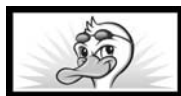




PARENT-SWIMMER HANDBOOK

Revised March 2009

www.westsideaquaducks.com



WELCOME!

March 2009

Dear Swimmers and Families,

Welcome to Westside Aquaducks, a USA Swimming registered team! It is a pleasure to have you and your swimmer(s) join us.

We are pleased to present you with our first official Team Handbook. Please take the time to read through it. Your membership on the team indicates your acceptance of, and agreement to, all of the terms of membership as well as the policies and standards set forth in the handbook.

We encourage you also to review the team information that is posted on our website: www.westsideaquaducks.com. You'll find important and up-to-date information like practice and meet schedules, contact information, forms for recording your volunteer hours – and some great photos of our hard-working (and fun-loving!) swimmers.

Because our team continues to grow and develop, there will occasionally be changes to the information in this handbook. Current information will be posted on our website, so please check it regularly.

In the meantime, thank you for being a part of our team!

Sincerely,

The Westside Aquaducks Board of Directors

Head Coach:	DeaAnn Joslin	ddbridgeduck@comcast.net
President:	Michelle Rainey	swimnduck@sbcglobal.net
Vice President:	Camille Franicevich	franicevichfamily@sbcglobal.net
Secretary:	Ann Cahill	acahill5@comcast.net
Treasurer:	Alice Christensen	alice@strozzinstitute.com
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STANDARDS OF CONDUCT FOR PARENTS AND SWIMMERS

First and foremost, respect everyone's role!

Swimmers – Swim

Coaches – Coach

Officials – Officiate

Parents – Parent

PARENT STANDARDS

- Communicate openly and positively with swimmers and coaches, emphasizing goal-setting and focusing on the performance expectations.
- Meet with coaches and swimmers during appropriate times to discuss any concerns.
- Positive reinforcement of all swimmers, coaches and other parents, in all situations – demonstrating team spirit and team loyalty.
- Get involved in organizing and running meets and other team events.
- Check your e-mail, as well as the team website, regularly for updates and schedule changes.
- Abide by all Pool Safety Rules (below).
- At meets, direct questions or concerns regarding decisions made by meet officials to a member of the Westside coaching staff. *Address officials via our coaching staff only.*
- NO coaching your children at practice or during meets – this is the coaches' job
- NO interrupting or confronting coaches on the pool deck during practice or meets
- NO abusive language toward coaches, swimmers, parents, officials, or your own children
- NO behavior that brings discredit or disruption to our swimmers and/or our organization
- Understand that, should you conduct yourself in such a way that brings discredit or discord to Westside Aquaducks or USA Swimming, you voluntarily subject yourself to disciplinary action. Westside Aquaducks maintains the right to terminate any membership with/without cause in the interest of the team's vision, mission and objectives.

SWIMMER STANDARDS

- Be dedicated and loyal to our club and teammates. Be vocally supportive. Treat all members of the team (coaches, swimmers, parents), as well as our opponents, with dignity and respect, refraining from physically or verbally abusive behavior.
- Be responsible for the proper care and proper of equipment. Practice is not finished until all supplies are returned to storage. Everyone helps.
- Arrive at practice allowing enough time to prepare and begin on time.
- Refrain from coaching or instructing the team or any swimmer at a practice or meets and from interfering with coaches on the pool deck.
- Be committed to your best effort every day. An honest effort does not include cutting laps, pulling on the lane lines, or missing send offs/sets.
- For swim meets, learn how to keep accurate records of official posted times, correctly complete meet entries, learn best times, ID numbers, meet check-in, check heat and lane assignments, and other important information including reporting to competition lane without parental assistance (8 and under excluded).
- At meets, report to the coaches' area before each race. After the race, warm down, then see your coach.
- Check the team website regularly for updates and schedule changes.
- Abide by all Pool Safety Rules.
- Refrain from using drugs, alcohol and tobacco.
- Understand that, should you conduct yourself in such a way that brings discredit or discord to Westside Aquaducks or USA Swimming, you voluntarily subject yourself to disciplinary action. Westside Aquaducks maintains the right to terminate any membership with/without cause in the interest of the team's vision, mission and objectives.

