

Athlete's Code of Conduct

Athletes are the core of the NTC Lightning, and each athlete will strive to be the best that he/she can be. We expect athletes to show respect to their gifts and talents, each other, coaches, team parents, facility members, visiting teams, facility staff, and administrators. While a list of rules cannot cover every conceivable situation, the following principles guide and define expected conduct.

By enrolling into the NTC Lightning program, each athlete agrees to the following:

1. Athletes will show respect for NTC coaches, staff, other athletes, and administrators, as well as the facility and property. Athletes will follow all facility and campus rules and policies.
2. Athletes will show a level of commitment and professionalism to their chosen sport and discipline, as well as true team spirit and unity.
3. Athletes will follow the directions of the coaching staff during practices, meets, and other team activities.
4. Athletes may only be on the pool deck during the time designated for their respective practice group. During training hours, athletes may not exit the building and/or pool area without explicit permission by a coach.
5. Athletes will refrain from all illegal or inappropriate behaviors, including racially or ethnically insensitive remarks or offensive language, as well as any behavior that would detract from a positive image of the team or be detrimental to its performance objectives.
6. Athletes recognize their role at swim practices and meets is to strive for excellence. Athletes must obey the directions of the coaches and chaperones at travel meets, including the separation of male and female swimmers from being in the same hotel room at any time without adult supervision and approval. Any demonstration of romantic involvement between athletes on property is forbidden.
7. Athletes will not speak disparagingly or complain about the team or NTC staff. Athletes will stop rumors whenever he/she hears them.
8. Athletes will not initiate or participate in any bullying behavior.
9. Athletes will show respect for parents and other authority figures who may remind them of these rules, appropriate behavior, and conduct.
10. Athletes will respect the property of the National Training Center and any other facility the team may train or compete at. No athlete shall tamper with, cause damage to, or remove any property from the facility.
11. Athletes will not participate in any unsafe activities that may cause harm to themselves or others.
12. Athletes will not participate in activities that will be detrimental to the image or reputation of NTC Lightning, Florida Swimming or USA Swimming.

Implementation

Failure to comply with the Code of Conduct as set forth herein may result in disciplinary action, including, but not limited to the following:

1. Dismissal from practices, exclusion from the pool deck, dismissal from other team events, including competitions.
2. Suspension from the team followed by a probationary period.
3. Immediately being sent home, at the athlete's expense, from a travel meet.
4. Dismissal from the team.

Discipline Code of Conduct

Discipline is an important component of learning. Good discipline is a way of achieving goals through teamwork and helping our athletes work to their highest potential. At the NTC, discipline is both

redemptive and protective in nature. First, we will do all that is within our abilities to assist athletes in becoming good citizens to our community and examples of good character. Secondly, we will have a safe environment where all athletes are free to learn to their full potential. We will not permit one athlete or parent to create an unsafe atmosphere or disrupt the training process for other athletes.

We expect that most minor infractions will be addressed by the coach in cooperation with the parent. Repeated or more serious infractions will result in discipline according to the following scale:

Level 1 – Result in disciplinary action

- Continued disruptions or disorderly conduct
- Continued disrespect for other athletes, parents, coaches, facility members, visiting athletes and/or staff
- Profane or abusive language
- Excluding other athletes or bullying

Level 2 – Result in automatic and immediate suspension

- Fighting or threatening harm to another athlete/parent/visitor
- Intentional destruction of property
- Intimidating, harassing or hazing other athlete/parent/visitor(s)
- Direct defiance of coaches, staff and/or administration
- Violating campus security policies

Level 3 –Result in expulsion/immediate termination (non-refundable)

- Possession of alcohol, drugs or weapons.
- Gross or repeated insubordination
- Gross sexual immorality
- Repeated fighting, violence or threats of violence

Parent's Code of Conduct

Parents are an integral part of NTC Lightning. The NTC Lightning program depends heavily on parental cooperation and support. Enrolling in the program is evidence of parent affirmation of this code of conduct; each parent agrees to the following:

