

# 2020 – 2021 HANDBOOK

## Edmonton Keyano Swim Club

#106, 9100 Walterdale Hill NW,  
Edmonton AB T6E 2V3



This Handbook is prepared with the goal of acquainting members with EKSC. It contains information on how the organization operates and explains many of the other expectations of membership. Additional details are presented in the Policy section of the EKSC website ([www.eksc.com](http://www.eksc.com)).

### **COVID-19 PREFACE:**

The contents of this handbook have not been adapted for Covid-19 because many factors of the pandemic environment are fluid and will require us all to adapt on the fly. We have updated all topics while leaving in sections that likely will not be applicable in 2020-21 (travel, participation points).

For information specifically related to Covid-19 and our pandemic protocols, please go to our website for the most recent updates.

Welcome to Edmonton Keyano Swim Club. Your child has become a member of one of Alberta's premier competitive swim clubs. Over the past several years EKSC has demonstrated the ability of our swimmers on the national stage and the quality of the program delivered.

We are swimmer-centered, coach-driven and parent-supported. The Edmonton Keyano Swim Club is a cooperative effort of swimmers, parents, coaches, office staff, alumni and volunteers. Every one of these players has a very important role.

The Board of Directors:

<i>President:</i>	<i>Jill Edwards</i>
<i>Vice President:</i>	<i>Clare Hickson</i>
<i>Secretary:</i>	<i>Kristi Williams</i>
<i>Treasurer:</i>	<i>Karol Basler</i>
<i>Director at Large:</i>	<i>Cian O'Kelly</i>
<i>Director at Large:</i>	<i>Rob Cole</i>
<i>Director at Large:</i>	<i>Ian Boreyko</i>
<i>Director at Large:</i>	<i>Inna Mackay</i>

Lead Coaching Staff:

<i>Head Coach:</i>	<i>Paul Birmingham</i>
<i>Junior National Coach:</i>	<i>Alex Wallingford</i>
<i>Head Age Group Coach:</i>	<i>Desmond Lam</i>

Lead Administrative Staff:

<i>General Manager:</i>	<i>Chris Nelson</i>
<i>Accountant:</i>	<i>Colleen Bannon</i>

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## CLUB STRUCTURE

### Vision

Setting a new standard for swimming in Canada

### Club Values

<i>Excellence</i>	Striving to be the best we can be in all aspects of our Club
<i>Pride</i>	Being proud to be a Keyano Bear
<i>Accountable</i>	Taking responsibility and being involved
<i>Stewardship</i>	Protecting our heritage to ensure sustainability for future generations
<i>Safety</i>	Ensuring a safe environment for everyone in which to work and train

### Athlete Values

<i>Excellence</i>	Striving to be the best we can be
<i>Pride</i>	Being proud to be a Keyano Bear
<i>Resilience</i>	Never give up – “climb the mountain one step at a time”
<i>Character</i>	Creating rounded individuals in and outside of the pool
<i>Accountable</i>	Taking responsibility for yourself and your action

### Club History

The 1978 Commonwealth Games were hosted by Edmonton. The incredible success of the Canadian Swim Team at the Commonwealth games and of Edmonton in hosting this event were the catalysts that served to launch the Club. The Jasper Place Swim Club and the South Side Swim Club amalgamated to form the Edmonton Keyano Swim Club, which was incorporated in 1979. The name Keyano (a Cree word meaning unity and friendship) was chosen from the teddy bear mascot of the same name used for the Commonwealth Games. In subsequent years, the North Edmonton Sharks and Bonnie Doon Blue Fins joined.

In its first full season, EKSC adopted the "Grizzly" as the mascot for the team, since the grizzly bear was indigenous to Northern Alberta, a fierce competitor and an excellent swimmer. It seemed a powerful symbol as the club worked to seek a place in the world aquatic community.

