Upper Canada River Otters

Swim Club

26-27 Parent Handbook

Edition: October 16, 2026

Approved by the UCRO Board of Directors

Thank-You to our 26-27 Community Supporters!

Gold Level

THE JAK GROUP
CONSTRUCTION CO

TAKE 5 OIL CHANGE

BROCKVILLE SNOW BLOWING

MOTORS BROCKVILLE

CSN COLLISION BROCKVILLE

Shane Skinner, CPA
Professional Corporation

The TODD Family

Silver Level

MNP

South Coast
DESIGN | BUILD

BCC
BRODIE CHURCH CONSULTING

Bronze Level

Limerick Environmental Services Ltd.

401 electric
60 YEARS OF SERVICE

RBC Wealth Management
Dominion Securities

Nichols Wealth Management

Home hardware building centre

goswim.ca
FINIS

Cont ents

About the Upper Canada River Otters 9

This Parent Handbook 9

Club Membership and Governance 9

Mission, Vision and Values 10

Club Culture 10

Overview of the Canadian Swimming Community 11

Meet Our Coaches 12

Our Approach to Athlete Growth and Development 13

UCRO Swim Programs 14

Getting Started 14

Tryouts and Swimmer Assessment 14

Full Season and Trimester Sessions 14

Trial Period for New Swimmers (Youth & Bronze only) 15

Grassroots 16

Junior Otters - Ages 6 – 10 years 16

Youth Otters - Ages 9 – 12 years 17

Advancing from Youth Otters 17

Performance Stream - Competitive 18

Bronze Team 19

Silver Team 20

Gold Team 21

Platinum Team 22

National Level 23

Performance Enrichment Program 24

Dryland Training 24

Physical Testing 25

Mental Skills Workshops 25

Nutrition Sessions 25

Development Stream - Fitness and Skills 26

House League - 13 - 18 years 26

Masters - 18+ Adults 27

Switching Between Streams - Implications 27

Junior Coaching Program 29
Holidays and Breaks 29
Swim Meets 30
What to Expect at Your First Swim Meet 30
Invitational and Qualifying Meets 31
Mobile Apps for Swim Meet Results 32
Meet Officials - Roles & Certification 33
How to Start Along the Officials Certification Pathway 33
Swim Equipment and Clothing 34
Practice Equipment Requirements 34
UCRO Teamwear 35
Meetings and Social Activities 35
Annual Awards 36
Fees and Family Commitments 37
YMCA Affiliation 37
Summary – Session Fees and Commitments 38
Registration and Payment 39
Registration Signoff - Policies and Agreements 40
Administration Fee 40
Governing Body Fee - Insurance 40
Payment Policies 41
Session Fees 41
Discounts for Multiple Swimmers 41
Fee Schedule for 2026-2027 Sessions 42
Swim Meet Entry Fees and Coach Travel Fees 43
Swimathon Fundraising Commitment 44
Volunteering Commitment 45
Financial Assistance and Grants 47
Fundraising and Community Sponsorship 48
Community Sponsorship Opportunities 48
Communications and Parent Engagement 49
Building a Strong Parent - Coach – Swimmer Relationship 49
Communication Channels 50
Resolving Concerns and Complaints 51

Swim Ontario Complaint Process 51
Key Contacts and Other Resources 52
Appendix A - SNC Athlete Development Model 53
Appendix B – Swimmer Advancement Criteria 55
Graduating from Bronze to Silver 55
Graduating from Silver to Gold 55
Graduating from Gold to Platinum 56
Graduating from Platinum to National 57
National 57
Appendix C – Volunteer Opportunities - Points 58
Appendix D - Registration Signoff Agreements 60
Athlete Agreement Policy 60
Medical Permission Agreement and Waiver Agreement 62
Swimathon Fundraising Commitment Agreement 62
Volunteer Points Agreement 63
Officiating Agreement 63
Communications Agreement 63
Safety and Conduct Policies Agreement 64
Release of Liability and Indemnification Agreement 64
Privacy Policy Agreement 65

Summary - Quick Start for New UCRO Parents

What Is the Upper Canada River Otters (UCRO)?

- UCRO is a competitive swim club for youth (ages 6+), offering programs from beginner to elite competitive levels.

- Based in Brockville, Ontario, UCRO is a registered non-profit organization governed by a volunteer board and aligned with Swim Ontario and Swimming Canada.

Quick Contacts

	Contact
UCRO Tryouts	Head Coach – Dan Lock – headcoach@riverotters.ca
Your Swimmer's Program	Head Coach – Dan Lock – headcoach@riverotters.ca
General Information	President – Fiona Goodman – admin@riverotters.ca
Fees & Payments	Treasurer – Peter Goodman – finance@riverotters.ca
	For a more detailed list of contacts see *Key Contacts and Other Resources* on **page 52**.

Registration Essentials

- **Tryouts** - New members must book a 15-minute tryout and on-deck meeting with the Head Coach.

- **Online Registration** - Register for all programs online on the website HERE.

- **YMCA Affiliation** - UCRO swimmers must be affiliated with the YMCA prior to the start of their first session. More details in the *YMCA Affiliation* section on **page 37**.

Financial and Family Commitments

- **Session Fees – ALL** session fees are **non-refundable,** whether paid upfront or by instalments. More details in the *Payment Policies* section on **page 41**.

- **Swimathon Fundraising Commitment** – In addition to session fees, all **competitive** registered swimmers have a Swimathon fundraising commitment. More details in the *Swimathon Fundraising Commitments* section on **page 44**.

- **Swim Meets –** There are additional fees to attend swim meets. More details in the *Swim Meet Entry Fees and Coach Travel Fees* section on **page 43**.

- **Volunteering Commitment –** Volunteering to help the club is required for families that have **competitive** registered swimmer(s). There is an emphasis on developing swim meet officials so the club can host swim meets. More details in *Volunteering Commitment* section on **page 45**.

Equipment and Clothing

- **All Swimmers –** All swimmers need a swim cap and goggles (all swimmers receive a River Otters swim cap each season as part of their registration).

- **Competitive Swimmers –** Additional swim equipment is required for more advanced levels. More details in the *Practice Equipment Requirements* section on **page 34**.

- **Teamwear Clothing -** UCRO-logoed clothing and swim gear are strongly encouraged because they create a sense of community and belonging.

Communication Channels - Detailed contact lists in the *Communication Channels* section on **page 50**.

- **Website -** riverotters.ca

- **Streamline Newsletter –** monthly from the club to parents by email.

- **Social Media**
  - Follow the club on Instagram: ucro_sc
  - Follow the club on Facebook: uppercanadaswimclub
  - Plus all Parents/Guardians of registered swimmers are invited to a Closed Facebook Group at the start of each season
- **Reach Out Any TIME** – the Head Coach & Board members are happy to hear from parents any time.

Parent Tips

- **Attend** - orientation meetings and social events. They are excellent opportunities to connect with other families and learn about the club. More details in the *Meetings and Social Activities* section on **page 35**.
- **Read** - emails, **this Parent Handbook** and newsletters. Everything is there.
- **Ask** – questions to coaches, board members and other parents. UCRO is a welcoming community.

About the Upper Canada River Otters

This Parent Handbook

This handbook is for parents and guardians of swimmers in the Upper Canada River Otters (UCRO) swim club. It provides detailed information about:

- **Program Operations** - how UCRO's swim programs operate, including fees and family commitments.
- **Expectations** - what you can expect while your child is part of the program.
- **Contacts** - contacts and resources where you can find more information.

This Handbook is **updated regularly** so please visit the UCRO website for the most recent edition.

Club Membership and Governance

UCRO is a **registered non-profit organization** under the jurisdiction of the Ontario Not-for-Profit Corporations Act (ONCA).

- **Members** - By registering your swimmer(s) in a UCRO program, parents/guardians become official **members** of UCRO (the non-profit organization).
- **AGM** - UCRO's annual general meeting of members is usually held in September where the UCRO Board of Directors is elected and year-end financials are reported.
- **Reporting Structure**
    - The Head Coach reports to the Board through the President.
    - All Junior and Assistant coaches report directly to the Head Coach.

Mission, Vision and Values

Club Culture

Our club culture is a reflection of how we **put our Mission, Vision, and Values into action**.

- **It guides everything we do** … how we coach, communicate, make decisions, support athletes, recognize contributions, and work with families and our community partners.

- When coaches, Board members, officials, athletes, and parents/guardians **live these values** together, **UCRO becomes a stronger, more welcoming club**.

Overview of the Canadian Swimming Community

The Canadian swimming community comprises interconnected tiers: local clubs such as UCRO, the provincial organization Swim Ontario, and the national federation, Swimming Natation Canada.

Swim Clubs

UCRO, and other swim clubs, is where most swimming development happens. This is where:

- professional coaches provide programming and teach swimmers the skills appropriate for their age and stage of development. They follow guidelines from Swimming Canada's Long-Term Athlete Development (LTAD) model. Programs are available for all levels.
- swimmers have regular practices and chances to improve.
- local and regional swim competitions (meets) are hosted.

Clubs also build a sense of community. Swimmers learn athletic skills and important life skills like discipline, time management, and teamwork.

Swim Ontario

Swim Ontario is our provincial sport organization. It connects all clubs in Ontario to the bigger swimming world by:

- approving (sanctioning) swim meets in the province.
- creating safety rules and policies for clubs, including receiving complaints from members.
- setting provincial swimming standards (e.g. qualifying times for big meets).
- organizing provincial championship meets.
- providing liability insurance to member clubs and more.

Swim Ontario is the important link between local clubs and the national organization.

Swimming Natation Canada (SNC)

Swimming Natation Canada (SNC) is the national organization for swimming in Canada. It guides competitive swimming by:

- governing the sport across the country.
- certifying coaches.
- organizing national championship meets.
- setting national swimming standards.
- creating long-term plans for how athletes develop.
- making nationwide rules for athlete safety and development.

Meet Our Coaches

Head Coach: Dan Lock - *NCCP "In Training" 201 Age Group Coach*

Dan brings over a decade of coaching experience to the River Otters, where he has coached since 2023, first as Assistant Coach, then as Head Coach since 2025. Raised in the UK, Dan grew up playing basketball and rugby at varsity level, as well as coaching & refereeing these sports before moving to Canada in 2018. As an open water swimmer, runner, cyclist and certified yoga teacher, Dan combines a background in diverse athletic disciplines with a balanced, fun approach to help swimmers of all skill levels achieve their personal goals.

Assistant Coach: Marianne Carlyle - *NCCP Certified 101 Fundamentals Coach*

Marianne grew up swimming with the Brockville Aquatic Club, earning club, provincial, and national honours before winning six medals at the Canadian University Championships for Mt. Allison University. Marianne went on to become a seven-time World Triathlon competitor in the 1990s.
She co-founded the 1000 Islands Masters Swim Club in 1985, which she still coaches and has previously held various coaching roles (including swim mom) in UCRO. She remains dedicated to coaching local swimmers of all ages.

Assistant Coach: Steve McKend - *NCCP Certified 101 Fundamentals Coach*

Steve grew up swimming with UCRO from age seven through to high school and competed provincially in breaststroke and IM. He then went onto swimming two varsity seasons at McMaster University. The strong camaraderie and friendships Steve built through swimming shaped his appreciation for the sport and guided his coaching philosophy.

Today, he strives to foster a positive, supportive environment where swimmers can challenge themselves, connect with teammates, and find joy in the journey.

Assistant Coach: Sherry Leeder - *NCCP Certified 101 Fundamentals Coach*

Involved in competitive swimming since the 1970s, Sherry started as a Brockville Aquatic Club athlete training in a 20-yard pool! Over the decades, she has served as a Head Coach (twice), a Swim Mom, and, as of February 2026, a volunteer Assistant Coach.

