



Policies and Procedures

**YORK ARTISTIC SWIMMING CLUB
2020-2021**

inquiry@yorksynchro.com

UNLESS SPECIFICALLY STATED IN THIS DOCUMENT YORK ARTISTIC SWIMMING CLUB FOLLOWS THE POLICIES OF
ONTARIO ARTISTIC SWIMMING: <https://ontarioartisticswimming.ca/about/policies-and-forms/>
CANADA ARTISTIC SWIMMING: <https://artisticswimming.ca/>

York Artistic Swimming Club Policies & Procedures
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TRUE SPORT

York Artistic Swimming Club is aligned with the TRUE SPORTS Movement (www.truesport.ca).
We vow to live up to the seven principles that True Sport represents, cultivating a healthy and positive sport experience for all athletes.



OUR MISSION, VISION & VALUES

MISSION STATEMENT

York Artistic Swimming Club is committed to developing, promoting and supporting the pursuit of excellence, in artistic swimming at all levels.

VISION

York Artistic Swimming Club's focus on continuous improvement and positivity while having fun will create and inspire success. This vision will support a steadfast commitment and longevity within York Artistic Swimming Club.



VALUES

HEALTHY LIFESTYLE: Artistic swimming instills a love of physical activity that contributes to the health and happiness of all who participate. A positive and encouraging environment that promotes mental health as much as physical health.

LIFE SKILLS: Goal-setting, discipline, perseverance, and lessons about competing with integrity, winning fairly and losing gracefully are skills that are valuable in all aspects of life.

BUILDING CAPACITY: Pursuing learning and reaching goals in the company of others creates a sense of community and willingness to give back to one's larger community.

CREATIVITY/INNOVATION: The collaborating process between coach and athlete, with parental support, water and movement is integral to innovative physical and aesthetic self-expression.

EXCELLENCE: Excellence is being the best swimmer, competitor, coach, official, administrator or leader you can be.

ETHICS/RESPECT

We welcome and encourage diversity and respect for all aspects and perspectives and demand responsible, ethical and accountable behavior from all which includes all club members - athletes, parents, coaches.

ORGANIZATIONAL STRUCTURE

York Artistic Swimming Club (YASC) is managed by an elected group of Executive Board Members who serve as volunteers without any compensation. The Club's fiscal year runs from July 1 - June 30. Board Members are fiduciaries who are elected by the members into 2 year terms. The Board of Directors, on behalf of the members steer the organization towards a sustainable future by adopting sound, ethical, and legal governance and financial management policies. Board members also provide guidance by contributing to the organization's culture, strategic focus, effectiveness, and financial sustainability, as well as serving as ambassadors and advocates.

The Board of Directors are responsible for ensuring that adequate and credible staff are hired to help advance the clubs mission and manage the day-to-day operations including athlete development and program planning.

When directing the affairs of the club, **the board and all staff representing the club must act within the law and follow four basic principles:**

1. **“Duty of Care”**. A common law duty that requires that all directors, coordinators, coaches, officials, volunteers and administrators have a “duty of care” for those over whom they have a responsibility.
2. **Diligence**. Act reasonably and in good faith. Consider the best interests of the club and its members.
3. **Loyalty**. Place the interests of the club first. Don't use your position to further your personal interests.
4. **Obedience**. Act within the scope of the law. Follow the rules and regulations that apply to the club.

The Board of Directors includes 9 positions:

- President
- Registrar
- Secretary
- VP Finance
- VP Communications
- VP Human Resource
- VP Fundraising
- Two Directors at Large positions.

