



General Conduct Policy: Conflict Resolution with Disciplinary Steps

Section 1: Purpose

The purpose of this policy:

- A.** To facilitate a club environment that is supportive of coaches, swimmers, and families.
- B.** To outline behavioral expectation from coaches of PCS and to inform coaches of prohibited acts and inappropriate conduct.
- C.** To *provide* coaches with support for issues of disciplinary action regarding swimmers and/or families by providing a clear and consistent method for dealing with behavioral issues relating to coaches, swimmers, and/or families.
- D.** To provide coaches with and inform them of a complaint procedure that will allow the club:
 - To promptly and thoroughly investigate alleged acts of inappropriate conduct or behavior.
 - To take any appropriate disciplinary action, based on the investigation.
 - To engage in preventive or corrective measures.

Section 2: PCS Behavior Expectations

PCS strives to create an environment that facilitates the optimum *development* of each child as a swimmer and as a person. Such environment will "support coaches in this effort as well as define lines of accountability for coaches, swimmers, and families. In order to create this environment, the following behaviors are expected of all within the community:

- A. RESPECT:** Each member of the PCS community deserves respect; coaches, swimmers and parents.
- B. RESPECT:** PCS utilizes the Pine Crest facilities and as such all grounds and facilities are to be taken care off including but not limited to picking up trash and appropriate locker room behavior. Respecting the facility of another club is likewise expected as PCS participates in meets away from our home pool.
- C. PROMPTNESS:** Coaches and swimmers will arrive on deck on time and with all necessary gear.
- D. TEAMWORK:** All coaches, swimmers, and parents will support each other through words and actions. During meets and other travel, coaches and swimmers will dress appropriately and show team spirit.
- E. SPORTSMANSHIP:** All swimmers, parents and coaches will demonstrate good sportsmanship during meets and practices whether winning or losing.
- F. COACHES:** Coaches will understand stages of child development and interact with each age group accordingly.

Section 3: Definition of Inappropriate Behavior

This section of the policy reflects PCS's commitment to the establishment of a mutually beneficial environment for coaches, swimmers, and families. While none of the behaviors listed below are unlawful, they are considered inappropriate for optimal club functioning and swimmer development. Inappropriate behavior includes, but is not limited to, the following conduct:

- A.** Gossiping about, using profanity towards, demeaning or defaming another person, or otherwise acting in a manner that could negatively impact the self-esteem of a coach, swimmer, or parent. All communication will be open even if private. For example, disciplinary actions and conversations between coaches and swimmers will include a third party. Statements such as "Don't tell your parents" will not be permitted.
- B.** Engaging in negative humor, bantering, or bullying that may intimidate, offend or demean another person.
- C.** Using Profanity on deck.
- D.** Swimmers will not use any substances identified as banned by USA Swimming. The use of tobacco, alcohol, or illegal drugs is prohibited for all swimmers. Parents and coaches may not use substances while acting in an official capacity for the club, i.e. chaperone or driver.
- E.** Use of Pine Crest Club roster and/or other sensitive information to promote an individual's business or other interest.
- F.** The use of aggressive and/or inappropriate physical contact.

Section 4: Complaint and Conflict Resolution Procedures (Grievances):

In a conflict arising between individuals, the first step to resolving the conflict is for the individual to take the concern directly to the other person, whether a coach and a swimmer, a coach and a parent, or a swimmer and a swimmer. Respectfully discuss the concern and attempt to resolve. If this does not resolve the conflict, present the conflict to the next level of club management, i.e. head age group coach, head coach, and then the Pine Crest Aquatic Director. If disciplinary action is necessary, the following steps will be initiated:

Step 1: Identify the problem or infraction by determining the effect of the behavior. Infractions may be in regard to the safety of the swimmers and/or staff, the preservation of property, or be in regard to behavioral issues (i.e. failure to follow program or facility rules, disruptive behavioral, and other contrary to the stated behavioral expectations). Document the incident.

Educate and attempt to change the behavior.

Emphasis will be placed on educating the individual by informing all persons involved of the rules and behavior expectations related to the situation, as well as expectations for changing the behavior.

- A.** Verbally remind the individual of the code of conduct and request compliance. Document the encounter.
- B.** If the behavior continues, behavioral counseling will occur with verbal agreement regarding expected behavioral changes. Document the encounter. If behavioral infractions jeopardize the safety of swimmers, an immediate disciplinary action will occur, such as removal from the pool (the coach will be responsible for this decision).

Coaches will have a third party present in the event a disciplinary meeting is required. Any anticipated meeting with a swimmer(s) to resolve a conflict should also warrant a third party being present. Another coach may act as a third party being present. Another coach may act as a third party for initial encounter to point out expected behaviors. Formal behavior counseling should involve the parent(s) of the swimmer. All coach/swimmer interactions will be in an open environment and/or with a third party present. Document incident and educational counseling.

Step 2: All attempts will have been made to educate the individual(s) and request for their compliance. However, interventions may take place when the repeated negative behavior is disruptive and is impacting the safety and positive experiences of swimmers or coaches. The following action(s) will be taken:

- A. The person committing the infraction will be suspended from club participation.
- B. A meeting with all involved parties will take place. For coaches, this will include their direct supervisor, the Head Coach, and the Pine Crest Aquatics Director. For the Head Coach, this will include the Aquatics Director.
- C. A behavioral contract will be used to identify the violations or behavioral problems, as well as the required changes in the individual(s) behaviors. This will include a timeline and agreed upon terms of re-instatement for club participation.

Step 3: If behavioral concerns continue and/or reoccur following suspension and reinstatement, the following steps will occur:

- A. A meeting will occur between all involved parties. The Pine Crest Aquatics Director will participate in any such meeting.
- B. The disciplinary actions taken will be reviewed and agreed upon by all members present.
- C. The individual will be terminated for participation at Pine Crest Swimming.

Print name of Minor	Signature of Minor	Date
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Print name of Parent/Guardian	Signature of Parent/Guardian	Date
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