1. I will make sure my child arrives at practices, meets and team functions on time each day, prepared to train and compete.
2. To encourage team morale and presence, athletes at meets and in training MUST wear NTC Lightning team apparel such as; team suit, team cap, team t-shirt, uniforms. I will treat my child's coaches and administrators with respect as dedicated professionals in written and oral communication. I will maintain perspective and retain control of my emotions even when I feel frustrated with a coach or administrator of our team or another team. I will never, ever take a threatening tone of voice or posture with team or facility staff, or do anything that may feel intimidating to a team coach, athlete, visiting athlete, member, other parent, or administrator.
3. I will never lie to my child's coach or administrator to shield my child from the consequences of his/her behavior. I will always encourage honesty and truthfulness in my child. I will speak to the coach or coaches before I accept as true my child's version of an incident. I affirm that coaches and administrators act in good faith to get at the truth of a matter. Even if I disagree, I will accept the NTC Lightning staff decisions as in the best interests of the swim program, athletes, and ultimately my child.

4. I will not speak disparagingly or complain about NTC Aquatics programming or South Lake Hospital and I will stop rumors whenever I hear them.
5. I will keep all staff, athletes, members and other parents safe by following all facility policies for the aquatic center, keep locked doors shut and complying with all campus driving and parking regulations. I recognize that there is a heavy flow of traffic, athletes and spectators on campus and will do all that I can to be safe in my driving and actions.
6. I will not stand on the pool deck. I recognize the appropriate time to talk to a coach is not during any practices or meets, as the coach's focus is on the safety and training of the athletes. I will schedule an appointment to address any questions or needs I might have.

NTC Aquatics Photography Policy and Release

There has been much talk about whether it is safe to have images taken of children participating in sports. While the great majority of images are appropriate and are taken in good faith, it is a fact that images can be misused and children can be put at risk if common sense procedures are not observed.

All photographs must observe generally accepted standards of decency in particular:

- Action shots should be a celebration of the sporting activity and not a sexualized image in a sporting context.
- Action shots should not be taken or retained where the photograph reveals a torn or displaced swimsuit.
- Photographs should not be taken from behind swimming blocks at the start of a race or exhibit a child climbing out of the swimming pool.
- Photographs should not be taken in locker rooms or bathrooms.

All NTCA participants agree to be filmed and photographed by the host club approved photographer(s) and videographers and to allow the right to use names and pictures before, during, or after the meet such as in public psych sheets, heat sheets, and results or featured on the host club or NCAP website or social media or in public broadcast of the event via television or webcast. Parents and guardians of minor swimmers who do not wish their swimmers to participate in interviews or have individual pictures featured on any media must inform the Orlando Health National Training Center in writing. Any such revocation shall not apply to information already released by OHNTC or NTCA prior to its receipt of such written revocation.

Unless stipulated otherwise, this authorization shall cover the entire period of the swimmer's membership with NTCA, and shall remain in effect thereafter unless and until revoked by the member family in writing in the manner set forth above. If photographs or filming is for marketing purposes, I agree that I will not seek remuneration, compensation or payment from Orlando Health National Training Center or NTC Aquatics for the purpose of publicity, advertising or marketing.

NTC Lightning Team Rules

1. Swimmers should **ONLY** be on pool deck during the time designated for their respective practice group. NTC Lightning swimmers must enter through the front door of the building and scan in at the Welcome Desk. **All children under the age of 13 years old MUST be accompanied by a supervising adult.** Those parents who are facility members are welcome to use our Child Watch services while working out.
2. **The use of the pool before and after practice is ONLY permitted for those members who have purchased a pool pass for their child (12 & under) or gym membership (for those 13 & over).** Facility members may purchase a 10 visit pool pass at the Welcome Desk. Lifeguards must be shown the pool pass before swimming outside of designated practice time.