The parents of the founding clubs were dedicated to the spirit of swim competition and provided the environment for swim excellence. The club soon gained national recognition and continues to rank as one of the top swim clubs in Canada.

(More club history is available at [www.eksc.com](http://www.eksc.com))

## CLUB COMMUNICATION

**E-mail:** This is the primary method of communication. It will be used to inform parents/guardians and swimmers of all events including swim meets, social activities, volunteer commitments, club meetings, etc.

You may also send emails directly to coaches, operational staff and board members with questions or concerns.

- **Training Group Coach:** The coach is the first point of contact for all coaching, training schedules and swim meet questions.
- **Accountant:** your main point of contact for questions about your account, registration status, billing, commitment reconciliation and much more regarding your membership activities.
- **Office Assistant:** your main point of contact for most questions about day-to-day club functions including website, social media and FAQ's (never be shy to ask! :))
- **Head Coach:** Oversees the technical programming in the club including staff development, curriculum and competitive participation.
- **General Manager:** Oversees general administration of the club including special events, strategic planning, budgeting and office staff.
- **Board of Directors:** Oversees the development of policies and procedures, and the employment of staff in order to deliver the program.

**Website:** [www.eksc.com](http://www.eksc.com) is our official website. You can view information including member accounts, sign-ups, news, events, calendars, club information, meeting minutes, etc.

**Social Media:** EKSC has a team page on Instagram, Twitter and Facebook.

**Annual General Meeting:** This a members' forum, typically in June. The annual review includes: Presidents report, Audited Financial Statements, election of the board of directors, as well as an opportunity for any member to address the membership.

## RESPONSIBILITIES

### Board of Directors and Staff

The Board of Directors and staff have the following responsibilities:

- Ensure that the club operates according to the by-laws of EKSC
- Ensure that the club operates within the guidelines of Swim Alberta and Swimming Canada
- Evaluate the effectiveness of club programs and staff performance
- Maintain accurate financial records
- Prepare, maintain, and communicate operating documents, policies and procedures
- Ensure that club policies are administered on a fair and equitable basis
- Establish the fee structure for the club
- Provide members with fundraising opportunities, including bingo and casino shifts

### Coaches

The Coaches have the following responsibilities:

- Behave in a manner consistent with the Code of Professional Conduct of the Canadian Swimming Coaches' and Teachers Association
- Operate within the policies of EKSC, Swim Alberta and Swimming/Natation Canada
- Coach a group of swimmers according to the program as designed by the Head Coach
- Communicate with parents

### Swimmers

The Swimmers have the following responsibilities:

- Abide by the Code of Conduct
- Operate within the policies of the club, Swim Alberta and Swimming/Natation Canada
- Attend all scheduled practices and competitions
- Follow the directions of coaches
- Wear EKSC gear at practices and competitions
- Own, use and maintain training equipment
- Maintain positive communication with coaches
- Be a positive ambassador for the Edmonton Keyano Swim Club at all times

### Parents / Guardians

The Parents / Guardians have the following responsibilities:

- Read, understand and follow the Handbook, Policies, website
- Encourage all swimmers and provide a positive environment for development
- Guide your swimmer in understanding their personal responsibilities
- Ask questions and communicate concerns
- Inform coach of issues that prevent their swimmer from participating in training or competitions
- Refrain from approaching coaches or swimmers during training or competition
- Allow coaches to provide the technical direction
- Participate in club activities
- Meet all membership requirements

### Code of Conduct

The Code of Conduct outlines the EKSC policy on all behaviour and interactions while a part of the Edmonton Keyano Swim Club. For more information on this and other related policies, go to [www.eksc.com](http://www.eksc.com).

## THE SWIM PROGRAM

### Objectives

The objectives of each training group change as a swimmer graduates up the program. The target age, ability and highlights of each group can be seen in the chart below.

