

# Upper Canada River Otters

Swim Club

## Parent Handbook

2025-2026 Season

Edition: March 3, 2026



Approved by the UCRO Board of Directors

# Thank-You to Our Community Supporters!



# Quick Start Guide for New Parents

## What Is UCRO?

- UCRO is a competitive swim club for youth (ages 6+), offering programs from beginner to elite competitive levels.
- Based in Brockville, Ontario, UCRO is a registered non-profit organization governed by a volunteer board and aligned with Swim Ontario and Swimming Canada.

## Key Contacts

	Contact
Training & Tryouts	Head Coach – <a href="mailto:headcoach@riverotters.ca">headcoach@riverotters.ca</a>
General Info	President – <a href="mailto:admin@riverotters.ca">admin@riverotters.ca</a>
Fees & Payments	Treasurer – <a href="mailto:finance@riverotters.ca">finance@riverotters.ca</a>
Volunteering	Volunteer Coordinator - <a href="mailto:volunteerco@riverotters.ca">volunteerco@riverotters.ca</a>
Fundraising	Fundraising Coordinator - <a href="mailto:fundraising@riverotters.ca">fundraising@riverotters.ca</a>
Teamwear	Teamwear Coordinator - <a href="mailto:teamwear@riverotters.ca">teamwear@riverotters.ca</a>
Officials	Officials Coordinator - <a href="mailto:officials@riverotters.ca">officials@riverotters.ca</a>

## Registration Essentials

- **Tryouts** - Book on a the [UCRO website](#) via **BOOK A TRY-OUT**.
- **Online Registration** - Register on the [UCRO website](#) via the **PORTAL**.
- **YMCA Affiliation** - required for all swimmers.

## Financial Commitments

- **Session Fees** - **Non-refundable** for **ALL programs** whether **paid upfront or by monthly instalments**.
- **Swimathon Fundraising** – none or \$100 or \$250 depending on program.
- **Meet Fees** - Added costs for “competitive” registered swimmers.

- **Volunteering** - Required for families with “competitive” registered swimmers (Participation Points).

## Swim Gear Checklist

- **All Swimmers** - Swim cap, goggles.
- **Competitive Levels** - Add fins, pull buoy, snorkel, paddles, etc.
- **Teamwear** - UCRO logo gear highly encouraged (swim cap and sponsor T-shirt provided annually).

## Communication Channels

- **Website** - [riverotters.ca](http://riverotters.ca)
- **Newsletter** - Monthly “Streamline” email.
- **Social Media** - Facebook & Instagram.
- **Head Coach & Board** - Reach out anytime.

## Parent Tips

- **Attend** orientation meeting and social events.
- **Read** emails and newsletters.
- **Ask** questions — UCRO is a welcoming community!

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## About the Upper Canada River Otters

### About This Handbook

This handbook is for parents and guardians of swimmers in the Upper Canada River Otters (UCRO) swim club. It provides information about:

- how UCRO's swim program operates including fees and family commitments.
- what you can expect while your child is part of the program.
- contacts and resources where you can find more information.

This Handbook is **updated regularly** so please visit the [UCRO website](#) for the most recent edition.

### Club Membership and Governance Structure

- UCRO is a **registered non-profit organization** under the jurisdiction of the Ontario Not-for-Profit Corporations Act (ONCA).
- UCRO's **annual general meeting (AGM)** of members is held in September where UCRO Board of Directors are elected and year-end financials are reported to the membership.
- By registering swimmers in a UCRO program, **parents/guardians become members** of UCRO.
- UCRO's **reporting structure**:
  - Head Coach reports to the Board through the President.
  - all other coaches report directly to the Head Coach.

## **Our Vision, Mission, and Core Values**

### **Our Mission**

**To provide a welcoming and enriching environment where swimmers of all ages and abilities develop:**

- **strong skills**
- **the foundation to pursue competitive swimming at regional, provincial and national levels**
- **a love for the sport**

**by delivering professional coaching, inclusive programs and regular competitive opportunities.**

### **Our Vision**

**To be a recognized as a leading swim club, known for:**

- **developing young swimmers into competitive athletes**
- **inspiring a lifelong passion for swimming**
- **strong governance**
- **community leadership and impact**

### **Our Core Values**

**Respect  
Resilience  
Leadership  
Passion  
Fun**

## Overview of the Canadian Swimming Community

The Canadian swimming community is composed of interconnected tiers including local clubs (UCRO), provincial organizations (Swim Ontario), and the national federation (Swimming Natation Canada).

### Swim Clubs



[UCRO](#), and other swim clubs, is where most swimming development happens. This is where:

- professional coaches provide programming and teach swimmers the right skills for their age and stage of development. They follow guidelines from Swim Canada's Long-Term Athlete Development (LTAD) model.
- there are programs for all levels.
- swimmers have regular practices and chances to improve.
- local and regional swim competitions (meets) are hosted.

Clubs also build a sense of community. Swimmers learn athletic skills and important life skills like discipline, time management, and teamwork.

### Swim Ontario



[Swim Ontario](#) is our provincial sport organization. It connects all clubs in Ontario to the bigger swimming world by:

- approving (sanctioning) swim meets in the province.
- creating safety rules and policies for clubs.
- setting provincial swimming standards (e.g. qualifying times for big meets).
- organizing provincial championship meets.
- providing liability insurance to member clubs and more.

Swim Ontario is the important link between local clubs and the national organization.

### Swimming Natation Canada (SNC)



[Swimming Natation Canada](#) (SNC) is the national organization for swimming in Canada. It guides competitive swimming by:

- governing the sport across the country.
- certifying coaches.
- organizing national championship meets.
- setting national swimming standards.
- creating long-term plans for how athletes develop.
- making nationwide rules for athlete safety and development.

## Meet Our Head Coach

### Dan Lock



Dan has been a swimmer his whole life. Growing up in the UK, his main competitive sport was rugby. He regularly made regional teams until a neck injury forced him to stop playing at age 21. Despite this, Dan finished his studies and spent more time coaching and refereeing rugby and basketball. For over ten years, Dan has coached various age groups, skill levels, and abilities for schools, clubs, and community charities.

After moving to Canada in 2018, Dan started competing in Open Water races, from 3km up to 10km. Being part of the Canadian swimming community inspired Dan to use his coaching and teaching experience for swimming. He earned his NCCP Fundamentals Coaching Certification in swimming and has been a coach with the River Otters since 2023.

Outside of the pool, Dan enjoys running, cycling, and is a certified Yoga teacher. His own sports history and coaching experience show that Dan enjoys helping athletes become well-rounded competitors. He encourages a disciplined but fun approach to sports so that athletes can reach their personal goals, whatever they may be. He uses different training methods to help develop lifelong swimmers and competitive athletes.

## Welcome Message

Dear UCRO Families,

Welcome to UCRO!

As the Head Coach, I am thrilled to extend a warm welcome to all our swimmers and their families. We are excited to have you join our community and embark on this incredible journey together.

At our club, we believe that every swimmer has the potential to achieve. Whether you are just starting out or have been swimming with us for a few years, we are here to support you every step of the way. Our dedicated coaching staff is committed to providing guidance, fostering a positive and encouraging environment, and helping each swimmer reach their full potential.

Swimming is not just a sport; it is a journey of self-discovery, growth, and achievement. We celebrate every milestone, big or small, and take pride in the progress our swimmers make.

From mastering new techniques to achieving personal bests, we are here to cheer you on and provide the tools and resources you need to succeed.

UCRO is built on the values of self-discipline, teamwork, goal setting, and respect. We believe in creating a supportive community where swimmers can thrive, build lasting friendships, and develop a lifelong love for the sport. Together, we will overcome challenges, celebrate milestones, and create memories that will last a lifetime.

We look forward to an amazing season filled with hard work, dedication, and fun. Let's dive in and make waves together!

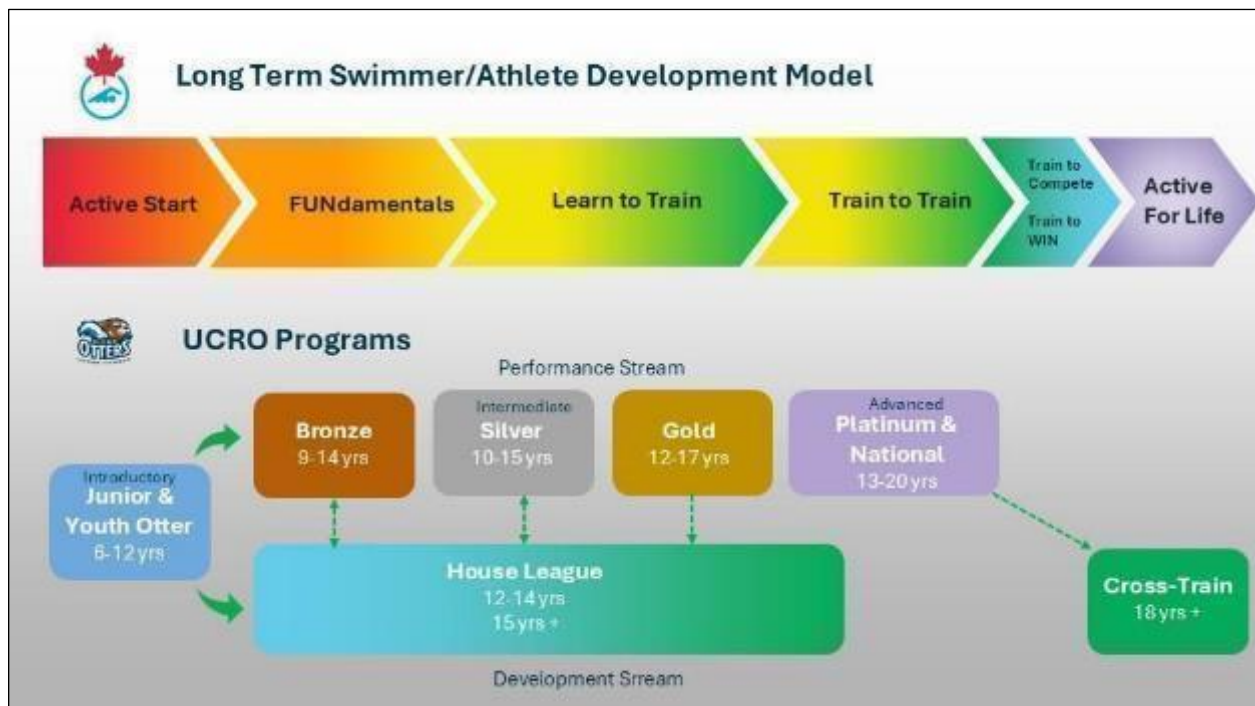
Warm regards,

Dan Lock  
Head Coach – UCRO

# Our Approach to Athlete Growth and Development

UCRO follows Swimming Canada's Long-Term Athlete Development (LTAD) model. This model emphasizes that becoming a great athlete happens through carefully planned steps that match a swimmer's physical, mental, and emotional growth. The LTAD model guides swimmers from their first time in the pool all the way to potentially competing internationally. It focuses on:

- **Age-appropriate training** - Swimmers do activities and training suitable for their age.
- **Skill development** - Swimmers learning the right techniques at the right time.
- **Enjoyment of the sport** - We keep swimming fun, so athletes stay involved for life. This science-based approach helps swimmers develop good skills first, while keeping their love for swimming.



This approach ensures UCRO swimmers develop the technical skills and physical fitness they need as they grow, while also building a healthy, lifelong relationship with swimming.

After leaving UCRO, swimmers may graduate to varsity programs in the 'Train to Compete' phase of the LTAD model. UCRO is proud of the many club athletes who have moved on to these programs over the years.

You can find more information on Swim Canada's Athlete Development Model in **Appendix A**.



## Overview of UCRO Swim Programs

### Tryouts and Swimmer Assessment

If you are interested in enrolling your child with UCRO, the Head Coach will be happy to schedule a tryout. They will assess your swimmer and recommend to you the best placement.

- New swimmers must be at least 6 years old and able to swim one length of the pool without help.
- Use this [LINK](#) to book a try-out and meeting with the Head Coach.

### Trial Period for New Members

It is a big commitment for both the swimmer and their family joining UCRO for the **first time** in a full season (10-month program). To help with this, the club offers a **six-week** trial period for new swimmers who sign up for Junior, Youth, or Bronze sessions.

- During this period, the swimmer and their family can get to know the club and decide if the program is a good fit. If they choose to leave the program and the club during or at the end of the trial period, there are no further commitments or financial obligations to UCRO.
- For sessions starting in mid-September (start of the season), withdrawal by:
  - **September 25** – no October, or beyond, monthly payments due.
  - **October 25** – no November, or beyond, monthly payments due.
- Official withdrawal notification must be received by the Head Coach in writing.
- The trial period is not available to returning UCRO swimmers or those coming from other competitive clubs.

## Getting Started



### Junior Otters Program - Ages 6-10

Junior Otters is an introductory program to build basic swimming skills, stroke technique, and water safety.

- **Session** - full season - 10 months (September to June).
- **Teamwear** - every year swimmers get 1 free UCRO swim cap and sponsor T-shirt.
- **Practices** - 2 times per week.
  - Pool time: 2 x 45 minutes per week
- **Swim Meets** – invitation to the UCRO hosted Splash and Grill meet in June.
- **Swimathon Fundraising Commitment** - \$100 per swimmer.
- **Participation Points Commitment** – None
- **Practice Equipment** - swim cap and goggles.

