in doping control.
 - i) Refrain from the use of power or authority in an attempt to coerce another person to engage in inappropriate activities.



- j) Refrain from consuming tobacco products, cannabis, or recreational drugs while participating in the programs, activities, competitions, or events of the Organization.
- k) In the case of Minors, not consume alcohol, tobacco, or cannabis at any competition or event.
- l) In the case of adults, not consume cannabis in the Workplace or in any situation associated with the events of the Organization (subject to any requirements for accommodation), not consume alcohol during training, competitions, or in situations where Minors are present, and take reasonable steps to manage the responsible consumption of alcohol in adult-oriented social situations.
- m) When driving a vehicle:
 - i. Have a valid driver's license
 - ii. Not be under the influence of alcohol or illegal drugs or substances
 - iii. Have valid car insurance; and
 - iv. Refrain from holding a mobile device.
- n) Respect the property of others and not wilfully cause damage.
- o) Promote sport in the most constructive and positive manner possible.
- p) Refrain from engaging in deliberate cheating which is intended to manipulate the outcome of a competition and/or not offer or receive any bribe which is intended to manipulate the outcome of a competition.
- q) Adhere to all applicable federal, provincial/territorial, municipal and host country laws.
- r) Comply, at all times, with the By-laws, policies, procedures, and rules and regulations of the Organization, as applicable and as adopted and amended from time to time.
- s) Report any ongoing criminal or anti-doping investigation, conviction, or existing bail conditions involving a Participant to the Organization, including, but not limited to, those for violence, child pornography, or possession, use, or sale of any illegal or prohibited substance or method.

Directors, Committee Members, and Staff

9. In addition to section 8 (above), Directors, Committee Members, and staff of the Organization will have additional responsibilities to:
 - a) Function primarily as a Director, committee member or staff member of the Organization (as applicable) and ensure to prioritize their loyalty to Organization (and not to any other organization or group) while acting in this role.
 - b) Ensure that financial affairs are conducted in a responsible and transparent manner with due regard for all fiduciary responsibilities.
 - c) Comply with the *Swim BC Screening and CRC Policy*.
 - d) Conduct themselves openly, professionally, lawfully and in good faith.
 - e) Be independent and impartial and not be influenced by self-interest, outside pressure, expectation of reward, or fear of criticism.
 - f) Exercise the degree of care, diligence, and skill required in the performance of their duties pursuant to applicable laws.
 - g) Maintain confidentiality of private organizational information.
 - h) When acting as a Director or Committee Member, respect the decisions of the majority (the Board or a Committee, as applicable) and resign if unable to do so.
 - i) Commit the time to attend meetings and be diligent in preparation for, and participation in, discussions at such meetings.
 - j) Have a thorough knowledge and understanding of all governance documents.



Coaches, Instructors, Trainers, and Athlete Support Personnel

10. In addition to section 8 (above), coaches, instructors, trainers, and athlete support personnel have many additional responsibilities. The coach-athlete relationship is a privileged one and plays a critical role in the personal, sport, and athletic development of the Athlete. Coaches must understand and respect the inherent power imbalance that exists in this relationship and must be extremely careful not to abuse it, either consciously or unconsciously. Coaches, instructors, trainers, and athlete support personnel will:

- a) Avoid any behaviour that abuses the power imbalance inherent in the coaching position to (i) establish or maintain a sexual relationship with an Athlete that they are coaching, or (ii) encourage inappropriate physical or emotional intimacy with an Athlete, regardless of the Athlete's age.
- b) Ensure a safe environment by selecting activities and establishing controls that are suitable for the age, experience, ability, and fitness level of the Athletes.
- c) Prepare Athletes systematically and progressively, using appropriate time frames and monitoring physical and psychological adjustments while refraining from using training methods or techniques that may harm Athletes.
- d) Avoid compromising the present and future health of Athletes by communicating and cooperating with sport medicine professionals in the diagnosis, treatment, and management of Athletes' medical and psychological treatments.
- e) Support the coaching staff of a training camp, provincial team, or national team, should an Athlete qualify for participation with one of these programs.
- f) Accept and promote Athletes' personal goals and refer Athletes to other coaches and sport specialists as appropriate.
- g) Provide Athletes (and the parents/guardians of Minor Athletes) with the information necessary to be involved in the decisions that affect the Athlete.
- h) Act in the best interest of the Athlete's development as a whole person.
- i) Comply with the *Swim BC Screening and CRC Policy*.
- j) Report any ongoing criminal or anti-doping investigation, conviction, or existing bail conditions to the Organization, including those for violence, child pornography, or possession, use, or sale of any illegal or prohibited substance or method.
- k) Not coach, train, or otherwise support athletes if they use methods or substances prohibited by the Canadian Anti-Doping Program without valid and acceptable justification.
- l) Under no circumstances provide, promote, or condone the use of drugs (other than properly prescribed medications) or prohibited substances or prohibited methods and, in the case of Minors, alcohol, cannabis, and/or tobacco.
- m) Respect Athletes competing for other jurisdictions and, in dealings with them, not encroach upon topics or actions which are deemed to be within the realm of 'coaching', unless after first receiving approval from the coaches who are responsible for the Athletes.
- n) Not engage in a sexual or intimate relationship with an Athlete of any age in which the coach is in a position of trust or authority.
- o)** Disclose to the Organization any sexual or intimate relationship with an athlete over the age of majority and, if requested by the Organization, immediately discontinue any coaching involvement with that athlete.



- p) Recognize the power inherent in the position of coach and respect and promote the rights of all participants in sport. This is accomplished by establishing and following procedures for confidentiality (right to privacy), informed participation, and fair and reasonable treatment. Coaches have a special responsibility to respect and promote the rights of participants who are in a vulnerable or dependent position and less able to protect their own rights
- q) Dress professionally and use appropriate language.

Athletes

11. In addition to section 8 (above), Athletes will have additional responsibilities to:
- a) Report any medical problems in a timely fashion, when such problems may limit their ability to travel, train, or compete.
 - b) Participate and appear on-time and prepared to participate to their best abilities in all competitions, training sessions, and evaluations.
 - c) Properly represent themselves and not attempt to participate in a competition for which they are not eligible by reason of age, classification, or other reason.
 - d) Adhere to any rules and requirements regarding clothing and equipment.
 - e) Dress to represent the sport and themselves with professionalism.
 - f) Act in accordance with applicable policies and procedures and, when applicable, additional rules as outlined by coaches or managers.

Officials

12. In addition to section 8 (above), officials will have additional responsibilities to:
- a) Maintain and update their knowledge of the rules and rules changes.
 - b) Not publicly criticize other officials.
 - c) Work within the boundaries of their position's description while supporting the work of other officials.
 - d) Act as an ambassador of the sport by agreeing to enforce and abide by national and provincial rules and regulations.
 - e) Take ownership of actions and decisions made while officiating.
 - f) Respect the rights, dignity, and worth of all Participants.
 - g) Act openly, impartially, professionally, lawfully, and in good faith.
 - h) Be fair, equitable, considerate, independent, honest, and impartial in all dealings with others.
 - i) Respect the confidentiality required by issues of a sensitive nature, which may include discipline processes, appeals, and specific information or data about Participants.
 - j) Comply with the *Swim BC Screening and CRC Policy*.
 - k) Honour all assignments unless unable to do so by virtue of illness or personal emergency, and in these cases inform a supervisor or the Organization at the earliest possible time.
 - l) When writing reports, set out the actual facts to the best of their knowledge and recollection.
 - m) Dress in proper attire for officiating.