3. Please make sure to pack a towel for your swimmer before practice. NTC Lightning team members are not allotted towel use.
4. Lifeguards on the pool deck have final say in regards to rule enforcement, pool closures due to weather or water conditions, lane assignments, and safety issues.
5. Locker rooms should be limited to changing and use of toilets. Hanging out, horseplay, littering, foul language, or aggressive behavior will not be tolerated in the locker rooms or on South Lake Hospital property. Parents, please supervise young children while using the locker rooms/showers.
6. Children 6 years and older MUST use the locker room for their gender. We ask that parents of young children please plan accordingly.
7. Personal items are not to be left overnight or stored on the pool premises or in the locker rooms. All items left on premises will be placed in lost and found for a time period of 1 week. After this, it is up to the discretion of the National Training Center staff in regards to disposal. Personal items are not the responsibility of facility staff.
8. Parents are welcome to watch practice from the bleachers, awning, or picnic tables. We do ask that parents approach the coaches with questions either BEFORE or AFTER practice. Approaching your swimmer's coach in the middle of practice can become a distraction and take away from that group's training.
9. Many of you may want to photograph your swimmer while at practice. As part of South Lake Hospital, we do NOT permit photos to be taken on the pool deck due to liability reasons. We hope you understand that being a part of the hospital requires that we adopt hospital privacy standards.

Reporting of Misconduct:

USA Swimming Rule 306.1 states that "It is every member's responsibility to promptly report any incident regarding sexual misconduct by a member as described in Article 304.3.8 to USA Swimming. Reporting must occur when an individual has firsthand knowledge of misconduct or where specific and credible information has been received from a victim or knowledgeable third party. Various state laws may also require reporting to law enforcement or to a designated child protection agency. [Click here for information on USA Swimming's Safe Sport program.](#)

Florida Swimming Code of Conduct

This event is held under the sanction of USA Swimming and Florida Swimming. The athletes, officials, coaches, volunteers, parents and spectators attending shall conduct themselves within the rules of these organizations, including Article 304 of the Rules and Regulations of USA Swimming – Code of Conduct. The guidelines listed below, which are not intended to be exhaustive, shall be adhered to at all meets in Florida Swimming.

Expectations:

- Respect for all persons and property.
- Respect for facilities and equipment.
- Respect for all staff, volunteers, and officials.
- Adherence to the rules and regulations of the venue in which the event is held.
- The following are strictly prohibited:
 - Cursing, swearing, racial remarks or any other form of verbal abuse.
 - Fighting or any other form of physical abuse.
 - Use or possession of non-prescription controlled substances or intoxicants.

- Use or possession of any weapons.

Use of tobacco products.

Authority: USA Swimming has the following among its Codes of Conduct:

304.3.12 It is a violation of the USA Swimming Code of Conduct if there is any non-consensual physical contact, obscene language or gesture, or other threatening language or conduct directed towards any meet official and which is related to any decision made by such official in connection with a USA Swimming competition.

304.2.15 It is a violation of the USA Swimming Code of Conduct if there is any other act, conduct or omission which is detrimental to the image or reputation of USA Swimming or the sport of swimming.

Florida Swimming, the sanctioning agent of USA Swimming, has the following rule:

Section 239.2

Any individual displaying unsportsmanlike or disrespectful conduct in violation of the Florida Swimming Code of Conduct at a sanctioned or approved competition may first be warned, along with the Coach of Record for the team that individual represents, by the Referee or by Meet Management to cease such conduct. If the conduct is serious, or continues after the warning, the individual may be ejected from the pool deck and the venue. Ejection is at the discretion of the Meet Manager/Director or the Meet Referee.

In addition to ejection, the Meet Manager or Meet Referee shall report the incident in writing to the FS General Chair and the FS Executive Director, within 7 days of the incident. Subsequent to such report, the team with whom the person ejected is associated shall be fined as follows:

- 1st ejection assessed to a team in any 12 month contiguous period--\$100
- 2nd ejection assessed to a team in any 12 month contiguous period--\$250
- 3rd ejection assessed to a team in any 12 month contiguous period--\$1000

Any further incidents in a 12 month contiguous period shall result in the team being suspended from competition at any FS sanctioned or approved meets for a period of 75 days from the date of the incident.

