



Info Night for Returning Parents

September 30, 2025

Agenda

- Introduction
- Communication
- Website Essentials
- Policies and Conduct
- Family Commitment





Introduction



Communication

How Do We Communicate?

- Mallards Broadcast - Whats App 
- Individual Team Whats App
- Emails from Administration 
- Schedule changes are reflected on the team calendar on the website 



Practices are ON regardless of weather/road conditions unless the City closes the facilities



Join your Whatsapp Group to stay updated:



Mallards broadcast 2025-26
WhatsApp group



Scan or upload this QR code using the WhatsApp camera to join this group



Waterspout 2025-26
WhatsApp group



Scan or upload this QR code using the WhatsApp camera to join this group



Avalanche 2025-26
WhatsApp group



Scan or upload this QR code using the WhatsApp camera to join this group



Thunder 2025-26
WhatsApp group



Scan or upload this QR code using the WhatsApp camera to join this group

Join your Whatsapp Group to stay updated:



Tornado 2025-26

WhatsApp group



Typhoon 2025-26

WhatsApp group



Tsunami 2025-26

WhatsApp group



Hurricane 2025-26

WhatsApp group



Scan or upload this QR code using the WhatsApp camera to join this group

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Scan or upload this QR code using the WhatsApp camera to join this group

Parents Group Representatives...

Group:	Parent Representative:
Lead Parent Representative	Jill Madorsky
Avalanche	Andrei Sonoc
Waterspout	Tracy Tan
Typhoon	Brigitte Lee
Tornado	Catherine Wang
Tsunami	Basma Gazala
Hurricanes	Silvia Pavuk



Look out for important emails from:

'Victoria Buzer' via SportsEngine Motion



regarding Registration
and Administration

To:

Reply To: Victoria Buzer >

'Tony Wong' via SportsEngine Motion



regarding signing up
for swim meets

To:

Reply To: Tony MST Wong >

'Jennifer 2MST' via SportsEngine Motion



regarding Swim meet
information, Officials and
Volunteers

To:

Reply To: Jennifer 2MST >



Website Essentials

Before We Begin...

- ▶ You should already have an account on the Mallards web site
- ▶ Follow instructions in email to activate
- ▶ One account per family (i.e. parents will share account)
- ▶ Verify and update your personal information
- ▶ Suggest opting in to receive notifications by SMS
- ▶ All info can also be accessed via the Sports Engine Motion App:



SportsEngine Motion
Sports

Get

Checking Account Balance and Commitment Points AFTER you have logged in...

MOVE YOUR MOUSE CURSOR HERE TO ACTIVATE THE MENU

YOUR CONTACT AND SWIMMER INFO

YOUR FAMILY BALANCE AND POINTS INFO

The screenshot displays the MALLARDS Parent Portal interface. On the left is a dark sidebar menu with options: 'Hello, Demo User', 'TU Updates', 'My Account' (highlighted with an orange arrow), 'Team Tools', 'Events & Competition', 'Team Resources', and 'Training'. The main content area is titled 'Account Info' and shows user details for 'Demo User' (Email: pingfaiyang@gmail.com, Status: Not an admin (Active)). Below this is a sub-menu with 'My Account', 'Account Info' (highlighted with a blue arrow), 'Billing', and 'Invoices & Payments'. The 'Account Info' section contains 'Account Contact Information' (highlighted with a blue arrow) and a form with fields for 'Display First Name', 'Alternate Email 1', 'Alternate Email 2', 'SMS', 'Carrier', 'Address', 'Address 2', and 'Home Phone'.

My Invoices/payments Page...