### Group Descriptions

Group		Target Age	Entry Ability	Highlights
Development Groups	Bronze	5-9	Swim 2 lengths Ability to train in group setting	- learning 4 competitive swim strokes - sticker chart program, tracks swimmer progression - race in in-house Bear Cubs series
	Silver	8-11	Swim Free and Back proficiently, perform basic skills for Breast and Fly	- sticker chart program, tracks swimmer progression - compete in local and in-house meets - targeting Swim AB Festival standard
	Gold	9-13	Swim all 4 strokes proficiently Swim AB Festival Standard	- targeting Swim AB Provincial Standard - competing at Provincial competitions - Introduction to interval training - participate in club-wide swim sets
Performance Groups	Junior Provincial	11-13	Swim AB Provincial Standard, ability to train with the group	- targeting Swim AB Champs Standard - travel meets - training camps
	Senior Provincial	13+	Swim all 4 strokes proficiently	- targeting at Swim AB Provincials - travel meets - flexible group for swimmers with commitments in and outside of swimming
	Junior National	13-15	Swim AB Champs standard, attendance and training expectations	- targeting Westerns and Jr Nationals - training camps - compete outside Canada - compete with best of same age in Canada
	Senior National	15+	Western, Junior and/or Trials Standard	- targeting Canadian Swimming Trials and Championships, and beyond - out of country training camp - compete with best overall in Canada

### Swimmer Group Movement

In general, group transitions or 'move-ups' (i.e.: from Bronze to Silver) occur at the end of any of the 3 training cycles of the competitive swim season: September-December; January-March; April-June. Having 'move-ups' at the end of a training phase ensures that swimmers will not be moving up into a group that is in the middle of a training progression, nor will they miss any portion of a training progression from their current group.

Every season brings new levels of swimmers, different abilities, and different depth in numbers at all the group levels within Keyano. As such, there are no absolute criteria for moving up a swimmer. In lay terms, swimmers must:



- (1) Exceed the expectation level of their current group on the majority of learned skills
- (2) Have no gaping deficiency in any of the major skills learned in their group
- (3) Meet the expectation level of the next group on as many skills as possible
- (4) Meet the expectation level of the next group in attendance, attitude, trainability, commitment & performance.
- (5) Be 'age-ready' as per the composition of the current groups

Thus, 'move-ups' will be determined greatly by the level of skill and of the target skills of a current group, and also of the next group. 'Move-ups' are also dependent on group sizes and the overall best interests of the swimmers. (i.e.: In some cases, a group may become full and make move-ups unhelpful for all involved... in this case, all groups below the bottleneck begin to target higher skills, and the overall group level will be higher than past seasons).

### Progression (Sticker) Charts

In our development programs, EKSC uses progression charts with sticker awards to teach swimmers about the skills we value and to introduce the idea of setting goals in a way that young swimmers understand.

## SWIM MEETS / COMPETITIONS

### What are swim meets?

Swim meets are the target for our swimmers. Every group has a specific swim meet calendar, which you are expected to follow to the best of your ability. Here are a few bits about swim meets:

- Meets take place one of two pool lengths: Short course (25 m) and Long Course (50 m);
- Keyano runs Bear Cubs race nights to introduce swimmers to a swim meet setting;
- Novice meets are open to any swimmer, whereas some meets have qualification standards;
- Meets can be local or require travel to another city nationally or internationally;
- Qualification standards in swimming go off your actual age as of each competition, and not your year of birth like many team sports;
- Costs for participation are independent of the financial membership requirements.