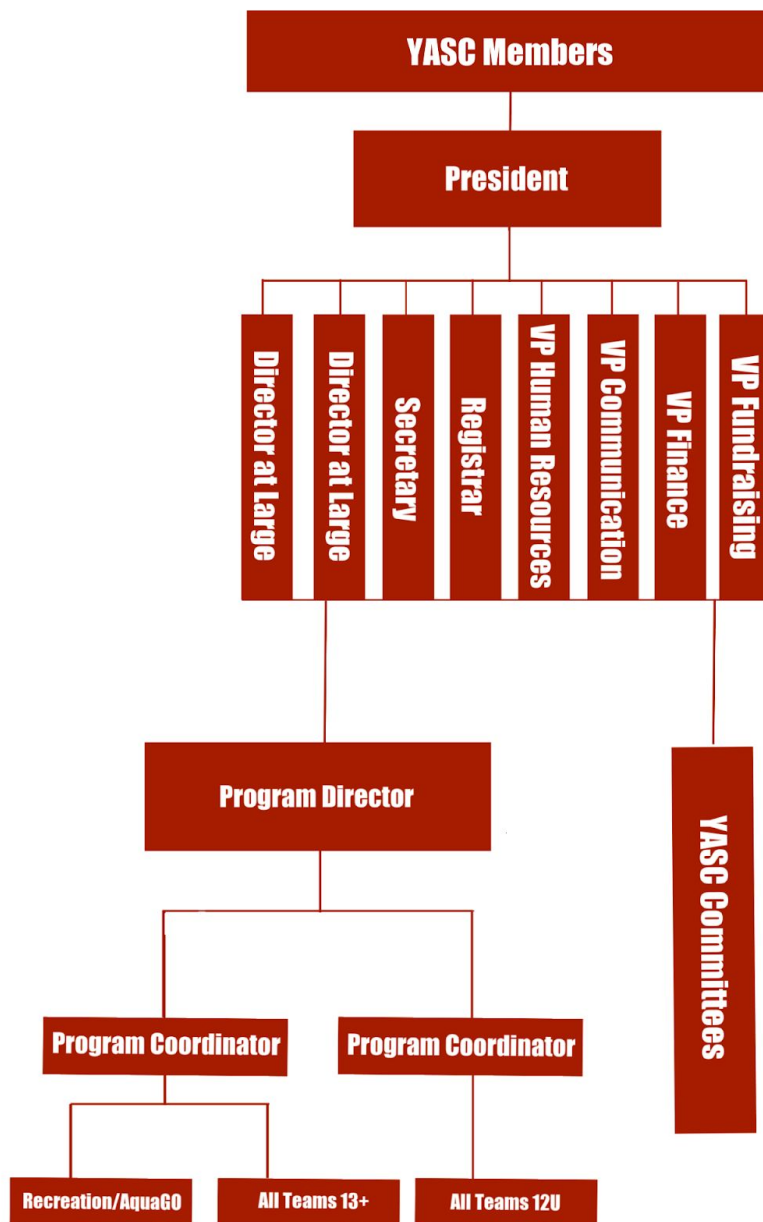
EXECUTIVE BOARD MEMBER ROLES

| Position | Oversees | Responsibilities (Contact) |
|--------------------|---|--|
| President | Board of Directors Club Staff Club Operations Club Partnerships Signing Officer | President@yorksynchro.com |
| VP Finance | Budget Management Payables and Receivables Bookkeeper Annual Financial Statements Signing Officer | Finance@yorksynchro.com |
| VP Communications | Club Marketing and Promotions Public Relations Social Media Weekly Newsletter Club Historian | Communications@yorksynchro.com |
| VP Human Resources | Employment Policies Employment Contracts Grievances Workplace Safety, Injury or Illness | HR@yorksynchro.com |
| VP Fundraising | Bingo World Partnership Manage Fundraising accounts Fundraising Inquiries Tracking athlete fundraising | Fundraising@yorksynchro.com |
| Registrar | Swimmer Registrations Meet Registrations Sanctions Club Calendar | Registrar@yorksynchro.com |
| Secretary | Board Administration Meeting Minutes Website Maintenance General Inquiry Uniform Coordinator | Secretary@yorksynchro.com |
| Director at Large | Grants and Sponsorships Other assigned duties | |

Director at Large

Club Events, other duties

ORGANIZATIONAL CHART



ARTISTIC SWIMMING, PROGRAM STAFF ROLES

York Artistic Swimming Club (YASC) hires paid staff who are certified and experienced in teaching the sport of artistic swimming. All coaches hired by YASC must be registered annually with Ontario Artistic Swimming. YASC Program Staff need to be registrants "In Good Standing" with current Background check and have accepted the Coaches Code of Conduct.

York Artistic Swimming Club takes pride in program services and focuses on the success of both athlete and coach development. YASC relies on the Program Staff to be responsible for providing a positive, safe and respectful environment for successful teaching and learning to happen. Program staff are tasked with mentoring the athletes and coaches in leadership, confidence and skill building, while giving equal opportunity to all players. Program staff are key influencers for finding ways of generating enthusiasm for Artistic Swimming and motivating athletes to develop to their full potential.

| Position | Oversees |
|---------------------|--|
| Program Director | Reporting to the Board Supervise Program Staff Strategic Program planning Oversee competitive pathway Athlete & Coach Development Operational plan & budgeting Retention Planning Dispute Resolution Record Keeping |
| Program Coordinator | Assistant to the Director Program implementation Athlete and Coach instruction Assists in athlete registration Athlete performance analysis Liaison with Club Members Organize Routine Suits Attend all team meetings Coordinate Club Watershows |
| Coach | Leader of a team Instruct Routines Skill development |
| Coach in Training | Team and athlete instruction under mentorship |

OPERATIONAL POLICIES

REGISTRATION

To register for any YASC program, you must visit www.yorksynchro.com/registration. All online registrations will be reviewed and provided a response within 48 hours. All renewing members must be in “good-standing” with both YASC and OAS before registrations can be accepted.

The following items must be completed and/or acknowledged before athletes can begin their programs:

1. Registration Form in its entirety
2. Payment of registration fee must be received at the time of registration
3. Participant agreements for minor child
4. Waiver and Release of liability (18+)
5. Acknowledgement to have read and understood YASC club policies and procedures
6. Photograph and Promotion information permission
7. Agreement to receive information electronically
8. Privacy Consent
9. Parent Respect in Sport

COMMUNICATION

Club Meetings

There are three membership meetings held throughout the season:

1. The first mandatory meeting is a parent-athlete registration-season overview meeting held in September.
2. The second mandatory meeting is the Annual General Meeting held in June.
3. The third optional meeting is held in January. This is a mid-season meeting to review the budget and discuss upcoming events.

Team Specific Meetings

There are several team meetings that are scheduled throughout the season to review upcoming competitions, team expectations, and any concerns that need to be addressed. Mid-season meetings are scheduled on a one-on-one basis to cover team expectations, training goals, competition highlights, and any concerns that need to be addressed.

Parent/Coach/Swimmer Communication

Team coaches will provide parents with a list of key contacts and an outline of who best to contact for various purposes.

If you require a meeting with any of the Program Staff **please do not interrupt staff during team practices and while on deck.** It is recommended that club members contact a staff member via email and arrange a meeting time either before or after practice.

Absence from Practice

It is important for parents to contact their team coach as soon as possible if their child is not able to attend a practice or competition.

Resolution

If you wish to discuss any concerns regarding Program services the club requires an email be sent to HR@yorksynchro.com and your email will be responded to promptly. If you have a concern regarding athlete performance and progress please defer to our complaint process found on page 28 for proper handling procedures.

Club Email and weekly newsletter

Email is our primary source of information distribution to our members. Please refer to the weekly newsletter for the most up to date information regarding practice changes, fundraising, upcoming events and special announcements. Strong communication depends on you to be an active participant.

Team Parents

Each team has a designated team parent who will act as the primary liaison with the team coach. This person will also be responsible for creating and maintaining a team contact list and WhatsApp group. The team parent is responsible for all communications to their team. The team parent may also be responsible for organizing meals and accommodation for the team during out-of town competitions.

Website: www.yorksynchro.com

It is the responsibility of each member to check for updates regularly and ensure they are working with the most up to date club calendar found on the website in the members section.

Mailbox

The club mailbox is located at the Stronach Aurora Recreation Complex on the pillar across from the reception desk facing the west side of the building. The mailbox is labeled with our club logo. This mailbox is secure and is to be used to leave fees, fundraising orders and payments (cheques only). Please make sure that the envelope is clearly marked with YASC and the name of the intended recipient.

FINANCE

Membership and Payment Policy

York Artistic Swimming Club is a not-for-profit organization. The goal of YASC is to operate efficiently and with a balanced budget. The club's main sources of income are the annual membership fees, grants, and volunteer participation in Bingo. YASC hosts meets and various other fundraising activities throughout the season.