Parents/Guardians and Spectators

13. In addition to section 8 (above), parents/guardians and spectators at events will:



- a) Encourage athletes to compete within the rules and to resolve conflicts without resorting to hostility or violence.
- b) Condemn the use of violence in any form.
- c) Never ridicule a participant for making a mistake during a competition or training session.
- d) Respect the decisions and judgments of officials and encourage athletes to do the same.
- e) Support all efforts to remove verbal and physical abuse, coercion, intimidation, and sarcasm.
- f) Respect and show appreciation to all competitors, and to coaches, officials, and other volunteers.
- g) Never harass competitors, coaches, officials, parents/guardians, or other spectators.

Clubs

14. Clubs must:

- a) Adhere to all of the Swim BC's governing documents and, where necessary, amend their own rules to comply or align with those of Swim BC.
- b) Pay all required dues and fees by the prescribed deadlines.
- c) Recognize that their websites, blogs, and social media accounts may be seen as extensions of Swim BC and must reflect Swim BC's mission, vision, and values.
- d) Ensure that all athletes and coaches participating in sanctioned competitions and events of Swim BC are registered and in good standing.
- e) Appropriately screen prospective employees to help ensure athletes have a healthy and safe sport environment.
- f) Ensure that any possible or actual misconduct is investigated promptly and thoroughly.
- g) Impose appropriate disciplinary or corrective measures when misconduct has been substantiated.
- h) Advise Swim BC immediately of any situation where a complainant has publicized a complaint in the media (including social media).
- i) Provide Swim BC with a copy of all decisions rendered pursuant to the organization's policies for complaints and appeals.



APPENDIX B

Ravensong Aquatic Club

Athlete Protection Policy

In this document "Organization" refers to Ravensong Aquatic Club

Definitions

1. Terms in this Policy are defined as follows:

- a) **Athlete** – An individual who is an Athlete Participant in the Organization who is subject to the policies of the Organization and to the *Code of Conduct and Ethics*.
- b) **Minor** – Any Participant who is under the age of 19 years old at the time and in the jurisdiction where the alleged maltreatment has occurred. Adults are responsible for knowing the age of a Minor.
- c) **Participants** – Refers to all categories of individual members and/or registrants defined in the By-laws of the Organization who are subject to the policies of the Organization, as well as all people employed by, contracted by, or engaged in activities with, the Organization including, but not limited to, employees, contractors, Athletes, coaches, instructors, officials, volunteers, managers, administrators, committee members, parents or guardians, spectators, committee members, and Directors and Officers.
- d) **Person in Authority** – Any Participant who holds a position of authority within the Organization including, but not limited to, coaches, instructors, officials, managers, support personnel, chaperones, committee members, and Directors and Officers.
- e) **Vulnerable Participants** – Includes minors and vulnerable adults (people who, because of age, disability or other circumstance, are in a position of dependence on others or are otherwise at a greater risk than the general population of being harmed by Persons in Authority).

Purpose

2. This *Athlete Protection Policy* describes how Persons in Authority shall maintain a safe sport environment for all Athletes.

Interactions between Persons in Authority and Athletes – the 'Rule of Two'

3. The Organization requires that the 'Rule of Two' be followed for all Persons in Authority who interact with Athletes, to the maximum extent feasible. The 'Rule of Two' is a directive that says that an Athlete must never be alone one-on-one with an unrelated Person in Authority.
4. The Organization recognizes that fully implementing the 'Rule of Two' may not always be possible in some instances. Consequently, at a minimum, interactions between Persons in Authority and Athletes must respect the following:
 - a) To the maximum extent possible, the training environment should be visible and accessible so that all interactions between Persons in Authority and Athletes are observable.
 - b) Private and one-on-one situations that are not observable by another adult or Athlete should be avoided to the maximum extent possible.
 - c) A Vulnerable Participant may not be alone under the supervision of a Person in Authority unless prior written permission is obtained from the Vulnerable Participant's parent or guardian.
 - d) Persons in Authority may not invite or host Vulnerable Participants in their home without the written permission from parents or guardians or without parents or guardians having contemporaneous knowledge of the visit.



Competitions and Training Sessions

5. For competitions and training sessions, the Organization recommends:
 - a) A Person in Authority should never be alone with a Vulnerable Participant prior to or following a competition or training session unless the Person in Authority is the Vulnerable Participant's parent or guardian.
 - b) If the Vulnerable Participant is the first Athlete to arrive, the Athlete's parent should remain until another Athlete or Person in Authority arrives.
 - c) If a Vulnerable Participant would potentially be alone with a Person in Authority following a competition or training session, the Person in Authority should ask another Person in Authority (or a parent or guardian of another Athlete) to stay until all of the Athletes have been picked up. If an adult is unavailable, another Athlete, who is preferably not a Vulnerable Participant, should be present in order to avoid the Person in Authority being alone with a Vulnerable Participant.
 - d) Persons in Authority giving instructions, demonstrating skills, or facilitating drills or lessons to an individual Athlete should always do so within earshot and eyesight of another Person in Authority.
 - e) Persons in Authority and Athletes should take steps to achieve transparency and accountability in their interactions. For example, a Person in Authority and an Athlete who know they will be away from other Participants for a lengthy period of time must inform another Person in Authority where they are going and when they are expected to return. Persons in Authority should always be reachable by phone or text message.

Communications

6. For communication between Persons in Authority and Athletes, the Organization recommends:
 - a) Persons in Authority may only send texts, direct messages on social media or emails to individual Athletes when necessary and only for communicating information related to team issues and activities (e.g., non-personal information). Any such texts, messages or emails shall be professional in tone.
 - b) Electronic communication between Persons in Authority and Athletes that is personal in nature should be avoided. If such personal communication is unavoidable, it must be recorded and available for review by another Person in Authority and/or by the Athlete's parent/guardian (when the Athlete is a Vulnerable Participant).
 - c) Parents/guardians may request that their child not be contacted by a Person in Authority using any form of electronic communication and/or may request that certain information about their child not be distributed in any form of electronic communication.
 - d) All communication between a Person in Authority and Athletes must be between the hours of 7:00am and 9:00pm unless extenuating circumstances justify otherwise.
 - e) Communication concerning drugs or alcohol use (unless regarding its prohibition) is not permitted.
 - f) No sexually explicit language or imagery or sexually oriented conversation may be communicated in any medium.
 - g) Persons in Authority are not permitted to ask Athletes to keep a personal secret for them.

