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Introduction

Hello! We're so glad to have you as part of the Enfinity Aquatic Club family. The purpose of this handbook is two-fold: to explain to new members just what swimming with Enfinity Aquatic Club is all about and to outline various policies that affect all swimmers, year after year. It should be read by all families so that they may become familiar with important facts and rules of the club.

Mission Statement

Building Complete Student Athletes Through the Sport of Swimming

The History of Enfinity

Enfinity Aquatic Club (EAC, est. 2012) is led by Owner/Coach Tim Hillen, who has been coaching swimming for over 20 years and has significant coaching experience and success at the State and National level. He has had the privilege of guiding numerous Age Group State Champions and State Record Holders (MN, WI, IL, NC), Age Group State High Point Winners (MN, WI, NC), and Olympians (Latvia, '96).

Enfinity Aquatic Club started with only 18 swimmers at Salem College. The swim team has continued, since its inception, to experience enviable growth and has expanded to include 3 satellite locations with a total of over 200+ swimmers within the Triad. During Enfinity's evolution, the team has amassed 40 state titles, 15 state records, and produced a Junior National Champion (SCY and LCM) and a National Jr Team Member.

Enfinity Aquatic Club prides itself in developing "complete" swimmers. Our team is filled with student athletes first and swimmers second. Our training emphasizes QUALITY OVER QUANTITY.

Enfinity Coaching Philosophy

Teamwork: Enfinity Aquatic Club is a team built upon the commitment, support, and participation of coaches, swimmers, parents/guardians, and the community at large. Enfinity believes that success in achieving the team's goals is dependent upon the cooperation of all members.

Coaching: Enfinity Aquatic Club is committed to providing comprehensive, expert swim/stroke training by an experienced coaching staff. In addition to swim training, Enfinity promotes the practice of healthy lifestyle habits, such as good nutrition and sleep.

The Swimmer: Enfinity Aquatic Club believes that each swimmer is an individual with different backgrounds, needs, and goals. The club focuses on the development of positive self-esteem and individual goal setting. The team encourages swimmers to represent Enfinity by

participating competitively on a year round basis. The Enfinity staff believes that all members should model team spirit and sportsmanship.

Coaches' Profiles and Backgrounds

Tim Hillen (Owner/Head Coach/Site Director - Winston-Salem)

After receiving his MBA from Lewis University (Chicago, IL) Tim joined the Peace Corps and served in Cameroon within the field of Microfinance and Small Business Banking. Upon returning to the United States in 2007, Tim moved to North Carolina and accepted a position which subsequently became the Director of Corporate Development for The Budd Group (Winston Salem, NC).

In December of 2012 Tim co-founded Enfinity Health Ventures, LLC. Initially a health food company, Enfinity expanded into personal training and corporate wellness. Drawing upon Tim's significant experience and success, Enfinity established a Master's Swim Club which has evolved into the nationally recognized Enfinity Aquatic Club.

Coaching Career

North Carolina: What started with 18 swimmers at Salem College has expanded to 3 branches with 200+ swimmers. In this 5-year-span, Enfinity has amassed: 40 state titles, 15 state records, 1 Junior National Champion (SCY and LCM), 1 National Jr Team Member and a USA National Team Member. Of the 18 founding swimmers who started the club, 6 have since gone on to swim in college (Florida State, Harvard, UNC Chapel Hill, Ferrum, Washington and Lee, Emory and Henry). In 2017, Tim was named a Junior National Team Coach by USA Swimming. In 2018, Tim was named to the USA National Team Coaching Staff.

Illinois: Graduate Assistant, Lewis University Swim Team, 2005- 2007. Under the direction of Head Coach Jennifer Arndt, Tim worked closely in areas of: program development, administration and recruiting. Over the course of the two collegiate seasons, Lewis University produced 14 School Records, 4 NCAA National Qualifiers, 2 All-Americans and 1 Olympic Trials Qualifier.

Wisconsin: McFarland Spartan Sharks (Age Group Coach), 2005. Before starting graduate school, Tim spent 1 summer with the McFarland Sharks, leading the 12-and-under program. During this time Tim coached 5 state titles and 2 High Point Champions.

Minnesota: Saint Cloud State Swim Club (Senior Level Coach), 2002-2004. Over the two year stint with SCSC, Tim's 13-14 Boys Program amassed: 14 Individual State Titles, 6 Age Group State Records, 6 State Relay Titles and 2 State High Point Winners.

Gunther Rodriguez Osorio (Head Coach/Site Director - Kernersville)

Gunther, originally from Santiago de Cuba, Cuba, began swimming at the age of six. When he was twelve years old, he attended the National Swimming School Marcelo Salado Lastra. After two years of competing, Gunther was selected to be a member of the Cuban National Team. After graduating high school, he continued his education at the Higher Institute of Physical Culture Manuel Fajardo in La Havana, Cuba.

As part of the national team, he competed and trained in countries across the world including Italy, Sweden, Spain, Hong Kong, Canada, Argentina, Colombia, Mexico, Venezuela, Jamaica, Puerto Rico, Dominican Republic, Costa Rica and Australia.

Gunther has competed in major events around the world, including:

- 2000 Summer Olympic Games in Sydney, Australia
- 1999 Pan American Games
- 1999 FINA World Swimming Championships
- 1998 FINA World Swimming Championships
- 1998 Central American and Caribbean Games
- 1997 FINA World Swimming Championships

Gunther also holds the current Cuban National Record in two separate events.

Years after escaping Cuba, Gunther proudly joined and served in the US Marine Corps. He completed two deployments in Iraq and Afghanistan. He finished basic and specialty training in 2007, and after quickly moving up the ranks, Gunther was meritoriously promoted.

