



Club Handbook



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Killerwhales Swim Club Handbook

as of the 24th November 2014

This handbook has been created to help new club members understand how the club works and sets out responsibilities for swimmers and parents alike.

It contains important information on the ethos and history of the Club, who's who on the Committee, the Club rules, fees and charges, and sets out what happens if things go wrong.

We hope that you, as countless others before you have done, will find membership of the Killerwhales a rewarding experience. Whether you are a swimmer or a parent we can guarantee you highs and lows, some hard work and some fun. You'll make friendships that will last for years and above all you will be part of the best swimming club around.

Please take the time to read this handbook, and don't forget to look at our website for more detailed information.

Have fun and enjoy your swimming.

1 About the Club

Killerwhales Swim Club of Havering was founded in late 1976 with the prime objective to coach competitive swimming to children from within the borough and local surrounding areas.

In addition to coaching, the club also teaches children how to swim in its Learn-to-Swim School. It is normally from teaching children how to swim that they show an interest to progress on and swim competitively. The club is able to satisfy the child's swim development needs through its transitional section the Super Swimming Group. It is during this period that the child's abilities and desire will equalise providing them with the basis to move into the structured swimming squads.

By following the Amateur Swimming Association (ASA) National Teaching Plan the club ensures that swimmers are developed to recognised levels using proven methods.

The club has many hours of pool time available throughout different swimming pools within the borough. This diverse spread of pools at varying times ensures that needs of each swimmer whether it be teaching, developing, coaching can reasonably be met, thus maximising the individual swimmer's potential.

The club has won many honours including National Age Group Championships Top Club Title, Regional Top Club and Essex County Championships Top Club.



In short the club is proud to boast that the name Killerwhales is synonymous with the word success.

2 Club Structure

2.1 Squad Structure

The squad structure exists to provide the right opportunities for swimmers to develop at their own natural rates of progression.

Movement through squads is at the discretion of the Coaches who will take a range of issues into consideration such as stroke development, age, frequency of attendance at training sessions, attitude and level of commitment as well as how fast the swimmer is.

The squad is split into senior, intermediate, junior and super group sections with further splits in each section to cater for differing levels of ability.

Super group swimmers may swim 1, 2 or 3 times per week. They then progress into the Junior Squads swimming between 4 and 6 times a week.

Finally the swimmer may progress to the Senior squads with up to 9 sessions each week. A land training session is also available to senior squad swimmers.

Swimmers are expected to attend a minimum of 75% of all sessions available to them unless separately agreed with the Coach.

2.2 Committee Structure

The Killerwhales Swim Club of Havering consists of two swimming streams, Learn-to-Swim and Competitive Swimming. Both require extensive administration which is provided by a voluntary 'Committee', comprising elected members led by the Club Executive. Most Committee Members are parents of swimmers or ex-swimmers who bring with them a wealth of experience from their varied professional backgrounds.

The Club Executive is made up of the Chairman, Treasurer and Club Secretary

The Club Committee usually meets monthly and an Annual General Meeting is held in May or June to which all Parents are invited.



3 Equality Statement

The Club is committed to offering equality of opportunity regardless of sex, ethnic origin, religion, disability, age, sexual orientation within the bounds of its operation as a competitive swimming club for children and young people.

We will ensure that equality is incorporated in all aspects of our activities and are committed to all Club Members having the right to enjoy their sport in an environment free from threat of discrimination, intimidation, harassment and abuse.

The Club acknowledges that all Members have a responsibility to challenge discriminatory behaviour and promote equality of opportunity. We will deal with any incidence of discriminatory behaviour seriously, in accordance with the Clubs policies, the ASA Code of Ethics, guidelines for internal disputes and judicial laws.

The Club is committed to encouraging membership from all sectors of the community. To achieve this we undertake to:

- Promote an open and honest culture.
- Communicate widely
- Positively encourage participation from all sectors of society where the skills and resources of the Club permit us to do so.
- Where the Club is unable to cater for specific social or physical needs we will endeavor to introduce the swimmer to a Club more suited to the swimmers needs.
- Adopt attitudes and working practices to ensure that everyone can feel a valued member of the Club.

The Club will ensure its practices in the recruitment and employment of coaches and teachers is consistent with its approach to equality of opportunity.

The Club will monitor and review its policies and practices in this area periodically to ensure they remain effective and relevant.

4 Information, Security & Disclosure

The Club maintains a database of information on all Club members for its own purposes. This information is generally limited to name and contact details which are used to ensure members can be contacted and notified of events or changes to schedules.



In certain circumstances we hold additional information which may include details relating to health and safety, for example where we have been notified that a swimmer suffers from asthma.

As a 'not-for-profit' club we are exempt from certain parts of the Data Protection Act 1988 but abide by the guiding principles of the Act essentially that information is:

- fairly and lawfully held
- held for limited purposes
- adequate, relevant and not excessive
- accurate
- not kept longer than is necessary
- held securely

Information held will be shared with coaches and committee members where necessary and appropriate. It will also be shared with other organisations where it is an essential part of running a swimming club, for example providing names and dates of birth to other clubs when entering galas, or providing membership details to the Amateur Swimming Association (ASA).

Information will not be passed to third parties for the purposes of marketing or sales or other reason considered unrelated to the normal running of the club.

The Club will provide such information as is required by the ASA, Police, Social Services, or other public body where it relates to matters of child protection or safety.

4.1 Requests for Information

Where a club member requests details of the information held about themselves or a family member this will normally be provided within 40 days. The Club may request payment of up to £10 for each provision of information.

Information relating to any other Club member will not be disclosed without their informed consent and the Club reserves the right to withhold such information as it deems necessary for the welfare of members.

All requests for information must be in writing to the Chairman.

Further information on your rights of access to information can be obtained from the Information Commissioner's Office via www.ico.org.uk or 03031231113.



5 Health and Safety

Killerwhales Swim Club is committed to ensure that the Health, Safety and Welfare of its members are not at risk from any of the club's activities. Furthermore the club is committed to ensure that any persons who actively carry out duties involving direct contact with swimmers are CRB checked.

5.1 Child Protection

The Club operates in line with the ASA Child protection guidelines details of which can be found at <http://www.britishswimming.org>

Some basic guidelines -

- Please remember, it's NOT your responsibility to decide whether a child is being abused, but we ask you to act upon your concerns. Make a detailed note of what you've seen or heard but don't delay passing on the information.
- If you are concerned about the welfare of a child or are a swimmer you should ...
 - a) Tell a club officer such as the Welfare Officer, coach or any committee member, or at an event the referee – unless, of course, you suspect them of being involved.
 - b) Ring Swimline on 0808 100 400. Swimline is the ASA's own helpline where you can talk to someone who understands both swimming and the requirements of child protection. If you need urgent advice you have the option to transfer to the NSPCC Child Protection Help line on 0808 800 5000.

5.2 Anti-Bullying Policy

Statement of Intent

We are committed to providing a caring, friendly and safe environment for all of our members so they can swim in a relaxed and secure atmosphere. Bullying of any kind is unacceptable at our club. If bullying does occur, all swimmers or parents should be able to tell and know that incidents will be dealt with promptly and effectively. We are a TELLING club. This means that anyone who knows that bullying is happening is expected to tell the club Welfare Officer or any Committee Member.



What is Bullying?

- Bullying is the use of aggression with the intention of hurting another person.
- Bullying results in pain and distress to the victim.
- Bullying can be :
 - Emotional - being unfriendly, excluding (emotionally and physically), sending hurtful text messages, tormenting, (e.g. hiding goggles/floats, threatening gestures)
 - Physical - pushing, kicking, hitting, punching or any use of violence
 - Racist - racial taunts, graffiti, gestures
 - Sexual - unwanted physical contact or sexually abusive comments
 - Homophobic - because of, or focusing on the issue of sexuality
 - Verbal - name-calling, sarcasm, spreading rumours, teasing

Why is it Important to Respond to Bullying?

- Bullying hurts.
- No one deserves to be a victim of bullying.
- Everybody has the right to be treated with respect.
- Swimmers who are bullying need to learn different ways of behaving.
- A club has a responsibility to respond promptly and effectively to issues of bullying.