Travel

7. For travel involving Persons in Authority and Athletes, the Organization recommends:
 - a) Teams or groups of Athlete shall always have at least two Persons in Authority with them.
 - b) For mixed gender teams or groups of Athletes, there should be one Person in Authority from each gender.
 - c) If two Persons in Authority cannot be present, reasonable efforts should be made to supplement supervision with screened parents or other volunteers.
 - d) To the maximum extent possible, no Person in Authority may drive a vehicle alone with an Athlete unless the Person in Authority is the Athlete's parent or guardian.



- e) A Person in Authority may not share a hotel room or be alone with an Athlete unless the Person in Authority is the Athlete's parent/guardian or spouse.
- f) Room or bed checks during overnight stays must be done by two Persons in Authority.
- g) For overnight travel when Athletes must share a hotel room, roommates must be age-appropriate and of the same gender identity.

Locker Rooms / Changing Areas

- 8. For locker rooms, changing areas and other closed meeting spaces, the Organization recommends:
 - a) Interactions between Persons in Authority and Athletes should not occur in any area where there is a reasonable expectation of privacy such as a locker room, washroom or changing area. A second adult should be present for any necessary interaction between an adult and an Athlete in any such area.
 - b) If Persons in Authority are not present in the locker room or changing area, or if they are not permitted to be present, they should still be available outside the locker room or changing area and be able to enter the room or area if required, for reasons including but not limited to team communications and/or emergencies.

Photography / Video

- 9. For all photography and video of an athlete, the Organization recommends:
 - a) Photographs and video should only be taken in public view. Content must observe generally accepted standards of decency and be both appropriate for and in the best interest of the athlete.
 - b) The use of recording devices in areas where there is a reasonable expectation of privacy is strictly prohibited.
 - c) Examples of photos that shall be edited or deleted include:
 - i. Images with misplaced apparel or where undergarments are showing
 - ii. Suggestive or provocative poses
 - iii. Embarrassing images
 - d) If any content featuring an athlete will be used on any form of public media, a **Photo and Video Consent Form (Appendix A)** must be completed before the content is recorded.

Physical Contact

- 10. Some physical contact between Persons in Authority and athletes may be necessary for various reasons including, but not limited to, teaching a skill or tending to an injury. For physical contact, the Organization recommends:
 - a) A Person in Authority must always request permission to make physical contact from the athlete in advance and clearly explain where and why the physical contact will occur. The Person in Authority must make clear that they are requesting to touch the athlete and not requiring physical contact.
 - b) Infrequent, incidental physical contact during a training session is not considered a violation of policy.
 - c) Non-essential physical contact may not be initiated by the Person of Authority. It is recognized that some athletes may initiate non-essential physical contact such as hugging or other physical contact with a Person in Authority for various reasons (e.g., such as celebrating or crying after a poor performance). This physical contact should always occur in an open and observable environment.

Enforcement

- 11. Any alleged violations of this *Athlete Protection Policy* shall be addressed pursuant to the *Discipline and Complaints Policy*.



Appendix A – Photo and Video Consent Form

Name of Participant (print): _____

Name of Parent/Guardian (print): _____

(when the Participant is a Minor)

Date: _____

1. I, being the Participant or the parent or legal guardian of the minor Participant, hereby grant to the Organization the permission to photograph and/or record the Participant's image and/or voice in pictures or videos (collectively the "Images"), and to use the Images to promote the sport and/or the Organization through traditional media such as newsletters, websites, television, film, radio, print and/or display form, and through social media such as Instagram, Facebook, YouTube, and Twitter. I understand that I waive any claim to remuneration for use of audio/visual materials used for these purposes. This consent will remain in effect in perpetuity.
2. I, being the Participant or the parent or legal guardian of the Minor Participant, hereby fully release, discharge, and agree to save harmless the Organization, from any and all claims, demands, actions, damages, losses or costs that might arise out of the collection, use or disclosure of the Images or taking, publication, distortion of the Images, negatives, and masters or any other likeness or representation of the Participant that may occur or be produced in the taking of said Images or in any subsequent processing thereof, including without limitation any claims for libel, passing off, misappropriation of personality, or invasion of privacy.
3. I, being the Participant or the parent or legal guardian of the Minor Participant, **UNDERSTAND AND AGREE**, that I have read and understood the terms and conditions of this document. On behalf of myself, my heirs and assigns, I agree that I am signing this document voluntarily and to abide by such terms and conditions.

Signature of Participant: _____

OR, if the Participant is a Minor

Signature of Parent/Guardian: _____



APPENDIX C

Ravensong Aquatic Club Travel Policy

In this document "Organization" refers to Ravensong Aquatic Club

Purpose

1. The purpose of this Policy is to inform athletes, parents, and coaches travelling to competitions or camps of their responsibilities and the expectations of the Organization.

Application of this Policy

2. Specific individuals have responsibilities when teams travel. These individuals include:
 - a) Parents traveling with the athlete
 - b) Parents not traveling with the athlete
 - c) Chaperones
 - d) Coaches
 - e) Team Managers
 - f) Athletes

Travel Consent Form

3. Minor athletes traveling with individuals other than their parent/guardian must keep with them a Travel Consent Form (signed by their parent/guardian). A Travel Consent Form is provided as **Appendix A**.

Responsibilities

4. Parents traveling with a minor athlete are responsible for their child during the entirety of the event and have the following additional responsibilities:
 - a) Pay all event fees prior to the start of travel
 - b) Register for event accommodations in a timely manner. Accommodations outside of those arranged by the manager (such as staying with family, or at a different hotel) must be approved by the coach in advance of arrangements being made
 - c) Punctual drop off and pick up of their children at times and places indicated by coaches
 - d) Adhere to coach or manager requests for parent meetings, team meetings, or team functions and be punctual to such events
 - e) Adhere to coach requests for athlete curfew times
 - f) Adhere to coach requests for limiting outside activities (swimming, shopping, etc.)
 - g) Report any athlete illness or injury
 - h) Report any incident likely to bring discredit to the Organization
 - i) Adhere to the Organization's policies and procedures, particularly the *Code of Conduct and Ethics*
 - j) If travelling outside of Canada, ensure that all passports are valid and not expired
5. Parents not traveling with the athlete have the following responsibilities:
 - a) Provide the chaperone with a Travel Consent Form
 - b) Provide the chaperone with emergency contact information



