



NORTH SHORE SWIM CLUB POLICIES AND PROCEDURES

The North Shore Swim Club (NSSC) is characterized by the adherence to certain goals and objectives. A highly specialized and certified coaching staff will strive to teach, train and motivate children of all ages to achieve their potential in competitive swimming and create an experience that will prove valuable to them throughout life. This direction and philosophy applies from the novice to the national level swimmer.

PHILOSOPHY/ MISSION:

To develop all children who can achieve their personal best in the pool and in life. At each level of the program, participants will learn the values of sportsmanship and teamwork. Swimming with NSSC provides physical, emotional and intellectual skills that will last a lifetime. The NSSC program, places a major emphasis on basic skills, proficient techniques, conditioning and result oriented work habits with healthy competition stressed by the Coaching staff. To ensure a positive experience with the program parents are expected to read and understand this manual and all of its policies.

USA SWIMMING:

North Shore Swim Club is a year round United States Swimming Program. USA Swimming is the governing body for competitive swimming in the United States, and is responsible for the development of information, and establishment of rules for competition. Their headquarters are located in Colorado Springs, Colorado. All coaches, and swimmers are required to be USA Swimming registered. All parents are highly encouraged to be registered.

As an umbrella organization, USA Swimming oversees the operation of each individual LSC (Local Swimming Committee) NSSC belongs to the "New England LSC". The New England LSC covers Massachusetts, Rhode Island, New Hampshire and Vermont.

NSSC PROFESSIONAL STAFF:

The North Shore Swim Club staff consists of professionally trained coaches. NSSC Certified coaches possess training and experience in the physiology and psychology of adolescent development. Our coaching staff provides the assurances that the time your children spend in swimming will be quality time.

Registration Information/ Financial Obligations:

Forms: It is the responsibility of the parent or guardian of each child to make sure NSSC has all appropriate registration forms, Hanscom access waiver, Parent Agreement, birth certificates, release forms, transfer forms and clothing forms. Children will not be allowed to practice or attend meets without all forms being accurate and complete.

Birth Certificates: USA Swimming mandates that all swimmers must provide a birth certificate with their initial registration to their club. Please copy, scan and email your child's birth certificate to Dan Warner at nssc1@aol.com. This only needs to be completed once at the initial registration with NSSC.

Club Tuition:

The club tuition is set on a yearly and session basis and is broken down by training groups. The club tuition is found on the electronic registration. The club tuition will be pro-rated for swimmers joining NSSC after the start of the appropriate session, or for current swimmers who are promoted to a new training level. There will not be a prorated fee for swimmers who interrupt their training during the season or session. This includes other commitments, sports etc. All club tuition fees are non-refundable.

Paid in Full Tuition. (Early Bird and Full Year)

Full year is considered September 11, 2017- August 5, 2018. There will be NO refunds regarding tuition registration. Full year member's registration will renew automatically. Family accounts will be billed in May, and credit cards will be charged June 1 for the upcoming September program, unless parents withdraw from the program, in writing, before June 1, 2018. When you registered you agreed to the following:

Paid in Full Option:

Notice of Program Participation: Returning member Early Full Year tuition registration is due before June 1, 2017. By agreeing to this registration you understand **there will be NO refunds regarding tuition registration, once registered.** Parents acknowledge they will be automatically registered for the next years registration tuition on June 1, 2018.

Session Payment Plan Option:

Session payments renew automatically per session for sessions 1-6, between September 11, 2018-August 5, 2018. Payments must be paid via credit card. Accounts will be billed two weeks prior to the new session. Credit cards will be charged the first day of the new session. Credit cards must be on file with NSSC. Session dates are posted on the website and at the Master calendar. It is the parent's responsibility to know the dates of each session. There will be NO refunds regarding session tuition registration.

When you registered you agreed to the following:

There will be NO refunds regarding session tuition registration. Once registered, and a member of NSSC, session payments renew automatically and must be paid via credit cards. Charge dates can be found on the payment schedule. Credit Card information must be on file with NSSC. Again, there will be NO refunds regarding tuition registration. Any changes made to your registration status after deadline dates will result in a \$50.00 administration fee.

Forms of Payment:

NSSC accepts cash, checks and credit cards (Visa, Mastercard and Discover).

