

Sudbury Laurentian Swim Club

Parent Handbook

Contents

1 INTRODUCTION

Mission Statement

Club Affiliation

Club Structure

Club Office

This Handbook

2 CLUB ORGANIZATION

Executive Board

Working Committees

3 CLUB POLICIES AND PROCEDURES

Membership

Club accounts

Free Trial

Swim Ontario Fees

Training Fee

Payment of Fees

Meet Fees

Work Requirements/ Fundraising

Membership Participation

Club Uniform

4 SWIM OVERVIEW

COACH DIRECTORY

SWIM PROGRAMS

5 COMMUNICATIONS

Coach, Swimmer, Parent Triangle

Parent Information Meetings

Board Members

SLSC Newsletters

Members Handbook

6 SWIM MEETS

7 SWIM ONTARIO CODE OF CONDUCT

Welcome to the Sudbury Laurentian Swim Club. As the Head Coach of SLSC, I feel a little pressure each day to try and keep the integrity of the program that Dr Tihanyi had created while building LUSC/SLSC into the powerhouse it became in the early '80s. SLSC has seen drastic changes over the last 2 and half seasons with the continued closure of the Laurentian University pool. With support from the City of Greater Sudbury we have found new 'home pools' and are finding a new path forward. With the return of a more normal swim season ahead, we look forward to getting our numbers back into a healthy area and regaining our ability to produce top Provincial and National level swimmers.

Each day when I walk on the pool deck, I am greeted by one of the best swim groups I could ask to coach. I am very proud of them. I think I am fairly demanding, but my goal is to make THEM demanding of themselves. It serves no purpose if I want them to be better swimmers more than they want to be the BEST swimmers. My philosophy in trying to get our athletes to be their best is simple: encourage the swimmers to take responsibility for their own swimming. It is theirs to discover, I am just the hired help.

SLSC has some of the best swimmers in the province in certain disciplines and ages. Our younger swimmers are being coached well and learning the basic skills they will need to be GREAT senior swimmers. The club is on the rise -thanks for being part of it!

Head Coach Dean Henze

1. INTRODUCTION

Mission Statement

The mission of the Sudbury Laurentian Swim Club is to provide opportunities for every individual to reach their maximum potential in competitive swimming through a positive experience in the sport. To this end, SLSC:

1. Provides optimum instruction, training and competition for each swimmer.
2. Instills an appreciation of commitment, dedication and discipline in the pursuit of personal goals
3. Encourages a high degree of sportsmanship and team spirit
4. Provides opportunities for positive social interaction and emotional growth

Club Affiliation

The Sudbury Laurentian Swim Club is a non-profit minor sport organization. SLSC is designated "competitive swimming" and is recognized by the Greater City of Sudbury. The Club is a member of the Northeastern Ontario Swimming Association (NEOR), which is the "Northeastern Region" of Swim Ontario.

Swim Ontario, in turn, is a provincial body of Swimming/Natation Canada. SNC, along with the national bodies for diving, water polo and synchronized swimming, is affiliated with the Aquatic Federation of Canada (AFC). The body that regulates and controls

competitions in the four aquatic sports at the world level is World Aquatics, formerly known as FINA (Federation Internationale de Natation Amateur).

Club Structure

The Club's programs are directed by the Head Coach through the professional coaching staff. Administration, policy and operational activities supporting the programs are planned and executed under the direction of a volunteer Board of Directors and through working committees.

The ongoing success of the Club depends on the teamwork, dedication and supporting efforts of all involved.

Club Office

The Club address is

Sudbury Laurentian Swim Club

c/o Laurentian University

935 Ramsey Lake Road

Sudbury, ON P3E 2C6

swimclub@laurentian.ca

www.sudburyswimming.ca

This Handbook

This booklet is published annually in the fall. Changes to Club policies will be communicated to the Membership as they occur. Your input and suggestions are both welcome and necessary. Please direct your comments to any Board Member.

2. CLUB ORGANIZATION

A key element in the continuing success of the Sudbury Laurentian Swim Club is a high level of participation by our members. This section describes the organization of the Club and the many activities that are needed to support the Club's goals are outlined, including the scope, time and approximate level of commitment each involves

As a member of the Sudbury Laurentian Swim Club, you can "share the dream" with our swimmers through your commitment and effort as a volunteer in the Club's many activities. Knowing that you have contributed to giving your young athlete every opportunity possible makes those moments of shared pride and excitement all the more poignant.