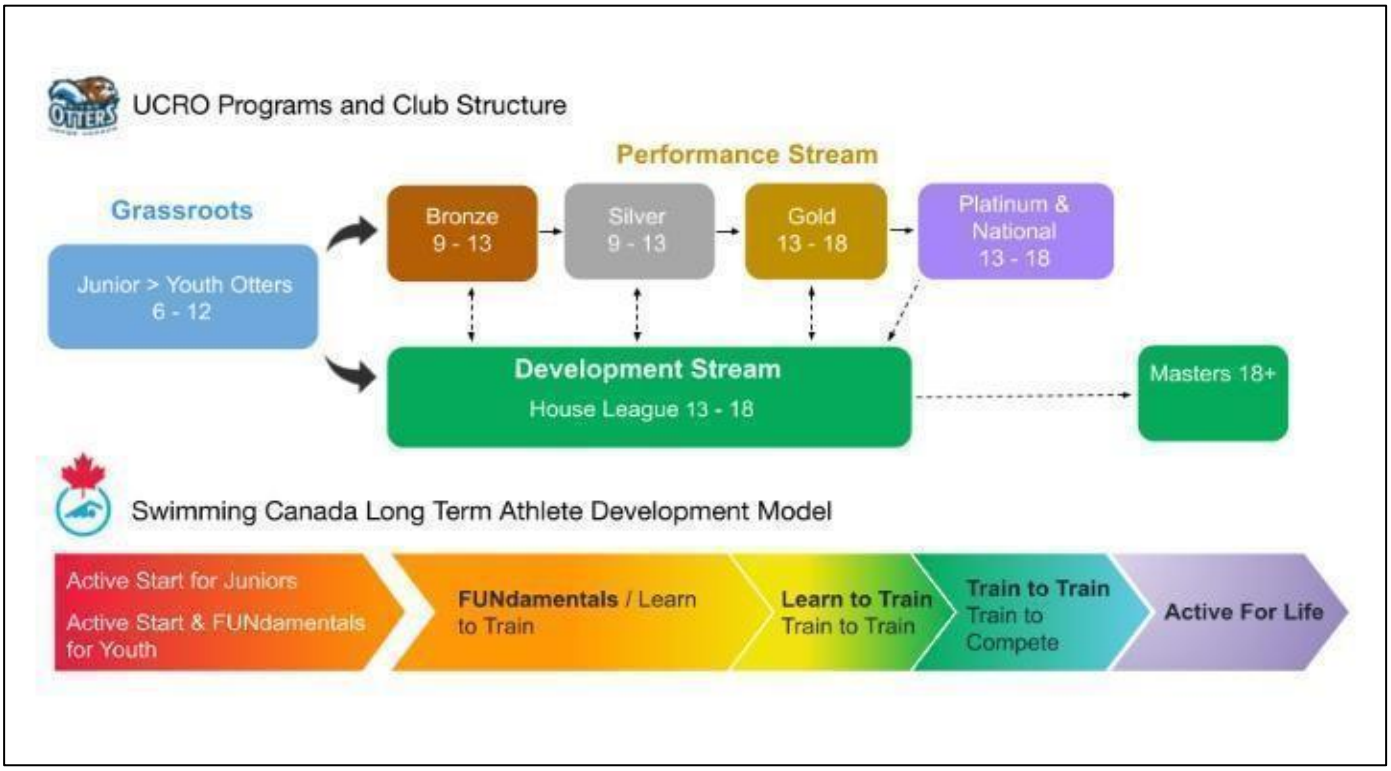
She is excited about the team's direction and proud to support a dynamic organization offering opportunities for swimmers of all ages and abilities.

Junior Coaches

Junior Coaches are senior UCRO swimmers aged 14 and older who help the Head and Assistant Coaches deliver the Junior and Youth Otters programs. They share their skills and enthusiasm with younger swimmers in the water. Learn more about the Junior Coach program below.

Our Approach to Athlete Growth and Development

UCRO follows Swimming Canada's Long-Term Athlete Development (LTAD) model. This model emphasizes that becoming a great athlete happens through carefully planned steps that match a swimmer's physical, mental, and emotional growth.



The LTAD model guides swimmers from their first time in the pool all the way to potentially competing internationally. It focuses on:

- **Age-appropriate training -** Swimmers do activities and training suitable for their age.
- **Skill development -** Swimmers learning the right techniques at the right time.
- **Enjoyment of the sport -** We keep swimming fun, so athletes stay involved for life.

This is how the LTAD model maps to the UCRO Programs and Club Structure.

- This approach ensures UCRO swimmers develop the technical skills and physical fitness they need as they grow, while also building a healthy, lifelong relationship with swimming.
- After leaving UCRO, swimmers may graduate to varsity programs in the 'Train to Compete' phase of the LTAD model or may continue swimming as an adult within a Masters swim club. UCRO is proud of the many club athletes who have moved on to these programs over the years.

You can find more information on Swim Canada's Athlete Development Model in **Appendix A**.

UCRO Swim Programs

Getting Started

Tryouts and Swimmer Assessment

If you are interested in enrolling your child with UCRO, the Head Coach will be happy to schedule a tryout. They will assess your swimmer and recommend the best placement to you.

- New swimmers must be at least 6 years old and able to swim one length of the pool without help.
- Use this LINK to book a try-out and on-deck meeting with the Head Coach (15 minutes).

Full Season and Trimester Sessions

Full season sessions - start in September and finish in June. When you register for these sessions, you sign up and pay for the whole season. These sessions include:

- Youth Otters – **competitive** registered swimmers only
- Bronze Team
- Silver Team
- Gold Team
- Platinum Team
- National Level

Trimester sessions operate over fall, winter and spring time blocks. When you register for these sessions, you sign up and pay for each trimester separately. Trimester sessions include:

- Junior Otters
- Youth Otters – **pre-competitive** registered swimmers only
- House League
- Masters

Trimester dates - for the **26-27** season are:

- Fall Trimester – September 14 to December 18
- Winter Trimester – January 4 to March 12
- Spring Trimester – March 22 to June 18

Trial Period for New Swimmers (Youth & Bronze only)

A trial period applies to **first-time** UCRO swimmers, registering in a **full-season session** only. It does not apply to any trimester sessions.

Joining UCRO for the first time, in a full season session, is a big commitment for both the swimmer and their family. To help with this, the club offers a **six-week** trial period for new **Youth Otters** (competitive status) or **Bronze** sessions.

- During this period, the swimmer and their family can get to know the club and decide if the program is a good fit. If they choose to leave the program and the club during or at the end of the trial period, there are no further commitments or financial obligations to UCRO. Any fees paid to date are not refundable.

- For sessions starting in September, if you withdraw by:
    - **September 25** – there is no October, or beyond, monthly payments due.
    - **October 25** – there is no November, or beyond, monthly payments due.

Official withdrawal notification must be received by the Head Coach in writing.

The trial period is not available to returning UCRO swimmers or those coming from other competitive clubs.

Grassroots

Junior Otters - Ages 6 – 10 years

Junior Otters is an introductory program to build basic swimming skills, such as rhythmic breathing, gliding & diving. We focus on building the correct kicks and body positions for freestyle, backstroke and breaststroke, plus dolphin kick.

- **Sessions** - 3 trimesters.

- **Teamwear** - every year swimmers get 1 free UCRO swim cap and sponsor T-shirt.

- **Practices -** 2 times per week.
    - Pool time: 2 x 45 minutes per week

- **Swim Meets**
    - 1 'mock' meet during practice time each trimester.
    - Invitation to the UCRO hosted Splash and Grill meet in June for full season and Spring members.

- **Swimathon Fundraising Commitment** – voluntary

- **Volunteer Points Commitment –** none

- **Practice Equipment -** swim cap and goggles (scuba masks are not appropriate).

Progression to Youth Otters - based on Head Coach's assessment at the end of each trimester via report cards and Parent-Coach Check-ins (on request). Prior to any conversation, the family should consider their ability to commit to the Youth Otters schedule.

Youth Otters - Ages 9 – 12 years

Youth Otters is an introductory program that continues building on basic swimming skills, such as rhythmic breathing, gliding, turns & diving/back starts. We focus on building fundamental stroke techniques for all four strokes: Freestyle, Backstroke, Breaststroke and Butterfly. Swimmers also begin to build more aerobic capacity through games and lots of kicking.

- **Teamwear** - every year swimmers get 1 free UCRO swim cap and sponsor T-shirt.
- **Practices -** 3 x 1 hour per week.
- **Practice Equipment** – swim cap and goggles (scuba masks are not appropriate).

Swimmers can choose to explore competitions by upgrading to Competitive status with Swimming Canada. This allows them to be invited to select swim meets that the Head Coach feels are appropriate for their level of ability and interest. Other commitments also differ depending on this status:

Pre-Competitive Status	Competitive Status
Sessions ● 3 trimesters	**Session** **Full season only** - 10 months (Sep to Jun)
Swim Meets ● 1 'mock' meet during practice time each trimester ● In addition, Spring trimester swimmers are invited to the UCRO hosted June meet	**Swim Meets** ● 1 'mock' meet during practice time each trimester ● Also invited to **both** UCRO hosted meets (Oct and Jun) and **up to 3 away meets** based on ability and interest.
Swimathon Fundraising Commitment ● Voluntary	**Swimathon Fundraising Commitment** ● $100 per swimmer
Volunteer Points Commitment ● None	**Volunteer Points Commitment** ● Yes

Advancing from Youth Otters

At the end of each trimester, via report cards and Parent-Coach Check-ins (on request), the Head Coach will detail the swimmers progress and discuss progression when needed. As swimmers transition from Youth Otters, the UCRO program is organized into two distinct streams:

- **Performance Stream – Competitive** - Offers structured progression, regular meets, dryland training sessions, mental skills training, nutrition workshops and higher expectations.

- **Development Stream – Fitness & Skills** - Offers a more flexible choice for swimmers who want to stay active, build their skills, stay involved with the club, and enjoy the sport without the intensity of regular competitions. Must be 13 years old and/or in Grade 9.

Performance Stream - Competitive

Overall commitment to swimming and to the club increases in the Performance stream. This includes Bronze through National programs.

- **Training and Practices -** Swimmers commit to a full season. Training is more frequent and longer in duration as swimmers move from Bronze up to National. In addition to pool training, swimmers are exposed to dryland training, mental skills training, nutritional advice.

- **Swim Meets -** UCRO-hosted meets, away competitions, including qualifying meets, become a key part of the program. The swimmer's family decides how many meets they wish to attend.

Graduating Standards - Advancing to a higher level (e.g. from Bronze to Silver etc.), depends on swimmers meeting specific performance criteria set by the coaches. For details, see Swimmer Advancement Criteria in **Appendix B.**

- **Athlete Expectations -** As swimmers progress, they are expected to show increased focus, accountability, and commitment. As well as displaying the Club Values.

- **Swimathon Fundraising Commitment** - increases to $250 per swimmer.

- **Volunteer Points Commitment** - all parents must volunteer time to help run club activities. See the *Fees and Family Commitments* section.

Bronze Team

… Intro to competition, training methods and building endurance.

This is UCRO's first competitive level. It builds on swimming skills from Youth Otters and seeks to further fine tune all stroke mechanics. Swimmers are also introduced to the Individual Medley event (swimming all four strokes in one race) and aim to competently (and enjoy!) swimming at least 50m of all four strokes.
As well as stroke technique, swimmers are introduced to training methods (such as using a pace clock for interval training); an increased focus on aerobic development; and general athletic skills through activation routines, mental skills training and nutrition workshops.

- **Session -** full season - 10 months.

- **Teamwear** - every year, swimmers get 1 free UCRO swim cap and 1 sponsor T-shirt.

- **Training and Practices -** 3 per week.
    - Pool time: 3 x 1 hours per week.
    - Activation routine (dryland): 3 x 15 minutes per week (directly before pool time)
      .
- **Mental Skills Training Workshops** – 1 per trimester

- **Nutrition Workshops** – 1 per season

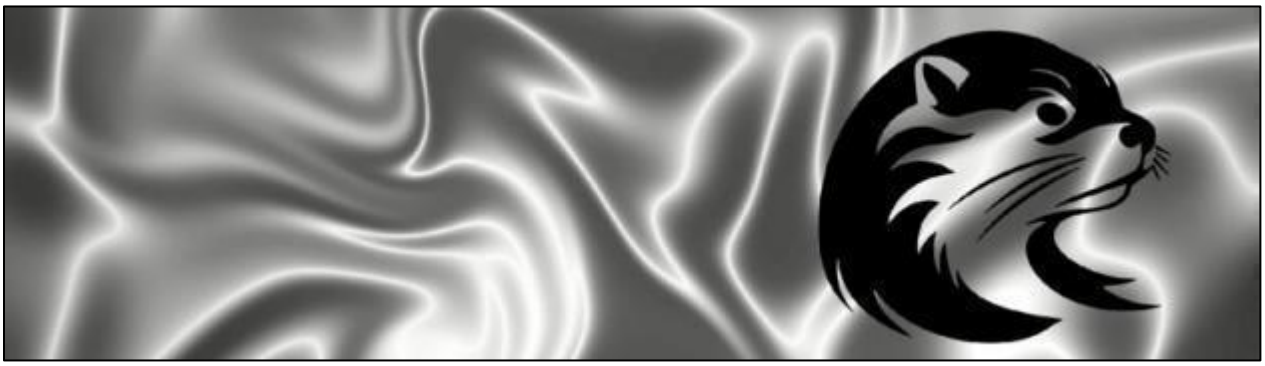
- **Meets -** Up to 1 per month, local or regional - attendance at away meets is optional.

- **Swimathon Fundraising Commitment** - $250 per swimmer.

- **Volunteer Points Commitment** - Yes – see the *Fees and Family Commitments* section **Page 37**.

- **Practice Equipment** - swim cap, goggles, fins, pull buoy and snorkel - see our GoSwim collection for recommendations and club discount.

- **Progression to Silver**
    - Swimmer must achieve **all or most of the graduating standards** (see **Appendix B**).
    - Swimmers should demonstrate Club Values and a **commitment to growth** within the sport. The Head Coach will discuss progression together with the swimmer's family at the end of the season.



Silver Team

… Skill, refinement, endurance, speed & athletic development

Silver builds technique, race speed, and endurance while refining strokes, turns, and underwater habits. Swimmers develop confidence in all 100m events, begin learning 200m pacing strategies, and use dryland training to master athletic movements before adding resistance and load.

