



CLUB ADMINISTRATION RESOURCE

SETTING UP OUR CLUBS FOR SUCCESS




Shaping the culture, plan, and approach for your club can have a huge impact on how the season unfolds. By intentionally developing communication, annual planning, and co-creating a strong culture, you'll bring your club's values to life and create an environment where athletes, coaches, and families feel supported and engaged. Use the check-in questions and Club Check-In items in this tool as a starting point to set yourself and your club up for a positive, supportive, and welcoming season ahead!



How are you supporting the Club to learn and grow together?


Annual Planning to Use the “We All Swim Together” Tools:

	All athletes, coaches, and administrators have viewed videos and have access to tools.
	Coaches and administration are clear on providing the We All Swim Together tools to any new coach and/or athlete and a cyclical implementation at the beginning of every season is adhered to.
	Administration is clear on when coaches will host athlete culture meetings and the timelines of these.
	Administration is clear on how and when coaches are sharing and orientating athletes and caregivers through the code of conduct.
	Administration is clear on how and when coaches are doing their caregiver meetings.
	Administration is clear on coach implementation of both quantitative and qualitative team selection criteria and that this has been enrolled and documented with caregivers.



What would a caregiver, athlete, or coach say if they were asked the question “tell me about the culture of the club?”

Culture Creation within your Club:

	Administration and coaches have set the overall mission, vision, and values of the club culture.
	The mission, vision, values of the club are consistently and clearly communicated.
	Values of the club are elevated and celebrated through the fabric of the club. (Signage, communication newsletters, etc)
	The values, and the behaviours of how we live these values within the club are clear to the coaches. The coaches discuss and have plans to build on these values within for their team commitments.
	Coaches provide Administration with the commitments and accountabilities they have developed with their athletes.



CLUB ADMINISTRATION RESOURCE

SETTING UP OUR CLUBS FOR SUCCESS



How are we proactively sharing information to the Club and ensuring that there is access to processes in the event of an issue?



Communication & Conflict Management:

	Administration is visible on the pool deck and at events. We are actively checking in with families and coaches and building ongoing communication through informal channels.
	A timeline and plan is developed as to when coaches will host caregiver meetings and the cadence of those meetings.
	Administration provides support to coaches with respect to caregiver conflicts, caregiver communications & interactions, as well their "office hours" and their boundaries.
	Coaches understand how to progressively discipline athletes for minor infractions of the code of conduct and receive necessary support from administration.
	Coaches, caregivers, and athletes are clear on how to file a formal complaint for maltreatment.
	Policies and processes for concerns, complaints, and disputes is shared on Club website and also shared out in newsletter or communications throughout the year.

