

Swim Alberta Team Manger Training Handbook



INDEX

SECTION 1 INTRODUCTION		Page
Introduction		4
The Role of the Team Manager		4
Pre Selection Checks		5
Doping Control		
Code of Conduct / Code of Ethics		5
Discipline		
SECTION 2 PRE EVENT PLANNING		Page
Team Selection		6
Team Kit		6
Travel Arrangements		6-7
Flights, E-tickets		
Excess Baggage		
Passports, Visas, Travel Document Security		
Lost Luggage		
Team Supporters Travel		
Driving Abroad		7
Accommodation		7-8
Meals, Hotel Charges, Rooming Lists		
Travel Insurance		8
Personal Belongings Cover		
Money and documents, Gifts		
Finances (pre event)		8
Float Request Form		

SECTION 3 DURING THE EVENT		Page
Summary of Team Manager Duties		9
First Aid and Health		10
Health, Loco Parentis		
Recommended Immunizations for International Teams		
Guide to Drug Testing Procedures		11-12
Press and Media		13
Media Needs at Competitions		
Social Networking		
Safety and Welfare		13
Risk Assessment		
SECTION 4 POST EVENT		Page
Finances (post event)		14
Float Reconciliation		
Team Manager Reports & Rankings		14
Insurance Claims		14
Lost/Stolen Items / Medical Expenses		
Recommended Reading		15
Websites / Country Guides		
Contact Details		16

SECTION 1 INTRODUCTION

This Team Manager Guideline has been produced to provide new and existing Team Managers with an operational understanding of issues relating to the Team Management process, by outlining key policies and administration procedures which need to be implemented when travelling with teams.

Although the manual will provide guidance to Team Managers, it is ultimately how; you as a Team Manager adapt, change and deal with the frequent challenges that the role presents, that will ultimately determine how effective you can be as a manager.

The duties of the Team Manager have been divided into three sections, pre, during and post camp /competition responsibilities to assist you in your role.

The Role of the Team Manager

Are you the right person for the job?

- Organized, friendly but firm, flexible, patient and tough?
- Able to make hard but fair decisions?
- Able to cope with long hours, under stressful conditions?
- An excellent communicator
- Compatible with the Team Leader/ Head coach?

The role

- Supervision and care of all team members
- Anything that affects the performance of the athlete
- Needs of coaches and support staff
- On site arrangements regarding transportation /travel, accommodation, catering, social
- Account for and reconcile all expenditure
- Pick up accreditations, deck entries, training times, competition matters and appeals in conjunction with Team Leader/ Head Coach
- Medical/ sports science requirements during camps/ meets
- Communication and distribution of information
- Conferring with the Team Leader/ Head Coach on all matters
- Be up to date on Child Welfare Procedures
- Support team decisions even though you may not always agree with them?
- Not take things personally?
- Treat all athletes and support staff equally?
- Keep the trip free from your personal work obligations?
- Be a travel agent, delivery person, entertainer, negotiator, banker, secretary, assistant coach, social worker, coffee maker, parent, psychologist, taxi driver, cook, agony aunt...

Pre selection

All team managers must complete the screening questions and provide a police information check as per the Swim Alberta Screening Policy. <http://www.swimalberta.ca/about/laws-and-policies>

A driver's abstract is required if the team manager will be driving swimmers. Any costs will be reimbursed via submission of receipt; a volunteer letter will be provided.

Doping Control

It is advisable that Team Managers are made aware of the procedures involved in doping control.

More information can be found: <https://www.swimming.ca/en/anti-doping/>

From time to time these rules may alter so please make certain you keep yourself up to date with the rules and procedures.

Swim Alberta Code of Conduct & Ethics

Swim Alberta has a comprehensive Code of Conduct & Ethics, which can be found here:

http://www.swimalberta.ca/sites/default/files/uploads/Bylaws/Swim%20Alberta%20Code%20of%20Conduct%20and%20Ethics_APPROVED%20JANUARY%2012_2013.pdf

Please ensure that you familiarize yourself with the code.

All team staff have a responsibility to act in accordance with the Code of Conduct.

All selected swimmers are required to read and sign an Agreement of Participation stating they understand the behavior expected during the camp or tour. Failure to do so may result in the individual being unable to attend the event.