After his last deployment to Afghanistan, he was hand-selected to be the enlisted aide to the 2-Star Commanding General of the 2D Marine Aircraft Wing, and served in the billet for nearly 8 months. In July 2011, Gunther was selected by a board to be one of only two Marines in the Meritorious Commissioning Program.

Gunther is a unique individual who is proud of both his Cuban heritage and his life as an American. He speaks of being most honored to be a US citizen and having served our country both home and abroad. Gunther's hobbies include swimming, road and mountain bicycling, hiking, motorcycle riding, movies, listening to audiobooks, lifting weights, travel, going on adventures with his wife, and cooking.

Neisser Bent (Assistant Coach- Winston Salem)

Neisser brings a career steeped in swimming achievements to Enfinity. Some of Neisser's notable accomplishments include:

- 1996 Atlanta Olympics Bronze Medalist in the 100m Backstroke
- 1997 World Championships
 - o Gold Medalist in 100m Backstroke with a meet record swim
 - o Gold Medalist in 200m Backstroke with a meet record swim
- 1997 Collegiate World Championships
 - o Gold Medalist in 100m Backstroke
 - o Silver Medalist in 200m Backstroke
- 1997 - was elected Most Outstanding Latin American Athlete
- 1998 Goodwill Games
 - o Contributed to his team's winning Gold Medal
 - o Personally won two Gold Medals and one Silver Medal

While living in Cuba, Neisser earned his degree in Physical and Sports Education which he furthered by earning Masters degrees in Sports Massage, Biomechanics, Sports Psychology and Sports Weight Training.

After retiring from competition, Neisser continued to contribute to the sport he loved by bringing a natural gift for coaching to the Cuban National Swimming Team.

Korey McCulley (Head Coach/Site Director - Greensboro)

With significant achievements both in the water and on deck, Korey has earned national recognition in the swimming community. His passion and aptitude for the sport were evident at an early age where he became a record holder at his high school. While swimming for both his high school and the Western Kansas Swim Club, Korey earned spots on both the All Conference and All State Teams.

After high school, Korey continued to earn recognition in the sport as a member of the Butler University Bulldogs' Swim Team. While there, Korey earned the respect of both his teammates and coaches. His efforts and dedication earned him a spot as team captain, a university record holder, and recipient of the swim team's "Coaches Award". It was this very character which ultimately earned him the "Butler Mental Attitude Award" at the University's All Sports Banquet.

Korey's love for the sport did not fade upon graduation and he soon found himself on deck once again, this time as a coach. This was a natural transition for him as, while attending Butler, he would spend summers providing coaching assistance to organizations like his high school. Korey quickly found his natural talent for coaching opening opportunities on both the collegiate and club levels.

In 2016, he had nationally recognized success with the Virginia Gators when he had 5 teenage swimmers competing at The US Olympic Team Trials in Omaha.

Korey has guided his swimmers to success in and out of the water during his time at Enfinity. All of his graduates are or will be continuing their swimming careers in college. His coaching has produced new NC records and Enfinity's first ever US Swimming Junior National Champion in both formats (short course and long course). In 2017, Korey was named a Junior National Team Coach by USA Swimming. In 2018, Korey was named to the USA National Team coaching staff.

Austin Criss (Head Age Group and Masters Coach – Greensboro)

Austin is from Roanoke, Virginia where most of his swimming career took place. As a high schooler, Austin was a 3-time state champion in the 200 freestyle (x2) and 100 backstroke (x1), as well as a member of the NCSA Junior National Team that competed in Osaka, Japan against Australia and Japan's Junior National Teams.

After graduating high school, Austin competed in the 2012 Olympic Trials (qualifying in the 200 fly) before leaving to attend and swim for the University of Wisconsin - Madison, where he earned a scholarship.

After realizing the Mid-Atlantic and the Appalachian Mountain area was where he wanted to live, Austin transferred from the University of Wisconsin to Appalachian State University where he finished school. While at Appalachian State, Austin swam on their club team, earning two silver medals at Club Swimming Nationals.

Austin was the Assistant Age Group Coach for the Virginia Gators from January 2015- August 2015, where he coached multiple state champions and helped the 14 and under girls team to a 1st place finish at the Long Course Age Group Champs.

Most recently, Austin just finished his first Long Course season with Enfinity as Head Age Group Coach of the Greensboro Site. It didn't take Austin long to make an impact, guiding his swimmers to a stellar finish to the season that yielded a top 10 Nationally ranked age group swimmer.

Swim Group Descriptions

Aqua Farm: Ages 5-8

The Enfinity Aqua Farm program is for all those younger swimmers looking to build upon their base level swimming skills and learn the 4 competitive strokes (Butterfly, Backstroke, Breaststroke and Freestyle). Aqua Farm is not a “learn to swim” program, but rather, is designed to help children who have developed beyond “swim school” to transition into a more structured developmental swim program.

Blue Sky: Ages 6-12

The Enfinity Blue Sky Group is specifically designed for young swimmers ready to dive into the sport of year round competitive swimming. It is the next level beyond Enfinity’s Aqua Farm and helps a swimmer begin the transition into a more structured and focused training environment.

Practices increase in duration as well as intensity while incorporating Enfinity’s training philosophies. The Blue Sky Group is an ideal option for kids 12 & Under who want to explore swimming while continuing in other sports and activities.

Blue Royal: Ages 8-14

The Enfinity Blue Royal group is specifically designed for young swimmers who have mastered the stroke technique requirements of the Blue Sky group and show an enthusiastic desire to pursue more advanced levels within the sport.

The Blue Royal group is the next level beyond the Blue Sky group and begins to adopt a focused training approach. Practices intensity increases for both water training as well as dry land training. The Blue Royal Group is ideal for kids 14 & Under who want to increase their dedication and focus on the sport of swimming.