- **Session -** Full season - 10 months.

- **Teamwear** - Every year, swimmers get 1 free UCRO swim cap and 1 sponsor T-shirt.

- **Training and Practices -** 4 per week.
    - Pool time - 3 x 1 hours + 1 x 1.5 hours per week
    - Activation routine (dryland) - 3 x 15 minutes / week, directly before pool time
    - Separate Dryland training time: 2 x 45 minutes per week

- **Mental Skills Training Workshops** – 1 per trimester

- **Nutrition Workshops** – 1 per season

- **Meets -** Up to 1 per month, local or regional - attendance at away meets is optional.

- **Swimathon Fundraising Commitment** - $250 per swimmer.

- **Volunteer Points Commitment** - Yes – see the *Fees and Family Commitments* section **Page 37**.

- **Practice Equipment** - swim cap, goggles, fins, pull buoy and snorkel - see our GoSwim collection for recommendations and club discount.

- **Progression to Gold**
    - Swimmers must be **13, or turning 13 within the next season**, to progress because Gold includes higher-level dryland training and meets are divided by 12 & under / 13 & over sessions.
    - Swimmers must achieve **all or most graduating standards** (see **Appendix B**), show commitment to growth, and demonstrate Club Values. The Head Coach will discuss progression with the swimmer's family at season end.

Gold Team

… Stroke excellence, advanced training methods and race strategies

The Gold level introduces more advanced training principles and racing tactics. The whole group works towards the goals of mastering the 200 IM event and confidently swimming a 400m Freestyle event. Pool training places greater emphasis on building greater endurance alongside skill development. Dryland training continues to refine movements while introducing resistance and power training.

- **Session -** full season - 10 months.

- **Teamwear** - Every year swimmers get 1 free UCRO swim cap and 1 sponsor T-shirt.

- **Training and Practices** - 4 per week.
    - Pool time: 4 x 1.5 hours per week.
    - Dryland training time: 2 x 1 hour per week.
    - Physical testing: 2 testing sessions in the early season

- **Mental Training Workshop –** 1 per trimester.

- **Nutrition Workshop – 1 per season**

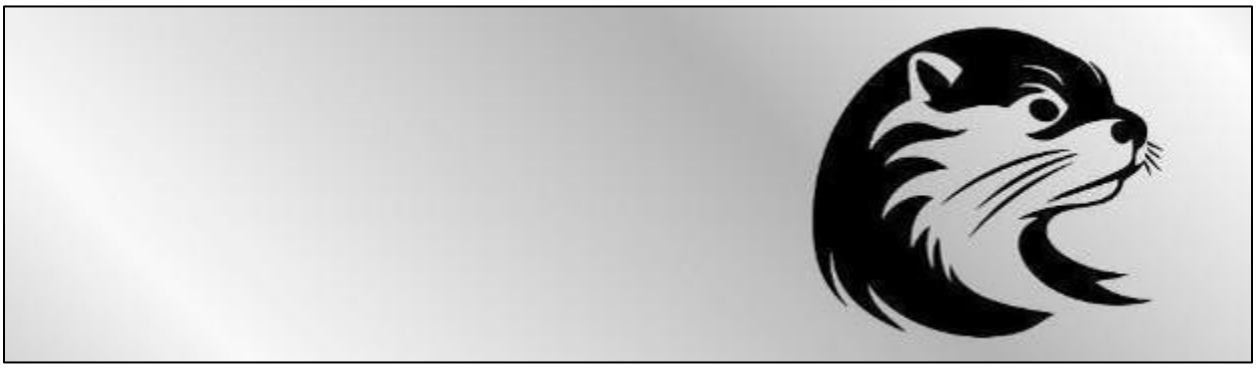
- **Meets -** 1-2 per month, local or regional - away meets are optional, but swimmers in Gold are expected to be qualifying for Regional Championships.

- **Swimathon Fundraising Commitment** - $250 per swimmer.

- **Volunteer Points Commitment** - Yes – see the *Fees and Family Commitments* section **Page 37**.

- **Practice Equipment** - swim cap, goggles, fins, pull buoy, snorkel, **paddles** - see our GoSwim collection for recommendations and club discount.

- **Progression to Platinum**
    - Swimmers must achieve all or most graduating standards (see Appendix B), have a clear competitive swimming goal, continue showing commitment to growth, and demonstrate the Club Values.
    - The Head Coach will discuss progression with the swimmer's family at season end.



Platinum Team

… Stroke mastery, training excellence, specific competition targets

At the Platinum level, swimmers should be qualifying for Provincial Championships and aiming for varsity-level competition or higher. Training builds on earlier principles and race strategies, with greater focus on each swimmer's strongest events and key competitions. With increased pool and dryland demands, swimmers are expected to be disciplined, committed, and goal focused.

- **Session -** Full season - 10 months with potential extension through July if qualified for Ontario Swimming Championships (Provincial level).

- **Teamwear** - Every year swimmers get 1 free UCRO swim cap and 1 sponsor T-shirt.

- **Training and Practices** - 6 per week.
    - Pool time: 6 x 1.5 hours per week.
    - Dryland training time: 3 x 1 hour per week.
    - Physical testing: 2 testing sessions in the early season

- **Mental Training Workshop –** 1 per trimester.

- **Nutrition Workshop** – 1 per season

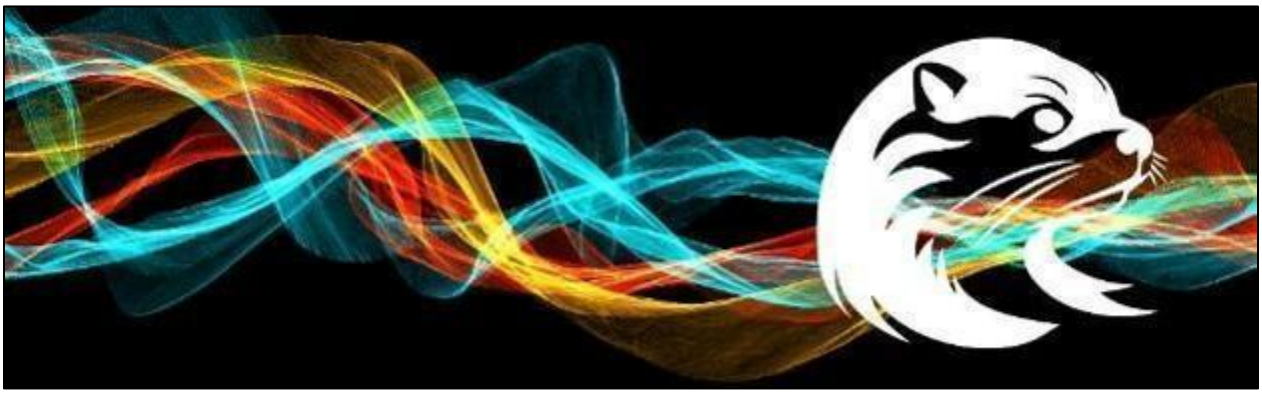
- **Meets -** 1-2 per month, local or regional - attendance at away meets is optional, but swimmers in Platinum are expected to be qualifying for Provincial Championships.

- **Swimathon Fundraising Commitment** - $250 per swimmer.

- **Volunteer Points Commitment** - Yes – see the *Fees and Family Commitments* section **Page 37**.

- **Practice Equipment** - swim cap, goggles, fins, pull buoy, snorkel, paddles - see our GoSwim collection for recommendations and club discount.

- **Progression to National**
    - Swimmers must meet all graduating standards (see Appendix B), qualify for and attend Provincial Championships, and be within 10% of Junior National Trial Time Standards.
    - The Head Coach will contact eligible families to discuss advancement.



National Level

… Elite training and competition

National is UCRO's highest competitive level for swimmers aiming for varsity swimming and beyond. The focus is on preparing athletes to meet National-level standards and compete at national competitions or higher. Training becomes more individualized and detailed. Swimmers are expected to take an active role in their development by planning with the Head Coach, staying disciplined with mental skills, nutrition, and recovery habits, and completing extra injury-prevention work on their own time with guidance.

- **Session -** Full season - 11 months (September to July)

- **Teamwear** - Every year swimmers get 1 free UCRO swim cap and sponsor T-shirt.

- **Practices** - 8 per week
    - Pool time: 6 x 1.5 hours + 2 x 1 hour per week.
    - Dryland training time: 4 x 1 hour per week.
    - Physical testing – 2 testing sessions in the early season

- **Mental Training Workshop –** 1 per trimester.

- **Nutrition Workshop** – 1 per season.

- **Meets - 1-2 meets per month (local to national). Swimmers are working towards qualifying for** National Trials in July/August.

- **Swimathon Fundraising Commitment** - $250 per swimmer.

- **Volunteer Points Commitment** – Yes – see the *Fees and Family Commitments* section **Page 37**.

- **Practice Equipment** - swim cap, goggles, fins, pull buoy, snorkel, paddles - see our GoSwim collection for recommendations and club discount. Additional equipment may be requested for the athlete to own depending on event focus.

Performance Enrichment Program

Under the direction and supervision of the UCRO Head Coach, Skyward Active Health staff deliver and monitor the UCRO swimmer enrichment program. This includes dryland training, benchmark physical testing, mental training workshops and nutrition sessions.

Dryland Training

Bronze and Silver

- **Priorities** - for this group include balance and coordination work, paired with activities that build physical literacy. These skills support overall athletic development as swimmers grow.
    - **Bronze** - complete a 15-minute Activation routine before each pool session, learning cross-functional movement patterns and exploring ranges of motion important for swimming (including spinal flexibility).
    - **Silver** - follow the same Activation routine and also complete two additional Dryland sessions each week to further develop athleticism.

- Bring a **change of clothes** suitable for running and movement, along with proper athletic footwear (**no Crocs or Converse**).

- Beyond developing fundamental physical skills (as outlined in the LTAD model), the dryland program also strengthens team building and group cohesion.

Gold, Platinum, and National

- **Priorities** -mobility, flexibility, strength, and injury prevention. This helps swimmers support in pool performance as training volume and intensity increase.
    - **Gold and Platinum** - complete separate dryland sessions after pool practice. These sessions continue to refine movement quality while introducing resistance training and power development in an age-appropriate way.
    - **National** - complete more frequent dryland sessions and are also expected to maintain their own injury prevention routines outside scheduled training, with coach guidance.

- Swimmers will need a **change of clothes** that they can run and move in, and appropriate footwear (**NO Crocs or Converse**).

- As well as developing physical capacity and movement quality, the dryland program helps athletes build confidence, consistency, accountability, and habits that support long-term performance.

Physical Testing

Gold, Platinum, and National

Gold, Platinum, and National swimmers complete physical testing early in the season. Testing gives swimmers and coaches a clear starting point for strength, mobility, and movement skills. The results help guide dryland training, support injury prevention, and give swimmers measurable goals to track their progress over time. Families may be charged an additional fee for testing.

Mental Skills Workshops

Workshops are once per trimester. Mental skills are an important part of swimmer development. They help athletes stay focused, set goals, handle challenges, and build confidence in practice and competition.

- **Skills** - UCRO coaches teach and reinforce basic mental skills during regular pool practices, including:
    - Developing & maintaining focus o Goal setting
    - Planning

- **Goals** - At the start of the season, Performance Stream swimmers complete a goal-setting activity. Coaches refer back to these goals throughout the year to help swimmers stay focused, take ownership of their progress, and continue developing good mental habits.

- **Tools** - These workshops teach age-appropriate tools such as positive self-talk, visualization, breathing techniques, and how to respond to mistakes.

Skyward Active Health also delivers mental skills workshops for Performance Stream swimmers.

Nutrition Sessions

Nutrition workshops help UCRO Performance stream swimmers understand how healthy fueling supports energy, recovery, growth, and overall performance in the pool. Swimmers learn age-appropriate strategies for eating before and after practices or meets, staying properly hydrated, choosing balanced snacks and meals, and building habits that support busy training schedules.

These sessions also help swimmers and families see nutrition as an important part of athlete development, alongside pool training, dryland work, rest, and a positive mindset.

Development Stream - Fitness and Skills

The Development Stream is for swimmers **13 years and older** who want to get better, stay fit, and enjoy swimming without the pressure of competitions. It is ideal for lifelong swimming goals and allows more time for other activities while staying connected to the club.

There is less commitment to swimming compared to the Performance Stream. For example, there is no season-long commitment and no Swimathon or parent volunteering commitments. This includes the House League and Masters programs.

House League - 13 - 18 years

Swimmers keep developing their swimming skills, focusing on freestyle, backstroke and breaststroke. Turns, dives and butterfly development will be introduced for those who would like to also work on these skills.

Each trimester, the House League swimmers will be given the opportunity to participate in a **mock meet** (during practice time) and participate in **unofficial time trials** - for those who still need to "scratch that competitive itch"!

- **Sessions -** Available in trimesters only (Fall, Winter and Spring).
- **Swim Practices -** 2 x 1 hour per week.
- **High School Readiness -** This program also helps high school swimmers aiming to improve for school championships like EOSSA (Eastern Ontario Secondary School Athletics) and OFSAA (Ontario Federation of Secondary School Athletics) meets.
- **Swimathon Fundraising Commitment -** None.
- **Volunteer Points Commitment -** None.
- **Equipment –** Swim cap and goggles - Fins optional.

