

Calgary Aquabelles Synchronized Swimming Club 2018-2019 Handbook



A High Performance Long Term Athlete Development Program

The Aquabelles believe in and have adopted the program

"Promoting a Positive Sport Environment" developed by Canadian Sport Centre Calgary

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The information contained in this handbook is for Club use only and may not be used for business or given out to others without written consent.



Vision Statement:

We are the premier Artistic (Synchronized) Swimming Club of Canada and our athletes achieve excellence at Provincial, National and International levels.

Mission Statement:

We provide superior programs and expertise in the sport of Artistic (Synchronized) Swimming; developing well-rounded, confident individuals to achieve their full potential.

Core Values:

1. CREATIVITY/INNOVATION - We lead by encouraging unique ideas to foster excellence and achievements in all areas of the club.
2. FUN/FRIENDSHIP - We encourage the fostering of positive, personal relationships in an enjoyable atmosphere.
3. GROWTH - We believe in the continuous development of our athletes, coaches, club and sport
4. RESPECT - We expect all individuals to be considerate, value each other's perspectives and demonstrate good sportsmanship.
5. TEAM WORK/COMMITMENT - We believe through dedication to each other, to the club and to the sport, we will achieve our goals.

Welcome to the Calgary Aquabelles Synchronized Swimming Club. This is a comprehensive handbook that is intended to provide you with information that you will need to know for your athlete's swim year. Parents and athletes will be held accountable and expected to know the information presented in this document.

If you have further questions after reading this handbook, please do not hesitate to contact your swimmer's coach or any member of the Board of Directors for further clarification. There will continue to be ongoing communication from the coach and the board throughout the year.

The Calgary Aquabelles Synchronized Swimming Club program is one of excellence with a long history of success.

A Performance Long Term Athlete Development Program

“We are what we repeatedly do. Excellence, then, is not an act, but a habit.”

The Calgary Aquabelles Synchronized Swimming Club is a high performance synchronized swimming program with a focus on long-term athlete development.

The program offers pre-competitive, semi-competitive and competitive synchro levels from September to June and summer synchronized swimming camps in July and August. The programs teach the fundamentals of synchronized swimming and life-long skills like teamwork.

Highly qualified coaches trained through the National Coaching Certification Program run all competitive programs. All of the coaches are leaders in their sport either as professional coaches or as high-performance athletes who have competed nationally or internationally in synchronized swimming.

Athletes will learn how to move in the water using music and choreography. Training includes both land and water time. Land training, designed to enhance strength and flexibility, includes cardiovascular and flexibility training. Water training includes lap swimming, synchro skills (figures) and routine development. All training is skill and age appropriate.

Throughout the year, the athletes in the competitive programs swim compulsory Figures or elements, team routines as well as extra routines such as Solo and Duet at competitions and water-shows.

The Calgary Aquabelles Synchronized Swimming Club follows the “Long Term Athlete Development” (LTAD) Program. This aligns with Sport Canada who has implemented this program and has directed all of the Olympic governing bodies to follow this path.

The Aquabelles' LTAD program focuses on the athletes' lifetime development in sport and life learning.

LTAD levels of training are as follows:



Aquabelles Training Programs

AUGUST SHAPE Camp: Synchro High Aquatic Performance & Excellence Camp

An extensive training program with coaching for: flexibility, core strength, swimming, weights, cardio, technical experts etc. This camp is focused on getting the athletes in shape for the upcoming competitive season and offers the opportunity to learn the routine that will be used in team selection. There is an additional fee to participate in Shape Camp. All athletes interested moving into competitive are welcome, including new athletes moving up from pre-competitive.

Provincial Stream

Pre-Competitive LTAD Active Start Stage

This recreational program is offered out of a number of different facilities: Inglewood Swimming Pool, Calgary Jewish Community Centre, Spray Lakes Sawmill Family Sports Centre and Seton YMCA. The training season varies depending on which program the swimmer signs up for fall, winter or spring. The fall, winter and spring programs are self-contained and are a good introduction to synchronized swimming. Each of these sessions ends with a Watershow for the parents. Swimmers continue to work on the fundamentals of synchronized swimming while learning a basic routine choreographed to music. Swimmers have the option of participating once or twice per week.

Semi-Competitive

This is a twice per week full year - September to June - recreational program designed to build basic synchronized swimming skills that culminate in the opportunity to compete in a few local competitions near at the end of the season. Swimmers will work on basic figures while learning a more complicated and full routine choreographed to music.

Competitive Synchronized Swimming

Swimmers will be part of a team and should be prepared to make a full commitment to attend all practices throughout the year. The coach must be contacted in advance and advised if the swimmer is unable to attend practice.

10 & Under age group - LTAD Fundamentals Stage

Athletes train primarily at the Inglewood Swimming pool and, on occasion, the Repsol Centre. The training season is from September to the middle of June. Swimmers learn a routine choreographed to music. Swimmers will participate in all Provincial Meets. Coaches may select athletes to also swim a solo or duet routine. Parents will be consulted if their child is chosen for a solo or duet. Practices and fees for solos and duets are in addition to team routines.

12 & Under age group - LTAD Fundamentals Stage

Athletes train primarily at the Inglewood Swimming pool and, on occasion, the Repsol Centre. The training season is from September to the middle of June. Swimmers continue to work on the fundamentals of synchronized swimming while learning a routine choreographed to music. Swimmers will participate in all Provincial Meets and maybe even an out of province competition. Coaches may select athletes to swim a solo or duet routine. Parents will be consulted if their child is chosen for a solo or duet. Practices and fees for these are in addition to team routines.

13-15 and 16-18 provincial stream age group - LTAD Learning to Train Stage

Athletes train at the Inglewood Swimming pool and Repsol Centre. The training season is from September to the middle of June. Swimmers continue to work on the fundamentals of synchronized swimming while learning a routine choreographed to music. Swimmers will participate in all Provincial Meets and maybe even an out of province competition. Coaches may select athletes to swim a solo or duet routine.

Parents will be consulted if their child is chosen for a solo or duet. Practices and fees for these are in addition to team routines.

National Stream

13-15 national stream age group - LTAD Training to Train Stage

Athletes train primarily at the Repsol Centre. Swimmers will participate in all national stream provincial meets, the National Qualifier and Nationals. The training season starts in August with SHAPE Camp (extra fees apply for this camp) and will continue to the middle of June. Swimmers will be part of a team and **must** be prepared to make a full commitment to attend all practices throughout the year. Coaches may select athletes to swim a solo or duet routine. Parents will be consulted if their athlete is chosen for a solo or duet. Practices and fees for solos and duets are in addition to team routines.

The athletes at this level will also participate in a training camp a few weeks prior to Nationals. This camp is specifically for peak training performance before Nationals. The camp costs will be in addition to the training fees. The camp will usually be held in Alberta, but if agreed to by the parents, it may be held away. Participation in this camp is mandatory in the years that it is held.

Junior: 18 & Under - LTAD Training to Compete Stage

Athletes train primarily at the Repsol Centre. Swimmers will participate in all national stream provincial meets, the National Qualifier and Nationals. The training season starts in August with SHAPE Camp (extra fees apply for this camp) and will continue to the middle of June. Swimmers will be part of a team and **must** be prepared to make a full commitment to attend all practices throughout the year. Coaches may select athletes to swim a solo or duet routine. Parents will be consulted if their athlete is chosen for a solo or duet. Practices and fees for solos and duets are in addition to team routines.

The athletes at this level will also participate in a training camp a few weeks prior to Nationals. This camp is specifically for peak training performance before Nationals. The camp costs will be in addition to the training fees. The camp may be held in Phoenix, Arizona or another location. Participation in this camp is mandatory.

Senior: 18 & Over - LTAD Training to Win Stage

Athletes train primarily at the Repsol Centre. Swimmers continue to work on learning a routine choreographed to music. Swimmers will participate in all Provincial Meets, Synchro Canada National Qualifier and Nationals. The training season starts in August with SHAPE Camp (extra fees apply for this camp) and will continue to the middle of June. Swimmers will be part of a team and **must** be prepared to make a full commitment to attend all practices throughout the year. Coaches may select athletes to swim a solo or duet routine. Parents will be consulted if their athlete is chosen. Practices and fees for these are in addition to team routines.

The athletes at this level will also participate in a training camp a few weeks prior to Nationals. This camp is specifically for peak training performance before Nationals. The camp costs will be in addition to the training fees. The camp may be held in Phoenix, Arizona or another location. Participation in this camp is mandatory.

Pool Viewing Expectations and Rules

Inglewood Pool Viewing Rules:

To ensure optimum training for coaches and swimmers, we ask that **parents keep distractions to a minimum**. You are welcome to watch any practice from the viewing area that is directly on deck. PLEASE: **Do not interrupt the coach or your daughter during practice**. Pool management requires that you remove footwear while on deck and also requests that young children not be permitted to run around the facility. Training schedules for the Pre-competitive, Semi-Competitive and Competitive Provincial stream will be available at the beginning of each season.

Repsol Centre Pool Viewing:

Repsol Centre has a viewing area separate from and above the pool deck where you are welcome to watch practices. We ask that you not interrupt the coaches or athletes during training times. Training schedules for the National stream will be available at the beginning of each season.

Competitions

Please see the Aquabelles website (<http://www.aquabelles.com/>) for an updated events schedule.

Wardrobe Requirements for Swimmers

1. All semi-competitive and competitive swimmers will be required to purchase club attire as dictated by the Club. For the semi-competitive this usually includes a hoodie and a couple of t-shirts. For the competitive stream this usually includes items such as team jacket, several shirts, black yoga pants, and Speedo swim bag.
2. **Practice Club Swimsuit** – Chlorine is damaging to swimsuits. Rinsing after each use will help prolong the life of the suit. Polyester suits tend to have a longer life than Lycra suits. Hang your suits to dry, do not put them in the dryer.
3. **Swim Goggles** – The Club requires black goggles. Anti-fog goggles work best. If a rash develops from foam gaskets, try goggles with rubber or silicone gaskets. Goggles can be purchased from the Calgary Aquabelles.
4. **Nose Clips** – Rubber nose clips are the most comfortable. Competitive swimmers should carry two or more nose clips in their bag at all times. Nose clips can be purchased from the Calgary Aquabelles.
5. **Swim Cap** – Club Caps need to be worn during all practices to keep swimmers' hair out of their eyes. Competitive swimmers wear club caps when warming up for competitions to give the athlete club identity in the water.
6. **Hair Kit for Water Shows and Competitions** – Knox gelatine, container for mixing, spoon/fork for stirring, (pastry or highlight/hair colour) brush for applying gel, hair elastics, hair nets, bobby pins, and bun pins
7. **Plain black one-piece swimsuit, plain white cap and black goggles** – These are required for figures competitions.
8. **Routine competition swimsuits and headpieces** – Coaches decide on the type of headpiece and swimsuit that is required for each routine. Embellishment with sequins or jewels will be added after the suits are made and it is the responsibility of each swimmer to ensure their suit is done and matches the team members.

General Information about Competitions

There are a few simple things parents can do to help synchro competitions run smoothly, and in turn, ensure that our swimmers have the most positive experience possible:

1. Volunteering at a competition gives you the best seat in the house, and **every family is required to volunteer a certain number of shifts (dependent on the size of the meet) per Aquabelle Volunteer Policy** and help run the meet so that it can operate.
 2. Have your swimmer arrive at the pool on time, with all the appropriate equipment.
 3. Once the swimmers are "on deck" with their coach and teammates, they are the responsibility of the coach. Parents are expected to stay off the deck unless either they are volunteering at the meet, or the coach specifically requests their presence. If volunteering please do not distract your daughter from the coach.
 4. Pool etiquette implies that all audience members remain seated while swimmers are performing.
 - It is considered very bad manners to walk in front of audience members while they are watching swimmers. Please wait until the routine is finished.
 5. Flash photography is not allowed because it is distracting and disorienting to both judges and athletes. It can seriously disrupt a routine, with possible disastrous results for the swimmers and the team involved.
 6. Remember that the marks that are announced immediately after a swim are unofficial.
 7. One of the best ways to understand the sport better is to get involved. Competitions provide parents with the opportunity to learn about synchro, to get to know other parents and swimmers, to show interest and support their own swimmer as well as all swimmers in the AQB Club and sport, and to generally help out. There is no need to feel intimidated, as most of the volunteer jobs require minimal instruction. Running a meet requires a lot of volunteers, but many hands make light work.
1. We all want our swimmers to perform well, but it is important to remember that they are also there to have the best possible experience and have fun. So when you are up in the stands, enjoy watching our swimmers do their best and cheer on the athletes!

Hair Gel

1. Gel is used to keep the hair in place while wearing headpieces for routine competitions. For those new to the applying gel, a training session will be held to teach you how to put hair up and apply the gel.
2. Knox Gelatine is mixed with boiling/hot water (the hotter the water, the better it mixes). Ratio: 3 envelopes to 1/3 – 1/2 of a cup of water. Stir well until the gelatine is completely dissolved. Use brush to apply onto the 'styled' hair (wet hair is best for applying the gelatine) as soon as the gel is cool enough to work with. Apply two or three thin layers of gel, allowing it to dry slightly between applications for the smoothest and strongest hold. (Hair dryers can be used to speed up the process.)