Objectives of this Policy

- All committee members, coaches and teachers, swimmers and parents should have an understanding of what bullying is.
- All committee members, teaching and coaching staff should know what the club policy is on bullying, and follow it when bullying is reported.
- All swimmers and parents should know what the club policy is on bullying, and what they should do if bullying arises.
- As a club we take bullying seriously.
- Swimmers and parents should be assured that they would be supported when bullying is reported.
- Bullying will not be tolerated.

Signs and Symptoms

A child may indicate by signs or behaviour that he or she is being bullied. Adults should be aware of these possible signs and that they should investigate if a child:

- Says he is being bullied is unwilling to go to club sessions
- becomes withdrawn anxious, or lacking in confidence feels ill before training sessions
- comes home with clothes torn or swimming equipment damaged
- has possessions go "missing"
- asks for money or starts stealing money (to pay bully)
- has unexplained cuts or bruises is frightened to say what's wrong



- gives improbable excuses for any of the above

In more extreme cases:

- starts stammering, cries themselves to sleep at night or has nightmares --becomes aggressive, disruptive or unreasonable
- is bullying other children or siblings
- stops eating attempts or threatens suicide or runs away

These signs and behaviours may indicate other problems, but bullying should be considered a possibility and should be investigated.

Procedures

- a) Report bullying incidents to the club welfare officer or a member of the committee or ring Swimline 0808 100 4001
- b) In cases of serious bullying, the incidents will be referred to the ASA for advice.
- c) Parents should be informed and will be asked to come in to a meeting to discuss the problem.
- d) If necessary and appropriate, police will be consulted.
- e) The bullying behaviour or threats of bullying must be investigated and the bullying stopped quickly.
- f) An attempt will be made to help the bully (bullies) change their behaviour.
- g) If mediation fails and the bullying is seen to continue the club will initiate disciplinary action under the club.

6 Club Rules

The Club has a formal constitution which guides the way it operates. However the most useful ones are Club Rules are set out below.

6.1 Swim Fees

Killerwhales Swim Club is a not for profit club. That means that all fees and charges relate solely to the costs of running the Club. Any profit made is put back into the Club.

No profit is distributed to Club or Committee Members.

The fee structure of the Club is split into two sections.

Learn to Swim.

Fees are charged for each 10-week-course.

Current Fees are: £50 for 10 week course.



LTS 'Improvers' pay £20 a month excluding August. This provides for a longer session for developing swimmers and potential squad members.

6.2 Squad Fees

Each of the squads is charged a monthly fee, with the squads utilising the greatest pool time being charged the greatest amount. Squad Fees are due by the 1st of each month in advance. The fees are pro-rata for the year so need to be paid in full for each month including August.

Changes to Squad fees are set by the Committee and must be reported to Annual or Special General Meetings.

Squad Fees as at March 2015 are:

- Squad Monthly Fee
- Squad 1 up to 10 sessions £66
- Squad 2 up to 6 Sessions £61
- Squad 3 up to 5 Sessions £53
- Squad 4 up to 4 Sessions £45
- Upper Supergroup 3 session £35 per month
- Lower Supergroup 2 session £30 per month

A 50% fee reduction is applicable for 3rd and subsequent siblings in either the squad or Learn To Swim section of the club. This applies to the lowest fee (s) only.

Squad Fees can be suspended, at the discretion of the Club where for exceptional reasons, such as extended periods of ill health. This must be by prior agreement with the Squad Coach and Club Treasurer. Return to the squad and reinstatement of fees must be agreed in advance. One full month is the minimum period of fee suspension.

Where Squad Fees are more than one month in arrears the Club has a right to suspend the swimmer from training until all fees are up to date.

As an inclusive club please be assured that if money is an issue please approach a member of the executive committee to discuss what options are available.

6.3 Competition Fees

Fees to enter galas vary according to the type, level and location of the gala. They are determined by the host and typically a fee is charged for each event. All gala fees need to be paid in advance by the date specified by the Competition Secretary.



In addition to fees for each event a Coaches' Supplement is charged by the Club to fund the cost of squad coaches to attend the Gala. The Coaches' supplement is pooled over a financial year and pays for the coaches to attend the Gala, the Coaches' Pass fee charged by the host Club, Coaches' expenses e.g. overnight accommodation and travel costs.

The Coaches' supplement fee is set by the Committee and is currently:

Cost of a single event/ fixed fee per gala where the swimmer has been entered for more than one event in that gala.

