

WHEN DO I NEED TO
OFFICIATE?

HOW DO I SIGN UP
FOR A SWIM MEET?

CALGARY SWIMMING

speedo

NEW PARENT HANDBOOK

WHAT GEAR DOES MY
SWIMMER NEED?

WHAT'S A BINGO?
WHERE DO I SIGN UP?

CALGARY SWIMMING



Welcome to UCSC!

Joining the Club can feel overwhelming in the first month or so. Our staff aims to limit the number of emails we send, but please note that email is our primary method of communication. If you have any additional questions or would like some extra help, feel free to reach out to our office to set up an in-person appointment or give us a call.

New parent information nights are held at the beginning of the season, at least twice. We strongly encourage you to attend these meetings. Our parent volunteers will go over important topics such as bingos, officiating, and volunteering, and will be happy to answer any questions you may have. During these sessions, we'll also review all the information in this document—and more. This document is not meant to replace parent meetings, but to serve as a reference throughout the year.

UCSC is a high-performance competitive swim club committed to developing a community through competitive swimming and leading Canadian swimming. We are guided by our core values: integrity, hard work, excellence, and teamwork.

There is much more detailed information available on our website that is not included here (otherwise this document would be overwhelmingly long!). Please take some time to familiarize yourself with the members-only section of the website by logging in. A good place to start is the "Info You Should Know" section, which contains many helpful links.

If you have any questions at all, please don't hesitate to contact us at 587-894-2772, or by email at ucsc@calgaryswimming.com or manager@calgaryswimming.com.

LOGGING INTO THE WEBSITE

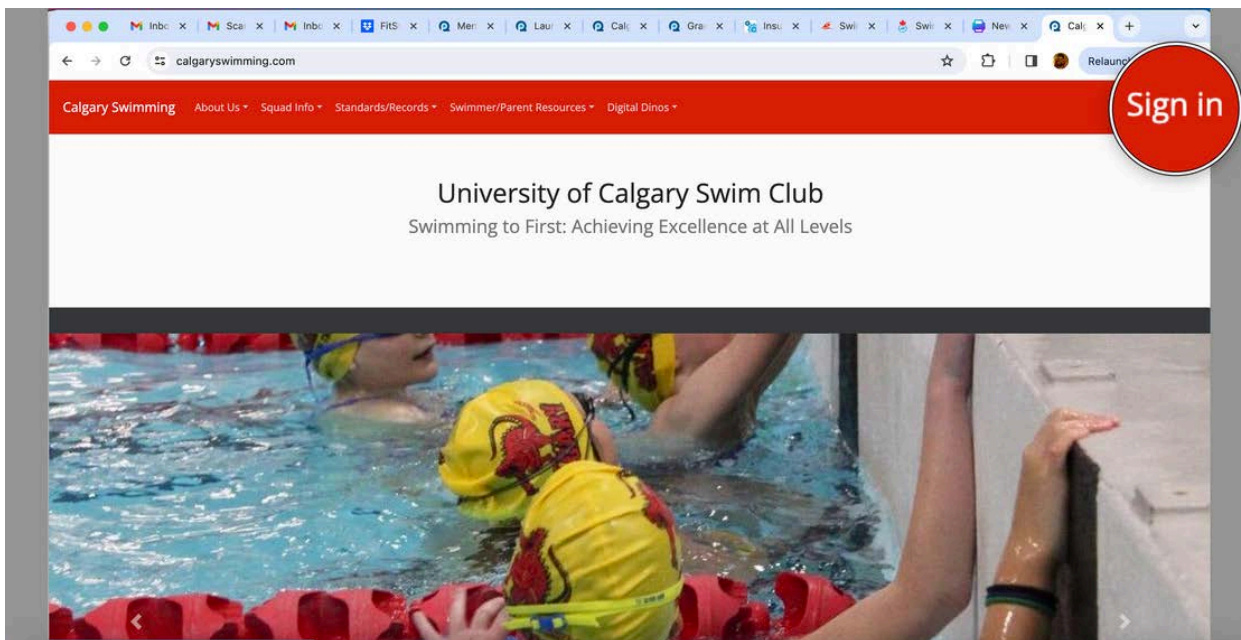


Once your completed registration package has been received by our office, you will be set up with an account on our website.

You'll receive a "reset password" email from poolq.net (our website host). From there, you can set your password and log into the site.

Please feel free to explore the website, and don't hesitate to reach out if you have any questions. Later in this handbook, you'll find detailed information—including screenshots—on how to: sign up for a swim meet, sign up to officiate, and sign up for a bingo.

Below, you'll also see screenshots showing what the sign-in process should look like.