Discipline

It is advised that Team Managers draw attention to pertinent points in their "Orientation meeting" at the Hotel on arrival:

- Items from the Code of Conduct & Ethics
- Specific event rules & regulations
- Specific hotel/ Accommodation rules & regulations

In the event of any disciplinary problems, whether or not any disciplinary action is taken by the Team Manager the Team Leader/ Head Coach should be informed as soon as possible.

SECTION 2 PRE EVENT PLANNING

Team Selection

The team selection letter will include registration information, the agreement of participation and the basic plan for the camp.

The following information will be sent to all registered participants approximately two weeks prior to the camp.

- Congratulations on their selection
- Assembly date and check in time
- Assembly location
- If required: Outbound flight number and time
- If required: Return flight number, time and arrival terminal
- Venue and location of event
- Details of event – itinerary, training times, program etc
- Hotel details – address and contact numbers
- Advice on team kit and travel clothing instructions

After selection you will be given a team list highlighting if any team members require special meals or have any known declared allergies.

You can also check team birthdays during the camp/ competition and purchase birthday cards from your float.

In consultation with the Team Leader/ Head Coach there may also be a daily timetable or Itinerary for the camp/ competition that includes details of training and competition times and a meeting timetable included.

Team Kit

Team kit may be provided by Swim Alberta and you will be informed of any special requirements depending on the team.

The Team Manager can also prepare a “Kit Rota” for the meet, i.e. which shirts to wear on which days.

Travel Arrangements

Flights

All flights will be booked by the Swim Alberta office.

E-tickets will be sent out individually, with copies coming to you.

Excess Baggage

All team members are responsible for their own excess baggage, unless previously arranged.

Passports

The office will inform you as to whether there are any particular passport requirements for the country being visited as far in advance as possible. It is advisable for you to take a photocopy of each team member's passport in case of loss or theft in order to obtain an emergency passport whilst overseas.

It is useful to prepare your own passport "at a glance" sheet for your team, which can also be useful when checking into the airport and checking in at the hotel, and reporting lost or stolen passports.

Please remind all team members to carry their passport on their person or in their hand luggage.

Visas

The Swim Alberta office will inform if travel visas are required for entry into a particular country then the Team Manager.



Travel Document Security.

As Team Manager it is advisable to keep any paper flight tickets in your possession at all times, locking them in a security deposit box once your destination has been reached

If travelling with a junior team, you may also wish to collect their passports in for safe keeping once your destination is reached. However, please note that in certain countries, such as Russia, an individual is required to carry their passport at all times.

Lost Luggage

If you do have any baggage go missing, report immediately to the baggage enquires desk in the airport with your baggage receipt. Ask them to complete a PIR (property irregularity report) and advise them of where you can be contacted once it has been located.

Driving abroad

If self-drive vehicles are required abroad the Swim Alberta office will make arrangements for these to be made available to the team either on arrival at their destination airport, at their accommodation or for collection from a local office. Vehicle hire companies do require each named driver to carry a full, clean driving license and supply a personal credit card as guarantee against any accidental damages etc.

Different countries have different rules regarding driving licenses so please check with the Swim Alberta office as to your destinations particular laws.

Meals

If any of the team has any special requirements regarding diet, the Swim Alberta office will identify this.

All other snacks, coffees etc should be covered by the individual. If you feel the hotel meals are not satisfactory you may request approval from the Team Leader to supplement the team's food intake with appropriate energy bars, fruit etc, if these have not been pre-arranged.

You will also need to ensure that extra bottled water is obtained for the team in countries where tap water is not drinkable to avoid any possible dehydration and stomach upsets.

Hotel Charges

On arrival make it clear to the team and hotel staff as to what will need to be charged to a team master account and what will need to be covered by the individual. Swim Alberta is not responsible for team member's telephone calls (except those made by team staff relating to team activities), pay per view films, mini-bars, newspapers or laundry.

Please ensure that all individual bills are settled daily or at the end of the teams stay.

If the final bill for extras is sent back to the office for payment please ensure that you check everything is in order and agreed before departure to avoid any disputes.

You will also need to ensure that all rooms are checked on arrival and departure for all team members, with a member of staff from the hotel. Therefore should any damage be found or any attempt by the hotel to charge for the same, then full details must be given to the office on your return. If any damage is done to the hotel rooms that you consider an individual is responsible for, then please ensure that they are also responsible for covering any charges for this.

Rooming Lists

Hotels usually require a rooming list in advance of the team's arrival in order to ensure a smooth check in and the office will provide this.

Travel Insurance

Swim Alberta carries insurance for events within Canada. For International travel, Swim Alberta will purchase additional travel insurance.