Masters - 18+ Adults

For swimmers 18 years and older, UCRO's Masters program is about staying active, healthy, and connected to swimming while enjoying an active lifestyle. It focuses on keeping good stroke technique, fitness, and well-being without the pressure of competitive training.

- **Sessions -** Available in trimesters only (Fall, Winter and Spring).
- **Swim Practices -** 2 x 1 hour per week.
- **Swimathon Fundraising Commitment -** None.
- **Volunteer Points Commitment -** None.
- **Equipment –** Swim cap and goggles - Fins optional

Switching Between Streams - Implications

Swimmers **may** be able to move between the Performance and Development streams as their needs, goals and family situation change. **Please discuss any possible move with the Head Coach as soon as possible to see if it is the right option for your swimmer.**

There are financial implications to switching between streams.

- **Performance to Development Stream**
  - If a swimmer moves from the Performance to Development Stream (e.g. Bronze to House League), the family must **still pay the fees and meet the commitments** of that Performance level **for the rest of the season**. This is because the club has a **no-refund policy**.
- **Development to Performance Stream**
  - The swimmer first needs to be assessed by the Head Coach for suitability.
  - If a swimmer moves from the Development to Performance Stream (e.g. House League to Bronze), the family will take on the **extra costs and commitments** required for the Performance level.

For further details, see the *Fees and Family Commitments* section.

Summer Swim Program

The Summer Swim program runs for 6 weeks in July and August. It allows new swimmers to learn skills and try out the club in a smaller group, while current UCRO swimmers maintain their skills and aerobic foundation. All practices are 1 hour..

All swimmers are invited to attend **optional un-official swim meets.** These one-day events take place on weekends at nearby outdoor pools (e.g. Prescott, Cardinal, Kemptville). These meets are a fun and relaxed introduction to competition.

Summer Junior & Youth Otters

- Open to regular season Junior & Youth Otters and NEW Junior & Youth Otters.
- Can choose to swim 2x or 3x per week
- Can choose to register for any or all of the 3 two-week blocks.

Summer Performance Stream

- Open to regular season Performance Stream swimmers and visiting swimmers from other age group clubs
- Swim 3x per week
- Can choose to register for any or all of the 3 two-week blocks.

Introduction to Open Water Swimming

- Open to regular season Performance OR Development Stream swimmers.
- Minimum 13 years old.
- Swim 2x per week
- Must register for full 6 weeks - due to weather dependant nature of training.

Junior Coaching Program

The Junior Coaching Program gives senior UCRO swimmers the opportunity to assist delivery of the Junior and Youth Otters Programs whilst working under the direction of the Head Coach.

- For **senior swimmers** - the program builds leadership, communication, responsibility, confidence, and a deeper understanding of the sport as they learn to support younger athletes in a positive and age-appropriate way.

- For **the club** – the program strengthens connections across age groups, provides younger swimmers with approachable role models, supports consistent coaching delivery, and helps build a strong culture of teamwork, mentorship, and club pride.

The Head Coach invites senior swimmers to the program, but you can also contact the Head Coach to discuss your swimmer's interest at any time. All Junior coaches are supervised, managed and mentored by the Head Coach.

After 12 weeks of a voluntary, probationary period, Junior Coaches review their performance and development with the Head Coach. Successful Junior Coaches will be offered an hourly rate (Ontario minimum wage).

The Head Coach will conduct training and development sessions with the Junior Coaches once per trimester, as well as providing ongoing mentoring and feedback per their coaching schedule.

Holidays and Breaks

There are no practices on **Statutory holidays**, or during the school **Christmas break** and **March break** periods.

Confirmation of these dates is sent out together with other key event dates at the start of each season via email.

Swim Meets

What to Expect at Your First Swim Meet

Swim meets are an important and exciting part of a swimmer's development and experience at UCRO.

Your swimmer's coach will recommend which meets to attend and which individual races to swim in. Swimmers are encouraged to accept invitations to attend home meets and away meets within the region.

If you are in the Junior or Youth programs, your first swim meet will likely be a UCRO hosted home meet.

- **Home meets** - are an excellent introduction to competition allowing swimmers to compete in a familiar pool. This helps them focus on their performance without worrying about travel. These meets focus on a keen sense of community and team spirit, as swimmers, coaches, and families come together to support each other.

- **Away meets** - create new challenges and experiences for swimmers. Competing away from home encourages resilience and adaptability, as they learn to perform well in new settings. These events also help build team spirit and friendships, as swimmers spend time together outside of their usual environment.

Before the Meet - you will get:

- an email request to confirm if your swimmer will attend.

- reminders about logistics (where, when, what clothing to bring, what to bring for snacks, and a detailed meet schedule).

- a meet package which provides more details.

Meet Package - This has all the important details about the swim meet, including warm up and session times, and the schedule of events. The meet format varies from club to club.

Meet Format

- **Single session meet** - means the meet happens in one morning or one afternoon session only (e.g. UCRO's Fall Five meet in October is usually a morning, single session meet).

- **Multi-session meet** - means the meet happens over multiple sessions and sometimes multiple days. (e.g. UCRO's Splash & Grill meet in June is a multi-session meet that runs morning and afternoon sessions in one day).

- **Age and Gender races** - some meet organizers may mix or separate age groups and genders in the heats. Others will cater to specific age groups (e.g. a morning session for swimmers 12 years and under followed by an afternoon session for swimmers 13 years and older). It is up to the organizing club to decide how race events flow.

On Meet Day - Here is what to expect:

- Swimmers stay on the pool deck with their coaches for the whole session. This ensures they are ready for their events. Officials will not wait for swimmers who are late or missing.

- Coaches will talk to swimmers before and after their races about their performance.

- Swimmers have fun and socialize with their teammates.

- Generally, there's lots of down time waiting for your swimmer's next event.

- Parents are not allowed on the pool deck during meets. Different pools have a variety of viewing options.

- Awards are typically given during practice after all results are confirmed.

Meet Costs

There are additional fees for attending meets. Firstly, the host club charges meet fees to participating swimmers (this fee may be per event or per competition), UCRO handles this payment to the host club. Secondly, for Away meets, a Coach Travel fee is charged to cover the travel expenses for coaches. This fee varies by meet.

More information on the Coach Travel fees, see the *Swim Meet Entry Fees and Coach Travel Fees* section,

Invitational and Qualifying Meets

As swimmers advance to higher levels, swim meets become more important. Your swimmer's coach will suggest which meets to attend and which races to participate in.

Swimmers start with home meets then progress to local and regional invitational meets, where their race times are recorded for future meet seeding. At invitational meets, swimmers can achieve qualifying times for higher-level regional and provincial meets.

Qualifying Times

To swim in higher level meets (e.g. Ontario regional, provincial, and Canadian championships), swimmers must achieve a "qualifying time" prior to competing. Qualifying times must be achieved at sanctioned meets. Coaches will decide which races and meets to aim for. Qualifying times are required for:

- Eastern Ontario Regional Championships
- Ontario Age Group (OAG) Championships
- Ontario Swimming Championships (OSC)
- Ontario Junior International Championships
- Swim Canada National meets

Qualifying times for meets are set and published by the relevant organising body. Qualifying times are set differently for long course pools (LC – 50 m) and short course pools (SC - 25 m).

Each season you will be able to view the time standards on our club website HERE. The Head Coach will notify all Performance Stream member families if the time standards have changed and when they have been updated.

Meet Schedule

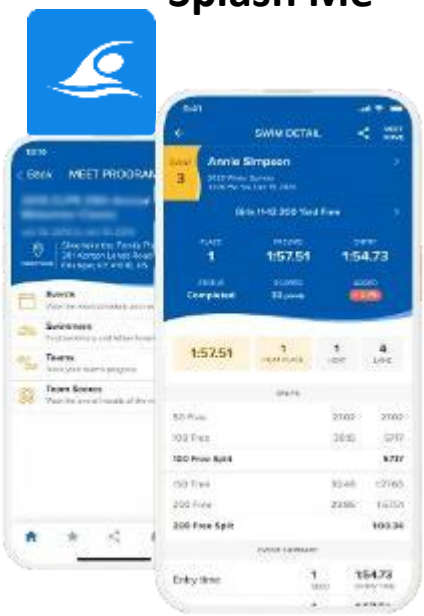
For a current season meet schedule go to the UCRO website. This schedule may be updated throughout the season as clubs organise meets later in the year.

Mobile Apps for Swim Meet Results

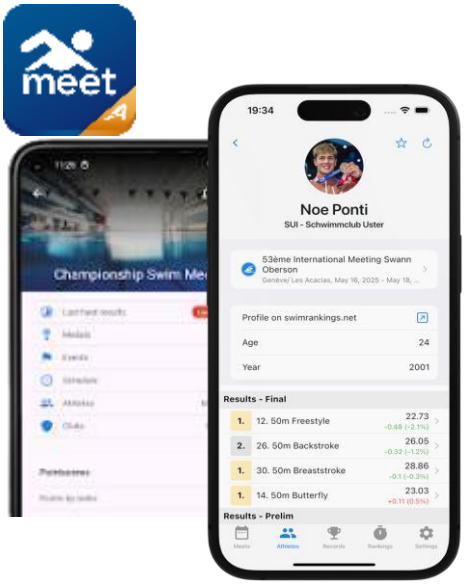
Here are some helpful Apps where you can see meet results in real time, as the meet is running. Download these Apps from your App Store. There may be user fees for some features.

The app used to display the results will **differ based on the swim meet**, the coach will let you know which app to use prior to each meet.

Splash Me



Meet Mobile



Meet Officials - Roles & Certification

Successful swim meets rely on trained volunteer officials. Officials help meets run safely, smoothly, and fairly, creating a positive experience for swimmers, coaches, families, and spectators.

UCRO will host two swim meets during the 2026-2027 season: one in October and one in June.

Volunteer officials support many meet roles, including timing, marshalling swimmers, judging strokes and turns, starting races, and helping with meet logistics.

How to Start Along the Officials Certification Pathway

To volunteer as a swim meet official, you must first become certified at Level 1. To do this, you must:

- be 14 years of age or older;
- be registered with Swimming Canada. UCRO completes this registration each season for all parents/guardians of competitive swimmers.
- complete two free, online Swimming Canada clinics:
    - Introduction to Officiating clinic
    - Safety **Marshall** clinic

  These two clinics are **one-time** requirements and are **no cost**.

Once completed, you are qualified for entry-level official roles, such as Timer or Safety Marshall. This is the first step on the officials certification pathway. See Swim Ontario's website for more details on progressing further along the officials certification pathway.

Officiating is also a great way to earn volunteer points. To help build UCRO's roster of officials, the club supports volunteers who want to progress through the officials certification levels. Parents who volunteer at meets hosted by other clubs, to complete signoffs for higher-level certification, will receive L3 volunteer points, and their travel time will count toward volunteer hours.

For questions about officiating, please contact officials@riverotters.ca

Swim Equipment and Clothing

Practice Equipment Requirements

Swim Caps

- All UCRO swimmers get 1 free swim cap every year.

- UCRO carries a stock of swim caps so you can purchase additional caps directly from the UCRO Online Store (opening October 2026). The Head Coach will provide your swimmer with their ordered cap during practice.

Swimsuits and practice equipment

- Only Performance Stream teams are required to have their own practice equipment. The club provides equipment and training aids for swimmers in the Grassroots and Development Streams where needed.

- UCRO has a sponsorship agreement with Canadian equipment supplier GoSwim, in cooperation with Finis, to provide discounted swimsuits and practice equipment to UCRO swimmers.

- Collections of equipment specific to each **Performance** stream group are available to view and order from the UCRO Portal on the GoSwim website.

- Swimmers who qualify for Championship meets are also offered the following discount at GoSwim:
    - Nationals - free FINIS technical suit, FINIS goggles, and backpack (for first-time qualifiers).
    - Provincials - 40% discount on a FINIS technical suit and FINIS goggles.
    - Regionals - 30% discount on a FINIS technical suit and FINIS goggles.

If you have questions about swimwear or practice equipment (what is used to train in) contact the Head Coach at headcoach@riverotters.ca.

UCRO Teamwear

- Teamwear provides a sense of belonging to the club and identifies UCRO swimmers wherever they go. Swimmers are strongly encouraged to wear teamwear at meets and club functions.

- UCRO logo team wear (e.g. t-shirts, hoodies) is available to purchase directly through Go Swim.

If you have questions about branded teamwear (what is worn at events) contact the Teamwear coordinator at teamwear@riverotters.ca.

Meetings and Social Activities

Annual Awards

Recipients will have their names engraved on trophies and plaques that can be viewed throughout the year in the club trophy cabinet at the YMCA, by the fitness lockers (opposite the treadmills).

Awards are presented at the season-end celebration and awards banquet.