One of the key aspects of soliciting volunteer commitment is communication. As a prospective volunteer in any endeavor, you are entitled to know not only what jobs need to be done, but the time, effort and scope of each. As well, you must be assured that your efforts are part of a general willingness by all to contribute to the welfare of the Club.

With this information, each Club member can better appreciate the broad base of participation required to provide the support our athletes need if they are to have every opportunity to succeed. **To help ensure the continued success of our club consider serving on at least one committee.**

Shared tasks are not only more enjoyable, but they also help us to get to know each other better and to provide our own opportunities for social and personal growth. The organization of the Club as described by the Board positions and committees should not be taken as cast in concrete - any organization must be dynamic if it is to capitalize on the strengths of its individual members.

Executive Board

The Board usually meets monthly during the year and all Board meetings are open to Club members, except for in-camera discussions. Anyone wishing to make a presentation to the Board or wishing to have a specific item placed on the agenda for a Board meeting is advised to call the Club Secretary in advance.

2024-2025 Executive Board

President: Marie-Léa Bray

Vice President: Kristine DeMarco

Treasurer: Christie Laprairie

Secretary: Matt Demers

Members at Large: Amanda Landry, Lauren Gatien

President

Directs the overall policies and affairs of the Club, subject to the direction of the executive board; represents the Club to the City of Sudbury, the Northeastern Ontario Swimming Association and Swim Ontario; represents the Club to the local media and the business community in matters of sponsorship and public affairs.

Vice President

In the absence of the President, the Vice President shall assume the duties and obligations of the President.

Secretary

Maintains the seal of the Corporation, the official minute's book and all records, correspondence and documents of the Corporation.

Treasurer

Develops, implements and controls all required budgets, accounting procedures and financial reports in accordance with the law, generally accepted accounting principles and good business management practices.

Members at Large

Responsible for coordinating all working committees and any other tasks delegated or needed by the Executive Board.

Working Committees

The second level of the board consists of various committees who plan, organize and direct the activities of the Club. This is done primarily by recruiting volunteers from the general membership and organizing them into working committees to address the various activities that support the Club's goals. The committee chairpersons report on a regular basis to their respective executive board members.

Meet Manager / Assistant Meet Manager

There may be one or two positions. Where there are two, it is intended that one be a more senior, experienced position, with the other being an entry level meet manager position. The Meet Manager organizes and runs meets within the guidelines established by Swim Ontario. The meets are planned and scheduled together with the Head Coach to meet the Club's competitive swimming objectives.

Officials Chairperson

Organizes and conducts training sessions as per Swim Ontario (Ontario Officials Committee) guidelines; solicits member participation in officiating positions; plans and provides for adequate officials coverage at all home meets; represents the Club to the Officials Committee of the Northeastern Ontario Swimming Association.

Home Meet Canteen & Hospitality

Organize the food canteen for the home swim meets. Arrange breakfasts, lunches and suppers for officials and coaches at every home swim meet.

Communication and Marketing

Coordinates and solicits advertising and sponsorship for meet programs.

Fundraising

Planning and running activities aimed at bringing money into the organization, this will help keep registration fees as low as possible.

Swim a Thon

Ensures that the Club's annual Swim-A thon fundraising activities operate to its maximum revenue-generating potential by designing, communicating and directing motivational and incentive programs; ensures that Swim-A-Thon fulfills Swim Ontario's requirements.

Social

Coordinate various social activities for both swimmers and parents.

Equipment Coordinator

Obtain, advertise, sell and distribute all clothing items, suits and accessories. With input from coaching staff; select clothing, suit design and colour scheme.

3. CLUB POLICIES AND PROCEDURES

Membership

Refer to the registration package for the current season for actual dollar amounts. Fees are established by the Executive Board prior to registration in September.

Club accounts

A Club account is established for each family to track meet entry fees, travel expenses, and other charges. A member's account must be in good standing from the previous season before registration will be accepted for the current season. No returning swimmer can participate in Club activities until registered.

If accounts are not kept current, swimmers may be suspended until the account is paid in full. If financial arrangements are necessary, arrangements must be made through the Executive Board.

Free Trial

A free trial shall not exceed two weeks of continuous training sessions. No fee will be charged for this.

Swim Ontario Fees

The Swim Ontario registration fee is payable in full at the time of registration and is non refundable and includes the mandatory Swim Ontario insurance coverage.

Training Fee

These fees are the club fees which cover the pool fees, lane fees and coaching salaries associated with the day-to-day training of our swimmers.