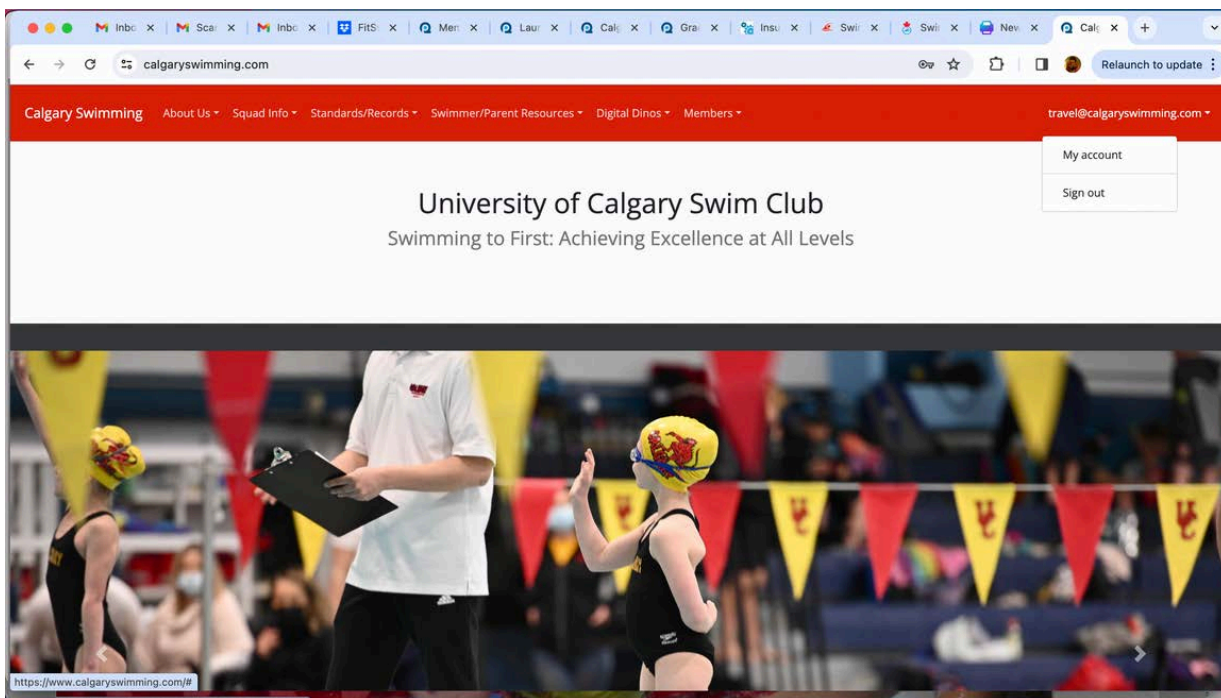
You can visit our website at calgaryswimming.com. On the top right corner of the homepage, click on "Sign In."

This will take you to a login screen, which should look like the example shown on the next page.

LOGGING INTO THE WEBSITE



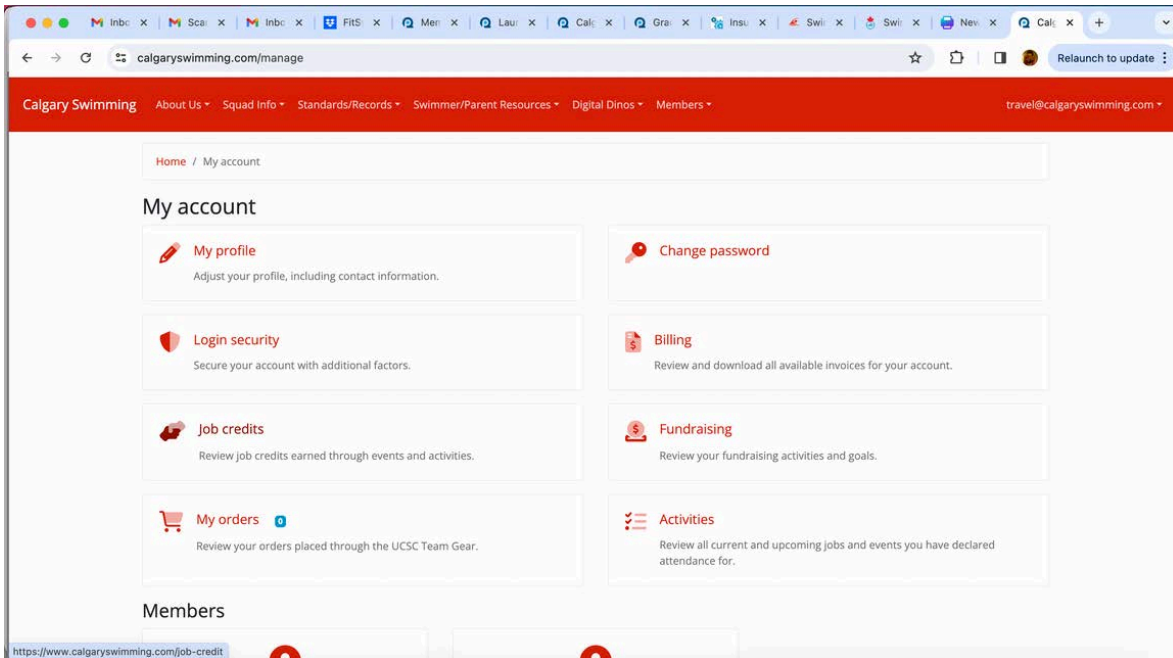
Once you're here you can log in with your log in info (and your new password!)