Where the Gala in the view of the Chairman requires an overnight stay for the Coach this fee will be doubled.

Membership

Club Membership

All members of the squads must pay an annual Club Membership Fee. This is set by the Club Committee and pays towards the running of the club. This Fee is included in the squad fee structure.

ASA Membership

Each squad member is required to hold ASA Membership. The Club will pay the ASA direct and recover the full cost from each swimmer. All Club Officials and at least one parent must also be registered with the ASA. The level of fee is available direct from the ASA, however members will be notified of the date of collection and cost by the Club. There are no pro rata reductions for those registering mid-year. The ASA Membership Fee is normally collected in January. The ASA Membership fee is non returnable under any circumstances.

Current fees are £31.50 per swimmer and £6.00 per parent member.

Payment Methods

Acceptable methods of payment are:

- Cheque made payable to Killerwhales SC
- Bank/ Building Society Standing Order
- Cash (receipt must always be issued)

Standing Order Mandates are available on request from the Club Treasurer



6.4 Code of Conduct

The Codes of Conduct are designed to assist in the smooth and safe running of the Club and also assist in the prevention of child abuse. Unfortunately there are times where disciplinary issue will arise it is therefore important that there are rules and structure procedures that can be followed in any such instance. The Codes of Conduct will provide further protection for the children, members and officials of the Club.

Swimmers

Each and every swimmer is a member of the club, the club exists for the sole purpose to try and assist those who wish to attain their maximum potential in competitive swimming. The club will only remain successful so long as it has swimmers who want to be a member and as such abide to the club principles. All swimmers are asked to remember that they are a member of the Club and as such should avoid actions at any time that may bring the club and its name into disrepute.

Above all swimmers shall:

- have a good attitude at training, at galas and any other club activity;
- always endeavour to arrive at training and galas on time;
- display good sportsmanship, avoid all forms of gamesmanship and encourage fair play at all times;
- not fight, swear or commit any other forms of unruly behaviour at any time whilst representing the club;
- not make abusive, racial or discriminatory remarks towards any other swimmer, official or supporter;
- wear the correct clothing and utilise the correct kit;
- wear the correct club clothing during galas and other official functions, they shall endeavour to wear the club uniform to and from galas;
- respect the wishes of the coaches at all times;
- accept the decision of a gala official without protest, protest may only be made through official channels;
- inform the coaches when they have injury or are feeling unwell;
- inform the coaches in advance of any planned absences from training, and as soon as possible after any unforeseeable absences;
- be responsible for any of the clubs equipment that is loaned to them;
- be responsible for their valuables and possessions at galas and training;
- make every effort to remain at galas until all other club members have competed unless circumstances dictate otherwise;
 - ensure that mobile phones are switched off on at minimum on silent during galas, and not use mobile phones during training sessions
 - **Swimmers must respect other swimmers progression in training sessions, swimmers must allow overtaking and must not hinder another swimmers training session by any means eg blocking.**



Parents

Parents are also required to abide by this code of conduct. We expect that at all times parents to act in a proper manner in all dealings with the Club and their activities must not bring the Club into disrepute. The Golden Rule when dealing with swimming related issues is to firstly talk to the Coach. By bringing concerns and complaints to the fore at an early stage, problems are often easily solved. If a Coach is unable to talk to you immediately, for instance during coaching sessions, please remember that they have responsibilities to all swimmers under their guidance. Agree a time with the Coach when you are both free and can discuss issues away from poolside if necessary. If parents fail to meet acceptable standards of behaviour their children can be suspended from training or even be required to leave the Club.

6.5 Disciplinary & Complaints Procedure

The Club is committed to operating a fair and even handed disciplinary and complaints process. The Club operates a process with different stages, starting with an informal discussion but potentially leading to expulsion from the Club in exceptional circumstances.

This process is in line with the ethos of the ASA guidelines for managing internal conflict. This can be found at www.britishswimming.co.uk.

The procedure is applicable to the conduct of all Club Members. The procedure operates as follows:

Stage 1 – Informal Meeting

This is initiated by breach of the Club's Code of Conduct or complaint.

An informal discussion will take place between the Coach or Disciplinary Officer of the Committee and the swimmer. In the case of a complaint by a Club Member this shall be initiated by a letter to the Club Chairman.