POOL SAFETY STANDARDS

- Running, pushing and horseplay on the deck area and/or in the bleachers are not permitted.
- Children not participating in swim practice or competition must be accompanied by a responsible adult and must behave properly while in the pool area.
- No one should ever submerge below a pool cover, or climb on lane line/cover reels.
- It is unsafe to throw training gear. Weights, surgical tubing, medicine balls and exercise balls should be used with supervision and only in the way they were designed for exercise.
- Swimmers who are waiting for transportation should always wait inside the pool area.
- Persons who seem out of place or unfamiliar, and activities of an unsafe, unusual nature should be reported immediately to one of the coaches.
- Each swimmer should have an up-to-date Medical Authorization Form with Medical Release on file with the team.
- Lightning, earthquake, fire and personal injuries are incidents that require the full cooperation of all members. Stay calm, and listen for directions from our coaches, who will be following our team's Emergency Procedure Plan.
- During an electrical storm, no one can be outdoors. Coaches will maintain order in the locker rooms/bathrooms, and **NO SHOWERS** may be used.



SWIM GROUPS

Westside Aquaducks currently has six swim groups: D2, D3, D4, Purple, Silver and Senior. Your child has been placed into the group that best matches his/her swim skills and level of commitment. Our website, www.westsideaquaducks.com, includes a complete description of the requirements of each group. If you have questions about the most appropriate group assignment for your child, please read the information on the website and then consult with your child's coach.

GROUP PARENTS

Each group has a Group Parent who helps to coordinate communication among the swimmers and families within the group. Please make sure that your Group Parent has the best up-to-date contact information for you and your child – e-mail addresses and cell phone numbers are very important!

Our current Group Parents (as of March 2009) are:

D2 **Cathy Fontes**
cfmisskitty@aol.com

Purple **Mei Mei Chan**
weichan@comcast.net

D3 **Kathy Lackey**
kathleenlackey@gmail.com

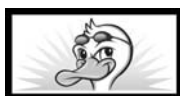
Silver **Gayleen Maas**
maasmooocow@aol.com

D4 **Keran Davison**
keran@tristandavison.com

Senior **Alice Keegan**
akeegan@sonic.net

MOVE-UPS

When your child has achieved the technical goals for his/her group, the coach will notify you and your swimmer of his/her readiness to move to the next training group. The criteria for each group are posted on the team website. If you are unsure about your child's progress, set up a time to meet with his/her coach. We are always happy to talk about our swimmers! Move-up dates are January 15, June 1 and September 1. Move-ups from D2 to D3 are more frequent and are based on the coach's determination of readiness for any given swimmer. If your child is not moved up at a move-up date, it is because the coach believes there are still skills for your child to master or training criteria for him/her to meet in the current group.



SWIM PRACTICE

STARTING EACH PRACTICE ON TIME

While the coaches acknowledge that getting to the pool on time is sometimes almost impossible, we ask that you do your best to have your child on deck 10 minutes prior to the start of practice so that he/she will be ready to start with the group at the beginning of practice. Being on time is a lesson in responsibility and respect. Please help us to teach these principles to your child.

ATTENDANCE

Each coach has a planned training cycle created for an athlete with full attendance. However, attendance requirements (or what the coach will want to see before advancing a swimmer to the next training group) will vary from one group to the next and will increase as the level of the training group increases. To find out what these attendance expectations are, see the Group Entry Requirements on the website or talk with your child's coach.

TRAINING SCHEDULES

The team's training schedules change several times a year. These changes are most commonly when we change facilities (mid June and early September) and when the high school swim season begins (early February). Members will be notified of upcoming changes a minimum of two weeks before a change, and the new schedules will be posted on the team website at that time as well.

During holidays, there may be temporary changes in practice times. These changes will be sent out by the coaches, via email, to their respective groups.



