



Club Communication Policy

At 757swim we value positive communication between parent and coach. We understand how much trust parents place in swim coaches. Increasingly as swimmers grow older and spend more time at the pool, they spend a great deal of time with their coaches, and coaches often become one of the most important and trusted adults in a child's life. Along the way, parents support their swimmers and will want to discuss their child's swimming progress and goals, as well as their social development, health, behavior, and more. We encourage such questions and communication.

To help our coaches perform to the best of their ability, and to make sure that parents have positive and effective communication with coaches, we have established this Club Communication Policy.

1. Parents should reach out to coaches first via email to explain the nature of their question or concern. Except during their vacation time or days off, coaches will respond within 24 hours. If the issue is better addressed by talking rather than via email, the parent and coach will arrange a time to talk.
2. When possible, phone conversations and in-person meetings should occur during the coach's preferred office hours. If scheduling during office hours proves inconvenient, the coach will work with the parent to identify an alternate time.
3. Parents should avoid approaching coaches to address individual concerns immediately before or after practice, and parents may not approach coaches when they are actively coaching during practices or meets. At practices and meets, coaches are focusing on providing the best possible training or competition experience for all swimmers. Distractions are counter-productive and can be unsafe.
4. Parents should use a coach's preferred phone number and email address.
5. Parents are encouraged to discuss any concerns first with their swimmer's lead practice group coach, then with the head age group coach and/or head coach. If concerns are not resolved at the coach level, or if the concerns have more to do with "dry side" topics such as payment, policies, etc., then the parent should contact the Board of Directors.

Parents who violate the Club Communication Policy may be subject to disciplinary action per the Parent Code of Conduct.