



COMPETITORS' HANDBOOK
RACING TEAM
2022 Edition

Pointe-Claire Canoe Kayak Club

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OUR SPORT

DISCIPLINES

Sprint canoe and kayak is a federation sport ranging from regional to national, international and Olympic competition. Our sport is made up of two disciplines: flat-water sprint canoe and kayak. These two disciplines involve very different boats and techniques, but still utilize identical competition rules and several similar skills. Athletes normally begin to specialize in one of these disciplines around the age of 15.

In sprint canoe and kayak, the official international racing distances are 200 m, 500 m, 1000 m and 5000 m. In Canada, during the National Championships, there are also 6000 m races for U16 athletes. During regional or friendly regattas, distances may vary.

BOATS

There are individual boats as well as crew boats for two or four participants. These are designated by the letter corresponding to the discipline, followed by the number of competitors:

- ⇒ In sprint canoe, athletes may race in the C-1, the C-2, or the C-4
- ⇒ In sprint kayak, athletes may race in the K-1, the K-2, or the K-4

Racing canoes and kayaks are extremely narrow and balancing in them requires certain skills.

Kayakers use a double-bladed paddle and are seated in the boat. They have a rudder for steering, which they control with their feet. In crew boats, the “stroke” (or front-most person in the boat) controls the rudder. The stroke also sets the pace, and synchronization is ideal for crew boat performance.

Canoers balance on one knee and paddle on only one side of the boat. They steer entirely with their paddle and do a “J” stroke to make the boat run straight. In crew boats, the person at the back of the canoe steers, unlike in kayak where it’s the stroke. Canoers specialize on the right or left side and are often paired up with the opposite-sided paddler for crew boats.

In Canada, athletes also race in the war canoe, also known as C-15, which is made up of 14 athletes and a captain (cox). The war canoe, just like the other C-boats, is of Canadian origin.

AGE CATEGORIES

The age categories in sprint canoe and kayak are:

Age Category	Athlete’s Age
U10 (Atom)	Up to 10 years old by December 31 of the current year
U12 (Peewee)	Up to 12 years old by December 31 of the current year
U14 (Bantam)	Up to 14 years old by December 31 of the current year
U16 (Midget)	Up to 16 years old by December 31 of the current year
U18 (Juvenile)	Up to 18 years old by December 31 of the current year
Open	19 years old or older by December 31 of the current year
Masters	35 years old age or older by December 31 of the current year * 25 years old for CanMas

Age categories are therefore based on the year of birth and not the school year.

At the Pointe-Claire Canoe Kayak Club, athletes train with their age group until they enter the U16 age group. From that point on, training groups are divided according to various criteria – such as speed, dedication to training, motivation, attendance, discipline, number of athletes, etc. – at the coach’s discretion.

Athlete’s who are 25 years of age and older can register for the Master’s program. This group gives adults the opportunity to improve their fitness, with less vigorous trainings and less pressure to perform.

LONG-TERM ATHLETE DEVELOPMENT (LTAD)

Athletes in our sport are trained according to the [Long Term Athlete Development model](#) established by Canoe Kayak Canada, our sport’s governing body. You may also review the [Modèle de développement de l’athlète 2013-2017](#) (French only) prepared by Canoë Kayak Québec.

FOR MORE INFORMATION ABOUT OUR SPORT:

<http://canoekayak.ca/go-paddling/sprint/>

OUR CLUB

The Pointe-Claire Canoe Kayak Club (CKPC) is one of the programs offered by the nautical activity and well supported by the city of Pointe-Claire. The City is responsible for CKPC equipment, maintenance of our facilities, administration, and staff. All CKPC employees are City employees.

CKPC activities are partly covered under the City’s operational budget. However, this does not cover all the racing team’s expenses. For that reason, we have established a structure of volunteer committees in order to meet the team’s needs.

CKPC is an active member of Canoe Kayak Quebec (our provincial federation) and Canoe Kayak Canada (our national federation).

To learn more about our mission, values and goals, please consult the strategic plan.

COMMITTEES

BOARD OF DIRECTORS

The Board oversees the racing team’s general activities. The Board of Directors organizes social activities, fundraisers, publicizes communication to the public, and coordinates volunteers. To learn more, please consult our [website](#).

