



2024-2025 Juan de Fuca Royals Swim Club Information and Policies

Updated March 2024

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About

The Juan de Fuca Royals Summer Swim Club found on the West Shore of Victoria, B.C. offers its members an exciting and rewarding experience in age-group swimming. Through our well-established program, the swimmers will learn skills that will develop efficiently in a fun and friendly aquatic environment. Swimmers will develop freestyle, backstroke, breaststroke, and butterfly strokes. Most importantly, these skills will provide immediate and lifelong benefits that go well beyond the pool lanes. In a well-conducted program, every athlete gains from the experience whether or not they ever win a race.

Our non-profit society, The Greater Victoria Aquatics Society (GVAS), has been providing training and competition opportunities for residents of Greater Victoria since 1993. Our swim program is designed by a professional coaching staff interested in developing successful swimmers and active people in a healthy, fun, and affordable environment.

Our members are of all ages from many skill levels (beginner to competitive). To participate, an individual must be able to swim 25 meters unassisted. The club has 2 programs, the Winter Maintenance focused on skills, technique, etc. and the Summer Competitive Season, where the focus is on competitive swimming, team building and the swim meet season. During the summer competitive season participation in at least one local swim meet is strongly encouraged.

The Juan de Fuca Royals are a part of the [BC Summer Swimming Association \(BCSSA\)](#). With more than 60 clubs across British Columbia, the BC Summer Swimming Association (BCSSA) offers speed swimming, diving, water polo, and artistic (synchronized) swimming. The association has grown from three clubs in 1958, to over 60 clubs today, with over 5000 athletes.

Contact Us

President _____ president@jdfroyals.ca

Vice President _____ vice-president@jdfroyals.ca

Coach _____ coach@jdfroyals.ca

Registrar _____ registrar@jdfroyals.ca

Treasurer _____ treasurer@jdfroyals.ca

Fundraising _____ fundraising@jdfroyals.ca

Media _____ media@jdfroyals.ca

Swim Club Governance and Volunteerism

All BCSSA swim clubs/teams are governed by a volunteer board of directors and are made successful by parent volunteer participation throughout the year. Each team is a community and relies on families being active in their children's swim clubs.

The only paid staff are our amazing swim coaches!

Our Board of Directors hold unique roles and the time commitment varies throughout the season from 2hrs/week to many hours/week during the summer season. The board takes the lead on all tasks that keep our awesome swim club going, such as hiring coaches, policy development, maintaining society registration, managing online registration, organizing fundraisers, accounts payable and payroll for coaches, meeting minutes, social media and photography, ordering apparel, and so much more!

Voting positions: President, Vice-President, Secretary, Treasurer, Registrar,

Non-voting position: Fundraising, Liaison, Media, Apparel, Members at Large

Member at Large Volunteer Opportunities

Fundraisers are a great opportunity to support your swimmer and the team! Some of our successful fundraisers have been selling HarbourCats baseball tickets, and selling 50/50 tickets at a fireworks HarbourCats game, and hosting a Swim-a-thon.

Parents can volunteer by selling tickets, or helping their swimmer sell tickets. Attend the baseball game and help swimmers sell 50/50 tickets, volunteer to count laps at the swim-a-thon, help your swimmer gather pledges/donations towards their swim-a-thon.

Other opportunities are available such as timing during in house swim meets, shopping for event food, board sub committees and more!

If you have ideas for fundraisers or ways you can help out please let us know!

All parents who will attend swim meets should plan on volunteering if they have other supervision for younger swimmers or are confident in their swimmers independence at meets. All swim meets are entirely volunteer run! This means that in addition to all of the preparation work a Host Club is responsible for (such as facilities, food, safety, etc.) each meet needs many additional volunteers from ALL clubs to be successful.

Each swim meet will require our club to provide volunteers to help run the meet. Here is how you can help!

Volunteer Timing

Officiating

Officials or "white shirts" are volunteers who uphold the standards set out by BCSSA, for technique and more. To become an official, review the BCSSA [website](#), opportunities will also be communicated by the

club. Becoming an official is a great way for parent's to learn more about the sport, have something engaging to do and support our kids. Typically "white shirts" sign up by event, such as all of IM or all of 50 Freestyle for officiating.

Timing races is a simple way you can help and also get the best seat in the house to watch all of the races. Timers sit behind a swimming lane and use either a provided stopwatch or a corded button to collect the swimmer in their lane's time. One of the two timers will write down the times you each took.

Volunteer timing is usually done in 2-3 hour shifts, timers are usually provided snacks and beverages. Signing up for timing is done at the swim meet, usually, a paper sign-up sheet is taped to a wall on the deck or in an obvious location.