**Types of swim meets:** Swim meets look different when you start in the sport compared to what you see on TV at the Olympics. EKSC is the only club in Alberta who has created an entire in-house series to develop swimmers in their first 1-3 years in the sport. From that series, swimmers eventually go on to experience an array of competitions:

- **Bear Cubs Race Night:** This is EKSC's in-house series of race nights for only Bronze and Silver swimmers. These simulate a swim meet experience but do so in the span of a regular Wednesday night practice time and without the confusion of hundreds of other swimmers on the pool deck. Swimmers will race a variety of events as planned out by the Head Coach.
- **Novice Meets:** (Examples: 10&under Series, Octoberfest, Candy Cane, Dino Cup) These meets are for experienced Bronze swimmers and all Silver swimmers. These are usually local, however, EKSC occasionally offers the chance for novice swimmers to race in other cities. These are technically invitational meets, but they have no qualifying times and are open to beginner levels of swimmer. These meets are often capped to 10yo or 11yo & under swimmers in order to control the length of sessions. Swimmers will race a variety of events with people from other clubs and cities. These

swim meets usually take 3-4 hours per session (ranging from 1-2 days) and include a warm-up period, followed by the main competition where swimmers will race 2-4 times. Any time a swimmer is not racing is spent socializing or cheering from a team area on deck. Swimmers can visit parents but are encouraged to remain in the team area as much as possible.

- **Invitational Meets:** (Examples: JP Fiset Invitational, Edmonton Open, Edmonton Keyano International / EKI Invitational) These meets are for experienced Silver and usually Gold and higher groups. These can be anywhere in the country; however, lower level invitationals are usually in the province for EKSC swimmers. These meets usually have qualification standards that make the swim meet suitable for a range of ability. The EKSC group calendars consider the suitability of each meet so that only appropriate meets are offered to each swimmer. These meets usually take 3-5 hours per session (ranging from 2-4 days) and usually have a morning preliminaries and an evening finals session. Swimmers will race 1-3 times per preliminaries session and then only if they qualify for finals or a relay in the evening. It is considered a privilege to make finals or to swim on an EKSC relay.
- **Provincial Meets:** (Examples: Alberta Festivals, Alberta Provincials and Alberta Championships) These meets have Provincial time standards and become the performance goal of swimmers once they become experienced Silver swimmers. They run exactly as Invitational meets but have the added prestige of being a provincial competition.
  - o *Alberta Festivals* are for 11&under boys and 10&under girls, with our top Silver and young Gold swimmers targeting this qualifying standard. Swimmers who qualify in one event may swim up to nine races at the two-day Festival.
  - o *Alberta Provincials* are for all ages, but standards target strong 11- to 15-year-old swimmers. This is the target competition for most Gold swimmers and some Jr and Sr Provincial group swimmers. Swimmers must requalify each season for the standard associated with their new age.
  - o *Alberta Championships* are the highest level of provincial competition. These are very difficult standards and are the target for experienced Jr Provincial and Sr Provincial swimmers and all Jr National swimmers.
- **National Meets:** (Examples: Westerns Nationals, Junior Nationals, Olympic Trials) These meets have National time standards. Some standards are different for younger athletes, while some are a single faster standard. These are the highest level of competition in Canada.
  - o *Western Canadian Championships* are held in April each season. This competition is for the fastest swimmers overall from BC to Manitoba.
  - o *Canadian Junior Championships* are held in July/early August each season. This competition races each distinct age against each other and is limited to 18 & under swimmers.
  - o *Canadian Swimming Championships* are held at least once per season and is the name of any national championships that are not acting as a Trials for the national team. This is a senior open meet for the best overall swimmers in Canada.
  - o *Canadian Trials* are held once per season to select Canada's national senior and junior teams. This is the most exciting competition in Canada – this is how Canada's Olympic Team will be selected.
- **International Games:** (Examples: Junior Pan Pacific Games, World Championships, Olympics) These meets are for named national teams only, as selected by Swimming Canada at a Trials event.

### Entering swim meets

Meet attendance must be confirmed with EKSC prior to the sign-up deadline, using the online swim meet declaration system. This is easy to do from the Events tab on the front page at [www.eksc.com](http://www.eksc.com). Failure to do so may result in:

1. The swimmer being unable to attend the swim meet;
2. The member being responsible for any additional costs corresponding to late sign-up.