EQUIPMENT

- **Goggles:** It is always best to have two pairs of goggles on hand for your child. When one disappears (yes, it will happen!) or breaks, you will be very happy to have the spare handy. During the summer months, tinted goggles are a must, as they will protect your child's eyes from the sun as well as from the water. During the darker winter months, tinted goggles will restrict your child's vision, making clear lenses a better choice. Goggles can be purchased locally at Big 5, or at any swim meet where a vendor is present. The online vendor listed below is a great source for goggles as well. If goggles look like they are toys (the kind that many stores sell in the summer), they are, and they will probably cause more problems than they are worth. Speedo and TYR both make great junior goggles.
- **Fins:** Each child should have his/her own pair of fins. All other training equipment for the D2-D4 groups will be provided. Fins are best purchased online at www.kiefer.com. The most commonly used fins are the Kiefer Color Fins, and they cost around \$27.00. Your swimmer's coach will be cutting the fins down – don't be surprised by this. Shortening the fins helps the coach to maximize the usability of the fins.
- **Caps:** A cap is necessary for swimmers with hair beyond their ears. It helps them to swim and breathe correctly and to maintain proper head position. A cap is also a great tool for keeping your child warmer. Just like a hat, they hold heat in. Boys and girls alike wear caps. During practices, any cap may be worn. At meets. The silver silicone team cap is the minimum mandatory team apparel. This cap must be worn for all races.
- **Swimsuits:** What suit to get, and how to fit it, are common questions for new swimmers and their parents. Ideally, your swimmer will have two suits: one for practice, and one for competition. The practice suits that will last the longest are made of polyester. The fabric is chlorine-resistant and will last until your child outgrows it. These suits seem more expensive, but they last much longer in chlorinated water. An important point to remember about polyester suits is that because polyester doesn't have the same "give" as lycra, the polyester suits need to be purchased 1-2 sizes up from the competition suits. Our team's competition suits will last longer if your child doesn't wear them to practice but saves them for meets. The team will send out suit orders from time to time. If you aren't able to order one before your child's first meet, a plain black lycra suit would be great – he/she can also wear his/her practice suit if necessary.
- **Choosing Girls' Suits:** When sizing a suit for a girl, it should be snug (girls tend to buy suits that are too big because they feel modest – however, a poorly-fitted suit is far less modest than a properly fitted one). The shoulder

straps should be able to be lifted an inch off the shoulder without too much effort. Look at the suit: if there are wrinkles or rolls in the fabric, it is too big. Polyester suits won't "give" much when wet. Your lycra suit will "give" when wet and can therefore fit more snugly when you are choosing the size.

- **Choosing Boys' Suits:** Boys will have two suit choices. The classic cut race brief is the most commonly worn by the older boys (they top it with a nylon drag suit). The "jammer" (which looks like a bike short) is most commonly worn by the younger boys. Either is fine.
- **Equipment Bag:** As swimmers advance to new training groups, they will accumulate personal equipment which can be stored at the pool in an equipment bag, preferably mesh. This bag, and all of the equipment in it, should be clearly marked with the athlete's name.
- **Kickboards:** While kickboards are available at the pool for use by the swimmers, some like to have their own, as part of their personal equipment. Boards purchased should be basic, like the ones available at the pool.
- **Water:** Water doesn't sound like "equipment," but the coaches would like the swimmers to consider it just that. It is as necessary as your swimsuit. Proper hydration is very important to your athlete. Replacement fluids such as Gatorade are also acceptable. If your child brings soda, tea or other inappropriate fluids to the pool's edge, the coach will drain the container and refill it with water.

A PARENT'S ROLE DURING PRACTICE

This one is easy: Relax and enjoy giving the responsibility for your child to the coach for the duration of the practice. Be conscious of the things we expect your child to be responsible for, and try not to do those things for him/her. If you need to talk with the coach about a concern, or if you have a question, the coach will allow time before and after practice to speak with you. During practice, your child's coach will have his or her full attention on the swimmers and their needs. It is very acceptable to set up a time to sit down with the coach and discuss your child. Your input is often very helpful to us in teaching and coaching your child. You will have many questions during the first year of your child's participation. Veteran parents are also a great resource for many of your questions. The bleacher area is filled with swimming information!

If your child has medical issues that have changed, or that you have not listed on your medical release form, please fill out a new form and give it to your child's coach immediately. If your child has any medical issue that may affect practices and/or meets, and even if it is listed on your current medical release form, you should let your child's coach know in person. We all want your child to be safe, healthy and happy in the water.

If your child uses an inhaler, please make sure that it comes to the pool for every practice.

A SWIMMER'S RESPONSIBILITIES DURING PRACTICE

When your child comes to practice, he/she should attend to the following:

- Having all of his/her equipment behind the blocks and ready to use (including water)
- If asthmatic, bring his/her inhaler to the pool's edge for every practice.
- Putting caps and goggles on before the group begins warm-ups
- Listening with head up while instruction is given
- Making eye contact with the coach during instruction
- Trying
- Putting all equipment away after practice is done
- As your child moves into the D3 and D4 groups, he/she can help with preparing the swim bag for practice. Emptying the bag should start ASAP.