Annual membership fees (broken down into convenient 10 monthly payments, due at the first of each month during the season, September through June) cover a portion of the expenses incurred for pool space rental, coaching fees and costs related to equipment acquisitions and replacements. The remaining costs are subsidized from club funds.

When you sign up for training with us, with the exception of AquaGo! Programs, you sign up for **the entire 10 months' season, not for a monthly membership**. You cannot cancel the membership during the season.

Additional fees will apply for athletes participating in extra routines including solos, duets, combo or special cases otherwise organized and agreed upon with Coaches and the Board of Directors.

The annual and monthly fees are subject to change every year based on number of swimmer registrations, pool fees and other expenses. Club will publish a fee schedule each year at the beginning of the season.

Refunds

Any withdrawal from the club or request to change a swimmer's program, with cause, must be submitted in writing to registrar@yorksynchro.com and finance@yorksynchro.com 14 days prior to the effective date. All refunds must be approved by the Board of Directors. In addition, any program changes must be approved by the Program Coordinator and or Program Director. First month's program fees and uniform fees are **non-refundable**. Refunds will be prorated based on the level and point in the swimming year up to November 1st. NO Refunds are issued after Nov 1st.

In the case of an extraordinary circumstance (i.e injury or serious illness.etc) , an appeal can be made to the Board of Directors. A meeting will be held to determine the refund schedule if the Board of Directors deems a refund is in order.

Payment Schedule for the Season

Recreational Swimmers: Full Payment is due for AquaGo! Program at registration, either by cheque or e-transfer

All Competitive and Pre-Competitive Programs (including full year Fridays training): We offer a convenient monthly payment plan with 10 payments, due on the first day of each month, September through June.

Payments may be made by:

- One payment for the entire annual amount (monthly payment multiplied by ten), made prior to the first day of training, via check or eTransfer.
- 10 post-dated checks for Sept 1, Oct 1, Nov 1 June 1. Checks can be sent to the club's mailing address, or you can contact Finance@yorksynchro.com for another arrangement.
- 10 Interac eTransfers to Finance@yorksynchro.com, on Sept 1, Oct 1, Nov 1.. June 1.

Checks should be written to “**York Artistic Swimming Club**”.

Uniform and Routine Suits: payment is arranged at the time of order.

Equipment: Payment is due upon receipt via e transfer or check.

Solos, Duets: Payment is due in full upon receipt of an invoice.

Other Provisions

Any outstanding fees from previous seasons must be paid in full before registering for the upcoming season.

Members joining the program late, but **before November 1**, will pay monthly fees for the entire season (10 months). Members joining the program **after November 1** will pay the monthly fee starting with the month they joined.

Meet fees are fully included in your program fees, **with the exception of coaches' travel expenses for out-of-town meets**. Those will be billed separately.

Fundraising programs will be closed by the end of May and final amounts will be applied to June 1 payment.

Force majeure

In the case the Club is not able to offer training due to circumstances well beyond its control, such as, but not limited to, natural disasters, riots, epidemics, states of emergency, onerous

and unexpected government regulations, etc, all the fees are still due to the Club, and the Club will not assume liabilities for the non-performance of the contractual duties.

- In the case of short term disruption (less than a month), there will be no refunds issued.
- In the case of long-term disruption (over a month, or the entire season is cancelled), the Club **may** issue refunds, **if approved by the Board**, at the end of the season, but only if the budget for the year would otherwise show a profit due to lowered expenses.

Member Referrals

Members who refer new members to the Club will receive **\$200 (TWO HUNDRED DOLLARS)** credit on their account, if the new member registers for a full season to any program. New members are those who never have been enrolled in the Club, and whose immediate family members have never been enrolled in the club.

NSF Cheques and late payments

An NSF fee of **\$25.00 (TWENTY FIVE DOLLARS)** will be added to an account for each dishonored check.

A late payment fee of **\$25.00 (TWENTY FIVE DOLLARS)** will be added to an account if the monthly payment, or any other required payment, is over 10 days late. For example, if monthly payment is due December 1, a late payment fee will be added on December 11 and an invoice will be mailed to the Member.

Members who are consistently late making payments will not be allowed to go on deck after two warnings. All outstanding balances must be paid in full before the member is allowed back on deck.

Honorary Members

Fees for Honorary Members of the Club are set to zero.

FUNDRAISING

Fundraising is an inherent part of the revenue base of York Artistic Swimming Club in order to help keep club costs as low as possible and offset member program fees.

Club Based Fundraising

This type of fundraising benefits the whole club directly. Some of these fundraisers are mandatory.

Examples of club-based fundraisers are:

- BINGO
- Hosting competitions
- Hosting an invitational meet

Bingo

Bingo is one of our most important sources of financial support. This money goes directly to subsidising fees and other expenses.

We are responsible for 48 Friday night sessions between January through to December. Each session requires 2 members of our club to be at the Bingo hall to be a greeter from 6:00-9:00 or 9:00-12:00 am. Volunteers are asked to do 1 Session every 4-6 weeks. YASC requires up to 20 trained volunteers.

Bingo World
1230 Kerrisdale,
Newmarket, ON
L3Y 7V1
905-836-4861

Mandatory Training Session for Bingo Volunteers

In order to be a Bingo Volunteer you must be trained by the OLG. If you are interested in volunteering for Bingo please sign up to the Bingo Committee on registration day or contact fundraising@yorksynchro.com

Hosting an Invitational Meet

Hosting an invitational meet is another great source of earning funds for the club. If York Artistic Swimming Club is awarded an opportunity to host a meet during the season, the club will require a large number of volunteers. Each family will be required to contribute time towards the operational success of a YASC hosted meet over and above their volunteer committee commitment. The schedule for volunteers will be distributed once Ontario Artistic Swimming posts the final competition schedule. YASC will host no more than one (1) meet per season.

Swimmer Based Fundraising

All competitive members may participate in fundraising programs below to offset some portion of the fees.

Fundraising is now optional and you can fundraise as much or as little as you like to help offset program fees.

Fundraising for the season will be closed off in May and fundraising amounts will be applied to the June 1 monthly payment. If the proceeds exceed the payment, a refund will be issued to the Member.