Do you have an idea for a new volunteer role or a special skill or connection that could benefit the swim club... email our club president!

Code of Conduct

Parents and Swimmers have a role in maintaining the integrity of the club as a safe and enjoyable place for our children to swim. It is the clear expectation of the club that everyone will conduct themselves at all times in accordance with the following code of conduct. Please take the time to review the code of conduct and discuss it with your swimmer(s).

Parents' Code of Conduct

As parents/guardians, we commit to respecting decisions made by Officials, Coaches, and Directors, recognizing their efforts to prioritize the majority's best interests. In case of concerns, we agree to connect with the President or Club Liaison for open communication, understanding that our feedback is valuable and reinforces the importance of our support for the club's success.

We pledge to show appreciation for all swimmers, including competitors, understanding that our conduct sets a significant example for the youth. We agree to instill fair play and sportsmanship beyond competitive swimming, emphasizing how our involvement and sincere efforts contribute to the club's positive and lasting impact.

Recognizing that the pool deck is designated for coaches and swimmers, with the coaching staff managing practices, we agree to refrain from undue interference. We commit to avoiding living vicariously through our child's athletic pursuits, respecting their enjoyment and personal growth, which we acknowledge as essential for our club's success.

Understanding that the club's vibrancy relies on our enthusiastic contributions, we commit to volunteering willingly. We embrace a positive approach, agreeing to proactively support without pressure, fostering a collaborative spirit for the benefit of the club.

We pledge to be punctual for practices and meets, showcasing our respect for the club and coaches. We understand that consistent adherence to rules, including timeliness, contributes to a positive and cohesive environment, reinforcing the vital role of our support in the success of the club.

Embracing our role as ambassadors for the club, we commit to ensuring our actions and words reflect a positive image. In case of concerns, we agree to address them through proper channels, acknowledging that our representation plays a crucial role in maintaining the club's favorable perception in the broader community.

Swimmer's Code of Conduct

As a dedicated swimmer, I pledge to approach every swim with fairness and a positive attitude, understanding that I serve as a role model for my fellow swimmers. I am committed to spreading positive vibes and celebrating not only my successes but also those of my teammates and our club. I recognize the profound impact that loud cheers can have on boosting everyone's performance.

During practices and meets, I will actively support my fellow swimmers by attending as many as possible, demonstrating my genuine care for their progress and success within the team. Even when faced with

decisions I may not agree with, I will respect the Officials, acknowledging their best efforts in ensuring fair competition.

I understand the significance of being courteous and respectful at all times, acknowledging that my actions reflect not only on myself but also on the Greater Victoria Aquatics Society swim club. I will extend kindness to fellow swimmers, parents, coaches, and all involved, contributing to the positive spirit of the club.

Recognizing my responsibility for my actions, I acknowledge that any damage caused will be my responsibility. During practices and meets, I commit to giving my full attention to coaches, recognizing the limited time they have with each swimmer. To improve my performance, I will focus, work hard, and reserve conversations for before or after my swims.

In alignment with these principles, I am dedicated to contributing to the creation of a positive and supportive community within our swim club!

Registration Policies

Our Programs

Summer Competitive Season - May - mid-August

Winter Maintenance - September - April

Priority for program registration is given to current families who are already registered. Our aim is to encourage swimmers to participate in our club program comprehensively. If a swimmer is only involved in one program, they may not be eligible for early registration and may risk losing a spot in the next season.

An online waitlist is always taken for new swimmers if space is not available. Click [here](#) to join the waiting list.

Hold, Cancellation and Refund Policy

Hold Policy

If a swimmer has a documented medical reason that prohibits a minimum of 4 weeks of swimming a request may be made to the registrar to pause or refund a pro-rated amount of fees. The request will be subject to board approval.

How to request a cancellation of registration:

All cancellation requests must be made in writing and sent to the Registrar at registrar@jdfroyals.ca

Refund Policy

Subject to the discretion of the Juan de Fuca Royals' Board, the following rules govern all requests for refunds following cancellation:

If a written cancellation request is received by the Registrar, prior to the first practice of the season (or term) in which you seek to cancel, the swimmer requesting the cancellation will receive a 100% refund of the Juan de Fuca Royals registration fees, including any fundraising deposit paid and not previously returned. You will not be refunded for any BCSSA or Vancouver Island Regional fees paid as part of your registration in the given season (or term). You will not be refunded any surcharges or processing fees imposed by Active.

If a written cancellation request is received by the Registrar, within the first 30 calendar days of the season (or term) in which you seek to cancel, the swimmer requesting the cancellation will receive a 50% refund of the Juan de Fuca Royals registration fees, including any fundraising deposit paid and not previously returned. If you are on a monthly billing plan, fees will be charged up to and including the 2nd billing for the summer competitive season and the 4th billing for the winter maintenance season. If you wish to pay the remaining portion of fees in advance, this can be completed via e-transfer.