- c) Provide the chaperone with any necessary medical information
 - d) Pay all event fees prior to the start of travel
 - e) Provide the child with enough funds to pay for food and incidentals
 - f) If travelling outside of Canada, ensure that all passports are valid and not expired
6. Chaperones have the following responsibilities:
- a) Obtain and carry any Travel Consent Forms, emergency contact information, and medical information
 - b) Punctual drop off and pick up of their children at times and places indicated by coaches
 - c) Adhere to coach or manager requests for parent meetings, team meetings, or team functions and be punctual to such events
 - d) Adhere to coach requests for athlete curfew times
 - e) Adhere to coach requests for limiting outside activities (swimming, shopping, etc.)
 - f) Report any athlete illness or injury
 - g) Report any incident likely to bring discredit to the Organization
 - h) Inspect hotel rooms rented for damage before check-in and after check-out. Report any damage to the coach
 - i) Approve visitors to the athlete accommodations, at their discretion
 - j) Adhere to the Organization's policies and procedures, particularly the *Code of Conduct and Ethics*
7. Coaches have the following responsibilities:
- a) Arrange all team meetings and training sessions
 - b) Determine curfew times
 - c) Work in close co-operation with the chaperones on all non-sport matters
 - d) Report to the Organization any incident likely to bring discredit to the Organization
 - e) Together with the chaperones, decide temporary disciplinary action to be taken at the scene of an incident, and report such incident and action to the parents of the athletes involved as well as to the Organization for further disciplinary action, if applicable, under the *Discipline and Complaints Policy*
 - f) Adhere to the Organization's policies and procedures, particularly the *Code of Conduct and Ethics*
8. Team/Event Managers have the following responsibilities:
- a) Ensure an appropriate chaperone-to-athlete ratio that does not exceed five athletes per chaperone
 - b) Organize accommodations and inform parents and chaperones how to register and pay for accommodations
 - c) Room female and male athletes separately. Coaches and chaperones must be roomed separately from athletes, unless the athlete is the child of the coach or chaperone
 - d) Coordinate and collect all travel expenses from parents
9. Athletes have the following responsibilities:
- a) Arrive at each event ready to participate
 - b) Make any visitor requests to chaperones before the visit is expected



- c) Represent the Organization to the best of their abilities at all times
- d) Communicate any problems or concerns to the coaches and chaperone just as they would their own parents
- e) Check in with the chaperone when leaving their rooms
- f) Not leave the hotel alone or without permission of the coach/chaperone and check-in when returning
- g) Adhere to the Organization's policies and procedures, particularly the *Code of Conduct and Ethics*



Appendix A - Travel Consent Form

To whom it may concern,

I / we, the parent(s)/guardian(s) of _____ officially give my / our consent for my / our minor child to travel with the following individuals who are also associated with the Organization:

My / our child was born on _____ at the location of _____. If required, my / our child's passport number is _____. Attached to this form is a list of any additional medical needs my / our child requires.

I / we understand that the event is a _____ which is located in _____. Barring extenuating circumstances the event should last for a duration of _____ days between the dates of _____ and _____.

If there are any questions about the consent provided, I / we can be reached at the following telephone number(s) _____ and the following email addresses _____.

Sincerely,

Signed, _____

Dated, _____



APPENDIX D

Ravensong Aquatic Club

Discipline and Complaints Policy

In this document "Organization" refers to Ravensong Aquatic Club

Definitions

1. Terms in this Policy are defined as follows:

- a) **Athlete** – An individual who is an Athlete Participant in the Organization who is subject to the policies of the Organization and to the *Code of Conduct and Ethics*.
- b) **Case Manager** – An individual appointed to administer complaints that are assessed under Process #2 of this Policy. This individual must not be in a conflict of interest.
- c) **Complainant** – A Participant or observer who makes a report of an incident, or a suspected incident, of maltreatment or other behaviour that is a violation of the standards described in the *Code of Conduct and Ethics*.
- d) **External Discipline Panel** – A Panel of one or three people who are appointed by the Case Manager to make a decision on complaints that are assessed under Process #2 of this Policy.
- e) **Internal Discipline Chair** – An individual appointed by the Organization to make a decision on complaints that are assessed under Process #1 of this Policy. The Internal Discipline Chair may be a Director, head coach, staff member, or other individual affiliated with the Organization but must not be in a conflict of interest.
- f) **Minor** – Any Participant who is under the age of 19 years old at the time and in the jurisdiction where the alleged maltreatment has occurred. Adults are responsible for knowing the age of a Minor.
- g) **Parties** – the groups involved with a dispute.
- h) **Participants** – Refers to all categories of individual members and/or registrants defined in the By-laws of the Organization who are subject to the policies of the Organization, as well as all people employed by, contracted by, or engaged in activities with, the Organization including, but not limited to, employees, contractors, Athletes, coaches, instructors, officials, volunteers, managers, administrators, committee members, parents or guardians, spectators, committee members, and Directors and Officers.
- i) **Respondent** – The Party responding to the complaint.

Purpose

2. Participants are expected to fulfill certain responsibilities and obligations including, but not limited to, complying with the policies, By-laws, rules, and regulations of the Organization. Non-compliance may result in the imposition of sanctions pursuant to this Policy.

Application of this Policy

3. This Policy applies to all Participants.
4. This Policy applies to matters that may arise during the business, activities, and events of the Organization including, but not limited to, competitions, training sessions, treatment or



consultations (e.g., massage therapy), camps and clinics, travel associated with the activities of the Organization, and any meetings.

5. This Policy also applies to Participants' conduct outside of the business, activities, and events of the Organization when such conduct adversely affects the relationships (or the work and sport environment) of the Organization, is detrimental to the image and reputation of the Organization, or upon the acceptance of the Organization. Accordingly, applicability of this Policy will be determined by the Organization upon its sole discretion.
6. This Policy applies to alleged breaches of the *Code of Conduct and Ethics* by Participants who have retired from the sport where any claim regarding a potential breach of the *Code of Conduct and Ethics* occurred when the Participant was active in the sport. In addition, this Policy will apply to breaches of the *Code of Conduct and Ethics* that occurred when the Participants involved interacted due to their mutual involvement in the sport or, if the breach occurred outside of the sport environment, if the breach has a serious and detrimental impact on the Participant(s).
7. If it is considered appropriate or necessary based on the circumstances, immediate discipline or the imposition of a sanction may be applied, after which further discipline or sanctions may be applied according to this Policy. Any infractions or complaints occurring within competition will be dealt with by the procedures specific to the competition, if applicable. In such situations, disciplinary sanctions may be for the duration of the competition, training, activity, or event only.
8. In addition to being subject to disciplinary action pursuant to this *Discipline and Complaints Policy*, an employee of the Organization who is a Respondent to a complaint may also be subject to consequences in accordance with the employee's Employment Agreement or policies for human resources, if applicable.
9. The Organization may, at its discretion, ask Swim BC to take jurisdiction of a complaint that was submitted to the Organization. In such cases, Swim BC's Case Manager will determine whether the complaint process should be re-started or resumed pursuant to the applicable section of Swim BC's policies. Swim BC will accept jurisdiction of a complaint only if the Organization has exhausted all attempts to manage the complaint according to this policy.

Minors

10. Complaints may be brought by or against a Participant who is a Minor. Minors must have a parent/guardian or other adult serve as their representative during this process.
11. Communication from the Case Manager, Internal Discipline Chair or External Discipline Panel (as applicable) must be directed to the Minor's representative.
12. A Minor is not required to attend an oral hearing, if held.

Reporting a Complaint

13. Any person may report a complaint to the Organization's Case Manager (when identified) or directly to the Organization, which will then appoint a Case Manager.



