



HAMILTON AQUATIC CLUB COMMUNICATIONS STRATEGY

The Hamilton Aquatic Club is committed to working hard to ensure each swim season is a positive and rewarding experience for all. Efforts are continually made to give clear, concise and correct information in a timely manner. The club will deliver information through direct email, a weekly newsletter and the website (<http://www.hamiltonaquaticclub.ca>).

For communication to be accurate, simplified and ongoing, the club asks that parents use the following communication strategy:

1. Check your e-mail and the website regularly (Contact the Administrative Assistant at denise.thorpe@sympatico.ca or 905-643-2120) if you are not receiving e-mails or the weekly newsletter).
2. Speak directly with your child's coach regarding any swimmer concerns. Set up a time that is separate from practice (possibly before or after). We hope your concern will end here and you will be satisfied at this level.
3. If your concern remains unresolved, please schedule a meeting with the Head Coach (Carmen Escobar at lacoma2509@hotmail.com). The Head Coach may consult with the General Manager and/or the Board of Directors to assist you.
4. If you are still dissatisfied, contact the General Manager (Kathy Delaney at delaneyk@mcmaster.ca). If the General Manager feels it is necessary, they may bring your concern to the Board of Directors.
5. Speak with any member of the Board of Directors (the list available at <http://www.hamiltonaquaticclub.ca/board.html>) regarding any club concerns.

This process in no way attempts to limit contact with any coach or the Board of Directors but is designed to streamline the information flow to ensure accurate information gets out to all affected parties in a timely fashion.

This communication strategy is an official board policy and we ask that each member, in good standing, follow this policy so that any issues or concerns are handled in a professional manner and we avoid misunderstandings or animosity.

Thank you,
Richard Higgins
Communication Director
Hamilton Aquatic Club Board of Directors