Refunds

Any swimmer deciding to resign from the club must email the Club Treasurer.
treasurerslsc1@gmail.com

The \$125 administration fee is non-refundable. Any swimmer deciding to resign from the club prior to December 31st will incur a \$500 cancellation fee and monthly dues from September 1st to December 31st will be charged.

Swimmers who resign after December 31st all remaining dues will be charged.

If the swimmer has paid the fees in full and resigned prior to December 31st, a prorated refund will take place minus the \$500 cancellation fee and monthly fees from September to December.

Refunds for Medical Leave

Refunds will be granted at the discretion of the Board upon written application to the Club office, accompanied by a letter from a medical doctor, describing the nature of the illness. Such applications will be considered where the swimmer is unable to train for a minimum of 1 month due to medical reasons. A refund granted under this policy will not be assessed on administration fee. The refund will apply to the training fee only.

Fee Reductions

There will be no reduction in fees for a swimmer desiring a leave of absence from training, except for validated medical reasons as described above.

Free Trial

A free trial shall not exceed two weeks of continuous training sessions. No fee will be charged for this.

Payment of Fees

Swim Ontario fee is payable at time of registration. SLSC training fees can be paid in one lump sum OR over 8 equal payments due; September 1, October 1, November 1, December 1, January 2, February 1, March 1, and April 1. New members starting during the swim season will pay a prorated training fee.

Meet Fees and Coaches Fees

Meet fees are entry fees charged to participate in various competitions throughout the year. Each host club charges fees per individual event and relay or a flat fee (regardless of the number of events). When a swimmer is entered in a meet the fees plus a coach fee is charged to the family account.

\$25 Top Fish	\$75 Regional Champs/Invitational
\$75 out of town/ NEOR meet	\$100 Festival/Provincial/National/Out of Province

Clubs hosting meets do not give refunds for swimmers who scratch from events, the swimmer will be responsible for meet fees regardless of attendance for participation at the subscribed meet.

Work Requirements/ Fundraising

The Club requires that additional funds be generated over and above the Training Fee. Please refer to the Parent Information handout for Swim Meets and Officials Requirements.

Membership Participation

The Sudbury Laurentian Swim Club recognizes that participation from all members is a vital and necessary component of the Club's activities.

Individuals participating in activities of the Sudbury Laurentian Swim Club shall have the following responsibilities:

1. To be sincere in the offer of service.
2. To maintain the integrity and public image of the Club.
3. To promote a positive working relationship between the Club and the City of Greater Sudbury, Laurentian University, the press, sponsors, suppliers, governing sports bodies and other competitive swim clubs.
4. To complete accepted assignments reliably and on time.
5. To accept the guidance and decisions of those who supervise assignments.
6. To work within the definition and scope of assignments or committees.
7. To participate in orientation, training and meets and to continue to learn on the job.
8. To understand the coaches' roles and promote a positive working relationship with them.

Club Uniform

The SLSC Club colours are Blue and Gold. The Board will approve items of clothing for the Club uniform and optional accessories. Swimmers must wear approved clothing at meets.

4. SWIM OVERVIEW

SWIM PROGRAMS

Swim Skills: This is a 10-week sessional program that is geared to 5–7 year olds who want to learn basic water skills and learn skills that will enhance their long-term future in the water.

Novice 2: This is our introductory competitive program and teaches swimmers the basic swimming skills for Freestyle ("Front crawl"), Backstroke and Breaststroke.

Novice 1: Is an advanced version of Novice 2 and will introduce more advanced skills, as well as Butterfly.

Age Group 3: This group is geared towards our very best 10 and under swimmers and beginning 11-13 year old swimmers. Basic training concepts are expanded but emphasis is placed on continuing skill development.

Age Group 2: This group is the first of the groups that expects a larger time commitment. The commitment to learning to train and continued skill development are the expectations for this group. It is geared towards our best 10-12 year olds and developing 13-14 year olds.

Age Group 1: This group is geared towards teaching more advanced training concepts and advanced expectations in commitment levels. The focus is on our very best 12-14 year old swimmers and developing 14-16 year old swimmers as well.

Senior 2: This group is geared towards swimmers aiming to be Provincial or are current Provincial qualifiers aged 14 and over (high school). The main emphasis is on commitment to training and swimming at each individual's highest potential. This group trains 8 times per week and incorporates dry-land practices.