14. At its discretion, the Organization may act as the Complainant and initiate the complaint process under the terms of this Policy. In such cases, the Organization will identify an individual to represent the organization.
15. Complaints or incident reports should be made in writing for the discipline and complaints procedure to be initiated. The Case Manager may accept any formal complaint, in writing or not, at their sole discretion.

Case Manager Responsibilities

16. Upon receipt of a complaint, the Case Manager has a responsibility to:
 - a) Determine the appropriate jurisdiction to manage the complaint and consider the following:
 - i. Whether the complaint should be handled by the Organization or by Swim BC. In making this decision, the Case Manager will consider:
 - a. whether the incident has occurred within the business, activities or events of the Organization, or Swim BC; and
 - b. if the Organization is otherwise unable to manage the complaint for valid and justifiable reasons, such as a conflict of interest or due to a lack of capacity
 - ii. If the Case Manager determines that the complaint or incident should be handled by the Organization, the Case Manager will fulfil the responsibilities listed below.
 - b) Determine whether the complaint is frivolous and/or outside of the jurisdiction of this Policy and, if so, the complaint will be dismissed immediately and the Case Manager's decision to dismiss the complaint may not be appealed
 - c) Propose the use of alternative dispute resolution techniques
 - d) Determine if the alleged incident should be investigated pursuant to **Appendix A – Investigation Procedure**; and/or
 - e) Choose which process (Process #1 or Process #2, as outlined below) should be followed to hear and adjudicate the complaint.

There are two different processes that may be used to hear and adjudicate complaints. The Case Manager will decide which process should be followed based on the nature of the complaint.

Process #1 - the Complainant alleges the following incidents:

- a) Disrespectful conduct or comments
- b) Minor incidents of physical violence outside of competition or training (e.g., tripping, pushing, elbowing)
- c) Conduct contrary to the values of the Organization
- d) Non-compliance with the organization's policies, procedures, rules, or regulations
- e) Minor violations of the ***Code of Conduct and Ethics, Social Media Policy, or Athlete Protection Policy***

Process #2 - the Complainant alleges the following incidents:



- a) Repeated minor incidents
- b) Hazing
- c) Abusive, racist, or sexist comments or behaviour
- d) Behaviour that constitutes harassment, sexual harassment, or sexual misconduct
- e) Major incidents of violence outside of competition or training (e.g., fighting, attacking, sucker punching)
- f) Pranks, jokes, or other activities that endanger the safety of others
- g) Conduct that intentionally interferes with a competition or with any athlete's preparation for a competition
- h) Conduct that intentionally damages the organization's image, credibility, or reputation
- i) Consistent disregard for the by-laws, policies, rules, and regulations
- j) Major or repeated violations of the ***Code of Conduct and Ethics***
- k) Intentionally damaging the organization's property or improperly handling the organization's monies
- l) Abusive use of alcohol, any use or possession of alcohol by Minors, or use or possession of illicit drugs and narcotics
- m) A conviction for any *Criminal Code* offense
- n) Any possession or use of banned performance enhancing drugs or methods

PROCESS #1: Handled by Internal Discipline Chair

Internal Discipline Chair

17. Following the determination that the complaint or incident should be handled under Process #1, the Case Manager will ask the Organization to appoint an Internal Discipline Chair who may:
 - a) Recommend mediation
 - b) Make a decision
 - c) Ask the Complainant and the Respondent for either written or oral submissions regarding the complaint or incident; or
 - d) Convene the parties to a meeting, either in person or by way of video or teleconference in order to ask the parties questions.
18. Thereafter, the Internal Discipline Chair shall determine if a breach occurred and if sanctions should be applied (see: **Sanctions**).
19. The Internal Discipline Chair will inform the Parties of the decision, which will take effect immediately.
20. Records of all sanctions will be maintained by the Organization.

Request for Reconsideration

21. If there is no sanction, the Complainant may contest the non-sanction by informing the Internal Discipline Chair, within five (5) days of receiving the decision, that the Complainant is not satisfied with the decision. The initial complaint or incident will then be handled under Process #2 of this Policy.



22. If there is a sanction, the sanction may not be appealed until the completion of a Request for Reconsideration. However, the Respondent may contest the sanction by submitting a Request for Reconsideration within five (5) days of receiving the sanction. In the Request for Reconsideration, the Respondent must indicate:
- a) Why the sanction is inappropriate
 - b) Summary of evidence that the Respondent will provide to support the Respondent's position; and
 - c) What alternative penalty or sanction (if any) would be appropriate.
23. Upon receiving a request for reconsideration, the Internal Discipline Chair may decide to accept or reject the Respondent's suggestion for an alternative sanction.
24. Should the Internal Discipline Chair accept the Respondent's suggestion for an appropriate sanction, that sanction will take effect immediately.
25. Should the Internal Discipline Chair not accept the Respondent's suggestion for an appropriate sanction, the initial complaint or incident will be handled under Process #2 of this Policy.

PROCESS #2: Handled by Case Manager and External Discipline Panel

Case Manager

26. Following the determination that the complaint or incident should be handled under Process #2, the Case Manager has a responsibility to:
- a) Propose the use of alternative dispute resolution techniques
 - b) Appoint the External Discipline Panel, if necessary
 - c) Coordinate all administrative aspects of the process and set reasonable timelines
 - d) Provide administrative assistance and logistical support to the External Discipline Panel as required
 - e) Provide any other service or support that may be necessary to ensure a fair and timely proceeding
27. The Case Manager will establish and adhere to timelines that ensure procedural fairness and that the matter is heard in a timely fashion.
28. The Case Manager may propose using alternative dispute resolution methods, such as mediation or a negotiated settlement.
29. If the dispute is not resolved using alternative methods, the Case Manager will appoint an External Discipline Panel of one (1) person to hear the complaint. Depending on the severity of the allegations and at the Case Manager's discretion, an External Discipline Panel of three (3) people may be appointed. When a three-person External Discipline Panel is appointed, the Case Manager will appoint one of the External Discipline Panel's members to serve as the Chair.
30. The Case Manager, in cooperation with the External Discipline Panel, will then decide the format under which the complaint will be heard. This decision may not be appealed. The format of the hearing may be an oral in-person hearing, an oral hearing by telephone or



other communication medium, a hearing based on a review of documentary evidence submitted in advance of the hearing, or a combination of these methods.

31. The hearing will be governed by the procedures that the Case Manager and the External Discipline Panel deem appropriate for the circumstances. The following guidelines will apply to the hearing:
- a) The Parties will be given appropriate notice of the day, time, and place of the hearing
 - b) Copies of any written documents which any of the Parties wishes to have the External Discipline Panel consider will be provided to all Parties, through the Case Manager, in advance of the hearing
 - c) The Parties may engage a representative, advisor, or legal counsel at their own expense
 - d) The External Discipline Panel may request that any other individual participate and give evidence at the hearing
 - e) The External Discipline Panel may allow as evidence at the hearing any oral evidence and document or thing relevant to the subject matter of the complaint, but may exclude such evidence that is unduly repetitious, and shall place such weight on the evidence as it deems appropriate
 - f) The decision will be by a majority vote of the External Discipline Panel, when the Panel consists of three people
32. If the Respondent acknowledges the facts of the incident, the Respondent may waive the hearing, in which case the External Discipline Panel will determine the appropriate sanction. The External Discipline Panel may still hold a hearing for the purpose of determining an appropriate sanction.
33. The hearing will proceed in any event, even if a Party chooses not to participate in the hearing.
34. In fulfilling its duties, the External Discipline Panel may obtain independent advice.