Black Delta: Ages 12+

The Enfinity Black Delta group is the introductory senior group for middle schoolers and teens who are progressing toward our most senior level (Black Sigma). Delta athletes are making a commitment to train at a notably higher intensity than those within our Blue Group.

Delta members further exemplify an Enfinity athlete through their heightened commitment, toward academics and training, in an effort to realize their fullest potential both in the classroom as well as the pool. We help maximize these athletes’ success through our Enfinity Coaching Philosophy.

Black Sigma: Ages 13+

The Enfinity Black Sigma group is Enfinity’s senior team. These student athletes have chosen to commit to the highest and most rigorous training.

Enfinity uses its strong team environment and relationship driven approach to help these student athletes realize their highest potential both in the pool and the classroom. Enfinity’s

training philosophy provides the approach necessary to maintain one of the strongest Senior Programs in the country.

Practice Information and Guidelines

Practice Schedules and Equipment

Practice schedules are developed by the coaches based on several factors: pool availability, coach availability, school schedules, training requirements, convenience to the schedules of swimmers/parents and timing of meets and other important Enfinity activities. Occasionally situations will arise where practice or even meet schedules will have to be changed on short notice. Depending on the time available, these changes will be communicated to all affected members by email or on the Enfinity website.

Equipment needs vary by group. Please check the Enfinity website or ask your practice group coach for current equipment requirements.

Practice Guidelines

1. Always be present at the pool ready to swim at least five minutes before the start of practice so that we can start on schedule and make efficient use of allotted time. Swimmers should be picked up no later than fifteen minutes after practice is over.
2. Plan to stay the entire practice. That last part of practice is very often the most important.
3. If your swimmer will be out of the water over a long period of time with an injury or illness, please notify your coach.
4. How often a swimmer attends practice depends on both her/his age and the group level in which she/he trains. The expectation level of the coaches for swimmers to attend practices increases as the swimmers move to higher groups.
5. Parents are welcome to observe practice sessions as long as their presence is not disruptive to practice. **Parents should not interrupt/talk to coaches OR be on deck during practice.** Seating will be provided by the facilities, and coaches will be available after practices or by appointment for consultation.

Swimmer Behavior at Practice

1. Swimmers are encouraged to support their teammates at practice as well as in competition. Working together as a unit for the benefit of all individuals in the group is an important part of the Enfinity spirit.
2. Enfinity swimmers are expected at all times to follow the verbal directions of the coaching staff. At no time will disrespectful attitudes be tolerated from any swimmer.
3. The Enfinity staff makes every effort to support young people and to help them address individual problems; however, once a swimmer makes it clear that he or she is not in agreement with the spirit of the program, disciplinary action may be taken. Parents will be called immediately if a swimmer is involved in a major disciplinary problem. Confidentiality is of utmost importance and coaches, as well as parents and swimmers, are expected to maintain privacy for any disciplinary issues.

Swim Meets

Swim meets are fun! However, we understand that for many new swimmers and their families, going to their first competitive meet can be overwhelming. Our coaches are happy to share information about each meet and what meets may be good for beginners.

We encourage all of our swimmers to attend swim meets and compete in events recommended by their coaches. Swim meets provide an opportunity for the swimmers to measure the progress of their training and practice. They are also a social time, enabling the swimmers to build friendships with fellow teammates.

Short & Long Course Seasons

USA Swimming recognizes two seasons within each calendar year. The season beginning around Labor Day and ending in mid-February is referred to as the short course season. During the short course season meets are recognized as “yard” events. There is also a long course swim season that begins in March and ends in early August. Meets during long course season are recognized as “meter” events.

Swimmer Events

Your swimmer’s coach will select the events in which he/she will participate. The coaching plan, swimmer ability, coach-swimmer goals, and other factors will be considered to determine which events are selected. Swimmers and parents/guardians are able to request events during the sign up process, but the coaches make the final decision.

Newer swimmers will initially be placed in events where they will have success. As their skills increase, they will be placed in more challenging events as determined by their coach.

Swimwear Policy

Swimmers are required to wear the Enfinity team cap during swim meets. Swimmers are asked to wear the Enfinity team suit, but it is not required. For some meets (qualifiers, championship, etc.), tech suits may be recommended by your coach for 11 and up swimmers. The coaching staff does not recommend tech suits for swimmers 10 and under. Please check with your Site Director/Coach for more specific details on tech suit policies.

Expected Behavior at a Swim Meet

- Athletes and parents, wear your Enfinity apparel! Please let your actions reflect your pride in your team.
- As a matter of courtesy to the officials and meet host, please stay off the deck and out of the competition area unless you are competing or serving in an official capacity.
- Refer all questions you may have concerning meet results, an officiating call, or the

conduct of a meet, to the coaching staff. They, in turn, will pursue the matter through the proper channels.

- As a matter of pride, leave the team area and the pool in a neat and clean condition at the conclusion of each session of the meet.
- Please consult with the coaching staff prior to scratching an event or deck-entering an event. The coaching staff will always make the final decision on any scratches or deck-entries.
- Swimmers, if you qualify for championship finals in prelim-finals meets, expect to compete in the finals. ALWAYS consult your coach if, for some reason, you would like to scratch from a final.
- Swimmers, offer encouragement and support to all members of the team. Positive comments and team spirit are beneficial to everybody. Negative thoughts and comments should be kept to yourself.