Examples of Swimmer-Based Fundraisers are:

- FlipGive
- FundScrip
- Shop and Save Gift Cards
- Chicken on the Run- Fresh and frozen Chicken and boxed meat. (4 times a season)
- MacGregor Meats- Quality frozen beef, chicken, pork and boxed meals (twice a year)
- MacMillians
- Mom's Pantry
- and more....

Sponsorship & Grants

YASC welcomes and actively pursues grants and sponsorships to help market and promote the club and secure financial means that provides assistance with items like uniforms, travel expenses, proper equipment etc.

Any member who is interested in a sponsorship with York Artistic Swimming Club or helping the club connect with a potential sponsor may contact communications@yorksynchro.com.

Honorary Members

Honorary Members of the Club are not required to fulfill fundraising obligations.

VOLUNTEER COMMITMENT

York Artistic Swimming Club (YASC) is a not for profit organization that relies primarily on volunteers to successfully operate the club. The club is unable to sustain success without the generosity and commitment of many parent volunteers. The Club will strive to offer everyone all reasonable accommodations for a volunteering position, as required by the Ontario Human Rights Code.

At the time of registration all members will be required to enlist in one of our volunteer Club Committees. Committees are an essential tool for the effective and efficient functioning of the York Artistic Swimming Club. Committees receive delegation of a specific issue or area of responsibility from the board. The committee generally assumes responsibility for seeking and reviewing information, forming an opinion and making a recommendation to the board and following through to complete the task.

YASC Committees for 2020-2021 season:

- Bingo Committee
- Communications Committee
- Competitions Committee
- Fundraising Committee
- Events Committee (if applicable/needed)

Member Commitment

Members can choose from a variety of committees that are best suited to personal interest and skill set. Each committee role will require approximately 10 hours of volunteer time. If a member has not selected a committee, a swimmers family may be assigned a committee position at the beginning of the season. Please sign up for your desired committee role at registration through the sign up genius web portal.

Anyone wishing to opt-out of volunteering with one of the club's committees may do so at the time of registration. An Opt-out fee of \$500.00 will be collected at registration. If at the end of the year a member did not fulfill the volunteer commitment at the opinion of the Chair of the committee they signed up to, a fee of \$500 will be applied to the members final statement.

Board Members' Volunteer Commitment

Members of the Board of Directors of the Club perform their duties as volunteers without compensation. As such, their volunteer commitment for the season is fulfilled, if the following conditions are satisfied:

- They are on the Board for at least half of the fiscal year in question.
- They attend at least 75% of the Board meetings during the period of the season when they are on the Board.
- They perform all the duties associated with their Board position, as determined by the Board at the start of the season, or as may be assigned by the Board from time to time, to the full satisfaction of the Board.

At the end of the season, the Board may hold a vote to impose a \$500 Opt-out fee on Board member, if the Board member did not fulfill all the conditions above.

Employees of the Club

Members who are paid employees of the Club must still fulfill their volunteer commitment.

Appeals and Exemptions

Requests to appeal decisions of the Chairs of the Volunteer Committees, and requests for exemptions from Volunteer commitment, should be submitted in writing to the Board or Directors. Exemptions from volunteer commitment will only be granted in extraordinary circumstances (disability, compelling personal reasons, Human Rights grounds, etc.).

Hosting a Meet

If York Artistic Swimming Club is awarded an opportunity to host a meet during the season a large number of volunteers will be required to support the event. It is necessary and expected

that all competitive members will contribute additional volunteer time towards the successful operations of hosting a meet. The agenda for volunteers will be distributed once Ontario Artistic Swimming posts the final competition schedule. YASC will host no more than one (1) meet per season.

If you are unable to meet this commitment it is the family's responsibility to find a replacement.

Mandatory Volunteering for Annual Hilton Meet

This event is a mandatory volunteer requirement for all Provincial families attending the Hilton Meet. Provincial members are expected to select a volunteer role they can commit to during the meet. It is mandated by Ontario Artistic Swimming (OAS) that York Artistic Swimming Club fill a specific number of volunteer spots. **If our club does not fulfill this commitment, the club will be fined by OAS. This fine will be charged back to any of the families of athletes in attendance that did not fulfil their volunteer role.** Dates for this event will be provided on the volunteer consent form. A schedule will be sent out ahead of time for you to choose a volunteer role that best suits your family.

Note: There is no option to opt-out of volunteering from the Hilton Meet hosted by OAS for Provincial swimmer parents. If a member is unable to fulfill this requirement it is the members responsibility to find a friend or family member to take this spot.

Honorary Members

Honorary Members of the Club are not required to fulfill volunteer commitment.

PROGRAM POLICIES

YASC CLUB EVENTS

Standard club events and general timing include the Christmas Watershow in December, the club watershow in May and the end of season club Banquet typically held in June.

TEAMS

It is essential that competitive athletes make every effort to be present during the team selection process. Teams are selected solely by the Program Director in consultation with the Program Coordinators and Team Coaches. Program staff will establish teams based on Ontario Artistic Swimming rules with consideration of age, skill sets, strengths, experience, common goals and commitment to the sport. For returning athletes, the coaches will also consider results from the previous season. Parents and athletes are not to be involved in this process. Team selection is

usually finalized in the month of September. Teams are typically announced by the end of September and team routines are generally set by late October.

Athletes that may require special arrangements be made to the regular program schedule can contact the Program Coordinator and Program Director to submit a request.

ALTERNATES

In some cases our teams, duets, trios or free combinations may require an alternate(s). “Alternate” means a competitor who is designated to replace a member of a duet, team, or free combination. A duet may have one alternate, a trio may have one alternate, and a team/free combination may have a maximum of two alternates. The alternate practices with the team/duet/trio but does not swim in formation with the team and will swim as a back-up swimmer during competitions. The alternate will generally practice several positions in the team/trio/duet formation so that they are prepared to replace a member if needed. During competitions, if the alternate is not replacing a member, the alternate is still expected to attend the competition fully dressed and gelled and will be on deck to support their team/trio/duet. An alternate is chosen by the Team Coach/Program Coordinator/Program Director.

EXTRA ROUTINES

Team comes first. Solos and duets are secondary and considered extra routines in that they require additional practice time separate from their team routine. The ability to accommodate requests for additional routines is subject to factors including, but not limited to, the availability of coaches and pool time. Athletes interested in additional competitive routines should indicate their interest at the time of registration.