We indicate we have read, understand and will follow the Athlete's Code of Conduct, Discipline Code of Conduct, Parent's Code of Conduct, and NTC Lightning Team Rules. By registering with NTC Lightning programs, the athlete and parent(s)/guardian(s) agree to abide by the NTC Lightning Athlete's Code of Conduct, Discipline Code of Conduct, Parent's Code of Conduct, and NTC Lightning Team Rules. By registering with NTC Lightning programs, the athlete and parent(s)/guardian(s) agree to abide by the Florida Swimming Code of Conduct and understand that we will be fully responsible for any fines placed on NTCA/NTC Lightning for our athlete's behavior.

NTC AQUATICS POLICY: ACTION PLAN TO ADDRESS BULLYING

PURPOSE

Bullying of any kind is unacceptable at NTC Aquatics and will not be tolerated. Bullying is counterproductive to team spirit and can be devastating to a victim. NTCA is committed to providing a safe, caring and friendly environment for all of our members. If bullying does occur, all athletes and parents should know that incidents will be dealt with promptly and effectively. Anyone who knows that bullying is happening is expected to tell a coach, NTC staff member or athlete/mentor.

Objectives of the NTCA Bullying Policy and Action Plan:

1. To make it clear that NTCA will not tolerate bullying in any form.
2. To define bullying and give all coaches, parents and swimmers a good understanding of what bullying is.
3. To make it known to all parents, swimmers and coaching staff that there is a policy and protocol should any bullying issues arise.
4. To make how to report bullying clear and understandable.
5. To spread the word that NTCA takes bullying seriously and that all swimmers and parents can be assured that they will be supported when bullying is reported.

WHAT IS BULLYING?

The USA Swimming Code of Conduct prohibits bullying. Generally, bullying is the use of aggression, whether intentional or not, which hurts another person. Bullying results in pain and distress.

Source: www.stopbullying.gov – a federal government website managed by the U.S. Department of Health & Human Services www.usaswimming.org/protect

The USA Swimming Code of Conduct defines bullying in 304.3.7. Bullying is the severe or repeated use by one or more USA Swimming members of oral, written, electronic or other technological expression, image, sound, data or intelligence of any nature (regardless of the method of transmission), or a physical act or gesture, or any combination thereof, directed at any other member that to a reasonably objective person has the effect of:

- i. causing physical or emotional harm to the other member or damage to the other member's property;
- ii. placing the other member in reasonable fear of harm to himself/herself or of damage to his/her property;
- iii. creating a hostile environment for the other member at any USA Swimming activity;
- iv. infringing on the rights of the other member at any USA Swimming activity; or
- v. materially and substantially disrupting the training process or the orderly operation of any USA Swimming activity (which for the purposes of this section shall include, without limitation, practices, workouts and other events of a member club or LSC).

REPORTING PROCEDURE

An athlete who feels that he or she has been bullied is asked to do one or more of the following things:

- ☑ Talk to your parents;
- ☑ Talk to your squad's lead coach, an assistant coach or NTC management;

- ☒ Write a letter or email to the Club Coach, or NTC management;
- ☒ Make a report to the USA Swimming Safe Sport staff.

There is no express time limit for initiating a complaint under this procedure, but every effort should be made to bring the complaint to the attention of the appropriate club leadership as soon as possible to make sure that memories are fresh and behavior can be accurately recalled and the bullying behavior can be stopped as soon as possible.

HOW WE HANDLE BULLYING

If bullying is occurring during team-related activities, we **STOP BULLYING ON THE SPOT** using the following steps:

1. Intervene immediately. It is ok to get another adult to help.
2. Separate the kids involved.
3. Make sure everyone is safe.
4. Meet any immediate medical or mental health needs.
5. Stay calm. Reassure the kids involved, including bystanders.
6. Model respectful behavior when you intervene.