The screenshot shows the 'Invoices & Payments' section of a web application. On the left is a dark sidebar with navigation links: 'Hello, Demo User', 'TU Updates', 'My Account', 'Team Tools', 'Events & Competition', 'Team Resources', and 'Help & Training'. The main content area has a header 'Invoices & Payments' and two tabs: 'Invoices' (selected) and 'Service Hours'. Below the tabs, it says 'Account Name: User, Demo'. A section titled 'Current Obligation' contains a table with columns 'Invoice Created', 'Obligation & Adjustments', 'Worked', and 'Balance'. A blue arrow points from the 'Invoices' tab to a teal callout box. Another blue arrow points from the 'Service Hours' tab to a second teal callout box.

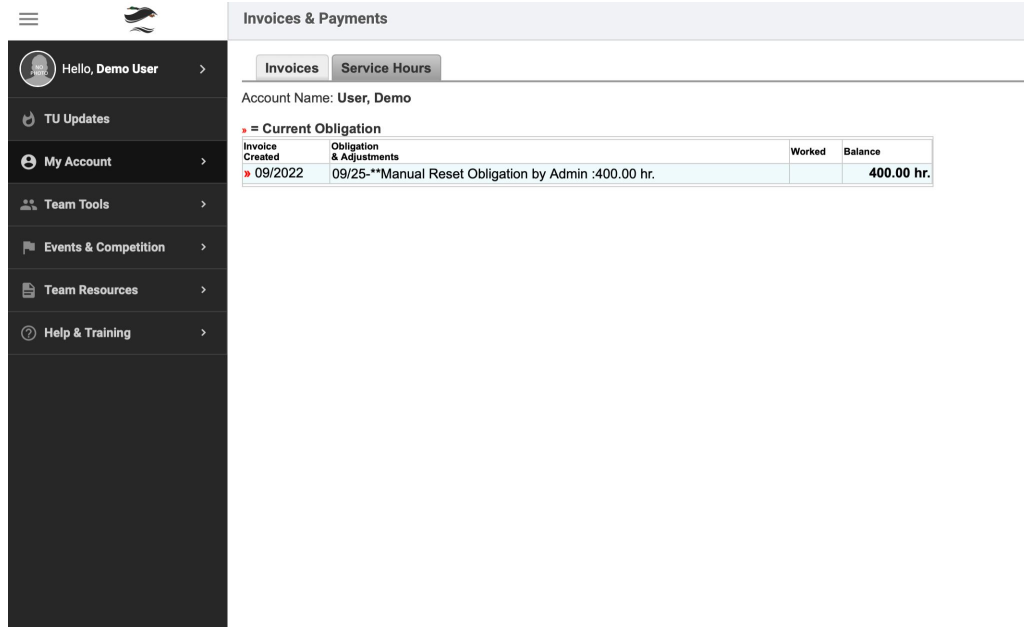
Invoice Created	Obligation & Adjustments	Worked	Balance
09/2022	09/25-**Manual Reset Obligation by Admin :400.00 hr.		400.00 hr.

CLICK ON INVOICES TAB TO ACCESS ALL YOUR MONTHLY INVOICES

FIND HISTORY OF MEET FEE CHARGES HERE

CLICK HERE TO ACCESS FAMILY SERVICE POINTS ACCOUNT

Service Hours Tracking Page...



The screenshot shows a web application interface for tracking service hours. On the left is a dark sidebar with a menu containing: 'Hello, Demo User', 'TU Updates', 'My Account', 'Team Tools', 'Events & Competition', 'Team Resources', and 'Help & Training'. The main content area is titled 'Invoices & Payments' and has two tabs: 'Invoices' and 'Service Hours'. Below the tabs, it says 'Account Name: User, Demo'. A section titled '= Current Obligation' contains a table with the following data:

Invoice Created	Obligation & Adjustments	Worked	Balance
09/2022	09/25-**Manual Reset Obligation by Admin :400.00 hr.		400.00 hr.

UNMET SERVICE POINTS
FOR YOUR FAMILY SHOWN HERE

AFTER EACH MEET, YOUR
ACCOUNT WILL BE CREDITED
WITH SERVICE POINTS FOR
POSITIONS YOU HAVE
WORKED AS NEW LINE ITEMS

AMOUNTS SHOWN ARE
SERVICE POINTS, EVEN
THOUGH SYSTEM SAYS
"HOURS"

Signing up swimmers for meets...