Program Director, Coordinators & Coaches will assess athletes during the team selection process to determine if extra routines are appropriate and to identify suitable partners or teammates. Selected swimmers will be asked by the end of September if they would like to participate in an extra routine. Training for extra routines will commence early October. Extra routines require additional weekly practice time (approx 1-2 hours per week) outside of team practice time. All athletes who are selected for extra routines will be called to a meeting with the parents, Program Coordinator and/or Program Director to discuss expectations and training schedule. A consent form with terms and conditions will be required from parents before practices can begin.

Additional fees apply to all members for each extra routine they participate in (please see club fee structure for details). On the occasion that an athlete is registered for a team program that does not have enough participants to form a team, the swimmer(s) may do a solo or duet as their artistic swimming program and not be considered to be participating in an “extra routine”.

All extra routines will be re-evaluated by the Program Coordinator/Director in December. If the Program Coordinator/Director feels that there is a lack of commitment on the part of the swimmer(s), or if other issues have arisen, the Program Coordinator/Director may decide not to continue with the extra routine. If this is the case, payment for extra routines would be discontinued after December 31. If full payment for extra routine has already been made a prorated refund will be issued.

ATTENDANCE & PUNCTUALITY

All swimmers must arrive to practice 15 minutes prior to the start time to ensure they are ready to get started on time.

Attendance and punctuality are extremely important in a team sport like artistic swimming. The swimmer should clearly understand the commitment to the team, coach, and club before the season starts. Attendance at all practices is compulsory unless the athlete's illness or injury is contagious or debilitating. With minor ailments (i.e. cold), it is expected that athlete's will still attend practice and participate as much as possible or watch from the deck.

It is important to note that during the competition season (January to May), the highest degree of attendance and focus is necessary. The progress of the team depends on the regular attendance of every swimmer.

Absences and arriving late affect the entire team. If a swimmer must miss or arrive late for a scheduled practice, the Team Coach must be notified by text or email as soon as possible. This allows preparation time for the Coach to organize the practice for the least amount of disruptions.

Parents of swimmers with more than two absences or consistent late arrivals (more than 15 minutes) within a one month period will be contacted, and a parent/coach meeting will be arranged where the swimmer's commitment and the Coach's expectations of the swimmer will be discussed. If absences or late arrivals continue, the athlete's status with the team will be reevaluated and a course of action will be determined by Program Staff and the Training and Development Committee that reflects the interests of the whole team.

Black out Period

Since attendance during the competition season is so important, it is expected that 2 weeks before a competition athletes on the team cannot miss a single practice. A doctor's note may be requested if an athlete misses a practice within this period, it is up to the Team Coach, Program Coordinator and the Program Director to decide if the athlete shall become an alternate on the team for the next competition.

VACATION AND EXTENDED ABSENCES

Parents are encouraged to schedule vacations at times when swimmers do not have scheduled practices (for example, Winter holidays and March Break). If vacation is to be taken during scheduled practice time written notice to the team coach and Program Coordinator must be given at least one month beforehand to enable Program staff to plan around a swimmers absence. Vacations should not be planned within two weeks before the Central/North Regionals, Hilton Worldwide and Age Group Provincial championships for Provincial swimmers and Novice routine meets in May for Novice and Pre Comp swimmers.

PRACTICE CANCELLATIONS

Practices may be cancelled unexpectedly due to extreme weather or pool closures. If this occurs, parents will be notified via social media, WhatsApp, email, website and/or phone. Refunds will not be issued for cancelled practices however we will do our best to offer a make up class (for non-weather related cancellations).

CONCUSSION AWARENESS

York Artistic Swimming Club requires that all new and returning athletes, including the parents of athletes under the age of 18 years, are required to review and acknowledge that they have read and understand the Ontario Artistic Swimming specific Concussion Guidelines prior to the first practice of the season. Additional resources can be found at <https://ontarioartisticswimming.ca/about/concussion-resources/>

COMPETITIONS

Participation in all competitions is mandatory for competitive swimmers.

Guidelines for ALL Competitions

- A competition schedule/itinerary will be provided by each Team Coach. Please assist the coach in ensuring that your swimmer respects the schedule and is on deck at the time requested.
- **Swimmers are required to wear the official club uniform for all competitions.**
- Swimmers should set a good example by keeping clean any areas where hair is being put up or taken down.
- **All YASC swimmers are expected to support and watch fellow YASC members as they compete in events**, including solos, duets, combos and team events.
- Travel expenses (including your coach) are the responsibility of each team member's family.

- Expenses include travel, accommodations, and food. The Program Coordinator will send a complete itinerary and the VP of Finance will notify parents of the fees associated with each competition.
- All swimmers will travel and stay with their parents or assigned guardians at the designated hotel.
- Only swimmers who are competing are allowed to be on the pool deck. Designated space will be assigned by the Program Coordinator /Coach to be on deck to cheer for your club and other teams. **Parents must stay in the stands at all times and are not allowed on deck as the club will be fined a penalty**, in which case that parent who caused the fine will be invoiced that amount.
- Unless specifically given permission by the Program Coordinator in a meet schedule ALL YASC teams will be present to show support for all YASC teams/competitors.
- Throughout the competition, all other club members are strongly encouraged to come out and support all swimmers from the stands.
- Parents must notify the Team Coach Program Coordinator and Registrar as soon as possible if a swimmer will not be attending a meet so that there is ample time to notify OAS.
- If your child requires medication for a medical condition, parents are responsible for communicating specific instructions directly to the Program Coordinator and their Team Coach to ensure proper supervision.
- It is the responsibility of the parent to ensure the swimmer is at the pool on time, and picked up at the time designated. Punctuality is essential.
- If the expected arrival time is not already indicated on the travel schedule, a phone call or email will inform parents.
- Coaches are responsible for the swimmers safety and supervising swimmers only during competition hours.
- Parents and swimmers are responsible for ensuring their swimmers have packed up all the necessary items for competition.
- Swimmers will behave as positive ambassadors of YASC whenever they participate in competitions or represent the club in any way; they will act in a responsible and respectful manner at all times.
- Valuables should be left at home.
- Swimmers are responsible for their belongings and spending money.
- Swimmers must listen and follow the instructions of the coaches at all times.
- Swimmers will follow their team schedule as prepared by their coach.
- Club uniforms must be worn by team members when representing YASC during travel to out of town destinations or to and from the pool and for all team outings, and on pool deck for awards. No jeans or pajama pants will be allowed during the transportation to or from the pool or while at the pool.
- YASC team members are expected to dress professionally and appropriately.
- There is **ABSOLUTELY** no junk food or **nut products** allowed on deck - please pack healthy snacks for your swimmer.