Senior 1: This group is the Senior Provincial squad and swimmers must have achieved an Eastern National Championship time standards to be in the group. The National group has 9 practices per week, plus dry-land commitments.

NOTE: Competitive opportunities are defined by the readiness of the particular competition, which is decided by the coaching staff, attendance at practices weigh heavily on whether a person is ready or not. No athlete will be entered in any competition with inappropriate entry times. Extenuating circumstances may be considered.

The swimming season is divided into two separate periods defined by the length of the competitive course.

1. Short course (S.C.) is 25 meters in length
2. Long course (L.C.) is 50 meters in length.

Swimmers must qualify for respective competitions over the appropriate length.

Swimmers 'on the move'

As each swimmer progresses in technical ability, endurance, strength and speed, they will be assessed with respect to moving up to the next group. The Age Group Coach for the swimmer's current group is responsible for assessing each swimmer's ability and for initiating the move process. Consultation among the swimmer, coaches and parents is vital to a successful move.

When a swimmer is ready to move up, the swimmer's coach will discuss the move with the coach of the new level. Then the coaches will discuss the move with the parent(s)/guardian and outline the transition, new workout schedule and financial and participation commitments. If agreed, the move will then be discussed with the swimmer.

Normally, swimmers will begin the move process by "swimming up" with the higher-level group one session per week.

As the swimmer is able to physically and psychologically accommodate the increased workload and different time demands, the number of sessions in the target group will be increased. The swimmer's new coach, again in consultation, will assess the swimmer's ability in the new group.

During the transition period, the coach of the lower level will remain the swimmer's coach of record for meet entries and other general matters.

5. COMMUNICATIONS

It is vital that several communication channels are exercised to keep all parties involved and aware of Club activities. There are various formal and informal communications channels that are available.

Coach, Swimmer, Parent Triangle

Perhaps the most important communication is that which occurs in the triangle between the coach and swimmer, swimmer and parent, and parent and coach. Parents are strongly encouraged to talk directly with their swimmer's coach to seek information, clarify training and meet situations, goals, and discuss any situations that may arise.

Coaches are usually around for a few minutes after workout- that's often the best time to approach them. If they are unavailable, please send an email.

Please follow the below course of action to address and concerns.

1. Discuss the situation with the coach of the swimmer's group.
2. Discuss the situation with the Head Coach
3. Discuss the situation with the President and through him/her, the Board.

Parent Information Meetings

The coach of each group holds a meeting with parents of swimmers in their group at the beginning of the season and again during the season as needed.

Board Members

All Club members are encouraged to contact us if you have a question, compliment, concern, query or complaint. We want to know how you feel about a situation, scenario or incident. We will work with you to resolve these as quickly as possible.

SLSC Newsletter

SLSC newsletter provides information on upcoming meets, fundraising activities, team performance, team activities, articles of interest and other important information for all club members.

Member's Handbook

The member's handbook is designed to be a general source of information about the Club and a reference for the Club's policies. The handbook is maintained on a

volunteer basis. Please pass any suggestions, comments, corrections to any Board Member.

6. SWIM MEETS

Throughout the season, the Club hosts many "**at-home**" meets and attends many "**away**" meets. Each meet will be targeted to a specific range of swimmers and may or may not have qualifying or de-qualifying time standards for entry. The coaches will decide which away meets are to be entered. The home meet schedule is jointly developed by the Head Coach and the Meet Manager or Assistant Meet Manager. The various home meets usually hosted include the following:

Top Fish

These meets are the introductory meets for most of the swimmers at SLSC. They are NEOR-hosted meets and limited to swimmers who are 12 years and younger. The event list is simple and consists of events that help the development of new and young swimmers. There are typically three Top Fish meets each year.

NEOR Developmental Meets

These are hosted on a rotational basis by Clubs in the Northeastern Ontario Region. Open to all competitive swimmers, these meets have very limited entry standards and are designed to provide swimmers with a chance to test themselves. These meets also provided an opportunity to gain qualifying times for championship meets. There are 3 NEOR developmental meets each year.

NEOR "A-" and "B-" Championship meets

NEOR clubs bid to host NEOR Championship meets.

A-Championship meets:

- **Dave Kensit** is the short course meet held in early February, and starts Friday and winds down Sunday evening.
- **Jeno Tihanyi** is the long course meet held in early June in Sudbury. It is a special meet in that it serves as the championships for NEOR and Huronia regions. These meets include both preliminary heats as well as finals. We are hoping that we can run this meet again this coming season, but we will see.

