Parent Handbook

Surprise Storm offers a multi-level program for children approximately ages 7 and up. Children must be proficient in all 4 competitive swim strokes. At each level of the program swimmers learn the values of fitness, character, sportsmanship and teamwork. Our goal is to provide tools for athletes to take ownership of their abilities! We will provide a positive environment to teach responsibility and life-skills that will remain with our athletes well beyond their swimming career.

This program consists of monthly fees in addition to meet fees.

Contact Information

Surprise Aquatic Center: 623-222-2500
Billing Specialist: 623-222-2252
Parks and Recreation Department: 623-222-2000
Tim Manley, Recreation Coordinator: 623-222-2264
Daniel Luvisi, Recreation Supervisor: 623-222-2251
Fee Information and Policies

<table>
<thead>
<tr>
<th>Annual Registration Fee:</th>
<th>$80 per Resident</th>
<th>$100 per Non-Resident</th>
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<tbody>
<tr>
<td>Monthly Fees:</td>
<td>Senior II: $110</td>
<td>Senior I: $90</td>
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<tr>
<td></td>
<td>Silver: $75</td>
<td>Gold: $90</td>
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<tr>
<td></td>
<td>Bronze: $75</td>
<td>Blue: $60</td>
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**Monthly Payment Requirement**
Payment is due on the 1st of each month. If the monthly fee is not paid by midnight on the 6th of the month, a $20 late fee will be assessed. Failure to pay the monthly and late fee by the 15th of the month of participation will result in suspension from the program until all fees have been paid. There will be no pro-rating or reduced rates for partial participation, breaks, missed practice, vacations or electing to be inactive.

Fees will remain on the account and must be reconciled before registering for any other City of Surprise Programs. Please communicate with the Billing Specialist or Recreation Supervisor if there is an issue regarding payment.

Cash, check and credit card payments may be made at the City of Surprise Parks and Recreation Building located at 15960 N. Bullard Avenue, Surprise, Arizona, 85374. You may also pay online at www.surpriseaz.gov/recreation. Please contact the Parks and Recreation office at 623-222-2000 if you do not have your username & password to make payments online.

Automatic payments are highly recommended and may be made by initialing the section of the Policy and Procedures on page 7.

**Meet Fee Payment Requirement**
Meet fees will be due at the time of registration for the swim meets. Swim meet prices vary depending on the meet as well as the type and number of events they are swimming. If you are registered for auto-pay for your monthly payments, then payment will automatically be deducted for your meet fees. Participants will be suspended if meet fees are not paid within 15 days of the meet. Participants will not be allowed to attend swim meets if the monthly fee is still outstanding.

**Annual Registration Fee**
The annual registration fee is due at the time of registration and will be assessed annually. Registration fees are non-refundable. Unpaid registration fees will also result in suspension from the program.

**Withdrawal Policy**
It is a Parks and Recreation Department policy that prior notice is required to terminate enrollment in the program. A “Withdrawal Notice” must be turned in two weeks prior to the last day of attendance. If a withdraw notice is not filled out, you are responsible for paying the monthly fees. This will allow the City of Surprise to properly close your child’s account and prevent further charges from being applied.
## Practice Schedule

**Location**
Surprise Aquatic Center  
15831 N. Bullard Ave.  
Surprise, AZ 85374  
*Swim meets will be held at facilities throughout the state.*  
** Schedule is subject to change.**

### Fall (High School Season) Aug-Oct

<table>
<thead>
<tr>
<th>Time</th>
<th>Days</th>
<th>Dryland</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior II</td>
<td>3:15-5pm</td>
<td>Mon-Fri</td>
</tr>
<tr>
<td>Senior I</td>
<td>3:15-4:45pm</td>
<td>Mon-Fri</td>
</tr>
<tr>
<td>Gold</td>
<td>4:30-6pm</td>
<td>Mon-Fri</td>
</tr>
<tr>
<td>Silver</td>
<td>5:15-6:30pm</td>
<td>Mon-Fri</td>
</tr>
<tr>
<td>Bronze</td>
<td>6-7pm</td>
<td>Mon-Thu</td>
</tr>
<tr>
<td>Blue</td>
<td>6-7pm</td>
<td>Mon/Tue/Thu</td>
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### Winter/Spring Nov-May

<table>
<thead>
<tr>
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### Summer June-July

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<th>Days</th>
<th>Dryland</th>
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<tbody>
<tr>
<td>Senior II</td>
<td>5:30-7am</td>
<td>Mon-Fri</td>
</tr>
<tr>
<td>Senior I</td>
<td>7-8:30am</td>
<td>Mon-Fri</td>
</tr>
<tr>
<td>Gold</td>
<td>5:30-7am</td>
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<tr>
<td>Silver</td>
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<td>Bronze</td>
<td>7:30-8:30am</td>
<td>Mon-Thu</td>
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**Individuals with disabilities**
The Surprise Parks and Recreation Department offers programs for people of all ability levels. Under the ADA, individuals needing modifications of policies, practices or procedures should contact 623.222.3543 (Voice) or 623.222.3503 (TTY) at least 5 business days in advance to request appropriate accommodations.
**Policies and Procedures**

**Bullying**
The City of Surprise Parks and Recreation Department is committed to providing a safe and positive environment for all patrons, employees and volunteers. Bullying often creates an atmosphere of fear and distrust and negatively impacts the health and well-being of those involved. A full Bullying Policy and Procedure has been implemented to establish a system of recognizing, responding to and reducing bullying behavior in our programs and facilities. This policy can be accessed online or at the Parks and Recreation Office.