****** Please ensure that the mix is cooled sufficiently as not to burn your daughter.

Trivia: The Calgary Aquabelles were the first Synchro Club to use Knox Gelatine for their athletes while swimming routines.

Music

1. Music selection for all routines is the responsibility of the coaches, with final approval by the Head Coach. The coaches will select and properly record all music. **The Club has the music professionally prepared and all costs associated with recording the music will be billed to the team or the individual athletes/ parents (solos/duets).**

Communication System

The Aquabelles encourage communication among swimmers, coaches, parents and executive. It is vital to the efficient operation of the Club. Information regarding competitions, meetings, schedule changes, fundraising etc. will be transmitted to club members via email and posted on the members' portion of the Aquabelles Website. If you do not have email, you must arrange a "buddy" system.

Calendar of Events

There is a calendar of events on the Members Only site – we encourage you to access this resource to know what events are coming up. A username & password can be obtained from our office at office@aquabelles.com

Membership Lists

After registration in the fall, a club roster with email addresses and phone numbers is posted to the Members Only site to assist in arranging car pools and planned events. Please inform the Aquabelle Office of any changes to this information. For confidentiality and privacy, we ask that you do not provide this information to any who is not a member of the AQB's.

Poolside Communication

From time to time, coaches may distribute handouts regarding information about meets, fundraising, practice time changes etc. Please ensure that you ask your daughter if any such information was handed out and that you take the time to review it.

Questions for the Coach

The best way to contact our coaches is via email or cell phone. You will receive this contact information during the start up team meeting and it is included on the club roster.

Please refrain from interrupting the coaches before or during practice time. This is unfair to the other athletes who are in attendance and ready to work. In order to manage the coaches' personal time, we ask that you do not phone a coach after 7 pm, unless a telephone conversation has been pre-arranged or it is an emergency.

Swimmer Evaluations

Each competitive swimmer will be provided with a written evaluation in January and May/June. The evaluation will also be emailed to the parents

Conferences can be arranged as requested by either the parents or coach.

Team Meetings

Team meetings are called by the Team Coaches to discuss such topics as training plans, wardrobe, meet schedules, travel plans and any other concerns that the coach wishes to address with swimmers and parents. Attendance is important. If you are unable to attend, please connect with the coach.

Change of Address and/or Telephone Number

Please notify the team coach and the AQB office (office@aquabelles.com), of any changes of address and/or phone number at home or work. This information should be provided immediately, not only for purposes of routine communication, but also for use in the event of an emergency.

Accidents

Any accident occurring at the pool during regularly scheduled club practices **must** be reported to the coach, head coach, president and parent of athlete involved.

Communicating Comments or Concerns

From time to time situations may arise that may be cause for concern. The Aquabelles encourage open discussion and would like all issues to be dealt with in a logical manner. **The Aquabelles use the 24 hour rule.** If you are upset, please wait for 24 hours before contacting the coach, so that you may have the time to calm down and rationally communicate the issue.

In any organization it is important to keep lines of communication open. This is particularly important between parents and coaches. You are encouraged to get to know your swimmer's coach and to talk to them regarding any questions or concerns you may have.

1. To assist with any concerns:
 - a) Familiarize yourself with the contents of this handbook.
 - b) Communicate initially with the individual closest to the situation.(e.g. coach)
2. If the concern relates to a decision involving your child, the procedures to follow are:
 - a) Arrange a conference with your child's coach, immediately.
 - b) If the concern still exists following this conference, arrange a conference with the Head Coach and the coach and a representative of the Board.
 - c) If resolution has not been reached, the concern must be put in writing and forwarded to the Board.

A grievance will be handled in accordance with the Dispute Resolution Policy.

Calgary Aquabelles Social Media Protocol

The goal of having pictures and comments on social media such as Facebook, Twitter, Snapchat and Instagram is to promote the club and share highlights and successes of the Club.

In no uncertain terms will inappropriate pictures or comments be placed on any social media platform by an athlete of the Club.

Pictures that would be considered inappropriate would include, but are not limited to:

- Flexibility positions
- Under-dressed athletes
- Hotel room pictures
- Party pictures
- Pictures with sexual content

Comments that would be considered inappropriate would include, but are not limited to:

- Negative comments about training
- Negative comments about coaches, other swimmers, judges, parents, officials
- Negative comments about swimmers from other clubs or countries
- Curse words
- Words with sexual content

If an athlete is responsible for inappropriate posts on social media, she will be issued a verbal warning. Immediate removal of the posting and a written apology to the Head Coach will be required.

Further violation of this protocol will result in appropriate disciplinary action in accordance with the Calgary Aquabelles Synchronized Swimming Club Discipline and Complaints Policy. The Board Executive (President, Vice President, and Treasurer) of the Calgary Aquabelles Synchronized Swimming Club will review grievances.

Decisions are final.

Dispute Resolution Policy

Definitions

The following terms have these meanings in this Policy:

- a) "Calgary Aquabelles Member"- All categories of membership within the Calgary Aquabelles Synchronized Swimming Club, as well as all individuals employed by or engaged in activities with the Calgary Aquabelles, including but not limited to, athletes, coaches, judges, officials, volunteers, directors, officers, managers, administrators, spectators and parents of the Calgary Aquabelles members.

Purpose

The Calgary Aquabelles supports the principles of Alternate Dispute Resolution (ADR), with the support of Synchro Alberta, and is committed to the techniques of negotiation, facilitation, mediation and arbitration as effective ways to resolve disputes with and among members, and to avoid the uncertainty, costs and other negative effects associated with litigation.

The Calgary Aquabelles encourages all Members to communicate openly and to collaborate in using problem-solving and negotiation techniques to resolve their differences. In almost all cases a negotiated settlement is preferable to any outcome achieved through other dispute resolution techniques and negotiated resolutions to disputes with and among Calgary Aquabelles Members are strongly encouraged.

Application of this Policy

This Policy applies to all Calgary Aquabelles Members as defined in the Definitions.

Facilitation and Mediation

Opportunities for facilitation and mediation may be pursued at any point in a dispute within the Calgary Aquabelles where it is appropriate and where the disputing parties agree that such a course of action would be mutually beneficial.

The costs of mediation will be shared equally by the parties.

Arbitration

1. In the event that a dispute persists after all other Calgary Aquabelles internal remedies have been exhausted including negotiation, facilitation, mediation and/or appeals, the parties may, upon mutual consent, pursue opportunities for arbitration.
2. Where arbitration is pursued, it will be done using trained arbitrators who are acceptable to the parties.
3. The parties involved in a dispute may also mutually agree to bypass internal avenues of dispute resolution, including appeals, and may directly pursue opportunities for arbitration.
4. Where a dispute is referred to arbitration, all parties to the original dispute will become parties to the arbitration and will share the costs equally.
5. The parties to arbitration will enter into a written Arbitration Agreement that will specify that the decision of the arbitrator will be final and binding upon the parties and not subject to any further review by any court or any other body.

No Legal Action

No action, application for judicial review or other legal proceeding will be commenced against the Calgary Aquabelles respecting a dispute, unless the remedies afforded by this policy have not been offered or have been exhausted. In no case may a party pursue legal action against the Calgary Aquabelles in respect of arbitration, for which the parties have entered into a written Arbitration Agreement.

Behaviour Values for all Members

The Calgary Aquabelles have adopted the "Promoting a Positive Sport Environment" program design by the Canadian Sport Centre Calgary. This program is committed to fostering a positive sport environment for all coaches, athletes and parents. Please refer to the members only website for a copy of the manual, as the expectation is that parents will support the principles of the program as well. Our goal is to build and grow an environment that encourages coaches, athletes and parents to take personal responsibility to promote a sport environment where:

- Relationships are built on openness, honesty, fairness, trust and personal accountability;
- Individual differences and boundaries are recognized, acknowledged and respected; and
- Concerns about conduct are addressed effectively and resolved appropriately.

Code of Conduct and Ethics

Definitions

1. The following terms have these meanings in this Policy:
 - a) "*Individuals*" - All categories of membership within The Calgary Aquabelles Synchronized Swimming Club ("Calgary Aquabelles"), as well as all individuals engaged in activities with Calgary Aquabelles, including but not limited to, athletes, coaches, judges, officials, volunteers, directors, officers, managers, administrators, spectators and parents of Calgary Aquabelles members.

Purpose

1. The purpose of this Code of Conduct and Ethics is to ensure a safe and positive environment within Calgary Aquabelles programs, activities and events, by making all individuals aware that there is an expectation of appropriate behaviour, consistent with the values of Calgary Aquabelles, at all times.
2. The Calgary Aquabelles is committed to providing an environment in which all individuals are treated with respect. Further, Calgary Aquabelles supports equal opportunity and prohibits discriminatory practices. Members of Calgary Aquabelles are expected to conduct themselves at all times in a manner consistent with the values of Calgary Aquabelles that include fairness, integrity, open communication and mutual respect.
3. Conduct that violates this Code of Conduct and Ethics may be subject to sanctions pursuant to Calgary Aquabelles' policies related to discipline and complaints.

Application of this Policy

4. This policy applies to Individuals relating to conduct that that may arise during the course of Calgary Aquabelles' and its business, activities and events, including but not limited to, office environment, competitions, practices, tournaments, training camps, travel, social events, fundraising events and any meetings.
5. This policy applies to conduct that may occur outside of Calgary Aquabelles' and its business and events when such conduct adversely affects relationships within Calgary Aquabelles' and its member clubs' work and sport environment and is detrimental to the image and reputation of the Calgary Aquabelles.

Responsibilities

1. **All** Individuals have a responsibility to:
 - a) Maintain and enhance the dignity and self-esteem of Calgary Aquabelles Members and all others by:
 - i. Demonstrating respect to individuals regardless of body type, physical characteristics, athletic ability, gender, ancestry, color, ethnic or racial origin, nationality, national origin, sexual orientation, age, marital status, religion, religious belief, political belief, disability or economic status;
 - ii. Focusing comments or criticism appropriately and avoiding public criticism of athletes, coaches, officials, organizers, volunteers, employees and members;
 - iii. Consistently demonstrating the spirit of sportsmanship, sports leadership and ethical conduct;
 - iv. Acting, when appropriate, to prevent or correct practices that are unjustly discriminatory;

- v. Consistently treating individuals fairly and reasonably;
 - vi. Ensuring that the rules of synchronized swimming, and the spirit of such rules, are adhered to.
- b) Refrain from any behaviour that constitutes harassment, where harassment is defined as comment or conduct directed towards an individual or group, which is offensive, abusive, racist, sexist, degrading or malicious. Types of behaviour that constitute harassment include, but are not limited to:
- i. Written or verbal abuse, threats or outbursts;
 - ii. The display of visual material which is offensive or which one ought to know is offensive;
 - iii. Unwelcome remarks, jokes, comments, innuendos or taunts;
 - iv. Leering or other suggestive or obscene gestures;
 - v. Condescending or patronizing behaviour that is intended to undermine self esteem, diminish performance or adversely affect working conditions;
 - vi. Practical jokes that cause awkwardness or embarrassment endanger a person's safety or negatively affect performance;
 - vii. Any form of hazing;
 - viii. Unwanted physical contact including touching, petting, pinching or kissing;
 - ix. Unwelcome sexual flirtations, advances, requests or invitations;
 - x. Physical or sexual assault;
 - xi. Behaviours such as those described above that are not directed towards individuals or groups but have the same effect of creating a negative or hostile environment; or
 - xii. Retaliation or threats of retaliation against an individual who reports harassment.
- c) Refrain from any behaviour that constitutes sexual harassment, where sexual harassment is defined as unwelcome sexual comments and sexual advances, requests for sexual favours, or conduct of a sexual nature. Types of behaviour that constitute sexual harassment include, but are not limited to:
- i. Sexist jokes;
 - ii. Display of sexually offensive material;
 - iii. Sexually degrading words used to describe a person;
 - iv. Inquiries or comments about a person's sex life;
 - v. Unwelcome sexual flirtations, advances or propositions;
 - vi. Persistent unwanted contact;
 - vii. Sexual assault.
- d) Refrain from the use of power or authority in an attempt to coerce another person to engage in inappropriate activities.
- e) In the case of adults, avoid consuming alcohol in situations where minors are present, and take reasonable steps to manage the responsible consumption of alcoholic beverages in adult-oriented social situations associated with Calgary Aquabelles events.
- f) Respect the property of others and not wilfully cause damage.
- g) Abstain from the non-medical use of drugs or the use of performance-enhancing drugs or methods.
- h) Comply at all times with the Constitution, Bylaws, policies, rules and regulations of the Calgary Aquabelles as adopted and amended from time to time.
- i) Adhere to all Federal, Provincial, Municipal or host country laws.