Decision

35. After hearing the matter, the External Discipline Panel will determine whether an infraction has occurred and, if so, the sanctions to be imposed. Within fourteen (14) days of the hearing's conclusion, the External Discipline Panel's written decision, with reasons, will be distributed to all parties, the Case Manager, to the Organization. In extraordinary circumstances, the External Discipline Panel may first issue a verbal or summary decision soon after the hearing's conclusion, with the full written decision to be issued before the end of the fourteen (14) day period. The decision will be considered a matter of public record unless decided otherwise by the External Discipline Panel.

Sanctions

36. Prior to determining sanctions, the Internal Discipline Chair or External Discipline Panel, as applicable, will consider factors relevant to determining appropriate sanctions which include:



- a) The nature and duration of the Respondent's relationship with the Complainant, including whether there is a power imbalance
 - b) The Respondent's prior history and any pattern of inappropriate behaviour or maltreatment
 - c) The ages of the individuals involved
 - d) Whether the Respondent poses an ongoing and/or potential threat to the safety of others
 - e) The Respondent's voluntary admission of the offense(s), acceptance of responsibility for the maltreatment, and/or cooperation in the process of the Organization
 - f) Real or perceived impact of the incident on the Complainant, Organization, or the sporting community
 - g) Circumstances specific to the Respondent being sanctioned (e.g., lack of appropriate knowledge or training regarding the requirements in the *Code of Conduct and Ethics*; addiction; disability; illness)
 - h) Whether, given the facts and circumstances that have been established, continued participation in the sport community is appropriate
 - i) A Respondent who is in a position of trust, intimate contact or high-impact decision-making may face more serious sanctions; and/or
 - j) Other mitigating and aggravating circumstances.
37. Any sanction imposed must be proportionate and reasonable. However, progressive discipline is not required, and a single incident of maltreatment or other prohibited behaviour may justify elevated or combined sanctions.
38. The Internal Discipline Chair or External Discipline Panel, as applicable, may apply the following disciplinary sanctions, singularly or in combination:
- a) **Verbal or Written Warning** - A verbal reprimand or an official, written notice and formal admonition that a Participant has violated the *Code of Conduct and Ethics* and that more severe sanctions will result should the Participant be involved in other violations
 - b) **Education** - The requirement that a Participant undertake specified educational or similar remedial measures to address the violation(s) of the *Code of Conduct and Ethics*
 - c) **Probation** - Should any further violations of the *Code of Conduct and Ethics* occur during the probationary period, will result in additional disciplinary measures, likely including a period of suspension or permanent ineligibility. This sanction can also include loss of privileges or other conditions, restrictions, or requirements for a specified period of time
 - d) **Suspension** - Suspension, either for a set time or until further notice, from participation, in any capacity, in any program, activity, event, or competition sponsored by, organized by, or under the auspices of the Organization. A suspended Participant is eligible to return to participation, but reinstatement may be subject to certain restrictions or contingent upon the Participant satisfying specific conditions noted at the time of suspension
 - e) **Eligibility Restrictions** - Restrictions or prohibitions from some types of participation but allowing participation in other capacities under strict conditions



- f) **Permanent Ineligibility** - Ineligibility to participate in any capacity in any program, activity, event, or competition sponsored by, organized by, or under the auspices of the Organization
 - g) **Other Discretionary Sanctions** - Other sanctions may be imposed, including, but not limited to, other loss of privileges, no contact directives, a fine or a monetary payment to compensate for direct losses, or other restrictions or conditions as deemed necessary or appropriate
39. The Internal Discipline Chair or External Discipline Panel, as applicable, may apply the following presumptive sanctions which are presumed to be fair and appropriate for the listed maltreatment:
- a) Sexual maltreatment involving a Minor Complainant shall carry a presumptive sanction of permanent ineligibility
 - b) Sexual maltreatment, physical maltreatment with contact, and maltreatment related to interference or manipulation of process shall carry a presumptive sanction of either a period of suspension or eligibility restrictions
 - c) While a Respondent has pending charges or dispositions in violation of the criminal law, the presumptive sanction shall be a period of suspension
40. A Participant's conviction for a *Criminal Code* offense shall carry a presumptive sanction of permanent ineligibility from participating with the Organization. *Criminal Code* offences may include, but are not limited to:
- a) Any child pornography offences
 - b) Any sexual offences
 - c) Any offence of physical violence
 - d) Any offence of assault
 - e) Any offence involving trafficking of illegal drugs
41. Unless the External Discipline Panel decides otherwise, any disciplinary sanctions will begin immediately, notwithstanding an appeal. Failure to comply with a sanction as determined by the External Discipline Panel will result in an automatic suspension until such time as compliance occurs.
42. Records of all decisions will be maintained by the Organization.

Appeals

43. The decision of the External Discipline Panel may be appealed in accordance with the ***Appeal Policy***.

Suspension Pending a Hearing

44. The Organization may determine that an alleged incident is of such seriousness as to warrant suspension of a Participant pending completion of an investigation, criminal process, the hearing, or a decision of the External Discipline Panel.

Confidentiality

45. The discipline and complaint process is confidential and involves only the Organization, the Parties, the Case Manager, the Internal Discipline Chair, the External Discipline Panel, and



any independent advisors to the External Discipline Panel. Once initiated and until a decision is released, none of the parties will disclose confidential information relating to the discipline or complaint to any person not involved in the proceedings.

46. Any failure to respect the aforementioned confidentiality requirement may result in further sanctions or discipline by the Internal Discipline Chair or External Discipline Panel (as applicable).

Timelines

47. If the circumstances of the complaint are such that adhering to the timelines outlined by this Policy will not allow a timely resolution to the complaint, the Case Manager may direct that these timelines be revised.

Records and Distribution of Decisions

48. Other individuals or organizations, including but not limited to, Swim BC, Swimming Canada, other swim clubs, etc., may be advised of any decisions rendered in accordance with this Policy.



Appendix A – Investigation Procedure

Determination

1. When a complaint is submitted pursuant to the *Discipline and Complaints Policy*, the Case Manager will determine if the incident should be investigated.