Coaches are responsible for the event selection of swimmers at a given swim meet. It is appropriate for parents to ask the coach about the goals of a swim meet in order to support the event selection with their swimmer.

### Travel swim meets

Independent travel to away swim meets is the sole responsibility of members. In addition to their personal travel expenses, members will be responsible for swim meet entry fees, coaching expenses and any other full team expenses on that trip.

Occasionally, EKSC offers team travel to competitions. This can be either mandatory or optional. Whenever it is optional, members must declare their intent to use or not use team travel in their participation declaration before the sign-up deadline. The full EKSC Team Travel Policy can be found at [www.eksc.com](http://www.eksc.com).

All costs of travel swim meets are shared equally by all participants, unless an individual booking / cost is otherwise arranged through the office. These include:

1. Swim meet fees;
2. Transportation costs (bus, plane, taxi, otherwise);
3. Accommodation costs;
4. Coaching costs (per diem, transportation, accommodation);
5. Chaperone costs (per diem, transportation, accommodation).

### Billing for swim meets

After the deadline, the billing process for a swim meet begins. For any local swim meets, this will usually be limited to an entry fee that is invoiced about 2 weeks before the meet.

Billing for travel swim meets follows the same timeline as all other meets, with the exception that final costs are not known until after the event. For that reason, travel swim meets are billed out as follows:

1. Entry Fees: These will be charged immediately after the entry deadline as all other meets.
2. Pre-Meet Fee Sheet: This is a pre-meet invoice that will charge all known costs to the member. This sheet is sent to members as soon as possible after a sign-up deadline, but only after all possible bookings are confirmed.
3. Post-Meet Fee Sheet: This is a final reconciliation and will be the final invoice for each competition. This is completed as soon as possible after the conclusion of a swim meet, usually within 2-3 weeks.

### Changes to declaration and late withdrawal

A member may withdraw or alter their declaration, but this change must be made online AND be communicated to the group coach and office before the deadline. Communication proof may be requested by email.

If the member changes or alters their declaration after the deadline, they will be responsible for any corresponding costs, including all the travel costs listed above, if applicable.

### **Attending swim meets**

When you get to a swim meets, swimmers are expected to show up 15 minutes prior to the start of warm-ups for a team activation. During this time, swimmers will check-in with their coach (or coach substitute) who will assist them in knowing what to do. For younger swimmers, the coach will help them with their heat and lane assignments and supervise them throughout the session.

Parents are encouraged to volunteer whenever their swimmer takes part in a competition, which will earn Participation Points, to be explained later. Parents who are not volunteering are required by Swim Alberta to watch and cheer on their swimmer from the stands.

### **Team Apparel and Equipment**

Members will all receive a free t-shirt and swim cap to start the season. There is also a list of equipment needed for each group. Those lists are available in September around Registration Day.

Swimwear and equipment orders are done throughout the year. Equipment may be available for sizing or purchase in the EKSC office, subject to availability. Additional equipment can be ordered through our sponsor Team Aquatics Supplies.

It is expected that swimmers wear Keyano apparel on the pool deck, and Keyano caps in the water.

## **MEMBERSHIP REQUIREMENTS**

### **Registration Fee**

This is a one-time annual fee that pays for membership with Swim Alberta and Swimming Canada on your behalf. That membership is activated the moment you register with Keyano and is valid until August 31<sup>st</sup> of each year. This fee does not stay in the club and is therefore not refundable.

### **Membership Deposit**

This deposit is held in trust for members until the end of a swimming season, which is officially August 31<sup>st</sup> each year. It is held until such time that all of a member's commitments are fulfilled and may be refunded after all account balances are complete and paid for the current season. Members also have the option to carry a deposit forward to the following season.