Coaches

7. In addition to paragraph 6 above, **Coaches** have additional responsibilities. The athlete coach relationship is a privileged one and plays a critical role in the personal as well as athletic development of their athletes. Coaches must understand and respect the inherent power imbalance that exists in this relationship and must be extremely careful not to abuse it. Coaches will at all times:
- a) Ensure a safe environment by selecting activities and establishing controls that are suitable for the age, experience, ability and fitness level of athletes, including educating athletes as to their responsibilities in contributing to a safe environment;
 - b) Prepare athletes systematically and progressively, using appropriate time frames and monitoring physical and psychological adjustments while refraining from using training methods or techniques that may harm athletes;
 - c) Avoid compromising the present and future health of athletes by communicating and cooperating with medical professionals in the diagnosis, treatment and management of athletes' medical and

- psychological problems;
- d) Under no circumstances provide, promote or condone the use of drugs or performance-enhancing substances;
- e) Accept and promote athletes' personal goals and refer athletes to other coaches and sports specialists as appropriate and as opportunities arise;
- f) At no time engage in an intimate or sexual relationship with an athlete of under the age of 18 years and at no time engage in an intimate or sexual relation with an athlete over the age of 18 if the coach is in a position of power, trust or authority over the athlete.
- g) Where an athlete has qualified for a training camp, provincial team, national team, etc., the Coach will support the program, applicable coaching staff, Synchro Alberta and Synchro Canada.
- h) Give athletes the opportunity to discuss and contribute to proposed training and performance standards as appropriate. Provide athletes and the parents/guardians of athletes who are minors with the information necessary to be involved in the decisions that affect the athlete as appropriate;
- i) Refrain from intervening inappropriately in personal affairs that are outside the generally accepted jurisdiction of a coach;
- j) Act in the best interest of the athlete's development as a whole person;
- k) Recognize the power inherent in the position of coach and respect and promote the rights of all participants in sport. This is accomplished by establishing and following procedures for confidentiality (right to privacy); informed participation and fair and reasonable treatment. Coaches have a special responsibility to respect and promote the rights of participants who are in a vulnerable or dependent position and less able to protect their own rights.

Athletes

8. In addition to paragraph 6 above, **Athletes** will have additional responsibilities to:
- a) Report any medical problems in a timely fashion, where such problems may limit the athlete's ability to travel, train or compete.
 - b) Participate and appear on time in all competitions, practices, training sessions, events, activities or projects.
 - c) Properly represent themselves and not attempt to enter a competition for which they are not eligible, by reason of age, classification or other reasons.
 - d) Adhere to Calgary Aquabelles' rules and requirements regarding attendance, clothing and equipment.

Parents/Guardians and Spectators

9. In addition to paragraph 6 above, **Parents/Guardians** of Calgary Aquabelles Members and **Spectators** at events will:
- a) Encourage athletes to play by the rules and to resolve conflicts without resorting to hostility or violence;
 - b) Report any Athlete medical problems in a timely fashion, where such problems may limit the athlete's ability to travel, train or compete.
 - c) Never ridicule a participant for making a mistake during a performance or practice;
 - d) Provide positive comments that motivate and encourage participants continued effort;
 - e) Respect the decisions and judgments of officials, and encourage athletes to do the same;
 - f) Respect an officials' or Calgary Aquabelles coach's judgment or honesty;
 - g) Respect and show appreciation to all competitors, and to the coaches, officials, and other volunteers who give their time to the sport.
 - h) Keep off of the playing area/pool deck and not interfere with training, competitions, coaching or judging.

Respect In Sport

This program is used by many sports organizations, such as Hockey Canada and Synchro Canada, to educate about the prevention and awareness of bullying, abuse, harassment and discrimination. Respect in Sport is a best-in-class e-learning platform with expert content and a professional on-line certification model to assist in risk management and behaviour change solutions for sport. In an effort to further emphasize a culture of respect, the Calgary Aquabelles embrace this program. **Every coach, one parent from each athlete family and each**

athlete 14 years and older are required to complete this online course once every 4 years¹ by October 1st of the year when certification is due.

Athletes 14 years and older will complete **The Respect in Sport Activity Leader/Coach Program**. This course is designed to train our organizations' youth leaders to recognize, understand and respond to issues of bullying, abuse, harassment and discrimination. It may be the single most important training we can provide as a club as we build to create a safe, healthy, and positive environment for our youth. The cost associated with this program is \$30 and will be paid by the athlete's family.

One parent/caregiver from each athlete family will need to complete the **The Respect in Sport Parent Program**. This unique certification program complements **Respect in Sport for Activity Leaders/Coaches** by reinforcing a parent's role in their child's activities. This program encourages positive sport behaviours and provides insight into the roles of coaches and officials. This program empowers parents to ensure the safety of their children, encourages positive and effective communication and enhances a child's overall enjoyment of the activity. The cost of this program is \$12 and will be paid by the parent at the time of registration for the online program.

Both the athlete and the parent must complete the Respect In Sport program by October 1st. The Aquabelles are serious about protecting our athletes and coaches. If the online program is not completed by the October 1st deadline the athlete shall remain outside of the pool until the program is completed by both the athlete and the parent.

If you have completed the Respect in Sport Parent program or the Respect in Sport Activity Leader/Coach program in the past two years through synchro or another sport you do not have to re-take the program. You will need to find your certificate registration number and register it for the Calgary Aquabelles though.

Instructions on how to go about completing the course or registering your certification will be sent out following registration.

Discipline and Complaints Policy

Definitions

1. The following terms have these meanings in this Policy:
 - a) "Days" – Days irrespective of weekend and holidays.
 - b) "Calgary Aquabelles Member"- All categories of membership within The Calgary Aquabelles Synchronized Swimming Club, as well as all individuals employed by or engaged in activities with Synchro Alberta/Synchro Canada, including but not limited to, athletes, coaches, judges, officials, volunteers, directors, officers, managers, administrators, spectators and parents/guardians of Calgary Aquabelles members.

Purpose

2. Calgary Aquabelles is committed to providing an environment in which all Calgary Aquabelles Members are treated with respect and characterized by the value of fairness, integrity and open communication. Membership in Calgary Aquabelles, as well as participation in its activities, brings with it many benefits and privileges. At the same time, members and participants are expected to fulfill certain responsibilities and obligations including, but not limited to, complying with the policies, bylaws, rules and regulations and Code of Conduct and Ethics of Calgary Aquabelles. Irresponsible behaviour by Calgary Aquabelles Members can result in severe damage to the integrity of Calgary Aquabelles. Conduct that violates these values may be

¹ For example – a parent of a 13-year-old swimmer that completed the course in October 2017 will need to retake the course on or before Oct 1, 2021; but their 14 year old swimmer will need to take the course on or before Oct 1, 2018.

subject to sanctions pursuant to this policy. Since sanctions may be applied, it is only fair to provide Calgary Aquabelles Members a mechanism, so complaints and discipline are dealt with fairly, expeditiously and affordably.

Application of this Policy

3. This Policy applies to all Calgary Aquabelles Members as defined in the Definitions.
4. This Policy only applies to discipline matters that may arise during the course of Calgary Aquabelles business, activities and events, including but not limited to, competitions, practices, training camps, travel associated with Calgary Aquabelles activities, fundraising and social events, and any meetings.
5. Discipline matters and complaints arising within the business, activities or events organized by entities other than the Calgary Aquabelles will be dealt with pursuant to the policies of these other entities unless requested and accepted by Calgary Aquabelles at its sole discretion.

Reporting a Complaint

6. Any Calgary Aquabelles Member may report to the Calgary Aquabelles Board of Directors any complaint. Such complaint must be signed and in writing and must be filed within fourteen (14) days of the alleged incident. Anonymous complaints may be accepted upon the sole discretion of Calgary Aquabelles.
7. A complainant wishing to file a complaint beyond the fourteen (14) days must provide a written statement giving reasons for an exemption to this limitation. The decision to accept, or not accept, the notice of complaint outside the fourteen (14) day period will be at the sole discretion of Calgary Aquabelles. This decision may not be appealed.
8. Calgary Aquabelles will appoint a Case Manager who will determine whether the complaint is frivolous or vexatious. If the Case Manager determines the complaint is frivolous or vexatious, the complaint will be dismissed immediately. The Case Manager may be an independent third party.
9. If a complaint is determined by the Case Manager to be legitimate, the complaint will be designated as a minor infraction or a major infraction and dealt with according to the appropriate sections of this Policy. It will be at the sole discretion of the Case Manager, to determine whether a complaint is to be dealt with as a major or minor infraction. This decision is not appealable.
10. If the incident is to be dealt with as a minor infraction, the Case Manager, will inform the parties, and the matter will be dealt with according to the section relating to minor infractions.
11. If the incident is to be dealt with as a major infraction, the Case Manager will inform the parties, and the matter will be dealt with according to the section relating to major infractions.
12. This Policy does not prevent an appropriate person having authority from taking immediate, informal or corrective action in response to behaviour that constitutes either a minor or major infraction provided that the individual being disciplined is told the nature of the infraction and has an opportunity to provide information concerning the incident. Further sanctions may be applied in accordance with the procedures set out in this Policy.

Minor Infractions

13. Examples of minor infractions include, but are not limited to, a single incident of:
 - a) Disrespectful, offensive, abusive, racist or sexist comments or behaviour directed towards others;
 - b) Conduct contrary to the ideals of respect such as angry outbursts or argument;
 - c) Being late for or absent from Calgary Aquabelles events and activities at which attendance is expected or required; and
 - d) Non-compliance with the policies, procedures, rules and regulations under which Calgary Aquabelles is governed.
14. All disciplinary situations involving minor infractions occurring within the jurisdiction of Calgary Aquabelles will be dealt with by the appropriate person having authority over the situation and the individual involved (the person in authority may include, but is not restricted to, coach, manager, official, judge or Calgary Aquabelles Board).
15. Procedures for dealing with minor infractions will be informal as compared to those for major infractions and will be determined at the discretion of the person responsible for discipline of such infractions (as noted

above in point 13). This is provided that the individual being disciplined is told the nature of the infraction and has an opportunity to provide information concerning the incident.

16. Sanctions for minor infractions, which may be applied singly or in combination, include the following:
 - a) Verbal or written reprimand which may be placed in the individual's file;
 - b) Verbal or written apology;
 - c) Service or other voluntary contribution to Calgary Aquabelles;
 - d) Suspension from the current competition, activity or event; or
 - e) Any other sanction considered appropriate for the offense.
17. Minor infractions that result in discipline will be recorded and maintained by Calgary Aquabelles. Repeat minor infractions may result in further such incident being considered a major infraction.

Major Infractions

18. Major infractions are instances of misconduct that result, or have the potential to result, in harm to other persons or to Calgary Aquabelles.
19. Examples of major infractions include, but are not limited to:
 - a) Repeated incidents of disrespectful, offensive, abusive, racist or sexist comments or behaviour directed towards others;
 - b) Repeated conduct contrary to the ideals of respect such as angry outbursts or argument;
 - c) Repeated incidents of being late for or absent from Calgary Aquabelles events and activities at which attendance is expected or required;
 - d) Activities or behaviour which interfere with a competition or with any athlete's preparation for competition;
 - e) Incidents of physical abuse;
 - f) Pranks, jokes or other activities that endanger the safety of others;
 - g) Disregard for the policies, procedures, rules and regulations under which Calgary Aquabelles is governed;
 - h) Conduct which results in harm to the image, credibility or reputation of Calgary Aquabelles and/or its' sponsors;
 - i) Abusive use of alcohol where abuse means a level of consumption that impairs the individual's ability to speak, walk or drive; causes the individual to behave in a disruptive manner; or interferes with the individual's ability to perform effectively and safely;
 - j) Any possession or use of alcohol by minors;
 - k) Any possession or use of illicit drugs and narcotics; or
 - l) Any possession or use of banned performance enhancing drugs or methods.

NOTE: *The definition of "repeated" will depend on the severity of the infraction and frequency of offences within a given time to be determined by the Calgary Aquabelles at its sole discretion.*

20. Major infractions occurring within competition may be dealt with immediately, if necessary, by an appropriate person having authority, provided the individual being disciplined is told the nature of the infraction and has an opportunity to provide information concerning the incident. In such situations, disciplinary sanctions will be for the duration of the competition, training, activity or event only. Further sanctions may be applied but only after review of the matter in accordance with the procedures set out in this Policy. This review does not replace the appeal provisions of this Policy.

Discipline Panel and Hearing

21. Upon notifying the respondent of a complaint of a major infraction, the Case Manager, at their sole discretion, will appoint a Discipline Panel ("Panel") of 1-3 individuals to hear the complaint. The members of the Panel will select from themselves a Chairperson.
22. Members of the Panel will have had no involvement with the alleged infraction and will be free from any other bias or conflict of interest.
23. The Panel will hold the hearing as soon as possible.
24. Having regard to the nature of the discipline matter and the potential consequences of any resulting sanctions, the Panel will decide to conduct the hearing by way of review of documentary evidence, in-person or via teleconference.