### Youth Otters Program – Ages 9-12

Youth Otters is an introductory program that continues building stroke technique and water safety while introducing more advanced skills.

- **Session** - full season - 10 months (September to June).
- **Teamwear** - every year swimmers get 1 free UCRO swim cap and sponsor T-shirt.
- **Practices** - 3 times per week.
  - Pool time: 3 x 1 hour per week
- **Swim Meets** - Swim meets are optional. Swimmers must register with "Competitive" status and pay an additional fee to enter and compete at meets. All swimmers will be invited to the UCRO hosted Splash and Grill meet in June.
- **Swimathon Fundraising Commitment** - \$100 per swimmer.
- **Participation Points Commitment** - No if “Pre-competitive” status – Yes if “Competitive” status (see Fees and Family Commitments section).
- **Practice Equipment** – swim cap and goggles.

## Advancing from Youth Otters

As swimmers transition from Youth Otters, the UCRO program is organized into **two distinct streams** to best match each swimmer's goals, interests, and commitment level:

- **Performance Stream** - because UCRO is a competitive swim club, most programs are dedicated to competitive swimming and long-term success. The performance stream offers structured progression, regular meets, and higher training expectations.
- **Development Stream** - offers a more flexible choice for swimmers who want to stay active, build their skills, stay involved with the club, and enjoy the sport without the intensity of regular competitions.

The coach will help swimmers choose between these two paths, depending on their goals and abilities.

This structure ensures that every swimmer, from those preparing for Provincial Championships to those pursuing lifelong fitness, can grow in an environment tailored to their needs.

## Performance Stream - Competitive

Overall commitment to swimming and to the club increases in the performance stream. This includes Bronze through National programs.

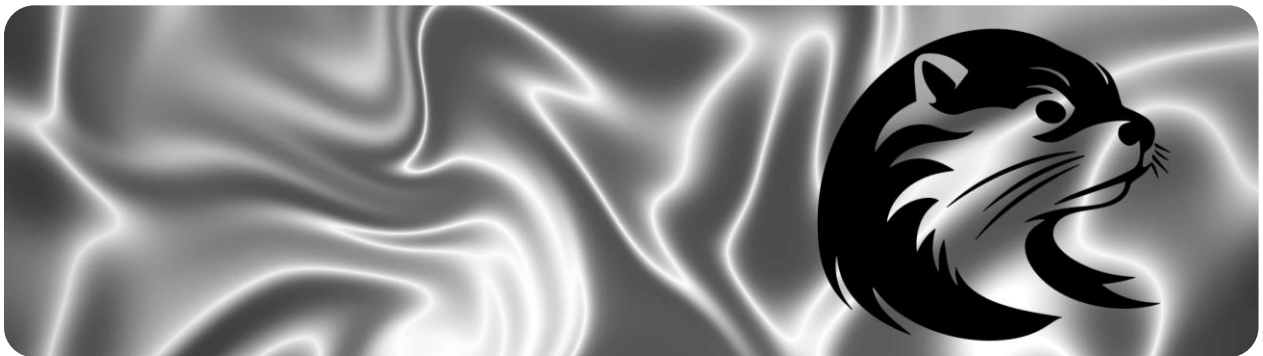
- **Practices** - Training is more frequent and longer in duration as swimmers move from Bronze up to National. Swimmers are exposed to Dryland training (in the Y fitness areas) as well as pool training. Swimmers commit to a full season.
- **Swim Meets** - UCRO-hosted meets, travel to away competitions, and Regional/Provincial/National meets become a key part of the program.
- **Graduating Standards** - To advance to a higher level (e.g. from Bronze to Silver etc.), swimmers must meet specific performance criteria set by the coaches.
- **Athlete Expectations** - As swimmers progress, they are expected to show increased focus, accountability, and commitment.
- **Swimathon Fundraising Commitment** - increases from \$100 to \$250.
- **Parent Participation Points Commitment** - all families must volunteer time to help run club activities (see Fees and Family Commitments section).



## Bronze Level – Intro to Competition

This is UCRO's first competitive level. It builds on skills from Junior and Youth Otters. It focuses on basic skills, team spirit, and introduces the competition experience.

- **Session** - full season - 10 months (September to June).
- **Teamwear** - every year swimmers get 1 free UCRO swim cap and sponsor T-shirt.
- **Practices** - 3 per week.
  - Pool time: 3 x 1 hours per week.
  - Dryland training time: 3 x 45 minutes per week.
- **Meets** - Up to 1 per month, local or regional - attendance at away meets is optional.
- **Swimathon Fundraising Commitment** - \$250 per swimmer.
- **Participation Points Commitment** - Yes (see Fees and Family Commitments section).
- **Practice Equipment** - swim cap, goggles, fins, pull buoy, snorkel.



## Silver Level – Skill & Endurance Development

Silver is an intermediate level that continues to develop technique and adds training to build race speed and endurance. This level focuses on refining technique, endurance training, and race strategies.

- **Session** - full season - 10 months (September to June).
- **Teamwear** - every year swimmers get 1 free UCRO swim cap and sponsor T-shirt.
- **Practices** - 4 per week.
  - Pool time: 4 x 1 hours per week.
  - Dryland training time: 3 x 45 minutes per week.
- **Meets** - 1 per month (local, regional, provincial).

- **Swimathon Fundraising Commitment** - \$250 per swimmer.
- **Participation Points Commitment** - Yes (see Fees and Family Commitments section).
- **Practice Equipment** - swim cap, goggles, fins, pull buoy, snorkel, and paddles.



### Gold Level – Advanced Training

The second intermediate level, Gold, introduces basic training principles and racing tactics. It emphasizes advanced stroke development, fitness (aerobic conditioning), and preparation for competition.

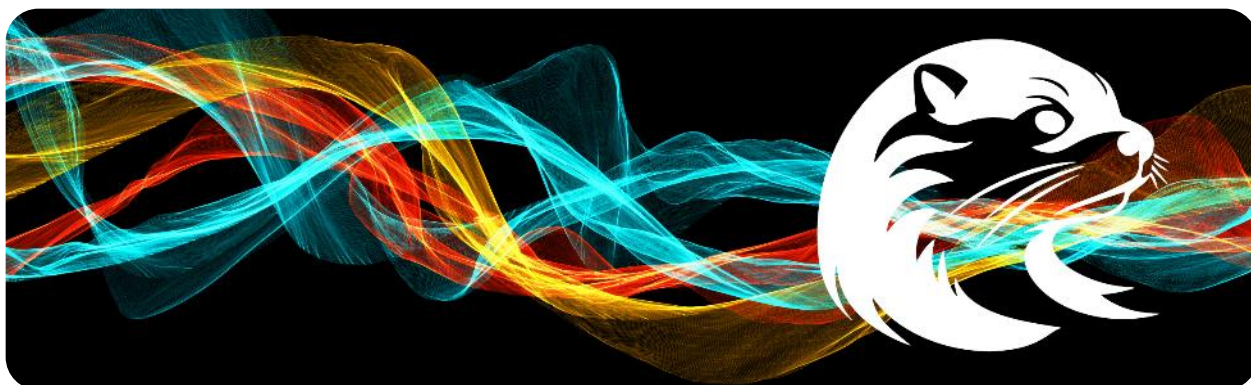
- **Session** - full season - 10 months (September to June).
- **Teamwear** - every year swimmers get 1 free UCRO swim cap and sponsor T-shirt.
- **Practices** - 5 per week.
  - Pool time: 5 x 1.5 hours per week.
  - Dryland training time: 3 x 1 hour per week.
- **Mental training** - Introduction to mental skills for sport.
- **Meets** - 1-2 meets per month (local, regional, provincial).
- **Swimathon Fundraising Commitment** - \$250 per swimmer.
- **Participation Points Commitment** - Yes (see Fees and Family Commitments section)
- **Practice Equipment** - swim cap, goggles, fins, pull buoy, snorkel, paddles.



### Platinum Level – High Performance

Platinum is an advanced competitive level for athletes aspiring to compete at the varsity level or higher. Training principles and race strategies from earlier levels are reinforced, and individual race plans are introduced. Swimmers aim for Provincial standards and top performance.

- **Session** - full season - 10 months (September to June) + training in July for those qualifying for Summer Provincials.
- **Teamwear** - every year swimmers get 1 free UCRO swim cap and sponsor T-shirt.
- **Practices** - 6 per week.
  - Pool time: 6 x 1.5 per week.
  - Dryland training time: 4 x 1 hour per week.
- **Mental training** - Regular part of the program.
- **Meets** - 1-2 meets per month (local to national).
- **Swimathon Fundraising Commitment** - \$250 per swimmer.
- **Participation Points Commitment** - Yes (see Fees and Family Commitments section).
- **Practice Equipment** - swim cap, goggles, fins, pull buoy, snorkel, paddles, ankle band.



## National Level – Elite Competition

National is UCRO's most advanced competitive level and is for athletes aiming for varsity level and beyond. It is focused on preparing swimmers for National-level standards and national competitions and higher.

- **Session** - full season - 11 months (September to July/August).
- **Teamwear** - every year swimmers get 1 free UCRO swim cap and sponsor T-shirt.
- **Practices** - 8 per week.
  - Pool time: 8 x 1.5 hours per week.
  - Dryland training time: 4 x 1 hour per week.
- **Mental training** - Important part of the program.
- **Meets** - 1-2 meets per month (local to national).
- **Swimathon Fundraising Commitment** - \$250 per swimmer.
- **Participation Points Commitment** – Yes (see Fees and Family Commitments section).
- **Practice Equipment** - swim cap, goggles, fins, pull buoy, snorkel, paddles, ankle band & parachute.



## Dryland Training Program

### For Bronze and Silver Levels

Priorities for this group are balance and coordination exercises, paired with activities that further promote physical literacy. This will help improve overall athleticism as swimmers grow and develop.

- Activities include a mixture of games, other sports, and circuit training.
- Swimmers will need a change of clothes that they can run and move in, and appropriate footwear (NO Crocs or Converse sneakers).

As well as developing all fundamental physical skills (in the LTAD model), the dryland program gives the athletes an opportunity to develop their team working skills.

### For Gold, Platinum, and National Levels

Swimmers are expected to have a well-rounded foundation of movement skills and physical literacy. Dryland programming focuses on mobility, flexibility, and dynamic movements to help in-pool performance and prevent injuries.

- The [TeamBuildr App](#) is used to deliver the program. This App allows:
  - users to record progress and view instructional videos if needed.
  - the club to deliver more personalized training programs
  - the coach to focus on providing feedback.
  - each swimmer to download their personal version of the App. It connects to UCRO's subscription, managed by the Head Coach.
- Sessions are mid-week.
- A coach will be present with athletes during dryland sessions.

Parents will receive a unique joining code for TeamBuildr in their start of season Welcome Letters from the Head Coach.



## Progress Reports and Advancement Criteria

### Progress Reports

- **Junior and Youth Otters** - receive a written report twice per year in January and June with their progress and next steps.
- **Bronze and higher** - coaches use a detailed checklist from Swim Canada to track progress and manage the transition to the next competitive level. Reports are provided mid-season and season end and are delivered electronically.

### Advancing in the Performance Stream

- Swimmers can move up a level during the season if their coach recommends it. When a swimmer moves up a level, they incur costs of the new level from the move-up date.
- Moving up too soon can slow down progress overall. It is advisable to wait until they meet the standard. This gives a sense of accomplishment and sets them up for success.

### Are Advancement Criteria Flexible?

Moving:

- from Youth to Bronze - **some flexibility** in advancement criteria.
- to Silver or Gold - requires a considerable commitment. As a result, **much less flexibility** in standards.
- to Platinum or National - requires an extremely high commitment. Athletes **must meet all criteria**.

You can find a detailed description of advancement criteria in **Appendix B**.



## Development Stream – Fitness and Skills

The Development Stream is for swimmers 12 years and older who want to get better, stay fit, and enjoy swimming without the pressure of competitions. It is ideal for lifelong swimming goals and allows more time for other activities.

There is less commitment to swimming compared to the Performance Stream. For example, there is no season-long commitment and no Swimathon or volunteering commitments. This includes the House League and Cross Training programs.

### House League Program

This new program creates a team-oriented environment with a relaxed approach and schedule. It focuses on skill improvement in a fun, positive environment. Swimmers are invited to join the UCRO Splash and Grill home meet in June for a competitive introduction.

- **Groups**
  - Group A - ages 12–14 years.
  - Group B - ages 15 years. and older.
- **Session** - Available in 3-month trimesters or full season options.
  - Trimester 1 - September to Christmas break
  - Trimester 2 – January to March (excluding March break)
  - Trimester 3 – April to June
- **Practices** - 2 per week.
- **Meets** - UCRO hosted meets are optional.
- **High School Readiness** - This program also helps high school swimmers aiming to improve for school championships like EOSSA (Eastern Ontario Secondary School Athletics) and OFSAA (Ontario Federation of Secondary School Athletics) meets.
- **Swimathon Fundraising Commitment** - none.
- **Participation Points Commitment** - none.
- **Equipment** – swim cap and goggles.

## Cross Training Program – Ages 18+

For swimmers 18 years and older, Cross Training is about staying active, healthy, and connected to swimming while enjoying an active lifestyle. It focuses on keeping good stroke technique, fitness, and well-being without the pressure of competitive training.

- **Session** - Available in 1-month, 3-month trimesters or full season options.
  - Trimester 1 - September to Christmas break
  - Trimester 2 – January to March (excluding March break)
  - Trimester 3 – April to June
- **Practices** - 2 per week.
- **Meets** - none.
- **Swimathon Fundraising Commitment** – none.
- **Participation Points Commitment** – none.
- **Equipment** – swim cap and goggles.