The screenshot shows the TU Updates web application. On the left is a dark sidebar menu with the following items: 'Hello, Demo User' (with a user icon), 'TU Updates' (with a flame icon), 'My Account' (with a person icon), 'Team Tools' (with a group icon), 'Events & Competition' (with a calendar icon), and 'Help & Training' (with a question mark icon). An orange callout box with an arrow points to the 'Events & Competition' menu item, containing the text: 'MOVE YOUR MOUSE CURSOR HERE TO ACTIVATE THE MENU'. The main content area has a header 'TU Updates' and a sub-header 'Alert Center'. Below the header are two tabs: 'Current Alerts' (active) and 'Archived Alerts'. The main content area displays the message: 'There are no current alerts. Please check back later!'. Below the 'Alert Center' section is a dark overlay menu. This menu has two columns: 'Calendar' and 'Results & Reports'. Under 'Calendar' are 'Monthly calendar' and 'Team Events'. Under 'Results & Reports' are 'Meet Results', 'Event & Job Reports', 'TouchPad', and 'TouchPad Live'. A blue arrow points from the 'Team Events' link to a teal callout box on the right that contains the text: 'UPCOMING MEETS LISTED UNDER TEAM EVENTS'.

MOVE YOUR MOUSE CURSOR HERE TO ACTIVATE THE MENU

UPCOMING MEETS LISTED UNDER TEAM EVENTS

Signing up swimmers for meets cont'd...

Team Events

Monthly calendar Team Events

Current & Upcoming Past & Archived

Subscribe Search for Team Events Customize Filters

Nov 25 2022 **Alex Baumann Invitational**
Nov 25, 2022 - Nov 27, 2022 Event Category: Swim Meet
[Attend / Decline](#)

Hosted by Mallards Swim Team

Nov 25 2022 **Alex Baumann Invitational - All Ages - Session 1**
Nov 25, 2022 Event Category: Officials' Signup
[Job Signup](#)

2022 Alex Baumann Invitational - Session 1 - Friday, Nov. 25/22 - All Ages
Date: Friday, November 25, 2022
Time: 3:00 p.m. - 8:55 p.m.
Location: Markham PanAm Pool
1st Warm-up: 3:00 p.m. - 3:40 p.m.
2nd Warm-up:&nbs

UPCOMING
MEETS LISTED HERE

NEED TO LOGIN TO ACCESS
THE ATTEND/DECLINE
BUTTON

ALL SWIMMERS ARE SET UP TO ATTEND
ALL MEETS FOR THEIR GROUPS.

IT IS YOUR
RESPONSIBILITY TO DECLINE. AFTER
DEADLINE YOU ARE LIABLE FOR ALL
CHARGES.

MALLARDS PARENT INFO NIGHT

Changing meet attendance...

The screenshot shows the 'Team Events' page for the 'Alex Baumann Invitational' (Nov 25, 2022 - Nov 27, 2022). The page includes a sidebar with navigation links: 'Hello, Demo User', 'TU Updates', 'My Account', 'Team Tools', 'Events & Competition', and 'Help & Training'. The main content area displays event details such as 'My Account: User, Demo (905) 555-1212', 'Registration Deadline: 11/25/2022', 'Meet Name: Alex Baumann Invitational 2019', 'Location: Markham PanAm Pool, 16 Main Street, Unionville, ON L3R 2E5, CAN', 'Course: SO', 'Meet Type:', 'Start Date: 11/22/2019', 'End Date: 11/24/2019', 'Age Up Date: 11/22/2019', and 'Use Date Since: 01/01/1970'. Below these details are settings for 'Enforce entry based on [Qualify Times]: No', 'Restrict entry [Best Time] to same [Meet Type]: No', 'Event Declaration Setting: Commit by Session', 'Allow Course Conversion for Relays: No', and 'If Athlete qualifies for non-conforming course, default [Entry Time] to the mini. [Qualify Time]: No'. At the bottom, there are buttons for 'View All Meet Events' and 'Go Back to Event Home Page'. A table lists members with columns for 'Member Name', 'Member Commitment', 'Coach Approved', and 'Last Updated'. The first row shows 'Swimmer#1 User *Active' with a 'Committed' status and a last update of '09/25/22 1:55 PM'. A blue arrow points from the 'Swimmer#1 User' link to a teal callout box on the right.