Preliminary Meeting

25. The Panel may determine that the circumstances of the complaint warrant a preliminary meeting. The Panel may delegate to one of its members the authority to deal with preliminary matters, which may include but are not limited to:
- a) Format (hearing by documentary evidence, oral hearing, in-person or a combination);
 - b) Date and location of the hearing, if necessary;
 - c) Timelines for the exchange of documents;
 - d) Clarification of issues in dispute;
 - e) Any procedural matters including order and procedure of the hearing;
 - f) Remedies sought;
 - g) Evidence to be brought before the hearing;
 - h) Identification of any witnesses; or
 - i) Any other procedural matter that may assist in expediting the hearing.

Documentary Review

26. Where the Panel has determined that the hearing will be held by way of documentary submissions, the Panel will govern the hearing fairly and as it sees fit, provided that:
- a) All parties are given a reasonable opportunity to provide written submissions to the Panel, to review written submissions of the other parties, and to provide written rebuttal and argument; and
 - b) The applicable principles and timelines set out by the Panel are respected.

Oral Hearing

27. Where the Panel has determined that the appeal will be held by way of oral hearing, the Panel will govern the hearing fairly and as it sees fit, provided that:
- a) The affected parties will be given three (3) days written notice of the day, time and place of the hearing;
 - b) The affected parties will be provided copies of all evidence to be relied upon;
 - c) Decisions will be by majority vote where the Chairperson carries a vote;
 - d) Panel members will refrain from communicating with the parties except in the presence of, or copy to, the other parties;
 - e) The parties may be accompanied by a representative;
 - f) The parties will have the right to present evidence and argument;
 - g) Any party potentially affected by the matter may be made party to the hearing by the Panel;
 - h) The Panel may request that any witness be present at the hearing or submit written evidence in advance of the hearing;
 - i) The hearing will be held in private;
 - j) Each party will bear their own costs;
 - k) Once appointed, the Panel will have the authority to abridge or extend timelines associated with any aspect of the hearing.
28. After hearing the matter, the Panel will determine whether or not the individual will be sanctioned, and if so, will determine the appropriate penalty to be imposed and any measures to mitigate the harm suffered by others as a result. The Panel's written decision, with reasons, will be distributed to all parties, the Case Manager and Calgary Aquabelles Board within fourteen (14) days of the conclusion of the hearing.
29. Where the individual acknowledges the facts of the incident, he or she may waive the hearing, in which case the Panel will determine the appropriate disciplinary sanction. The Panel may hold a hearing for the purpose of determining an appropriate sanction.
30. If the individual being disciplined chooses not to participate in the hearing, the hearing may proceed in any event.

Sanctions

31. The Panel may apply the following disciplinary sanctions singly or in combination, for major infractions:
- a) Written reprimand to be placed in the individual's file;
 - b) Written apology;
 - c) Removal of certain privileges of membership;

- d) Suspension from certain Calgary Aquabelles teams, events and/or activities;
 - e) Suspension from all Calgary Aquabelles activities for a designated period of time;
 - f) Expulsion from membership;
 - g) Other sanctions as may be considered appropriate for the offense.
32. Unless the Panel decides otherwise, any disciplinary sanctions will commence immediately. Failure to comply with a sanction as determined by the Panel will result in automatic suspension of membership in Calgary Aquabelles until such time as compliance occurs.
33. In applying sanctions, the Panel may have regard to the following aggravating or mitigating circumstances:
- a) The nature and severity of the incident;
 - b) Whether the incident is a first offense or has occurred repeatedly;
 - c) The individual's acknowledgment of responsibility,
 - d) The individual's remorse and post-infraction conduct;
 - e) The age, maturity or experience of the individual;
 - f) Whether the individual retaliated; and
 - g) The individual's prospects for rehabilitation.
34. A written record will be maintained by Calgary Aquabelles at their head office for major infractions that result in a sanction.

Serious Infractions

35. Calgary Aquabelles may determine that an alleged incident is of such seriousness as to warrant suspension of the individual pending a hearing and a decision of the Panel.
36. Where it is brought to the attention of Calgary Aquabelles, that a Calgary Aquabelles Member has been charged with an offence under the Criminal Code, or has previously been convicted of a criminal offence, Calgary Aquabelles may suspend the Calgary Aquabelles Member pending further investigation, a hearing or a decision of the Panel.
37. Notwithstanding the procedures set out in this Policy, any Calgary Aquabelles Member who is convicted of a criminal offence involving sexual exploitation, invitation to sexual touching, sexual interference, sexual assault or aggravated assault will face automatic suspension from participating in any activities of Calgary Aquabelles for a period of time corresponding to the length of the criminal sentence imposed by the court, and may face further disciplinary action by Calgary Aquabelles in accordance with this Policy.

Timelines

38. If the circumstances of the complaint are such that this policy will not allow a timely conclusion, or if the circumstances of the complaint are such the complaint cannot be concluded within the timelines dictated in this policy, the Panel may direct that these timelines be revised.

Confidentiality

39. The discipline and complaints process is confidential involving only the parties, the Case Manager and the Panel. Once initiated and until a decision is released, none of the parties will disclose confidential information relating to the discipline or complaint to any person not involved in the proceedings.
40. The decision of the Panel may be appealed in accordance with the Calgary Aquabelles' Appeal Policy.

Appeal Policy

Definitions

1. These terms will have these meanings in this policy:
- a) "*Appellant*"- The party appealing a decision.
 - b) "*Days*" - Days irrespective of weekends or holidays.
 - c) "*Respondent*" - The body whose decision is being appealed.
 - d) "*Calgary Aquabelles Member*"- All categories of membership within Calgary Aquabelles and its member clubs, as well as all individuals employed by or engaged in activities with Calgary Aquabelles, including but

not limited to, directors, committee members, athletes, coaches, judges, officials, referees, volunteers, officers, managers, administrators, spectators and parents of Calgary Aquabelles members.

Purpose

2. Calgary Aquabelles is committed to providing an environment in which all Calgary Aquabelles Members are treated with respect. Irresponsible behaviour by members can result in severe damage to the sport and to the Calgary Aquabelles Members and Club. Since sanctions may be applied, it is only fair to provide Calgary Aquabelles Members with some mechanism to appeal what may appear to be unfair treatment. The purpose of this Appeal Policy is to enable appeals within Calgary Aquabelles to be dealt with fairly, expeditiously and affordably.

Scope and Application of this Policy

3. Any Calgary Aquabelles Member who is directly affected by a decision of Calgary Aquabelles will have the right to appeal that decision, provided there are sufficient grounds for the appeal as set out in Section 7 of this Policy.
4. This Policy will not apply to decisions relating to:
 - a) Matters of employment;
 - b) Infractions for doping offences;
 - c) The rules of synchronized swimming;
 - d) Matters relating to the substance, content and establishment of team selection criteria;
 - e) Volunteer appointments and the withdrawal or termination of those appointments;
 - f) Matters of budgeting and budget implementation;
 - g) Matters of operational structure and committees;
 - h) Discipline matters and decisions arising during events organized by entities other than Calgary Aquabelles or its member clubs, which are dealt with pursuant to the policies of these other entities;
 - i) Disputes arising within competitions which have their own appeal procedures; and
 - j) Any decisions made under Paragraphs 6 and 9 of this Policy.

Timing of Appeal

5. Calgary Aquabelles Members who wish to appeal a decision will have fourteen (14) days from the date of decision, to submit in writing to the head office of the Calgary Aquabelles the following:
 - a) Notice of their intention to appeal,
 - b) Grounds for the appeal,
 - c) All evidence that supports these grounds,
 - d) The remedy or remedies requested, and
 - e) A payment of two hundred fifty dollars (\$250), which will be refunded if the appeal is successful.
6. Any party wishing to initiate an appeal beyond the fourteen (14) day period must provide a written request stating reasons for an exemption to the requirement of Paragraph 5. The decision to allow, or not allow an appeal outside the 14-day period will be at the sole discretion of the Case Manager appointed by Calgary Aquabelles and may not be appealed.

Grounds for Appeal

7. A decision cannot be appealed on its merits alone. An appeal may be heard only if there are sufficient grounds for appeal. Sufficient grounds include the Respondent:
 - a) Making a decision for which it did not have authority or jurisdiction as set out in the Respondent's governing documents;
 - b) Failing to follow procedures as laid out in the bylaws or approved policies of the Respondent;
 - c) Making a decision that was influenced by bias, where bias is defined as a lack of neutrality to such an extent that the decision-maker is unable to consider other views; or
 - d) Making a decision which was grossly unreasonable.

Screening of Appeal

8. Upon receipt of the notice and grounds of an appeal and the required fee, the Case Manager will determine whether there are appropriate grounds for the appeal to proceed as set out in Section 7. The Case Manager is not to determine if an error has been made but only if the appeal is based on such an

- allegation of error by the Respondent.
9. If the appeal is denied on the basis of insufficient grounds, the Appellant will be notified of this decision in writing, giving reasons. This decision is at the sole discretion of the Case Manager and may not be appealed.

Appeals Panel

10. If the Case Manager is satisfied that there are sufficient grounds for an appeal, the Case Manager will establish an Appeals Panel (hereafter referred to as the "Panel") as follows:
 - a) The Panel will be comprised of one - three persons who will have no significant relationship with the affected parties, will have had no involvement with the decision being appealed, and will be free from any other actual or perceived bias or conflict.
 - b) The Case Manager will appoint one person to act as Chairperson.

Preliminary Conference

11. The Panel may determine that the circumstances of the appeal warrant a preliminary conference. The matters that may be considered at a preliminary conference include:
 - a) Format of the appeal (hearing by documentary evidence, oral hearing, in-person or a combination);
 - b) Timelines for exchange of documents;
 - c) Clarification of issues in dispute;
 - d) Clarification of evidence to be presented to the Panel;
 - e) Order and procedure of hearing;
 - f) Location of hearing, where the hearing is an in-person hearing;
 - g) Identification of witnesses;
 - h) Remedies sought; and
 - i) Any other procedural matter that may assist in expediting the appeal proceedings.
12. The Panel may delegate to its Chairperson the authority to deal with these preliminary matters on behalf of the Panel.

Procedure for the Hearing

13. The Panel may conduct the hearing by means of documentary review, conference call, or in person.
14. Where the Panel has determined that the appeal will be held by way of oral hearing in person or via conference call, the Panel will govern the hearing by such procedures as it deems appropriate, provided that:
 - a) The hearing will be held within twenty-one (21) days of the Panel's appointment.
 - b) The Appellant and Respondent will be given three (3) days written notice of the date, time and place of the hearing.
 - c) Decisions will be by majority vote, where the Chairperson carries a vote.
 - d) Copies of written documents that any of the parties would like the Panel to consider will be provided to the Panel and to all other parties at least three (3) days prior to the hearing.
 - e) If the decision of the Panel may affect another party to the extent that the other party would have recourse to an appeal in their own right under this policy, that party will become a party to the appeal in question and will be bound by its outcome.
 - f) A representative or advisor, including legal counsel may accompany any of the parties.
 - g) The Panel may direct any other person to participate or present evidence in the appeal.
 - h) Unless otherwise agreed by the parties, there will be no communication between the Panel and the parties except in the presence of, or by copy to, the other parties.

Procedure for Documentary Appeal

15. Where the Panel has determined that the appeal will be held by way of documentary submissions, it will govern the appeal by such procedures as it deems appropriate provided that:
 - a) All parties are given a reasonable opportunity to provide written submissions to the Panel, to review written submissions of the other parties, and to provide written rebuttal and argument; and
 - b) The applicable principles and timelines set out in Section 14 are respected.

Appeal Decision

16. Within fourteen (14) days of concluding the appeal, the Panel will issue its written decision, with reasons. In making its decision, the Panel will have no greater authority than that of the original decision-maker. The Panel may decide to:
 - a) Reject the appeal and confirm the decision being appealed; or
 - b) Uphold the appeal and refer the matter back to the initial decision-maker for a new decision; or
 - c) Uphold the appeal and vary the decision; and
 - d) Refund the appeal fee of \$250 to the Appellant.
17. A copy of the decision will be provided to each of the parties and to Calgary Aquabelles.
18. In extraordinary circumstances, the Panel may issue a verbal decision or a summary written decision, with reasons to follow, provided the written decision with reasons is rendered within the timelines specified in this policy.

Timelines

19. If the circumstances of the dispute are such that this policy will not allow a timely appeal, or if the circumstances of the disputes are such the appeal cannot be concluded within the timelines dictated in this policy, the Panel may direct that these timelines be revised.

Confidentiality

20. The appeal process is confidential involving only the parties, the Panel and the Case Manager. Once initiated and until a decision is released, none of the parties will disclose confidential information relating to the discipline or complaint to any person not involved in the proceedings.