NUTRITION FOR SWIMMERS

- You will feel best, and perform best, eating 5-6 smaller meals during a day.
- Carbohydrates are your primary fuel source. They combine well with small amounts of protein before and after racing (i.e. a bagel with peanut butter). If you don't have enough carbs, you will not burn fat ... you will actually start to break down muscle tissue.
- Fat burns during easy-to-moderate work. Carbs burn during hard work.
- Low blood glycogen will trigger tissue breakdown ... calories in your drinks will help to prevent this. Avoid "low-carb" drinks.
- Eating potassium-rich foods (i.e. bananas, figs, Fig Newtons, raisins) before practice can help you avoid cramps.
- If you aren't fueling well, you may feel heavy in the water and unable to keep up the way you usually do, and your heart may beat harder, for a longer time.
- If you are thirsty, you are already dehydrated ... *drink!*
- The darker your urine is, the more dehydrated you are. Clear to light-yellow urine means you are drinking enough.
- Protein builds and repairs muscles, produces hormones, supports the immune system (which helps to keep you healthy) and helps replace red blood cells.
- The best time to eat, after a practice, is immediately ... or within the next two hours.
- Chocolate milk is currently thought to be one of the best post-practice refueling foods.



STAYING WARM

For swimmers, staying warm can be a challenge. The following are ideas that will help you to keep your child warmer:

- Have your child dress in clothes appropriate for the temperatures at the end of practice. Kids often come to the pool in sandals and light clothes for the sunny weather when practice begins and then leave shivering in the cold.
- Invest in a swim team parka. They last forever and make a huge difference in your child's warmth when they leave a practice or meet.
- Caps help hold in the heat. They are the cheapest and simplest tool for warming up your child in the water.
- Surf shirts don't work for warmth. They actually cool your child. Save them for the sunny months when your child's skin needs protection.
- Your child will warm more quickly with the wet suit off. If you can take the time to get him/her into the locker room to change, he/she will walk out much more comfortable than otherwise.
- At meets, bring a pair of boots to wear between events and a pair of sandals or crocs to wear to the blocks for warm-ups or races. Keeping feet off the cold ground helps a lot!
- At practices, bring a pair of sandals to wear on deck and in the locker rooms. This is a healthy barrier between your child's feet and whatever might be on the ground, as well as a barrier from the cold.
- Buy hand warmers when you see them sold at stores. At a meet, crack a couple of them open and put them in your child's parka pockets. Coaches do the same!



SWIM MEETS

WHAT MEETS SHOULD MY CHILD ENTER?

While attendance at swim meets is not mandatory, all swimmers will be encouraged to enter swim meets as a way to measure their progress. Meets that the team will attend are chosen by the coaching staff each year. A list of upcoming meets will be posted on the team's website (www.westsideaquaducks.com). Not all meets on the schedule will be appropriate for every swimmer. Meets listed with C/B/A+ or C/B/BB+ are the ones your swimmer(s) will generally attend. Your child's coach will make very clear the meets your group will enter. Once a meet is open for registration, you will receive an e-mail notice to this effect, and online entry should be done immediately. When a meet reaches its maximum entry number, the meet will close, and no entries will be accepted from that point on. Meets have closed in as few as four days.

HOW DO I ENTER A MEET?

To enter a meet, you will first need to know your child's Pacific Swimming registration number. This number can be found on your child's registration card (which is also your proof of insurance). Your child's coach will give you this card as soon as it has been received from Pacific Swimming. If you have lost your card, a replacement can be ordered by contacting Judy Siegrist at judy4pc@pacbell.net. This card should travel with you to all meets. The number on the card can be found by using the following formula:

- birthdate mmdyy,
- first three letters of the first name (as used on registration form)
- middle initial
- first four letters of the last name (as used on registration form)

i.e. Dea Ann Joslin's number (with birthdate April 13, 1959), is PC#041359DEAAJOSL.

If your child has no middle initial, or fewer than the requested number of letters in his/her first or last name, an asterisk (*) takes the place of the letters.