Swimmers

Swimmers who have achieved great results, for example by qualifying for Regional - National meets, and/or who have shown great improvement and dedication throughout the season will be considered for the following UCRO year-end awards:

- Under 10 Top Male & Female Swimmer
- 11 - 12 Top Male & Female Swimmer
- 13 - 14 Top Male & Female Swimmer
- 15 & Over Top Male & Female Swimmer
- Swimmer of the Year - Male & Female

Coaches & Volunteer Awards

- Junior coaches are recognized for their contribution to swimmers and the club.
- Marion Wyatt Volunteer Award – for outstanding volunteer service
- Other volunteers are recognized for their contribution and service to the club.

Fees and Family Commitments

YMCA Affiliation

All UCRO swimmers must be in **good standing** with the YMCA of Eastern Ontario in Brockville.

Requirements are:

- **13 years and older** - swimmers must purchase a **full membership** from the YMCA. This allows access to all facilities according to YMCA policies.

- **12 years and under** – swimmers in Junior and Youth Otters sessions may opt to buy a YMCA **Access Pass** instead of a full membership. The access pass allows access to the pool and change rooms **only** while attending swim practices.
    - For the 26-27 season, access Passes can be purchased in 3-month blocks for $57.50 per swimmer.
    - Passes can be purchased at the front desk.
    - Passes are not available to other swimmers.

- **Summer Swim** - participants in the Summer Swim program can buy a YMCA access pass if they are not already full YMCA members.
    - Access Passes can be purchased for $28.75 per swimmer (summer 2027)

For more information on YMCA memberships, check the YMCA website.

The front desk staff at the Y is also happy to assist UCRO members.

Summary – Session Fees and Commitments

Session	Admin. Fee	Gov. Body Fee	Session Fee	Meet Fees	Swimathon Fundraising	Volunteer Commit.
Junior	$30 (one time)	$66.38 (one time)	Trimester	none	voluntary	none
Youth Pre-Competitive	$30 (one time)	$66.38 (one time)	Trimester	none	voluntary	none
Youth Competitive	$30	$187.16	Season-long (10 months)	per meet	$100	50% Volunteer Points * Officials Clinics
Bronze	$30	$187.16	Season-long (10 months)	per meet	$250	Volunteer Points Officials Clinics
Silver	$30	$187.16	Season-long (10 months)	per meet	$250	Volunteer Points Officials Clinics
Gold	$30	$187.16	Season-long (10 months)	per meet	$250	Volunteer Points Officials Clinics
Platinum	$30	$187.16	Season-long (10-11 months)	per meet	$250	Volunteer Points Officials Clinics
National	$30	$187.16	Season-long (11 months)	per meet	$250	Volunteer Points Officials Clinics

*** Youth Otters** with **competitive status** have volunteer points discounted by **50%.**

Session	Admin. Fee	Gov. Body Fee	Session Fee	Meet Fees	Swimathon Fundraising	Volunteer Commit.
House League	$30 (one time)	$66.38 (one time)	Trimester	none	none	none
Masters	$30 (one time)	$75.14 (one time)	Trimester	none	none	none
Summer Swim 2027	none	TBA	3 sessions (2 weeks each)	optional fun outdoor meets - free	none	none

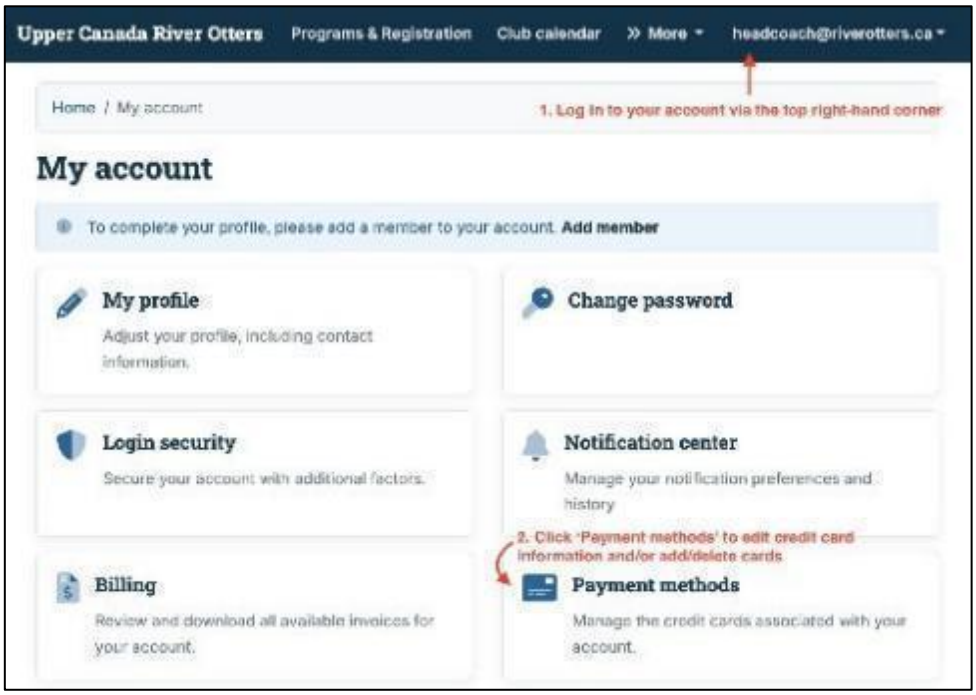
Registration and Payment

All swimmer program registrations and payments are processed through the website.

- **To Register -** Click this LINK to sign up and register for current season programs.

- **Payment -** All payments are made by **credit card**. It is imperative to maintain a **VALID credit card** in your payment profile at all times!

- **Credit Card Management** - update your credit card information or add/delete additional cards via your Pool Queue account on UCRO website.
    - Log in to your account via the top right-hand corner.
    - Click 'Payment methods' to edit credit card information and/or add/delete card.



Registration Signoff - Policies and Agreements

Before completing registration and payment, parents agree to be bound by, and sign off on, UCRO policies and commitments. These include:

- Athlete Agreement Policy
- Medical Permissions and Waiver Agreement
- Fees Agreement - Payment in Full – No Refunds
- Swimathon Fundraising Agreement
- Volunteering – Participation Points Agreement
- Officiating Agreement
- Communications Agreement
- Safety Policies Agreement
- Release of Liability and Indemnification Agreement
- Privacy Policy Agreement

For reference, these agreements can be found in **Appendix D.**

Administration Fee

A one-time UCRO administration fee of **$30.00** is charged at a swimmer's first registration each year for programs running from September through June.

- This contributes towards the many administrative tasks necessary to help keep programs and the club running smoothly. This fee is **non-refundable**.

- This fee is not charged to swimmers registered in Summer Swim programs.

Governing Body Fee - Insurance

A **one-time** Swimming Canada fee is charged **annually** when a swimmer first registers for a session. This **non-refundable** fee covers Swimming Canada insurance.

Governing Body fees for 26-27 are:

- **Pre-Competitive - $66.38** - for Junior, Youth (pre-competitive) and House League.
    - Full Season - can compete in **one (1)** meet per **season**. UCRO's home meet in June is targeted.

- **Competitive - $187.16 -** Optional for Youth. Compulsory for Bronze to National.
    - can compete in home and away meets.

- **Masters – $75.14**

On coach recommendation, swimmers can upgrade from pre-competitive to competitive status during the season. This involves an up-to-date Swim Canada registration and an extra governing body fee.

Payment Policies

Session Fees

- **All UCRO session fees are non-refundable.** This applies to trimester House League or Masters sessions, summer weeks sessions or any season-long session. This means that:
    - fees **paid in full** at the beginning of the session, **no portion is refundable**, regardless of the reason or timing of withdrawal.
        - fees being **paid in installments,** payments **cannot be paused or cancelled**, regardless of the reason or timing of cancellation.
        - Instalment payments are still due each month until the end of the session or the remaining balance may be charged as one lump sum when the swimmer leaves.

    This applies if a swimmer leaves a session early for **any** reason**,** such as, but not limited to, other conflicting activities, family scheduling, loss of interest etc.

- **Why non-refundable?** - UCRO needs assured revenue to cover fixed costs like coaching, pool rental, insurance etc. These costs are set at the beginning of the season in September.

- **Switching Between Streams** – swimmers bear the cost of the higher-level program for the rest of the season if switching to a lower cost program.

- **Refund for those Registered in All 3 Trimesters –** for swimmers registered in all 3 trimesters in any trimester program, there will be a refund at the end of the season of **7.5% of total** session fees paid.

- **Medical Refund –** Session refunds may be considered by the UCRO Board for a serious medical absence of 1 continuous month or more. Cases are considered individually and at the Board's discretion. Cases should be presented to the Board with medical documentation.

- **Trial Period** – N**ew, first-time** UCRO Youth Otters (competitive status only) and Bronze swimmers may withdraw from the program after a **six-week** trial period with no further commitments or financial obligations. Associated one-time administration and governing body fees are **not refundable**. See *Trial Period for New Swimmers (Youth & Bronze only)* on **Page 15** for more detail.

Discounts for Multiple Swimmers

Discounts are available for families with more than one swimmer:

- First swimmer — Full fee (for the highest program fee)
- Second swimmer — 10% discount (second highest fee)
- Third or more swimmers — 15% discount (third highest fee, etc.)

Fee Schedule for 2026-2027 Sessions

26-27 Session	26-27 Fee
Junior Otters **Pay by Trimester** (12 weeks) ● up front in full or ● In 3 equal monthly instalments	 $308.65 $102.88
Youth Otters (pre-competitive) **Pay by Trimester** (12 weeks) ● up front in full or ● in 3 equal monthly instalments	 $354.95 $118.33
Youth Otters (competitive) **Pay Full Season** (10 months) ● up Front in full or ● in 10 equal monthly instalments	 $990.55 $99.06
Bronze **Pay Full Season** (10 months) ● up Front in full or ● in 10 equal monthly instalments	 $1,055.56 $105.56
Silver **Pay Full Season** (10 months) ● up Front in full or ● in 10 equal monthly instalments	 $1,495.73 $149.57
Gold **Pay Full Season** (10 months) ● up Front in full or ● in 10 equal monthly instalments	 $1,800.00 $180.00
Platinum **Pay Full Season** (10 months) ● up Front in full or ● in 10 equal monthly instalments	 $2,336.23 $233.62
National **Pay Full Season** (11 months) ● up Front in full or ● in 10 equal monthly instalments	 $2,707.71 $270.77

26-27 Session	26-27 Fee
House League **Pay by Trimester** ● up front in full or ● in 3 equal monthly instalments	 $268.75 $89.58
Masters **Pay by Trimester** ● up front in full or ● in 3 equal monthly instalments	 $268.75 $89.58
Summer Swim (2027) **Pay by 2-Week Session** (Jul and Aug)	TBA
Open Water Swimming (2027 summer) **Pay by Full 6-week session** (Jul and Aug)	TBA

Swim Meet Entry Fees and Coach Travel Fees

There are added fees for attending swim meets.

- **Entry Fees**
  - There is an entry fee for each race entered. Fees are approximately $15 per race. For example, if your swimmer is competing in 4 races at a meet, their entry fee would be about $60 for that meet, charged back to the swimmer by UCRO.
  - Meet entry fees are **non-refundable,** for any reason, **after** the published deadline date.

- **Coach Travel Fees**
  - Swimmers are not charged coach travel fees for meets hosted by UCRO at the YMCA.
  - For away meets, the **total coach travel expenses**—including transportation, meals, accommodation, parking etc.—are divided equally among the swimmers attending and billed to their families.
    - At local and regional meets with 20–30 UCRO swimmers, coach travel fees may be as low as $10 per swimmer.
    - At provincial or national meets with only 1–5 UCRO swimmers, fees may be several hundred dollars or more, per swimmer.
  - Families are told the estimated coach travel cost before each away meet. The estimate is based on projected costs and 80% of eligible swimmers attending.
  - Families will be notified of the final fee in the week before each meet, once all arrangements and swimmer numbers have been finalised.
  - When UCRO swimmers are eligible for a distant meet with high coach travel costs, such as airfare, accommodation, and meals for a 3–6 day meet, families may opt for their swimmer to travel with another attending club under the direction of their club coach, if this can be organized. This is done in discussion with the UCRO Head Coach.

Swimathon Fundraising Commitment

Swimathon is a nation-wide fundraising event for swim clubs in Canada. For UCRO, Swimathon is one of the most important fundraising events of the season. This event helps keep registration fees affordable and supports club events. It also brings club members together as they work towards a common goal.

Swimathon is held annually in April. Swimmers collect donations for a distance swim held during a scheduled practice.

Minimum Swimathon Fundraising Commitment

Only swimmers registered in a **competitive** program must commit to Swimathon fundraising. Minimum commitments are:

Program	Swimathon Fundraising Commitment
House League and Masters	None
Junior	Voluntary
Youth Otters (pre-competitive)	Voluntary
Youth Otters (competitive)	$100
Bronze to National Levels	$250

How It Works

- Swimmers open a **Swimathon fundraising account** and collect pledges online through the Club website.
- The online pledge window for Swimathon runs from early January to April 30.
- There is **no tax receipt** issued for pledges.
- If a swimmer is unable to participate in Swimathon, the minimum amount will be charged to their account in May.
- If swimmers partially meet their minimum amount, the remainder is billed to their account in early May.
- Swimmers who join UCRO **after March 31** do not have a Swimathon fundraising commitment.

