



October 11, 2023

**Subject:** The Countdown Begins: Less Than One Year to Launch – Unveiling Our Next Steps and Your New Portal

Building on the momentum of our [last communication](#), I am thrilled to bring the next stage of our journey to deliver on our commitment to enhance the member, club, and registrant experience through a new and improved registration system. We have been busy since our last update, and I am delighted to share some major developments.

### **Launch of our New Portal:**

We are excited to announce the launch of our [New Registration System Informational portal](#). This portal will serve as your main resource to stay updated on our progress, get answers to all your questions, share thoughts, provide direct feedback, and so much more. This portal is not just a milestone it is an example of our commitment to transparency and collaboration.

Explore, interact, and contribute as we provide you with all the information, updates, and tools you need to help prepare you and your team for this exciting change.

### **Your Voice Matters**

We want to hear from you! Our initial survey to help us gauge our overall readiness for this change, and the support needed is now available and I encourage you all to take part. Your insights will help us adapt our approach, as required, to meet your needs.

[TAKE A MOMENT TO COMPLETE OUR SURVEY TODAY!](#)

### **Save the Date!**

We are excited to share a list of upcoming events to help provide you with more information about the upcoming change to the new registration and, most importantly, an opportunity to ask any questions you have about the change.

#### **EARLY DECEMBER: INTRODUCTION TO THE NEW SYSTEM (60 MINUTES)**

Join us and [SportLoMo](#) for an in-depth look at the new registration system's key features and changes. Registration details will be provided late-October.

#### **MID JANUARY: OPEN WATERS (60 MINUTES)**

This will be your chance to ask me, members of the project team, and SportLoMo any questions you have about the new platform, training and more. Together, we will make sure we are all on the same page as we move forward. Registration details will be provided late-November.

### **Closing Thoughts**

Our progress is a testament to our shared passion, resilience, and commitment to excellence. We are more than a community; we are a team, working hand-in-hand to propel swimming in Canada to unprecedented heights.



I cannot emphasize enough how much your engagement and feedback means to us, and the success of this change. With the launch of our new portal and upcoming initiatives, we are one-step closer to building the foundational pieces necessary for our collective success, one that is rooted in transparency and collaboration.

Join me, embrace this exciting change, and let us continue to make waves together.

**Suzanne Paulins**  
Acting CEO  
Swimming Canada