Team Events

Athlete Signup

Alex Baumann Invitational
Nov 25, 2022 - Nov 27, 2022

My Account: User, Demo (905) 555-1212 Registration Deadline: 11/25/2022

Meet Name: Alex Baumann Invitational 2019 Location: Markham PanAm Pool, 16 Main Street, Unionville, ON L3R 2E5, CAN Course: SO Meet Type:

Start Date: 11/22/2019 End Date: 11/24/2019 Age Up Date: 11/22/2019 Use Date Since: 01/01/1970

Enforce entry based on [Qualify Times]: No Restrict entry [Best Time] to same [Meet Type]: No

Event Declaration Setting: Commit by Session

Allow Course Conversion for Relays: No

If Athlete qualifies for non-conforming course, default [Entry Time] to the mini. [Qualify Time]: No

View All Meet Events Go Back to Event Home Page

Click on Member Name to declare for this Event:

Member Name	Member Commitment	Coach Approved	Last Updated
Swimmer#1 User *Active	Committed		09/25/22 1:55 PM

SWIMMER IS SET UP
TO ATTEND ALL DAYS
OF MEETS

CLICK ON SWIMMER
NAME TO
ACCESS MORE
OPTIONS

Changing meet attendance cont'd...

Team Events

Alex Baumann Invitational (Nov 24, 2022 (09:00 PM) - Nov 26, 2022 (09:00 PM))

Member Athlete:
Swimmer#1 User

*Signup Record
Yes, please sign [Swimmer#1] up for this event

Meet Name: Alex Baumann Invitational 2019
Location: Markham PanAm Pool, 16 Main Street, Unionville, ON L3R 2E5, CAN
Course: SO
Meet Type:

Start Date: 11/22/2019
End Date: 11/24/2019
Age Up Date: 11/22/2019
Use Date Since: 01/01/1970

Enforce entry based on [Qualify Times]: No
Restrict entry [Best Time] to same [Meet Type]: No

Event Declaration Setting: Commit by Session
Allow Course Conversion for Relays: No
If Athlete qualifies for non-conforming course, default [Entry Time] to the mini. [Qualify Time]: No

Please select the Days/Sessions that this Athlete would like to attend below:

☒ Day 1/Session 1

Ev#	Best Time	Gen	Event	Qualifying
4A	NT	B	10 & Under 100 Breast	
8A	NT	B	10 & Under 100 Fly	
12A	NT	B	10 & Under 50 Back	
16A	NT	B	10 & Under 200 Medley	

☒ Day 2/Session 3

☒ Day 3/Session 5

Notes:

Please limit the size of the notes to no more than 256 characters.

TO DECLINE ENTIRE MEET
CLICK THIS

TO SEE EVENTS ON DIFFERENT
DAYS, CLICK ON EACH TAB

CLICK ON CHECKBOX TO SELECT
DAYS TO ATTEND

ENTER NOTES FOR COACH HERE

MAKE SURE YOU HIT
SAVE CHANGES
HERE!!!!!!!!!!