To do an online entry, follow these steps:

- Go to www.pacswim.org
- Click on "Meet Updates"

- On the calendar of meets, find the meet you want to enter, and click on “online entries”
- You will be linked to the Swim Connection entry site. Follow the prompts to enter.
- If your child has never swum the event(s) you are entering, “NT” should be used in place of an entry time. This stands for “No Time” and will assure that your child will be swimming with other first-time racers. If you are unsure of which events to enter, talk to your child’s coach, who will surely have an answer ready for you.
- After you have entered the meet, go back to the Meet Updates, find your meet again, and click on “Meetsheet.” Print the meetsheet and keep it as a handy reference for meet details. The location of the meet, directions to the pool, order of events, start times, etc., are all found in this document.
- The next time you enter your e-mail Inbox, you will see that you have received a copy of your child’s entry form, listing the events you have entered. Forward this e-mail to your child’s coach.

WHAT TO DO WHEN YOU GET TO THE MEET

Please make a point of finding out what time your child should arrive at the meet. Usually it will be 10-15 minutes prior to the start of warm-ups. Your child’s coach will let you know if there is another time that is better. When you arrive, do the following:

- Find your child’s coach
- Check in at the Clerk of Course
- Find the team area and set up a space to occupy during the meet
- Get ready for warm-up

PARENT RESPONSIBILITIES AT A MEET

- Have your child at the meet on time.
- Pack appropriate clothing and shoes, remembering that the weather can change from very cold to very warm and back again. It is better to be over-prepared than underdressed in cold weather.
- Pack appropriate food for a day outdoors. A snack bar will almost always be available, but foods your child is accustomed to will be best when racing.
- Report to the team area at 8:50 a.m. (or 10 minutes prior to the start of the session) to receive important meet information from a member of the coaching staff.
- Watch the events to know when your child’s race is coming up. Programs will be sold at the meet, and the announcer will say the event number at the start of each heat.

- Watch for heat and lane assignments, which will be posted at an area to which the coach will direct you. Events are usually posted 5-15 minutes prior to the start of each event.
- After finding your heat and lane assignment, walk your child to his/her coach for specific race instructions.
- You may accompany your child to the start area, being sure to stay behind the timers. This area is for swimmers and officials only. (A well-meaning parent can delay the start of a swim and can cause kids to stand in the cold, waiting for the area to be cleared.)
- Behind the start area you may remind your child of his/her heat and lane. Don't coach. Your child's coach has already provided instructions for the race.
- Hold the towel with a smile, no matter what.
- After the race, your child's coach may want him/her to warm-down before reporting back. After warm-down, remind your swimmer to report back to his/her coach for the race summary.
- If your child misses an event, for any reason, bring him/her directly to the coaches' canopy.
- **Timing:** Swim meets are run exclusively with volunteers. Each swim team that attends a meet is responsible for supplying timers during the meet. For most meets this can mean up to a 2 hour shift per day. A timing sign-up clipboard will be available at the pool the week prior to a team meet. Please look for it - to the right of the bleachers. If your swimmer is new to meets and needs your assistance with getting to the blocks for his/her races, you will want to give that your full attention. As your swimmer becomes more accustomed to the meet routine, your ability to separate for a period of time to help out as a timer will become more possible. When timing, do not hesitate to ask for assistance with your child from other team families. Many of the kids travel in groups to events. They support each other beautifully.

SWIMMER RESPONSIBILITIES AT A MEET

- Checking in is a great swimmer responsibility. It's easy, and it connects him/her immediately to the meet and his/her events.
- Warming up properly (the coach will tell him/her what warm-up to do).
- Checking in with the coach before and after every race – this is an important detail.
- Wearing a team cap for every race, and a team suit – if he or she has one – is a must.
- Wearing the appropriate clothing to protect from the elements, be it sun or cold.

COACH RESPONSIBILITIES AT A MEET

- Answering your child's questions (even if they are nonstop) is a very important detail at meets. It will all be new for your child, so there will be lots of questions.
- Directing swimmers to the team area and identifying for them the Clerk of Course, the posting site for heat/lane assignments and the locker rooms.
- Running warm-ups and directing race starts.
- Connecting with athletes before and after races with information pertinent to that individual. This information will include details for them to focus on during their race, and after the swim, what the child did well or how they succeeded, along with the things they will need to focus on for the next time they do that race. These bits of information are the tools that your child will use to improve as they go from practice to meets and back again.
- Interfacing with all officials at the meet (Stroke and Turn Officials, Referees and Clerk of Course) regarding disqualifications, missed events and any entry problems at the Clerk.

SCRATCHING EVENTS

Swimmers must "scratch" an event (cancel themselves from being entered) if they have checked in and then leave the meet before a particular event is run. Scratching must always be approved by a coach.