Final and Binding Decision

21. The decision of the Panel will be binding on the parties and on all Calgary Aquabelles Members, subject only to the provisions Calgary Aquabelles' Dispute Resolution Policy.
22. No action or legal proceeding will be commenced against Calgary Aquabelles or its members in respect of a dispute, unless Calgary Aquabelles has refused or failed to abide by the provisions for appeal and/or dispute resolution as set out in the Calgary Aquabelles policies.

Reinstatement Policy

23. In the event that the Calgary Aquabelles are asked to reinstate a former member who has been disciplined under the Policy or who has voluntarily severed a relationship with the Calgary Aquabelles under circumstances that would have, in the Board of Director's judgement, been subject to discipline under the Policy had the membership continued, the reinstatement must:
 - a) Be initiated by the former member requesting reinstatement;
 - b) Be in writing to the Board of Directors that includes the reason why the former member should be reinstated; and
 - c) Be approved by the Board of Directors.
24. In the event that the Board of Directors approves reinstatement, conditions, as determined by the Board of Directors, may be placed on the reinstatement and may include but not be limited to:
 - a) A probationary period;
 - b) Letters of apology;
 - c) A letter of intent going forward; and/or
 - d) Attendance in Club required and approved courses.

Team Travel Policy

Final approval of all travel arrangements rests with the Head Coach.

The Focus

Synchronized swimming is the ultimate team sport and the focus of these guidelines is team travel. This

includes traveling on a bus and or flying to competitions inside and outside of Alberta. Team travel, while considering the interests of the individual, addresses specifically the needs of the team.

- The needs of the team must take precedence over the interests of the individual.
- It is the Club's policy that the teams, coach and chaperones travel together to and from out of town competitions.
- An alternate return trip for an athlete may be approved, only after consultation with the Head Coach, parents and Travel Coordinator (ie. if the athlete wishes to return with parents)

Guidelines:

1. Chaperones must be females and have criminal record checks completed.
2. Teams (athletes, coaches and chaperones) travel the day before any competition is scheduled. When the time zone difference is two or more hours the team may leave two days before a competition begins. At the request of the Head Coach, earlier departures may be arranged if the travel to a competition is lengthy.
3. Non-chaperoning parents may not schedule the time of their athlete without the consent of the coach.
4. Coaches must be free to be on deck with the athletes, therefore at least one chaperone must travel with each team.
5. Each team coach may ask her athletes to conform to guidelines with regards to dress during travel or packing arrangements, but swimmers will carry the following items in their carry-on luggage:
 - Black Figure Suit
 - Club practice suit
 - All routine suits
 - All routine hair pieces (hats)
 - White bathing cap
 - Club bathing cap (color determined by Coach)
 - Nose clips (3)
 - Goggles an extra pair is a good idea.
 - Other pieces of team uniform not being worn
 - Swimmers will be expected to have all their club attire including jackets and club bags at all competitions
 - Combination Lock
 - Money
 - Passport or picture government ID
 - Personal Hygiene items
 - Medication
 - Snacks
 - Homework/reading items

 **REMEMBER:** *Competition items must be packed in a separate bag and accompany the swimmers as carry-on luggage. Airline restricted items must not be packed in the carry-on bag.*

Transportation To and From Competitions

The organization of team travel differs significantly from organizing travel for individuals. All guidelines that follow have been developed with the best interests of the team as the focal point.

Guidelines:

1. Calgary Aquabelles Synchro will travel as a group, including, chaperones, athletes & coaches. The Travel Coordinator will organize a "group booking" for travel, ensuring that the cost and scheduling involved are as reasonable as possible.
 2. The team method of travel (i.e. bus vs plane) will be determined by the Head Coach and the Travel Coordinator at the beginning of the season. Typically, if a drive of more than 4-5 hours is required, the team will choose to fly to ensure safety, comfort and optimum performance ability of the athletes.
 3. Coaches are required to travel both ways with their team unless an exception is approved by the Head Coach.
 4. Chaperones are required to travel both ways with their team.
 5. Travel itinerary will be established by the Head Coach or coach designated by the Head Coach
 6. The Travel Coordinator, in consultation with the Head Coach, is responsible for making travel arrangements solely for athletes, coaches, and chaperones.
 7. Non-chaperoning parents will be responsible for their own travel and accommodation arrangements. Non-Chaperoning parents are NOT allowed to stay at the same hotel as the team. Parents may travel on the same flights, but must not interfere with the chaperones, coaches or athletes.
 8. The Travel Coordinator will organize all travel and will provide a travel plan with costs to the Head Coach for approval and then distribute the plan to parents.
 9. If the Travel Coordinator for Calgary Aquabelles is not attending a particular out-of-town meet, one parent from the group traveling shall be designated as the travel liaison for the group.
 10. Bookings will be done with the Calgary Aquabelles credit card with the authorization of the Treasurer.
 11. Extenuating circumstances forcing the cancellation of travel for an athlete will be considered only if application in writing is made to the Head Coach, Treasurer and Travel Coordinator 45 days or more before the scheduled competition. The athlete will be responsible for the cost of all prior travel arrangements, as well as any resulting charges due to the extenuating circumstances. Calgary Aquabelles Synchro will not be responsible for any athlete traveling independently.
 12. Non-smoking rooms will be procured for athletes and coaches.
 13. If an athlete wishes to travel using travel points, the athlete must still travel with the team on the same flights. Approval for using travel points must be made by the Head Coach in conjunction with the Travel Coordinator, prior to the group booking being made (approx. mid-October). If separating athletes from the booking (so the athletes may use points) affects the club's ability to book a group booking with minimum numbers, the use of points for an athlete will not be allowed.
- a) At the Head Coach's sole discretion another flight via points may be accepted conditional upon:
- i. That the team & Aquabelles are not responsible for the safety of the athlete while not in the Aquabelles care.
 - ii. That the parent/guardian understands and accepts that the athlete may be sitting alone on the flight. (Group bookings will not accommodate outside bookings within the group's seating arrangements).
 - iii. That the athlete's travel schedule coincides with the team's travel schedule.

Local Transportation at the Competition

A variety of options are available for local transportation at an out of town competition. These will depend upon such things as the number of participants, the means of travel to and from the competition, the location of the pool, cost, etc.

While competing away from home, it is important to have the ability, not only to transport teams and individuals between the airport and the accommodation, or the accommodation and the pool, but also to transport luggage, shop for groceries, and have access to laundry facilities. Sometimes it is not only desirable, but also necessary, to remove athletes from the competitive environment.

These factors have been taken into consideration in developing the guidelines that follow.

Guidelines:

1. The Travel Coordinator will book all rental vehicles that are required by the Calgary Aquabelles Synchrono group.
2. Each driver, whether of a rental or personal vehicle, must provide a photocopy of a valid driver's license.
3. If using rental vehicles, any speeding tickets will be the responsibility of the driver of the vehicle.
4. All coaches and chaperones may be required to act as drivers for the group. Any potential chaperone that is not comfortable with this role should inform the Head Coach in writing, upon applying to chaperone. Any coach who is not comfortable with this role should notify the Head Coach and Travel Coordinator at the beginning of the season.
5. The Travel Coordinator will contact the Treasurer regarding insurance coverage for volunteer drivers.
 - a) All Chaperones or those driving a rental vehicle on behalf of the Calgary Aquabelles Synchronized Swimming Club, are to accept all Personal Accident Insurance and Collision Insurance provided by the rental agency
 - b) Should there be any concern as to the extent of the insurance coverage, the Travel Coordinator, in consultation with the Treasurer of Calgary Aquabelles Synchrono, will be responsible for advising the drivers of the vehicles as to securing adequate insurance coverage.
 - c) All vehicles must be rented in the name of the individuals driving. Please note in the rental contract that the rental is on behalf of the Calgary Aquabelles Synchronized Swimming Club. Synchrono Alberta advises this will ensure our insurance is in effect. If you are a chaperone, you must have a valid credit card to be able to rent a vehicle.

Accommodation at the Competition

The availability and cost of accommodation can vary a great deal from place to place. Cost, location, on-site facilities, proximity to the pool, and access to other amenities are all factors to consider when arranging accommodation. It is also critical to provide the best environment possible for teams and athletes who are experiencing the stresses of travel and competition.

Guidelines:

1. The Travel Coordinator will book accommodation for the group traveling.
2. Wherever possible, accommodation with cooking facilities will be utilized.
3. Non-smoking rooms, in close proximity will be requested.
4. Coaches are responsible for room assignments; only those on the rooming list may stay in the rooms.
5. Every attempt will be made to organize economical accommodation, but it will not be done at the expense of the safety or well-being of the participants.
6. Athletes must obtain permission from their chaperone before using the accommodation's facilities and amenities (room service, telephones, hotel pool, restaurant, internet café, etc.).
7. At all National Levels and at Provincial 13-15 and 16-18 levels, there will be no more than one athlete per bed, with the exception of a king bed where two athletes may share. Pullout couches are not counted as beds. At Wildrose, there will be no more than two athletes per queen bed, or three athletes per room. Depending on the accommodations and competition duration the athletes per room may be

less.

8. Chaperones may or may not room with athletes and/or coaches dependent on recommendations from the team coach.
9. Information will be distributed as soon as information is available regarding final schedules, hotel (costs and address), travel arrangements, etc.
10. Coaches will be provided with separate rooms from athletes, unless coaches decide otherwise.
11. Maximum of 2 chaperones per room with 100% of the room paid for by the team. If a chaperone wishes to have a room by themselves then they are responsible for the balance.

Athlete Responsibilities at Competitions

REPRESENT THE CALGARY AQUABELLES WITH THE UTMOST CHARACTER!

1. Be most respectful of the hotel room property. Keep the room tidy and upon checking out, ensure all garbage is in the bin. If you use gel in the bathroom, ENSURE it is cleaned up.
2. While in the hotel room, keep the door locked at all times. (Make sure you know how to lock and unlock your door). If you have problems, please ask a Coach or Chaperone. Ask a visitor to identify him or herself before you open the door. DO NOT OPEN THE DOOR TO ANYONE YOU DO NOT KNOW.
3. Know where the emergency fire exit is and how to get out of the hotel from your room in case of an emergency. NEVER USE THE ELEVATOR IN AN EMERGENCY EVACUATION!
4. Keep track of your key at all time. While you are competing, leave it with your Chaperone or at the front desk of the hotel when you leave and ask for it back upon your return.
5. Take advantage of the FREE safe deposit boxes at the hotel. Do not leave large amounts of money or valuable items accessible in your room.
6. Do not use anything from the hotel bar/refrigerator. You and the other swimmers in your room will be held responsible for the cost.
7. Do not make any long distance phone calls. If you need to contact someone long distance, talk to your Chaperone for help.
8. All in-room rentals will be charged to your room. Ensure that you have enough money to pay for any rental, before renting it.
9. Adhere to the Coach's guidelines with respect to nutrition, dress code, curfew, bed times etc... Sleepwear should not be worn in hallways or other public areas. Swimsuits should be covered except when at the pool.
10. You are responsible for your belongings. Keep track of them!
11. Bring a lock (combination or conventional) and use it always in the dressing room.
12. Pack all competition clothing and articles in a separate carry on bag. This will make preparation for travel to the pool easier. The schedule for the meet will be posted in your room - keep track of it.
13. At the conclusion of any activity (be it competition preparation or meal preparation) ALL swimmers are expected to assist in clean up.

DO NOT GO ANYWHERE ALONE!!

Specifically, the elevator, stairwell, underground parkades, public washrooms.

Use the Buddy System!! Please make sure your Chaperone knows where you are at all times.

Check in with her - she is there to help ensure your safety!

Chaperones at Competitions

Chaperones, by providing a high level of energy, organization, and patience are a pivotal part of the competition team. They give care, guidance and emotional support. They also ensure that all the athletes' essential physical needs are met. This frees the athletes and coaches to concentrate on their performances.

Chaperoning for a competition is in addition to the other mandatory volunteer requirements needed by each family in order to operate the Club and competitions.

Guidelines:

Only females will be considered for the chaperone position.

The duties of a chaperone start at the meeting location where the Team/Club departs and ends at the drop-off location when the Team/Club returns, and the last athlete is in another adult's care.

For the safety and care of all athletes the Club has established the following guidelines regarding the number of chaperones that will travel with the team:

For 10 and Under, 12 and Under Provincial teams there will be 1 chaperone sleeping in each hotel room with the girls. This will generally mean one chaperone for 2 to 3 athletes, depending on the size and configuration of hotel rooms. Any exceptions to this must be approved by the Head Coach.

For 13-15 National and Provincial age group teams there will be 2 chaperones per team. This ensures if one chaperone is required to take an athlete for medical care or run an errand, there will always be another chaperone available to be responsible for the remaining athletes. Any exceptions to this must be approved by the Head Coach. Chaperones will share a room.

For National Junior or Senior teams and 16-18 Provincial teams there will be a minimum of 1 chaperone per team and for competitions such as Provincials or Nationals, there may be 2 chaperones as determined by the Head Coach. Chaperones will share a room.