Policies and Conduct

Mallards Parents are expected to:

- **Respect other Parents, Swimmers, Volunteers**
- **Respect the rules of Swimming and Swim Officials**
- **Be positive role models for their Swimmers on and off-deck**
- **Act as ambassadors for Mallards Swim Team**

Parents Code of Conduct

1. Practice teamwork with all parents, swimmers and coaches by supporting the values of Honesty, Caring, Respect and Responsibility.
2. I will not coach or instruct the team or any swimmer at a practice or meets (from the stands or any other areas) that interfere with coaches on the pool deck.
3. Demonstrate good sportsmanship by conducting myself in a manner that earns the respect of my child, other swimmers, parents, officials and the coaches at meets and practices.
4. Maintain self –control at all times. Know my role.
Swimmers-Swim; Coaches-Coach; Officials-Officiate; Parents-Parent
5. I understand that criticizing, name-calling, use of abusive language or gestures directed toward the coaches, officials and /or any participating swimmer will not be permitted or tolerated, and I may be asked to leave the program.
6. Enjoy involvement with the Mallards Swimming programs by supporting the swimmers, coaches and other parents with positive communications and actions.
7. During competitions, questions or concerns regarding decisions made by meet officials are directed to our coaching staff. Parents address officials via the coaching staff only.

Athlete Code of Conduct

- ~ Obey the provincial law, the federal law, or the law of the country you are visiting.
- ~ No drinking alcohol, no carrying alcoholic beverages, no smoking or chewing tobacco, no carrying or using any social or non-prescription drugs.
- ~ Behave morally, dress respectably, and use only acceptable language.
- ~ Act in a manner that brings credit to your family, your team and yourself.
- ~ Show respect for and co-operate with meet management, pool management, team staff, and all fellow competitors.
- ~ Follow all team, camp, meet and facility rules

The code is in effect from the time of departure until returning home. Any athletes breaking the code will be faced the possibility of being removed from the event and sent home at their expense, pending future review by the disciplinary committee.

Mallards Swim Team Policies...

- [Abuse Policy](#)
- [Alternate Dispute Resolution Policy](#)
- [Appeal Policy](#)
- [Code of Conduct and Ethics](#)
- [Discipline and Complaints Policy](#)
- [Investigation Policy - Discrimination, Harassment and Abuse](#)
- [Screening Policy](#)
- [Screening Disclosure Form](#)
- [Volunteer Application Form](#)



Family Commitment

MST Hosted Meets:

Alex Baumann Invitational ~ November 21-23, 2025

Mallards Winter Long Course Invitational ~ January 30 - February 1, 2026

Mallards Long Course Challenge ~ April 17-19, 2026

2025-2026 FAMILY COMMITMENTS by GROUPS

Group	Commitment
Hurricanes	375 points
Tsunami	350 points
Tornado/ Lightning	325 points
Typhoon/ Waterspout	275 points
Avalanche	180 points

*Thunder (non-competitive) No commitment required



To support and encourage parents participation, Mallards implemented a Family Commitment points system. Parents prepay a commitment fee as a deposit and can earn it back by receiving points throughout the season.

HOW DO I EARN POINTS?

👤 Volunteer at our club hosted swim meets

👓 Take a swim officiating clinic (max 15 points awarded for 1 clinic per family per year)

🚗 Work outside meets (15pts/session, max 45pts/year)

👥 Points vary according to position worked. (It is much easier if multiple family members/friends work as that increases your points per session/meet. Points are tabulated at the end of the year.



WHAT DO I GET FOR VOLUNTEERING / MAKING MY ALLOTTED POINTS?

 You will receive your COMMITMENT Payment back. This is a 3x\$400 payment (Total \$1,200 - cheques dated Oct 1, Jan 15 and March 1)

WHAT IF I MAKE MORE POINTS ?

 If you earn more points, you will receive a monetary CREDIT at the end of the year to be used for the following swim season (up to \$200 maximum per season)

WHAT IF I MAKE LESS POINTS or DO NOT FULFILL COMMITMENTS?

 If you earn less than 85% of your points, you will not receive a refund of your commitment payment. If you earn >85% of your points, you will get a percentage of your \$1,200 back.

★new!