SUPPORTING THE KIDS INVOLVED

3. Support the kids who are being bullied

- a. Listen and focus on the child. Learn what's been going on and show you want to help. Assure the child that bullying is not their fault.
- b. Work together to resolve the situation and protect the bullied child. The child, parents, and fellow team members and coaches may all have valuable input. It may help to:

If bullying is occurring at our club or it is reported to be occurring at our club, we address the bullying by **FINDING OUT WHAT HAPPENED** and **SUPPORTING THE KIDS INVOLVED** using the following approach:

FINDING OUT WHAT HAPPENED

1. First, we get the facts.

- a. Keep all the involved children separate.
 - b. Get the story from several sources, both adults and kids.
 - c. Listen without blaming.
 - d. Don't call the act "bullying" while you are trying to understand what happened.
 - e. It may be difficult to get the whole story, especially if multiple athletes are involved or the bullying involves social bullying or cyber bullying. Collect all available information.
- 2. Then, we determine if it's bullying.** There are many behaviors that look like bullying but require different approaches. It is important to determine whether the situation is bullying or something else.

- a. Review the USA Swimming definition of bullying;
- b. To determine if the behavior is bullying or something else, consider the following questions:
 - What is the history between the kids involved?
 - Have there been past conflicts?
 - Is there a power imbalance? Remember that a power imbalance is not limited to physical

strength. It is sometimes not easily recognized. If the targeted child feels like there is a power imbalance, there probably is.

- Has this happened before? Is the child worried it will happen again?
- c. Remember that it may not matter “who started it.” Some kids who are bullied may be seen as annoying or provoking, but this does not excuse the bullying behavior.
- d. Once you have determined if the situation is bullying, support all of the kids involved.
 - i. Ask the child being bullied what can be done to make him or her feel safe. Remember that changes to routine should be minimized. He or she is not at fault and should not be singled out. For example, consider rearranging lane assignments for everyone. If bigger moves are necessary, such as switching practice groups, the child who is bullied should not be forced to change.
 - ii. Develop a game plan. Maintain open communication between the Club and parents. Discuss the steps that will be taken and how bullying will be addressed going forward.
- c. Be persistent. Bullying may not end overnight. Commit to making it stop and consistently support the bullied child.

4. Address bullying behavior

- a. Make sure the child knows what the problem behavior is. Young people who bully must learn their behavior is wrong and harms others.
- b. Show kids that bullying is taken seriously. Calmly tell the child that bullying will not be tolerated. Model respectful behavior when addressing the problem.
- c. Work with the child to understand some of the reasons he or she bullied. For example:
 - i. Sometimes children bully to fit in or just to make fun of someone is a little different from them. In other words, there may be some insecurity involved.
 - ii. Other times kids act out because something else—issues at home, abuse, stress—is going on in their lives. They also may have been bullied. These kids may be in need of additional support.
- d. Involve the kid who bullied in making amends or repairing the situation. The goal is to help them see how their actions affect others. For example, the child can:
 - i. Write a letter apologizing to the athlete who was bullied.
 - ii. Do a good deed for the person who was bullied, for the Club, or for others in your community.
 - iii. Clean up, repair, or pay for any property they damaged.
- e. Avoid strategies that don’t work or have negative consequences:
 - i. Zero tolerance or “three strikes, you’re out” strategies don’t work. Suspending or removing from the team swimmers who bully does not reduce bullying behavior. Swimmers may be less likely to report and address bullying if suspension or getting kicked off the team is the consequence.
 - ii. Conflict resolution and peer mediation don’t work for bullying. Bullying is not a conflict between people of equal power who share equal blame. Facing those who have bullied may further upset kids who have been bullied.
- f. Follow-up. After the bullying issue is resolved, continue finding ways to help the child who bullied to understand how what they do affects other people. For example, praise acts of kindness or talk about what it means to be a good teammate.

5. Support bystanders who witness bullying. Every day, kids witness bullying. They want to help, but don’t know how. Fortunately, there are a few simple, safe ways that athletes can help stop bullying when they see it happening.

- a. Be a friend to the person being bullied;
- b. Tell a trusted adult – your parent, coach, or club board member;

c. Help the kid being bullied get away from the situation. Create a distraction, focus the attention on something else, or offer a way for the target to get out of the situation. "Let's go, practice is about to start."

d. Set a good example by not bullying others.

e. Don't give the bully an audience. Bullies are encouraged by the attention they get from bystanders. If you do nothing else, just walk away.