Volunteering Commitment

Parent volunteers are vital for UCRO's success as a swim club. UCRO is run by volunteers and depends on families for support. Volunteers not only help organize and manage events but also create a sense of community and support among members.

Of particular importance is developing a "pipeline" of **meet officials**, allowing UCRO to host swim meets.

General Principles

- Families with **competitive** status swimmers must earn volunteer points. Families with **precompetitive** swimmers do not have a points commitment for that swimmer.

- Youth Otters with competitive status get a **50% discount** on volunteer points.

How Many Points Does a Family Need?

Swimmer Level	… for only 1 Swimmer	… for 2 Swimmers	… for 3 Swimmers
Bronze to National Levels	50	80	100
1 Competitive Youth	25	65	90
2 Competitive Youth		40	75
3 Competitive Youth			50

How Are Points Awarded?

The following chart is a general overview of how points are awarded. There are several tiers of activity for earning points:

Tier	Points	Example Description
L1 - Level 1	1hr = 2 points	• Help with logistics at club events. • Help with logistics at home swim meets.
L2 - Level 2	1hr = 3 points	• Be an entry level meet official.
L3 - Level 3	1hr = 5 points	• Be a middle or senior level meet official.

Tier	Points	Example Description
$$ - Cash/In Kind Contribution	$10 = 1 point	• Contribute $$ for club purchases. • Sell items that help the club. • Make individual or business donations to the club. • Raise more than the minimum Swimathon commitment. • Secure silent auction items for our "Dining with UCRO Stars" dinner and silent auction.
SP - Set Points	Depending on the activity	• Perform ongoing volunteer functions. • Be a project lead. • Attend club events. • Attend swim officials training. • Provide food and beverage for club events.

Opportunities to Earn Volunteer Points

Volunteering opportunities are shared regularly through UCRO emails and other messages, with sign up links.

The UCRO Volunteer Coordinator is always open to new ideas for earning points. If you have questions, contact volunteerco@riverotters.ca.

For a more detailed list of opportunities to earn volunteer points, see **Appendix C.**

Additional Factors

- **If You Join Later in the Season -** if you register after January 1, points may be prorated by the Volunteer Coordinator.

- **Mid-Season Competitive Status Upgrades** - If a swimmer upgrades from pre-competitive to competitive status mid-season, point requirements may be adjusted by the Volunteer Coordinator.

- **Buy-Out Option** - Families can choose to buy out their commitment by paying $10 per point.

- **End of Season Billing -** In July, any outstanding participation points will be billed to swimmer.

Financial Assistance and Grants

Canadian Tire Jump Start

- "Sometimes, families need financial assistance to get their kids into a sport or physical activity." This program is committed to helping all families access a range of physical activities.

- Get more information and apply for a grant online HERE.

KidSport Ontario – Kingston Chapter

- "So all kids can play … We envision a Canada where all children have the opportunity to participate in sport."

- Get more information and apply for a grant online HERE.

"Their Opportunity" Minor Sports Corp.

- A Canadian charity with a goal "To Educate, Uplift and Support children to overcome barriers through the Strength of Sport and Generosity."

- Get more information and apply for a subsidy online HERE.

Upper Canada District School Board – Champions for Kids Foundation

- The Foundation provides funding for activities, such as sports, so that students can explore skills and talents outside of school and connect with the community.

- Get more information and apply for funding online HERE

Note: if you are successful in receiving a grant or subsidy for a UCRO program, **PLEASE CONTACT THE UCRO TREASURER** to coordinate payment of your session fees balance.

Fundraising and Community Sponsorship

Money raised helps keep session fees affordable and supports club events. The UCRO Fundraising Coordinator, along with parent volunteers, runs annual **fundraising events.** Events in 26-27 include:

- **Krispy Kreme Donut Sales –** hosted at Brockville Home Hardware.

- **Dining with UCRO Stars Dinner and Silent Auction** - at our season closing banquet in June 2027.
    - We need **silent auction items** for this event. This is an excellent opportunity for parents to earn volunteer points by securing silent auction items for this fundraiser.

In addition to these events, other important fundraisers for the club are:

- **UCRO hosted swim meets**
    - All swimmer entry fees from home meets go to UCRO. UCRO staffs these meets with a crew of volunteer officials. See the "Volunteer Meet Officials" section that follows.

- **Swimathon**
    - Swimathon – see *Swimathon Fundraising Commitment* section for details.

Helping at any of these fundraising events is an excellent opportunity to accumulate volunteer points. Please come and help when the call goes out!

If you have suggestions or ideas about fundraising, please contact fundraising@riverotters.ca.

Community Sponsorship Opportunities

UCRO is extremely grateful to local businesses who contribute to the club. This helps keep session fees affordable and supports club events. If your business, or one you know that would consider making a contribution to UCRO, contact fundraising@riverotters.ca for more information about UCRO sponsor packages.

- **Business contributions** can also be directed to a specific swimmer for the purpose of accumulating **volunteer points** ($10 = 1 point).

- **Income tax receipts** are **not available** for contributions as UCRO is not a registered charitable organisation.

Communications and Parent Engagement

Building a Strong Parent - Coach – Swimmer Relationship

In competitive swimming, success is rarely achieved alone. Behind every successful swimmer is a team of people working together to support their growth. One of the most important parts of this team is the Parent, Coach, Swimmer triangle. This relationship, when built on clear and open communication, is crucial for the swimmer's growth, confidence, and success in and out of the pool.

Roles

- **Parents -** Parents are the emotional support for swimmers at all levels. They provide encouragement, support, and the resources needed for their child to train and compete. By creating a positive and understanding environment, parents help swimmers handle the challenges of the sport.

- **Coaches -** Coaches are both mentors and strategists. They use their experience to improve a swimmer's technical and race skills, discipline, and mental strength. Their guidance helps swimmers push their limits while maintaining a healthy balance between training and personal well-being.

- **Swimmers -** At the apex is the swimmer. Their dedication and effort drive the entire process. A swimmer's ability to communicate openly with both their parents and coach, while committing to the sport, is key to aligning goals.

The Importance of Communication

Effective communication is what holds the team together.

- **Clarity in Roles**
    - Parents - trust the coach to make informed decisions about training and competing.
    - Coaches - rely on parents to provide support at home.
    - Swimmers - focus on their growth and goals in swimming, knowing that they are supported by their coach and parents.

- **Conflict Resolution -** Miscommunication can sometimes lead to disagreements. Open dialogue allows concerns to be addressed constructively and quickly, keeping everyone aligned in their shared mission.

- **Building Trust -** When parents, coaches, and swimmers communicate effectively, they build a foundation of trust. Swimmers feel supported, knowing that everyone is working towards their best interest. This trust boosts confidence, enabling swimmers to perform at their highest potential.

Communication Channels

Welcome Meeting for Parents

The club hosts a Welcome Meeting in September. Program information is shared, coaches are introduced, and parents can meet each other and ask questions. It is an excellent introduction to the coming season.

Coach Communication

- **Welcome letter** - Emailed from the swimmer's coach at the start of the season providing information on the program your swimmer is registered in.

- **Group Orientation meetings** - At the start of the season, the coaches will hold orientation meetings with parents (and swimmers in the Performance stream) to outline programming, expectations, and other group related information.

- **Direct email** - Coaches communicate with swimmers and parents about practice times, home and away meets, updates, schedule changes and much more!

- **Coach meetings** - Coaches will talk to you about your swimmer's progress. Feel free to approach them at a suitable time or schedule a chat.

Streamline e-Newsletter

- a **monthly** emailed newsletter with essential information and updates on all upcoming UCRO events, swim meets, practices, schedule updates, fundraising events and more. The Head Coach sends to parents during the first week of every month.

Website – for program registrations and managing some aspects of the club program.

Parent Handbook – for understanding, in detail, how the club swim program operates.

Social Media

- Facebook – search "**Upper Canada Swim Club**".

- Facebook – search "**UCRO Parents and Athletes**" group on Facebook - This private Facebook group will help families and athletes connect online and stay up to date with UCRO-related activities. Newer families can ask questions to experienced families about swimming related topics.

- Instagram – search "**ucro_sc**".

Reach out to coaches or the Board if you have a question or issue, you can't find an answer to.

Resolving Concerns and Complaints

If you have a concern or an issue that needs resolution, please follow these steps:

1. **Discuss the Concern with the Person Involved -** Speak with the person directly involved, such as your swimmer's coach. Try to resolve the issue directly documenting your concern.

2. **Contact the Head Coach -** If the issue is unresolved, or direct contact is not appropriate, contact the Head Coach. The Head Coach will try to help resolve it. Continue documenting key details, including dates, times, conversations, emails, witnesses, and contacts.

3. **Contact the Club President -** If the issue remains unresolved, contact the Club President. The President will work to resolve it quickly with all parties. Provide detailed documentation of the concern and the steps already taken.

If the issue cannot be resolved quickly at the club level, any party to the issue may file a complaint with Swim Ontario. If the club feels that the issue cannot be resolved quickly at the club level, and breaches applicable Swim Ontario policies, the club will file the complaint with Swim Ontario.

Swim Ontario Complaint Process

Formal, unresolved complaints to UCRO that breach the following Swim Ontario policies:

- Workplace Safety, Violence and Harassment Policy and

- Code of Conduct and Ethics for all Participants Including Parents/Guardians will be sent to Swim Ontario.

Swim Ontario will review the complaint, do an investigation, if necessary, make a decision and issue a judgement and sanction, if necessary.

You can lodge a formal complaint with Swim Ontario here.

If the matter is beyond the jurisdiction of Swim Ontario, UCRO will implement its own complaint policy and procedures.

Key Contacts and Other Resources

We are happy to hear from families, and we welcome your feedback.

CRO Board of Directors - 26-27

President	Fiona Goodman	admin@riverotters.ca
Secretary	Amy Melko	secretary@riverotters.ca
Treasurer	Peter Goodman	finance@riverotter.ca
Fundraising Coordinator	Stacey Shanks	fundraising@riverotters.ca
Volunteer Coordinator	Sabrina Annett	volunteerco@riverotters.ca
Meet Manager	Braden McKerlich	meetmanager@riverotters.ca
Member at Large	Peter Isdebski	director1@riverotters.ca

Other Key Contacts

Head Coach	Dan Lock	headcoach@riverotters.ca
Officials Coordinator	Layna Dunning	officials@riverotters.ca
Swimathon – Open Water	Jean McFeely	mcfeelyjm@gmail.com

UCRO Policies and Documents

- Athlete Agreement policy
- Fees and Family Commitments policy
- Personal Information and Protection policy
- Conflict of Interest policy
- Workplace Safety, Violence and Harassment Policy
- Club Conduct Violations Procedure
- UCRO Bylaws

Swim Ontario Policies and Procedures

- Swim Ontario Conflict Resolution policy.
- Code of Conduct and Ethics for all Participants Including Parents/Guardians
- Workplace Safety, Violence and Harassment Policy
- Complaint, Discipline, and Appeal Procedure