Non-payment of fees will be collected as follows:

- 30 days in arrears from payment date - a demand letter will be sent from the Board
- 60 days in arrears from payment date – swimmer will be denied workouts and swim meets

- 90 days in arrears from payment date – account shall be sent to a collection agency.

If a swimmer or family has outstanding fees they will be ineligible to re-register with the Juan de Fuca Royals until the account is brought into good standing.

You will not be refunded for any BCSAA or Vancouver Island Regional fees paid as part of your registration in the given season (or term). You will not be refunded any surcharges or processing fees imposed by Active.

All other refund requests received outside the periods described above, including those made for medical or personal reasons, will be made at the discretion of the Juan de Fuca Royals Board. Please provide any supporting information or documentation when making such a request.

Fees

The Juan de Fuca Royals operate as a non-profit organization with monthly commitments, including significant expenses like pool rental and coaching salaries. We strive to maintain reasonable fees, and your support plays a crucial role in helping us achieve this affordability. Swim fees may fluctuate year to year/season to season based on the funds raised or awarded through grants/sponsorships.

If you require financial support we accept funding through Jumpstart, [Jumpstart](#), [Sport Assist](#) or [Athletics for Kids](#). Funded family information is kept strictly confidential, and is only available to the board of directors.

To participate in the club there are annual insurance, fundraising, and swim fees. Our swim club pays all meet entry fees for each swimmer who attends swim meets.

Family Discounts

The Juan de Fuca Royals offer a reduction in fees for additional family members in the same family of 20%. Swimmer 1 pays the full fees, additional swimmer's fees are reduced by 20%.

Please ensure you register each swimmer in your family as a part of the whole registration before paying or the discount will not be applied by the registration system. If you need help email registrar@jdfroyals.ca.

Payment of Fees

Registration for swim programs are processed online with payment by credit card. Options for automatic monthly payment or payment in full may be chosen during registration. Active Network charges a service fee for online registration that will be charged at the time of registration. These services fees are not refundable.

BCSSA Registration & Insurance Fee

This non-refundable fee is paid annually and covers the period of May – April. The fee is charged per swimmer. The 2024-25 fee is \$45 per swimmer.

Fundraising Policy & Fee

It is the participation and commitment of parents that help make the Royals successful. To preserve our affordable monthly fees, maintain amazing coaching staff and offer exceptional pool time we must fundraise.

During the year, several opportunities are available to assist families in raising their annual fundraising commitments. Examples of fundraising opportunities are Swim-a-thon, raffles, beer and burger night, metal drives, bottle drives, and donut sales.

For the period of May 2024 to April 2025, the fundraising fees are \$100 for one swimmer or \$200 for two or more swimmers in your family.

The fundraising fee is required for all families. If your family successfully fundraises an amount equal to or greater than the fee, you won't need to pay it the following year. For instance, if your family has three swimmers, the fee is \$200. If you manage to fundraise \$250 between May 2024 and April 2025, you won't be required to pay the fee for the 2025-2026 season. It's important to note that any funds raised beyond the fee amount won't carry over but will contribute to sustaining the excellent work within our club.

Due to grants and additional funds from the pandemic, this fundraising requirement was temporarily paused for the 2023-2024 season.

Do you like keeping track of numbers... maybe you're interested in being a fundraising or treasurer volunteer!

Returned/Declined Payments or Payment Card Changes

We understand that these things happen! To ensure the safety of your payment information, the only person who can update this and process the payment is you. You can go into your [Swim Portal](#) at any time.

Upon receiving notice of a declined/returned payment our registrar or treasurer will reach out to you to ask you to go online and make payment. There are quite a few steps especially if you need to update payment info, update your future payment schedule and make the payment for the balance!

Please follow the instructions with screenshots found [here!](#)

Outstanding accounts will be dealt with as follows:

- 30 days in arrears from payment date - a demand letter will be sent from the Board
- 60 days in arrears from payment date – swimmer will be denied workouts and swim meets
- 90 days in arrears from payment date – account shall be sent to a collection agency.

The procedure for implementing and enforcing the above schedule has been arrived at after careful consideration of all alternatives. The schedule is considered fair to all and essential for the Club to operate successfully.

Collection of Money Policy

Alternately, forms, and/or payments are to be left in an envelope with the receptionist at the Juan de Fuca Pool, addressed "Royals, Attention: recipient"

The preferred method of payment for all other fees/funds outside of registration is by e-transfer to treasurer@jdfroyals.ca. You **MUST** include a notation with your swimmer's name and what the transfer is for.