NTC AQUATICS POLICY: Grievance Procedure

Purpose:

Your safety is paramount to NTC Aquatics and USA Swimming. If you experience or witness actions or events that concern you or make you feel uncomfortable, it is important to talk to someone about it. This document outlines the processes where a swimmer, parent, or coach can bring forward a complaint or concern.

Who to Contact:

If you have a concern relating to bullying, parent issues, unfair treatment, or violations of the Swimmer, Parent, or Coach Code of Conduct, please reach out to either Coach Don Gibb at Donald.Gibb@orlandohealth.com or Coach Alex at Alexander.Baxter@orlandohealth.com. Coaches who wish to file a complaint against another coach should follow the Grievance and Review Procedure outlined in the Orlando Health South Lake Hospital Employee Handbook.

If your concern relates to inappropriate behavior or activity that includes, but is not limited to, the following:

- Criminal Activity
- Use, sale, or distribution of illegal drugs
- Physical abuse
- Inappropriate touching
- Coaches sharing hotel rooms with athletes
- Rubdowns or massages performed by coaches
- Pictures and/or videos taken in locker rooms or changing areas
- Violations of USA Swimming's Minor Athlete Abuse Prevention Policy (MAAPP)

Please report the incident immediately to SafeSport. You can reach out to the Florida Swimming SafeSport coordinator, Cori Welbes, at coriwelbes@gmail.com or USA Swimming SafeSport Director Abigail Howard at ahoward@usaswimming.org. Anonymous reporting can be done directly to the U. S. Center for Safe Sport- Use the online reporting form, call (720) 524-5640, or find more information at www.uscenterforsafesport.org

If your concern relates to sexual misconduct, sexual harassment, or sexually explicit communication through any media, please contact the U.S. Center for SafeSport to make a report immediately. You can report your concern online or call 720-524-5640. More information can be found at www.safesport.org. Certain people are REQUIRED to report misconduct, and information on mandatory reporting requirements can be found here. If you need guidance, please contact our SafeSport Coordinator, Coach Bill (William.Kuminka@orlandohealth.com).

Procedures:

Coaches, swimmers, and parents are encouraged to talk with each other to resolve their issues. However, if this isn't possible, members of NTC Aquatics should know how to file a grievance:

- Swimmers or parents who have a grievance with another swimmer, parent, assistant coach, or official should contact Coach Don or Coach Alex in writing within two weeks of the date of occurrence. Coach Don and Coach Alex will discuss the problem in a timely and confidential manner. All information will be gathered regarding the situation, which may involve sit-down meetings with all those involved and any witnesses. Decisions will be made within two weeks of notification. Disciplinary action that may be required is explained in more detail in the Swimmer, Parent, and Coach Codes of Conduct. For bullying concerns, please also see the NTCA Action Plan to Address Bullying.

- If you are not satisfied with the decision reached by Coach Don and Coach Alex (or if a decision is not rendered in the time frame discussed above), you must refer the matter to the Orland Health-National Training Center Supervisor of Aquatics, Keith Haden, at keith.haden@orlandohealth.com within three working days of notification of Coach Don or Coach Alex's decision (or the end of the time frame discussed above). The Aquatics Supervisor will meet with Coach Don and/or Coach Alex, and you will be notified of their decision.

- Any complaints about Coach Don or Coach Alex should be referred to the OH-NTC Supervisor of Aquatics, Keith Haden, at keith.haden@orlandohealth.com, within two weeks of the date of occurrence. The Aquatics Supervisor will discuss the problem with you in a timely and confidential manner. All information will be gathered regarding the situation, which may involve sit-down meetings with all those involved and any witnesses. Decisions will be made within two weeks of notification. Disciplinary action that may be required is outlined in the Orlando Health South Lake Hospital Employee Handbook.

- If you are not satisfied with any decisions reached by the Aquatics Supervisor, you must refer the matter to the OH-NTC Operations Manager, Marty Shirley, at Marty.Shirley@orlandohealth.com within three working days of notification of the Aquatics Supervisor's decision (or at the end of the time frame discussed in paragraph three). The Operations Manager will review and evaluate the complaint and will notify you of the decision, as well as notify all persons deemed relevant to the situation. Decisions made by the Operations Manager are final.