PARENTS, COACHES AND OFFICIALS

It is the coaches' responsibility to deal with all officiating issues at the meet. Any questions a parent might have should be directed to the coaches. The coach will either explain a just disqualification to the swimmer (and parent) or pursue challenging a disqualification that the coach believes was unjustly given. Should this happen, the meet Referee will make the final decision on the call. At no time should a parent approach or argue with an official.

SWIM MEET GLOSSARY

- **Heat:** The group of swimmers that you are assigned to swim with for your race. (If there are 60 swimmers in an event and only six lanes, there will be 10 heats). These swimmers will have similar entry times.
- **Lane:** Your assigned lane for a race. In a heat, the faster swimmers will be assigned the center lanes. In a 6-lane pool, the lane assignments from fastest to slowest are 3-4-2-5-1-6. In an 8-lane pool, they are 4-5-3-6-2-7-1-8.
- **Clerk of Course:** This area is set aside for athletes to check in. Thirty minutes before the start of a race, an event will close (check-in is no longer allowed), and swimmers will then be assigned their heats and lanes. The Clerk of Course is also where swimmers report to scratch a race (prior to the event closing), if the scratch has been approved by the swimmer's coach.
- **Check-In:** Checking in for your races is simply declaring that you are present and you plan to swim the races you have entered. If you do not check in, you will not be assigned a heat and lane and you will not be able to swim your events. If you cannot attend a meet you have entered, for any reason, and do not check in, there is no penalty. If you attend a meet, check in, and miss an event, you must report immediately to the coaches' canopy to begin the re-check-in process with the help of a coach.
- **Checking Your Posting:** Also known as "checking for your heat and lane." To check your posting you must first find where the heats and lanes are being posted. If you have trouble with this, ask a coach. Once you find the posting for your event, find your name on the list for your event. Names will be listed in alphabetical order. Next to your name you will see two numbers, heat and lane. For example, "4-1" would be Heat 4, Lane 1. As soon as you have these numbers, report to your coach and let them know. This will help them to know just when you are racing. Many swimmers write their heat and lane numbers on the backs of their hands to help them remember when the pre-race excitement hits.
- **Scratch:** Scratching an event is declaring that, while you are at the meet and intend to race, you will not be participating in a particular race. Scratching should only take place with a coach's approval. Many times a new swimmer will let nerves convince them that scratching is the best way to feel better ... however, unless there is an injury or illness, the coach will want the swimmer to follow through. The nerves they feel will be dissolved by water.
- **Qualifying Meet:** Most of the meets that the team will attend will be C/B/A+ meets (developmental and appropriate for all swimmers on the team). As swimmers advance, they will strive to qualify for meets that require special qualifying standards. Junior Olympics, Far Westerns, Sectionals and all

National events are examples of Qualifying Meets. The time standards for these meets can be found in your Pacific Swim Guide (which the team provides to you at the start of each new year).\

- **Pacific Swim Guide:** The *Pacific Swim Guide* is a very useful book for all swim families. In it you will find contact information for the local directors of swimming (Zone 3) and the LSC (Local Swim Committee) directors (Pacific Swimming). All time standards for both Age Group and Senior swimming can be found here. A calendar of all meets offered in Pacific Swimming is included (our annual list of team-supported meets is chosen from this calendar). Both Pacific Swimming and National Age Group Records are also included in the Swim Guide.
- **DQ:** A DQ is a disqualification from an event. If your child is disqualified in a race, it means that they have broken one or more of the rules designated for that stroke or for that race, in the case of an IM. Disqualifications can be seen as a sad or horrible thing. The coaches see them as useful tools to draw swimmers' attention to areas needing more attention in practice. A DQ is often the most effective motivation for a child to make a change that they have been avoiding in practice. Please ... if you are not sure how to react to a DQ with your child, just smile, wrap them in a towel and let the coach react. We will point out the good things in their race and also let them know how to work towards fixing the stroke or turn problem area.

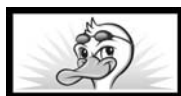


DISPUTE RESOLUTION

Should you have a problem or a concern regarding your child's swimming, please follow the following chain of communication:

- Your first contact regarding your child's swimming practices or meets is your child's coach.
- If you are unable to find satisfaction in a solution, your next contact is the Head Coach, Dea Ann Joslin.
- Your final contact is the Board of Directors.