💰 A little incentive to get you started:

Volunteer 2 times to earn \$100 refund of your commitment fee

	Times Volunteered	Points Earned	Refund	
Family 1	~7-8	180	\$1,200	Fulfilled commitment requirement completely
Family 2	1	35	\$0	
Family 3	2	55	\$100	\$100 for volunteering 2 times in any role
Family 4	3	75 (less than 85%)	\$100	Did not fulfill at least 85% of commitment
Family 5	~6-7	155 (over 85%)	\$1,033	Fulfilled 85% of commitment

Points for Positions Worked...

Options	Points	Positions
Level 1	20	Timer, Runner, Announcer, Hospitality, Driver, Award, Office
Level 2	25	Inspector of Turns, Judge of Stroke, Hospitality Supervisor
Level 2-3	30	Shadow Positions for Senior Positions*
Level 2-3	35	*Chief Timer, Recorder, Starter, Admin Desk, Referee, Chief Finish Judge, Meet Manager
Outside Meets	15	Any position, max 45 pts per season



★ New Role: Calling all Cooks! 🍳



Prepare a dish at home and bring to the pool for officials' meals



Cost of raw materials will be reimbursed



No time commitment on-site but **MUST DELIVER FOOD ON TIME!**



20 points awarded for each portion



Prior to the meet, a form will be emailed to parents. Those interested in this role can submit the form to indicate session availability and what dish they are comfortable preparing

👩‍🍳 One main will be chosen for each meal- ex.stew, chili, pasta, rice, noodles, stir-fry

👩‍🍳 Portion size is approx 6qt pot or 12x10 party tray- can commit to preparing more than one portion



Sample chart of approx. # of sessions per meet...

Group	Family Commitment	-15pts (Clinic)	Pts/Meet	Approx # Sessions required/meet
Hurricanes	375pts	360	120	~3-4 sessions (25pt, 30pts or 35pts positions)
Tsunami	350pts	335	110	~3-4 sessions (25pt or 30pts positions)
Lightning/ Tornado	325pts	310	100	~3-4 sessions (25pt or 30pts positions)
Waterspout/ Typhoon	275pts	260	85	~3 sessions (25pts positions)
Avalanche	180pts	165	60	~2-3 sessions (20pts or 25pts positions)

DO I GET POINTS FOR WORKING IN-HOUSE COMPETITIONS OR TIME TRIALS?

There are no points for working at In-House Competitions and Time Trials.

There are no fees charged for swimmers participating in an IHC and TT, while the club incurs an increased facility rental charge for the duration of the event.

Parents of swimmers participating in an IHC/ TT are expected to work or there will be no event.