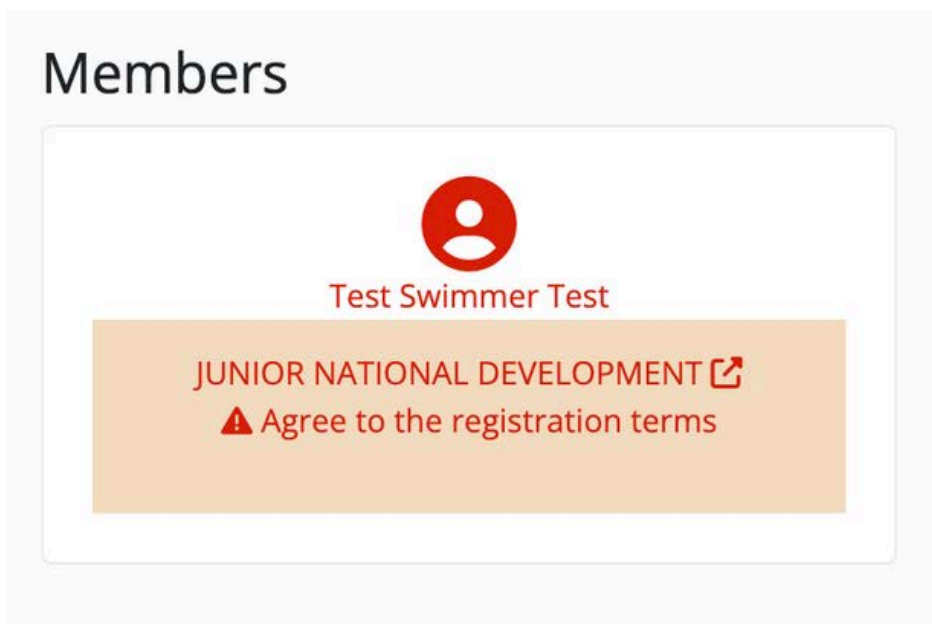
Now you're in! On the top right, you'll see your email address. Click on "My Account" to explore some of the extra features available to you.

Also, be sure to check out the Members section, which contains important information. (This will be explained in more detail in later sections.)

LOGGING INTO THE WEBSITE



In “my profile” you can update contact info, addresses, etc. If you’d like to add additional emails to your profile you can also do so here.



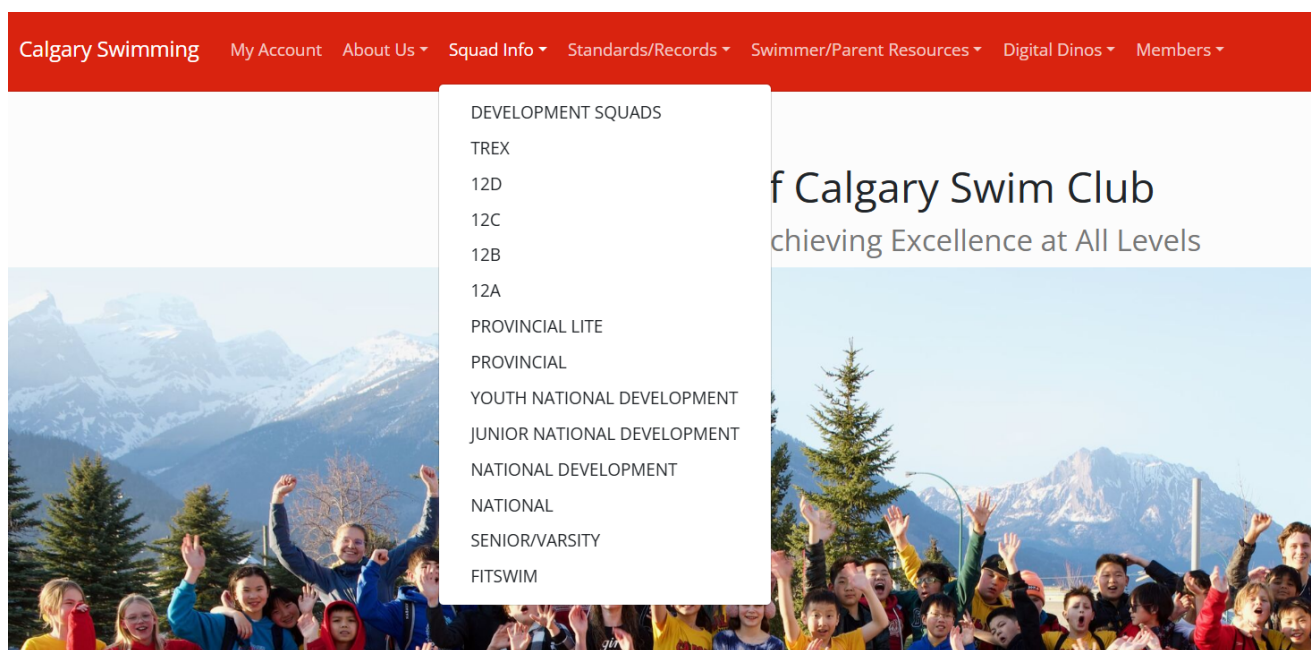
Further down the page, you’ll see a “Members” section where your swimmer(s) will be listed. By clicking on their name, you can update details such as any allergies.

Their training group will also be displayed under their name. At this point, you likely won’t see a prompt asking you to agree to registration terms—so no need to worry about that!



Being new to a large club, it can be hard to know who to contact. If you're unsure, email the office at ucsc@calgaryswimming.com or manager@calgaryswimming.com—they'll help or forward your question.

For anything related to swimming (meets, practices, etc.), please contact your swimmer's group head coach. You'll find coach contacts, schedules, and meet info under the "Squad Info" tab on our website.