Investigation

2. The Case Manager will appoint an Investigator. The Investigator must be an independent third-party skilled in investigating. The Investigator must not be in a conflict of interest situation and should have no connection to either party.
3. Federal and/or Provincial legislation related to Workplace Harassment may apply to the investigation if Harassment was directed toward a worker in a Workplace. The Investigator should review workplace safety legislation, the organization's policies for human resources, and/or consult independent experts to determine whether legislation applies to the complaint.
4. The investigation may take any form as decided by the Investigator, guided by any applicable Federal and/or Provincial legislation. The investigation may include:
 - a) Interviews with the Complainant
 - b) Witness interviews
 - c) Statement of facts (Complainant's perspective) prepared by Investigator, acknowledged by the Complainant, and provided to the Respondent
 - d) Interviews with the Respondent
 - e) Statement of facts (Respondent's perspective) prepared by Investigator, acknowledged by the Respondent, and provided to the Complainant

Investigator's Report

5. Upon completion of their investigation, the Investigator shall prepare a report that should include a summary of evidence from the parties (including both statements of facts, if applicable) and recommendations from the Investigator of whether, on a balance of probabilities, a breach of the *Code of Conduct and Ethics* occurred.
6. The Investigator must be aware that sport-specific differences exist with respect to such aspects as acceptable levels of touch, physical contact, and aggression during training or competition and will consider such differences during the investigative process.
7. The Investigator's Report will be provided to the Case Manager who will disclose it, at their discretion, to the Organization.
8. Should the Investigator find that there are possible instances of offence under the *Criminal Code*, particularly related to Criminal Harassment (or Stalking), Uttering Threats, Assault, Sexual Interference, or Sexual Exploitation, the Investigator shall advise the Complainant and the Organization to refer the matter to police.



9. The Investigator must also inform the Organization of any findings of criminal activity. The Organization may decide whether to report such findings to police but is required to inform police if there are findings related to the trafficking of prohibited substances or methods (as indicated in the version of the World Anti-Doping Agency's Prohibited List currently in force), any sexual crime involving Minors, fraud against the Organization, or other offences where the lack of reporting would bring the Organization into disrepute.

Reprisal and Retaliation

10. A Participant who submits a complaint to the Organization or who gives evidence in an investigation may not be subject to reprisal or retaliation from any individual or group. Any such conduct may constitute maltreatment and will be subject to disciplinary proceedings pursuant to the *Discipline and Complaints Policy*.

False Allegations

11. A Participant who submits allegations that the Investigator determines to be malicious, false, or for the purpose of retribution, retaliation or vengeance may be subject to a complaint under the terms of the *Discipline and Complaints Policy* and may be required to pay for the costs of any investigation that comes to this conclusion. The Organization or the Participant against whom the allegations were submitted, may act as the Complainant.

Confidentiality

12. The Investigator will make reasonable efforts to preserve the anonymity of the complainant, respondent, and any other party. However, the Organization recognizes that maintaining full anonymity during an investigation may not be feasible.



APPENDIX E

Ravensong Aquatic Club

Appeal Policy

In this document "Organization" refers to Ravensong Aquatic Club

1. Terms in this Policy are defined as follows:
 - a) **Affected Party** – Any individual or entity, as determined by the Appeal Manager, who may be affected by a decision rendered under the *Appeal Policy* and who may have recourse to an appeal in their own right.
 - b) **Appeal Manager** – An individual, who may be any staff member, committee member, volunteer, Director, or an independent third party, who is appointed to oversee the Appeal Policy. The Appeal Manager will have responsibilities that include using decision making authority empowered by the *Appeal Policy*.
 - c) **Appellant** – The Party appealing a decision.
 - d) **Athlete** – An individual who is an Athlete Participant in the Organization who is subject to the policies of the Organization and to the *Code of Conduct and Ethics*.
 - e) **Participants** – Refers to all categories of individual members and/or registrants defined in the By-laws of the Organization who are subject to the policies of the Organization, as well as all people employed by, contracted by, or engaged in activities with, the Organization including, but not limited to, employees, contractors, Athletes, coaches, instructors, officials, volunteers, managers, administrators, committee members, parents or guardians, spectators, committee members, and Directors and Officers.
 - f) **Parties** – The Parties are the Appellant, Respondent, and any Affected Party.
 - g) **Respondent** – The body whose decision is being appealed.

Purpose

2. This *Appeal Policy* provides Participants with a fair and expedient appeal process.

Scope and Application of this Policy

3. This Policy applies to all Participants.
4. Any Participant who is directly affected by a decision made by the Organization shall have the right to appeal that decision provided that there are sufficient grounds for the appeal under the **Grounds for Appeal** section of this Policy.
5. This Policy **will apply** to decisions relating to:
 - a) Eligibility
 - b) Selection
 - c) Conflict of Interest
 - d) Discipline
 - e) Membership
6. This Policy **will not apply** to decisions relating to:
 - a) Employment
 - b) Infractions for doping offenses
 - c) The rules of the sport
 - d) Selection criteria, quotas, policies, and procedures established by entities other than the Organization
 - e) Volunteer/coach appointments and the withdrawal or termination of those appointments
 - f) Budgeting and budget implementation



- g) The organization's operational structure and committee appointments
- h) Decisions or discipline arising within the business, activities, or events organized by entities other than the Organization (appeals of these decisions shall be dealt with pursuant to the policies of those other entities unless requested and accepted by the organization at its sole discretion)
- i) Commercial matters for which another appeals process exists under a contract or applicable law
- j) Decisions made under this Policy

Timing of Appeal

7. Participants who wish to appeal a decision have seven (7) days from the date on which they received notice of the decision to submit the following:
 - a) Notice of the intention to appeal
 - b) Their contact information
 - c) Name and contact information of the Respondent and any Affected Parties, when known to the Appellant
 - d) Date the Appellant was advised of the decision being appealed
 - e) A copy of the decision being appealed, or description of decision if written document is not available
 - f) Grounds for the appeal
 - g) Detailed reasons for the appeal
 - h) All evidence that supports these grounds
 - i) Requested remedy or remedies
 - j) An administration fee of five hundred dollars (\$500), which will be refunded if the appeal is upheld
8. A Participant who wishes to initiate an appeal beyond the seven (7) day period must provide a written request stating the reasons for an exemption. The decision to allow, or not allow an appeal outside of the seven (7) day period will be at the sole discretion of the Appeal Manager and may not be appealed.

Submitting an Appeal

9. Appeals of decisions made by the Organization can be submitted to the Organization to be addressed pursuant to this Policy. Alternatively, the Organization may ask Swim BC to hear appeals of the Organization's decisions at its discretion.

Grounds for Appeal

10. A decision cannot be appealed on its merits alone. An appeal may only be heard if there are sufficient grounds for appeal. Sufficient grounds include the Respondent:
 - a) Made a decision that it did not have the authority or jurisdiction (as set out in the Respondent's governing documents) to make
 - b) Failed to follow its own procedures (as set out in the Respondent's governing documents)
 - c) Made a decision that was influenced by bias (where bias is defined as a lack of neutrality to such an extent that the decision-maker appears not to have considered other views)
 - d) Made a decision that was patently unreasonable

Screening of Appeal

11. The parties may first attempt to resolve the appeal through the *Alternative Dispute Resolution Policy*.
12. Appeals resolved under the *Alternative Dispute Resolution Policy* will result in the administration fee being refunded to the Appellant.