Late Fee:

Characteristic of any business, NSSC expects all NSSC families pay their swimmer(s) dues on schedule, just as you do with your credit cards, mortgage or utility payments. If fees are not current, swimmers will not be allowed to practice or be entered in meets. Other payment plans can be worked out, but must be to the satisfaction of the club management. Any payment that is over due, will result in a \$30.00 per month late fee charged to each family account. This will apply to club fees and family escrow account overdue fees. There will be a \$30.00 fee for returned checks.

Swim Meet Service Charges/ Non participation charge:

NSSC will charge \$5.00 per event for any changes made to entries after the meet opt out date plus the entry fee.

Non Participation Charge:

Families who choose not to swim in one meet per session will be charged a \$100.00 non-participation fee. The minimum standard for swim meet participation is one swim meet per session, per child. Continued non-participation can result in removal from the program.

Swim Meet Entry declaration Deadline Dates:

NSSC must use deadline dates for swimmer entries. Parents work with the coaches to pick events, but coaches have the final decision on entries. Parents are expected to support their decisions. However, if you miss the entry deadline dates and coaches enter your child into a swim meet, you will responsible for all of the fees charged, regardless of participation.

Terminating Participation:

It is the responsibility of the participants to notify the club management of their intention to terminate their involvement with the NSSC program in writing to close out their account **before your credit card is charged for a new session or a new year**. Failure to notify the club management may cause a member to be billed for entries in meets or for the next session of the program. In the event of this occurring, the participants are responsible for all of the fees charged. When terminating involvement with NSSC all overdue and current account balances are to be immediately paid in full or refund for unused funds requested in writing. All families will be responsible for all payments due to the club as stated on the signed registration form. There will be NO refunds regarding tuition registration. If you return to the program after closing your account, you will have a 30.00 reactivation processing fee.

Family Account:

At the beginning of each season you will receive a meet calendar for the entire season. Each finalized meet entry will be billed to your Family account which must begin with a positive \$100.00 balance per swimmer. If you do not have a credit card on file, you must have a positive \$300.00 Family account balance. Typically you can expect to be charged \$4.00 - \$10.00 per event depending on the meet entered. NSSC will also add \$2.50 per event for administration and coaches at the meets. In most meets, swimmers can swim three to six events per day. Your Family account will be billed for all charges. It is available to you at all times in your family portal. Each Month, on the first of the month, your credit card will be charged for all billing balances and team session dues. Relays are not billed to the participants but are covered by the club. If you have any questions regarding your financial statement, please contact the team office at (978)852-3985.

Notice of Family Account Renewal:

Family accounts will be billed continuously throughout the year. If you have a negative balance your credit card will automatically be charged on the first of each month bringing your account to zero. If you accrue a negative balance of 100.00 or more to your family account, at any point, your credit card will be charged manually, bringing your account to zero.

Account Review/ Finalization:

Charges for Meet entry fees, tuition fees and clothing fees will not be revisited after 60 days from the original posting date. Family accounts are terminated 60 days after terminating participation with NSSC. Termination includes, but is not limited to; not registering for the next session available, termination of participation by coaching staff, or forfeiture of program availability due to lack of participation. Any remaining money in family accounts not claimed in writing after 60 days will be forfeited and will revert to North Shore Swim Club.

Event Surcharge:

For each event in which a swimmer is entered a \$2.50 per event surcharge is added to the cost of the event and will appear on your financial statement. The purpose of this surcharge is to keep the club fees down by having the swimmers that swim the most, help in paying a portion of the clubs expenses for that meet.

Club Clothing:

Club colors are forest green, navy blue and white. Required club items are designated on the clothing form and cost an additional \$83.00 at the time of registration. Many other optional club items are available and can be ordered with the club clothing order form. All clothing is available on a first come, first serve basis.

Insurance:

It is required of all NSSC competitive swimmers that they have a current USA swimming membership. The membership not only supports swimming throughout the country, it provides very important accident and medical insurance for each swimmer. Each swimmer is covered at any organized practice of NSSC and every competition sanctioned by USA swimming. This cost for USA Swimming is \$80.00 per year, per swimmer. This fee is not included as part of your registration fee. It will be charged to your account and it goes directly to USA Swimming.

