COMMUNICATION

Regular communication between the RSC staff, coaching staff and athletes/parents is crucial for our team to be successful. Here is a list of our main forms of communication within our organization:

WEEKLY NEWSLETTER – Monday newsletters are emailed to everyone with information from the RSC staff and coaching staff

EMAIL – Coaches and administration will send email relating to specific groups. Please be sure all email addresses are correct in your RSC account to receive these emails.

WEBSITE – We encourage families to check the website often:
(www.rochesterswimclub.com)

COACHES – Continuous open communication with the coaches is highly encouraged. Coaches main form of communication is through email. Parents are asked to not address the coaches during practice time, as they need to focus on swimmers that are in the water. Please address them either before or after practice if necessary.

All communication regarding club function/administration/operations should be directed at Autumn Kappes autumn.kappes@rochesterswimclub.com

Chain of command when an issue/question/concern arises:

1. Contact your lead coach
2. Still a problem, contact the head coach
3. Still a problem, contact the CEO (Autumn Kappes)
4. Lastly, still a problem, contact all the Board of Directors members (bod@rochesterswimclub.com)