If e-transfer is not possible, cash/cheques must be enclosed in an envelope. The swimmer's name, phone number, and what the cash payment is for must be written on the outside of the envelope. (ie. Swimmers Name – Halloween Howl). The envelope must be personally delivered to the Royal board member who has requested or requires them but may also be left with the Head Coach in a sealed envelope appropriately addressed.

Behaviour & Discipline Policy

We expect responsible behavior from all parents and swimmers to ensure everyone's safety and uphold the Club's reputation. As ambassadors for the Royals during all Club activities, each member plays a vital role. The following rules are in place at all times:

Safety comes first. Swimmers must train responsibly under the coaches' supervision to avoid endangering others. Parents are responsible for their safety when unsupervised.

Respect for fellow Club members is fundamental to maintaining our reputation. Appropriate behavior includes respectful communication and safeguarding each other's property and the pool facilities.

Harassment is not tolerated by BCSSA, Swim BC, and the Juan de Fuca Royals, encompassing swimmers, coaches, parents, and officials. This applies in all Club settings and events, involving any comments, conduct, or gestures that are insulting, intimidating, humiliating, hurtful, malicious, degrading, or otherwise offensive. Abusive language, rudeness, uninvited touching, bullying, intimidation, or threats are considered harassment.

The Head Coach holds ultimate responsibility and authority to control behavior during practice times. The coach will follow the protocol below for inappropriate or disrespectful behavior during scheduled practices and coach-supervised workouts, applicable to all age groups:

- First Offence: Verbal warning, unless the incident involves physical harm (in which case, the consequences of the Third Offence apply).
- Second Offence: The coach instructs the swimmer to sit out the practice.
- Third Offence: The coach instructs the swimmer to sit out the practice and documents the incident in a report. The Club President and the swimmer's parents are promptly notified.
- Fourth Offence: The swimmer's parents must be present poolside during practice to monitor their child's behavior. The swimmer will not be allowed to swim or remain on the deck without a parent in attendance. Parental supervision is required for one week, after which the situation will be reassessed.

Repeated unacceptable behavior will not be tolerated and will be referred to the Executive Board for further action, potentially resulting in dismissal from the Club. We strive for fairness and reasonableness. Any parent questioning the fairness of a disciplinary decision may request a review by the Executive Board. The Royals have a liaison in place to support parents and swimmers in identifying and resolving issues within the Club. Please refer to our Liaison Policy and Procedures for more information.

Liaison Policy

The Juan de Fuca Royals have established the volunteer position of Liaison for supporting parents, coaches, and swimmers in helping them identify and resolve issues that they may feel are not been addressed to mutual satisfaction through regular club communications and interactions. Such issues may involve interactions between swimmers, parents, coaches, and/or club executive board members. The Liaison is appointed by the Board. Their primary role is to facilitate communications and understanding among parties who are unable to resolve concerns within regular club channels, with the aim of clarifying issues that may affect the swim club and its members and identifying appropriate actions to address concerns that are raised.

The Liaison will be expected to handle all communications in a respectful and confidential manner involving other parties (parents, coaches, swimmers, or executive board members) only when appropriate and with the informed involvement of the party raising the concern.

Procedures

It is expected that most concerns regarding the operations of the Club and the actions of swimmers, parents, and coaches will be addressed through regular club channels involving the coaches and/or Board members. If any party feels that their concerns are not being addressed or not able to be addressed, through the executive or coaches, they are encouraged to contact the Liaison.

As part of their coaching duties, swim club coaches are available 15 minutes prior and after practice, for discussions with parents and/or swimmers. Communication with coaches, if unable to be conducted in person, can be via e-mail or hard copy correspondence. Coaches are expected to bring any comments or concerns raised, as well as any recommended actions to address the concerns, to the club President for appropriate action.

The Club President may also be contacted directly at any time via informal meeting, telephone, or email.

If the Liaison is contacted, he/she will clarify the concern with the involved party and notify the Club President that there is an issue at hand. If appropriate, the Liaison will communicate with the parties directly involved to clarify issues and identify potential actions to resolve them. The Club Liaison will also assist in documenting the concern and in communications (in writing or presentation) with appropriate bodies (such as the Executive Board).

The Club President and Board will expeditiously consider any concerns requiring their attention and notify involved parties (verbally or in writing, as appropriate) of the actions that have been taken to address any concerns that have been raised through the Club Liaison.

Should the executive board be unable to successfully resolve an issue, the Club Liaison may contact and engage the appropriate Swim BC or BCSSA representative for further interpretation, review, and resolution. The Club Liaison will document any communications and file a report with the Executive Board upon resolution of the matter.