Gifts

Pin badges are very popular at events and a limited number are available from the office. Other gifts can be bought as required.

Finance (Pre Event)

Float Request Form

Prior to travel the Team Manager may request a float to cover any costs incurred by the team that the office has not already made arrangements for. Where possible the office will ensure that all travel and accommodation costs are settled in advance, however the Team Manager may need to make provisions for drinks and meals, gas/ public transport, medical costs and other emergency incidentals. You are advised to use traveler's cheques or your own debit/credit card to avoid carrying hard currency and make use of safety deposit boxes, where possible, in order to minimize the unnecessary exposure to theft or loss.

SECTION 3 DURING EVENT

The Team Manager must communicate with the Team Leader/ Head Coach at all times and implement duties and tasks as requested.



Hotel specific duties

Hotel:

- Hotel room issues – lost items, damage
- Restaurant queries – meal time changes
- Daily Team Meetings (house-keeping)
- Evening room checks
- Arrange for any cards to be signed
- Distribute Team Pins
- Team Room notices up to date

Competition Specific Duties

A Summary of some of the main Team Manager tasks during a competition is listed below;

You are advised to request a copy of any appropriate handbooks, according to the type of competition in case of any appeal or protest, from the office (FINA etc).

The Team Manager may also attend the Technical Meeting with the Team Leader/ Head Coach and be prepared to feedback summary of points to the team.

Pool:

- Collect accreditations
- Check all entries and withdrawals with Head Coach
- Block seating in stands for heats & finals
- Collect start lists
- Collect results
- Collect alternative Relay Medals
- Answer any Technical queries in consultation with the Team Leader/ Head Coach
- With Team Leader/ Head Coach, manage Protests / Appeals
- Accompany doping tests (if required)
- Check transport arrangements to pool/hotel
- Daily Overall Medal Table & Records tally
- Submit relay entry sheets, once signed off by Head Coach

First Aid & Health

Health

If you are in any doubt over any medical issues, we suggest you contact local medical assistance. Should any injury occur, no matter how small, the Team Leader should be notified.

Medical Authorization

The swimmer registration package includes two forms; Emergency Medical Authorization and Release of all Claims and Waiver of Liability. These forms give the team manager the ability to administer Tylenol / Advil or give authority for medical treatment by competent medical authorities if required. These forms are available on request.

Recommended Immunizations for International Teams

The Swim Alberta office will advise of any necessary vaccinations and current healthcare advice for countries to be visited.

Tetanus

If you have previously received a full primary course, a booster dose is required only every 10-15 years, until you have received five injections. It is unlikely that routine and regular booster injections are required. In the unlikely event that you have not been immunized then a full primary course should be arranged immediately.

Typhoid

If you have had a full course you should arrange to have a booster every 3 years. There are several forms of the immunization and it is not 100% effective in preventing Typhoid. It is therefore vital to maintain personal hygiene and avoid those situations, which are known to predispose to infection, such as drinking contaminated water or having ice, eating salads or unpeeled fruit etc. These precautions are generally not required in Canada, North America, Western Europe, Australia or New Zealand.

Poliomyelitis (Polio)

If you have received a full primary course you should receive a single additional dose after the age of 18 years.

Malaria

For further advice contact: <http://www.who.int/malaria/travellers/en/>

Other immunizations such as Cholera/Hepatitis/Diphtheria

You should check with the office as far in advance of your departure date as possible about any other recommended immunizations. Remember that a few countries require you to have proof of Cholera immunization prior to admission and depending on your immunization history, you may require Diphtheria cover for certain countries in Eastern Europe; this also applies to Hepatitis. Hepatitis B immunization is also becoming more widely recommended. This infection is contracted via injections, blood transfusions and sexual intercourse.

Potential competitors and team staff should allow four to six months to complete their course of immunization.

Guide to Drug testing procedures

Following an event a swimmer will be notified that they have been selected for drug testing by an Independent Sampling Officer, (ISO), (who should show you their ID card before you sign anything), using an official Sample Collection Form. The athlete will be requested to sign the form acknowledging that they have been selected to attend doping control, have been advised of their rights and have received notification of the drug test.

Athletes must attend Doping Control immediately after receiving notification of the test. After receiving notification and before attending doping control athletes are permitted to have a swim down, obtain clothing or a tracksuit, talk to their Coach/Team Manager, contact their representative or interpreter, attend a presentation of awards and meet with the media. They may also compete in another event.