B- Championship meet:

Fred Rams "B Championship" is designed to give B-level swimmers a chance to compete without the top A-Level swimmers racing against them. It's a chance for the developing swimmer to win, and a chance to gain qualifying times for higher level meets. Swimmers may not enter any event in which they have an A-Level time or better (de-qualifying time). The B-Champs (Fred Rams) is run over a weekend, starting Saturday and winding up Sunday -all timed finals.

Travel for Away Meets

When attending away meets, parents are responsible for their swimmer's travel, hotel and supervision.

If the Head Coach decides an away meet is to be a “Team Travel Meet”;

- A parent chaperone, or coach acting as chaperone, will be assigned when a team travels overnight.
- Chaperones are responsible for swimmers staying with the team.
- When chartered bus transportation is provided, all swimmers who have signed up to attend the meet must share the cost of transportation, whether they use this means or not. There is a provision for those who have more than 2 swimmers traveling (the cost of the 3rd and subsequent swimmers will be 50% of the transportation cost).
- Chaperones' net travel and accommodation expenses shall be determined and approved by the Board prior to any team travel. Preference will be given to those who volunteer at no cost to the club.
- The coach may act as sole chaperone upon Board approval. If the coach and the Board agree upon his/her chaperoning, he/she will follow all guidelines set down by the Club
- No swimmer will travel with the team on an overnight meet without the parents' permission.

Team Overnight Stay Protocols

The following guidelines for overnight stays prioritize the physical and emotional safety of all athletes:

- Swimmers are aimed to be roomed with those with whom they feel comfortable and safe, and invite athletes/parents to provide any details and specifications.
- If a child's parent/guardian is not present, then arrangements should be made (signed permission form) for a child to share a room with another athlete and their screened guardian.
- Athletes over the age of 13 are assigned to hotel rooms together, arrangements will include placing similarly aged and same gender teammates together
- Coaches and/or SLSC staff/Chaperone are not permitted to share rooms with athletes.
- Screened adult chaperones are placed on all floors with athletes. Whenever possible, athletes all stay on the same floor and same wing in the hotel. Interactions between athletes and adult chaperones, coaches, and/or athletic staff follow a rule of two (2 swimmers to one Chaperone at all times)
 - In the case of medical emergency or extenuating circumstances where the rule of 2 cannot be followed, Chaperons will contact the parent/guardian via phone and be in constant contact until the situation is resolved.
- Expectations of privacy with athletes, coaches, and athletic staff with regards to bathroom use, showering, and changing in hotel rooms and dorm rooms. Adults, including team staff and chaperones, will not share bathrooms or showers with athletes.
- Athletes must use the buddy system if permission is given from the Coaches/Chaperones when within the hotel, but outside of the room. If leaving the hotel, an adult chaperone must be informed, athletes must be in groups of

three or more, and athletes must adhere to curfew hours and policies about where they can and cannot go unsupervised.

- Athletes are not to leave the room after curfew without adult chaperones and only within team guidelines or with expressed permission (except in the event of emergency).
- Conference rooms/meeting areas will be designated in hotels for socialization between athletes, coaches, athletic staff, and chaperones where available.
- All socialization occurs in groups and is subject to a rule of two. Meetings and other interactions between swimmers, coaches, or chaperones take place in public areas or available designated area of the hotel or an athletic facility.
- Chaperones are responsible for the safe transport of athletes and are to accompany them in groups. If a situation requires transporting a single athlete, adhere to a rule of two or parents should transport their own child. All transportation will be transparent and well communicated who is with the swimmer at all times.
- Safety planning:
 - Having adult chaperones, who adhere to a rule of two, in the hotel and available to athletes at all times.
 - Answering the door (e.g., not opening the hotel room door for someone unknown or unexpected).
- Behaviour expectations:
 - Swimmer are not to leave their hotel room at night except in case of emergency (and in accordance with the emergency situation procedures)
 - No alcohol/drugs
 - Swimmers are representing the club at all times. Proper language, attire and etiquette is expected during the entire trip.
 - Swimmers address any concerns with a Chaperone should there be behaviour issues with another athlete, coach, member of the athletic staff, chaperone, or other adult.
 - All Swimmers will adhere to the pre-established curfew set by the Chaperones.
- Emergency situation procedures (e.g., in case of injury, severe illness, accident, fire, hotel evacuation).
 - A phone list and Group Chat will be shared/created with athletes and parents which includes numbers for coaches, chaperones and other staff on the trip
 - Parents/guardians of each child, medical concerns, and emergency phone numbers will be provided to all Chaperons/Coaches
 - Parents/guardians will be contacted immediately if/when an accident or illness occurs.
 - If the swimmer is ill, parents will be consulted on how to proceed with medical treatment prior any clinic visit, medical treatment or medication being administered
 - In the case of a medical emergency the parent/guardian will be contacted via phone, email and group chat to communicate the situation. If the parent/guardian cannot be reached by phone, email and group chat, all

necessary medical procedures and treatment will be conducted in the swimmer's best interest.