### **Training Fee**

This fee represents the annual cost of training, which includes employing staff and renting pool lanes from the city. This fee is not pro-rated according to a swimmers' attendance. EKSC begins its season in September and continues until June (some swimmers may qualify to continue into the Championships season in July/August). Fees are due in September and can be paid in full up front, or in 10 equal installments (this option is for the member's financial convenience only). Installments are a monthly payment plan for annual fees and are not equivalent to the value of training each month.

### **Bingo Shift Commitment**

Proceeds from bingos help EKSC operate; a total of over \$300,000 in gaming proceeds goes towards paying pool rental fees every year. Bingos are the single most important source of revenue for EKSC outside of members' training fees and keep training fees lower than otherwise possible.

Each member is responsible for a pre-determined number of bingo shifts per season. Members are responsible for these shifts by either of the following options:

- (1) **Volunteering at bingo events:** Working a bingo is simple, but important. A typical shift involves walking a bingo floor and selling a type of bingo card to patrons. There are also a few positions responsible for reconciling and managing the bingo event. It is important to follow the EKSC Bingo Shift Commitment Policy when working a bingo. This policy was built to ensure that EKSC meets Alberta Gaming and Liquor Commission (AGLC) rules and regulations. You can find this policy at [www.eksc.com](http://www.eksc.com).
- (2) **Opt-out of you Bingo Shift Commitment:** This is also simple, and there are a few ways to do it. The first is to choose a bingo payout option during your annual registration. At that time, you can add \$200 per bingo shift requirement to your training fees and either pay your new training fee amount in one payment or in ten monthly instalments. To arrange to payout a bingo at any other time of the season, simply contact our accountant at [accountant@eksc.com](mailto:accountant@eksc.com).

Every 18-24 months, EKSC can apply for a license to conduct a two-day event in a casino. Members of EKSC are required to staff those casinos in return for a portion of the proceeds generated. Casino shifts contribute towards your bingo shift commitment.

### Participation Points Commitment

Participation Points are EKSC's form of tracking parent involvement in helping at swim meets, committees, and other club activities. The main form of parent contribution is through simple officiating tasks at swim meets, like 'timing'. Competitive swimming cannot run competitions without dozens of parents helping, so Participation Points ensure that the volunteer load is spread wide enough to keep our sport running effectively.

Each member is responsible for a pre-determined number of Participation Points per season. Members are responsible for these points and can sign-up to a variety of volunteer roles to earn points:

- (1) **Volunteer at swim meets:** this is the easiest way to earn points and is vital to the sport of competitive swimming. Each session at a swim meet requires a few dozen parent volunteers, and some events have 6+ session on a single weekend. The good news is that volunteering is easy. Introductory positions are simple, like timing or putting out refreshments in the hospitality area. EKSC is fortunate to have highly qualified officials in its membership / alumni and are able to run officials' clinics throughout the season to help get new members comfortable with helping at swim meets.
- (2) **Volunteer to organize:** there are so many areas where parents are integral. Each swim meet has a handful of Chair positions who organize the various aspects of the competition. There are also a variety of fundraisers held throughout the season that are led by parents. New ideas are welcome, and organizers will earn points for their efforts.
- (3) **Volunteer for committees:** this is for any member with either a skill set that has value to a committee or members with experience who add perspective and direction to a committee.

The full Participation Points Policy is available at [www.eksc.com](http://www.eksc.com).

## Fundraising

This is not a requirement of Keyano members. Fundraising activities are conducted and announced by volunteer parents throughout the season in order to raise money to support Keyano programs and members.

**Member Fundraisers** are volunteer-driven fundraisers governed by our Member Fundraiser policy, whereby proceeds derived from each member's specific participation in a fundraiser are split between the member (as account credit) and the club at an 80/20 ratio.

**Club Fundraisers** are usually larger events or AGLC related events. Proceeds from these are intended to fund Keyano programs and may have mandatory commitments associated with them (bingos). These fundraisers each have their own guidelines and/or policies outlined at the time of the fundraising event.

