



WDSC

Parent Handbook

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Why Swimming?

WDSC is dedicated to providing the best program available for competitive swimmers at the age group level in order that all of its members have the highest possibility of success. WDSC's program is geared toward long term athlete development in accordance with Swim BC. Please see our vision, mission, values and strategic plan on the "All About Me" page of our website.

1. Swimming with the WDSC provides athletes with . . .

- a planned training curriculum that addresses the cognitive, physical and social-emotional development of the young athlete.
- continuous monitoring and evaluation.
- fun and enjoyment of swimming.
- the opportunity to train and compete at appropriate levels.
- the framework in which team spirit and a sense of community can grow.
- qualified coaches.

2. Membership with the WDSC provides parents and guardians with . . .

- support for volunteer positions.
- technical training to enable parents to help with swim meets.
- information to help parents meet the physical, emotional and nutritional needs of their developing athlete.
- the opportunity to give feedback to board members and coaches through monthly board meetings, parent welcome nights and planned social events.
- a network of communication and support.
- opportunities for parents to become part of the Dolphin community.

3. What happens as my swimmer grows?

As swimmers improve, they are given the opportunity to advance through the spectrum of programs offered by WDSC.

A. MOVEMENT CRITERIA

Swimmers advancing from one group to the next must meet the following criteria:

- The swimmer must have learned the skills associated with the previous level.
- The swimmer must have made a commitment to swimming and attended all required practices.
- The swimmer must be at a similar age, skill level, and training ability of the new level.

- The swimmer must be at a similar performance level of the new level.

Swimmers meeting the above-stated criteria are selected by the coaches of the groups involved in consultation with the head coach. If there is space available, the parents are informed and then the athlete is invited to advance. A probationary period is offered to ease this transition. Any parents or swimmers with questions regarding swimmer movement should contact the head coach.

What are my responsibilities to the club?

WDSC is a volunteer-run, not-for-profit organization. We are held to the Society Act of British Columbia, our own bylaws and the policies and expectations of both Swimming Canada and Swim BC. We cannot run a successful club without every parent understanding their rights and responsibilities in becoming a member of the WDSC. Please familiarize yourself with our club policies and bylaws, both posted with this handbook on the website.

1. PARENTS' RESPONSIBILITIES

As in most sports involving children, parents have obligations to their children and to the organizations that are responsible for the management of the activity. Swimming is no exception. Parent involvement is critical to the continuing success of the club. It is the responsibility of every parent to actively participate to ensure that tasks are distributed evenly among all WDSC families.

A. IN GENERAL

- Obey all pool regulations and club policies.
- Support your swimmer, your child's coach and get involved.
- Ensure that your swimmer gets to workouts and meets on time.
- Encourage your child to consume a well-balanced diet to maximize the benefits of their training.
- Notify the coach if your swimmer has any medical concerns or will miss practices.
- Swim clubs cannot function without volunteers to serve on the executive board and to help organize and support events. Please get involved and be sure to familiarize yourself with the volunteer requirements.
- If you have questions or concerns with any aspect of your child's activities, please speak with their coach. Should you have any questions about the club, don't hesitate to reach out to a board member. Contact information is on the

club website.

- Take the time to find out about the sport. Swimming is a life-long sport with enormous developmental benefits. Get connected and explore the possibilities for your child.

2. SWIMMER'S RESPONSIBILITIES

Each group functions as a unit. Individual swimmers make an important contribution to the success of the group and their teammates. When swimmers attend practices on a consistent basis, the cohesiveness and group dynamics affect the whole team positively. Swimmers have responsibilities to themselves, their teammates, and their coaches:

A. IN GENERAL

- Obey all pool regulations and club policies.
- Be on time for workouts. Be on deck, getting ready for dryland training, at least 15 minutes before the start of a training session. Report to your coach when you will be late or when you have to leave early.
- Be positive and cooperative. Productive swim training should be "serious fun", even though at times it is physically demanding and repetitive.
- Do not interfere with or impede the training of others.
- Listen when your coach is talking.
- Attend all designated practice sessions. If you are going to miss a practice, please notify your coach in advance.
- If you cannot perform all assigned activities, bring a note from your doctor explaining your injury.
- Eat a well-balanced diet.
- Get plenty of rest.