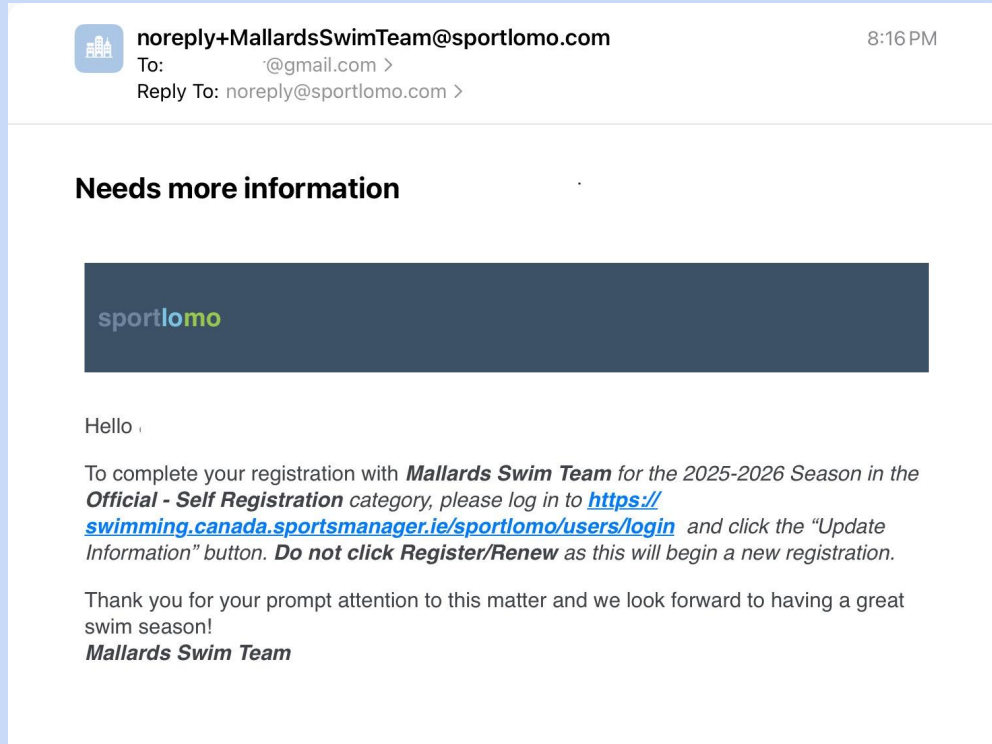


Moving up the Swim Official Pathway

**Have you registered for the 2025-2026 season as a Swim
Official? Submit this form to register:**

[https://docs.google.com/forms/d/e/1FAIpQLScV-IKUVaTq_pWj_Ne8
TYDSKgJEdi1cqtSY26stK-KUuhUDmQ/viewform](https://docs.google.com/forms/d/e/1FAIpQLScV-IKUVaTq_pWj_Ne8TYDSKgJEdi1cqtSY26stK-KUuhUDmQ/viewform)

In the days after submitting this form, please look out for an email with the subject “Needs More Information” to complete the registration process.



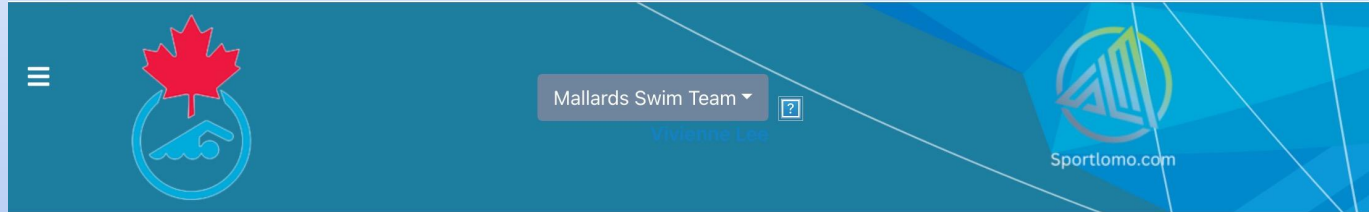
Your credentials will be visible in your SportLomo profile



It is recommended to keep a screenshot for your own records

Members Credentials						
Options						
Search/filter options						
Name	Type	Credential Creator	First Name	Last Name	Most Recent Club	Status
Introduction to Swimming Officiating	Officials Clinic	Swimming Canada	Joe	Referee	Lloydminster Rebels (2023-2024)	Approved
Introduction to Swimming Officiating Evaluation #1	Deck Evaluation	Swimming Canada	Joe	Referee	Lloydminster Rebels (2023-2024)	Approved
Introduction to Swimming Officiating Evaluation #2	Deck Evaluation	Swimming Canada	Joe	Referee	Lloydminster Rebels (2023-2024)	Approved
Chief Timekeeper	Officials Clinic	Swimming Canada	Joe	Referee	Lloydminster Rebels (2023-2024)	Approved
Starter	Officials Clinic	Swimming Canada	Joe	Referee	Lloydminster Rebels (2023-2024)	Approved

Login to Swim Canada's Learning Management System (LMS)