The fixed costs such as hotels and travel for the chaperones will be covered and expensed to the athlete accounts.

There may be a need for additional help from parents who are attending the competition.

An itinerary shall be coordinated with other teams at the same competition, Team Coach or Head Coach will advise.

Food purchases and menu planning will be done with nutrition and economics in mind.

- a) If a parent is not comfortable with cooking and menu planning, they should not consider being a chaperone
- b) It is the chaperone's responsibility to consult with the Team Coach to plan the meals
- c) Make a meal plan prior to the competition for sign off by the Team Coach
- d) It is advisable that the chaperone consult with the athletes and other chaperones who have gone before to gather information which will support the menu planning – ie. likes/dislikes
- e) Plan to serve what the athletes want and do not place limitations on what they can eat or drink
- f) Ensure food is abundant, but do not purchase unnecessary quantities. Plan to shop frequently to meet the needs during the competition
- g) Consider that competitions are a stressful time for our athletes – avoid food that may be too spicy or too creative for some of the more picky eaters. Keep the cooking simple.
- h) Ensure there is choice for the athletes each meal, not just over the course of a competition – ie. offer a minimum of two flavours of yogurt, offer a meat sauce and a tomato sauce, offer several kinds of fruits and vegetables

- i) Ensure any allergies are confirmed for each athlete
- j) Any special dietary requirements – i.e. Vegetarians, Celiac, Organic may require additional funds from a family for the food allowance. It is the responsibility of the athlete AND the chaperone to consult on special food choices

Chaperones are encouraged to prepare food in advance while at home. This food may be transported in a maximum of 2 coolers per team when bussing or flying. (one Aquabelles cooler will be guaranteed per team. If another is needed, chaperones may be required to use their own). Extra luggage costs for the coolers will be charged out to those club members travelling to the competition as travel costs. Coolers must not exceed the airline specifications for size and weight. Chaperones are responsible for confirming the specifications with the airline. Any excess charges due to exceeding airline specifications will be the responsibility of the chaperones. Chaperones are expected to arrive at the airport ready to go, they should not need to make adjustments to the coolers at check-in as it can complicate and impede the check-in process. Pre-prepared food items should not be stored in athlete luggage.

1. Coolers will be used at the competition to stock food and drink for the athletes on deck. It is the chaperone's responsibility, after consultation with the athletes and team coach, to ensure the food choices are simple, nutritious, varied and most importantly, abundant.
2. Duties of chaperones will be specific to the needs of the team and the competition and will be commensurate with the age and experience of the athletes involved, but the following are some guidelines to ensure consistency:
 - a. Chaperones are not on their own time, they need to be available to assist the coach and athletes at all times.
 - b. Chaperones must not leave the team, unless approved by the coach and another chaperone is available to assist the team in their absence. Acceptable examples of where a chaperone may be required to leave the team: groceries, laundry or retrieve something from the hotel.
 - c. Chaperones should know where the athletes on their team are at all times.
 - d. Chaperones will ensure that the athletes in their care are in bed with lights out at the time set by the coach
 - e. Chaperones will ensure that the athletes are awake at designated times
 - f. Chaperones and coaches will ensure that athletes exhibit appropriate behaviour to represent the Calgary Aquabelles at all times including: wearing proper attire, being quiet and respectful of other hotel guests, being respectful of hotel property and keeping rooms tidy
 - g. Chaperones will get athletes to the pool at the designated times
 - h. Chaperones will arrange for athletes to eat as is necessary
 - i. Chaperones will help athletes with gelling their hair up as is necessary
 - j. Chaperones will assume "gofer" responsibilities for coaches and athletes as needed
 - k. Chaperones will meet with coaches before traveling to clarify their specific expectations

3. Chaperone Recommended Team Bag

When acting as a Chaperone it is helpful to prepare a bag with the following items:

- Binder complete with schedule and emergency files
- Extra copies of meet schedule
- A basic first aid kit, including hygiene items
 - Do not give medication without parental approval
- Flashlight
- Nail polish remover
- Masking tape/scotch tape/Duct tape

- Safety pins
- Pens/markers
- Notepad
- Envelopes and paper
- Sewing kit
 - Suggest that athletes bring extra gems, etc
- Ice pack
- Paint brush, gel & container
- Bobby Pins, elastics & hair nets
- Scissors
- Alarm clock
- Ear plugs

Chaperone Selection Process

1. Chaperones will be chosen by the Team Coach, in close consultation with the Head Coach
2. The Head Coach/Provincial Stream Coordinator will give notice to parents of upcoming competitions. The notice will include the dates for which chaperones are required and the deadline for submitting applications.
3. Interested parents are to advise the Head Coach/Provincial Stream Coordinator in the manner as requested e.g. by email
4. Following the submission of interest by parents, the Head Coach/Provincial Stream Coordinator may invite the applicants to be interviewed. Applicants will be advised of a placement in a timely manner
5. All selected chaperones must apply for a "Vulnerable Sector Criminal Record Search". The cost of all chaperone criminal record checks will be charged against travel costs and allocated among the swimmers. A Criminal Record Search will be considered valid for three years
6. Coaches will select chaperones based on their ability to perform the duties required and how they will best relate to the group of swimmers
7. Some parents may be asked to chaperone multiple competitions, while other parents who request a chaperone job may not be selected
8. Final approval for all chaperones will rest with the Head Coach

Parents at Competitions

The Calgary Aquabelles love parents who travel to come cheer on their athlete and the teams at competitions. It is always motivating for the athletes to see a strong show of red and black supporters in the stands.

The Calgary Aquabelles have a number of key expectations of parents while away at competitions. These expectations ensure that the coaches can prepare the athletes to be at their best. The expectations are as follows:

- Non-chaperoning parents are responsible for their own travel and accommodation arrangements.
- Non-chaperoning parents are not allowed to stay in the same hotel/accommodation as the team. No exceptions.
- The athlete while away at competitions is the responsibility of the coach and chaperone. Non-chaperoning parents may not schedule the time of their athlete without the consent of the coach.
- The coaches are in a high stress environment at competitions and are focused on the job at hand.

Please refrain from contacting them to discuss any issues until after the competition (unless it is directly related to your athletes health).

Travel Cost Sharing

Travel costs for competitions, provincial & national team trials will be the responsibility of the athlete and are extra to training fees. Shared travel expenses, such as pooled rental vehicles or shared meals may be disbursed amongst all athletes who are travelling to the same competition instead of by team. Expense allocation for each competition is finalized with consultation from the head chaperone and head coach.

Travel costs for coaches and chaperones will be shared by the team(s).

The fixed costs of team travel include:

Athletes (responsible for own costs)

1. Fare to and from the competition
2. Accommodation
3. Transfers while at competitions
4. Food
5. Competition Fees
6. Special outings
7. Pool rentals (training camps only)

Coaches and Chaperones (costs shared among athletes)

1. Fares to and from competitions
2. Accommodation
3. Transfers while at competitions
4. Per Diems
5. Cost of criminal background checks

Travel Guidelines

1. For each competition involving travel, the Treasurer of Calgary Aquabelles will work in conjunction with the Travel Coordinator
2. The Calgary Aquabelles Treasurer and the Travel Coordinator will:
 - a) develop an estimate of travel costs
 - b) determine deadlines for payments
 - c) produce a spreadsheet to detail all final costs associated with the travel of each event
3. Athletes are responsible for their own travel and competition costs as well as the shared costs of coaches and chaperones
4. Estimates of the cost of attending a competition, as well as deadlines for deposits and final payments, will be communicated to families in advance of travel taking place
5. All travel expense deposits must be paid for in advance. If an athlete has not paid the deposit in advance, the athlete will not be allowed to travel.

Code of Conduct for Chaperones at Competitions

The Calgary Aquabelles Synchronized Swimming Club is dedicated to providing an athlete centered sport environment in which all individuals are treated with respect. This Code of Conduct identifies the standard of

behaviour, which is expected of all parents of the Calgary Aquabelles while performing the duties of a designated Team Parent as outlined in the Policy and Procedure Manual (Team Parent Policy and Guidelines).

- Food purchases will be made with nutrition, allergies, athlete food preferences and economics in mind
- The use of alcohol & illegal drugs is prohibited at all times when chaperoning
- Refrain from the use of cigarettes while in the presence of the athletes for the duration of the trip
- Refrain from negative discussions of the performance and behaviour of all athletes, coaches and officials at all times
- No profanity
- No form of abuse (physical, mental, verbal) of the athletes, coaches, officials and chaperones will be tolerated.
- Maintain confidentiality at ALL TIMES unless it threatens the health and well-being of the athlete
- Be calm, be friendly but be authoritative and discreet. Be sensitive to the emotional needs of all swimmers. Alternates are part of the team!
- Be available to assist the coach and athletes at all times. Absence from the team is only possible, upon approval by coach and another chaperone has accepted responsibility for the athletes you are responsible for
- Do not allow anyone to stay overnight in the hotel room with the athletes, other than who have received prior approval from the Head Coach or Wildrose Coordinator.

Violation of this Code will result in appropriate disciplinary action in accordance with the Calgary Aquabelles Synchronized Swimming Club Discipline Policy. The Resolution Committee of the Calgary Aquabelles Synchronized Swimming Club Board of Directors will review grievances.

Decisions are final.

Payment Policy

1. Account payments are made through the online banking system or credit card (service fees apply).
2. The Aquabelles will only accept cheques for payment on an exception basis, and must be approved by the Treasurer, in consultation with the Office Manager
3. Payments Options
 - Option A - Payment in Full
This option allows for a 5% discount in fees if payment is made by the date outlined in the current registration package. A non-refundable deposit amount is considered to be part of this full payment.
 - Option B – Monthly Payment Plan
This option requires a non-refundable deposit AND September training fees be provided by the deadline outlined in the current registration package. Further monthly fees are posted to the swimmer account and must be paid in full by the 25th of each month through the online/telephone banking system.
4. All special arrangements for payments plans must be made with the Treasurer and approved annually
5. No swimmer will swim until one of the above payment options has been satisfied. This policy will be strictly enforced. Athletes will only be allowed to commence training in September once this requirement is fulfilled.
6. Swimmers with outstanding balances from the previous training season will not be allowed to register for the upcoming season or begin training until the balance is paid in full.

7. Charges for extra routines (solo and duet) will be posted to accounts on November 1st (50%) and March 1st (50%) and will be due by the 25st of the month in which the charges are levied. An option to pay monthly is also available.
8. Any swimmer withdrawing from a competition after the competition registration fees have been paid is liable for their portion of all competition registration fees.
9. Athletes are required to pay fees for the programs they train in.
(i.e.: If a 12 and under athlete swims up and trains with the 13-15 provincial stream team, then the athlete is required to pay the 13-15 provincial stream fees)
10. Late payments will be assessed a fee. Accounts payments are due by the 25st of each month.
11. A valid credit card number must be provided as part of the registration process. The Aquabelles will hold the number on file to cover non-payments of accounts.
12. Travel deposits will be charged to the swimmer account prior to competitions and will be payable by the 25st of the month in which the charges are levied. The registration and the travel summary (produced by November of the training year) will further outline the costs and payments associated with travel.
13. If there is a concern about a family's ability to pay (i.e. dispute with the Club, prior record of late payment, etc.) the Club has the right to require full payment of travel costs prior to a competition.

Refund Policy

The Club would like to see athletes and families have a strong sense of commitment to the team throughout the program year but recognize that this must be balanced by flexibility and fairness if an athlete chooses to leave the Aquabelles. The Club also recognizes that the financial cost of synchronized swimming is significant for many families.

The Club enforces a one-month notice period, which is considered fair, as this is typically a reasonable notice period with which to change programs, staffing, and meet entries.

Departure from the Club:

This policy applies to all circumstances: such as illnesses, personal needs, family moves, injuries or expulsions.

If an athlete wants to or needs to leave the Club for any reason, a written notice is required to the Club. The financial commitment (fees) will end 1 (one) month after the later of:

- the last swim (practice or competition) with the Club, or
- the date written notice is received and acknowledged by the coach or the office.

Additionally, if there are specific financial commitments made on behalf of the athlete, these will also be assessed and will be owing to the club. These are limited to expenditures booked by the club on the athletes' behalf e.g. non-refundable plane tickets, hotel rooms, cost of swimsuits, club clothing, cost of registration into meets, registration of athlete with the governing bodies.

Note: Registration Deposits are non-refundable.

In the case of expulsion, the club will provide the written notice to the family, and the date that the notice is given to the family marks the effective notice date.

No refunds or reduction in fees will be given for any circumstances or for any notice received after December 31st of any year. After December 31st, it is assumed that the athlete is finishing the year and any fees remaining for the full program year will apply.