The start of the season is busy for everyone, so please be patient—coaches typically reply within 24 hours during the week.

For general questions, website help, team gear, or payments, please contact our office (Tarrah or Jess) at ucsc@calgaryswimming.com or manager@calgaryswimming.com.

For bingos, email our volunteer bingo coordinator at bingos@calgaryswimming.com. You'll also get a Bingo FAQ at the start of the season, and there's a bingo section in the members area of the website.

For officiating questions, contact our volunteer officials coordinators at officials@calgaryswimming.com. More details are also in the members section.

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**TEAM GEAR POLICY
WHAT TO WEAR AND
WHERE?**



At swim meets, all UCSC swimmers are required to wear UCSC team gear: bathing suit, swimming cap, and t-shirt.

It is very important to be dressed appropriately on deck at swim meets. First of all, we want to look like a team. Secondly, it is important to stay warm at swim meets. Remember that warm muscles are fast muscles! Along with their team gear, swimmers should have : deck shoes or sandals and socks, one or two towels, an extra cap and an extra pair of goggles. Everything should be marked with the swimmer's name. If it's not, it is guaranteed to grow legs and walk away.

Bathing Suits

To race, all swimmers must wear Speedo swim suits.

- Training Suits
 - Swimmers may wear any appropriate swim suit to train
- UCSC Branded Speedo Polyester suit
 - The UCSC polyester racing suit is available from the office, these may also be used to train. This type of suit lasts a long time!
- Speedo Racing Suits
 - Racing suits are recommended only for swimmers in our 13 and older groups. Please speak with your coach to see if these suits are suitable

Caps

To race and train, all swimmers must wear a UCSC swimming cap. If a swimmer forgets her/his cap, one will be given by the coach or chaperone and the family account will be billed. Coaches will have caps at all swim meets (and usually at practices)

T-Shirts:

Must be worn on deck at all swim meets.

Gear & Equipment:

Beginners usually need just fins and a kickboard.

Check with your coach or group page for what's needed.

Team Aquatic Supplies is our official supplier. Discount Shark Cards are in the members section.

Speedo:

UCSC is a Speedo-sponsored club. Swimmers must race in Speedo suits unless otherwise sponsored.

Ordering:

Team gear can be ordered anytime under “**Team Gear**” in the members section.



As a non-profit organization, the UCSC relies heavily on fundraising revenues. One of UCSC's proven and successful fundraisers is bingos.

How does our club make money from bingos? UCSC sends parent volunteers to work at bingo events. The bingo halls will then pay a share of pooling profits to all clubs. Typically, UCSC earns around \$300,000 in one season! This fundraising revenue helps keep registration fees low for all swim families.

Upon registration, all members of UCSC are assigned a certain number of bingo shifts for the swim season. The number of shifts each family is given is determined by the number of swimmers you have enrolled in the club and what squad each swimmer is in. Families have 3 options with bingos. They may choose to volunteer at the bingo, buy the bingo out from the Club (money will not be associated with gambling/gaming) or they may pay someone in the Club to work the bingo for them.

UCSC provides a parent volunteer to manage and schedule the bingos for the whole club. This is the bingo coordinator and their email is bingos@calgaryswimming.com. Please note the bingo season is July 1 to June 30 of each year.

The Bingo Coordinator is responsible for:

1. Booking families into bingos
2. Confirming the booking via email to the family
3. Informing the swim office of any no-shows to the bingo event
4. Filling any no-shows at a bingo event.
5. Updating the Bingo Roster on the 15th and 30th/31st of each month with each family's bingos worked to date.

Bingo shifts can sometimes be reduced (credits) if a family volunteers in an additional capacity such as assisting with the audit process, coordinating officials for a swim meet, or by bringing in grant monies, etc. The UCSC Board of Directors approves any credits and the Swim Office staff informs the Bingo Coordinator of any subtractions to your original total.

Bingo FAQ can be found in the members only section of the website under "Bingo Info"

OFFICIATING INFORMATION



Swim Meets Hosted by UCSC

Swim competitions are run by the parents and therefore all UCSC families are required to officiate at swim meets hosted by UCSC. **Please note: in some rare situations meet dates or locations may change. UCSC will let members know as soon as possible about any changes.**

Accountability

UCSC maintains a system of “points” to ensure that officiating is shared equitably and to encourage parents to become qualified in advanced positions.

1. Points owing are calculated twice per year March 31 and July 31 for all UCSC Families

- the fine for failure to complete the officiating commitment is \$1.00 per deficit point and this will be charged to your family swim account on both April 1 and August 1
- if an official no shows(unexcused)for the position they have been assigned, or a family does not sign up for a mandatory officiating meet, the penalty is\$5.00 per assigned point
- points are reset to 0 on April 1 and August 1
- points must be worked at the assigned meet, banked points will be capped at 300 (exception: chaperone points)
- all families must sign up to officiate at the mandatory meets (surplus points MAY NOT be used at these meets)
- work back point opportunities may be available throughout the season, but can only be earned in designated work back point positions. Emails will be sent to the **whole** club for these opportunities

Required meets will be posted to the officiating commitment section of the website every year

2. Please read through the officiating policy for more information

Advanced Levels of Officials' Certification

- Parents in our Development Program (CH, SD) are required to have their Level 1 Certification.
- Parents for swimmers TREX and up are required to have Level 2 Certification.
- We recommend parents in our 12 + groups take further level 2 courses in addition to stroke and turn so that they are able to work more positions on deck
- For parents interested in Level 3, please contact our office

OFFICIATING CERTIFICATION



Swim Alberta / Swimming Canada

Level I

- Timer and Warmup Marshal

Level II

- Stroke & Turn, Chief Timer, Electronics/Chief Finish Judge, Recorder-Scorer, Clerk of Course, Starter, Meet Manager

Level III+

- Referee

Non-qualified jobs

Door monitor, washroom monitor, runner, awards marshal

Hospitality

To inquire about the certification process email hospitality@calgaryswimming.com

Certification courses are offered in person a few times a season. Courses can also be taken online.