Communication:

North Shore Swim Club utilizes the internet to conduct team communication. The team web site is <http://www.northshoreswimclub.com> and is the main source of information between the coaching staff, parents and swimmers. Practice schedules, swim meet information and important notices are posted on the web site. Make sure you and your swimmer(s) check the web site on a "Daily Basis", for new information. It is the parent's responsibility to know current information. Facility Coaches e-mail addresses are available on the web site.

E-Mail Information/Facebook

E-mail is vital. The email you provided on your club registration will be used as your primary contact. Please provide any e-mail address that you check on a daily basis. The club has an e-mail group that exists to enhance group communication. Cancellations, changed practice times, and NSSC updates will be announced by e-mail. We utilize a Facebook page under North Shore Swim Club for highlights and general information.

Phone Information

The club business office is located at (978)852-3985 with voice mail available.

Parents Meetings

NSSC does not have regularly scheduled parents meetings. We ask that you direct specific questions regarding your child, account, swim meets or practices via email to the club administrator or club head coach.

Working with the Coach

Try to keep in mind that you and the coach have the best interests of your child at heart. Keep in mind that you and the coach must balance your perspective of what is best for your child with the needs of the club. In the long run the benefits of membership in the group compensates for the occasional short term inconvenience. An example of this would be a swimmer attending Championship meets in order to swim relays. Always discuss any matter involving your child with your child's facility coach first. If a parent uses anyone other than the coach for information regarding coaching, training, performance, or program policies this can be disruptive for the swimmer. Remember the coaches are the only ones that can give you a complete and accurate answer.

Coach, Parent, Swimmer Code of Conduct:

NSSC adheres to USA Swimming's SAFE SPORT Code of Conduct. Upon acceptance to North Shore Swim Club, all members will be expected to conduct themselves appropriately. When conduct is in doubt by anyone associated with NSSC, it will be the discretion of the coaching staff, based on USA SWIMMING SAFE SPORT PROTOCOL, to administer appropriate disciplinary action including dismissal from the program. The following list is a guide to behaviors expected to be adhered to by swimmers and parents. Actions not covered by the following code of conduct, or of that of the USA SWIMMING code of conduct, that are deemed detrimental to NSSC, will be dealt with by the head coach. Any swimmer that is known to use alcohol, tobacco or drugs is subject to suspension or dismissal from the club. Bullying or Detrimental or negative attitude/behavior towards others is subject to suspension or dismissal from the club. This includes verbal, physical and electronic actions. Swimmers are never to interfere with the progress of another teammate during practice or otherwise. Parents are welcome to attend practices but are never to interfere with the coaches during practice sessions. Arrangements can be made to speak with a coach prior to or following any scheduled practice. At all club functions, practices, meets, or team gatherings, we expect each swimmer to behave in such a way that their actions reflect positively on the team. All members of the club, whether parents or swimmers will continue to protect and improve the excellent reputation of the club. Swimmers are required to wear proper club attire at all swim meets. Swimmers and parents are expected to exhibit appropriate behavior both at the pool and elsewhere during all swim meets. Any infraction of these rules or inappropriate behavior may constitute cause for dismissing a swimmer from practice, team function or meet at the family's expense.

USE OF CAMERAS: Under no circumstances will cameras be allowed in locker rooms. If your cell phone has a camera device, it may never be used in a locker room. Taking photos in a locker room is strictly prohibited. Photos will be confiscated or deleted. No photos containing nudity or inappropriate expressions will be sent, forwarded or posted by any NSSC member. USA Swimming policies on camera use will be enforced at all practices and swim meets.

NSSC Picture policy: NSSC parents allow NSSC to post pictures of swimmers in appropriate action positions to promote the club. This includes on podiums, action shots in the water and group photos. Any parent who does not want pictures of their swimmers posted on NSSC sites (website, Facebook, et all) must notify the club administrator in writing.

NSSC Video Policy: Parents are never allowed on deck to video tape their swimmers at practices, due to insurance issues with USA Swimming. Parents are allowed to video tape their swimmers at swim meets from specific locations and with the approval of the meet director. If you would like to review the video with your coach, please set a specific time before or after practice.

USE OF CELL PHONES:

At Practice: No cell phones will be allowed out of swim bags during practice without coach's permission to make or accept a call. They are not allowed to be used for music, social media etc... during practice/dryland anytime.