Tips for a Successful Swim Meet

- Read the meet letter emailed before each swim meet.
- Plan to arrive at the pool 15 minutes prior to the scheduled warm-up time.
- Locate the Enfinity team banner, which will be the area where all team members sit.
- Warm-ups are always conducted by the coaching staff.
- Heat Sheets are usually for sale at the entrance of the pool or seating area.
- Swimmers should wear the Enfinity team cap during competition. Optional during warm-ups.
- Before each race, each swimmer should check in with his/her coach to discuss their race.
- After each race, all swimmers are expected to follow their Coaches instructions for warm down and then immediately talk to their coach.
- Swimmers should be aware of the events/heats/lanes they are swimming and should be on time behind the blocks to swim. If you are unsure, please check with your coach!
- Electronic timing is used at most meets. The official time is the one recorded when the swimmer touches the touch pad and appears on the scoreboard. When all results are verified, then the race is posted as final results.
- According to USA Swimming rules, parents are not allowed on the pool deck unless they are volunteering or officiating. Any questions during the swim meet should be asked to the Lead Coach, not officials on the deck.
- Between races, swimmers should stay hydrated, rested and warm.

Swim Meet Clothing and Items to Bring

- Team swimsuit and backup

- Two team swim caps
- Two pairs of goggles
- Enfinity Team t-shirts
- Two towels (minimum)
- Quiet games or books
- Drinks – Gatorade/Powerade/Water
- Food—fruit/granola bar/banana
- Water bottle

Label all your swimmer's gear, shoes and clothing!

Swimmers are encouraged to wear team t-shirts or other Enfinity apparel to show team unity. T-Shirt Order for Meets is determined by the Coaching Staff. *(The T-shirt order could change so watch for email information from your coach.)*

Volunteering

One of the things that makes Enfinity Aquatic Club great is its parents! While we do not have specific volunteer requirements at this time, we do have lots of ways parents can get involved. When we host meets, there is always a need for timers, officials, hospitality helpers, etc. We also have special events during the year like social activities, community service projects and marketing efforts. All of these things require volunteers to be successful. When you see an email asking for help, please consider participating; it's a great way to support your swimmers and get to know other Enfinity families as well.

Fees (dues, meets, incidentals), Billing Cycles and Withdrawal Policy

Annual Registration

Each year in July, registration for the upcoming season opens for returning swimmers. Registration for new swimmers begins in August. For the 2018-19 season, this fee is \$225. It includes the annual USA Swimming registration fee and insurance, an Enfinity car magnet, cap, t-shirt and team suit.

AquaFarm registration is only \$50. This fee includes an Enfinity cap and t-shirt.

A season for all Blue and Black groups is September 1 to August 31.

A season for AquaFarm is September 1 to May 31.

Dues, Meet Fees and Billing Cycles

Dues for all groups are monthly, automated and process on the 1st (regardless of the day of the

week). The group specific dues amounts can be found on the website – click on the “Sites” tab, and then click on your specific site location. You will see the monthly dues listed there.

On or about the 15th of each month, meet fees and other miscellaneous items, i.e. cap, private lessons, are billed. Once the fees have been entered into the Team Unify accounts, applicable accounts will receive an email from the Billing Admin. The email will mention which meets are included in the billing and it will also note the date on which the fees will process (this is typically in 2 to 3 business days). *Please take this opportunity to review the charges billed into your account and direct any questions to the Billing Admin prior to processing.*

Meet Fee Billing is comprised of several different fees that are paid by Enfinity to the host team – NC Swimming fees, the facility fee (\$15 to \$18), and fees for individual events (\$3 to \$6 per event) and relays (\$8 to \$10 per relay). The only additional fee is a Coaches Travel Fee that stays with Enfinity to offset travel expenses - this is a flat \$7.50 per athlete per meet. Delinquent meet fees will result in suspension of meet privileges until the swimmer’s account becomes current.

Meet Fees are not refundable. The host team is billed their respective fees based on the number of registered swimmers 10 days prior to the first day of the meet. This has a trickle-down effect – all attending teams are then responsible for their total fees based on their respective registered swimmers 10 days prior to the first day of the meet; this correlates to families being responsible for all meet fees if they have a registered swimmer(s) 10 days prior to the first day of the meet. If circumstances arise that you need to withdraw a swimmer(s) from a previously registered meet, the following steps must be taken to avoid being billed for the meet - **notification must be made in writing to your swimmer’s coach at least 11 days before the first day of the meet.**

With ANY billing, if Enfinity’s coaches, staff or billing admin makes an error, it will be credited immediately; if the error is on meet fees, Enfinity will be responsible for the subsequent erroneous fees.

Withdrawal Policy **NEW FOR 2018-19 season**

Beginning September 1, families will be asked to make written / email notification to their site coach and the Billing Admin if they plan to withdraw from Enfinity (even if temporary, i.e. 1 or 2 months); this notification must be made by the 20th of the month prior to withdrawing. For notifications made after the 20th, the family will be responsible for 50% of the monthly dues and the swimmer can finish out attending practices for half of the month.

Communication

Enfinity Aquatic Club’s primary methods of communication are e-mail and the [team website](#).

The website includes practice schedules, news and events. The site is updated regularly. Please check for new and updated information. See the section below (**Enfinity Website, Social Media and Helpful Apps**) for more details on how to navigate the website.

E-mail

E-mails will be sent to inform parents/guardians and swimmers of upcoming events, such as swim meets, team social events, fundraising opportunities, volunteer events, etc. Be sure to keep your e-mail address current (any demographics can be changed in your Team Unify account by logging in and then clicking on My account. Once you edit the necessary information, click on save). See the section below for more details on how to update your account.

Enfinity Website, Social Media and Helpful Apps

General Website Navigation

The Enfinity website (www.enfinityhealth.org) is the first place to go for information about the team, coaches, schedule, etc. Listed below are some of the more commonly used tabs and pages on our website. All of these pages can be accessed without an Enfinity account.