VOLUNTEERING

Volunteering is an integral part of CKPC culture. Since its beginnings, the presence and commitment of volunteers has been crucial to the racing team’s success. We expect each family and each athlete to get

involved in the activities at the Club. For more information or to get involved, please refer to the [Volunteer](#) page on our website and use [Volunteer](#) to sign-up.

SOCIAL ACTIVITIES

CKPC organizes many social activities during the year for parents, athletes, and coaches in order to create a sense of belonging; these include barbecues, celebrations, and special trainings.

AWARDS

Two events per year are organized with the goal of highlighting the athletes' efforts as well as impressive performances throughout the competitive season.

- The U10 and U12 Celebration at the end of August
- The Awards Gala in mid-October

Please note that all athletes (U10 to Masters) and their families are invited and expected to attend the Awards Gala.

FUNDRAISERS

The fundraising committee organizes fundraisers for the racing team throughout the year. The funds that we collect are allocated to the following projects:

- Equipment purchasing
- Financial support for athletes
- High performance (support for athletes who participate in international competitions)
- Financial support for the National Championships (Western Canada)

OUR STAFF

There are many staff members at CKPC who can assist you, including coaches and administrative staff. According to the level of their group, the coaches have all completed coaching courses and certifications.

MANAGER	JULIE CORBEIL	JULIE.CORBEIL@POINTE-CLAIRE.CA
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The Manager is responsible for all nautical activities offered by the City of Pointe-Claire at the Grande-Anse Park (Canoe kayak Club and Chalet Baie de Valois). The Manager directly supervises the Assistant Manager and Head Coach.

ASSISTANT MANAGER	STEPHANIE KOBZAN	STEPHANIE.KOBZAN@POINTE-CLAIRE.CA
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The Assistant Manager is responsible for recreational program of the nautical activities, administrative procedures, payments and registrations.

HEAD COACH	ERIC MIHALOVIC	ERIC.MIHALOVIC@POINTE-CLAIRE.CA
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The Head Coach manages the racing team's activities and directly supervises the Assistant Head Coach. He acts as a liaison between the sport's federations, committees, the Board of Directors, and the coaches. The

Head Coach ensures that the Club and the team’s mission and objectives are respected and that athletes are receiving safe and quality training.

ASSISTANT HEAD COACH	MICHAËL THOMAS	MICHAEL.THOMAS@POINTE-CLAIRE.CA
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The assistant head coach is responsible for the development groups, the development of coaches and the Sport-Études program. He demonstrates leadership with coaches, volunteers and athletes.

RACING TEAM SUPERVISORS	ÉMILIE VÉRONNEAU REBECCA RACETTE	INFOCANOE@POINTE-CLAIRE.CA
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The Racing Team Supervisors are in charge of communications, regatta entries, and many other administrative tasks related to the Racing Team. They act as a liaison between the coaches, parents, and volunteers. The Racing Team Supervisors are your contact people for the competitive program and can direct you to the appropriate person for more specific questions.

SENIOR COACH	SAMUEL RAICHE	SAMUEL.RAICHE@POINTE-CLAIRE.CA
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The senior coach supports the head coach and the athletes who are under his charge. Through his technical expertise, he contributes to the development of athletes in their high-level commitments to reach their full potential. He is in charge of the National Hopes group.

AGE GROUP COACHES	EDIT.FRIED@POINTE-CLAIRE.CA CLARA.SOLIGON@POINTE-CLAIRE.CA JEREMY.DESOUSA@POINTE-CLAIRE.CA AMELIA.STEPHENSON@POINTE-CLAIRE.CA
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The Age Group Coaches are responsible for the athletes and junior coaches in their category. They plan training and are in charge of regatta entries and crew boat selection.

JUNIOR COACHES

There are also Junior Coaches who work with the racing groups. As is the case with the other coaches, the Junior Coaches are responsible for a training group. They are overseen by the Age Group Coaches and act as their assistants.

COACHES – WEBSITE

Please see [Our Coaches](#) page on the website to see the names and photos of our coaches and staff.

SAFETY

MEDICAL FORM

All athletes must complete a medical form before joining CKPC for the current season. The information given in the medical form will be confidentially evaluated by a supervisor, and only concerned staff members will have access to it.

For any questions regarding the medical form, please contact the Club by e-mail at infocanoe@pointe-claire.ca or by phone at 514-630-1256.

ON-WATER SAFETY RULES

CKPC respects the on-water code of safety established by [Canoe Kayak Canada](#), [Canoe Kayak Québec](#), and the [Canadian Coast Guard](#). You can refer to the safety page on our website.

STAFF TRAINING AND QUALIFICATIONS

All CKPC staff members have received the following training:

- CPR and First Aid
- Motor boat driving licence
- Training on our safety policies
- How to observe the rules established in the staff manual
- Coaches' guide
- Police background check
- Technical guide and Performance Tracker

All coaches are required to obtain the following qualifications:

- CanoeKids Certification (Community Coach)
- The NCCP Intro to Competition training, Parts A and B
- The ELCC sprint canoe and kayak training and certification

TRAINING

SCHEDULE

Changes may be made to the schedule. Please make sure to read emails or newsletters, do not hesitate to reach out to the coach or infocanoe@pointe-claire.ca for information. You may also consult the different groups' schedules on our website, under the [programs and fees menu](#).

CLUB EQUIPMENT

Equipment, such as certified lifejackets, paddles and boats is provided to all athletes. All crew boats are the property of the City of Pointe-Claire. Athletes are encouraged to purchase their own equipment, such as certified lifejackets, canoe or kayak paddles and singles boats as they progress and specialize in the sport.

ATHLETE'S COMMITMENT

Athletes agree to be respectful of rules, others, equipment and coaches at all times during training. They must respect the code of ethics. They must show up motivated, on time and ready to do the trainings prepared for them, even when conditions are difficult.

ATTENDANCE

Training attendance is directly related to an athlete's improvement in the sport and is equally important for crew development. Athletes are expected to attend practices regularly.

Elite athletes or athletes who aim to compete at the National Championships should generally attend a minimum of 80% of the training sessions on a regular basis throughout the year.

PUNCTUALITY

All athletes should arrive at least 15 minutes before the practice start time .Such punctuality allows the group to prepare crews and boats and maximize the time spent on the water.

CLOTHING

All athletes are required to purchase [a competition singlet](#). Please refer to the [list of what to bring on our website](#).

VOLUNTEERING

Athletes are required to volunteer 2 hours at the club each year. This can be volunteering at the spring or fall work bees, helping at the club canteen, or helping out at competitions at which they are not expected to compete, among other options.

BAD WEATHER

In case of bad weather, Racing Team practices still take place unless otherwise announced. When conditions are less than ideal for our sport, for example in case of strong winds, running practices or games may be planned. Practices are therefore not cancelled in case of bad weather.

COMPETITIONS (REGATTAS)

FRIENDLY/FUN REGATTAS

Fun, also known as friendly, regattas (or race simulation) take place at the Club or at the Olympic basin during the summer for the U10-U12-U14 racing groups. The goal is to familiarize these young athletes with the competitive aspect of our sport while reinforcing a sense of belonging to the team and to CKPC.

REGIONAL REGATTAS

Many regional regattas are held during the summer season. These usually take place on Saturdays and last a whole day, from 8:00 a.m. to 4:00 p.m. The goal of these regattas is to develop the athletes' racing skills and to try out different crews combinations. The main objective is therefore for the athletes to acquire experience, rather than perform. [Regional regatta](#) information is available on our website

PROVINCIAL CHAMPIONSHIPS

The Sprint Canoe Kayak Provincial Championships take place in two instalments during the competitive season. There are no regional qualifiers for these competitions, but there are a limited number of possible entries per club. These competitions are very important for CKPC, so the participation of all athletes is crucial. The total number of points accumulated at both Provincial Championships (U16+ and U10-U12-U14) determines the Provincial Champion club. CKPC has won the Championships many times.

Please note that Provincial entries are done a few weeks before the competition and that it is particularly difficult to make changes to entries after they have been submitted and impossible to make any additions. Entry costs are covered by CKPC in advance and are non-refundable. Failure to attend the Provincial Championships or a late arrival could result in scratching an entire crew.

The Provincial Championships often take place outside of Montreal. More general information concerning team trips will be communicated at the beginning of the season, and all details will be posted on the website in the [Provincials & Nationals](#) section.

PROVINCIAL CHAMPIONSHIPS (U16, U18, OPEN, AND MASTERS)

These Championships take place at the beginning of August and serve as a qualifying event for the National Championships. They are aimed at athletes aged U16 and up, but U14 athletes are often invited to participate, for example to fill crew boats. The competition usually lasts three (3) days.

PROVINCIAL CHAMPIONSHIPS (U10, U12, AND U14)

These Championships are aimed at U10, U12 and U14. For these athletes, this is the most important competition of the season. It takes place in August and lasts two (2) to three (3) days.

These Championships are also called “Coupe Jeunesse” because the goal is to encourage the participation of young athletes of all levels. The athletes each race a heat and are all redirected to a final based on their level. There are multiple finals according to the athletes’ time in their heat (A, B, C, D, E). It is therefore very important for the athletes to always check the list of finals for all the races they compete in. Please note, however, that the last final may be cancelled if there are not enough participants.

NATIONAL CHAMPIONSHIPS

The National Championships are aimed at U16 athletes, but selected U14 athletes may also qualify or be invited. In order to participate, athletes must qualify by finishing in the top four in a final at the Provincial Sprint Canoe Kayak Championships (U16, U18, Open, and Masters). There is also a possibility for other athletes to qualify through random entries, but this is not guaranteed. However, athletes must confirm their availability to participate in the National Championships at the beginning of the season. If you wish to obtain more information about the National Championships, please consult the section on team travel (page 23) or discuss with a coach.

LONG DISTANCE PROVINCIAL CHAMPIONSHIPS

These Championships take place at the end of September or in early October and last one day. The competition is aimed at U14-and-up athletes, but U12 athletes may be invited as well. Distances vary according to age and discipline (9 km, 12 km, 15 km and 18 km) and is raced on a loop course with portages.

NATIONAL TEAM TRIALS

The National Team Trials are aimed at selecting the athletes who will represent Canada at International and Continental events. For example: The Olympic Games, World Championships (Junior, U23 and Senior), World Cups, PANAMS, etc. The National Team Trials also serve to identify athletes of excellence who will obtain carding from Sport Canada, that is to say that federal funding and Canoe Kayak Canada coaching. The performance during these competitions is an essential criterion for the selection of members of the Quebec team (which leads to a refundable tax credit of \$ 2,000 or \$ 4,000). The registration fees are the responsibility of the athletes.

PROVINCIAL TEAM TRIALS

The provincial trials serve in the selection for the Quebec team **and** to identify the athletes in the Espoir section. Quotas are available for athletes in categories U14, U16, U18 and U21. It is an important step for U14 athletes and older. It is mandatory to be part of the Quebec team.

CODE OF ETHICS

PADDLER'S RESPONSIBILITIES

In order to get the most from sprint canoe kayak, the athlete must have an attitude and behaviour that arise from sportsmanship. All athletes are expected to comply with the Code of Conduct for participants. In addition to these behavioural expectations, athletes are expected to commit to the following training rules.

Paddling at CKPC is a privilege and non-compliance of the athlete's rules can result in sanctions, including:

1. *Verbal warning from coach*
2. *Denial of access to the water for training*
3. *Second verbal warning and private meeting with athlete*
4. *Written notice to parents*
5. *Reflection or withdrawal (training/and or competition)*
6. *Meeting with parent and athlete*
7. *Suspension*
8. *Removal from club*

PARENTS' RESPONSIBILITIES

Parents are encouraged to learn about the sport and attend meetings that are pertinent to the support of their son/daughter. Sprint canoeing and kayaking is a sport that requires day trips and at times, weekend trips for regattas and major competitions. It is important for parents to understand that their child participates in the sport for his/her enjoyment. They should accept the limits of their child and avoid placing undue expectations on them while celebrating their achievements.

Parents are required to volunteer for 1 full day, or 2 half days each year. This can be volunteering at regional regattas, CKPC events, work bees, canteen, BBQs, etc.

Parents should be familiar with the Code of Conduct [for parents](#).

POLICIES, PROCEDURES, AND RULES FOR COMPETITIONS

PREPARING FOR THE REGATTA

PARTICIPATION

We expect all members of the team to participate in a certain number of regattas depending on their age or skill level. However, the level of competition varies according to each regatta. A regatta may therefore be aimed at a particular age category or a specific level of competition. Please consult the coach for more information.

CONFIRMATIONS

Athletes must confirm their availability to participate in regattas by registering online on [Ludik](#). This must be done two to six weeks before each regatta depending on the type and level. You will need to provide your MULTI Card number (residents) or Ludik number (non-residents) as well as telephone number. Please check the website (Competitions section or [Calendar](#)) for registration deadlines. After the deadline, no additions are possible. The list of athletes registered will be posted on the website in the relevant competition section within the next two business days.

ENTRIES

As indicated in the “Confirmations” section above, coaches make entries for regattas according to the list of athletes who are registered for each regatta on Ludik. Given the limited number of possible entries per race, the coaches often have to make choices and must do so according to specific selection criteria.

SELECTION CRITERIA AND PRIORITY

Entries are made according to criteria such as the level of competition of the regatta, or the athlete’s attendance, effort, discipline, or skill level. Crew boat selection, as well as the positioning of the athletes in the boat, is made according to the following criteria:

- Side (right/left) of canoe athletes
- Compatibility of crew members
- Personality of the athletes and skill levels with regard to balance, technique, experience
- Attendance of athlete

CANCELLATIONS

Withdrawals (scratching) from regattas are difficult, creating a substantial administrative burden on our staff. CKPC must pay the cost of each entry even in the case of a withdrawal. Withdrawals also have consequences for other athletes in regard to crew boats. It is very important to avoid last-minute withdrawals without a valid reason to not penalize the team. Please note that, in the case of provincial championships, cancellations are not refundable and CKPC must pay the fees to the federation.

AT THE REGATTA

PUNCTUALITY

We ask that all athletes arrive at the competition site at least one hour before the first race of the day. There are no exceptions. All athletes must also stay until the end of the day, meaning until the trailer is loaded and ready to leave. Arrival times are always posted on the website in the Competitions section.

TRAILER

The day before the trailer leaves for a competition, all athletes must be at the Club to load the boat trailer (except U10). If an athlete misses trailer loading, the coaches are not responsible for ensuring that his or her private or preferred equipment will reach the competition site.

On race day morning, all athletes must help unload the trailer when they arrive on site. They must also help load the trailer at the end of the day, even if they have finished their races much earlier that day.

TENT

All athletes must stay with the team under the CKPC tent for the duration of race day. If they wish to leave, they must let a coach know. The tent is a designated team area that is reserved for athletes and coaches only. No parents are allowed, except volunteers assigned to a specific task.

PARENTS' ROLE

Parents play the role of spectators during regattas. They watch races, cheer on the team, and socialize with other parents. Their presence is important to the athletes even though they do not directly interact with them.

It can be confusing and/or stressful for an athlete to receive advice from a parent during a regatta. This advice may contradict the coach's guidance.

Parents must not be under the team tent or on the dock during a regatta, except for volunteers assigned to a specific task. Furthermore, a regatta site is not the ideal place to address questions, comments, or complaints to a coach. We suggest that you make an appointment with the coach or another CKPC staff member. Please visit the section regarding complaints (page 21) if needed.

We strongly encourage parents to volunteer to assist coaches and young athletes in regattas. Those who wish to get involved can sign-up on [iVolunteer](#). If you have difficulties signing-up or have any questions, please contact the Club by e-mail at infocanoe@pointe-claire.ca or by phone at 514-630-1256.

SINGLET

It is mandatory for athletes to wear the CKPC official racing singlet at all regattas.

PODIUM

The following are rules regarding the athletes' conduct at the medal ceremony.

- Athletes must attend the medal ceremony (this is a matter of courtesy and good sportsmanship)
- Athletes must dress appropriately, including wearing the official CKPC racing singlet. They may wear sunglasses and a hat.

Athletes must be courteous, respectful, and sportsmanlike.

ADMINISTRATION

In order to ensure that the Club operates smoothly, all athletes must respect deadlines and administrative procedures.

REGISTRATION FEES

Registration fees for racing athletes include the following:

MEMBERSHIP FEES

Racing Team membership fees vary according to age category or level. These fees include all the services that the athlete receives as a Racing member, for example: access to equipment, coaching, training plans, access to the weight room (in certain cases), etc.

RACING FEES

Registration for the Racing Team includes mandatory Racing Fees. The amount of these fees varies according to age category or the level of competition. They cover entries for the Provincial and National Championships, and also include Canoe Kayak Canada and Canoe Kayak Québec membership fees. Certain competitions such as the Canada Cup, the National Team Trials and some long distance regattas are not included in the registration fee and additional fees will be required.

OLYMPIC BASIN* ACCESS FEES

*For athletes in the Elite programs.

Registration fees for the Elite programs include an amount that covers the access card for the Olympic Basin.

LATE FEES

Late fees will apply to Racing athletes who register after the start date of the program.

ADDITIONAL FEES NOT INCLUDED IN THE COST OF REGISTRATION

CKPC may also charge additional fees to athletes for their participation in special activities or trips. These amounts may vary depending on the event and will be paid through Ludik.

LOGISTIC AND EQUIPMENT FEES

For some competitions, logistics and equipment fees will be required (e.g. Provincial Championships in Shawinigan). These amounts are variable depending on the event and payable when you register for the competition via Ludik.

SINGLET

Racing Team athletes must wear a singlet in order to race at any level of regatta. For purchase, see details available on [our website](#).

SPORT-ÉTUDES FEE

In addition, please note that athletes in the winter program who are in a Sport-Études program at school must pay an extra fee to cover the cost of the additional services that these athletes receive.

DISCOUNTS

Each additional member of a family who registers for the Racing Team will receive a discount on the registration fee (For example: a brother or sister on the Racing Team, parent in the Masters' program). See the [Registration](#) page on the website for details.

Note: Members of the same family must have the same permanent address in order to receive this discount. We may ask for a proof of address.

PAYMENTS

ONLINE

Payments are mainly made online (by credit card) via the [Ludik](#) system. Participants need a Ludik number (non-residents) or a MULTI Card number (residents) in order to proceed with registration. For assistance, please contact the CKPC office.

IN PERSON

Payments can also be made in person during CKPC [office hours](#). These payments can be made by cheque or in cash.

PAYMENT ARRANGEMENTS

Payment arrangements can be made between the administration and participants (for example: postdated cheques). Please contact the [Assistant Manager](#) for more information.

LATE PAYMENTS

Athletes who make payments after the deadline may be charged late fees or may not be allowed to participate in an activity.

OVERDUE ACCOUNTS

CKPC will send a copy of the athlete's account statement every two months. Athletes who have overdue accounts may be denied participation in training sessions, competitions, training camps, or other Club activities.

CANCELLATIONS AND REFUNDS

As per the CKPC's [refund policy](#), requests for refunds must be submitted in writing and must include:

- *The reasons for the request*
- *The dates of the session to be refunded*
- *The name and postal address of the person receiving the refund; and*
- *The name of the participant(s).*

A cancellation fee of \$25 per participant will be charged if he or she cancels registration for a competitive program more than seven (7) business days before its start date. If the participant cancels less than seven

days before the start date or after the program has begun, a cancellation fee of 50% of the registration cost will apply.

FINANCIAL SUPPORT POLICY

Please visit the [Financial Support](#) section of our Web to learn more about this policy.

PARTICIPATION IN TRAINING SESSIONS

For safety and insurance reasons, athletes may not participate in training sessions if they are not registered for the Racing Team. We reserve the right to refuse any athlete who is not registered. Please consult the "Payments" section (page 20) above for information regarding payment arrangements.

COMMUNICATIONS

NEWSLETTER

A weekly newsletter containing important information will be sent to parents and members of the Racing Team. This email will have links to the website where you can find more information. The CKPC administration communicates with parents and athletes mainly via this newsletter, hence it is important that both athletes and parents subscribe.

WEBSITE

All important information and weekly updates will also be posted on our website.

- ⇒ CKPC's website ([home page](#))
- ⇒ [Calendar of Events](#)
- ⇒ Competition Information:
 - [Regional Regattas](#)
 - [Provincial and Nationals](#)
 - [Invitational](#)
 - [Long Distance](#)

EMAILS

The CKPC administration may also communicate with parents and athletes by email. Please ensure that you confirm your email address with the administrative staff.

TELEPHONE

You may also reach us at 514-630-1256.

QUESTIONS

For questions regarding payments, registration, or other administrative procedures, please contact the office by telephone at 514-630-1256, by email at infocanoe@pointe-claire.ca, or in person during office hours.

COMMENTS, SUGGESTIONS AND COMPLAINT PROCEDURE

Throughout the summer there may be times when you have comments, concerns or complaints. These are best dealt with in the following manner:

COMMENTS AND SUGGESTIONS

Please email all comments and suggestions at your earliest convenience to:

Manager: Julie Corbeil – julie.corbeil@pointe-claire.ca

Racing Supervisors: Émilie Véronneau – emilie.veronneau@pointe-claire.ca

Rebecca Racette - rebecca.racette@pointe-claire.ca

Head Coach: Eric Mihalovic - eric.mihalovic@pointe-claire.ca

Assistant Head-Coach: Michael Thomas – michael.thomas@pointe-claire.ca

COMPLAINTS

If you have a question or complaint, we would like to help direct you to the right person or resource.

Complaints related to Safety, Athletes, Training, Equipment or Entries:

1. If you have a question or complaint, you must first discuss it with your child's coach or his or her Age Group Coach; please do not do so during a practice or competition.
2. A final alternative is to make an appointment with the Manager, Julie Corbeil, or Head Coach, Eric Mihalovic, to discuss the matter.

Complaints related to Administration and Communications:

1. If you have questions or complaints, please address them to the manager, Julie Corbeil, or the racing supervisor by email or in take an appointment for a private meeting.
2. You can also make an appointment with the Head Coach, Eric Mihalovic, to discuss your concerns.

Complaints related to physical, psychological or sexual violence:

1. If you are concerned about a serious incident, and are not sure whether this is an internal (club) or external ([Politique d'Intégrité](#)) matter, please contact the manager, Julie Corbeil, by email or in person.
2. Please consult the [Politique d'Intégrité](#).

TIPS FOR WHEN AN INCIDENT CREATES A LOT OF EMOTIONS (ESPECIALLY REGARDING A MATTER THAT DOES NOT NEED TO BE ADDRESSED IMMEDIATELY).

1. Take the time to regain control over your emotions so that you can formulate your complaint with a clear head.
2. Regattas and practices are not the ideal place to deal with complaints
3. Deal with complaints or concerns in private. “Little pitchers have big ears” and may not fully understand the nature of the complaint.
4. Handle small issues or questions quickly before they become big issues. The coaches, staff, and administrative personnel are available to listen to your concerns and will try to solve the problem as best as they can.
5. Deal with complaints according to the “24-hour” rule. If you are very upset, chances are the complaint will not be dealt with to your satisfaction.
6. If you have a complaint, please offer a solution as well. All of our coaches, staff, and volunteers work very hard to provide the best program possible and would be open to suggestions for improvement.

Please also note that it is not always necessary for parents to get involved. If it is possible for the athlete to address the issue with the coach directly, encourage him or her to do so.

TRAVEL POLICY

CKPC may organize team trips for competitions or training camps.

All the information regarding team trips for the upcoming summer will be communicated at the beginning of the season and will also be available on the website in the Competitions section.

A new formal Travel Policy has been implemented in 2019.

Note: For safety reasons, we do not under any circumstances transport athletes in the bus when a large boat trailer is attached.

CONFIRMATIONS

It is important to confirm participation as soon as possible to facilitate logistics. We often request a non-refundable deposit to confirm the athlete's commitment to the activity. It is very important to respect deadlines and avoid last minute cancellations. CKPC can make group bookings with hotels for certain trips, and cancellation policies for these are very strict.

Away competitions always include logistics and equipment fees. It is also possible that race fees may be required for certain competitions (e.g. Canada Cup). All fees are mandatory for all athletes participating in the event and payable through Ludik. On rare occasions, the fees charged for a trip may also include fees to cover the transportation of athletes to destination or a team dinner.

NATIONAL TEAM TRIALS

Trials take place two to three times during the competitive season and are aimed at different categories of Elite and Racing athletes, depending on the selection criteria. They may involve team travel depending on where they take place.

PROVINCIAL CHAMPIONSHIPS

The Provincial Championships sometimes take place in Montreal, but they often involve travel.

PROVINCIAL CHAMPIONSHIPS (U10, U12, AND U14)

When the Provincial Championships (U10, U12, and U14) take place outside of Montreal, athletes will need to travel with their parents. **CKPC does not coordinate the athletes' accommodations.** It is therefore not the CKPC's responsibility to supervise the athletes at their hotel during this competition.

This competition lasts two or three days and takes place in mid/late August. There may be a team dinner on the Saturday night for athletes and coaches.

PROVINCIAL CHAMPIONSHIPS (U16, U18, U24, OPEN, AND MASTERS)

When the Provincial Championships (U16, U20, U24, Open, and Masters) do not take place in Montreal, athletes will need to make their own travel arrangements (transportation, food, and lodging). **CKPC does not coordinate the athletes' accommodations.** It is therefore not the CKPC's responsibility to supervise the athletes at their hotel during this competition.

This competition lasts two or three days and takes place in early August. There may be a team dinner on the Saturday night for athletes and coaches.

NATIONAL CHAMPIONSHIPS

With the exception of the National Championships in Regina where we organize team accommodation, the athletes will have to make their own arrangements (transportation, food and accommodation) during the national event. **CKPC will not organize the athletes' accommodation. The supervision of athletes at their hotel is therefore not the responsibility of CKPC during this competition.**

This competition lasts five days with at least one day of preparatory training. They and takes place at the end of August. There may be a team dinner for athletes and coaches.

RACING PROGRAM REGISTRATION

MEMBERSHIP TYPES

Athletes register for the Racing Team by age group. The cost of each program can be found on the website in the 'Programs and Fees' tab.

ELITE

Some athletes will be selected by coaches and invited to join the [Elite program](#). These programs involve a higher registration cost than the [16-24 program](#), in order to cover the following:

- Access to the Olympic Basin as a primary training location

- Coaching and training plans
- Higher entry fees for the Provincial and Canadian Championships due to participation in more races.

The athletes who have been selected will have a choice between registering for the Elite/Racing+ program or U16-U24 program; however, if they register for the U16-U24 program, they will not have access to the additional services the Elite/Racing+ programs provide.

WINTER

The winter session begins after the shutdown in November and ends the last weekend in April. Registration takes place in September. For more information, visit the [Winter Training](#) section of our website.

OTHER MEMBERSHIP TYPES

There are also other membership types related to the Racing Team:

Membership Type	Description	For
Part-Time Athlete – Summer (This membership type is not available to everyone.)	Access to the weight room during opening hours. Participation in a maximum of one training practice per week	Former Racing athletes (who have competed in National level competitions, at coach’s discretion)
Part-Time Athlete – Winter (This membership type is not available to everyone.)	Access to the weight room during opening hours; Participation in a maximum of one practice per week	Former Racing athletes (who have competed in a National Championship)
Once-a-Week – Winter	Participation in a maximum of one practice per week	U12 and U14 athletes
Associate Membership	Open Paddling membership	For parents of athletes on the Racing Team
Family Associate Membership	Open Paddling membership	For family members of athletes on the Racing Team

REGISTRATION PERIODS

The spring, summer and fall registration period is at the beginning of April. Registration is done [online](#) (See the “Payments” section on page 19). Registration for residents of Pointe-Claire takes place first, and is followed by registration for non-residents a few days later.

PRE-REGISTRATION

Competitive winter members or members of the racing team from the previous summer can take advantage of the pre-registration period in March. Pre-registration is done online during this period on a first-come, first-served basis. After the program starts, the cost increases by \$35.

LIMITED SPACES AND WAITING LIST

Places are limited in racing groups and registration is done on a first-come, first-served basis. If the program is full when you try to register, you may put your name on a waiting list. If your child is accepted in the group, the CKPC office will contact you in order to coordinate registration.

COMMUNICATIONS

If you have any further questions concerning the Racing program, please do not hesitate to contact the office by telephone at 514-630-1256, by email at infocanoe@pointe-claire.ca, or in person during office hours.