If there is a subsequent breach or unresolved complaint then the procedure moves to stage 2

Stage 2 – Formal Meeting

A more formal meeting involving the Swimmer, Parent, Club Disciplinary Officer and Coach will take place as necessary. Notes will be taken and a formal course of action agreed and recorded.

Failure to resolve or further breach leads to stage 3

Stage 3 – Disciplinary or Complaints Panel

Formal disciplinary hearing Chaired by the Club's Disciplinary Officer or other relevant officer in the case of a complaint, plus at least two other Committee members not involved personally. Each party is given the opportunity to set out their case in turn (starting with



those instigating the action) and call witnesses as necessary. The Panel can choose to consider the issue in private.

The outcome of the meeting will be reported back verbally by the Chair of the Panel as soon as possible and in every case a written decision will be issued within 5 working days. This panel has the power to suspend, set conditions for continued membership or expel a Club Member without further reference to the Committee.

Appeal

If either party is dissatisfied with the outcome of the process they have a right to make a Complaint to the Judicial Administrator at ASA Head Office, Loughborough.

Other

The Club reserves the right to move to any stage without passing through other stages if in the opinion of the Chairman of the Club the situation warrants it.

The Club also reserves the right to seek involvement of other ASA affiliated bodies should it so wish. This may be for example, London Region ASA.

7 Galas

Success in swimming galas is the ultimate aim of Club members. From Club Galas to national finals they all can provide some of the most exciting times for swimmers and parents alike.

To help swimmers entering their first events we have produced the following information:

7.1 A Parent's Guide to Galas

As your child progresses with their swimming, there will come a time to put all this training to use. On entering Super Group, he or she will be expected to attend a few galas each year. When they progress to the Junior Squad and beyond, this figure will steadily rise. A fixture list of galas is posted on the notice boards and the web site www.killerwhalesclub.co.uk and is updated several times each year. This will tell you the venue, date and from which squads the swimmers will be selected. If your child cannot make any of the dates, please give your coach or the Competition Secretary a written note at least two months prior to the event to stop your child being entered. This becomes vitally important if they are in the Junior Squad or above, as they will be automatically entered for galas. You will be expected to provide transport for your child to and from the gala, a route map will be issued, and the maps can also be found on our website.



There are two main types of galas that your child might be asked to take part in: League/Team galas and Open Meet galas.

League/Team galas are events where Killerwhales compete against other clubs, gaining points with each race that takes place during the gala. These galas are usually made up of individual races and team/relay races for the different age groups. Normally a swimmer can only compete in a maximum of two individual races, but may compete in as many relay events as he or she is picked for. The coaches will decide who swims in the individual races and the order and stroke of the relay team members. As a “rookie”, your child may be asked just to compete as a member of a relay team with more experienced swimmers given the responsibility of the individual events. A squad list is usually posted on the notice boards and the website, telling you the venue and the warm up/start time. You may be asked to pay a fee to supplement the expenses of teachers and coaches in attendance. If for any reason, you cannot make the gala, tell your child’s coach immediately so he/she can arrange for someone to take your place.

Open Meet galas are run all around the country, and are usually organised by one particular club, which advertises the Meet for anyone who wants to take part. The races are normally just individual events, with the fastest swimmers gaining medals or trophies. The open meets which your child will be asked to swim in and the events they do will be selected by their coach, starting with novice galas and building up to the harder licensed meets as he or she gets more proficient.

Most open meets use a signing in where your child will be asked to sign in by signing their name against a printed list to indicate that they will be swimming. Very occasionally, an old system may be used where swimmers are issued entry cards in advance of the gala, one card for each event in which your child has been entered. The cards will usually be given to your child after a training session in the week preceding the gala. These cards have to be posted in special boxes or trays when you arrive at the gala and before each subsequent session.

On each card will be your child’s name, their entry time, the type of race, their competitor number and the event number. Please remember to bring these with you. If you do forget them, don’t panic – blank cards are normally available on the day and you will then have to write the information on them by hand.

You will be advised which type of entry system is to be used well in advance of the Gala, so please familiarise yourself and your child with the arrangements for that day. If you are in any doubt about what to do, just ask an official or your Coach.

