



Quince Orchard **SWIM**  
**ACADEMY**

*Where Champions are Made.*

## **QOSA Non-Competitive Parent Code of Conduct**

Quince Orchard Swim Academy is committed to providing a **safe, positive, and developmentally appropriate environment** for all swimmers and families. The following Parent Code of Conduct applies to all QOSA learn-to-swim, clinic, and swim team prep throughout the season.

Any parent, guardian, or caregiver who violates this Code or behaves in a way that disrupts safety, instruction, or program operations may be asked to leave the facility and may face further action regarding continued participation.

As a parent or guardian participating in QOSA programming, I agree to:

### **Program Values & Community Behavior**

- Support and model QOSA values of **Respect, Safety, Integrity, and Positive Participation** at all times.
- Contribute to a welcoming, cooperative environment for swimmers, families, and staff.
- Demonstrate patience and understanding with young swimmers who are learning new skills at their own pace.

### **Parking Lot & Facility Conduct (Zero-Tolerance Area)**

- Follow all parking lot rules, signage, and staff instructions to ensure safety for children and families.
- Use designated parking spaces and remain calm and respectful during busy arrival/departure times.
- Use **appropriate, family-friendly language** at all times while on QOSA property.
- Engage in **situational de-escalation** by stepping away, seeking staff assistance, or choosing not to engage when tensions arise.
- Refrain from confrontations, arguments, or disputes over parking spaces or traffic flow.
- Understand that **any aggressive behavior, yelling, intimidation, use of profanity, or physical altercation in the parking lot or facility will result in immediate removal and possible dismissal from the program.**

## **Role of Parents vs. Role of Coaches**

- Allow coaches to coach and swimmers to learn without sideline instruction, interference, or criticism.
- Avoid coaching from the stands, pool deck, or viewing areas.
- Trust the professional judgment of QOSA staff regarding swimmer readiness, safety, and group placement.

## **Communication Expectations**

- Direct questions or concerns to coaches **outside of active class times**, allowing staff to focus fully on swimmer safety during sessions.
- Address concerns respectfully and through the proper communication pathway:
  1. Your child's instructor
  2. Your Site Supervisor
  3. If needed, a formal written concern to the Executive Director, Shannon English

## **Safety, Privacy & Conduct Standards**

- Use **respectful, appropriate language** when interacting with staff, swimmers, and other families.
- Demonstrate **calm, de-escalating behavior** when addressing concerns or navigating stressful situations.
- Refrain from using recording devices in locker rooms, restrooms, or other private areas.
- Abstain from alcohol, tobacco, vaping, or illegal substances while participating in or attending QOSA activities.
- Follow all QOSA electronic communication and social media policies.
- Support a safe environment free from harassment, bullying, or discrimination of any kind, including but not limited to race, ethnicity, socio-economic status, gender identity, or sexual orientation.

## **Commitment to a Safe Learning Environment**

- Prioritize swimmer safety by remaining accessible during lessons and following all facility guidelines.
- Respect staff decisions regarding swimmer behavior, safety concerns, or removal from the water when necessary.
- Model calm, respectful behavior that helps all swimmers feel secure and supported.