## Switching Between Streams - Implications

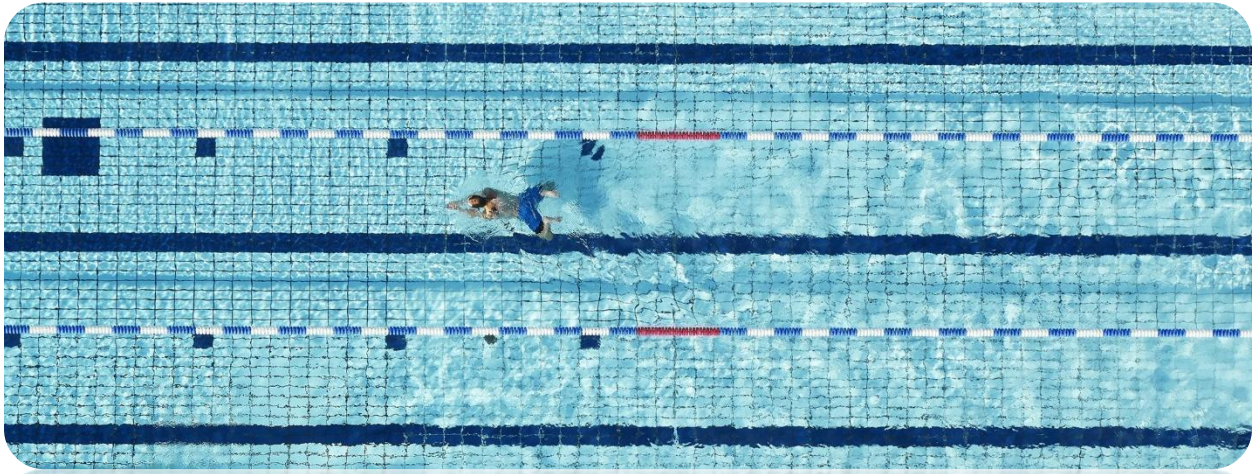
Swimmers can move between the Performance and Development streams as their needs, goals and family situation change. Coaches will help guide these transitions to ensure swimmers get the right training and support. There are financial implications to switching between streams.

- **Development to Performance Stream** – If a swimmer moves from Development to Performance (e.g. House League to Bronze), the family will take on the **extra costs and commitments** required for the Performance level. For details, see the Fees and Family Commitments section.
- **Performance to Development Stream** – If a swimmer moves from Performance to Development e.g. Bronze to House League), the family must **still pay the fees and meet the commitments** of the Performance level for the rest of the season, because the club has a **no-refund policy**. For details, see the Fees and Family Commitments section.

## Summer Swim Program

Led by past competitive swimmers and UCRO coaches, Summer Swim provides a fun, relaxed and safe learning environment for children of all ages and skill levels.

- **Session** - 1 or 2 months starting in late June or early July.
- **Practices** - 2 or 3 per week.
- **Meets** - 1-3 optional swim meets per session. These are one-day events on weekends at nearby outdoor pools (e.g. Prescott). They are a fun and relaxed introduction to competition.
- **Equipment** - swim cap and goggles.



## One-on-One Private Coaching

UCRO offers private, personalized coaching to help swimmers strengthen their foundations. Sessions are offered to **Junior, Youth and Bronze** swimmers as a priority.

- **Session** – limited number of 30-minute sessions are offered on a weekly sign-up basis.
- **Cost** - \$25 - per session
- **Booking** - contact the [Head Coach](#). The Private coaching sessions are scheduled and communicated through Sign-up Genius, typically one week before the session.

## Practice Schedules and Holidays

Practice schedules are set based on the number of swimmers at each level and availability of pool space.

### Holidays and Breaks

There are no practices on:

- Statutory holidays.
- Christmas break (mid-December to early January). Specific dates will be announced.
  - Exception: Platinum and National groups might have some practices.
- March break (Ontario school March break). Specific dates will be announced.
  - Exception: Platinum and National groups might have some practices.

For detailed practice schedules, go to the [Programs/Training and Meet Schedules](#) section of the UCRO web site.

# Swim Meets - Participation and Expectations



## What to Expect at Your First Swim Meet

Swim meets are an important and exciting part of a swimmer's development and experience at UCRO. Your swimmer's coach will recommend which meets to attend and which individual races to swim in. Swimmers are encouraged to accept invitations to attend home meets and away meets within the region.

If you are in the Junior or Youth programs, your first swim meet will likely be a UCRO hosted home meet.

- **Home meets** - are an excellent introduction to competition allowing swimmers to compete in a familiar pool. This helps them focus on their performance without worrying about travel. These meets focus on a keen sense of community and team spirit, as swimmers, coaches, and families come together to support each other.
- **Away meets** - create new challenges and experiences for swimmers. Competing away from home encourages resilience and adaptability, as they learn to perform well in new settings. These events also help build team spirit and friendships, as swimmers spend time together outside of their usual environment.

**Before the Meet** - you will get:

- an email request to confirm if your swimmer will attend.
- reminders about logistics (where, when, what clothing to bring, what to bring for snacks, and a detailed meet schedule).
- a meet package which provides more details.

**Meet Package** - This has all the important details about the swim meet, including warm up and session times, and the schedule of events. The meet format varies from club to club.

### **Meet Format**

- **Single session meet** - means the meet happens in one morning or one afternoon session only (e.g. UCRO's Fall Five meet in October is usually a morning, single session meet).
- **Multi-session meet** - means the meet happens over multiple sessions and sometimes multiple days. (e.g. UCRO's Splash & Grill meet in June is a multi-session meet that runs morning and afternoon sessions in one day).
- **Age and Gender races** - some meet organizers may mix or separate age groups and genders in the heats. Others will cater to specific age groups (e.g. a morning session for swimmers 12 years and under followed by an afternoon session for swimmers 13 years and older). It is up to the organizing club to decide how race events flow.

**On Meet Day** - Here is what to expect:

- Swimmers stay on the pool deck with their coaches for the whole session. This ensures they are ready for their events. Officials will not wait for swimmers who are late or missing.
- Coaches will talk to swimmers before and after their races about their performance.
- Swimmers have fun and socialize with their teammates.
- Generally, there's lots of down time waiting for your swimmer's next event.
- Parents are not allowed on the pool deck during meets. Different pools have a variety of viewing options.
- Awards are typically given during practice after all results are confirmed.

### **Meet Costs**

There are added fees for attending meets. For more information, see "[Swim Meet Fees](#)" in the "Fees and Family Commitments" section in this handbook.

## **Invitational and Qualifying Meets**

As swimmers advance to higher levels, swim meets become more important. Your swimmer's coach will suggest which meets to attend and which races to participate in.

Swimmers start with home meets then progress to local and regional invitational meets, where their race times are recorded for future meet seeding. At invitational meets, swimmers can achieve qualifying times for higher-level regional and provincial meets.

## Qualifying Times

To swim in higher level meets (e.g. Ontario regional, provincial, and Canadian championships), swimmers must achieve a "qualifying time" prior to competing. Qualifying times must be achieved at sanctioned meets. Coaches will decide which races and meets to aim for. Qualifying times are required for:

- Eastern Ontario Regional Championships
- Ontario Age Group (OAG) Championships
- Ontario Swimming Championships (OSC)
- Ontario Junior International Championships
- Swim Canada National meets

Qualifying times for meets are set and published by [Swim Ontario](#) and [Swim Canada](#).

## Meet Schedule

For a current season meet schedule go to the [Programs/Training and Meet Schedule](#) section on the UCRO website. This schedule may be updated throughout the season as clubs organise meets later in the year.

## Mobile Apps for Swim Meet Results

Here are some helpful Apps where you can see meet results in real time, as the meet is running. Download these Apps from your App Store. There may be user fees.

### Meet Mobile - Swim

- Meet Mobile allows you to easily track any Swimming Canada or Swim Ontario meet.
- Track your athlete's or team's personal bests and compare times.

### SplashMe – Swim Results

- SplashMe allows you to navigate a meet's scores and information.

# Required Swim Gear and Team Wear



## Practice Equipment Requirements

**Swim Caps** – are available from UCRO

- Swimmers registered in Junior, Youth and Bronze to National programs get 1 free swim cap every year.
- UCRO carries a stock of swim caps so you can purchase additional caps directly from UCRO. The Head Coach manages this.

**Swimsuits** – are available from GoSwim

- Boys (Jammers) and girls' swimsuits can be ordered directly from the [UCRO website](#).

**Other Equipment** – UCRO has a sponsorship agreement with Canadian equipment supplier GoSwim, in cooperation with Finis, to provide discounted practice equipment to UCRO swimmers.

- Collections of equipment specific to each **Performance** stream group are available to view and order from the [UCRO portal](#) on the GoSwim website.

## UCRO Teamwear

- Teamwear provides a sense of belonging to the club and identifies UCRO swimmers wherever they go. Swimmers are strongly encouraged to wear teamwear at meets and club functions.
- UCRO logo team wear (e.g. T-shirts, hoodies) is available to purchase from local suppliers. Visit the [UCRO website](#) to order.

If you have questions about practice equipment or team wear, you can ask your coach or contact [teamwear@riverotters.ca](mailto:teamwear@riverotters.ca).

# Club Meetings and Social Activities



**UCRO WELCOME MEETING (SEPTEMBER)**  
For Parents/Guardians, only. Begins with our AGM, followed by an information session. Meet parents and ask questions. Light snacks provided

**CHRISTMAS SOCIAL (DECEMBER)**  
For the whole family. Celebrate the holiday season with a potluck. Participate in a local toy-drive and optional gift exchange.



**END OF SEASON CELEBRATION AND AWARDS (JULY)**  
For the whole family. Celebrate this year's accomplishments with teammates with a potluck lunch



## Annual Awards

Recipients will have their names engraved on trophies and plaques that can be viewed throughout the year in the club trophy cabinet at the YMCA, by the fitness lockers (opposite the treadmills).

Awards are presented at the season-end celebration and awards event

### Swimmers

Swimmers who have achieved great results, for example by qualifying for Regional - National meets, and/or who have shown great improvement and dedication throughout the season will be considered for the following UCRO year-end awards:

- Under 10 Top Male & Female Swimmer
- 11 - 12 Top Male & Female Swimmer
- 13 - 14 Top Male & Female Swimmer
- 15 & Over Top Male & Female Swimmer

- Swimmer of the Year - Male & Female

### Coaches

Coaches are recognized for their contribution to their swimmers and the club.

### Volunteers

Volunteers are recognized for outstanding contribution to the club.

## YMCA Membership Requirements



All UCRO swimmers must be in good standing with the YMCA of Eastern Ontario in Brockville.

Requirements are:

- **13 years and older** - swimmers must purchase a **full membership** from the YMCA. This allows access to all facilities according to YMCA policies.
- **12 years and under** – swimmers in Junior and Youth Otter programs may opt to buy a **YMCA Access Pass** instead of a full membership. The access pass allows them access to the pool and change rooms only while attending swim practices.
  - Access passes are not available to other swimmers.
  - These passes can be purchased from the YMCA in three-month increments at the front desk.
- **Summer Swim** - participants in the Summer Swim program can buy a YMCA access pass if they are not already full YMCA members.

# Fees and Family Commitments

## Summary - Fees and Family Commitments

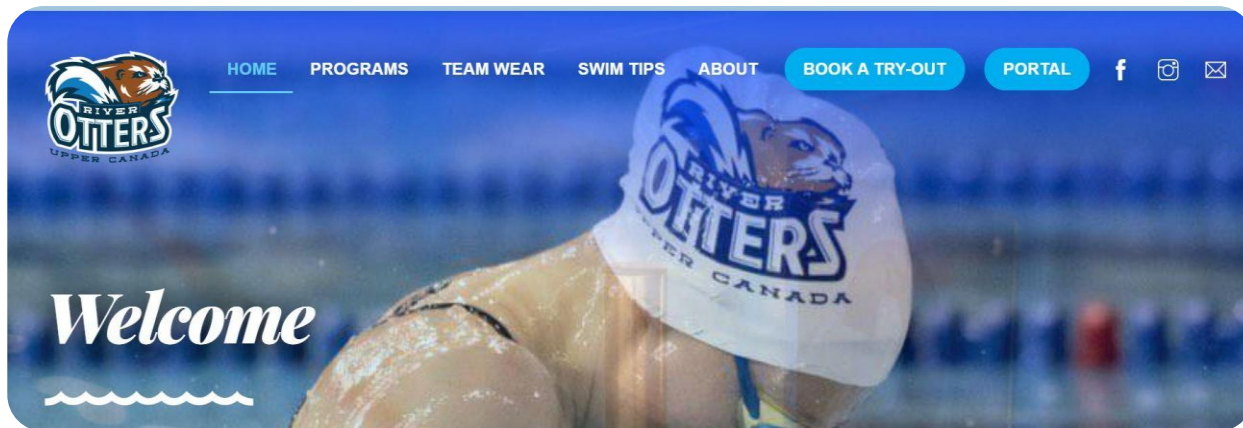
	<b>Admin Fee</b>	<b>Session Fee</b> (and Gov. Body fee)	<b>Swim Meet Fee</b>	<b>Swimathon Fundraising Commitment</b>	<b>Volunteer Participation Commitment</b>
<b>Junior</b>	\$25	Season-long 10 months	none	\$100	none
<b>Youth</b>	\$25	Season-long 10 months	none*	\$100	Pre-comp - none Comp. – 50% Partic. Points **
<b>Bronze</b>	\$25	Season-long 10 months	per meet	\$250	Participation Points
<b>Silver</b>	\$25	Season-long 10 months	per meet	\$250	Participation Points
<b>Gold</b>	\$25	Season-long 10 months	per meet	\$250	Participation Points
<b>Platinum</b>	\$25	Season-long 10-11 months	per meet	\$250	Participation Points
<b>National</b>	\$25	Season-long 11 months	per meet	\$250	Participation Points

<b>House League</b>	n/a	Trimester & season long 10 months	per optional home meets	none	none
<b>Cross Training</b>	n/a	1-month, trimester & season long	none	none	none

<b>Summer Swim</b>	n/a	1- or 2-month sessions	Optional fun outdoor meets are <b>free</b>	none	none
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### Youth Otters with competitive status:

- \* pay meet fees when attending meets.
- \*\* have participation points commitment discounted by **50%**.