- [Sites \(Location Specific Information\)](#): This provides quick access to information related to specific Enfinity sites and locations including coaches' bios, practice schedules, pool locations and fees.
 - [Overview](#): Quick reference about each site with coaching info, equipment lists, locations and groups
 - [Interactive Practice Calendar](#): calendar updated weekly with all changes and adjustments to the standard practice calendar
- [Groups](#): Descriptions of each of our practice groups as well as links to the practice schedules for those groups at each site
- [Coaches](#): Learn about each of the Enfinity coaches
- [Resources](#): This section provides a wealth of information including:
 - [Event/Meet documents](#): Meet specific documents including *Meet Info Packets, Entries Reports, Psyche Sheets, Session Timeline Reports, Warm-up schedules, and team hotel flyers*. These documents are posted as soon as they become available to the team.
 - [Documents & More](#): Goal sheets, swim terms, transfer form etc.
 - [Time Standards](#): Including USA Motivational Times as well as all of the various championship meet qualifying standards.
 - [Team Records](#): Team records by age, gender and race format (short course and long course). Records are updated after every meet.

Always feel free to contact your coach directly if you have any questions or need any assistance.

Account Specific Website Information

Once you are registered with the team, you will receive a temporary password so that you can access the website with your email address. When you sign in, you can sign up for meets, check

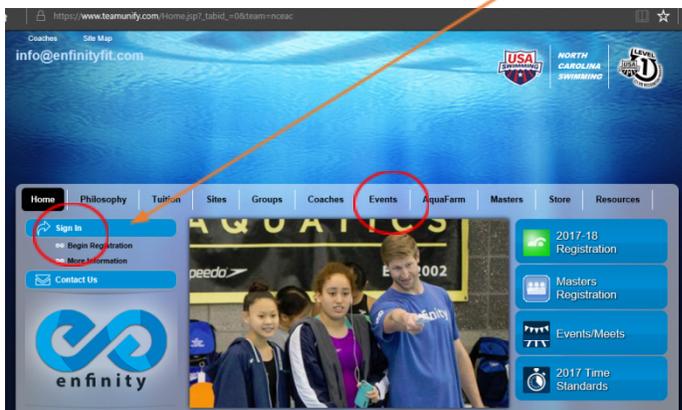
your account, change your contact information, etc.

Entering Meets

All Enfinity families must commit to swim meet competitions through their account in Team Unify. Coaches will notify families when the event becomes available on Team Unify and the deadline for committing their swimmer.

Steps to enter your swimmer in meets:

1. Go to www.enfinityhealth.org and click Sign In to access your Team Unify account.
 - a. Email address
 - b. Password



2. Click on the **Events** tab and open the assigned meet for your child.
3. Click on the **Attend/Decline** button.
4. Click on the name of **each** swimmer to commit to the event
5. Commit the athlete by using *Signup Record and selecting either “Yes, please sign[name] up for this event.” Or “No, do not sign[name] up for this event”
6. If there are multiple sessions, you can select which days/sessions you are able to attend.
7. Go to (**Please select the Days/Sessions that this Athlete would like to attend below:**) and select each checkbox for the sessions you will be attending.
8. Leave notes for your Coach in the **Notes** section. Examples of notes would be specific days your swimmer can attend or events the swimmer may want to swim.
9. Click on **Save Changes** when you are done.
10. Once the deadline has passed, you will NOT be able to commit your swimmer. At this time the entries are closed. Check the entries for your swimmer and let your swimmer’s coach know as soon as possible if there are any problems.
11. All meet fees will be billed through TeamUnify. You will be notified by email when meet fees have been posted to your Team Unify account. As noted in the billing section, meet Fees are not refundable. The host team is billed their respective fees based on the number of registered swimmers 10 days prior to the first day of the meet. This has a trickle-down effect – all attending teams are then responsible for their total fees based

on their respective registered swimmers 10 days prior to the first day of the meet; this correlates to families being responsible for all meet fees if they have a registered swimmer(s) 10 days prior to the first day of the meet. If circumstances arise that you need to withdraw a swimmer(s) from a previously registered meet, the following steps must be taken to avoid being billed for the meet - **notification must be made in writing to your swimmer's coach at least 11 days before the first day of the meet.**

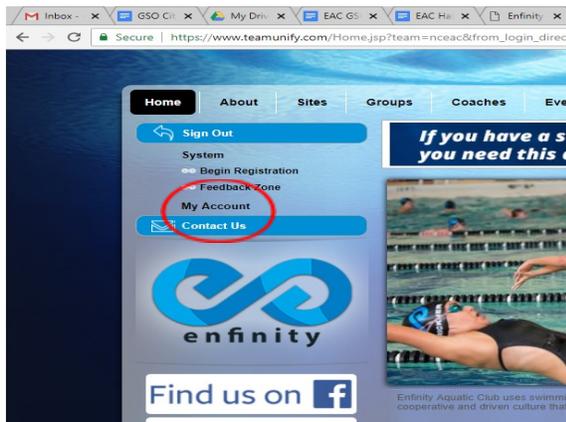
If circumstance change regarding your attendance / participation in a meet, you may log in to your account and "edit your commitment" AS LONG AS the deadline has NOT passed. Follow the steps above to change your commitment to a meet. Please also email your coach to inform him/her of the change.

Setting Up, Checking and Updating Your Account

Once you have signed in, click My Account to access your account information - you can edit phone numbers, addresses, emails, tshirt sizes or any demographic information.

To update or change the billing information, click on My Account and then on Set up Auto Pay; you may edit the card on file or add a new card. Simply complete any needed information and save.

To view charges and payments, click on My Account and then on My invoices/payments; you can view current billing or your entire billing history. We encourage families to regularly view the billing and direct any questions to the Billing Admin



Enfinity Social Media and Helpful Swimming Apps

In addition to our website, Enfinity is active on social media with a Facebook page, Instagram account and Twitter feed. Follow and friend us!

Please also read over our Electronic Communication Policy and our Athlete Electronic

Communication Best Practices in the **Codes of Conduct and Policies** section below.