- A swimmer may leave the hotel, pool, or club activity only with direct permission and supervision of the coach or a parent/guardian.
- Swimmers are required to be on deck to cheer their clubs and fellow teammates during competition.
- YASC swimmers are to leave the pool deck, pool change rooms and hotel clean and tidy, as this is a reflection on the club.

Guidelines for Swimmers at Competitions

- Swimmers must act in a responsible, honest and respectful manner at all times.
- Swimmers must listen to and follow the instructions of the coaches.
- Swimmers at all levels should be friendly and show good sportsmanship to other competitors and clubs.
- Look and act in a professional manner.
- Each swimmer is responsible for packing her own belongings, including equipment, clothing and money, unless otherwise determined by the meet coordinator.
- **No junk food or nut products** - including candy, chocolate bars, potato chips, etc.
- Swimmers are not allowed to leave the pool or hotel without coaches permission.
- Swimmers must always travel in pairs or groups, never alone. The “buddy-system” is strictly enforced and adhered to at all times.
- All swimmers are reminded that their behaviour directly reflects on “YOU”, YASC, Ontario Artistic Swimming, and Canadian Artistic Swimming.
- The hotel must be left in the same condition it was when you arrived. Unruly behaviour will not be tolerated.
- Only swimmers who are competing should be on the pool deck. Designated space will be assigned by the Program Coordinator /coach to be on deck to cheer for your club and other teams.
- Unless specifically given permission by the Program Coordinator in a meet schedule ALL YASC teams will be present to show support for all YASC teams/competitors.
- Lights out at coach's instructions. This includes television or any other devices.

Failure to comply with any of the above guidelines may result in disciplinary action being taken, including the possibility of a swimmers suspension from attending future competitions.

Each athlete must follow their own team expectations. Each Team Coach has different expectations at competitions and it is up to the athletes to ensure that all of the expectations are being followed.

Athletes could endure struggles, frustrations or have an off day at a competition. Team coaches will support athletes if mistakes are made and help them learn from the experience in a positive and encouraging manner.

RESPECT IN SPORT

York Artistic Swimming Club requests that all parents take the Respect in Sport training course. Your fee will be reimbursed back to you after you submit your certificate number to finance@yorksynchro.com. Please use the attached link to fulfill this requirement. <https://synchro-canada-parent.respectgroupinc.com/>

COMPLAINT PROCESS

As part of its commitment to maintaining a safe, respectful and positive environment, York Artistic Swimming Club has adopted the following formal complaints and discipline process for violators of Code of Conduct, Policies, or By-Laws. Following this process is not a prerequisite for launching a complaint under OAS conduct policy, but Members and Employees of the club are nevertheless encouraged to try to resolve issues within the Club first, to ensure speedier and more effective resolution.

1. Swimmers and their Parents should meet with the Team Coach and Program Coordinator first to discuss their concerns with coaching, program requirements, conduct of competitions, etc. Swimmers, Parents, Team Coaches and Program Coordinators are encouraged to discuss and try to resolve the issue(s) informally.
2. If Swimmer or Parents believe that the issue has not been resolved, the next step in the process is emailing the Program Director. The Program Director will investigate the complaint, meet separately with Swimmer and/or Parents, Program Coordinator, and the Team Coach, and attempt to resolve the issue.
3. If Swimmer or Parents discussed the issue with a Program Director, and believe their issues are still not resolved, or their complaint is against a Program Coordinator or Director, they have the option of filing the complaint, in writing, with the Board of Directors.
4. Team Coaches or the Program Coordinator, having issues with Swimmer behavior, should try to resolve those first with the Swimmer or swimmer's Parents. Behaviour must be discussed with Parents - it is not acceptable to physically discipline swimmers, or remove swimmers under 16 years of age from the pool unless Parents are contacted.
5. If Swimmer's behavioral issues continue, and at least two attempts were made to discuss those issues with Swimmer and/or Parents, Team Coach, Program Coordinator or Program Director should bring a written complaint to the Board against the Member.
6. Member complaints against other Members, club employees or Board members that are unrelated to training or competitions must be brought directly to the Board in writing.
7. The Board must investigate and resolve all written complaints within 30 days. The Board may impose any sanctions as described in the 'Discipline' section below. The decision will be issued in writing to all involved parties; it will be final and there is no appeal process within the Club.

CONFIDENTIALITY

All York Artistic Swimming Club members are expected to practice confidentiality. Meetings and conversations between Board and Program Staff and/or Program Staff and Parents are expected to remain confidential and not be discussed with uninvolved parties. Failure to do so will result in disciplinary action as determined by the Board of Directors and Ontario Artistic Swimming.

BULLYING

York Artistic Swimming Club has a zero tolerance policy for bullying. If a bullying complaint is presented to the Board of Directors or Ontario Artistic Swimming, an investigation will take place. If there is evidence of bullying, immediate disciplinary action will be taken. This includes but is not limited to physical, verbal, psychological, or even cyber bullying.

DISCIPLINE

Any York Artistic Swimming Club member, Parent, Team Coach, or Program Coordinator found in violation of the Policy & Procedures, Code of Conduct and or Constitution & By-Laws will be held accountable for their actions.

Complaint process may lead to the following actions being taken by the Board:

- A verbal warning, against a Swimmer, Parent, Employee, or Board Member.
- A written warning, against a Swimmer, Parent, Employee, or Board Member.
- Suspension of Membership, or expulsion from Club, against Swimmer / Member, as provided by Section 2.7 of the Club's By-Laws.
- Termination of employment, against the Employee.
- Recommendation of removal from the Board, as described below, against the Board Member.