However athletes should inform the ISO on notification, who will request that they report to Doping Control. The athlete will then be released with a chaperone.

The ISO or chaperone will accompany the athlete to Doping Control. On entering Doping Control athletes will be required to sign in and also on leaving sign out. Athletes will be provided with sealed non-alcoholic, caffeine free drinks.

Athletes will be requested to inform the ISO when they feel that they are able to provide a urine sample.



The athlete will be asked to select a sealed sample collection vessel and lid, (from a choice of at least 3 vessels and lids). After selecting a vessel the athlete should check the vessel and be satisfied that the seal is not broken and the vessel is clean. The athlete will be accompanied by the ISO to the toilet who will observe the athlete providing the sample. Following collection of the sample the athlete will be asked to place the lid on the vessel. When the required amount of urine is produced the, the athletes representative, (of the same gender), **must** accompany the athlete to the collection process. The representative will be requested to observe the ISO and the procedure.

Following the collection of the sample the athlete will be requested to select a sealed urine sampling kit from a choice, athletes must check that each kit is stored in tamper evident packaging, (normally a polystyrene box with a blue security tape). The athlete will be asked to check that the security tape is intact. If there is any evidence of tampering a new sampling kit should be selected. Once satisfied the athlete should break the tape and remove the two bottles from the box. Athletes should check that the numbers on the A and B bottles correspond with the numbers on the bottle tops.

All these numbers should coincide with the numbers on the polystyrene box. The athlete should also check that the plastic bags containing the bottles are intact and the seals have not been tampered with.

The athlete will be invited to remove bottle B from the plastic bag having checked that the plastic bag and seal has not been tampered with. The athlete will be invited to pour part of the sample into the B bottle; the ISO will tell the athlete when to stop. The athlete will be asked to close the bottle and should check the bottle is tightly sealed and that there are no leaks by turning the bottle upside down.

The athlete will be asked to carry out the same procedure with bottle A. The athlete should again check that the bottle has been tightly making sure that there are no leaks.

The athlete will be requested to leave a small amount of the urine in the sample collection vessel to be checked by the ISO for suitable levels of pH and specific gravity.

The ISO may then ask for the athlete's permission to check the bottles have been tightly sealed, by checking the bottle tops. The athlete should be asked to re-check them. No other person should handle the bottles without first obtaining the request from the athlete to do so.

The ISO will check the acidity and concentration of the sample to make sure it is suitable for analysis. If the pH and/or specific gravity are not within the limits recommended the athlete would be requested to provide a further sample to give further assurance to the integrity of the test.

The ISO will record the A and B sample numbers on the sample collection form. The athlete should check that this information is correct.

The athlete will be asked to declare any medication that they have been taking in the last 7 days. The athlete should complete this section. The athlete's representative may assist in reminding the athlete of any medication that they have taken in the last 7 days. It is most important that athletes declare all medication including over the counter medication and Nutritional and Herbal Supplements. The athlete may request the ISO or representative to record this information on the form on their behalf. This fact will then be recorded on the form. The athlete will be invited to make any comments about the testing procedure.

If there are any irregularities it is most important that the athlete writes them down in the comments box on the sampling form.

The ISO will ask the athlete, and representative if appropriate to check all the information on the form and sign it if they are satisfied. The ISO and another sampling officer will also check and sign the form. This completes the testing procedure and the athlete may leave and will be given the green copy of the sampling form.

At the end of testing the samples will be placed in a plastic envelope, which is sealed with the chain of custody form.

Athletes will find it helpful to carry with them a list of all medication that they are currently taking at all events in the event that that they are selected for testing.

ATHLETES SHOULD BE REMINDED TO MAKE CERTAIN THAT THEY TAKE A PHOTOCOPY OF THEIR THERAPUTIC USE EXEMPTION (TUE) TO ALL TRAINING SESSIONS AND TO ALL EVENTS SO THEY CAN SHOW AS PROOF IF TESTED.

Please ask for all ID documentation from testers, document or take copies and inform the Anti Doping Manager on return.

Press/ Media

Media at Competitions

Any media interest is the responsibility of the Team Leader/ Head Coach, please refer any such requests to them.



Social Networking

Sites such as Facebook, Twitter, Instagram and Snapchat have become a part of every day life. We live in a society that promotes free speech and freedom of expression; however social networking can be a major distraction. Whilst it is almost impossible to try to implement a rigid prohibition team manager are asked to remain vigilant.