- Bullying: Bullying may occur when a participant is exposed repeatedly and over time to negative actions on the part of one or more other participants.
- Bullying behavior is meant to hurt another person and is carried out by someone who is seeking power or control over another person.
- Bullying may constitute a violation of law.
- There are three forms of bullying: physical, emotional, social.
- Bullying can be described as threatening, harassment, intimidation, and cyber bullying.

Reports of Bullying will be fully investigated by department staff and a report will be submitted of the findings. Disciplinary action may result from bullying. All suspected violations of law will be reported to local law enforcement.

**Personal Items**
The City of Surprise is not responsible for personal items that are lost, stolen, or broken. Staff strongly recommends that participants leave all personal items in a locked locker when swimming.

**Parent/Coach Communication**
If you need to speak with the coaching staff directly, the best way to speak with the coaches is to meet with them before or after practice. Please do not interrupt coaches during practice so that they are able to focus their time on the athletes. In order to discuss an issue at length with one of the coaches, a mutually acceptable meeting time and location should be arranged in advance.

The coaches must balance your perspective with what is best for your child and the needs of the team and their training group. Please trust your coach and encourage your athlete to ask constructive questions if they are confused. A coaches goal is not only to train your athlete, but to educate your athlete to take ownership of their abilities.

Surprise Storm maintains a website at www.surprisestorm.com Up-to-date announcements, practice and meet schedules and online event entry are posted on our website. There is an option to receive text alerts only used in facility emergencies (shutdown, etc). The website is a very valuable method of communication. All team news, email and event announcements / instructions will be sent directly from the team website.

**Concerns, Suggestions, and Compliments**
We welcome and encourage your feedback regarding our program, our staff, and anything relating to the well-being of the children in our care. You may direct any complaints, concerns, suggestions, and compliments to Recreation Supervisor Daniel Luvisi at 623-222-2251 or daniel.luvisi@surpriseaz.gov.
**Team Equipment**

Surprise Storm requires that all swimmers be outfitted in a team cap at all meets. Team suits are not required. Team Spirit wear will be available throughout multiple times of the year. Athletes are responsible for their own fins although the aquatic center does have some available. The current available fins will not be replaced in the future.

**Athlete’s Responsibilities**

As a swimmer’s level of swimming ability increases so does his/her responsibility. Our program is designed to encourage swimmers to be the best they can be. As swimmers improve, it becomes a deeper commitment that requires greater effort and affects all swimmers and families. A swimmer has responsibilities to the team, the coach, his/her parents, and most importantly to themselves.

**Practice**

Swimmers need to prepare themselves for 100% effort both mentally and physically each time they come to practice, as well as; having all of their appropriate gear. Swimmers should be at practice a few minutes early to prepare for practice. If they do come to practice late, the athlete should join right in without distracting other athletes and ask their teammates for direction until a coach can get them caught up. While at the pool, the swimmers are under the responsibility of the coaching staff. During practice sessions, swimmers are not to leave the pool area without their coach’s permission. Surprise Swim Team members and their families have an obligation to act as guests while at each practice or competition facility. Every member of the team needs to do everything possible to respect this privilege as well as abide by the rules. Any damages to property may result in financial liability to the swimmer’s parents. Any damage may also result in the swimmer being asked to leave the team permanently.

**Meets**

Swim meets are scheduled by the coaching staff before and during each season. Parents will receive invitations to attend swim meets via email and they will be able to register for meets online. It is the parents and swimmers responsibility to know the details of a meet beforehand. Specific meet information will be posted on our website, when it becomes available. Swimmers are required to arrive at the meet at least 15 minutes before the scheduled warm up time begins. Swimmers will swim all events entered unless determined otherwise by the coaching staff. Only the coaching staff can scratch a swimmer from an event. After their event, the swimmer should go directly to the warm down pool for a 3-5 minute cool down, and then to their coach. Parents are encouraged to sit together in the spectator area. If you sign up for a meet and do not attend you will still be responsible for the swim meet fees. The cost of each meet varies with the level of competition (i.e. Age Group, State, Nationals) and the nature of the event (individual vs. relay).

**Surprise Swim Team Hosted Swim Meets**

All parents should be prepared to volunteer at the Surprise Swim Team home meets. Work assignments may include working on a planning committee, serving as timers, working in the bullpen, concessions, fundraising, or acting as a task runner.

**Swimmer’s Code of Conduct**

- No swimmer should use alcohol, drugs, or tobacco and are subject to immediate suspension from the team.
- Never interfere with the progress of another swimmer, during practice or otherwise.
- Never interfere with a coach’s ability to provide instruction to other swimmers.
- Never use foul language during practice or events and never bring down a teammate with negative talk.
- At all club functions, whether practice, meets, or social gatherings, we expect each swimmer to behave in such a way that their actions reflect positively on the team and the City of Surprise.
SURPRISE STORM AMENDMENT/WITHDRAWAL NOTICE FORM

Date: __________________

I, ____________________________ would like to amend/withdraw

(parent’s name)

my child’s ____________________________ registration from the

(child’s name)

Surprise Storm Swim Team effective ____________________.

(last date of attendance)

Please remove my child/children for the following months:

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I would like to re-start my child ____________________________ registration on ________.

(child’s name)                                                                 (date)

I understand that this removes my child from the roster and that this form does not release me from any prior arrangements for payment through the City of Surprise Parks and Recreation Department. I understand that my account must be paid in full on the last day of attendance and any unpaid fees will prevent future participation in City of Surprise sponsored programs or activities.

Please return completed form to tim.manley@surpriseaz.gov or return to the City of Surprise’s Parks and Recreation Office at 15960 N. Bullard Ave., Surprise, AZ 85374.

I understand that all monthly fees up to the last day of attendance must be paid in full and my child/children will be unable to re-start until all balances are paid.

_________________________________ _______________________
Parent’s signature               Phone number
SURPRISE STORM REGISTRATION FORM

Child’s Name: ___________________________________________________________ Group __________

Policies and Procedures

I have read the “Policies and Procedures” and fully understand the expectations of participants, parents and coaches. The City of Surprise reserves the rights to withdraw a participant from the program if all discipline options have been exhausted and/or demonstration of extreme behavior that put participants and staff in danger (i.e. verbal or physical actions including fighting, threats). Initial_________

I understand that payment is due monthly on the first day of the month and if the monthly fee is not paid by midnight on the 6th of the month, a $20 late fee will be assessed. Failure to pay the monthly and late fee by the 15th of the month of participation will result in suspension from the program until all fees have been paid. Initial _________

Please initial below if you wish to enroll in automatic payments for the current season. By initialing below, I understand my payments will automatically be debited from the account on file on the 1st of each month and any accrued meet fees will be charged within a week of being registered. I agree to keep my account information up to date. I understand that if the card is no longer active or declined, I will be required to make the payment via a different payment method. I understand that late fees will be assessed if the payment is not made by the deadline. Initial __________

I understand the Withdrawal Policy requires prior notice to terminate enrollment from the program. If for any reason I decide to drop my child’s enrollment from the program, a Withdrawal Notice must be completed and turned in two weeks prior to last day of attendance. Initial __________

I understand that there are NO REFUNDS OR CREDITS FOR ABSENCE, ILLNESS, HOLIDAYS, OR SUSPENSIONS during the program. Initial_________

I grant permission for my child__________________, to participate on the City of Surprise Storm Swim Team. As a participant, or parent or guardian of a participant, permission is granted to participate in the City of Surprise activity(s) and program(s) listed on this form. Participants understand and agree that they may be photographed and/or videotaped for promotional purposes. I understand that there are risks of physical injury to the participant(s). Considering all possible risks, on behalf of the participant(s) and myself, I voluntarily waive, release, discharge and hold harmless the City of Surprise, its employees, supervisors, appointed officials, agents, representatives and volunteers from all claims for injuries to participant(s), no matter how severe. Furthermore, I give consent for emergency treatment to the participant(s). The waiver does not extend to any such claims or liability that is caused solely and exclusively by the gross negligence of the City of Surprise or its employees, supervisors, appointed officials, agents, representatives and volunteers.

I have received a Swim Team Handbook and I understand that I am responsible for the information, policies and procedures of the program. Initial_________

Parent Signature: ____________________________________________   Date: _____________________
SURPRISE STORM INFORMATION FORM

**Athlete Information**

Last Name________________________ First___________________ M.I.__________
Date of Birth ____/____/_______
Address_______________________________City________________________ Zip___________

We ask for your cell phone provider because it allows us to send emergency text messages to the whole team in case of pool closure, inclement weather, etc. This is not mandatory.

**Parent’s Information (Parent 1)**

Last Name________________________ First_______________________________
E-Mail___________________________ Home Phone________________________
Cell Phone__________________ Cell Provider__________________________
Address_______________________________City________________________ Zip___________

**Parent’s Information (Parent 2)**

Last Name________________________ First_______________________________
E-Mail___________________________ Home Phone________________________
Cell Phone__________________ Cell Provider__________________________
Address_______________________________City________________________ Zip___________

Are there any health issues that your child has that our coaches should be aware of?

_______________________________________________________________________________
_______________________________________________________________________________

What is your goal in enrolling your child into our swimming program?

_______________________________________________________________________________
_______________________________________________________________________________

**Coach Evaluation:**

Senior II  Senior I  Gold  Silver  Bronze  Blue
Start Date:_______  Coach Initials:_______  Outreach: Yes  No
TU___ REC___ SCAN_____