Online: Emodules and Slide Presentations ([LINK](#))

Online slide presentation (send in certificate of completion – Members: Officiating Info)

Sign up only for jobs you can work – qualified and experienced

Do NOT sign up for excess positions (i.e., more positions than are needed for your meet points requirement)

Much more information can be found in the members only section under “Officiating Info”

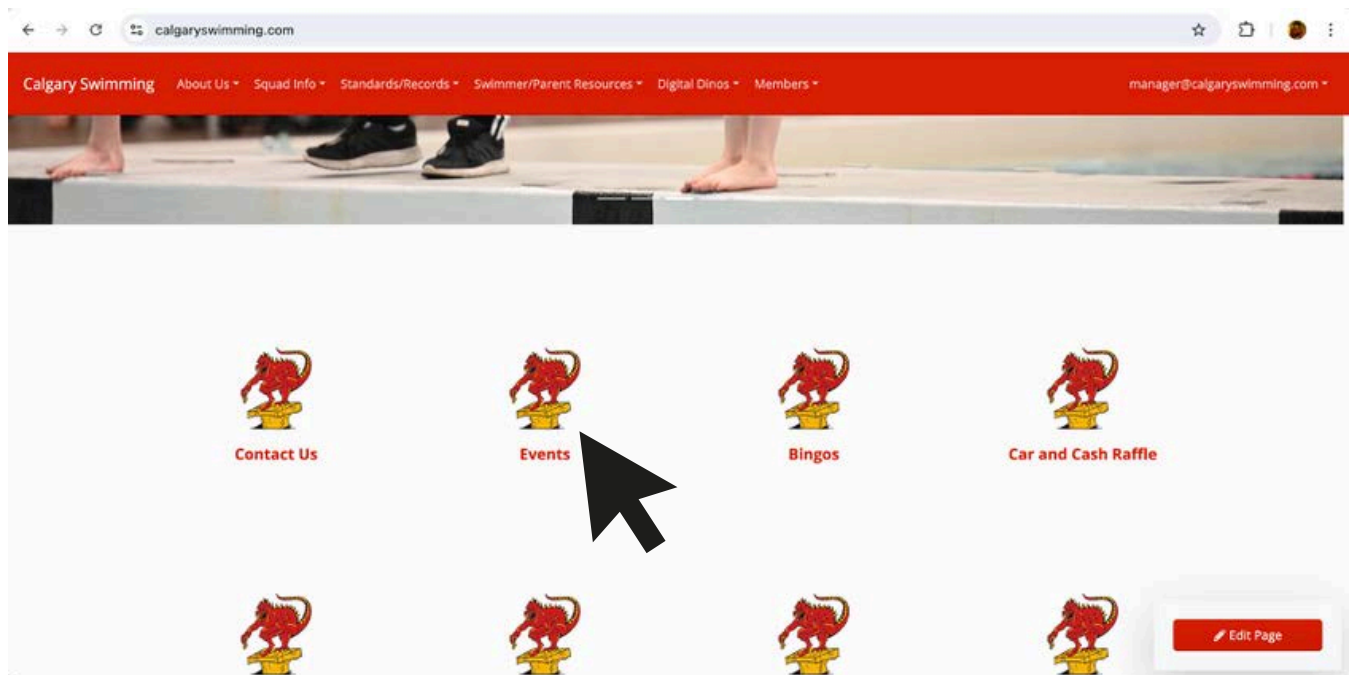
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SWIM MEETS!
GO DINOS GO!



The University of Calgary Swim Club is a competitive swim club. Racing is at our core.

To sign up for a swim meet, please visit the members only section of the website. There you will be able to **declare** your swimmer as attending if they wish to race.

To sign up for a swim meet, please follow the steps below to complete the sign up.



First stop is the homepage, where you will find the “events” Dino. Once you click on him all events will be listed! (When you click on events, just swim meets are listed)

”
**SWIM MEETS!
GO DINOS GO!**



ucsc.poolq.net/events/swim-meet

Calgary Swimming About Us Squad Info Standards/Records Swimmer/Parent Resources Digital Dinos Members manager@calgaryswimming.com

Category All categories Bingo **Swim Meet**

AUG 26 - 30 Mon - Fri	Pre-Season Camp (4-5pm)	Accept / Decline Modify
AUG 26 - 30 Mon - Fri	Pre Season Camp (5-6pm)	Accept / Decline Modify
AUG Wed 28	The Best Swim Meet Ever (Test Event)	Accept / Decline Modify
SEP Sat 14	Fall BBQ 2024!	Accept / Decline Modify

Home Join Us Events Bingo Raffle Contact

Team software by Pool Queue Privacy policy

Next you'll be brought to the events page, where all swim meets will be listed (not all at once!). Find the swim meet you are looking for and you can either click on the swim meet name to get more information, or click on "accept/decline" to go directly to declaring your swimmer(s)

ucsc.poolq.net/prompt-login?returnUrl=%2Fevent%2Fthe-best-swim-meet-ever-test-event%2Fdeclare

Calgary Swimming About Us Squad Info Standards/Records Swimmer/Parent Resources Digital Dinos Sign in

Sign in for access

To proceed, you need to be logged in.