Members

Name
REMS ID ^

Member Status: Need More Info
Member Season: 2024-2025

Competitive
Expiry Date: 31/08/2025

Update Info

Qualification

Certification

Events

Name
REMS ID ^

Member Status: Expired
Member Season: 2023-2024

Official
Expired: 31/08/2024

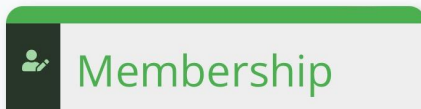
Login to LMS

Details

Qualification

Certification

Events



Register for an upcoming clinic:

✓ REGISTER Deadline: Oct. 07	Markham	★ Chief Timekeeper EN	Oct 14/25 @ 7:00pm to 9:30pm (EST)	Online	-	Nan Zhang Clark Evans	YY Wong		DETAILS
✓ REGISTER Deadline: Oct. 09	Markham	★ Administration Desk EN	Oct 16/25 @ 7:30pm to 9:30pm (EST)	Online	-	Kevin Charles Richard Chan	YY Wong		DETAILS
✓ REGISTER Deadline: Oct. 07	Markham	★ Chief Judge Electronics ★ Chief Recorder EN	Oct 28/25 @ 7:00pm to 9:30pm (EST)	Online	-	Kevin Charles Clark Evans	YY Wong		DETAILS
✓ REGISTER Deadline: Oct. 09	Markham	★ Starter EN	Oct 30/25 @ 7:00pm to 9:30pm (EST)	Online	-	James McGrath Richard Chan	YY Wong		DETAILS

Clinics are offered free-of-charge. In-person clinics are offered by different swim clubs and some will be available online. Register early to secure your spot!

Upcoming Clinics Hosted by MST:

Level 1 Clinics

普通话

Tuesday Oct 21, 6:30-8:00pm

Online

Level 1 Clinics

English Presentation

Wednesday Oct 15, 5:30-7:00pm

Online



Guidelines for working club hosted meets



1 st – 2 nd Year Parents/ Officials	2 nd Year Officials	3 rd Year + Officials
• Timers	• Timers • Strokes & Turns clinic	• No Timer positions • Strokes & Turns clinic • One or more additional Level II clinic

Officials Certification Pathway

LEVEL 1 – RED PIN

- A. Complete registration in the Swimming Canada Registration and Events Management System (REMS).
- B. Complete the Introduction to Swimming Officiating clinic.
- C. Complete the Safety Marshal clinic.

LEVEL 2 – WHITE PIN

- A. Certify in Level I by obtaining **2 successful deck evaluations** in the role of Timekeeper.
- B. Complete the **Inspector of Turns** and **Judge of Stroke** clinics and obtain **2 successful deck evaluations** as an IT and **1** deck evaluation as a JS.
- C. Complete **one other Level II clinic** and obtain **2 successful deck evaluations**: Chief Timekeeper; Administration Desk; Chief Recorder**; Chief Judge Electronics (CJE)**; Meet Manager; Starter.

**Note: To be certified as a Chief Recorder and Chief Judge Electronics (CJE), an official must:

- 1. Complete both the Chief Recorder and CJE clinics.
- 2. Obtain two deck evaluations:
 - o One as a Chief Recorder.
 - o One in either role (Chief Recorder or CJE).

Officials: Signing up to volunteer for Mallards hosted meets:

- Email will be sent to all parents about a week prior to opening of job sign-up
- Select sessions that you are available to volunteer
- Select *only the positions* that you are *qualified* to work
- ⚠️ Indicate the name of the person working the position when signing up
- Sign-up limit per session, per account
- Once the officials assignments are posted, please scan all sessions for your name to ensure that you are assigned in the proper role/session
- Check website for updates of Session Times
- ⚠️ **Please be on time for Officials briefings**

🙏 Thank you for supporting 🙏
🏊 🏊 Mallards Swim Team!



officialschair@mallardsswimming.com

Prize Draw!

Congratulations
Gazala Family!



**Mallards
Gear!**