If you are having a problem with any aspect of your child's swim experience with Westside Aquaducks, we will do our best to help work through it. Please know that the very human response of venting with friends can hinder the process and create and/or increase tensions. Taking those feelings outside of the team is in no way an act of pursuing a solution and may constitute dismissal from the team.



VOLUNTEER HOURS

When you join the team, and at the beginning of each new year, you sign a form agreeing to fulfill 16 volunteer hours per year (or, if your schedule doesn't permit, you have the option to pay a monetary equivalent of \$15 per volunteer hour). Volunteer opportunities will be available throughout the year. The Board of Directors will make these opportunities known to you, and you are always welcome to offer to share your talents in a way we haven't thought of yet! The easiest way to fulfill up to four of your annual volunteer hours is to be a timer at a meet. Timers work in shifts. It is easy, and it's a great way to support all of the kids who are racing.

Once a year we host our own C/B/A+ meet. This meet opens a wide variety of volunteer job opportunities. Working at this meet can usually meet your 16-hour volunteer hour commitment for the whole year. Our meet director will call a special meeting, in advance of the meet, to recruit volunteers.

REPORT YOUR VOLUNTEER HOURS!

Remember to report your hours so that you get credit for them.

Within two weeks* after fulfilling any service hours fill out and turn in a Volunteer Hours form letting us know about it.

**The form is available on the website to download
(see back page for a sample).**

Once completed, place your form in the red Volunteer Hours folder located in the file cabinet at the PHS pool to ensure that you get credit.

***any forms received after two weeks may not receive credit for hours served**



PAYMENT POLICY

POLICY

It is the policy of the Westside Aquaducks Swim Team that members are billed monthly via e-mail. Members agree to remit payments in a timely manner. Members who fail to remit payments in a timely manner risk the forfeiture of member services, including the right to swim with the Team at practices and meets.

DUES

Payment from each member is due on the first (1st) of each month. Monthly dues shall be established and may be changed by a majority vote of the Board of Directors when deemed necessary. Rates may vary among competitive groups as established by the Head Coach and approved by the Board. The rate may vary for second and subsequent swimmers within member families when families have two or more swimmers actively participating on the Swim Team.

PAYMENTS

Each member family will receive an e-mail statement around the 20th of each month as a courtesy reminder. *Payment is due on the first day of each month, whether or not a billing notice has been received. Payment must be received by the Treasurer (or the Treasurer's designee) by mail (**Westside Aquaducks, P.O. Box 1084, Petaluma, CA 94953**), by the fifteenth (15th) of each month, or the account will be considered delinquent. If payment is not received by the fifteenth (15th), a late fee of 15% will be added to the balance. Delinquent accounts will continue to accrue 15% late fees each month the account remains delinquent. *When an account is 60 days delinquent and there has been failure to resolve all outstanding dues and fees, Westside Aquaducks may bar the delinquent member's swimmer(s) from team practices and meets until the outstanding balance has been paid in full.* If an account becomes more than 90 days delinquent, the swimmer(s) will be terminated from the team. Returned checks will result in a \$20.00 penalty. **Coaches should never be given dues checks.***

REINSTATEMENT

Reinstatement will be considered only when all outstanding dues and fees have been paid and a written request from the terminated member has been received by the Vice President. The Vice President will carry the petition forward to the Board for consideration, and the member will be notified of the Board's decision.

MOVE-UP PAYMENT POLICY

Move-ups usually occur toward the end of a given month and take effect on the first swim day of the following month. However, move-up notifications may occur at any time. A member's monthly billing notice might not reflect a recent change in swimmer status and fee structure, due to the timing of move-up notifications. *Any move-up which results in a change of dues is payable on the first of the month at the increased rate, regardless of the amount indicated on the statement.* If an unscheduled move-up results in an insufficient payment being remitted (by the 15th), that payment will be accepted and no late charge assessed. Any outstanding amount will be added to the next month's bill and must be remitted within 30 days.

INACTIVE STATUS

Members of the Team may be granted an "inactive status" one time during each calendar year for up to three months. Written notification through letter or e-mail must be given to the Treasurer or Treasurer's designee in advance of the inactivity. If the swimmer is in the water at least one day in a given month, full payment is expected for that month. The first month of inactive status is free to the member. The second and third months of inactivity will be prorated at 25% of usual monthly dues. Dues must be paid prior to the beginning of inactive status.