Safety & Welfare

Whilst not every eventuality can be covered it is likely that a crisis would likely fall into one or more of the below categories:

- Security Issue / Act of Terrorism
- Injury / Death / Medical Issue
- Health Scare / Pollution
- Natural Disaster / Performance Failure
- Doping Offence / Media Crisis

News of the crisis may come from a range of sources;

- Media via news agencies then on to TV, radio and written press
- Local Organizing Committee
- Team Manager / NGB Contact / Other team staff
- Other Team Members /Relatives / Friends

To provide direction and support where necessary during these times the following group will meet to decide the next steps:

- Team Leader - Crisis Management Lead
- Team Manager - Crisis Coordinator
- Plus additional members of staff as deemed necessary

Risk Assessment

You are advised to consider undertaking a risk assessment on arrival at the hotel and pool.

SECTION 4 POST EVENT

Finance (Post Event)

Float Reconciliation

Float must be accounted for within 28 days from the end of the camp/competition, an excel spreadsheet may be submitted or a template can be provided upon request. All claimed items **must** be submitted with a receipt. This is designed to facilitate input onto the finance software and should not be amended. This form must be fully completed, detailing all expenditure.

Team manager reports and rankings

A report regarding the camp/competition must be sent to the office within 14 days of your return from the activity-

If you have any confidential matters or incidents of a delicate nature to report please do so in writing, separate to the event report.

It is also customary to write a letter of thanks to the Camp / Competition Organizers to thank them for their assistance during the camp/competition. A letter or gift of thanks can also be sent to the volunteer liaison officer who assisted the team, and hotel management, if necessary. If attending a competition a small gift should be given to the Meet Manager of the host club.

Medical Expenses

Insurance claims must be initiated within 14 days of the incident. Full Insurance information can be found on the Swim Alberta website. <http://www.swimalberta.ca/clubs/insurance>

In the case of medical treatment being required by a team member whilst away, the team manager will need to ensure that all receipts or bills are collected and returned to the Swim Alberta office in order to submit a claim upon the teams return. Claims need to be submitted within 14 days of the incident. All expenses for urgent medical, surgical and hospital treatment whilst outside Canada will be covered by the insurance policy.

In the event of an individual becoming ill or injured whilst away and a decision has been made to send them home, the team manager must contact the Swim Alberta office immediately. The Swim Alberta office will then make the necessary arrangements for the individual to return home on the next available flight. If you are unable to contact the Swim Alberta office or it is out of office hours and cannot wait then The Provincial Coach can be contacted on (+1) 403 689 6051 or the Executive Director on (+1) 403 804 2708

Recommended reading

Team Managers should read and understand the following policies on the Swim Alberta website; Code of Conduct, Confidentiality, Discipline & Complaints and Social Media Use.

<http://www.swimalberta.ca/about/laws-and-policies>



Useful websites

Swimming Canada

Swim Alberta

FINA (Federation Internationale de la Natation)

Government travel & tourism

Passport Service

Currency Exchange

www.swimming.ca/en/

<http://www.swimalberta.ca>

www.fina.org/

<http://travel.gc.ca>

<http://www.cic.gc.ca/english/passport/>

www.xe.com

Country Guides

Columbus Guides

Insight Guides

Fodors Travel Guides

Rough Guides

www.columbusguides.com/default.asp

www.insightguides.com/insight/default.asp

www.fodors.com/index.cfm

www.roughguides.com/

Worldwide Electric Power Guide

Worldwide Mobile Phone Guide

<http://www.kropla.com/electric.htm>

<http://www.kropla.com/mobilephones.htm>

It is also recommended you obtain a copy of the FINA Handbook for your event. A copy is kept in the Swim Alberta office and you are recommended to borrow this prior to your departure.



Excellence, Integrity, Innovation, Collaboration

CONTACTS

SWIM ALBERTA STAFF

Executive Director Cheryl Humphreys	Tel: (+1) 780.415-1780 (Reception) Cell: (+1) 403 804 2708 Email: chumphrey@swimalberta.ca
Provincial Coach Mark Perry	Tel: (+1) 780.415-1780 (Reception) Cell: (+1) 403.689-6051 Email: mperry@swimalberta.ca
Technical Co-coordinator Kevin Dennis	Tel: (+1) 780.415-1785 (Direct) Cell: (+1) 780.616-6400 Email: kevin@swimalberta.ca