[Sign in](#) [Go Back to Home](#)

Home Join Us Events Bingo Raffle Contact

Team software by Pool Queue Privacy policy

No matter which you choose, you will be asked to sign in again after clicking on one of them.

”
**SWIM MEETS!
GO DINOS GO!**



ucsc.poolq.net/event/the-best-swim-meet-ever-test-event

Calgary Swimming About Us Squad Info Standards/Records Swimmer/Parent Resources Digital Dinos Sign in

Home / events / The Best Swim Meet Ever (Test Event)

The Best Swim Meet Ever (Test Event)

Start date	Aug 28, 2024
End date	Aug 28, 2024
Declaration open	Aug 20, 2024 12:00 AM
Declaration deadline	Aug 22, 2024 12:00 AM
Eligibility	JUNIOR NATIONAL DEVELOPMENT
Attachments	Meet Package (for test event).pdf

Event Name: The Best Swim Meet Ever (Test Event)
Dates: August 28, 2024
Location: The Moon
Additional Info: Fun, fun, fun!

Declarations

Accept / Decline

https://ucsc.poolq.net/event/the-best-swim-meet-ever-test-event/declare

If you chose to go to the event page, it should look like this. You can usually find the meet package (if available when you are looking) under “attachments”. You can also find the event info on this page. If you click “attend/decline” you will be brought to the declaration page.

ucsc.poolq.net/event/the-best-swim-meet-ever-test-event/declare

Calgary Swimming About Us Squad Info Standards/Records Swimmer/Parent Resources Digital Dinos Members manager@calgaryswimming.com

Instructions

1) Please write here if your swimmer is not able to attend one of the sessions

Jessika Craig

Declaration
☐ Undeclared ☒ Accepted ☐ Declined

Declaration notes
She can attend all events!

Test Craig

Declaration
☐ Undeclared ☐ Accepted ☒ Declined

Declaration notes
Test cannot attend this meet

Submit Cancel

On the declaration page you can declare each swimmer (if they are eligible for the meet). Please answer all questions that are in the section above. You can check how you declared swimmers after you hit “save” at the bottom.

”
**SWIM MEETS!
GO DINOS GO!**



ucsc.poolq.net/event/the-best-swim-meet-ever-test-event

Calgary Swimming About Us Squad Info Standards/Records Swimmer/Parent Resources Digital Dinos Members manager@calgaryswimming.com

Declarations received.

The Best Swim Meet Ever (Test Event) Modify

Start date	Aug 28, 2024
End date	Aug 28, 2024
Declaration open	Aug 20, 2024 12:00 AM
Declaration deadline	Aug 22, 2024 12:00 AM

Attachments
Meet Package (for test event).pdf

Event Name: The Best Swim Meet Ever (Test Event)
Dates: August 28, 2024
Location: The Moon
Additional Info: Fun, fun, fun!

Declarations

Jessika Craig **Accepted**
She can attend all events!

Test Craig **Declined**
Test cannot attend this meet

Accept / Decline

Back on the event page, you can always check if you declared your swimmers. You can find that on the top right. If you need to change their declaration (before the deadline) you can do so by clicking “accept/decline” again and updating it.



We have a duty to provide a safe environment for training and competition for all members of the UCSC organization. The UCSC is very proud to be the first sports organization in Canada to make it mandatory for all athletes, staff, coaches and parents (members), and officials to receive sport specific bullying prevention education. This was established in the spring of 2017 through a partnership formed between the founder of the school-based DARE TO CARE program and the UCSC board of directors. Through this partnership, DARE TO CARE IN SPORT was created, pilot tested during the 2017/18 swim season and resulted in 98% of our membership attending. The training components included the following areas;

- a definition of bullying, which then allows concrete identification of bullying behaviors specific tools and strategies to assist swimmers, staff, coaches and members to prevent and stop bullying
- a shared vocabulary and understanding of bullying to assist in communication and process issues
- if conflict arises or a complaint is made
- an introduction and explanation of the Club's new policy on Harassment and Bullying

In the present swim season, and going forward, we will continue to make it **mandatory** for all new members joining UCSC to receive the DARE TO CARE IN SPORT (DTCS). For all returning members; including swimmers, parents, staff, coaches, and officials who have completed the DARE TO CARE IN SPORT in the past, a presentation in person will also be required.

SafeSport

UCSC is dedicated to creating a safesport environment for all athletes. Athlete safety is our number one priority. Swim Alberta and UCSC believe that everyone in the sport of swimming, regardless of their level or position, has a right to enjoy the sport and participate in a safe and inclusive training and competitive environment that is free of abuse, harassment or discrimination.