## HOW TO VOLUNTEER

**For a bingo:** You must sign-in to your account at [www.eksc.com](http://www.eksc.com) and go to the Events link on the main webpage. On the Events page, click on Team Events and scroll to find a Bingo Event that works with your personal schedule. Click on Job Sign-up and you will be taken directly to the job sign-up page for that bingo. Be sure to follow the directions on screen and always note the member for whom the bingo is being worked if different than the actual worker. Remember to mark the date on your personal calendar.

**For a swim meet:** You must sign-in to your account at [www.eksc.com](http://www.eksc.com) and go to the Events link on the main webpage. On the Events page, click on Team Events and scroll to find the applicable swim meet. Click on Job Sign-up and you will be taken directly to the job sign-up page for that swim meet. Be sure to follow the directions on screen and double check that you choose the date(s) and time(s) that works best for you as there are several dates, times and positions at each swim meet. Remember to mark the date on your personal calendar.

**For a committee:** Committees are on-going, but from time-to-time a new committee forms or an established committee turns over and needs new members. Notification of available committee positions are sent by email to all members, and any member may apply to join a committee. Each committee looks for a skill set which helps the committee vet new nominees, and the Board of Directors approves all appointments.

## PAYMENT TERMS

### How do I pay?

Payments can be made in the form of a credit card, cheque, e-transfer, Telpay or cash. All questions about payments should be directed to [accountant@eksc.com](mailto:accountant@eksc.com).

### What do I owe at Registration?

The registration payment includes the Annual Registration Fee, Membership Deposit and September Training Fee installment.

### **How do I see what I owe?**

Your account can be viewed at any time by signing into your account at [www.eksc.com](http://www.eksc.com). Note that for first-time members you must pay your registration invoice and wait approximately 24 hours for account activation.

### **When are payments due?**

Your account will accumulate any charges added during a month, like meet fees or equipment purchases. On the 1<sup>st</sup> of each month, a training fee will be added to the account balance and you will be charged for the total on your account.

### **When is a payment late, and what happens?**

A payment is late if an account balance is not clear by the 10<sup>th</sup> of each month. The late payment fee is \$25. All NSF cheques/declined payments will also result in a \$25 fee. We suggest that members leave their credit card on file with the office to avoid such scenarios.

### **What happens when I change groups / join mid-season / withdraw?**

All fees and commitments are pro-rated based on the amount of training spent in each group for a season. Members will receive a full breakdown of how fees and commitments were pro-rated, no matter the situation. Please note that withdrawals require two weeks notice unless accompanied by a medical note. All of these situations are fully explained in the EKSC Member Joining/Withdrawing Policy at [www.eksc.com](http://www.eksc.com).

### **What happens to outstanding balances?**

Unfortunately, outstanding balances even 30 days old pose a risk to a not-for-profit like EKSC. Action will be taken to communicate and clear up outstanding balances with members as soon as possible. If a solution is not found, then members may be suspended according to the EKSC Outstanding Members Accounts Policy, which can be viewed at [www.eksc.com](http://www.eksc.com).

### **What if I have extraordinary circumstances?**

There can be circumstances within a family that need to be considered for modification or relief from financial, officiating and other obligations of the member(s). In these rare circumstances a letter can be written to the EKSC President. Mark your letter "Private and Confidential" and e-mail directly to the President or deliver to the EKSC office. The letter must be very specific in what relief is being requested and the circumstances that prevent fulfillment of the member's obligations. If the letter does not provide enough information the request can be denied. The President will bring the matter to the Executive Committee as soon as possible for evaluation and a decision. You will receive a letter with the Executive Committee's decision.

### **Is there a discount for multiple swimmers in a family?**

Yes, when more than one swimmer, to a maximum of five, are registered from a single family, each additional swimmer receives a 5 per cent discount on their training fees. Returning University swimmers do not qualify. The swimmer in the most senior training group will pay the full training fee; each additional swimmer will have the training fee adjusted.