- A clear expectations for use of electronic devices prior to travel will be given by Coaches/Chaperones (e.g., phones, tablets, computers), including:
 - Prohibiting taking pictures or recording videos of others in private situations (e.g., in bathrooms, when changing, or when sleeping), or in a secretive or disrespectful manner
 - Ensuring athletes receive permission from another athlete prior to taking pictures of or recording videos that person both in field of play or off
 - Prohibiting private communications between an individual athlete and a coach/athletic staff member/ chaperone other than for that which is directly related to and necessary for the sporting event. Should communication be in an electronic format, the athlete's parent/guardian should be included in the communication.

7. SWIM ONTARIO - Code of Conduct

SWIM ONTARIO “SAFE SPORT/COMPLAINTS PROCEDURE”



CHANGES TO THE SWIM ONTARIO “SAFE SPORT/COMPLAINTS PROCEDURE”

As previously communicated in August, as of September 1, 2024, the following now applies to the Complaint and Discipline procedure:

One Complaint and Discipline procedure and a single Code of Conduct (S.O. Code) now applies for the entire Swim Ontario community and all Code of Conduct complaint will be sent to, and administered by the independent Dispute Resolution Officer (DRO).

FAQ

Why this change from using the previous Club DRO/Club System?

1. The current Complaint and Discipline environment continues to become increasingly more complicated.
2. This new procedure will either directly comply with, or make for, an easier transition to anticipated Provincial Government Safe Sport initiatives.
3. It will provide an independent, consistent application of the procedure.
4. It should help ease the burden and stress on clubs that these issues can create for volunteers and staff.
5. It will also provide Swim Ontario a clearer picture of the entire Swimming Safe Sport landscape in Ontario, which will be important for the implementation of new Government initiatives

What does this mean for Registrants – HOW to REPORT a COMPLAINT

1. S.O. will send out more detailed information in an email blast to all 30,000 registrants in late October.
2. If someone needs to report a Complaint for conduct that violates Swim Ontario bylaws, policies, procedures and the Swim Ontario Code of Conduct, submit the form HERE

Is there a web page with more information?

1. Yes, the link to the Complaints Process page is [HERE](#).

What if our club has an ongoing Complaint right now?

1. The club needs submit a progress report to Swim Ontario for our review to this email address

What does clubs need to do to comply? (ASAP)

1. Any club President, Coach, Board member, staff, volunteer of anyone who receives a complaint MUST report/forward the complaint to Swim Ontario [HERE](#)
2. Clubs must not administer any Code of Conduct Complaint – please send it to Swim Ontario. Use this link to report a claim [HERE](#)

Clubs will also need to provide S.O. with all details of any ongoing/unresolved complaints to this email address

3. In the event of a new incident an appropriate person has authority to take immediate, informal, (small) corrective action in response to behaviour that constitutes an infraction. The person in authority can be, but is not restricted to being, staff, officials, coaches, organizers, or Board/Committee members. The incident is then reported to Swim Ontario [HERE](#)
4. Clubs will need to update certain Policies and Procedures
 - Clubs MUST adopt and publish the S.O. Code (without changes)
 - Advertise the new Complaint procedure to the club membership
 - Club policies will need to be updated to reflect this change, as only breaches of the S.O. Code of club policy/procedure can be addressed through this new procedure.
 - Delete the current club Code of Conduct and any club complaint and discipline policies/procedures.
5. Clubs will still need a process/mechanism for effective resolution of issues not covered by this procedure (some examples are):

- employment matters,
- financial matters/refunds
- swimming technical matters (group moves, meet entries, etc.)

What if the incident is criminal or involves an injury?

1. If the actions may be considered criminal or someone is in immediate danger, **CALL THE POLICE**
2. Take whatever action is needed to make sure people are safe and ensure that any injuries receive treatment.
3. Report the matter to Swim Ontario [HERE](#)