- Registration Deposit, Bingo, Casino, Fundraising (Club and Individual fundraising events) proceeds are non-refundable
- A credit balance in the athletes account from Bingo or fundraising proceeds cannot be refunded under any circumstances. These monies can only be used for general revenues or transferred to another current member.
- Money in the athlete's club account should be used by the end of each season. Any money remaining would automatically be carried forward to the upcoming season. If for whatever reason the athlete were unable to return to the club, the money would be refunded as per policy above. Athlete account monies are not transferable between clubs.

Late joining to the Club:

There may be circumstances where an athlete wants to join after the program year has started. If the Club and coaches decide that this can be accommodated, the full deposit will be required from the family and fees will start from the date of the first swim on a prorated basis. The final decision rests with the Head Coach.

Returning athlete during a program year:

If an athlete has quit in the current program year (September to June) and wishes to return, they are considered a new swimmer to the Club and must follow the Expression of Interest registration process. If accepted, any outstanding fees must be paid before the athlete can re-join the program year. All other policies apply.

Athletes who leave the Club to Train with the Senior National Team

Junior or Senior Aquabelle athletes who make the Senior National Team mid-season and are required to relocate to train, will have their team fees pro-rated to the end of the last month they are in Calgary. Additionally, if there are specific financial commitments made on behalf of the athlete, these will also be assessed and will be owing to the club. These are limited to expenditures booked by the club on the athletes' behalf e.g. non-refundable plane tickets, hotel rooms, cost of swimsuits, club clothing, cost of registration into meets, registration of athlete with the governing bodies.

Duets or solos:

If the athlete leaving the club is involved in a duet or solo, there will be no refund given for the duet or solo for the departing athlete. This is due to the nature of subsidization for duets and solos by the club.

The remaining duet partner may either obtain a refund or switch to extra figures. This decision will be made in conjunction with the coach and Head Coach and will be dependent upon the time of year.

Appeals

Appeals must be directed in writing to the Board of Directors of the Calgary Aquabelles Synchronized Swimming Club. The Board of Directors' findings will be final and binding.

Volunteer Commitments

Volunteering and fundraising are important and necessary activities to the Calgary Aquabelles Synchronized Swimming Club. Without them we would not be able to offer your athlete this program and the life experiences she will get with the Aquabelles.

All competitive members of the club are required to participate in fundraising and volunteer for events and

operations. For clarity, a semi-comp or pre-comp member is not considered competitive all other programs are considered competitive.

As set out in the annual registration package, there is a minimum commitment for volunteering and fundraising for competitive families. **If a family does not meet its' fundraising and volunteer commitment as determined by the Aquabelle Board of Directors, at the end of the season the post-dated volunteer cheque will be cashed.**

Volunteer Policy

As a not-for-profit organization, the Aquabelles rely on our members volunteering to fulfill important roles, both operational and strategic. Some of these roles include fulfilling shifts at our club-hosted meets, counting lengths at the swim-a-thon, helping out with fundraising efforts, volunteering on a meet committee, sitting on the Board of Directors, etc.

Aquabelles families are required to submit a \$500 post-dated cheque (June 1, 2019) payable to the Calgary Aquabelles that will only be cashed if a family fails to fulfill their volunteer requirements. As the volunteer requirements change from year-to-year based upon the number of meets that the club will be hosting the exact requirements will be set out at the Annual General Meeting in October.

Hosted Meets

Hosting competitive meets allows the athletes an opportunity to compete, sleep and eat at home, saves families money by reducing travel costs and helps raise funds for the club to reduce overall fees. Competitive meets are volunteer run and therefore every family, whether it is a National or Provincial meet is required to volunteer regardless of whether or not your own child is swimming in the meet.

Expectations for meet volunteering is as follows:

- Family minimum meet volunteering commitment PER MEET = (2 shifts x the number of full or partial days of competition hosted by the AQB)
- Judging shifts can be counted towards the club volunteering commitment
- Participation on the meeting organizing committee for larger meets may also be counted towards the club volunteering commitment; the extent to which will be determined by the Meet Manager based on the level of participation of the individual members of the committee.
- If expectations per meet are not met or discussed in advance with the Volunteer Manager and Vice President, your volunteer deposit cheque will be cashed.

For example - what this would look like for a year like this year for a family with 1 swimmer:

- City of Calgary figures meet (typically 1 day) = 2 shifts/family
- NS Provincials or provincial qualifier (typically 3 days) = (3 x 2) = 6 shifts/family
- PS Provincials or provincial qualifier (typically 3 days) = (3 x 2) = 6 shifts/family
- National qualifier (typically 7 days) = (7 x 2) = 14 shifts/family.

Operational Role:

Beyond meets, the Aquabelles are a volunteer run organization. Each family, regardless of the number of swimmers, is required to volunteer for a minimum of one operational role per season. An operational role is defined as a role to support the operation of the club or in the delivery of an Aquabelle event or program. This includes serving on the board of directors, recruitment committee, fundraising committee, swim-a-thon organizers and lane counters, cooler repair, and chaperoning.

If expectations are not met, or discussed in advance with the Volunteer Manager and Vice President, your volunteer deposit cheque will be cashed

The purpose of this policy is not to penalize the membership but to clearly outline expectations and attempt to equalize the efforts of all members while creating engagement with the club.

Fundraising Policy

The fundraising plans are yet to be finalized for the 2018-19 season. Fundraising is an important part of keeping swimming fees as reasonable as possible.

Mandatory Fundraisers

There are mandatory fundraising initiatives that ALL competitive families must participate in; casino, swim-a-thon, selling raffle tickets and working bingos.

- **CASINO** - The next casino scheduled for December 15 and 16, 2018. All AQB competitive families are required to sign up for a volunteer shift on one of the Casino dates. Casino revenues substantially subsidize our training program. On average we have been able to receive approximately \$60,000 - \$70,000 towards the General Revenue of our club per casino worked (approximately every 18-24 months). This money is applied to our general revenues as dictated by Alberta Gaming. If you cannot fulfill the Casino requirement your athlete's account will be billed \$2,000 on January's statement.
- **SWIM-A-THON** - There will likely be a swim-a-thon where the athletes collect pledges for them to swim as many lengths as they can in an hour. This event will have a minimum fundraising goal of \$250.
- **RAFFLES** - We also run at least one raffle, sometimes two, each season for either AirMiles or a WestJet travel voucher. Each athlete is required to sell one book of tickets - the number of tickets per book is dependent on the number of competitive athletes in the club.
- **BINGOS** - This season, due to falling bingo revenues, there will also be a change to the Calgary Aquabelles bingo policy. Starting in October, bingos will be a hybrid of a mandatory and individual fundraiser. For every competitive athlete, families will be required to work 2 bingo shifts between Oct 1 and March 30. If you do not wish to work your mandatory shifts you can opt out for a fee of \$125 per shift (\$250 total per athlete). After your 2 shifts are completed, families who wish to continue to work bingos will receive a credit of \$70 to your account for every shift worked. Trained chairpersons will receive a credit of \$85 as they are required to arrive early and stay later than the rest of the workers.

Please note that any families who have not fulfilled the requirement by March 30, 2019, or prepaid to opt out, will be billed \$150 per shift missed on their April statement. Sign up early on signup.com to ensure you get your shifts completed!

Individual Fundraisers

In addition, to help offset swimming fees, the Aquabelles offer optional individual fundraisers where families can earn credits to your athlete's account based on sales:

- **SPOLUMBOS SALES**
- **PURDY'S CHOCOLATE SALES**
- **SAFeway / SOBEYS /CALGARY CO-OP/SUPERSTORE GROCERY CARD ORDERS**
- **BINGOS** - After your 2 mandatory shifts are completed, families who wish to continue to work bingos will receive a credit of \$70 to your account for every shift worked. Trained chairpersons will receive a credit of \$85 as they are required to arrive early and stay later than the rest of the workers.

Unfortunately, due to a fire at Balzac Meats in June, we no longer have access to this fundraiser. If you have suggestions for new opportunities, please contact office@aquabelles.com.

ALL funds raised from any fundraising activity that is credited directly to a members account must be used towards the cost of team uniforms/suits, training and travel as part of the Calgary Aquabelles Synchronized Swimming Club. We welcome Alumni of the Club to purchase the gift cards or participate in fundraising, however all funds raised must be donated to the Club. They will not be refunded directly to any current or former member of the Club.

Additional Bingo Policy and Information

The Calgary Aquabelles is one of a group of non-profit organizations that have a license to work at the Bingo Palace as volunteers in order to raise funds. The Bingo Palace runs 2 events daily, 7 days a week. As part of this group of non-profit organizations, we must cover a portion of these shifts. The Aquabelles are fortunate to have access to 41 bingos per year with an equal split of daytime and evening bingos.

Times:

	Daytime	Evening
Bingo Duration	10:30 a.m.-3:30 p.m.	4:30 p.m. – 9:30 p.m.
Sign-In Time	10:30 - 10:45 a.m.	4:30 - 4:45 p.m.

NOTE: All volunteers **must** stay until the end of the event

Worker Eligibility:

All bingo volunteers must be 18 years of age or older. Per Alberta Gaming rules, eligible volunteers include parents, swimmers over the age of 18, or another family member (ie: grandparent, aunt, uncle, etc.). Only 'bona fide' members of the club (swimmers or parents only) are eligible to work behind the in the cash cage.

Remuneration:

Aquabelle families are granted one bingo credit for one bingo worked, after their 2 mandatory bingos have been fulfilled. The bingo credit for the year July 1, 2018 to June 30, 2019 is \$70.00 per event position worked or for trained chairpersons a credit of \$85 per event worked as they are required to arrive early and stay later than the rest of the workers. The funds are distributed quarterly directly to the swimmer's AQB account. While it is not anticipated that this will happen, the AQB Board of Directors reserves the right to adjust this amount in the event that there are inadequate bingo earnings to support this amount of payout. Bingo credits may be used to offset registration fees, competition fees and any other activities that have been approved by the Alberta Gaming and Liquor Commission. Bingo credits are transferable amongst members however; they have no cash value (i.e.: they cannot be redeemed for cash).

Signing Up:

Bingo positions are filled through the use of the Volunteer Spot website. The Bingo Coordinator will release the bingos quarterly approximately 3-4 weeks in advance. An email will be sent to all families inviting them to the website to sign up for the bingos. Depending on the time of day (Daytime or Evening Bingo) and day of the week, each bingo has a different number of volunteers required. In addition to the required number of volunteers, there will be 2 'alternate' positions posted for each bingo. These positions will not be granted a bingo credit unless they are called to work at the bingo – they are simply an indication of availability to the Bingo Coordinator.

For the first 2 weeks following the release, families will be limited in the number of bingos positions they can sign up for:

	Wildrose	NAG
First 2 weeks of availability	2 maximum	4 maximum
After 2 weeks	No limitations	

NS families have a higher initial opportunity simply because they pay more training fees than PS families. Once

the 2-week restriction has passed, all AQB families will be able to sign up for as many open bingos positions as they like on a first-come-first-served basis. You may sign up for more than one position in a single bingo event (2 members of the same family working at one event); however, you may still not exceed your designated number of bingo positions within the first 2 weeks of availability.

The Bingo Coordinator will monitor the number of bingos worked per family and notify the office quarterly to distribute the bingo credits to their accounts.

Volunteer Requirements:

While you are at the bingo, you are a representative of the Aquabelle organization and are expected to fulfill the duties of the position that you have been assigned. It is important to arrive on time for your shift and perform the position to the best of your ability. The Aquabelles may incur penalties for late volunteers, for volunteers not performing their assigned duties or for any disrespectful or vulgar language directed at staff, volunteers or patrons.

Those workers that are assigned positions on the bingo floor are expected to be attentive at all times to indications from the bingo patrons – both bingo calls and signals to purchase additional cards. **This means that floor volunteers must refrain from talking and texting on their cell phones and excessive conversations with other volunteers.** You may take a 15-minute break during your shift. If you need a break, let the Bingo Coordinator and the other floor volunteers know that you will be absent from the floor for that period of time. Aprons must be removed during breaks and left with the Bingo Chairperson in the volunteer room.

All volunteers are expected to be friendly, courteous and offer speedy response to the bingo players. No food or drinks are permitted on the bingo floor, however food may be brought in or purchased on-site for your break and drinks may be kept in the volunteer room to access throughout the event.

Volunteers are required to stay right until the end of the event. For daytime events, all workers must ensure that the digital machines are taken to the cash cage, tables are cleaned and small garbage's are emptied into the larger bins. For evening bingos, the digi machines are logged off and laminated signs are collected and returned to the table. The garbage's do not need to be emptied for the evening events, as there is a cleaning crew that comes in every night.

No-Show Policy:

The Volunteer Spot website will send out an email reminder automatically in advance of your upcoming shift. In the event that a volunteer is unable to attend the bingo that was signed up for, they need to notify the Bingo Coordinator as soon as possible so that the position may be reassigned to one of the alternates. It is important that our assigned bingos are fully supported by volunteers or we could lose them.

If a volunteer is a no-show for their selected bingo event, they will be given one warning. If there is a second no-show the swimmer's family will no longer be eligible to participate in bingos for the balance of the season.