Discipline complaints launched against members of the Board will be investigated by the Board of Directors, and, if the complaint is substantiated, and Board finds that removal from the Board is warranted, the Board will present the findings in their entirety at the Annual General Meeting, or at a specially called meeting of the Members, to give Members an opportunity to recall the Board member, and an opportunity for defence for the Board member, as provided by Section 4.12 of the Club's By-Laws.

SOCIAL MEDIA GUIDELINES FOR ATHLETES

Training and competing for York Artistic Swimming Club (YASC) is a privilege. Athletes and members of YASC are held in the highest regard and are seen as role models in the community. As leaders you have the responsibility to portray your team, your club and yourself in a positive manner at all times. Sometimes this means doing things that are an inconvenience to you, but benefit the whole team.

Facebook, Twitter, Instagram and all other social media sites have increased in popularity globally, and are used by the majority of YASC athletes in one form or another.

Athletes should be aware that third parties, including the Program staff, parents, Ontario Artistic Swimming, Canada Artistic Swimming, officials and even prospective employers could easily access your profiles and view all personal information. This includes all pictures, videos, comments and other posts.

Inappropriate material found by third parties affects the perception of the athlete, their teammates, and ultimately the club as a whole. This can also be detrimental to a team's performance and perception, and negatively affect the athlete's future endeavours both inside and outside the pool.

Examples of inappropriate and offensive behaviours concerning participation in online communities may include depictions or presentations of the following:

- Photos, videos, comments or posters showing the personal use of alcohol, drugs and tobacco and marijuana by minors e.g. no holding cups, cans, shot glasses etc.
- Photos, videos and comments that are of a sexual nature. This includes links to websites of a pornographic nature and other inappropriate material.
- Photos, videos, comments or posters that condone drug-related activity. This includes but is not limited to images that portray the personal use of marijuana and drug paraphernalia.
- Content online that is unsportsmanlike, derogatory, demeaning or threatening towards any other individual or entity (examples: derogatory comments regarding another club; taunting comments aimed at an athlete, coach or team at another club and derogatory against race and/or gender). No posts should depict or encourage unacceptable, violent or illegal activities (examples: hazing, sexual harassment/assault, gambling, discrimination, fighting, vandalism, academic dishonesty, under-age drinking, drug use).
- Information that is sensitive or personal in nature or is proprietary to YASC which is not public information (examples: tentative or future team schedules, athlete injuries, travel plans/itineraries or information).

If an athlete's profile and its contents are found to be inappropriate in accordance with the above behaviours they will be subject to the following penalties:

- Written warning
- A meeting with the Team Coach, Program Coordinator and Program Director
- A meeting with the YASC Board of Directors
- Penalties as determined by the Program staff and the YASC Board of Directors, including but not limited to possible suspension from their team

For your own safety, please keep the following recommendations in mind as you participate in social media websites:

- Set your security settings so that only your friends can view your profile.
- You should not post your email, home address, local address, telephone numbers, or other personal information as it could lead to unwanted attention, stalking, identity theft, etc.
- Be aware of who you add as friends to your site - people may be looking to take advantage of athletes.
- Consider how the above behaviours can be reflected in all social media applications.

If you are ever in doubt of the appropriateness of your online public material, consider whether it upholds and positively reflects your own values and ethics as well as YASC. Remember, always present a positive image and don't do anything that may embarrass yourself, the team, your family or the club.

Parents and swimmers must sign and return a signed copy of the Social Media Guidelines prior to the child commencing the season.

SOCIAL MEDIA GUIDELINES FOR COACHES

The following guidelines should be used by coaches to inform their own strategy for social media use:

1. Coaches may not demand access to an athlete's private posts on Instagram, Twitter or Facebook or any and all other social media platforms
2. Do not "friend" athletes on Instagram, Facebook or any and all social media unless they request the connection. Never pressure athletes to "friend or follow" you
3. If you accept some "friend" requests, or follow one athlete on Instagram, Facebook and or any social media, you should accept all friend requests and follow all the athletes. Be do not not to show favouritism on social media
4. Resist commenting on athletes' personal activities, status updates, on all social media
5. Consider monitoring or being generally aware of athletes' public social media behaviour to ensure compliance with York Artistic Swimming Clubs Code of Conduct and Ethics

6. Consider managing your social media so that athletes do not have the option to follow you on Twitter or Instagram or “friend” you on Facebook or any social media
7. Seek permission from athletes or guardian (for athletes under the age of 17) before posting pictures or videos of the athletes on publicly available social media like a blog or on YouTube
8. Do not use social media to ‘trap’ athletes if they say one thing to you in person but their social media activity reveals they were doing something different
9. Keep selection decisions and other official team business off social media
10. Never require athletes to join Instagram, Facebook, join a Facebook group, subscribe to a Twitter feed, or join a Facebook fan page about your team or organization
11. If you create a fan page on Facebook for your team or athlete, do not make this social media site the exclusive location for important information. Duplicate important information in more official channels (like on a website or via email)
12. Ensure that parents are aware that some coach-athlete interactions may take place on Facebook
13. Exercise appropriate discretion when using social media for your own personal communications (with friends, colleagues, and other athletes) with the knowledge that your behaviour may be used as a model by your athletes
14. Avoid association with Instagram, Facebook groups or Twitter feeds with explicit sexual contact or viewpoints that might offend or compromise the coach-athlete relationship
15. Never misrepresent yourself by using a fake name or fake profile
16. Be aware that you may acquire information about an athlete that imposes an obligation of disclosure on your part (such as seeing pictures of underage athletes drinking during a trip)

CODE OF CONDUCT: Behavior Expectations and Standards

York Artistic Swimming Club (YASC) is committed to providing a sport environment in which all individuals are treated with respect and fairness. Furthermore, YASC mandates equal opportunity and prohibits discriminatory practices. Coaches, athletes, officials, directors, officers, administrators, volunteers and parents belonging to the club shall conduct themselves at all times in a manner consistent with the ideals and values of Ontario Artistic Swimming. For the most up to date policy please visit <https://ontarioartisticswimming.ca/about/policies-and-forms/>

Parents must sign and return a copy of the Parent Code of Conduct prior to their child commencing the season.