## Registration, Payment & Updating Process

### How Do I Register & Pay?

- **Registration** - Go to the **UCRO website** and click the “**PORTAL**” button at the top on the home page to sign up and register for current season swim programs.
  - **Parent Account** - When you first register with UCRO, you will create a **parent account** in the **ACTIVE** Swim Manager system. This account will show all your swimmer’s past and present registrations and any other miscellaneous charges (e.g. swim meet fees, coach travel fees etc.).
  - **Payment** - All payments are made by **credit card**.

### How Do I Manage and Update My Credit Card?

- Go to this [Swim portal](#) link.
- Once you log in to the Swim portal, go to the top right and click on **your name**.
  - Use **My Wallet** to add or remove credit cards for misc. charges like meet fees, coach travel or swimathon charges.
  - Use **Order History** to change the credit card used for a **monthly billing schedule** for program fee instalments.
  - Please **remove** expired credit cards.

For **detailed HELP** on how to manage your credit cards in ACTIVE, see **Appendix E**.

**Note:** It is imperative for parents to maintain a **VALID credit card** in their ACTIVE profile at all times!

## Registration Policies and Agreements

Before completing registration and payment, parents agree to be bound by, and sign off on, UCRO policies and commitments. These include:

- Athlete Agreement Policy
- Medical Permissions and Waiver Agreement
- Fees Agreement - Payment in Full – No Refunds
- Swimathon Fundraising Agreement
- Volunteering – Participation Points Agreement
- Communications Agreement
- Safety Policies Agreement
- Release of Liability and Indemnification Agreement
- Privacy Policy Agreement

For reference, these agreements can be found in **Appendix D**.

## Administration Fee

A one-time UCRO administration fee of **\$25.00** is charged at first registration each year to all swimmers registered in a **season-long** program.

- This contributes towards the many administrative tasks necessary to help keep programs and the club running smoothly. This fee is **non-refundable**.
- Swimmers registered in Cross Training or House League sessions are not charged this fee.

## Insurance - Governing Body Fee

A one-time Swim Ontario fee is charged annually when you first register for a session. This fee covers Swim Canada insurance. This fee is **non-refundable**. For more detailed information on insurance coverage, see Insurance Summary in **Appendix F**.

Governing Body fees for the 25-26 season are:

- **Pre-Competitive - \$62.92** - for Junior, Youth, House League, and Cross Training.
  - can compete in **one (1)** meet per season. UCRO's Splash and Grill home meet in June is targeted.
- **Competitive - \$178.55** - Optional for Junior, Youth & House League. Compulsory for Bronze to National.
  - can compete in home and away meets.

Swimmers can upgrade from pre-competitive to competitive status during the season. This involves a Swim Canada registration and an extra governing body fee.

## Program Session Fees

Session fees are **non-refundable**.

- This applies if a swimmer leaves a session early for **any** reason, such as, but not limited to, conflicting activities, family scheduling, loss of interest etc.
- This applies to all sessions, whether a 1-month Cross Training, a summer session or a season-long, 10-month session. What this means is that:
  - if fees are **paid in full** at the beginning of the session, no portion is refundable, regardless of the reason or timing of withdrawal.
  - if fees are being **paid in installments**, payments **cannot** be **paused** or **cancelled**, regardless of the reason or timing of withdrawal.
    - Instalment payments are still due each month until the end of the session, or
    - The remaining balance may be charged as one lump sum when the swimmer leaves.

**Why?** - UCRO needs assured revenue to cover fixed costs like coaching, pool rental, insurance etc. These costs are set at the beginning of the season in September.

- **Medical Refund** – Session refunds may be considered by the UCRO Board for a serious medical absence of 1 continuous month or more. Cases are considered individually and at the Board’s discretion. Cases should be presented to the Board with medical documentation.
- **Trial Period** – If **new**, first time Junior, Youth, or Bronze swimmers decide to withdraw from the program and the club after their trial period, there are no further commitments or financial obligations. One-time administration and governing body fees are not refundable.

### Discounts for Multiple Swimmers

Discounts are available for families with more than one swimmer:

- |                          |  |
|--------------------------|--|
| ● First swimmer          | Full fee (for the highest program fee) |
| ● Second swimmer         | 10% discount (second highest fee)      |
| ● Third or more swimmers | 15% discount (third highest fee, etc.) |

**Fees for 2025-2026**

	<b>1<sup>st</sup> Swimmer</b>	<b>2<sup>nd</sup> Swimmer</b>	<b>3<sup>rd</sup> Swimmer</b>
<b>Junior Otters</b> Pay in Full Pay in Instalments (over 10 months)	\$861.36 \$86.14	\$775.22 \$77.52	\$731.13 \$73.11
<b>Youth Otters</b> Pay in Full Pay in Instalments (over 10 months)	\$990.55 \$99.06	\$891.49 \$89.15	\$841.97 \$84.20
<b>Bronze</b> Pay in Full Pay in Instalments (over 10 months)	\$1,055.56 \$105.56	\$950.01 \$95.00	\$897.22 \$89.72
<b>Silver</b> Pay in Full Pay in Instalments (over 10 months)	\$1,495.73 \$149.57	\$1,346.15 \$134.62	\$1,271.37 \$127.14
<b>Gold</b> Pay in Full Pay in Instalments	\$1,944.81 \$194.48	\$1,750.33 \$175.03	\$1,653.09 \$165.31
<b>Platinum</b> Pay in Full Pay in Instalments (over 10 months)	\$2,336.23 \$233.62	\$2,102.61 \$210.26	\$1,985.80 \$198.58
<b>National</b> Pay in Full Pay in Instalments (over 10 months)	\$2,707.71 \$270.77	\$2,436.94 \$243.69	\$2,301.56 \$230.16

	<b>3 Month Trimester</b>	<b>Full Season</b>
<b>House League (A &amp; B)</b> Pay in Full Pay in Instalments	\$255.00 \$85.00/mo. (over 3 months)	\$750.00 \$75.00/mo. (over 10 months)

	1 Month	3 Months Trimester	Full Season
<b>Cross Training</b> Pay in Full Pay in Instalments	\$90.20	\$255.00 \$85.00/mo. (over 3 mo.)	\$750.00 \$75.00/mo. (over 10 mo.)

## Swim Meet Entry and Coach Travel Fees

There are added fees for attending swim meets.

- **Meet Entry Fees**
  - There is an entry fee for each race entered. Fees are approximately \$15 per race. For example, if your swimmer is competing in 4 races in a meet, their entry fee would be about \$60 for that meet, charged back to the swimmer.
  - Meet entry fees are **non-refundable, for any reason**, after the deadline date.
- **Coach Travel Fees**
  - When UCRO coaches travel to away meets, travel costs (e.g. mileage, meals, accommodation, parking etc.) are shared among the families of attending swimmers. UCRO charges this back for each attending swimmer as follows:

	Coach Travel Fee
<b>UCRO Hosted Meets</b> e.g. Fall Five, Freeze Fest, Splash & Grill	None
<b>Local Invitational Meets</b> e.g. Cornwall Invitational, Belleville Invitational, NKB Spring Festival, etc.	\$20 flat fee per swimmer
<b>Swim Ontario Regional Meets</b> e.g. Eastern Ontario Regional Championships	\$50 flat fee per swimmer
<b>Provincial &amp; National Meets</b> e.g. Ontario Age Group Championships, Ontario Swim Championships etc.	Families pay a share of the coach travel costs, split among the swimmers attending. UCRO does not cover these costs from general club funds.

## Swimathon Fundraising Requirements

Swimathon is a nation-wide fundraising event for swim clubs in Canada. For UCRO, Swimathon is one of the most important fundraising events of the season. This event helps keep registration fees affordable and supports club events. It also brings club members together as they work towards a common goal.

Swimathon is held annually, usually in March or April. Swimmers collect donations for a distance swim held during a scheduled practice.

### Minimum Swimathon Fundraising Commitment

Only swimmers registered in a **season-long** program are subject to a Swimathon fundraising commitment. Minimum commitments are:

Program	Fundraising Commitment
House League and Cross Training	None
Junior and Youth Otters	\$100
Bronze to National levels	\$250

### How It Works

- Swimmers open a **Swimathon fundraising account** and collect pledges online through [Swim Canada's Swim-a-thon](#) website. For detailed information on how to set up a Swimathon fundraising account see **Appendix F**.
- There is **no tax receipt** issued from Swim Canada for pledges.
- The pledge window for UCRO's event runs from early January to April 30.
- During the event, swimmers swim as far as they can in a specified time period.
- Parent volunteers help count laps.

If a swimmer is unable to participate in Swimathon, the minimum amount will be charged to their account in early May.

If swimmers partially meet their minimum, the remainder is billed to their account in early May.

Swimmers who join UCRO **after March 31** do not have a Swimathon fundraising commitment.

## Volunteering and Participation Points

Parent volunteers are vital for UCRO's success as a swim club. UCRO is run by volunteers and depends on families for support. Volunteers not only help organize and manage events but also create a sense of community and support among members.

### General Rules

- Families with **competitive** status swimmers must earn participation points. Families with **pre-competitive** swimmers do not have a points commitment for that swimmer.
- Youth Otters with competitive status get a **50% discount** on points.

### How Many Points Does a Family Need?

Swimmer Level	... for only 1 Swimmer	... for 2 Swimmers	... for 3 Swimmers
<b>Bronze to National</b>	50	80	100
<b>1 Competitive Youth</b>	25	65	90
<b>2 Competitive Youth</b>		40	75
<b>3 Competitive Youth</b>			50

### How Are Points Awarded?

The following chart is a general overview of how points are awarded. There are several tiers of activity for earning points:

Tier	Points	Example Description
<b>L1 - Level 1</b>	1hr = 2 points	- Help with logistics at club events. - Help with logistics at home meets.
<b>L2 - Level 2</b>	1hr = 3 points	- Be an entry level meet official.
<b>L3 - Level 3</b>	1hr = 5 points	- Be a middle or senior level meet official.
<b>\$\$ - Contribution</b>	\$10 = 1 point	- Contribute \$\$ for club purchases. - Sell items that help the club. - Raise more than the minimum Swimathon commitment.

Tier	Points	Example Description
SP - Set Points	Depends on the activity	<ul style="list-style-type: none"> <li>- Perform ongoing volunteer functions.</li> <li>- Be a project lead.</li> <li>- Attend club events.</li> <li>- Attend swim officials training.</li> <li>- Provide food and beverage for club events.</li> </ul>

### Opportunities to Earn Points

Volunteer opportunities are shared regularly through UCRO emails and other messages, with sign up links to a “Sign-Up Genius”.

The UCRO Volunteer Coordinator is always open to new ideas for earning points. If you have questions, contact [volunteerco@riverotters.ca](mailto:volunteerco@riverotters.ca).

For a **more detailed list** of opportunities to earn points, see **Appendix C..**

### Additional Factors

- **If You Join Later in the Season** - if you register after January 1, points may be prorated by the Volunteer Coordinator.
- **Mid-Season Competitive Status Upgrades** - If a swimmer upgrades from pre-competitive to competitive status mid-season, point requirements may be adjusted by the Volunteer Coordinator.
- **Buy-Out Option** - Families can choose to buy out their commitment by paying \$10 per point.
- **End of Season Billing** - In July, any outstanding participation points will be billed to swimmer accounts at \$10 per point.

## Fundraising and Community Sponsorship

### Club Fundraising Activity

Fundraising activities are extremely important for UCRO. Money raised helps keep session fees affordable and supports club events. From September to June, the UCRO Fundraising Coordinator, along with parent volunteers, organizes and runs outside **fundraising events**.

In addition to these events, other important fundraisers for the club are **UCRO hosted swim meets** and **Swimathon**. All swimmer entry fees from home meets go to UCRO. UCRO staffs these meets with a crew of volunteer officials. See the “Officiating” section that follows.

Swimathon and UCRO hosted meets are the biggest revenue generators for the club outside of swimmer registration fees.

Helping at any of these fundraising events is an excellent opportunity to accumulate parent participation points. Please come and help when the call goes out!

If you have suggestions or ideas about fundraising, please contact [fundraising@riverotters.ca](mailto:fundraising@riverotters.ca).

### **Community Sponsorship Opportunities**

UCRO is extremely grateful to local businesses that contribute to the club. This helps keep session fees affordable and supports club events. If your business, or one you know that would consider making a contribution to UCRO, contact [fundraising@riverotters.ca](mailto:fundraising@riverotters.ca) for more information about UCRO sponsor packages.