If you are in need of guidance on a safe sport matter, please contact the Safe Sport Lead at safesport@calgaryswimming.com. If you wish to remain anonymous please contact the SDRCC (Sport Dispute Resolution Centre of Canada) at www.crdsc-sdrcc.ca/eng/home or 1-866-733-7767.

SIGNING UP FOR OFFICIATING OR BINGOS

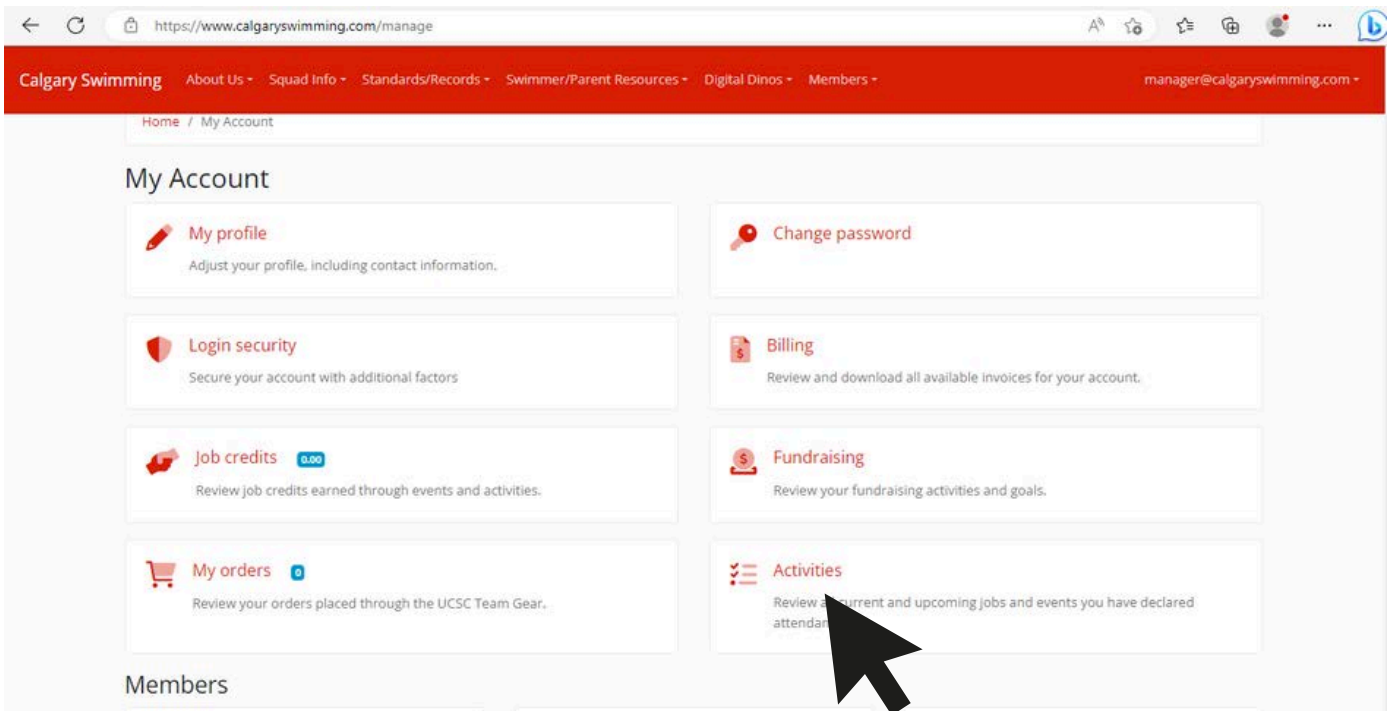


All sign ups happen through the members-only section of the website. Click on the top and rightmost button labeled Sign In and input your username and password.



Once you are in, click on your email, again on the top and rightmost corner and select **My Account** from the drop down menu.

From here, click on **Activities** in the lower right. Here, you may declare the attendance of your child for swim meets.