Code of Conduct for YASC Athletes

Athletes engaged in OAS Activity shall:

- Strive for personal and team achievement through complete, consistent and sincere effort;
- Show respect for themselves and for all others;
- Contribute to a positive team culture by providing positive and constructive comments to teammates that motivate and encourage continued effort;
- Recognize that any bullying behaviour will not be tolerated and let their coach or a Person in Leadership know immediately if they have witnessed bullying behaviour or have been the victim of bullying;
- Immediately report to their coach any health or medical issue that may prevent or limit their ability to train, travel or compete and, in the case of carded athletes, their ability to fulfill the carding requirements;
- Only participate in competitions for which they are eligible to compete;
- Arrive for each practice, competition, selections or other OAS Activity on time, with all appropriate gear, well-nourished and prepared to the best of their ability;
- Conduct themselves in a sportsmanlike manner, whether as competitors or spectators, and not tolerate anyone among them who does not;
- Never consume alcohol, cannabis, tobacco or e-smoking products as a minor or while competing;
- Where applicable, adhere to the CAS or OAS Athlete Agreement, its requirements and expectations; and
- Comply with OAS's rules and requirements regarding clothing, equipment, training, travel, competition and curfew.

Code of Conduct for Parents and Spectators

Parents or spectators engaged in OAS Activity shall:

- Never ridicule an athlete for making a mistake during a performance or practice and provide positive comments that motivate and encourage all athletes' continued effort;
- Respect the decisions and judgments of officials and encourage athletes to do the same;
- Respect and show appreciation to all competitors and to the coaches, officials, meet managers, volunteers and other OAS Participants who give their time to the sport of artistic swimming;
- Refrain from the use of bad language, and not interfere with events or harass competitors, coaches, officials, meet managers, volunteers or other parents or spectators.

Code of Conduct for YASC Board Members:

OAS directors, officers and committee members shall:

- Be responsible first and foremost to the welfare of OAS and function primarily as a member of the board or committee, not as a member of any particular constituency;
- Conduct themselves openly, professionally, lawfully and in good faith in a way that is aligned with and enforces OAS's values and ethical standards;
- Exercise due diligence in holding their fiduciary responsibility to OAS Participants;
- Promote an appropriate culture that emphasizes the fair handling of conflicts of interest;
- Ensure that all directors, officers and committee members are given sufficient opportunity to express opinions, and that all opinions are given due consideration and weight;
- Respect the decisions of the majority and resign if unable to do so;
- Commit the time to attend meetings and to be diligent in their preparation for and participation in discussions;
- Have a thorough knowledge and understanding of all OAS's governing by-laws, policies and rules; and
- Promote a culture that values complaints and their effective resolution.

All Board members must sign and return a copy of the Code of Conduct prior to the start of the season.

Code of Conduct for Coaches, Program Coordinators and Program Directors

Coaches and Team Managers engaged in OAS Activity shall:

- Demonstrate responsible leadership and adhere to the NCCP Code of Ethics;
- Act in the best interest of the athlete's development as a whole person;
- Ensure a safe environment by selecting activities and establishing controls that are suitable for the age, experience, ability and fitness level of the involved athletes, and educating athletes as to their responsibilities in contributing to a safe environment;
- Work cooperatively with sport medical professionals in the diagnosis, treatment and management of athletes' medical and psychological treatments;
- Never encourage or permit an athlete to return to play prematurely or without the clearance of a medical professional following a serious injury;
- Accept and promote athletes' personal goals and refer athletes to other coaches and sports specialists as appropriate and as opportunities arise;
- Never withhold information or take any action that could influence inappropriately athlete decision-making about participation in national or provincial team or other training programs;
- Support the coaching staff of national or provincial team or other training programs, should an athlete qualify for participation in one of these programs;

- Not use their position as a national or provincial team coach to solicit athletes (or the Parents of minor athletes) unless first receiving approval from the coaches who are responsible for the athlete;
- Provide athletes and the Parents of minor athletes with the information required to be involved in the decisions that affect the athlete;
- Exemplify conduct they wish their athletes to adopt in dress and behaviour;
- Maintain professional boundaries with athletes and refrain from interacting with minor athletes on social media other than through a distinct professional account;
- Ensure all online dialogue and interactions with minor athletes are for synchro-related purposes only;
- Ensure their athletes understand that discrimination, harassment, bullying and violence will not be tolerated, and create a culture of disclosure and reporting at the athlete level;
- Use inoffensive language and refrain from yelling at athletes in a manner that serves no productive training or motivational purpose;
- Not criticize other coaches or OAS or OAS Members and Participants publicly and interact in a professional manner; and
- Comply with OAS's rules and requirements regarding dress code.

All Program staff must sign a copy of the Coaches Code of Conduct agreement prior to the start of the season

Canadian Sport Helpline

The Helpline has been available since March 11, 2019 and is run in partnership with the Canadian Centre for Mental Health in Sport. The number is 1-888-83SPORT or 1-888-837-7678 and also accepts text messages. The Helpline is staffed from 8:00am to 8:00pm ET seven days a week. Alternately, individuals can go online at <http://abuse-free-sport.ca> to chat with a live operator during those hours or send an email to info@abuse-free-sport.ca.

The Helpline is available to victims and witnesses of incidents of harassment, abuse or discrimination in sport. It does not deal with the complaints or allegations itself. Rather, its purpose is twofold: (i) to listen, ask questions and advise; and (ii) to act as a referral service. In dire situations including those that present an immediate danger, the caller will be connected to 9-1-1, suicide prevention services or child protective services, as appropriate. Underage callers may also be directed to the Kids Help Phone Line. Those situations that fall under the purview of an NSO will be directed to their designated "Safe Sport Officer," which is an independent, third party assigned by the NSO to receive referrals on its behalf. Similarly, those situations that fall under the purview of a provincial sport organization (PSO) and its affiliated clubs would be directed to the designated PSO Safe Sport Officer.

UNLESS SPECIFICALLY STATED IN THIS DOCUMENT YORK ARTISTIC SWIMMING CLUB FOLLOWS ONTARIO ARTISTIC SWIMMING AND THE CANADIAN ARTISTIC SWIMMING POLICIES.

Both documents can be found on their websites:

<https://ontarioartisticswimming.ca/about/policies-and-forms/>

<https://artisticswimming.ca/>