13. Should the appeal not be resolved by using the *Alternative Dispute Resolution Policy*, the Organization will appoint an independent Appeal Manager (who must not be in a conflict of interest or have any direct relationship with the parties) who has the following responsibilities:
 - a) To determine if the appeal falls under the scope of this Policy
 - b) To determine if the appeal was submitted in a timely manner
 - c) To decide whether there are sufficient grounds for the appeal
14. If the Appeal Manager denies the appeal on the basis of insufficient grounds, because it was not submitted in a timely manner, or because it did not fall under the scope of this Policy, the Appellant will be notified, in writing, of the reasons for this decision. This decision may not be appealed.
15. If the Appeal Manager is satisfied there are sufficient grounds for an appeal, the Appeal Manager will appoint an Appeal Panel which shall consist of a single Arbitrator, to hear the appeal. In extraordinary circumstances, and at the discretion of the Appeal Manager, an Appeal Panel composed of three persons may be appointed to hear the appeal. In this event, the Appeal Manager will appoint one of the Panel's members to serve as the Chair.

Determination of Affected Parties

16. In order to confirm the identification of any Affected Parties, the Appeal Manager will engage the Organization. The Appeal Manager may determine whether a party is an Affected Party in their sole discretion.

Procedure for Appeal Hearing

16. The Appeal Manager shall notify the Parties that the appeal will be heard. The Appeal Manager shall then decide the format under which the appeal will be heard. This decision is at the sole discretion of the Appeal Manager and may not be appealed.
17. If a party chooses not to participate in the hearing, the hearing will proceed in any event.
18. The format of the hearing may involve an oral in-person hearing, an oral hearing by telephone or other electronic means, a hearing based on a review of documentary evidence submitted in advance of the hearing, or a combination of these methods. The hearing will be governed by the procedures that the Appeal Manager and the Panel deem appropriate in the circumstances. The following guidelines will apply to the hearing:
 - a) The hearing will be held within a timeline determined by the Appeal Manager
 - b) The Parties will be given reasonable notice of the day, time and place of an oral in-person hearing or oral hearing by telephone or electronic communications.
 - c) Copies of any written documents which any of the Parties wishes to have the Panel consider will be provided to all Parties in advance of the hearing
 - d) The Parties may be accompanied by a representative, advisor, or legal counsel at their own expense
 - e) The Panel may request that any other individual participate and give evidence at an oral in-person hearing or oral hearing by telephone or electronic communications.
 - f) The Panel may allow as evidence at the hearing any oral evidence and document or thing relevant to the subject matter of the appeal, but may exclude such evidence that is unduly repetitious and shall place such weight on the evidence as it deems appropriate
 - g) If a decision in the appeal may affect another party to the extent that the other party would have recourse to an appeal in their own right under this Policy, that party will become an Affected Party to the appeal in question and will be bound by its outcome
 - h) The decision to uphold or reject the appeal will be by a majority vote of Panel members
19. In fulfilling its duties, the Panel may obtain independent advice.



Appeal Decision

20. The Appellant must demonstrate, on a balance of probabilities, that the Respondent has made a procedural error as described in the **Grounds for Appeal** section of this Policy and that this error had, or may reasonably have had, a material effect on the decision or decision-maker.
21. The Panel shall issue its decision, in writing and with reasons, within seven (7) days after the hearing's conclusion. In making its decision, the Panel will have no greater authority than that of the original decision-maker. The Panel may decide to:
 - a) Reject the appeal and confirm the decision being appealed
 - b) Uphold the appeal and refer the matter back to the initial decision-maker for a new decision, or
 - c) Uphold the appeal and vary the decision.
22. The Panel will also determine whether costs of the appeal, excluding legal fees and legal disbursements of any parties, will be assessed against any party. In assessing costs, the Panel will take into account the outcome of the appeal, the conduct of the parties, and the parties' respective financial resources.
23. The Panel's written decision, with reasons, will be distributed to all parties, the Appeal Manager, and the Organization. In extraordinary circumstances, the Panel may first issue a verbal or summary decision soon after the hearing's conclusion, with the full written decision to be issued thereafter. The decision will be considered a matter of public record unless decided otherwise by the Panel.

Timelines

24. If the circumstances of the appeal are such that adhering to the timelines outlined by this Policy will not allow a timely resolution to the appeal, the Appeal Manager and/or Panel may direct that these timelines be revised.

Confidentiality

25. The appeals process is confidential and involves only the parties, the Appeal Manager, the Panel, and any independent advisors to the Panel. Once initiated and until a decision is released, none of the Parties will disclose confidential information to any person not involved in the proceedings.

Final and Binding

26. No action or legal proceeding will be commenced against the Organization or Participants in respect of a dispute, unless the Organization has refused or failed to provide or abide by the dispute resolution process and/or appeal process as set out in governing documents.



APPENDIX F

Ravensong Aquatic Club

Alternative Dispute Resolution Policy

In this document "Organization" refers to Ravensong Aquatic Club

Definitions

1. Terms in this Policy are defined as follows:
 - a) **Participants** – Refers to all categories of individual members and/or registrants defined in the By-laws of the Organization who are subject to the policies of the Organization, as well as all people employed by, contracted by, or engaged in activities with, the Organization including, but not limited to, employees, contractors, Athletes, coaches, instructors, officials, volunteers, managers, administrators, committee members, parents or guardians, spectators, committee members, and Directors and Officers.
2. The Organization support the principles of Alternative Dispute Resolution (ADR) and is committed to the techniques of negotiation, facilitation, and mediation as effective ways to resolve disputes. ADR also avoids the uncertainty, costs, and other negative effects associated with lengthy appeals or complaints, or with litigation.
3. The Organization encourage all Participants to communicate openly, and to collaborate and use problem-solving and negotiation techniques to resolve their differences. The Organization believe that negotiated settlements are most often preferable to arbitrated outcomes. Negotiated resolutions to disputes with and among Participants are strongly encouraged.

Application of this Policy

4. This Policy applies to all Participants.
5. Opportunities for ADR may be pursued at any point in a dispute when all parties to the dispute agree that such a course of action would be mutually beneficial.

Facilitation and Mediation

6. If all parties to a dispute agree to ADR, a mediator or facilitator, acceptable to all parties, shall be appointed to mediate or facilitate the dispute.
7. The mediator or facilitator shall decide the format under which the dispute shall be mediated or facilitated and may, if they consider it appropriate, specify a deadline before which the parties must reach a negotiated decision.
8. Should a negotiated settlement be reached, the written settlement shall be reported to, and approved by, the Organization for approval. Any actions that are to take place because of the decision shall be enacted on the timelines specified by the negotiated decision, pending approval.
9. Should a negotiated settlement not be reached by the deadline specified by the mediator or facilitator at the start of the process (if set), or if the parties to the dispute do not agree to ADR, the dispute shall be considered under the appropriate section of the *Discipline and Complaints Policy* or *Appeal Policy*, as applicable.

Final and Binding



10. Any negotiated settlement will be binding on the parties. Negotiated settlements may not be appealed