Income tax receipts are **not available** for contributions as UCRO is not a registered charitable organisation.



## Volunteer Officials - Roles and Certification

Hosting a successful swim meet depends heavily on volunteer officials. Their dedication and commitment ensure that meets run smoothly and fairly, providing a positive experience for everyone.

Volunteer officials handle various responsibilities, such as timing, judging strokes and turns, marshalling swimmers, starting races, and managing logistics. They are usually parents, family members, or anyone dedicated to swimming.

UCRO hosts three meets a year:

- October – Fall Five Invitational
- January – Freeze Fest Invitational
- June – Splash and Grill Invitational

### Steps to Become a Swim Meet Official

To be an official, you must:

- be 14 years or older.
- get certified by Swimming Canada by attending two short online clinics:
  - Introduction to Officiating clinic (covers being a Timer)
  - Safety Marshall clinic
- complete both clinics to sign up for Timer or Safety Marshall roles at a meet. These are great entry-level positions.

The UCRO Meet Manager or Officials Coordinator will help you sign up and find the online clinics. This is a great way to learn more about swimming and support the athletes. Plus, you can earn participation points, and you get a front row seat on the pool deck!

If you have any questions about officiating, please contact [officials@riverotters.ca](mailto:officials@riverotters.ca).



## Financial Assistance and Grants

### Canadian Tire Jump Start

- “Sometimes, families need financial assistance to get their kids into a sport or physical activity.” This program is committed to helping all families access a range of physical activities.
- Get more information and apply for a grant online [HERE](#).

### KidSport Ontario – Kingston Chapter

- “So all kids can play ... We envision a Canada where all children have the opportunity to participate in sport.”
- Get more information and apply for a grant online [HERE](#).

### “Their Opportunity” Minor Sports Corp.

- A Canadian charity with a goal “To Educate, Uplift and Support children to overcome barriers through the Strength of Sport and Generosity.”
- Get more information and apply for a subsidy online [HERE](#).

### Upper Canada District School Board – Champions for Kids Foundation

- The Foundation provides funding for activities, such as sports, so that students can explore skills and talents outside of school and connect with the community.
- Get more information and apply for funding online [HERE](#)

### Swim Ontario Athlete Support Program – Next Wave & Opportunities Fund

- Newcomers to swimming who face economic barriers to participation (i.e., registration fees, equipment costs).
- Clubs must apply on the athlete’s behalf between October 1-31 annually.
- Get more information and apply for a subsidy online [HERE](#)

**Note:** If you are successful in receiving a grant or subsidy for a UCRO program, **PLEASE CONTACT THE UCRO TREASURER** to coordinate payment of your session fees balance.

# UCRO Event Calendar – 2025-2026 Season

## Color Key Legend

Fundraisers	
Swimmer Dev.	
Home Meets	
Away Meets	
Social/Info Event	

As of January 16, 2025

Event Type	Name of Event	Day(s)	Date	Month
Practice	Start of season for: (Bronze, Silver, Gold, Platinum, National)	Monday	8	<b>Sep</b>
Meeting	AGM & Welcome meeting	Saturday	13	
Practice	Start of season for: Junior, Youth, House League, Cross Train)	Monday	15	
Meeting	Parent Orientation: Youth	Monday	15	
Meeting	Parent Orientation: Juniors	Thursday	18	
Meeting	Parent Orientation: Bronze	Saturday	20	
Fundraiser	Home Hardware Leaf Bag Fundraiser	Sunday	21	
NO Practices	Thanksgiving	Monday	13	<b>Oct</b>
HOME Meet	Fall Five Swim Meet	Sunday	26	
AWAY Meet	SWOTT Fall Invitational	Sat - Sun	1 - 2	<b>Nov</b>
AWAY Meet	KBM Distance & Development	Sunday	9	
AWAY Meet	OYO Fall Invitational	Saturday	15	
Social Event	UCRO Christmas party	Saturday	6	<b>Dec</b>

Event Type	Name of Event	Day(s)	Date	Month
Fundraiser	Brockville Santa Claus Parade	Saturday	6	
AWAY Meet	Gatineau Grand Prix Invitational	Fri-Sun	12 - 14	
AWAY Meet	Ontario Junior International	Fri-Sun	12 - 14	
Practice	Last practices before Christmas break	Saturday	20	
Team Socia	Water polo with Capital Wave	Saturday	20	
NO Practices	Christmas break	N/A	22 - 3	

Practice	Practices resume	Monday	5	<b>Jan</b>
Swimmer Development	Mental Performance Workshop	Wed.	14	
HOME Meet	UCRO Freeze Fest	Sunday	18	
Swimmer Development	Mental Performance Workshop		TBD	
Fundraiser	Keystorm Pub - Dining with UCRO Stars & Silent Auction	Sunday	25	
AWAY Meet	Ontario Eastern Regional Championships (Short Course)	Fri-Sun	30 - 1	

AWAY Meet	Swim Ottawa (SWOTT) Under 12 series #1	Saturday	7	<b>Feb</b>
AWAY Meet	Goulbourne Sea Hawk (GSH) February Freeze	Sat-Sun	14-15	
NO Practices	Family Day	Monday	16	
AWAY Meet	Kingston Blue Marlins (KBM) Heats & Finals	Fri - Sun	20 - 22	

AWAY Meet	Ontario Age Group Championships (OAG) Long Course - Toronto Pan-Am Sports Cen.	Fri-Sun	5 - 8	<b>Mar</b>
FUN Meet	Capital Wave (CWAVE) Boogaloo (Unsanctioned)	Sat	Mar 7	
NO Practices	March break	N/A	16 - 22	

Event Type	Name of Event	Day(s)	Date	Month
AWAY Meet	Perth Maple Meet	Fri-Sat	27 - 28	
AWAY Meet	Ottawa Y Olympians (OYO) Long Course Invitational	Sunday	29	

NO Practices	Good Friday	Friday	3	<b>Apr</b>
AWAY Meet	Nepean Kanata Barracudas (NKB) Cup	Fri-Sun	9-11	
Fundraiser	Swim-a-thon	Fri-Sat	17-18	
AWAY Meet	Open Gatineau (Long Course)	Fri-Sun	24 - 26	

Fundraiser	Home Hardware - Krisy Kreme Doughnuts Fundraiser	Saturday	2	<b>May</b>
AWAY Meet	Nepean Kanata Barracudas (NKB) Festival of Spring	Fri-Sun	8-10	
NO Practices	Victoria Day	Monday	18	
FUN Meet	Capital Wave (CWAVE) Boogaloo (Unsanctioned) Fun meet	Sat	May 23	
AWAY Meet	Ontario Eastern Regional Championships (Long Course)	Fri-Sun	28 - 31	

Practice	Last practice of season	Saturday	13	<b>Jun</b>
HOME Meet	Splash & Grill Swim Meet	Sunday	14	
Social Event	End of Season Celebration & Awards Party	Saturday	20	
Practice	Summer program begins	Monday	29	
AWAY Meet	Ontario Swimming Championships (OSC) Toronto Pan-Am Sports Cen. (Long Course)	Wed-Sun	8-12	<b>Jul</b>

Practice	Summer program ends	Friday	14	<b>Aug</b>
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# Club Communication and Parent Engagement

## Building Strong Parent - Coach – Swimmer Relationships

In competitive swimming, success is rarely achieved alone. Behind every successful swimmer is a team of people working together to support their growth. One of the most important parts of this team is the Parent, Coach, Swimmer triangle. This relationship, when built on clear and open communication, is crucial for the swimmer's growth, confidence, and success in and out of the pool.

### Roles

- **Parents** - Parents are the emotional support for swimmers at all levels. They provide encouragement, support, and the resources needed for their child to train and compete. By creating a positive and understanding environment, parents help swimmers handle the challenges of the sport.
- **Coaches** - Coaches are both mentors and strategists. They use their experience to improve a swimmer's technical and race skills, discipline, and mental strength. Their guidance helps swimmers push their limits while maintaining a healthy balance between training and personal well-being.
- **Swimmers** - At the apex is the swimmer. Their dedication and effort drive the entire process. A swimmer's ability to communicate openly with both their parents and coach, while committing to the sport, is key to aligning goals.

### The Importance of Communication

Effective communication is what holds the team together.

- **Clarity in Roles**
  - Parents - trust the coach to make informed decisions about training and competing.
  - Coaches - rely on parents to provide support at home.
  - Swimmers - focus on their growth and goals in swimming, knowing that they are supported by their coach and parents.
- **Conflict Resolution** - Miscommunication can sometimes lead to disagreements. Open dialogue allows concerns to be addressed constructively and quickly, keeping everyone aligned in their shared mission.
- **Building Trust** - When parents, coaches, and swimmers communicate effectively, they build a foundation of trust. Swimmers feel supported, knowing that everyone is working towards their best interest. This trust boosts confidence, enabling swimmers to perform at their highest potential.

## Club Communication Channels

### Welcome Meeting for Parents

- The club hosts a Welcome Meeting in September. Program information is shared, coaches are introduced, and parents can meet each other and ask questions. It is an excellent introduction to the coming season.

### Coach Communication

- **Welcome letter** - Emailed from the swimmer's coach at the start of the season providing information on the program your swimmer is registered in.
- **Group Orientation meetings** - At the start of the season, the coaches will hold orientation meetings with parents (and swimmers in the Performance stream) to outline programming, expectations, and other group related information.
- **Direct email** - Coaches communicate with swimmers and parents about practice times, home and away meets, updates, schedule changes and much more!
- **Coach meetings** - Coaches will talk to you about your swimmer's progress. Feel free to approach them at a suitable time or schedule a chat.

### Streamline e-Newsletter

- a **monthly** emailed newsletter with important information and updates on all upcoming UCRO events, swim meets, practices, schedule updates, fundraising events and more. It is sent to parents during the first week of every month.

**Website** - <https://riverotters.ca>

### Social Media

- [Facebook](#) – LIKE “Upper Canada Swim Club” on Facebook
- Facebook - UCRO Parents and Athletes group - This private Facebook group will help families and athletes connect online and stay up to date with UCRO-related activities. Newer families can ask questions to experienced families about swimming related topics.
- [Instagram](#) – search “ucro\_sc” on Instagram.

# Resolving Concerns and Complaints

If you have a concern or an issue that needs resolution, please follow these steps:

1. **Discuss the Concern** - Talk to the person directly involved if appropriate (e.g. your swimmer's coach for a coaching matter). Make contact quickly so that the issue is fresh in mind. Try to resolve the issue right away with the person directly concerned. Document your concern.
2. **[Contact the Head Coach](#)** - If the issue is unresolved or it is not appropriate to speak to the person directly, contact the Head Coach. The Head Coach will try to resolve the issue. Document your concern as you continue (e.g. dates, times, conversations, emails, witnesses, contacts etc.).
3. **[Contact the Club President](#)** - If the issue is still unresolved, contact the Club President. The Club President will try to resolve the issue quickly amongst all the parties. Document all aspects of your concern as you have tried to resolve the issue. Detailed documentation will be needed.

If the issue cannot be resolved quickly at the club level, any party to the issue may file a complaint with Swim Ontario. If the club feels that the issue cannot be resolved quickly at the club level, and breaches applicable Swim Ontario policies, the club will file the complaint with Swim Ontario.

## Swim Ontario Complaint Process

Formal, unresolved complaints to UCRO that breach the following Swim Ontario policies:

- Workplace Safety, Violence and Harassment Policy and
- Code of Conduct and Ethics for all Participants Including Parents/Guardians,

will be sent to Swim Ontario.

Swim Ontario will review the complaint, do an investigation if necessary, decide and issue a judgement and sanction, if necessary.

You can [lodge a formal complaint](#) with Swim Ontario here.

If the matter is beyond the jurisdiction of Swim Ontario, UCRO will implement its own complaint policy and procedures.

# Key Contacts and Club Leadership

We are happy to hear from families, and we welcome your feedback.