At Meets: Out of courtesy to fellow swimmers and teammates, all cell phones should either have volume on low or on vibrate. All devices containing music should be used only with headphones or ear buds/head phones before or after practice.

Coaches have the discretion of limiting use of phones at all NSSC events.

NSSC Programs:

NSSC firmly believes in its stated practice requirements. We monitor all swimmers to make sure they are not swimming excessively or sporadically which will create a balance and allow for future development.

Preteam: Non Competitive swimmers only: (Ages 10 and under). Consists of 2 practices per week for 30-45 minutes. Preteam is designed for body balance, body position and freestyle/Backstroke stroke development.

Junior Program: (Ages 12 & under, 2-3 practices per week for 60 minutes) is designed for the development of the four competitive strokes and the fundamentals of starts and turns.

Age Group Program: (Ages 11-15, 3-4 practices per week) is designed for stroke improvement, increased proficiency of starts & turns and the base of the swimmers aerobic conditioning.

Senior Program: (Ages 15-19, 5-8 practices per week) is designed for High School swimmers seeking stroke improvement, aerobic conditioning and the fundamentals of race strategies. This program is for high school, experienced swimmers who are training to achieve their maximum potential.

Training Equipment:

Children wearing bathing caps are required to wear NSSC logo caps at all practices and swim meets. Swimmers should have their required equipment with them at every practice. Please mark all equipment with permanent marker with it's owners name. The requirements for each program level are as follows:

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|--------------|---|
| Juniors | - fins, cap |
| Age Groupers | - fins, cap & training snorkel |
| Senior | - fins, cap, buoy and paddles, training snorkel |

All equipment is available through NSSC and can be ordered by filling out the online order form.

Training Schedule:

The Master Calendar and Workout schedules are provided in advance on line at: <http://www.northshoreswimclub.com>. The calendar indicates scheduled workouts, locations and other important club information. Swimmers can attend any practice at any location for their registered program. Holiday/vacation schedules will be emailed. NSSC follows the school calendar at Minuteman, Shawsheen, Medford and St. John's Prep. If there is no school, we do not have practice at that location.

Training Facilities:

Our ability to run successful swimming programs is 100% reliant on good relations with our facilities. We are guests at all facilities. It is the parent's responsibility to understand and follow facility rules and regulations.

The North Shore Swim Club utilizes the following facilities throughout the year for practices and swim meets:

Salem State University, Salem: 8 lane/ 25 yard pool

Gordon College, Wenham: 6 lane/25 yard pool

Hanscom Air Force Base, Bedford: 6 lane/25 yard & 6 lane/50 meter pool

Minuteman School of Applied Arts & Sciences, Lexington: 6 Lanes/25 yard pool

Shawsheen Tech, Billerica: 6 lane/25 yard pool

Medford High School, Medford: 8 lane/25 yard pool

MIT, Cambridge, MA 8 lane/ 50 meter, 19 lane/25 yard pool

St. John's Prep, Danvers MA 8 lane/25 yard pool

Pool Closures:

Check the Master Calendar/practice schedule for days, times and training groups at each NSSC facility location. NSSC provides multiple practices per day. However on occasion, pools and practices are cancelled, changed or closed, due to powers out of NSSC's control. When this occurs you may need to travel to another location during this time. NSSC does not give refunds when pools are unavailable, due to safety, facility or water quality issues. Periodic inconveniences are part of life, and we would expect swimmers to make their training commitments by attending another practice location.

Hanscom Base Entrance Policy:

Once registered with NSSC, you must complete a submittable base waiver form found on the web site to receive a base pass to attend practices at Hanscom. The waiver must be completed annually. The waiver must be turned in before the 15th of the previous month to be eligible for the roster the next month. Please go to the Rt. 2A visitor's center entrance. Please take your license and car registration into the visitors center and state that you are on the North Shore Swim Club roster. They will issue you a 30 day pass. You need to renew the pass every month. Hanscom is an active military base. This pass allows you to go to and from the pool only. Please remember that we are guests of the base and you must adhere to all base policies, laws and safety rules that you agree to by signing the waiver.