B. AT COMPETITIONS

- Arrive and check in at least 15 minutes prior to the start of warm-up.
- Attend all preliminary sessions in which you are registered. If you are sick or unable to attend, please notify your coach.
- Attend all finals sessions. You may qualify for finals or participate in a relay, otherwise you are there to support your teammates.
- Stay with your team. Stretch, warm-up, sit and cheer with your team in its designated area.

- Wear team gear/clothing.
 - Check with your coach before leaving the meet for the day.
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How do swim meets work?

Throughout the year, swimmers are eligible for a number of meets, depending on their age and ability. The coaches select which meets the club will attend and into which events a swimmer will be entered.

Competitions give athletes a chance to put all their learned skills to use. A race is a celebration of the athletes' accomplishments and is a measure of the progress of skills and speed.

Young swimmers find competition very rewarding as they are able to strive for self-improvement. The coaches give advice to their swimmers before and after each race. Often swimmers will come away from competitions stronger, more confident and ready to face new challenges. Swim meets provide excellent learning and growth opportunities.

Information on meets will be posted on the website and an email will be sent to you by your child's coach to prompt you to register. Your swimmer will only be eligible to attend the recommended meet once you have committed them to attend. This is done through the website. Once you register, the coaches will choose the events for your swimmer.

Some time before the meet, an email will be sent home containing the meet information including warm-up times, meet schedule and anything else necessary. All swimmers should expect to swim in relays. Relays are important to teams and exceptional experiences for swimmers. Coaches will make every effort to include all swimmers in at least one relay whenever possible.

1. SWIM MEET ORGANIZATION

Swim meets are organized so that children are competing against other swimmers of similar age and ability levels. Swimmers compete in age groups as defined by the meet. Typically, within each age group, swimmers are split into girls and boys and then sorted into heats according to their entry time.

There are different types and levels of competitions to accommodate the diverse needs of the swimming population. Swimmers qualify for different competitions based on their previous race times.

A. CLUB MEETS

i. Club Mini Meets

WDSC organizes this event a few times a year as an opportunity for the whole team to get together and have fun. The focus is to get swimmers and families involved with the club and to develop team harmony. The swimmers are divided into squads and compete in skills competitions, relays and games. The swimmers have a chance to practice the skills they have learned in a fun and low-pressure situation. New swimmers have the chance to experience racing in a comfortable, familiar environment and older swimmers have an opportunity for mentorship.

ii. Time Trial & Dual Meet

Time Trials and Dual Meets are club hosted meets for competitive swimmers. These are sanctioned competitions and all times are official. WDSC will arrange these meets as needed.

B. LOWER MAINLAND REGIONAL COMPETITIONS

i. PASS Meets

Just a step up from the Mini Meets, these are regional introductions to racing for newer swimmers. These meets have no qualifying times and are free of charge.

ii. Lower Mainland Regional (LMR) Meets

These meets are for swimmers who have graduated from the PASS meets and are pursuing the standards for the Provincial level meets. These are timed final meets lasting one or two days.

C. PROVINCIAL COMPETITIONS

There are two levels of Provincial meets. One is the age group competition and the other is the open or senior level. These meets require swimmers to qualify first and are for more experienced swimmers. Qualifying times can be found on the Swim BC website.

D. NATIONAL & INTERNATIONAL COMPETITIONS

There are a variety of National and International Competitions available to a National level competitive swimmer. In Canada, WDSC swimmers usually compete in Western Canadian Championships, Canadian Junior Championships, Canadian Olympic/National Team Swimming Trials and Canadian Swimming Championships. For more information on these and other competitions visit the Swim Canada website.

2. WDSC SWIM MEET TRAVEL

A. LOCAL MEETS (Lower Mainland) - Parents are responsible for arranging transportation.

B. AWAY MEETS - For meets outside of the Lower Mainland, coaches, with consideration to cost and team building, will determine if an away meet will be either FAMILY or TEAM travel.