Late Policy:

If a volunteer will be late for their event due to circumstances beyond their control, they must contact the Bingo Coordinator for the event by phone to let them know of the nature of the delay and their anticipated arrival time. Failure to do so will result in the bingo credit being reduced by 50%. If a volunteer is more than an hour late to the event, they will not be required to volunteer that day and will not receive a bingo credit. If the volunteer is more than an hour late a second time, the swimmer's family will be exempted from bingo sign-up for the next quarter.

Sponsorship Incentive Program

The Calgary Aquabelles is offering to all families an exciting opportunity to seek sponsorships for the club. The *Sponsorship Incentive Program* recognizes individual efforts in obtaining sponsorships by crediting a percentage of the amount donated directly towards your daughter's swim fees.

Sponsorships benefit the club as a whole and, if sufficient enough, could enable an overall reduction in fees – something which benefits all Aquabelles families. To encourage parents to pursue such sponsorship opportunities through any personal contacts or connections, the following incentives will apply:

Sponsorship Amount	Incentive (% credited to daughter's swim fees)
\$500 - \$999	20%
\$1,000 - \$2,999	25%
\$3,000 and up	30%

The greater the sponsorship amount obtained, the greater the incentive. The remaining sponsorship money will be applied to operating costs, or specifically to an area designated by the sponsoring company.

For sponsorship amounts greater than \$10,000.00 and/or a significant amount with a guaranteed multi-year commitment, the Sponsorship Committee, with approval from the Board, will determine an appropriate incentive for the family that brought in the sponsor.

The *Sponsorship Incentive Program* also applies to sponsorships of goods or equipment required by the Aquabelles, rather than money. In these instances, the cash value of the donated item is used to determine the incentive percentage as per the above table. All goods or equipment must be brand new and are dependent upon the club's needs for the year. They could include, but are not limited to:

- Replaceable equipment such as video cameras, sound system, etc.
- Airline tickets
- Club suits, swimsuits, caps, etc.
- Hotel costs
- Meals for hosted meets

Prior to accepting these types of donations from corporate sponsors, please contact the Director of Revenue for the Club's current wish list.

Please note that when pursuing sponsorship opportunities, there may be some companies that may not want any money (meaning the incentive percentage) to go towards an individual because of their funding policy. In these cases we have to make it clear to the company that we value their sponsorship and will honour their requirement to not have any amount going to an individual account. Hopefully, this will not be a common occurrence, particularly given the fact that most sponsorships will come via personal contacts.

Employment and Chaperone/Volunteer Screening Policy

Purpose

- Screening of personnel and volunteers is an important part of providing a safe environment among sport organizations, which provide programs and services to youth and people with disabilities. Calgary Aquabelles is responsible, at law, to do everything reasonable to provide a safe and secure environment for participants in its programs, activities and events. The Calgary Aquabelles takes very seriously, and is committed to, fulfilling the duty of care it owes to its members.
- The purpose of screening is to identify individuals within The Calgary Aquabelles who pose a risk to children, youth and people with disabilities.

Policy Statement

1. Not all personnel affiliated with the Calgary Aquabelles will be required to undergo screening through a Criminal Record Verification "CRV" as not all positions pose a risk of harm to Calgary Aquabelles or its members.
2. Persons who will be subject to screening through a CRV are those who work closely with athletes, athletes with a disability and who occupy positions of trust and authority within Calgary Aquabelles programs. Such 'designated positions' include: All persons affiliated with clubs, whether paid or volunteer, including but not limited to, coaches, chaperones, board members and office administrator.
1. It is The Calgary Aquabelles policy that
 - a) The recruitment process for all 'designated positions' may involve:
 - i. Requiring the candidate to complete an application form for the position;
 - ii. Interviewing the candidate for the position; and
 - iii. Checking a minimum of two references, one of which will be specific to working with children or youth.
 - b) CRVs will be mandatory for all persons in 'designated positions'. There will be no exceptions.
 - c) Failure to participate in the CRV process as outlined in this policy will result in ineligibility for the 'designated position'.
 - d) The Calgary Aquabelles will not knowingly fill a 'designated position' with a person who has a conviction for a 'relevant offence' as defined in this policy.
 - e) A person in a 'designated position' will be provided an orientation session that will explain performance expectations and provide the training necessary for satisfactory performance.
 - f) If a person in a 'designated position' subsequently receives a conviction for, or be found guilty of, a relevant offence, he/she will report this circumstance immediately to The Calgary Aquabelles.

Screening Committee

1. The implementation of this policy is the responsibility of the Screening Committee that is composed of the Head Coach and President, supported by the Vice President and Secretary as required.
2. The Screening Committee is responsible for receiving and reviewing all CRVs and, based on such reviews, making decisions regarding the appropriateness of individuals occupying 'designated positions'. The Screening Committee may approve an individual's participation in a 'designated position', may deny an individual's participation in a 'designated position' or may approve an individual's participation in a 'designated position' subject to terms and conditions as the Screening Committee deems appropriate.
3. In carrying out its duties, the Screening Committee may consult with independent experts including pre-employment screening services, lawyers, police, risk management consultants or volunteer screening specialists.
4. The decisions of the Screening Committee are final and binding and may not be appealed.

Procedure

1. Each person subject to this policy will apply for and obtain a CRV by complying with the application process through an online screening service agency. All associated charges for Staff and Board members to obtain the CRV will be paid for by the Club. Charges associated with chaperones will be charged as part of travel costs associated team travel.
2. The screening service agency will provide a copy of the results to the Screening committee and each person subject to the process.
3. The Screening Committee will review all CRVs received and will determine whether the CRV reveals a relevant offence. The Screening Committee will render its decision in accordance with paragraph 7 and will notify the person of its decision in writing (may include email). The original copy of the CRV will be destroyed.
4. CRVs are valid for a period of three years.

Relevant Offences

1. For the purposes of this policy, a 'relevant offence' is any of the following offences for which pardons have not been granted:
 - a) If imposed in the last five years:
 - i. Any criminal offence involving the use of a motor vehicle, including but not limited to impaired driving; or
 - ii. Any violations for trafficking or possession under the Controlled Drug and Substances Act.
 - b) If imposed in the last ten years:
 - i. Any crime of violence including but not limited to, all forms of assault; or
 - ii. Any criminal offence involving a minor or minors.
 - c) If imposed at any time:
 - i. Any criminal offence involving the possession, distribution, or sale of any child-related pornography;
 - ii. Any sexual offence involving a minor or minors; or
 - iii. Any offence involving fraud.

Records

- The Screening Committee will retain no copies of CRVs but may retain written records of its communications with the persons submitting the CRV and with The Calgary Aquabelles. All records will be maintained in a confidential manner and will not be disclosed to others except as required by law, or for use in legal, quasi-legal or disciplinary proceedings.

Review and Approval

- This policy is not a static document. On an annual basis, it will be reviewed by the Board of Directors with input from the Screening Committee.

National Team Trials

The Aquabelles are recognized as a High-Performance Club by Synchro Canada. One of the objectives of the Club is to support our developing athletes who wish to try out for the National Team.

The Club recognizes that it is an athlete's own choice to compete in National Team Trials, but also recognizes that support from an Aquabelles coach could be critical for them to achieve their full potential. It is also an opportunity for the coach to interact with Synchro Canada resources and to obtain additional information and mentorship.

The Club will provide a \$500 subsidy for coach travel in any year that Aquabelles athletes wish to compete in National Team Trials. Any costs (e.g. travel, hotel, per diem) greater than \$500 must be paid for in equal shares by the participating athletes.

Junior or Senior Aquabelle athletes who make the Senior National Team mid-season and are required to relocate to train, will have their team fees pro-rated to the end of the last month they are in Calgary. Additionally, if there are specific financial commitments made on behalf of the athlete, these will also be assessed and will be owing to the club. These are limited to expenditures booked by the club on the athletes' behalf e.g. non-refundable plane tickets, hotel rooms, cost of swimsuits, club clothing, cost of registration into meets, registration of athlete with the governing bodies.

Concussion Baseline Testing

If your athlete is in the National Stream or on a Provincial 16-18, 13-15 or 12&U team in the upcoming season, they will require concussion testing prior to our season beginning. The Aquabelles use Dr Benson at Group 23. The program is extensive and there is a one-time \$150 fee that each athlete will pay at the time of testing. This will

cover the 2 hours of testing and all follow up assessments needed if a concussion occurs during the 2018/2019 season. Once the concussion baseline testing is completed, please send your receipt to the Aquabelles Office and your account will be credited \$50 of the \$150 charge.

To book a baseline test call the baseline concussion intake coordinator, Madeline Cosh, is [587-830-2240](tel:587-830-2240). Group 23's address for testing is 147 Canada Olympic Rd SW.

Please have this testing completed prior to Shape Camp. Also, please have your athlete refrain from exercising on the day of testing in order to get the most accurate results.

Any questions regarding the Aquabelles concussion baseline testing please contact me. Koren_brett@rogers.com or text/call 403-390-3236.

Operations & Staff

For information please contact our office:

AQB Office	office@aquabelles.com	(403) 209-2941
Talisman Centre		
2225 Macleod Trail South		
Calgary, Alberta, T2G 5B6		

Head Coach (Jenn Tregale)	headcoach@aquabelles.com	jenntregale@shaw.ca
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Pools and Training Centres

Inglewood Pool	1527 17 Ave. SE, Calgary, AB	T2G 1J9	(403) 268-2489
Repsol Centre	2225 Macleod Trail South, Calgary, AB	T2G 5B6	(403) 233-8393

Glossary

Artistic Impression	An effect, image or feeling retained as a result of demonstration of skill and good taste of the swimmer(s). Scores are awarded to a routine 0-10, evaluating choreography, music interpretation, manner of presentation.
Boost	A rapid, headfirst rise, with a maximum amount of the body above the surface of the water.
Choreography	The craft of composing movement into a comprehensive framework. Components of choreography are creativity, pool coverage, patterns and transitions.
Difficulty	Quality of being hard to achieve
Duet	Routine event swam to music by two athletes in the water
Execution	Refers to the performance level of the skills demonstrated.
Figures	A combination of basic body positions and transitions performed in a specific order and manner. These sport specific movements (oddly named) are performed in the water by individuals wearing black swimsuits and white bathing caps.
Figure Competition	Competition limited to only figure events, no routines are judged. Only four figures performed, one at a time, before a panel of 3-7 judges.
FINA	The F ederation I nternationale De N atation A mateur - International governing body which sets guidelines, criteria and protocol for judges, referees and coaches for synchronized swimming and other sports.
Highlight	A portion or detail of a routine of major significance or special interest; a memorable moment.
Hybrid Figure	A figure of mixed origin or composition, other than those described in the rules.
Judge	A qualified person that can evaluate routines and figures based on the Synchro Canada and FINA guidelines, and assign a score.
Manner of Presentation	The manner in which the swimmer(s) present(s) the routine to the viewers.
Musical Interpretation	Use of music; a blending of movements and music into a oneness of expression
National Championships	Annual competition between top Canadian clubs and athletes to determine the winner in all 13-15, Junior and Senior levels. Called the Canadian Open.
National Stream	A high-performance competitive level of artistic swimming that competes against clubs nationally.
Platform	The coordinated effort of team members to form a stable support on which one or more swimmers is lifted to pose or perform other actions, usually at or above the water surface. May be static or moving.
Pool Pattern	The pathway the swimmer(s) take(s) through the water.

Provincial Championships	Annual Alberta championships
Provincial Stream	A competitive level of artistic swimming that competes against clubs within the province.
Referee	A qualified person who is familiar with all rules of competition, guidelines and protocol during a competition.
Routine	A series of connected synchronized movements choreographed and performed to music, by a group of one or more individuals wearing brightly coloured, sometimes decorated, bathing suits and hair decorations in the water.
Routine Competition	Competition limited to the swimming of routines (Solo, Duet, Team), no figure component. Routines performed to music before a panel of 10 judges (5 Technical Merit Judges, 5 Artistic Impression Judges).
Scores	Points awarded to a competitor for figures or routines from 0-10 using 1/10 points. For Routines two score are awarded Technical Merit and Artistic Impression.
Solo	Routine event swam to music by a single athlete in the water.
Spin	A rotation executed in a vertical position
Synchro Canada	National sport governing body for synchronized swimming, sanctioning all Divisional, National and International competitions.
Synchro Alberta	Provincial sport governing body for synchronized swimming, sanctioning all local and provincial competitions.
Synchronization	To swim or execute movements in unison, one with the other, and the accompaniment
Team	Routine event swam to music by four or more athletes together (full team considered eight individuals).
Technical Merit	The level of excellence demonstrated by the swimmer(s) mastery of highly specialized skills. Scores are awarded to a routine 0-10, evaluating execution, synchronization and difficulty.
Transitions	Connecting movements which enable the swimmer(s) to change from one movement to another; stroke to figure; eggbeater to layout, etc....
Twist	A rotation executed at a sustained height.