Enfinity Aquatic Club on Facebook 

<https://www.facebook.com/enfinityaquaticclub/>

Enfinity Aquatic Club on Instagram 

https://www.instagram.com/enfinity_aquatic_club/

Enfinity on Twitter 

<https://twitter.com/EnfinityHealth>

Finally, here are some apps you might find helpful.



On Deck

The OnDeck parent application gives you mobile access to your Enfinity Aquatic Club Team Unify account. You can view your swimmer's information and statistics. (Free)



Deck Pass

To use this application, you need to create a login for each of your swimmers on [USA Swimming deck pass](#) link first. All swimmers, from state champions to summer leaguers, can track their times with the log book and even keep track of their personal goals with Deck Pass. USA Swimming members can also look up their times and recent meets, check their IMX scores, and see all of the Deck Pass patches they've earned. (Free) Available for Android and iPhone in the Google Play store and iTunes



Meet Mobile

Download Meet Mobile to follow your swimmers at swim meets. Available for Android and iPhone in the Google Play store and iTunes. (\$5.99/year)

Codes of Conduct and Policies

Enfinity Aquatic Club Swimmer Code of Conduct

As a member of the Enfinity Aquatic Club I will adhere to the following code of conduct:

- 1) I will conduct myself with dignity and respect for others as well as the property of others.
- 2) I will be on time for practices, training sessions, and meets.
- 3) I will comply with all of the team rules.

- 4) As a matter of team pride and courtesy to the meet host and janitorial staff, I will leave the Enfinity team area in a neat and clean condition at the conclusion of each practice and swim meet session. I understand that this applies to locker/restrooms, bleachers, and pool deck space.
- 5) I will practice and teach good sportsmanship.
- 6) I will promote a positive team spirit and morale.
- 7) I will offer congratulations and encouragement to teammates and opponents.
- 8) I will support my teammates at practice and during swim meets. Working together as a single unit will benefit me and my teammates and is an important part of the Enfinity spirit.
- 9) I will follow the verbal instructions of the coaching staff. At no time will I be disrespectful towards the coaching staff.
- 10) I will respect the rights and space requirements of other groups and teams using the facility.
- 11) I will also follow the USA Swimming Conduct Guidelines.

Prohibited Behavior:

- 1) Use or possession of illegal or harmful substances (i.e. alcohol, "vaping", tobacco, drugs, etc.)
- 2) Destructive behavior
- 3) Inappropriate, aggressive or unruly behavior, including striking or fighting another athlete
- 4) Inappropriate language (swearing, cursing, derogatory terms, etc.) or lying
- 5) Stealing or Vandalism
- 6) Bullying or isolating another swimmer
- 7) Interference with another swimmer during practice or any other time

Consequences for Violation of the Code of Conduct:

This code shall be in force for all Enfinity Aquatic Club swimmers during practice, during swim meets, and at events sponsored by, or in which Enfinity is represented. If a member fails to adhere to the Code in part or in whole, disciplinary actions can range from, but are not limited to: reprimands, repetitions of a drill or exercise, being sent home from practice or meets at the parents' expense, expulsion from the team, being barred from competition, or receiving any other disciplinary action that the coaching staff deems necessary.

Suspension: Coaches may suspend a swimmer from practice for disciplinary reasons for a maximum of five days. Coaches may also recommend that a swimmer be expelled from the club if, in his/her judgement, the swimmer is unable to conform to the disciplinary guidelines established for swim practice and club participation.

Safety and behavior: The Enfinity Aquatic Club coaching staff reserves the right to terminate the membership of any individual whose behavior places the Enfinity Aquatic Club in an unfavorable light or jeopardizes our participation in any pool or sporting event. All swimmers are expected to demonstrate good sportsmanship and act as appropriate ambassadors for our team. They should act as role models for other swimmers at all times.

Parents/Guardians

As the Parent/Guardian of a competitive swimmer, your main responsibility is to provide a caring, supporting environment. This support will encourage your child to feel good about his or her interest in competitive swimming. Show your support by ensuring your swimmer's attendance at practice and meets.

Parents/Guardians are not participants on their child's team but contribute to the success experienced by the swimmer and his or her team. Parents/guardians are role models, and children frequently emulate their attitudes. Strive to be a positive role model. Most importantly, show good sportsmanship at all times towards coaches, officials and other teams.

Parent Code of Conduct:

As a parent of Enfinity Aquatic Club, I will abide by the following code of conduct:

1. Practice teamwork with all parents, swimmers and coaches by supporting the values of discipline, loyalty, commitment, and hard work.
2. As a parent, I will not coach or instruct the team or any swimmer at a practice or meets (from the stands or any other area) or interfere with coaches on the pool deck. Any communication with the coaching staff will occur either prior to the start of a coach's shift or after the conclusion of his/her coaching day.
3. Demonstrate good sportsmanship by conducting myself in a manner that earns the respect of my child, other swimmers, parents, officials and the coaches at meets and practices.
4. Maintain self control at all times and know my role:
 - a. Coaches – Coach
 - b. Swimmers – Swim
 - c. Officials – Officiate
 - d. Parents – Parent
5. Enjoy involvement with Enfinity Aquatic Club by supporting the swimmers, coaches and other parents with positive communications and actions.
6. During competitions, I will address questions or concerns regarding decisions made by the meet officials to a member of our coaching staff or their designee only.
7. As a parent, I understand that criticizing, name-calling, use of abusive language or gestures directed toward the coaches, officials, and/or any participating swimmer will not be permitted or tolerated.

I understand and agree to the above terms and condition of the Enfinity Aquatic Club in exchange for the privilege of my child(ren), registered with this agreement, to participate in the activities and swimming program of Enfinity Aquatic Club.

Should I conduct myself in such a way that brings discredit or discord to Enfinity Aquatic Club, I voluntarily subject myself to disciplinary action.