Illness and Injury:

Whenever possible, the facility coach should be informed of an illness or injury. Please notify in person, e-mail or phone, to make the coaching staff aware of the situation.

USA Swim Meets:

NSSC competes in regularly scheduled USA meets sanctioned by United States Swimming during the Short Course and Long Course season. Swimmers are expected to compete, when ready. Competition is a barometer of improvement. NSSC offers all levels of swim meets throughout the season. Please review with your coach which meets are appropriate for your child. Therefore, attendance is expected. Swimmers will be entered into all meets, unless you OPT OUT by the deadline date provided on the club meet page on the website. When OPTING OUT, please remember that all swimmers are expected to compete in at least 1 meet per scheduled swim session. We are a competitive swim club.

USA Meet Entry Procedure

Review a meet schedule with your facility coach.

Review opt out deadline dates for each meet. They are posted on the swim meet invitation page of the website.

Parents will be responsible for all entry costs, regardless of participation, unless you "Accept or Decline" your invitation on the Team Unify meet entry portal that you have created through the NSSC website.

Once a deadline date has passed the entry will be finalized, by coaches. Coaches will review accepted entries supplied by parents, and will enter non committed athletes into appropriate events for each meet.

Swimmers who are deemed by the coaching staff as "not ready" for competition due to lack of attendance or mental approach will not be entered or will be scratched at their expense. This applies before deadline dates and after deadline dates.

Coaches have final say on all swim entries.

There will be a \$5.00 service fee for meet entry changes after the Opt out date deadline, if allowed by the coaching staff.

FUNDRAISING:

North Shore Swim Club is a 501(c)3 non-profit organization, North Shore Swim Club depends on fundraising and Corporate Sponsorships to be able to continue to offer the high quality competitive swim program that it has provided to its members for 22 years. NSSC never turns anyone away due to their financial situation. We have many families on scholarship. With the rising cost of all expenses, we seek your help in securing the financial foundation needed to support our members. NSSC families are asked to raise \$100.00 annually, by promoting our program to your community of friends, neighbors, family and local businesses.

100% OF YOUR SUPPORT OF NSSC HELPS US TO:

Supplement Scholarship families

Pay for pool swim space

Hire qualified swim coaches/ support officials

Host swim meets (pay for equipment like stop watches, electronic timing, flags, etc.)

Provide practice equipment (kick boards, clocks, etc.)

Swim Meet Fund Raising(PARENT/GUARDIAN VOLUNTEER OBLIGATION)

Volunteers: One North Shore Swim Club parent/guardian per family is required to help in all NSSC hosted meets that your child participates in. Parents will be responsible for as many sessions as your child is participating in, per meet. This includes any qualified finals Championship format, that your child participates in. Failure to satisfy the Fund Raising requirements will result in a \$200.00 assessment per session not worked. Parents are required to complete the ENTIRE session they are scheduled to work, even if your swimmer is done for the

session. It is a simple **POLICY- WHEN YOUR CHILD SWIMS- A PARENT OR GUARDIAN MUST HELP WITH THE RUNNING OF THE MEET.** However, please note that we do not want your money! We really need your help during the swim meets to make sure we are giving the children the best possible swim meet experience. If you have a conflict during your child's session, please contact a coach or administrator in advance to make arrangements to make up your session and get your 200.00 credited back to your account.

OFFICIALS: NSSC supports any parent who would like to become a certified official. NSSC will reimburse your USA Swimming registration, uniforms, and back ground checks up to 100.00 per year/ per official. To qualify for the reimbursement, officials must work a total of 8 short course and 6 long course "COMPLETE" swim meet sessions. Reimbursements will be credited to your family escrow account in August of each year.

Professional Services:

NSSC works closely with many professional services in the area. This includes Physical Therapist, Trainers, Orthopedics, Nutritionist and Psychologists. We have relationships and will recommend these services, as needed. However, we are not responsible for services or liabilities. Final decisions to utilize these services are a parent's decision and are no way linked to North Shore Swim Club.

In Closing:

Although comprehensive in the outlining of the North Shore Swim Club, not all policies or procedures might be covered. When a new situation occurs, NSSC administration will make every decision in the best interest of the child's safety, security and wellbeing in the program. The coaching staff encourages all parents to be part of this wonderful organization and help us, help the children!

NOTES: