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**Parent Code of Conduct /Confidentiality Agreement**

Communication is the best way to reduce conflicts within the club. The best way to communicate with your child's coach is to meet them outside of practice. Coaches usually have time after practice to answer questions or provide information. Sending a note to the coach with your swimmer is a good way to get information to them as well.

When conflicts between a swimmer or parent and coach arise, please try hard to increase communication between the affected parties. Refrain from discussing disagreements with other parents; not only is the problem never resolved that way, but this approach often creates new problems.

Try to keep foremost in your mind that you and the coach have the best interests of your child at heart. If you trust that the coach's goals match yours – even though their approach may be different – you are more likely to enjoy good rapport and a constructive dialogue. Keep in mind that the coach must balance your perspective of what is best for your child with the needs of the team or a training group. On occasion, an individual child's interest may need to be subordinate to the interests of the group. In the long run, the benefits of membership in the group may compensate for occasional short-term inconveniences.

If another parent uses you as a sounding board for complaints about a coach's performance or policies, encourage the other parent to speak directly to the coach.

Please refrain from criticism of coaches, swimmers, parents, and fellow officials to other parents/volunteers/coaches.

**The following procedures regarding problems, questions, or complaints must be followed by families who elect to become part of CVAC.**

A. Problems, questions, or complaints regarding practice, stroke instruction, meets, team rules or any other part of the TRAINING program should be discussed with the following individuals, in order, until the situation is resolved:

1. The swimmer's coach

2. The head coach

3. The hr manager

B. Problems, questions, or complaints regarding any other area of the team should be discussed with the following individuals, in order, until the situation is resolved:

1. The chair of the committee of the area in question

2. The hr manager

3. The board of directors at a board meeting

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C. Problems, questions, or complaints regarding other parents or swimmers should be discussed with the following individuals, in order, until the situation is resolved.

1. The hr manager

2. The president of the board of directors

3. The board of directors at a board meeting

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**Confidentiality.**

This is to certify that I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, a volunteer or Parent of CVAC, understand that any information (written, verbal or other form) obtained during the performance of my duties must remain confidential. This includes all information about swimmers, families, coaches, or other associate organizations, as well as any other information otherwise marked or known to be confidential written or verbal.

I understand that any unauthorized release or carelessness in the handling of this confidential information is considered a breach of the duty to maintain confidentiality.

I further understand that any breach of confidentiality could be grounds for immediate dismissal from volunteer duties and/or possible liability in any legal action arising from such breach.

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I have read and agree with the CVAC Code of Conduct / Confidentiality Agreement, and understand that failure to comply with the above expectations will result in an incident/discipline report being written and possible disciplinary action being taken.

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Parent (s) Signature: \_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Swimmer’s ( related to parent) Name : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(day-month-year)