## UCRO Board of Directors

President	Fiona Goodman	<a href="mailto:admin@riverotters.ca">admin@riverotters.ca</a>
Secretary	Amy Melko	<a href="mailto:secretary@riverotters.ca">secretary@riverotters.ca</a>
Treasurer	Peter Goodman	<a href="mailto:finance@riverotter.ca">finance@riverotter.ca</a>
Fundraising Coordinator	Kirsten Wiwchar	<a href="mailto:fundraising@riverotters.ca">fundraising@riverotters.ca</a>
Volunteer Coordinator	Sabrina Annett	<a href="mailto:volunteerco@riverotters.ca">volunteerco@riverotters.ca</a>
Teamwear Coordinator	Samantha Dickson	<a href="mailto:teamwear@riverotters.ca">teamwear@riverotters.ca</a>

## Coaches

Head Coach	Dan Lock	<a href="mailto:headcoach@riverotters.ca">headcoach@riverotters.ca</a>
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## Officials

Officials Coordinator	Layna Dunning	<a href="mailto:officials@riverotters.ca">officials@riverotters.ca</a>
Meet Manager	Pascale Gallacher	<a href="mailto:meetmanager@riverotters.ca">meetmanager@riverotters.ca</a>

# Additional Resources and Policies

## UCRO Policies and Resources

- Athlete Agreement policy
- Fees and Family Commitments policy
- Privacy policy
- Concussion policy (Rowan's Law)
- Preventing Discrimination and Harassment policy
- UCRO Bylaws
  
- Nutrition - Swim Practice Hydration and Nutrition Guidelines
- Recovery – Guidelines

## YMCA

- YMCA Child Protection policy

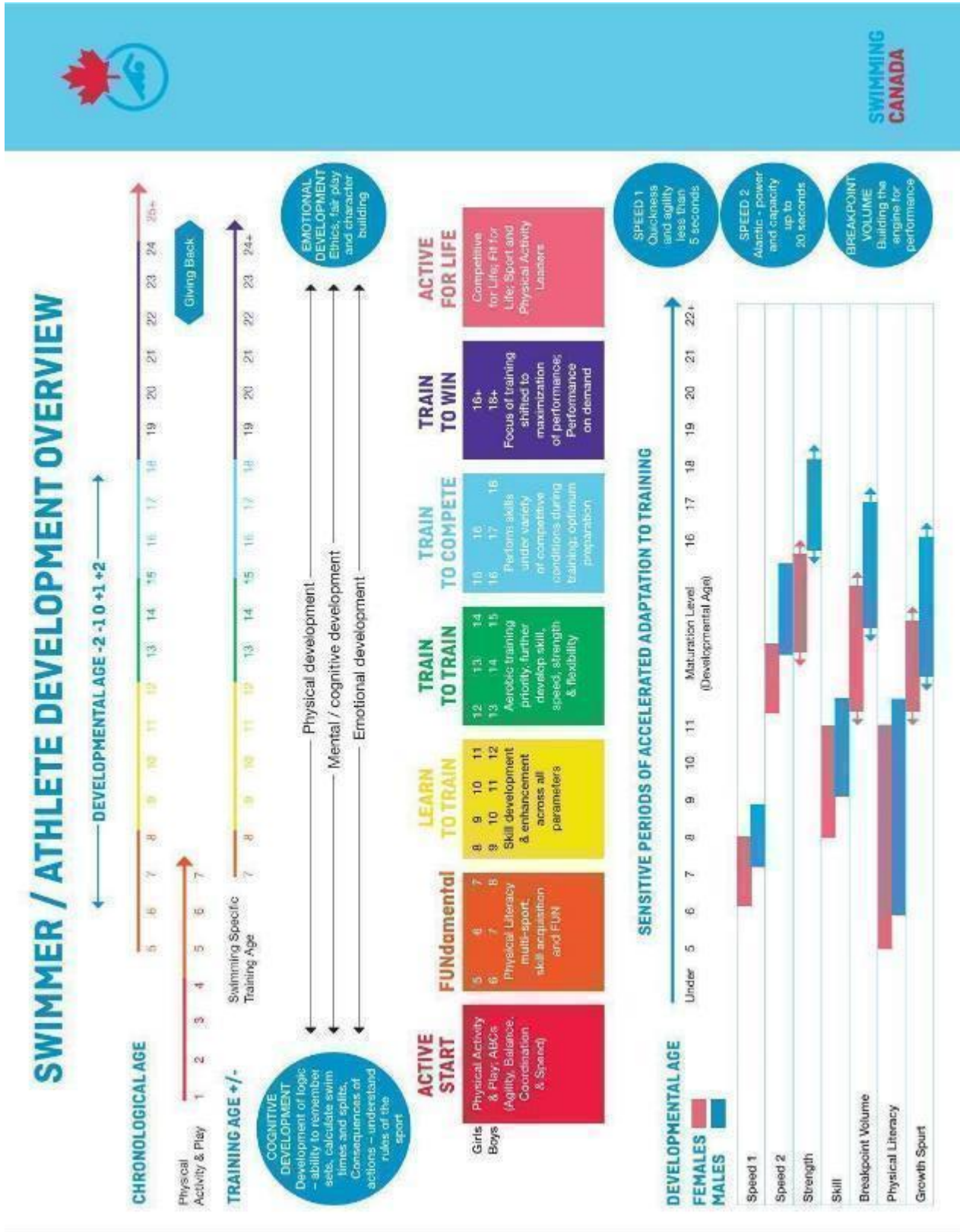
## Other Governing Bodies

- Universal Code of Conduct to Prevent and Address Maltreatment in Sport
- Canadian Swim Coaches Association – Code of Professional Conduct

## Swim Ontario

- Swim Ontario Conflict Resolution policy
- Code of Conduct and Ethics for all Participants Including Parents/Guardians
- Workplace Safety, Violence and Harassment Policy
- Complaint, Discipline, and Appeal Procedure

# Appendix A – SNC Athlete Development Model



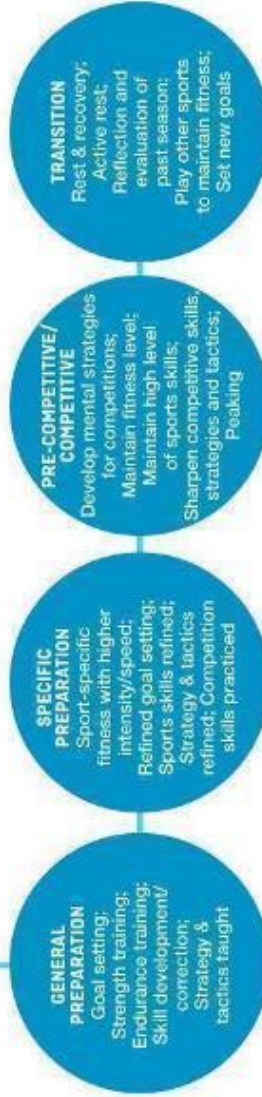
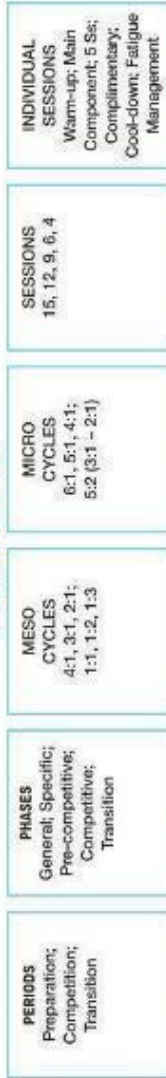
# SWIMMER / ATHLETE DEVELOPMENT OVERVIEW

## BASIC COMPONENTS OF TRAINING & PERFORMANCE

5 Ss of Training  
(Stamina, Strength, Speed, Skill, Suppleness)  
Planning Quantification and Implementation

Additional 5 Ss of training and performance: Structure, Schooling; Psychology; Sustenance and Socio-cultural

## PERIODIZATION



## ANCILLARY CAPACITIES



# Appendix B – Swimmer Advancement Criteria

This section outlines the swimming skills and time standards needed to advance to the next competitive level. Coaches will discuss a swimmer's readiness with them and their parents before moving them up a level.

## Acronyms and Terms Used in This Section:

- **DPS** - Distance Per Stroke - How far a swimmer travels with each arm pull. More distance often means better technique.
- **SC** - Stroke Count - The number of strokes taken to swim one length of a 25m pool. Fewer strokes can indicate good efficiency.
- **IMO** - Individual Medley Order - Swimming strokes in this order: Butterfly, Backstroke, Breaststroke, Freestyle.
- **BA** - Best Average - The best (fastest) time a swimmer can hold for a set of swims.
- **U/W** - Underwater Kicking - Underwater dolphin kicks – used to transition from dives and turns to swim.
- **BIT** - Best Interval Test - A test to find the fastest repeatable swimming pace.
- **FR** - Freestyle - Usually front crawl.
- **BK** - Backstroke
- **BR** - Breaststroke
- **FL** - Butterfly
- **OAG** - Ontario Age Group Championships - A provincial meet for ages 17 and under.
- **OSC** - Ontario Swimming Championships - A higher-level provincial meet for ages 13 and over.

## Graduating from Bronze to Silver

Swimmers can move from Bronze to Silver after achieving these benchmarks:

Benchmark	Male	Female
<b>100m Freestyle kick (using a kickboard) AND 100m Butterfly kick</b>	2 min 5 sec (2:05) or faster for each	2 min 10 sec (2:10) or faster for each
<b>4 x 25m Individual Medley Order (IMO) for time</b> (one length of each stroke) AND a <b>Good</b> quality level of technique	Fly :22 Back :20 Breast :24 Free :18	Fly :24 Back :22 Breast :26 Free :19
<b>100m Individual Medley for time</b>	1:35	1:40
<b>10 x 50m swims @ Threshold Pace</b> (a strong, steady pace they can hold)	On an interval of 1:10 (meaning they start a new 50m every 1 min 10 sec)	On an interval of 1:15

Benchmark	Male	Female
<b>Achieve 5 Gatineau swim meet qualifying times OR 3 Ontario Regional qualifying times + 5%.</b> This means times that are within 5% of the standard Regional qualifying time.		
<b>Automatic move-up:</b> If a swimmer is 15 years old and has been in Bronze for at least 1 year.		

### Graduating from Silver to Gold

Swimmers can move from Silver to Gold after achieving these benchmarks:

Benchmark	Male	Female
<b>100m Freestyle kick (using a kickboard) AND 100m Butterfly kick for time</b>	1:55 or faster for each	2:00 or faster for each
<b>5 x 50m swims (any stroke) - focusing on Best Distance Per Stroke (DPS) and Fastest time</b>	Average 40 sec for each 50m, with 15-19 stroke count (strokes per length)	Average 45 sec for each 50m, with 20-23 stroke count (strokes per length)
<b>4 x 25m Individual Medley Order (IMO) for time</b> (two length of each stroke) AND a <b>Good</b> quality level of technique	Fly 40 sec. Back 42 sec Breast 45 sec Free 36 sec (per 50 metres)	Fly 42 sec. Back 43 sec Breast 48 sec Free 38 sec (per 50 metres)
<b>100m Individual Medley (IM) for time</b>	1:30	1:35
<b>15 x 50m swims @ Threshold Pace</b> (a strong, steady pace they can hold)	On an interval of 55 sec (meaning they start a new 50m every 1 min 10 sec)	On an interval of 1:00
<b>Achieve 2 Regional Qualifying times.</b>		

## Graduating from Gold to Platinum

Swimmers can move from Gold to Platinum after achieving these benchmarks:

Benchmark	Male	Female
<b>Best Interval Test (BIT) - a set of swims to find best repeatable pace</b>	1:35 or faster (Last interval they repeat for 2 x 100s)	1:40 or faster
<b>200m Freestyle kick OR 200m Butterfly kick for time:</b>	3:40 or faster	3:40 or faster
<b>200m IM kick for time:</b>	3:50 or faster	3:50 or faster
<b>10 x 50m Best DPS + Time</b>	Average :35 + 13-15 Stroke Count	Average :40 + 19-22 Stroke Count
<b>10 x 50m Best Average (BA) swims (usually Freestyle)</b>	FR average: :32	FR average: :36
<b>10 x 100m Threshold swims</b>	On an interval of 1:35 or faster	On an interval of 1:40 or faster
<b>25m Underwater kick with fins for time</b>	14 seconds or faster	16 seconds or faster
<b>Achieve 3 Regional Qualifying times OR 1 Ontario Age Group (OAG) qualifying time.</b>		

## Graduating from Platinum to National

Swimmers can move from Platinum to National after achieving these benchmarks:

Benchmark	Male	Female
<b>Best Interval Test (BIT) - a set of swims to find best repeatable pace</b>	1:30 or faster (Last interval they repeat for 2 x 100s)	1:35 or faster
<b>400m kick for time:</b>	6:45 or faster	6:45 or faster
<b>20 x 100m Best DPS + Time</b>	Average 1:25 + 10-11 Stroke Count	Average 1:30 + 16-19 Stroke
<b>15 x 50m Best Average (BA) swims (usually Freestyle)</b>	FR avg: 29 sec	FR average: 33 sec

<b>Benchmark</b>	<b>Male</b>	<b>Female</b>
<b>15 x 100m Threshold swims</b>	On an interval of 1:25 or faster	On an interval of 1:30 or faster
<b>25m Underwater kick (no fins) for time</b>	16 seconds or faster	18 seconds or faster
<b>Achieve 3 Ontario Age Group (OAG) Standards OR 2 Ontario Swim Championships (OSC) Standards.</b>		

## National

Swimmers in National who are excelling, aim for these standards:

<b>Standard</b>	<b>Male</b>	<b>Female</b>
<b>Best Interval Test (BIT) - a set of swims to find best repeatable pace</b>	1:20 or faster (Last interval they repeat for 2 x 100s)	1:25 or faster
<b>400m kick for time:</b>	6:15 or faster	6:15 or faster
<b>20 x 100m Best DPS + Time</b>	Average 1:15 + 10-11 Stroke Count	Average 1:20 + 13-16 Stroke Count
<b>20 x 50m Best Average (BA) swims (usually Freestyle)</b>	FR avg: :27	FR average: :31
<b>20 x 100m Threshold swims</b>	On an interval of 1:20 or faster	On an interval of 1:25 or faster
<b>25m Underwater kick (no fins) for time</b>	14 seconds or faster	16 seconds or faster
<b>Achieve 4 Ontario Swim Championships (OSC) Standards + 2 National Standards.</b>		

