



## COMMUNICATION

Phoenix Swim Club uses the following communication platforms:

- Email
- Instagram - phoenixswimaz
- Twitter - @PhoenixSwimAZ
- Facebook – Phoenix Swim Club
- Push notification through the OnDeck app
- Text through the OnDeck app

### Email

Email will always be our main communication line, so please ensure you are receiving our emails which are generated from our Team Unify website - [www.phoenixswimclub.org](http://www.phoenixswimclub.org) . To be up to date with what's going on with Phoenix Swim Club, we suggest you check your email multiple times every day. If you feel you are not receiving our emails, please check your spam folder or reach out to one of the staff members.

### Social Media platforms – Instagram, Twitter and Facebook

We use our social media platforms to showcase what our team is up to. The posts can be about team, events, swim meets, practices, etc. We will also use a social media post to get an urgent message out to our membership, for example when a practice needs to be canceled.

### OnDeck App

The OnDeck app is an app available for downloading to your phone. It is basically the mobile phone version of our PSC website, where you can login and do all the things you can on the website. Meet sign ups, volunteering sign ups, time standards, meet results, etc. Through the app you can elect to receive push notifications and text messages. You will need to provide your cell number under "SMS" and carrier information saved to your profile.

OnDeck App FAQ's: <https://support.teamunify.com/en/articles/1340-ondeck-parent-expert-in-5-minutes>

### **Communication between coaches, swimmers and parents**

Cooperation and communication among parents, swimmers and coaches are vital to the success of the program. If a parent disagrees with a coach, this problem must be privately resolved between the two. A parent's critical comments directed toward the coach in the presence of the swimmer could have a negative impact on the level of confidence the swimmer has in that coach. Once confidence is lost, success is unlikely.

It should also be emphasized that confusion will result if a swimmer has two "coaches" (parent and coach). The results are almost always better when the parents restrict their input to support and encouragement, and allow the coaches to provide the technical direction.

It is very important for the parents (and swimmers!) to inform the coaches of any outside influences (i.e., problems with school, personal relationships, etc.) which may have a negative impact on the performance and/or attitude of the swimmer.

The coaches welcome input from the parents and will make themselves available whenever necessary outside of scheduled workouts and competition. However, it would be appreciated if parents would call the office for appointments during regular business hours to discuss matters which are not urgent.