SIGNING UP FOR BINGOS AND OFFICIATING

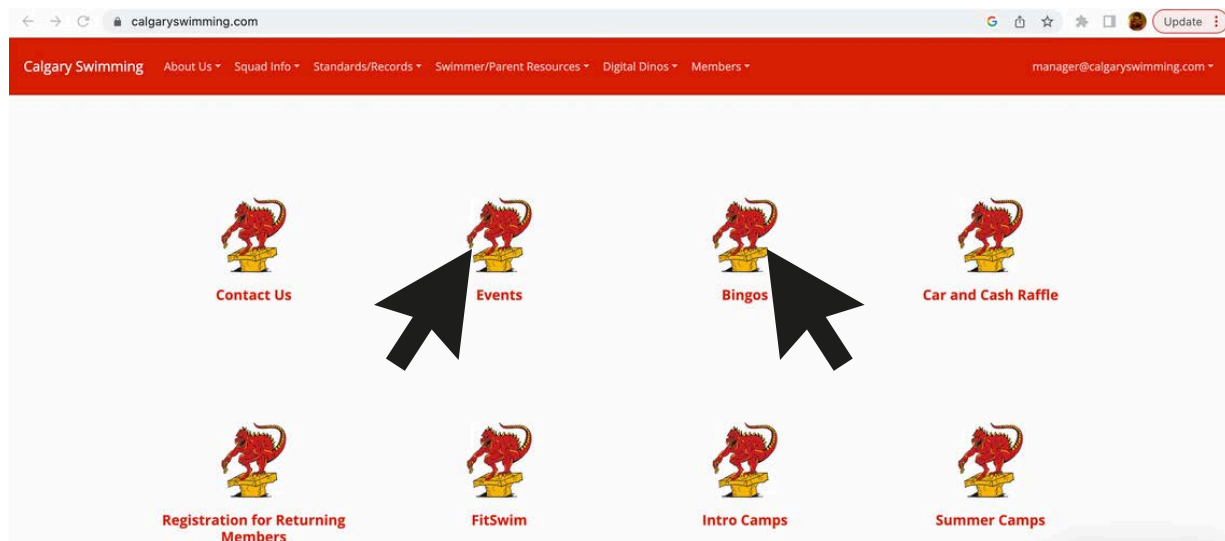


Go to the home page by clicking on the leftmost text **Calgary Swimming**.



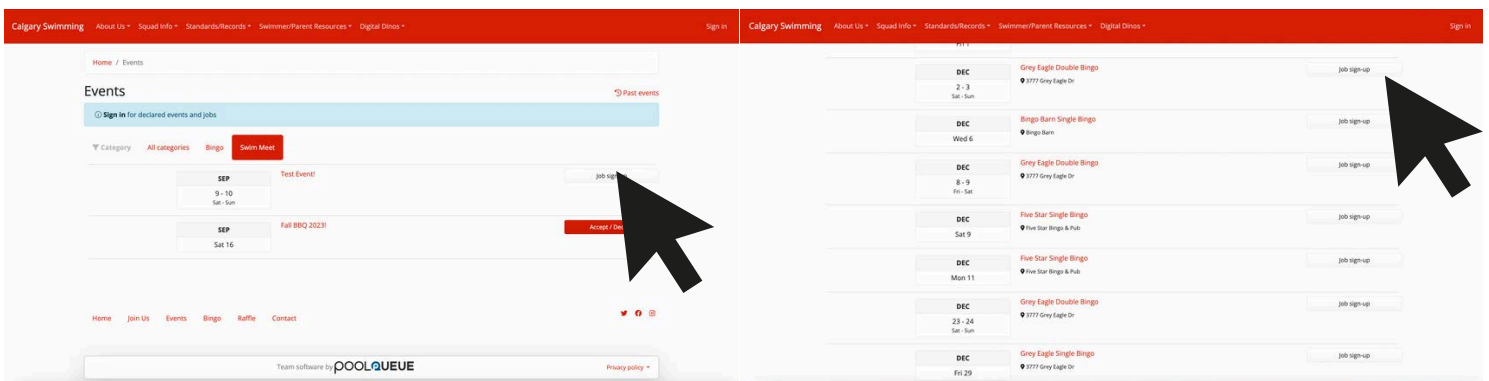
From here, click on **Events or Bingos**.

Here, you may declare attendance for officiating or bingos. You will now be prompted to sign in.



You are signed in!

Click **Job Sign-up** to sign up for officiating or working a bingo on that date.



**SIGNING UP
FOR BINGOS AND
OFFICIATING
CONTINUED**



You should now be on the sign up page for the date you have chosen. Select the job you would like to work.

Home / Events / Grey Eagle Single Bingo / Job sign up

Job sign up

Grey Eagle Single Bingo

Job	Action
QA Assigned Chairperson	Not open
A00- Assigned Back Up	Not open
A0-Assigned Volunteers	Not open
A1-Chairperson Fri 10:00 AM	Sign up
A2-Controller Fri 10:00 AM	Sign up
A3- Paymaster Fri 10:00 AM	Sign up
A4-Prize Runner/Radio Fri 10:00 AM	Sign up
A5-Radio/Verifier Fri 10:00 AM	Sign up
A6- Bonanza Ticket Seller Fri 10:00 AM	Sign up
A7-Special Games Seller Fri 10:00 AM	Sign up
A8-Balls Seller Fri 10:00 AM	Sign up

Fill in the name of the person working and any comments you have.

Please note the text highlighted in blue. It will tell you if you need a certification to fill this position or other important information!

Home / Events / Test Event / Job sign up / Stroke and Turn Judge

Job sign up

Stroke and Turn Judge

Must be fully certified and experienced as Stroke and Turn.

Saturday, September 9 12:00 PM | @ Duration: 4.5 | Credit: 75 | Positions: 11

Number of members attending:

Comments:

Sign up Go back

Home / Events / Test Event / Job sign up / A6- Bonanza Ticket Seller

Job sign up

Grey Eagle Single Bingo

A6- Bonanza Ticket Seller

Two people required for this position

Friday, December 29 10:00 AM | @ Duration: 6.25 | Credit: 1 | Positions: 10

Number of members attending:

Member #1

John Smith

Comments:

Sign up Go back

Remember to hit **Sign up** when you are done.
Thank you for signing up for a bingo or to officiate.
We couldn't do this without you!

BRINGING UP ISSUES



If you have a complaint, please follow the following reporting hierarchy. If this does not work for you, please report your complaint to the person who you feel comfortable doing so.

The first person to speak to is your swimmer's coach. If they are not able to resolve the issue, it would go to their direct report (likely the group head coach), then to the Age Group Head Coach, the Assistant Head Coach, and finally the Head Coach.