# Appendix C – Volunteer Opportunities and Points

**Legend**

**L1** – Level 1 - 1hr = 2 points

**L2** – Level 2 - 1hr = 3 points

**L3** – Level 3 - 1hr = 5 points

**\$\$** - Dollar contribution - \$10 = 1 point

**SP** – Set points – defined by the type of activity and benefit to the club.

	<b>Activity</b>	<b>Volunteer Duty</b>	<b>Pts</b>
<b>Sep</b>	Welcome meeting & AGM	Attend AGM-Welcome meeting. Help set up/clean up. Bring food for club events.	<b>5</b> <b>L1</b> <b>5-10</b>
<b>Sept - Oct</b>	Home Hardware yard bag fundraiser	Sell yard bags.	<b>\$\$</b>
<b>Oct</b>	UCRO Fall Five swim meet	Help with setup and take down, food prep and delivery. Be a timer or a safety marshal. Be a Meet Manager, Referee, Starter, Stroke/Turn Judge, Chief Timer, Recorder, Admin. Take an official's clinic. Receive a deck evaluation.	<b>L1</b>  <b>L2</b> <b>L3</b>  <b>5</b> <b>5</b>
<b>Oct - Dec</b>	Fundscrip fundraiser	Sell gift cards.	<b>\$\$</b>
<b>Nov</b>	Santa Claus Parade participation	Help build the UCRO float. Take part in the parade with UCRO.	<b>L1</b> <b>L1</b>
<b>Dec</b>	UCRO Christmas Social	Attend Christmas social. Help set up/clean up. Bring food.	<b>5</b> <b>L1</b> <b>5-10</b>
<b>Jan</b>	Dining with UCRO Stars fundraiser	Help set up/clean up. Get silent auction items. Buy silent auction items	<b>L1</b> <b>SP</b> <b>\$\$</b>
<b>Jan</b>	UCRO Freeze Fest swim meet	Help with setup and take down, food prep and delivery. Be a timer or a safety marshal.	<b>L1</b>  <b>L2</b>

	<b>Activity</b>	<b>Volunteer Duty</b>	<b>Pts</b>
		Be a Meet Manager, Referee, Starter, Stroke/Turn Judge, Chief Timer, Recorder, Admin. Take an official's clinic. Receive a deck evaluation.	<b>L3</b> <b>5</b> <b>5</b>
<b>Feb</b>	Parent-Swimmer Club-Wide Fun Practice	Participate in person.	<b>5</b>
<b>Apr</b>	Swimathon fundraiser	Be the lead organizer Be a lap counter. Raise more \$\$ than the minimum.	<b>SP</b> <b>L1</b> <b>\$\$</b>
<b>May</b>	Krispy Kreme fundraiser	Pre-sell boxes before the event. Help set up/clean up. Pick up donuts in Montreal. Help sell donuts during event.	<b>\$\$</b> <b>L1</b> <b>50</b> <b>L1</b>
<b>Jun</b>	UCRO Splash & Grill swim meet	Help with setup and take down, food prep and delivery. Be a timer or a safety marshal. Be a Meet Manager, Referee, Starter, Stroke/Turn Judge, Chief Timer, Recorder, Admin. Take an official's clinic. Receive a deck evaluation.	<b>L1</b> <b>L2</b> <b>L3</b> <b>5</b> <b>5</b>
<b>Jun</b>	Splash & Grill BBQ fundraiser	Help set up/clean up. Help with BBQ. Help distribute food to teams.	<b>L1</b> <b>L1</b> <b>L1</b>
<b>July</b>	UCRO Season End Celebration and Awards	Attend Celebration and Awards. Help set up/clean up. Bring food.	<b>5</b> <b>L1</b> <b>5-10</b>
<b>Ongoing</b>	General Club Operations	Be a Board member. Coordinate social media posts. Apply for grants. Be the webmaster. Be the bookkeeper. Be a lead organizer for any UCRO event	<b>50</b> <b>50</b> <b>SP</b> <b>50</b> <b>50</b> <b>SP</b>

# Appendix D – Managing Credit Cards in ACTIVE

## Adding a Credit Card

- **Log in** to the [Swim portal](#).
- Click your **name** or the **menu** in the upper right corner.
- Select **My Wallet** from the dropdown.
- Click **Add a New Payment Method**.
- Enter your credit card details.
- Click **Add to My Wallet**.
- *(Optional)* To set this card as your default for miscellaneous fees (like meet entry or coach travel fees), click **Make Primary**.

**Note:** This does **not** automatically set the card for a monthly billing schedule.

## Removing a Credit Card

- In **My Wallet**, find the card you wish to remove.
- Click **“Delete”** next to that card.

## Changing the Card Used for a Monthly Billing Schedule

1. **Log in** to the [Swim portal](#).
2. Click your **name** or the **menu** in the upper right corner.
3. Select **Order History**.
4. Click on your specific order.
5. Click **Manage Automatic Payments**.
6. Update your payment method as needed.

## Important Notes

- **My Wallet** is for adding/removing cards and setting the default for miscellaneous fees like meet entry fees, coach travel, swimathon etc.
- **Order History** and **Manage Automatic Payments** are for changing the card used for a monthly billing schedule for program instalment fees.

Updating your card in “My Wallet” does **not automatically change** the card used for a monthly billing schedule. Always check your **Order History** for monthly payments.

# Appendix E – Registration Signoff Agreements

Here are the full “Signoff” policies you agree to during online registration. They are included here for your reference only.

## Athlete Agreement Policy

This agreement is designed to set clear expectations for athletes and their commitment to UCRO while promoting a positive and respectful team environment.

Welcome to UCRO! We are excited to have you as a valued member of our swimming community. This agreement outlines the expectations and standards for athletes within the Age Group category to ensure a positive and enriching experience for all. UCRO is committed to fostering an environment that promotes respect, open communication, and excellence in all aspects of our swim program. We strive to create a positive and supportive community for our athletes to achieve their full potential.

### WHERE AS:

- The athlete is a registered swimmer with Swimming Canada and Swim Ontario engaged with UCRO.
- UCRO is a swim club that fosters excellence in swimming and values open communication and respect.
- Both parties recognize the importance of fostering an environment of mutual respect, open communication, sportsmanship, and excellence in all aspects of athletic participation.

1. **COMMITMENT TO EXCELLENCE** - The Athlete agrees to:
  - a. strive for excellence in both athletic performance and personal conduct. This commitment includes attending all scheduled practices, competitions, and team events, giving maximum effort during training, and keeping a positive attitude.
  - b. strive for excellence not only in your athletic performance but also in your conduct outside the pool. Uphold high standards of integrity, discipline, and ethical behavior.
  - c. demonstrate commitment to your training, attend all scheduled practices and competitions, and conduct yourself with excellence both within the club and the broader community.
2. **RESPECT AND SPORTSMANSHIP** – The athlete agrees to:
  - a. treat coaches, teammates, officials, and all others associated with UCRO with respect and sportsmanship at all times. Disrespectful behaviour, including but not limited to bullying, harassment, or discrimination, will not be tolerated.
  - b. acknowledges the importance of a positive team environment and agrees to treat teammates with respect, cooperation, and support.
  - c. adhere to the guidance and instructions provided by the coaching staff, showing a cooperative and respectful attitude toward their expertise.

- d. treat officials, referees, and judges with the utmost respect, refraining from any behaviour that may be perceived as confrontational or disrespectful. Disagreements with officiating decisions shall be expressed in a constructive and respectful manner, following proper channels established by UCRO.
3. SAFE AND INCLUSIVE ENVIRONMENT
  - a. The Athlete will actively contribute to maintaining a safe and inclusive training environment. Inclusion means respecting and embracing diversity in all its forms, including but not limited to race, gender, ability, and background.
4. OPEN COMMUNICATION
  - a. The Athlete commits to maintaining open communication with coaching staff and teammates, fostering an environment where concerns and feedback can be addressed in a constructive manner.
  - b. Any issues or conflicts shall be communicated promptly with the goal of resolving matters in the best interest of the Athlete's personal development and the team.
5. ATTENDANCE AND PUNCTUALITY
  - a. The Athlete agrees to attend all scheduled practices and competitions unless prevented by illness, injury, or other unavoidable circumstances. In case of absence, the Athlete will inform the coaching staff in advance.
6. ADHERENCE TO CLUB POLICIES
  - a. The Athlete agrees to abide by all UCRO policies, including those related to training, competition, travel, and any other rules set forth by the Club. Failure to comply may result in disciplinary action.
7. REPRESENTATION OF UCRO
  - a. The Athlete understands that they are representing UCRO both in and out of the pool. This representation includes behaviour on social media platforms. The Athlete agrees to always uphold the values and reputation of UCRO.
8. PARENT/GUARDIAN SUPPORT
  - a. For athletes under the age of 18, parents/guardians agree to support their child's commitment to UCRO, including attendance at events, adherence to club policies, and open communication with coaches.
  - b. Parents or legal guardians agree to support and encourage their child's participation in UCRO activities.
  - c. Parents or legal guardians will communicate any concerns or issues to the coaching staff in a respectful and timely manner.
9. CONSEQUENCES OF NON-COMPLIANCE
  - a. Failure to follow the terms outlined in this Agreement may result in the termination of the swimmer's UCRO membership.
10. ATHLETE'S COMMITMENT DURATION
  - a. This agreement is effective for the current season and will be reviewed annually.

I understand, have read and agree with the Athlete Agreement Policy.

## Medical Permission Agreement and Waiver Agreement

I certify that I am the parent or legal guardian for my child(ren). I hereby give my permission for any supervisor, coach or other team administrator associated with the Upper Canada Swim Club to seek and give appropriate medical attention for our child(ren) in the event of accident, injury, illness. I will be responsible for all costs associated with any necessary medical attention and/or treatment.

I hereby waive, release and forever discharge Upper Canada Swim Club and associated supervisors, coaches or other team administrators from all rights and claims for damages, injury, loss to person or property which may be sustained or occur during participation in Upper Canada Swim Club activities, whether or not damages or loss is due to negligence. I hereby acknowledge that my child(ren) is/are physically fit and capable of participation in all Swim Team activities.

## Fees Agreement – Payment in Full – No Refunds

**Valid Credit Card** - I agree that I will maintain a valid credit card on file throughout the term of my membership with the Upper Canada Swim Club for the purposes of the following charges:

- Recurring billing of membership fees as per the session level and payment plan if I select to pay by instalments during this registration process.
- Incidental charges I incur throughout the month including meet entry fees, coach travel fees, Swimathon assessment, volunteer points assessment and any other program related charge that may from time to time be levied.

**Payment in Full** - I understand my payment commitment is for the **full price** of the session I registered myself or my child(ren) for, **regardless** of whether I am paying in full up front or by instalments.

**No Refunds** - I agree that if my swimmer(s) leave the session at **any time** before the session ends, for **any reason**, other than an approved medical leave, session fees:

- are **non-refundable** if already paid in full.
- cannot be **paused** or **cancelled** if paying in installments.
  - Monthly payments are due each month to the end of the session, or
  - The remaining balance may be charged as one lump sum when the swimmer leaves.

Please refer to the UCRO Parent Handbook or the Fees and Family Commitments policy for details.

## Swimathon Fundraising Commitment Agreement

I understand and agree that if my swimmer is registered in a **season-long program** (e.g., Junior, Youth, Bronze to National), I must meet a minimum Swimathon fundraising commitment as follows:

- Junior and Youth Otters: \$100 per swimmer
- Bronze to National levels: \$250 per swimmer

I understand and agree that if my swimmer does not participate in Swimathon, the minimum amount will be charged to their account. If they partially meet their minimum, the remaining amount will be charged to their account in May.

Please refer to the UCRO Parent Handbook or the Fees and Family Commitments policy for details.

## Volunteering - Participation Points Agreement

I understand and agree that if my swimmer(s) is registered in a **competitive** UCRO program (e.g. Youth, Bronze to National), the family must earn **participation points**, over the course of the season (September to June).

- Youth Otters with competitive status get a 50% discount on points.
- Families can choose to buy out their volunteering commitment by paying \$10 per point.
- For points not earned by the end of the season, families will be billed at \$10 per point not earned and \$5.00 per point for competitive Youth Otters.

Please refer to the UCRO Parent Handbook or the Fees and Family Commitments policy for details.

## Communications Agreement

By registering my swimmer in an Upper Canada River Otters session, I give my consent to receive emails and/or text messages from the Club about:

- the Club and its programs.
- day to day operations of the Club including notifications, schedule changes, meetings, and other items.
- opportunities to participate in Club or Club-related activities such as social events and swim meets, some which may incur added cost for entries, or other expenses.
- opportunities to participate in volunteer activities related to Club business.
- opportunities to buy goods or services related to Club operations (for example, swim fins, team clothing, or other equipment).
- opportunities to buy goods or make donations in support of Club members or programs.

- information on Club donors, sponsors, or partners (e.g. Making Play Possible, YMCA) and opportunities to take part in or contribute to, related events.
- opportunities to upgrade membership through move-up process or to re-register for the upcoming season.

This consent is conditional on membership and will automatically be revoked by October 1 of the calendar year following the year in which I registered.

## Safety and Conduct Policies Agreement

**Concussion Management** - I agree to go to the Swim Canada Registration Site to complete all necessary forms (e.g. Rowan's Law, etc.) within 14 days of registering.

**Safety Regulations and Law** - I also agree to abide by all Upper Canada Swim Club, Swim Ontario, Swim Canada, Local Health Authorities, and Provincial/National procedures, regulations, and laws.

**Discrimination and Harassment** - I understand, have read and agree with the Preventing Discrimination and Harassment Policy

**Code of Conduct and Ethics** - I understand, have read and agree with the Swim Ontario Code of Conduct and Ethics for all participants including Parents/Guardians.

## Release of Liability and Indemnification Agreement

By registering my child(ren) with the Upper Canada Swim Club, I agree to participate (or allow my child(ren) and family members to participate) in the Upper Canada Swim Club programs, and hereby release Upper Canada Swim Club, its directors, officers, agents, coaches, and employees from liability for any injury that might occur to myself (or to my child(ren) and family members) while participating in the Upper Canada Swim Club program, including travel to and from training sessions, swim meets or other scheduled team activities.