Enfinity Aquatic Club maintains the right to terminate any membership in the interest of its vision, mission and objectives.

Release of Liability

Parent/Guardian hereby releases Enfinity Aquatic Club, its employees, officers, directors and volunteers and any facility used by Enfinity Aquatic Club from any liability arising out of any injury to the Swimmer(s) which may occur while the swimmer(s) is/are participating in Enfinity Aquatic Club, including, but not limited to, practices, meets, travel trips, and other team activities, or while the swimmer(s) is/are using facilities leased or used by EAC.

Travel Policy

Purpose

Athletes are most vulnerable to misconduct during travel, particularly overnight stays. This includes a high risk of athlete-to-athlete misconduct. During travel, athletes are often away from their families and support networks, and the setting – new changing areas, locker rooms, workout facilities, automobiles, and hotel rooms – is less structured and less familiar. Team Travel is defined as overnight travel to swim meet or other team activity that is planned and supervised by the club or LSC (local swimming committee).

Section 1 – USA Swimming Required Policies

Club and LSC travel policies provided by USA Swimming must be followed at all times. These items are Code of Conduct stipulations and can be found in the USA Swimming Rulebook (<https://www.usaswimming.org/docs/default-source/rules-regulations/2018-rulebook.pdf>).

Section 2 – Recommended Policies

- a. During team travel, when doing room checks, attending team meetings and/or other activities, two-deep leadership and open and observable environments should be maintained.
- b. Athletes should not ride in a coach's vehicle without another adult present who is the same gender as the athlete, unless prior parental permission is obtained.
- c. During overnight team travel, if athletes are paired with other athletes they shall be of the same gender and should be a similar age. Where athletes are age 13 & over, chaperones and/or team managers would ideally stay in nearby rooms. When athletes are 12 & under, chaperones and/or team managers may stay with athletes; they should be the same gender as the athlete and written consent should be given by the athletes' parents (or legal guardian).
- d. When only one athlete and one coach travel to a competition, the coach and athlete should attempt to establish a "buddy" club to associate with during the competition and when away from the venue.
- e. To ensure the propriety of the athletes and to protect the staff, there will be no male athletes in female athletes' rooms and no female athletes in male athletes' rooms (unless that athlete is a sibling or spouse of that particular athlete).

- f. A copy of the Club Code of Conduct must be signed by the athlete and his/her parent or legal guardian.
- g. Team or LSC officials should obtain a signed Liability Release and/or Indemnification Form for each athlete.
- h. Team or LSC officials should carry a signed Medical Consent or Authorization to Treat Form for each athlete.
- i. Curfews shall be established by the team or LSC staff each day of the trip.
- j. Team members and staff traveling with the team will attend all team functions including meetings, practices, meals, meet sessions, etc. unless otherwise excused or instructed by the head coach or his/her designee.
- k. The directions and decisions of coaches/chaperones are final.
- l. Swimmers are expected to remain with the team at all times during the trip. Swimmers are not to leave the competition venue, the hotel, a restaurant, or any other places at which the team has gathered without the permission/knowledge of the coach or chaperone.
- m. When visiting public places such as shopping malls, movie theaters, etc. swimmers will stay in groups of no less than three persons. 12 & under athletes will be accompanied by a chaperone.
- n. The Head Coach or his/her designee shall make a written report of travel policy or code of conduct violations to the appropriate club or LSC leadership and the parent or legal guardian of any affected minor athlete.

Electronic Communication Policy

Purpose

Infinity Aquatic Club recognizes the prevalence of electronic communication and social media in today's world. Many of our swimmers use these means as their primary method of communication. While the Club acknowledges the value of these methods of communication, the Club also realizes that there are associated risks that must be considered when adults use these methods to communicate with minors.

General Content

All communications between a coach or other adult and an athlete must be professional in nature and for the purpose of communicating information about team activities. The content and intent of all electronic communications must adhere to the USA Swimming Code of Conduct regarding Athlete Protection.

For example, as with any communication with an athlete, electronic communication should not contain or relate to any of the following:

- o drugs or alcohol use;
- o sexually oriented conversation; sexually explicit language; sexual activity
- o the adult's personal life , social activities, relationship or family issues, or personal

problems; and

- o inappropriate or sexually explicit pictures

Note: Any communication concerning an athlete's personal life, social activities, relationship or family issues or personal problems must be transparent, accessible and professional.

Whether one is an athlete, coach, or parent, the guiding principle to always use in communication is to ask: "Is this communication something that someone else would find appropriate or acceptable in a face-to-face meeting?" or "Is this something you would be comfortable saying out loud to the intended recipient of your communication in front of the intended recipient's parents, the coaching staff, or other athletes?"

With respect to electronic communications, a simple test that can be used in most cases is whether the electronic communication with swimmers is **Transparent, Accessible and Professional**.

Transparent: All electronic communication between coaches and athletes should be transparent. Your communication should not only be clear and direct, but also free of hidden meanings, innuendo and expectations.

Accessible: All electronic communication between coaches and athletes should be considered a matter of record and part of the Club's records. Whenever possible, include another coach or parent in the communication so that there is no question regarding accessibility.

Professional: All electronic communication between a coach and an athlete should be conducted professionally as a representative of the Club. This includes word choices, tone, grammar, and subject matter that model the standards and integrity of a staff member. If your communication meets all three of the T.A.P. criteria, then it is likely your method of communication with athletes will be appropriate.

Facebook, Instagram, Blogs, and similar sites

Coaches may have personal Facebook (or other social media site) pages, but they are not permitted to have any athlete member of the Club join their personal page as a "friend." A coach should not accept any "friend" request from an athlete. In addition, the coach should remind the athlete that this is not permitted. Coaches and athletes are not permitted to "private message" each other through Facebook. Coaches and athletes are not permitted to "instant message" each other through Facebook chat or other IM method. The Club has an official Facebook page that athletes and their parents can "friend" for information and updates on team-related matters. Coaches are encouraged to set their pages to "private" to prevent athletes from accessing the coach's personal information.