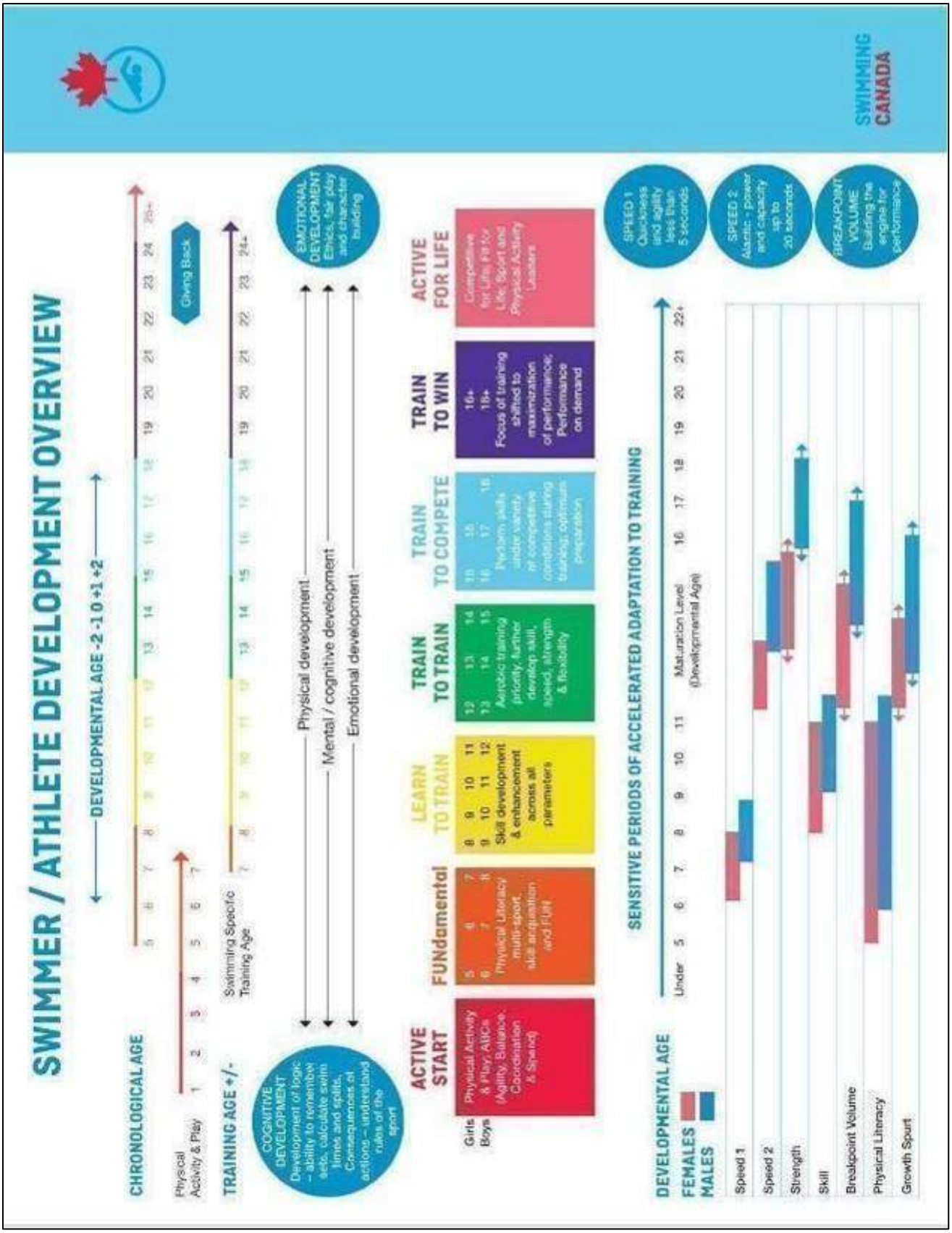
YMCA Policies

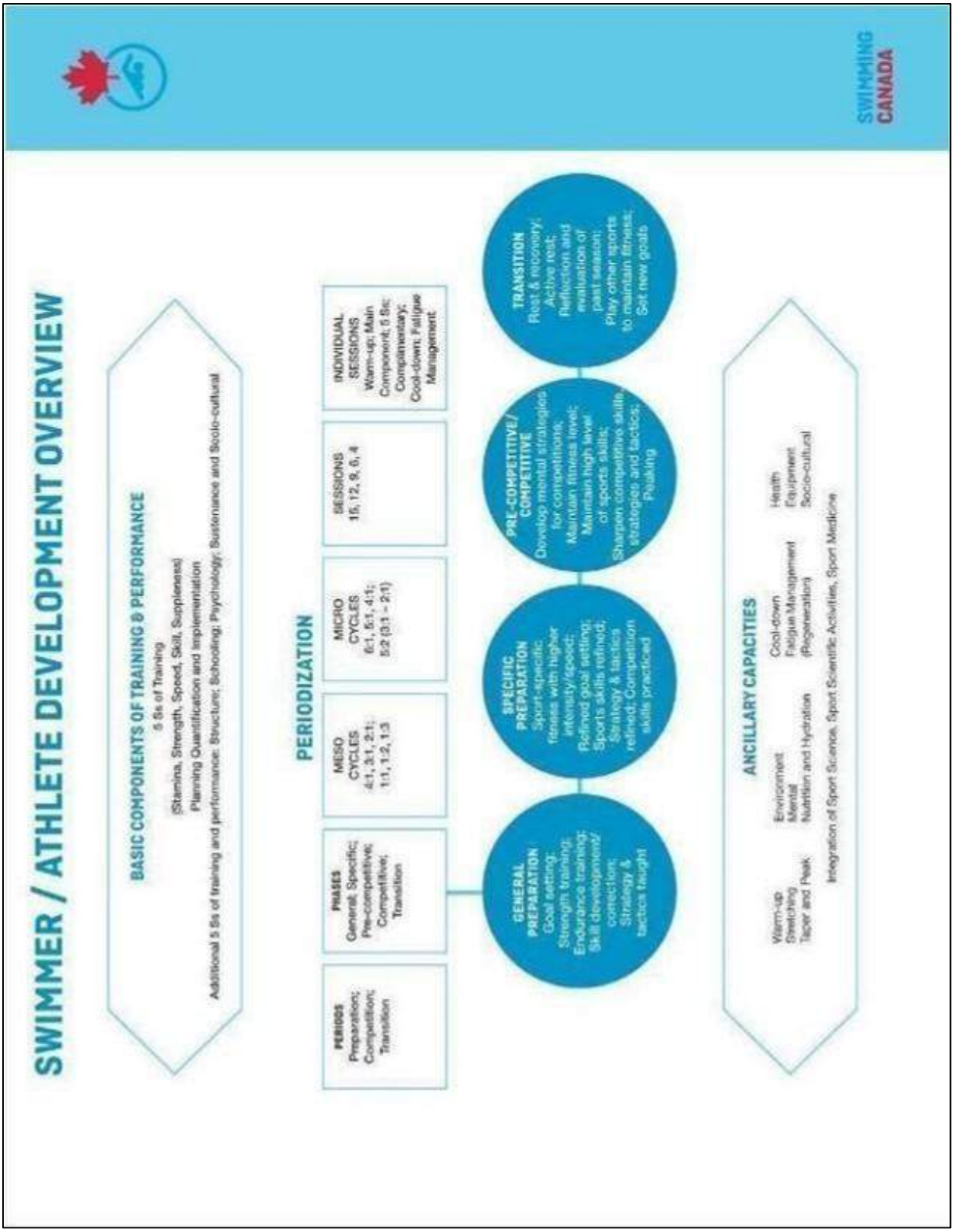
- YMCA Child Protection policy

Other Governing Body Policies

- Universal Code of Conduct to Prevent and Address Maltreatment in Sport
- Canadian Swim Coaches Association – Code of Professional Conduct

Appendix A - SNC Athlete Development Model




SWIMMER / ATHLETE DEVELOPMENT OVERVIEW
BASIC COMPONENTS OF TRAINING & PERFORMANCE
5 Ss of Training
(Stamina, Strength, Speed, Skill, Suppleness)
Planning Quantification and implementation
Additional 5 Ss of training and performance: Structure; Schooling; Psychology; Sustenance and Socio-cultural
PERIODIZATION
PERIODS
Preparation; Competition; Transition
PHASES
General; Specific; Pre-competitive; Competitive; Transition
MESO CYCLES
4:1, 3:1, 2:1; 1:1, 1:2, 1:3
MICRO CYCLES
6:1, 5:1, 4:1; 5:2 (3:1 – 2:1)
SESSIONS
16, 12, 8, 6, 4
INDIVIDUAL SESSIONS
Warm-up; Main Component; 5 Ss; Complementary; Cool-down; Fatigue Management
GENERAL PREPARATION
Goal setting; Strength training; Endurance training; Skill development/ correction; Strategy & tactics taught
SPECIFIC PREPARATION
Sport-specific fitness with higher intensity/speed; Refined goal setting; Sports skills refined; Strategy & tactics refined; Competition skills practiced
PRE-COMPETITIVE/ COMPETITIVE
Develop mental strategies for competitions; Maintain fitness level; Maintain high level of sports skills; Sharpen competitive skills, strategies and tactics; Peaking
TRANSITION
Rest & recovery; Active rest; Reflection and evaluation of past season; Play other sports to maintain fitness; Set new goals
ANCILLARY CAPACITIES
Warm-up
Stretching
Taper and Peak
Environment
Mental
Nutrition and Hydration
Cool-down
Fatigue Management
(Regeneration)
Health
Equipment
Socio-cultural
Integration of Sport Science, Sport Scientific Activities, Sport Medicine
SWIMMING CANADA

Appendix B – Swimmer Advancement Criteria

This section outlines the swimming skills and time standards needed to advance to the next competitive level. Coaches will discuss a swimmer's readiness with them and their parents before moving them up a level.

Acronyms and Terms Used in This Section:

- **DPS -** Distance Per Stroke **-** How far a swimmer travels with each arm pull.
- **SC -** Stroke Count **-** The number of strokes taken to swim one length of a 25m pool. Fewer strokes can indicate good efficiency.
- **IMO -** Individual Medley Order **-** Swimming strokes in this order: Butterfly (FL), Backstroke (BK), Breaststroke (BR), Freestyle (FR).
- **Best Interval Test (FR) -** Like the bleep test, interval time reduces in pairs. Athletes swim until eliminated (miss interval time).

All tests are graded A-C for technical quality as well as quantitative data used (eg. times).

Graduating from Bronze to Silver

Swimmers can move from Bronze to Silver after achieving these benchmarks:

Test	Benchmark time
100m Flutter kick	2:00
100m Fly kick	2:10

4 x 50m Individual Medley Order (IMO)	FL = 0:50 // BK = 0:50
	BR = 0:55 // FR = 0:45

100m Individual Medley	1:50
50m Best Interval Test (FR)	0:50
10 x 50m FR swims @ BIT result + 15 seconds	1:05
Achieve 5 Gatineau Grand Prix OR within 5% of 3 Ontario Eastern Regional qualifying times.	

Graduating from Silver to Gold

Swimmers can move from Silver to Gold once 13 years old AND achieving these benchmarks:

Test	Benchmark time
100m Flutter kick	1:50
100m Fly kick	2:00

Test	Benchmark time

4 x 50m Individual Medley Order (IMO)	FL = 0:45 // BK = 0:45
	BR = 0:50 // FR = 0:40

100m + 200m Individual Medley	1:45 / 3:40
50m Best Interval Test (FR)	0:45
15 x 50m FR swims @ BIT result + 15 seconds	1:00
Achieve 2 Ontario Eastern Regional qualifying times	

Graduating from Gold to Platinum

Swimmers can move from Gold to Platinum after achieving these benchmarks:

Test	Benchmark time
200m Flutter kick	3:45
200m IM kick	4:00
4 x 50m Individual Medley Order (IMO)	FL = 0:38 (F) / 0:37 (M) BK = 0:41 (F) / 0:39 (M) BR = 0:45 (F) / 0:43 (M) FR = 0:37 (F) / 0:35 (M)
200m Individual Medley	3:00 (F) / 2:55 (M)
400m FR	6:10 (F) / 6:00 (M)
100m Best Interval Test (FR)	1:35 (F) / 1:30 (M)
10 x 100m FR swims @ BIT result + 15 seconds	1:50 (F) / 1:45 (M)
4 x 100m Average DPS @ 400m split (FR) *Using the equal 400m split time as the interval time, swimmers report their highest + lowest stroke count for each 100m swam.*	Average SC for each 100m should stay within these ranges: 16-18 strokes (F) 14-16 strokes (M)
Achieve 3 Ontario Eastern Regional qualifying times **AND be within 5% of achieving an Ontario Age Group (Provincial) time.**	

Graduating from Platinum to National

Swimmers can move from Platinum to National if they qualify for and attend Provincial Championships, are within **10% of the Junior National Trial Time Standards**, and meet achieve the below benchmarks:

Test	Benchmark time
200m Flutter kick	3:35
200m IM kick	3:50
4 x 50m Individual Medley Order (IMO)	Benchmark for each stroke is EOR time standard for age/gender + 5%
200m Individual Medley	EOR time standard for age/gender + 5%
400m FR	5:40 (F) / 5:30 (M)
100m Best Interval Test (FR)	1:30 (F) / 1:25 (M)
15 x 100m FR swims @ BIT result + 15 seconds	1:45 (F) / 1:40 (M)
8 x 100m Average DPS @ 400m split (FR) *Using the equal 400m split time as the interval time, swimmers report their highest + lowest stroke count for each 100m swam.*	Average SC for each 100m should stay within these ranges: 15-16 strokes (F) 13-14 strokes (M)
15m Underwater dolphin kick	0:10
10 x 50m Best Average Time (Sprints) - swimmers target stroke	The average time must be less than or equal to their IMO Result + 5s The range from slowest 50 - fastest 50 must be less than 3 seconds
Swimmers Choice Test	Coach develops benchmark based on athletes test & goal

National

Swimmers in National will complete the same benchmarking tests as Platinum, plus create 3 tests of their own with the coach. Benchmarks for marking progress will be created specific to the individual athlete.

Appendix C – Volunteer Opportunities - Points

Legend

L1 – Level 1 - 1hr = 2 points
L2 – Level 2 - 1hr = 3 points
L3 – Level 3 - 1hr = 5 points
$$ - Dollar contribution - $10 = 1 point
SP – Set points – defined by the type of activity and benefit to the club.