I agree to indemnify and hold harmless the above mentioned organizations and/or individuals, their agents and/or employees, against any and all liability for personal injury, including injuries resulting in death to me, my child(ren) and/or other family members, or damage to my property, the property to my child(ren) and/or other family members, or both, while I (or my child(ren) or family members) participating in the Upper Canada Swim Club program.

## Privacy Policy Agreement

The Upper Canada Swim Club collects your personal information solely for the operation of the Club and does not sell, rent, or otherwise provide your personal information to outside individuals or organizations except for the following purposes:

- We provide swimmer information to Swimming Canada and Swim Ontario because swimmers must be affiliated with these organizations to be a member and compete.
- We provide swimmer information to other swim clubs that are hosting meets.
- We provide swimmer names and associated Swimming Canada ID numbers to the host clubs of swim meets for the purposes of entering swimmers in meets and reporting results.
- We provide swimmer names to the Brockville and Area YMCA for the purposes of validating membership lists.
- Certain members of Upper Canada Swim Club who are designated system administrators (including Board Members, Coaches, and certain volunteers) may be granted access to your email address or other contact information solely to communicate with you about Club operations.
- Through this registration system, you may elect to make your contact information searchable by other members of the Club. Unless you explicitly state that you wish this to happen, at no time will your contact information be shared among the general membership.
- From time to time, Upper Canada Swim Club may take photos of swimmers in competition or in participation within Club events. These photos may be posted on the website, in newspapers or in promotional materials, sometimes in conjunction with the swimmer's name only.

If there are any specific restrictions I may have on the use of my personal information, I will provide notice in writing to the President of the Upper Canada Swim Club and in the absence of such notification, I acknowledge and give consent for the use of my information as listed above.

By agreeing with this Privacy statement, you also confirm that you have read and agree to the **UCRO Privacy - Personal Information and Protection policy**.

## Appendix F – Insurance Summary

Swimming Canada provides **four main types of insurance** for participating clubs like UCRO.

These protect swimmers, coaches, volunteers, and the club during sanctioned activities.

### Commercial General Liability (CGL)

#### What it covers

Protection if someone is injured or something is damaged during club-sanctioned activities.

#### Who is covered

UCRO, coaches, officials, volunteers, and registered swimmers.

#### When it applies

Practices, meets, training camps, fundraising events, social events, meetings, and travel for sanctioned activities.

### Examples

- A parent slips on the pool deck and is injured.
- A swimmer accidentally damages facility property.
- A volunteer is accused of causing injury during an event.

### Key limits

- Up to **\$10 million** for injury or property damage.
- **\$10 million** for personal/advertising injury.
- **\$1 million** for errors & omissions.
- **\$2 million** for abuse coverage (sub-limit).
- **\$7 million** for damage to rented vehicles (if rented under the club's name).

### Important

Incidents must be reported to Swimming Canada as soon as possible.

## Directors & Officers (D&O) Liability

### What it covers

Protection for board members, officers, and staff if they are accused of mismanaging the club or making administrative mistakes.

### Who is covered

UCRO board members, officers, and anyone acting in an official administrative capacity.

### Examples

- A dispute over volunteer or employee treatment.
- Claims of wrongful dismissal.
- Errors in enforcing policies or handling finances.
- Administrative mistakes (e.g., missed filings, incorrect advice).

### Key limits

- Up to **\$2 million** per category (A–E).
- **\$5 million** total limit shared across all insured groups.

- Deductible: **\$1,000** (or **\$50,000** for class-action lawsuits).

### **Important**

Potential claims must be reported immediately.

## **Accidental Death & Dismemberment (AD&D)**

### **What it covers**

Financial support if a swimmer, volunteer, or auxiliary worker is seriously injured or dies due to an accident during sanctioned activities.

### **Who is covered**

All registered swimmers (including trial swimmers), volunteers, and auxiliary workers under age 80.

Reduced coverage applies for members aged 80–90.

### **Examples**

- A swimmer breaks a bone during training.
- A volunteer is injured while helping at a meet.
- A catastrophic injury results in loss of limb or paralysis.

### **Key benefits**

- **\$50,000** accidental death.
- **\$100,000** for major injuries (dismemberment, paralysis).
- Up to **\$15,000** for paramedical treatment.
- Up to **\$2,000** for dental injuries.
- Travel/ambulance, rehab, family travel, and other supports.

### **Important**

Claims must be submitted within **30 days** with receipts.

## **Emergency Out-of-Province Medical Coverage**

### **What it covers**

Medical expenses if a swimmer, coach, or volunteer becomes ill or injured while travelling outside their home province for a sanctioned meet or training event.

## Who is covered

Anyone travelling on behalf of the club **if the trip is pre-registered with Swim Ontario.**

## Examples

- A swimmer needs emergency hospital care at an out-of-province meet.
- A coach is injured during travel for a sanctioned competition.

## Key limits

- Up to **\$500,000** per person.
- Covers hospital, surgical, and physician services.

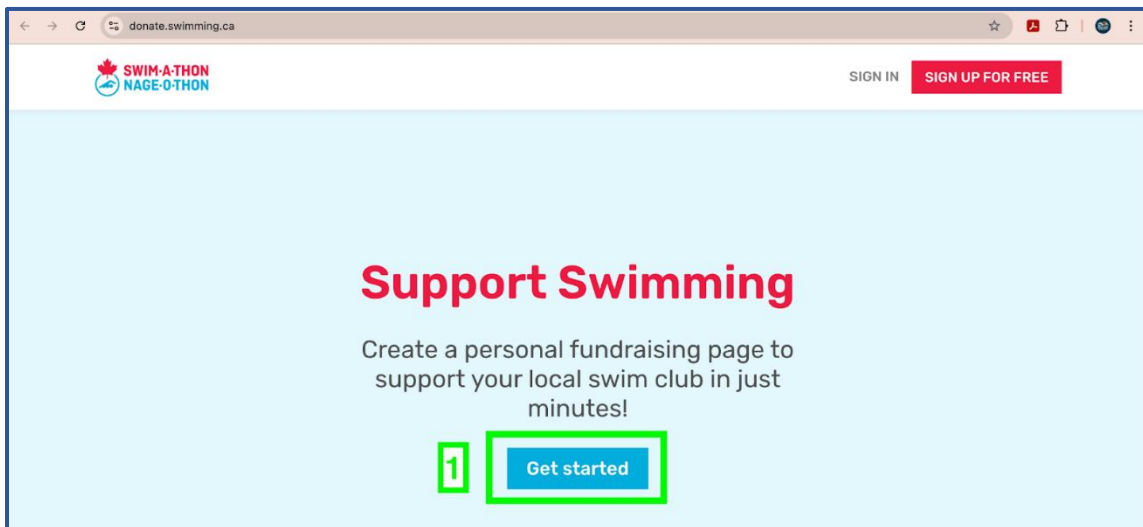
## Important conditions

- Pre-existing conditions are **not** covered.
- The PSO must be notified **before travel** with names, dates, and destination.
- Only applies to trips **60 days or less.**

# Appendix G – Steps to Create a Swimathon Fundraising Page

To collect online pledges for Swimathon, Swimmers create a **Swimathon fundraising account.** Go to [Swim Canada's Swim-a-thon](#) website and CLICK the “**SIGN UP FOR FREE**” button. To create an account, follow these steps:

## STEP 1



## STEP 2 – Sign Up or Sign In

- 2A – for **returning** families
- 2B – for **new families** who have never set up an account before.

donate.swimming.ca/sign-up/

SWIM-A-THON  
NAGE-O-THON

SIGN IN SIGN UP FOR FREE

# Sign up

To start a fundraising page, please register below.

Already have an account? [Login here.](#) **2a - Returning families**

**Sign up with Social**

Sign up with Google

**Sign up with Email**

Email

Password

**2b - NEW Families**

Register

## STEP 3 – Create a Fundraising Page

donate.swimming.ca/my-account/

SWIM-A-THON  
NAGE-O-THON

LOGOUT MY ACCOUNT

Hi Dan

# My Account

**3** **Create a page**

MY FUNDRAISERS MY PROFILE

**FUNDRAISING AGAIN FOR 2026?**  
Start fresh by creating a new page each year. Set this year's goal and track your progress. Just be sure to unpublish your old page.

UCRO's Swim-A-Thon 2023 (Archived)  
**\$7,587 / \$8,000**

## STEP 4 – Describe What You are Fundraising For

donate.swimming.ca/create-a-fundraising-page/

SWIM-A-THON NAGE-O-THON

LOGOUT MY ACCOUNT

We strongly encourage clubs to get athletes involved by creating their own pages and individually raising funds. We appreciate your understanding and cooperation. Happy fundraising!

STEP 1  
**Title and details**

1 ..... 2 ..... 3

What do you want the title of your page to be?

Dan Lock's Swim-a-thon 2026

Describe what you're raising money for (i.e. pool equipment, pool rental costs, club travel costs, etc.)

Welcome to my fundraising page! I'm Dan and I love swimming.

I've created this fundraising page to help raise funds for my club to purchase new pool equipment.

This will not only benefit me as a swimmer, but also all of the other swimmers in the club who share the same passion for the sport. We want to ensure that we can continue to provide a safe and quality training environment for all of our swimmers.

Your support would mean a lot to me and the entire swimming community. Let's work together to ensure that we have the necessary tools to train and compete at our best.

Thank you for your consideration and generosity!

NEXT UP: FUNDRAISING GOAL & RECIPIENTS

4 **Go to Step 2**

## STEP 5 – Set Your Swimathon Fundraising Goals

donate.swimming.ca/create-a-fundraising-page-step-2/151674/

SWIM-A-THON NAGE-O-THON

LOGOUT MY ACCOUNT

< GO BACK TO STEP 1

**Create a Fundraising Page**

STEP 2  
**Fundraising goal & recipients**

1 ..... 2 ..... 3

This page is currently in draft mode. It won't be available online until published.

How much money do you want to raise?

Enter a whole dollar amount

\$ 250 CAD

Who are you raising money for?

Select your club

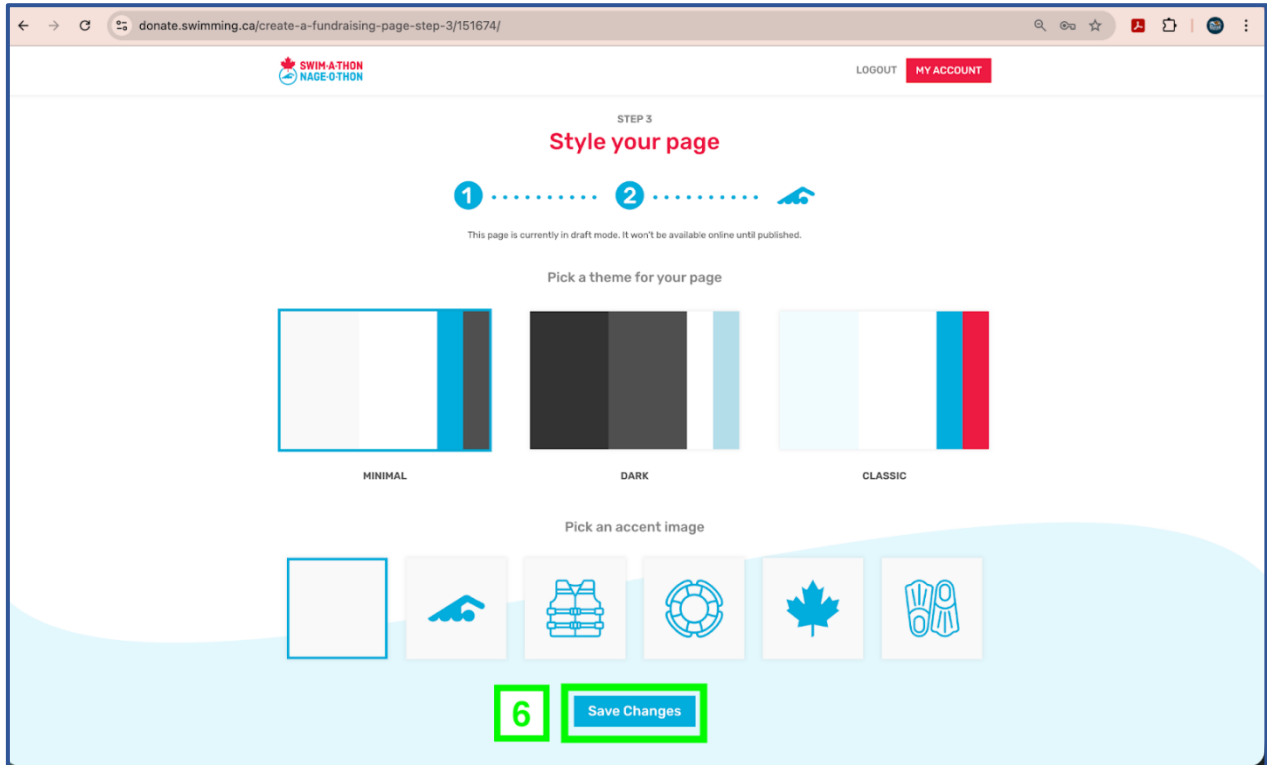
UCRO

Upper Canada Swim Club (UCRO)

NEXT UP: STYLE YOUR PAGE

5c **Go to Step 3**

## STEP 6 – Format Your Page



## STEP 7 – Share the Link to Your Swimathon Fundraising Page