Payment will be required to enter all open meet galas. They will usually cost £4 to £6.50 per event entered. You will also incur an extra charge called the “Coaches’ Supplement”, which is designed to offset the cost of having one or more coaches/teachers in attendance at the



gala. The coaches are paid an attendance fee, travel costs and accommodation if applicable. Over the course of a season, these costs accumulate to several thousand pounds. For example, if the entry fee per event is £5, and your child enters four events, you will be charged £25 (£20 entry fee plus £5 Coaches' Supplement).

Swimmers may have some races rejected from certain meets where there are too many entrants, with the slowest swimmers being rejected first. If this happens to your child, a refund for all rejected swims will be made. The Coaches' Supplement charge will also be refunded if your child is left with only one swim. Killerwhales will not refund any remaining swims if you subsequently decide not to attend; that money will be kept by the host club/organisation.

Your child will need to take the following with them to both types of gala:

- white Killerwhales swim hat
- red Killerwhales T-shirt
- navy Killerwhales track suit
- two pairs of goggles (to allow for loss or breakage)
- two swimming costumes/trunks
- two towels
- poolside shoes
- plenty of non-fizzy drinks

Drinks are very important, as your child needs to drink before, during and after the gala to avoid dehydration. The pool environment is very warm and they will get dehydrated; this will affect their performance and they will probably end up with a headache. Spectators need plenty to drink as well, or you too may end up with a headache. Avoid packing fizzy drinks and try to use instead isotonic drinks such as Lucozade Sport or similar. These drinks contain glucose for energy, plus minerals and salts to replace those lost through sweat. Some caution is needed, however, as prolonged use of these drinks can damage tooth enamel. Diluted squash or plain water are better than nothing. A few jelly-type sweets are also a good idea to bring along in case they get an attack of the nibbles, and they also help to keep up their energy levels. Avoid chocolate, as it will end up as 'brown goo' at the bottom of their bag.

DO NOT pack any glass bottles or cans. The gala will be cancelled if any broken glass gets into the pool.

As with any trip or event involving large numbers of children, things get lost and clothes go missing. Your child will be expected to wear a Killerwhales tracksuit and shirt when attending galas. Once you have purchased any item of club clothing or swimwear, always write your child's name on the label. Valuables such as iPods and mobile phones have all been lost at galas in the past. They are taken at your own risk and Killerwhales SC accepts no responsibility for lost, stolen or damaged possessions.



When you arrive at the gala, ensure your child posts their entry cards (if applicable) for the session and make your way to the spectators' gallery. You will be charged an entry fee, which may include the price of a program. If you want to take some still or moving pictures of the gala, you will need to sign a photographic register. This also includes mobile phones with built-in cameras. The register will normally be where you pay your entry fee. Please make sure your mobile is switched off when the children are racing. It would be very embarrassing if your phone went off just as the pool fell silent for the start of a race; it could also cause a false start.

If your child wishes to leave the gala before the end, make sure they have told their coach. Before your child leaves the pool, make sure they have packed all their belongings back in their bag. It may save you a lot of phone calls and possibly a return trip. Your child's coach will deal with any questions you have regarding diet, both before and during a gala.

For any other gala-related questions you can contact the Competition Secretary via the email address competitions@killerwhalssc.com

8 Leaving the Club

If you decide to leave the Club you must give a minimum one month's written notice to the Club Secretary and must tell the Coach. You will continue to be liable for all fees and charges until that notice period has expired, unless agreed in exception by a member of the Club's Executive.

All outstanding fees must be cleared and any balance will be refunded to you. If you have been entered for any galas you will still be liable for payment whether you choose to compete or not.

Any account queries are to be taken up directly with the Club's Treasurer at the earliest opportunity.

The Club will retain the swimmers ASA membership until all outstanding fees have been cleared and can choose not to release their membership to another Club if debts are still outstanding.

9 Further Information

We understand that good information is important to the smooth running of the Club.

To this end we :



- Put important information on our Notice boards – please read them!
- Produce regular newsletters (contributions always welcome!)
- Maintain our website at www.killerwhalessc.com
- Send out important information via “Whale Mail” – an e-mail service.

To join Whale Mail send your e-mail address to secretary@killerwhalessc.com