Texting

Subject to the general guidelines mentioned above, texting is allowed between coaches and

athletes during the hours from 4:30AM until 9:00PM. Texting shall only be used for the purpose of communicating information directly related to team activities.

Email

Athletes and coaches may use email to communicate between the hours of 4:30AM and 9:00PM. When communicating with an athlete through email, a parent, another coach, or a board member must also be copied.

Athlete Electronic Communication Best Practices of Enfinity Aquatics Club

Purpose

USA Swimming member clubs are required to have an electronic communication policy for coaches and non-athlete members to follow. Similarly, athletes should be made aware that there are certain standards for electronic communication for all individuals associated with the club. The ability of coaches and non-athlete members to adhere to the required policy relies, in part, on the ability of athletes to respect the boundaries established for healthy electronic communication with the team.

Athletes should remember that swimming for the club is a privilege, and they are expected to portray themselves, their team, and their community in a positive manner at all times.

Expectations

The club holds the following expectations of athletes:

- Athletes will not use derogatory language, including sexist, racist, homophobic, obscene, or profane material of any kind.
- Athletes will not use social media to degrade, demean, or attack any person, team, or organization.
- Athletes will not use social media to contact his/her coach.
- Athletes will not call or text their coach, except in an emergency or if a parent/guardian is included in the communication.
- All communication between athletes and coaches will be related to the activities of the team and should, whenever possible, be limited to in-person communication during team practices or events.

Things to remember: Texting

- Text messages and photos can be saved or screen-shot. Once the message is transmitted, the sender does not have control.
- Texting between athletes and coaches is not okay unless it is an emergency situation or another adult (such as a parent/guardian or another coach) is copied on the text.
- It is typically more effective to discuss an issue in person.

Things to remember: Social Media

- Once you post something online, it is public and permanent--even if you delete it.
- Many employers, college admissions officers, and athletic recruiters review social networking sites as part of their evaluation of an applicant. Carefully consider how

others may perceive the information and content that you share about yourself.

- Never post your email address, home address, phone number, or other personal information, as it could lead to unwanted attention, stalking, or identity theft.
- In order to ensure the safety and respect of our swimmers and club, we cannot allow any social media pages, outside of the corporate approved pages, to be created using the Enfinity name.

Bullying Policy

Purpose

Bullying of any kind is unacceptable at Enfinity and will not be tolerated. Bullying is counterproductive to team spirit and can be devastating to a victim. Enfinity Aquatic Club 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, mentor and/or parent.

Objectives of Enfinity's Bullying Policy and Action Plan:

1. To make it clear that Enfinity will not tolerate bullying in any form
2. To define bullying and give all staff members, parents, and swimmers a good understanding of what bullying is.
3. To make it known to all parents, swimmers, and staff that there is a policy and protocol should any bullying issue arise.
4. To make how to report bullying understandable
5. To spread the word that Enfinity 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.

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 members 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 other members at any USA Swimming activity
- iv. Infringing on the rights of other members 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 purpose of this section shall include, without limitation, practices, workouts, and other events of 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 a Club Coach, Board Member, or other designated individual;
- Write a letter or email to the Club Coach, Board Member, or other designated individual;
- 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:

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

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 ATHLETES INVOLVED** using the following approach:

Finding out what happened

1. **First, we get the facts**

- a. Keep all the involved athletes separated
 - b. Get the story from several sources, both adults and athletes.
 - 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 cyberbullying. 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:
 - i. What is the history between the two athletes?
 - ii. Have there been past conflicts?
 - iii. Is there a power imbalance?
 - iv. Has it happened before? Is the athlete worried it will happen again?
 - c. Remember that it may not matter "who started it". Some athletes 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 athletes involved.

Supporting the athletes involved

3. Support the athletes who are being bullied
 - a. Listen and focus on the athlete. Learn what's been going on and show you want to help. Assure the athlete that bullying is not their fault.
 - b. Work together to resolve the situation and protect the bullied athlete. The athlete, parents, and fellow team member may all have valuable input. It may help to:
 - i. Ask the athlete 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 athlete who is bullied should not be forced to change.
 - ii. Develop a game plan. Maintain open communication between EAC 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 athlete.
4. Address bullying behavior
 - a. Make sure the athlete knows what the problem is. Young people who bully must learn their behavior is wrong and could harm others.
 - b. Show athletes that bullying is taken seriously. Calmly tell the athlete that bullying

- will not be tolerated. Model respectful behavior when addressing the problem.
- c. Work with the athlete to understand some of the reasons he or she bullied. For example
 - i. Sometimes people bully to fit in or just to make fun of someone who is a little different from them. In other words, there may be some insecurity involved.
 - ii. Other times people act out because something else – issues at home, abuse, stress – is going on in their lives. They also may have been bullied. These people may be in need of additional support.
 - d. Involve the athletes who bullied in making amends or repairing the situation. The goal is to help them see how their actions affect others. For example, the athlete can:
 - i. Write a letter apologizing to the athlete
 - ii. Do a good deed for the person who was bullied, for EAC, or for others in the community
 - iii. Clean up, repair, or pay for any property 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. These encourage athletes not to report and address the bullying issue in fear of getting kicked off the team as a consequence.
 - ii. Conflict resolution and peer mediation do not work for bullying. Bullying is not a conflict between people of equal power and 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 athlete 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.** Everyday, athletes 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 happen.
- a. Be a friend to the person being bullied;
 - b. Tell a trusted adult – your parent, a coach, or any other staff 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 bullying an audience. Bullies are encouraged by the attention they get from bystanders. If you do nothing else, just walk away.