Month	Activity	Volunteer Duty	Pts
Sep	Welcome meeting & AGM	• Attend AGM-Welcome meeting. • Help set up/clean up. • Bring food for club events.	**5** **L1** **5-10**
Oct	UCRO Fall Five swim meet	• Help with setup and take down, food prep and delivery. • Be a timer or a safety marshal. • Be a Meet Manager, Referee, Starter, Stroke/Turn Judge, Chief Timer, Recorder, Admin. • Take an official's clinic. • Receive a deck evaluation.	**L1** **L2** **L3** **5** **5**
Nov	Santa Claus Parade participation	• Help build the UCRO float. • Take part in the parade with UCRO.	**L1** **L1**
Dec	UCRO Christmas Social	• Attend Christmas social. • Help set up/clean up. • Bring food.	**5** **L1** **5-10**
Feb	Parent-Swimmer Club-Wide Fun Practice	• Participate in person.	**5**
Feb-Mar	Swimathon fundraiser	• Be the lead organizer Be a lap counter. • Raise more $$ than the minimum.	**SP** **L1** **$$**
May	Krispy Kreme fundraiser	• Pre-sell boxes before the event. • Help set up/clean up. • Pick up donuts in Montreal. • Help sell donuts during event.	**$$** **L1** **50** **L1**

Month	Activity	Volunteer Duty	Pts
Jun	UCRO June home swim meet	• Help with setup and take down, food prep and delivery for volunteers' food. • Be a timer or a safety marshal. • Be a Meet Manager, Referee, Starter, Stroke/Turn Judge, Chief Timer, Recorder, Admin. • Take an official's clinic. • Receive a deck evaluation	**L1** **L2** **L3** **5** **5**
Jun	Splash & Grill BBQ fundraiser	• Help set up/clean up. • Help with BBQ. • Help distribute food to teams.	**L1** **L1** **L1**
Jun	UCRO Season End Celebration and Awards – Dining with UCRO Stars dinner and silent auction	• Attend Celebration and Awards. • Help set up/clean up. • Bring food. • Acquire silent auction items.	**5** **L1** **5-10** **$$**
Ongoing	General Club Operations	• Be a Board member. • Coordinate social media posts. • Apply for grants. • Be the webmaster. • Be the bookkeeper. • Be a lead organizer for any UCRO event.	**50** **50** **SP** **50** **50** **SP**

Appendix D - Registration Signoff Agreements

Here are the full "Signoff" policies you agree to during online registration. They are included here for your reference only.

Athlete Agreement Policy

This agreement is designed to set clear expectations for athletes and their commitment to UCRO while promoting a positive and respectful team environment.

Welcome to UCRO! We are excited to have you as a valued member of our swimming community. This agreement outlines the expectations and standards for athletes within the Age Group category to ensure a positive and enriching experience for all. UCRO is committed to fostering an environment that promotes respect, open communication, and excellence in all aspects of our swim program. We strive to create a positive and supportive community for our athletes to achieve their full potential.

WHERE AS:

- The athlete is a registered swimmer with Swimming Canada and Swim Ontario engaged with UCRO.
- UCRO is a swim club that fosters excellence in swimming and values open communication and respect.
- Both parties recognize the importance of fostering an environment of mutual respect, open communication, sportsmanship, and excellence in all aspects of athletic participation.

1. COMMITMENT TO EXCELLENCE - The Athlete agrees to:
    a. strive for excellence in both athletic performance and personal conduct. This commitment includes attending all scheduled practices, competitions, and team events, giving maximum effort during training, and keeping a positive attitude.
    b. strive for excellence not only in your athletic performance but also in your conduct outside the pool. Uphold high standards of integrity, discipline, and ethical behavior.
    c. demonstrate commitment to your training, attend all scheduled practices and competitions, and conduct yourself with excellence both within the club and the broader community.

2. RESPECT AND SPORTSMANSHIP – The athlete agrees to:
    a. treat coaches, teammates, officials, and all others associated with UCRO with respect and sportsmanship at all times. Disrespectful behaviour, including but not limited to bullying, harassment, or discrimination, will not be tolerated.
    b. acknowledges the importance of a positive team environment and agrees to treat teammates with respect, cooperation, and support.
    c. adhere to the guidance and instructions provided by the coaching staff, showing a cooperative and respectful attitude toward their expertise.
    d. treat officials, referees, and judges with the utmost respect, refraining from any behaviour that may be perceived as confrontational or disrespectful. Disagreements with officiating decisions shall be expressed in a constructive and respectful manner,

following proper channels established by UCRO.

3. SAFE AND INCLUSIVE ENVIRONMENT
    a. The Athlete will actively contribute to maintaining a safe and inclusive training environment. Inclusion means respecting and embracing diversity in all its forms, including but not limited to race, gender, ability, and background.

4. OPEN COMMUNICATION
    a. The Athlete commits to maintaining open communication with coaching staff and teammates, fostering an environment where concerns and feedback can be addressed in a constructive manner.
    b. Any issues or conflicts shall be communicated promptly with the goal of resolving matters in the best interest of the Athlete's personal development and the team.

5. ATTENDANCE AND PUNCTUALITY
    a. The Athlete agrees to attend all scheduled practices and competitions unless prevented by illness, injury, or other unavoidable circumstances. In case of absence, the Athlete will inform the coaching staff in advance.

6. ADHERENCE TO CLUB POLICIES
    a. The Athlete agrees to abide by all UCRO policies, including those related to training, competition, travel, and any other rules set forth by the Club. Failure to comply may result in disciplinary action.

7. REPRESENTATION OF UCRO
    a. The Athlete understands that they are representing UCRO both in and out of the pool. This representation includes behaviour on social media platforms. The Athlete agrees to always uphold the values and reputation of UCRO.

8. PARENT/GUARDIAN SUPPORT
    a. For athletes under the age of 18, parents/guardians agree to support their child's commitment to UCRO, including attendance at events, adherence to club policies, and open communication with coaches.
    b. Parents or legal guardians agree to support and encourage their child's participation in UCRO activities.
    c. Parents or legal guardians will communicate any concerns or issues to the coaching staff in a respectful and timely manner.

9. CONSEQUENCES OF NON-COMPLIANCE
    a. Failure to follow the terms outlined in this Agreement may result in the termination of the swimmer's UCRO membership.

10. ATHLETE'S COMMITMENT DURATION
    a. This agreement is effective for the current season and will be reviewed annually.

I understand, have read and agree with the Athlete Agreement Policy

Medical Permission Agreement and Waiver Agreement

I certify that I am the parent or legal guardian for my child(ren). I hereby give my permission for any supervisor, coach or other team administrator associated with the Upper Canada Swim Club to seek and give appropriate medical attention for our child(ren) in the event of accident, injury, illness. I will be responsible for all costs associated with any necessary medical attention and/or treatment.

I hereby waive, release and forever discharge Upper Canada Swim Club and associated supervisors, coaches or other team administrators from all rights and claims for damages, injury, loss to person or property which may be sustained or occur during participation in Upper Canada Swim Club activities, whether or not damages or loss is due to negligence. I hereby acknowledge that my child(ren) is/are physically fit and capable of participation in all Swim Team activities.

Fees Agreement – Payment in Full – No Refunds

Valid Credit Card - I agree that I will maintain a valid credit card on file throughout the term of my membership with the Upper Canada Swim Club for the purposes of the following charges:

- Recurring billing of membership fees as per the session level and payment plan if I select to pay by instalments during this registration process.
- Incidental charges I incur throughout the month including meet entry fees, coach travel fees, Swimathon assessment, volunteer points assessment and any other program related charge that may from time to time be levied.

Payment in Full - I understand my payment commitment is for the **full price** of the session I registered myself or my child(ren) for, **regardless** of whether I am paying in full, up front, or by instalments.

No Refunds - I agree that if my swimmer(s) leave the session at **any time** before the session ends, for **any reason**, other than an approved medical leave, session fees:

- are **non-refundable** if already paid in full.
- cannot be **paused** or **cancelled** if paying in installments.
    - Monthly payments are due each month to the end of the session, or o The remaining balance may be charged as one lump sum when the swimmer leaves.

Please refer to the **UCRO Parent Handbook** or the **Fees and Family Commitments policy** for details, from the Policies & Documents webpage.

Swimathon Fundraising Commitment Agreement

I understand and agree that if my swimmer is registered in a competitive (e.g. Youth (competitive), Bronze to National), I must meet a minimum Swimathon fundraising commitment as follows:

- Youth Otters (competitive): $100 per swimmer
- Bronze to National levels: $250 per swimmer

I understand and agree that if my swimmer does not participate in Swimathon, the minimum amount will be charged to their account. If they partially meet their minimum, the remaining amount will be charged to their account in May.

Please refer to the **UCRO Parent Handbook** or the **Fees and Family Commitments policy** for details, from the Policies & Documents webpage.

Volunteer Points Agreement

I understand and agree that if my swimmer(s) is registered in a **competitive** UCRO program (e.g. Youth (competitive) or Bronze to National), the family must earn **volunteer points**, over the course of the season (September to June).

- Youth Otters with competitive status get a 50% discount on points.
- Families can choose to buy out their volunteering commitment by paying $10 per point.
- For points not earned by the end of the season, families will be billed at $10 per point not earned and $5.00 per point for competitive Youth Otters.

Please refer to the **UCRO Parent Handbook** or the **Fees and Family Commitments policy** for details, from the Policies & Documents webpage.

Officiating Agreement

Once registered with UCRO for the 26-27 Season **all** parents/guardians of **competitive** swimmers will be registered with Swimming Canada as **Officials.**

Once you have completed the Swimming Canada registration you must complete two **free,** Swim Canada officials clinics:

- Introduction to Officiating — includes training to the position of Timer.
- Safety Marshal – includes training for the position of Safety Marshall

These clinics only need to be taken once.

Please refer to the **UCRO Parent Handbook** or the **Fees and Family Commitments policy** for details, from the Policies & Documents webpage.

Communications Agreement

By registering my swimmer in an Upper Canada River Otters session, I give my consent to receive emails and/or text messages from the Club about:

- the Club and its programs.
- day to day operations of the Club including notifications, schedule changes, meetings, and other items.

- opportunities to participate in Club or Club-related activities such as social events and swim meets, some which may incur added cost for entries, or other expenses.
- opportunities to participate in volunteer activities related to Club business.
- opportunities to buy goods or services related to Club operations (for example, swim fins, team clothing, or other equipment).
- opportunities to buy goods or make donations in support of Club members or programs.
- information on Club donors, sponsors, or partners (e.g. Making Play Possible, YMCA) and opportunities to take part in or contribute to, related events.
- opportunities to upgrade membership through move-up process or to re-register for the upcoming season.

This consent is conditional on membership and will automatically be revoked by October 1 of the calendar year following the year in which I registered.

Safety and Conduct Policies Agreement

Concussion Management - I agree to go to the Swim Canada Registration Site to complete all necessary forms (e.g. Rowan's Law, etc.) within 14 days of registering.

Safety Regulations and Law - I also agree to abide by all Upper Canada Swim Club, Swim Ontario, Swim Canada, Local Health Authorities, and Provincial/National procedures, regulations, and laws.

Discrimination and Harassment - I understand, have read and agree with UCRO's **Workplace Safety, Violence and Harassment Policy.**

Code of Conduct and Ethics - I understand, have read and agree with the **Swim Ontario Code of Conduct and Ethics for all participants including Parents/Guardians**.

Release of Liability and Indemnification Agreement

By registering my child(ren) with the Upper Canada Swim Club, I agree to participate (or allow my child(ren) and family members to participate) in the Upper Canada Swim Club programs, and hereby release Upper Canada Swim Club, its directors, officers, agents, coaches, and employees from liability for any injury that might occur to myself (or to my child(ren) and family members) while participating in the Upper Canada Swim Club program, including travel to and from training sessions, swim meets or other scheduled team activities.

I agree to indemnify and hold harmless the above mentioned organizations and/or individuals, their agents and/or employees, against any and all liability for personal injury, including injuries resulting in death to me, my child(ren) and/or other family members, or damage to my property, the property to my child(ren) and/or other family members, or both, while I (or my child(ren) or family members) participating in the Upper Canada Swim Club program.

Privacy Policy Agreement

The Upper Canada Swim Club collects your personal information solely for the operation of the Club and does not sell, rent, or otherwise provide your personal information to outside individuals or organizations except for the following purposes:

- We provide swimmer information to Swimming Canada and Swim Ontario because swimmers must be affiliated with these organizations to be a member and compete.
- We provide swimmer information to other swim clubs that are hosting meets.
- We provide swimmer names and associated Swimming Canada ID numbers to the host clubs of swim meets for the purposes of entering swimmers in meets and reporting results.
- We provide swimmer names to the Brockville and Area YMCA for the purposes of validating membership lists.
- Certain members of Upper Canada Swim Club who are designated system administrators (including Board Members, Coaches, and certain volunteers) may be granted access to your email address or other contact information solely to communicate with you about Club operations.
- Through this registration system, you may elect to make your contact information searchable by other members of the Club. Unless you explicitly state that you wish this to happen, at no time will your contact information be shared among the general membership.
- From time to time, Upper Canada Swim Club may take photos of swimmers in competition or in participation within Club events. These photos may be posted on the website, in newspapers or in promotional materials, sometimes in conjunction with the swimmer's name only.

If there are any specific restrictions I may have on the use of my personal information, I will provide notice in writing to the President of the Upper Canada Swim Club and in the absence of such notification, I acknowledge and give consent for the use of my information as listed above.

By agreeing with this Privacy statement, you also confirm that you have read and agree to the UCRO **Privacy - Personal Information and Protection policy**.