C. FAMILY TRAVEL - Parents will be responsible for the transportation, room & board and supervision of their swimmers.

D. TEAM TRAVEL

All National and International meets will be team travel with the exception of qualified swimmers aged 11 and under. Swimmers under 12 require a parent to attend the meet and will stay with their child.

i. Purpose of Team Travel

Swimmers team travel to build team collegiality. They bond with and support one another. They lead and guide and learn from one another. They develop strength and routine in competition strategies, self-identity and build a basis for bigger, more intense meets under the guidance of their coaches and older swimmers. While swimming is essentially an individual sport, swim meets are excellent opportunities to foster the team aspects of the sport and team travel enhances this opportunity.

As a bonus for families whose swimmers compete in many meets, being able to participate in team travel saves money as parents do not have to take time off work and the swimmers share the expenses of lodging rather than individual families shouldering it themselves.

ii. WDSC Team Travel Policy

Click here for the details of [WDSC Team Travel Policy](#)

What is in place to protect my swimmer?

WDSC has a number of policies in place to keep everyone safe. Please be sure to read through them. The Code of Conduct and Ethics, especially, should be very familiar to all members, young and old.

1. [Code of Conduct and Ethics](#): This document defines the expectations of the WDSC, Swim BC and Swimming Canada organizations of all persons acting within the sport of swimming environment, including swimmers, coaches, volunteers and parents/guardians.

2. [Athlete Protect Policy](#): This policy explains how adults in authority positions keep vulnerable minors safe.
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What can I expect for communication?

1. EMAIL

This is our primary source for getting information to the families of the club. Expect regular emails about events, notices and updates. Email will be used to let members know about upcoming events, schedule changes and any other news and notes about the club.

2. WEBSITE

Our website, www.winskilldolphins.ca provides another source of information. The website is updated regularly and home to all pertinent information necessary to every swimmer, including: schedules, calendars, meet information, meet results, notices of events or announcements, etc.

3. MEETINGS

An ANNUAL GENERAL MEETING is held early in the fall to elect new board members and to update and connect members.

PARENT/COACH meetings are held as needed for each group to discuss such issues as training programs and upcoming events particular to that group and to answer any questions parents may have. Additionally, coaches can be reached at the pool after each practice or through email if you have any questions or concerns during the season.

4. BOARD OF DIRECTORS

WDSC Board is comprised of parent volunteers. Board member contact information is located on the website.

5. CONFLICT RESOLUTION

As with any club, if there is an issue that the swimmer/family feels needs to be addressed, please have a meeting with your group coach. If there is no resolution to the issue, approach the head coach. If there is still no resolution, please contact the board of directors outlining the issues to date. Hopefully, any and all issues can be worked out with the group coach.

The following Club Policies are related to conflict resolution:

- a. [Discipline and Complaints Policy](#): This policy outlines the procedures and

protocols that come into play when the Code of Conduct and Ethics has been severely, and/or repeatedly, breached by any member.

- b. [Alternative Resolution Policy](#): This policy is a guide on how to resolve disputes when the parties involved are not able to resolve their concerns through basic means of communication and problem-solving and need the intervention of a mediator.
 - c. [Appeal Policy](#): This policy explains the steps needed to take if a member feels that a decision made against them is inappropriate.
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Do I have to volunteer?

Every swimmer/swimmer family is required to fulfill Volunteer Hours, measured as “points” as part of their membership in the Winskill Dolphins Swim Club except the Mini-Dolphins group. Hours required vary based on the group as outlined in the table below. Some additional information on the requirements includes:

- At the time of registration families are required to explicitly accept the volunteer commitments. Families that do not accept the requirements and opt-out of volunteering will be billed \$300.00 to their swimming account. No exceptions will be made to this policy.
- For families that have two or more swimmers registered, they are required to fulfill the higher requirement. For example, if one group requires 20 points and the other 16, the required points are 20.
- Swimmers that register prior to December 1, and are still registered as of January 1, are required to fulfill all volunteer requirements regardless of end date. No exceptions will be made to this policy.
- Swimmers that register after December 15, are required to fulfill 50% of the volunteer requirements regardless of registration date or end date (after 30 days of membership). No exceptions will be made to this policy.
- Swimmers who withdraw within 30 days of registration will not be held accountable for volunteer commitments.
- Different activities achieve different points and all completed activities must be logged on the website within 72 hours of completion of the activity.

- Any family that achieves less than the required points between September 1, and June 30, will be charged \$15/point outstanding to their account. No exceptions will be made to this policy.
- ***Any family that completes activities totalling more than 35 points is eligible for one month of dues (based on the group your swimmer is in) credited to your account. In cases of two or more swimmers, the lower priced group will be credited. Maximum one per family.***

Volunteer Points Required by Group

- All groups except Mini Dolphins, Age Group Gold, Provincial and National must complete activities totalling 18 points.
- Age Group Gold, Provincial and National must complete activities totalling 25 points.
- Families registered in the Mini- Dolphins program are not required to complete any volunteer activities (but we welcome the help, if you are interested).

Volunteer Point Chart

Opportunity	Available Points
WDSC Hosted LMR - this meet will not run successfully without your help!	2 hours = 4 points 4 hours = 8 points 6 hours = 12 points 8 hours = 16 points 12 hours = 24 points 16+ hours = 32 points (max points earned is 32)
Attending Annual General Meeting (one per family)	4 points
Volunteering to Organize/Help Run Club Activities (Awards Banquet, Christmas Party, Swimathon etc)	1 hour = 1 point 2 hours = 2 points (max per event)
Volunteering to Help at a Mini-meet, including post swimming social event	1 hour = 1 point 2 hours = 2 points (max per event)

Volunteering at non-WDSC hosted meets (any role)	1 hour = 1 point 2 hours = 2 points 3 hours = 4 points 4 hours = 4 points (max per event)
Completion of Swim BC Sanctioned Training Timer → Stroke & Turn → Clerk of Course → Other (to be approved by COD) →	2 points 4 points 4 points TBD
Participation on a Board Committee	1 hour = 1 point 2 hours = 2 points (max per month)

Questions about fees?

There are 3 main ways that members contribute to club finances: registration fees, training fees and volunteering commitments (described above). **For a complete breakdown of the fees, please refer to the yearly Registration Information Packet posted on the website at winskiiddolphins.ca.**

1. REGISTRATION FEES

ALL REGISTRATION FEES are due upon completion of the online registration form and are NON-REFUNDABLE.

This fee is assessed per swimmer each season. This fee includes Swim BC registration fees, which are required for swimmers to compete in Swim Canada sanctioned meets and provides basic insurance coverage for WDSC swimmers.

2. TRAINING FEES

For most swimmers, the swim club training fees represent the bulk of their financial commitment for the season. These fees are used to offset the following major operating costs:

- Coaching Salaries
- Pool Fees

WDSC begins its training season in early September and continues through April for the Junior Dolphins Blue and SwimFit Groups and until June, July or August for swimmers in other training groups, depending on the child's level and

performance/eligibility for championship meets during the summer months.

Due to the start of the BCSSA summer club season, please note that group schedules will change to our spring/summer schedule every May of each year. Groups will transition some of their practices to other pools in the area. The schedule then changes again in July with a different pool location. This will effectively only impact practice schedules for JDG, AGB, AGG and Prov/National groups.

- Training fees are based on your swimmer's training level.
- Training fees are not prorated or dependent on how many practices are attended each month. Coaches' salaries, pool fees and the club's financial obligations remain the same regardless of the number of practices attended by a swimmer.
- There is no discount for the initial training fee installment regardless of the actual start date of your swimmer and/or their group. Fees are based on an annual amount and take into account all breaks and start/end dates.
- Refunds for extended illness (30 days or more) will only be considered with a physician's letter and the approval of the WDSC Board of Directors.
- Training fees will be adjusted on the 1st of the following month if a swimmer changes training groups during the season.
- Training fees will be prorated for families who join the club later in the season. If you join from the 16th to the end of the month, ½ the installment fee will be charged.
- Training fees WILL NOT be refunded for swimmers who leave the club after April 1 of the current swim season.
- Meet fees, travel costs, personal equipment and any other costs are billed separately from training fees.