Families with more than one swimmer will collect the volunteer points required by the highest group plus half of the points required by each additional group.

Families with more than one swimmer will collect the bingo shifts required by the highest group plus three bingos for each additional group.

### **Is there a credit for referring new members to Keyano?**

A member is entitled to a \$50 account credit when said member refers another swimmer to the program who registers for the full season. The referred family must acknowledge the referral.

## **GOVERNANCE**

### **Board of Directors**

This governing board is composed of six to eight members who are elected at the Annual General Meeting in June to serve a two-year term, plus the past-president. Board member positions are President, Vice President, Past President, Treasurer, Secretary, plus four members-at-large. Board meetings are held once a month to discuss issues related to the organization as a whole, and to take appropriate actions. Any member is welcome to attend the meeting; however, if you wish to address the board, you must contact the President/Secretary one week prior to the meeting to be placed on the agenda.

### **Annual General Meeting**

As a non-profit organization, EKSC holds one AGM per year in June to present reports from the President, the previous years' audited financial statements, appoint an auditor for the current year's financial statements, and to elect new board members to any expiring terms. Each member will receive notice and an information package to assist the members in voting two weeks prior to the meeting. It is very important that the members attend to hear and vote on matters as they relate to EKSC. The AGM will be very informative, and a place where members can openly ask questions and voice their opinions. If quorum is not met another AGM will be scheduled.

### **Election to the Board of Directors**

EKSC looks for talented, socially responsible people to fill the director positions. At the AGM, (typically in June) the members vote on the nominees for the board. To be included as a nominee, contact the President & Secretary of the Board of Directors. A nominee can also be presented at the AGM.

### **Minutes of Board Meetings**

After the Board approves the Minutes of the meeting, the website posts copies for members to view.

### **EKSC Bylaws and Policies**

Members should be aware of and know the bylaws and policies of the Club. The Club office and website hold copies for members to view.



## KEYANO POLICIES & DOCUMENTS

All policies can be accessed on the Club Documents page under the Parents tab at [www.eksc.com](http://www.eksc.com).

### Resolution of Disputes and Complaints

In any organization, conflicts, misunderstandings and concerns can occur. EKSC encourages all members and staff to communicate openly with each other and to resolve matters in a fair, equitable and cost-efficient manner. Concerns can be about: administration, coaching, finances, behaviour or other matters. If a matter of concern has escalated to involve the club, notice should be directed according to our policy.

### Safe Sport and Code of Conduct Policies

Edmonton Keyano is a supporter of Safe Sport principles and have adopted staff, environmental and conduct policies in line with Safe Sport guidelines.

### Bylaws

The most recently passed set of EKSC bylaws as well as all applicable amendments are posted on the EKSC website.

## INSURANCE COVERAGE

There are multiple forms of insurance that are available to EKSC directors, officers, staff, members, families, swimmers and volunteers (the “Individuals”). Some of that coverage is offered through policies held by Swim Alberta, EKSC and the Individuals themselves. In some instances, Individuals will want to supplement the coverage in place with their own added coverage.

By way of additional information, the Swim Alberta Sport Accident Insurance Program is designed to provide benefits to Swim Alberta members, should a member be injured as the result of an accident or should an Individual be sued for action/inaction taking place during a sanctioned and properly supervised Swim Alberta event. The Swim Alberta coverage currently includes a Commercial General Liability Policy and a Directors and Officers Policy. Please note that insurance is not available for non-sanctioned events.

It is also noted that motor vehicle coverage is unique in many aspects and if Individuals intend to transport others, they will want to check with their carrier to ensure that appropriate coverage is in place for both their own vehicles and for rented vehicles both in and out of the country. Finally, insurance currently in place may change without notice to the individuals affected. In short, it is vital that all individuals check with their insurance brokers to confirm that the coverage in place meets their specific needs.