3. MEET FEES

Associated meet fees for registered swim meets will appear on the online family account after a swimmer is registered for a swim meet and will be invoiced on the 1st of the following month. Families are responsible for keeping their accounts up to date.

- i. The cost of transporting, housing and feeding the coaches, and transporting and housing the chaperones (when applicable) will be borne by the swimmers attending the meet. If available, travel funds raised through fundraising efforts will offset the costs.
- ii. For any out of town events/meets anticipated to cost greater than \$100/swimmer, a cost estimate will be emailed to the family by the travel

coordinator (if applicable) or coach prior to the event.

iii. Travel costs in advance of the meet are estimates, and the balance will be billed upon meet reconciliation.

iv. Penalties and fees resulting from unauthorized charges or cancelled travel arrangements after the meet cancellation deadline will be charged to the swimmer/family account.

4. NON-RECURRING ACCOUNT CHARGES

Non-recurring charges that are paid by the swim club on behalf of your child throughout the season, will be charged to your family's account. These charges include costs for personal equipment, meet fees and team travel. Emails will be generated by the website's online billing system for accounts with balance over \$1,000 and will outline all charges prior to the 1st of the month. If there are any discrepancies, they should be brought to the immediate attention of the Registrar. It is the responsibility of each family to ensure that their family account information is accurate and paid in full at the beginning of each month.

5. PAYMENT POLICIES

i. Lump sum payments

There is no discount for paying in full.

ii. Monthly

At the time of registration all swimmers will be charged the Swimmer Registration Fee + the first monthly installment of their group training fees.

Monthly installments are charged on the first of the month after the initial payment.

There is no discount for the initial training fee installment regardless of the actual start date of your swimmer and/or their group. Fees are based on an annual amount and take into account all breaks and start/end dates.

iii. Credit Cards

Visa/MasterCard is available for all online credit card payments at no additional cost. Prepaid credit cards may also be used.

Members are responsible for keeping the credit card on file current. If the card is declined, an automatic message will be sent to the account holder. It is the member's responsibility to update the information on their account and make manual credit card payment of the declined balance on the account before the 3rd of the month to avoid the \$25 late fee. If you need to make alternate arrangements, please contact the Registrar at: registrar@winskiidolphins.ca.

Cheques will not be accepted.

Any non-recurring charges are charged on the 1st of the month following the invoice period they occurred in.

6. LATE PAYMENT FEES

All payments not received by the due date of the 1st of the month, will be charged a \$25 Late Fee if not received by the 3rd of the same month.

If the account is 30 days past due, the swimmer will not be entered into swim meets and will not be allowed to attend training sessions.

The Board of Directors Executive Committee may review requests for acceptable alternative payment schedules in extraordinary circumstances. Such requests should be made in writing to the Chair of the Club before the due date of the account. In the event that an alternative arrangement has not been made, the swimmer(s) may not be allowed to attend training sessions until the account is paid in full.

7. REFUNDS & COMMITMENTS FOR LEAVING THE CLUB

Registration fees are non-refundable.

Training fees are refunded as follows:

- i. To qualify for a refund a letter of notice must be sent to the Registrar.
- ii. One full calendar month (30 day notice) is required for withdrawal.
- iii. If training fees were paid in advance, the refundable balance will be returned.
- iv. No training fees will be refunded after April 1.

Any outstanding account must be paid in full before automatic credit card withdrawals are stopped. This includes unmet commitments for volunteering. Withdrawal reconciliations will be processed when official notice is given.

Members leaving the club PRIOR to December 1st will receive a 50% discount for any unmet obligation of your volunteering requirements. Withdrawals after December 31st will be fully charged for any unmet obligation.

Members will not be released from the club until all fees and financial commitments are met.

Members leaving the club for legitimate medical reasons can apply to the Board for a refund or a reduced financial commitment (from the date the letter is received) based on medical documentation and the condition lasting beyond 30 days.

8. EXCEPTIONAL CIRCUMSTANCES

The club understands that families sometimes face circumstances that need to be considered for relief from financial, volunteer and other commitments of the

members. If you would like to be considered for an alternative payment plan or relief from volunteer expectations, please write a letter to the Club Chair and your request for special arrangements will be forwarded to the executive of the club for evaluation and a final decision. This information is not accessible to anyone but the Executive, the Head Coach, and bookkeepers/auditors if needed. Please make your request very specific and clearly outline the circumstances that are making it difficult for you to fulfill the parent commitment. You should expect to receive a letter confirming the decision on your request following the next executive meeting.

WDSC Board Roles

Collective Goals

1. Meet the needs of coaches, families and swimmers to facilitate meeting individual swimmer goals and the success of the club.
2. Promote and support the growth and success of the club.
3. Increase club presence in the Delta and Swim BC communities.

Collective Responsibilities

1. Review and approve annual budget, fees and contracts.
2. Review and approve club policies and procedures.
3. Attend monthly meetings to review regular club business.

Board Member Benefits

Volunteer hours are covered (but we still need you at the LMR). There are also opportunities to volunteer on the Board's committees. Reach out to a Board member to see what committees are currently active.

Policies that Govern the Board include:

[WDSC Bylaws](#): Upon membership with the WDSC, every swimmer and their guardian has agreed to abide by these bylaws. This document defines our meetings, what it means to be a member and how WDSC operates as an organization.

[Director Agreement Policy](#): This policy is posted here so that all members are aware of what the WDSC Board Members are committed to when volunteering to help support the club.

[Conflict of Interest Policy](#): This policy outlines what a member of the club needs to do in order to ensure the best interests of the club are held first by all members.

Individual Board Roles

Below is a summary of board roles.

Administrative Branch Maintaining the Club	Social Branch Growing the Club
President - recommended 2yr position • Create club presence and relationships w/Delta and SwimBC • Chair board meetings and coordinate communications of administrative branch • Coordinate action plans for business and financial club tasks • Oversee administrative duties/roles of club • Contribute to monthly newsletter	Vice President - recommended 2yr position • Facilitate relationships within the club and community • Oversee social duties/roles of club • Coordinate action plans for communication and events of club • Presence at club events and meets • Support President as needed • Contribute to monthly newsletter
Treasurer - recommended 2yr position • Develop and oversee financial processes and reporting: AP/AR, BR, expenses, etc • Oversee all banking transactions • Manage Society's financial transactions, statements & reporting • Sourcing and applying for grants	Social Coordinator & Liaison- recommended 2yr position • Help create and facilitate events for families and swimmers • Support coaches in event planning • Manage club social media • Meet regularly with Head Coach and Assistant Head Coach to build relationships and communication • Attend coaches meetings • Coordinate regular meetings/communications with families to build relationships
Registrar - recommended 2yr position • Manage website, Google and TU: registrations, billing, accounts, access • Liaise with Club Admin, Treasurer & President	LMR Manager & COD - recommended 2yr position • Organize and manage annual LMR • Coordinate Swim BC officials for LMR • Track and facilitate officials training for families throughout the year
Secretary - recommended 2yr position • Issuing notices of general meetings and	Fundraising & Volunteer Coordinator - recommended 2 yr position

- directors' meetings; - Taking minutes of general meetings and directors' meetings; - Keeping the records of the Society in accordance with the Act; - Conducting the correspondence of the Board; - Filing the annual report of the Society and making any other filings with the registrar under the Act. - Create monthly agenda for board meetings and post minutes - Liaise with Head Coach to manage pool contracts - Send out monthly newsletter with articles from President, Vice President and Head Coach & other communication on behalf of the board - Support Executive with other administrative tasks	- Oversee fundraising events, including swimathon and fundraising at LMR - Develop 'high performance fund' - Establish/enhance equipment order program - Coordinate volunteers for other clubs meets - Manage volunteer programs for LMR and supporting events (in collaboration with LMR Manager and Social Coordinator)
Past President - recommended 1yr position Advise and support current board	

Position	Current Members
President	Tracy Maloney
Vice President	Amy Fitzpatrick
Registrar & Administration	Sharon Kerr
Secretary	Lorelei Wey
Treasurer	Joe Maloney
LMR Manager	Brent Zaluski
Social Coordinator & Liaison	Vanessa Suttorp
Fundraising & Sponsorship	Sylwia Romanczak
Past President	William Lew