



## **CLUB POLICIES AND PROCEDURES**

### **1. GENERAL REGULATIONS**

- a. Safety is a priority - be aware of other skaters on the ice at all times.
- b. Skaters performing solos have the right of way on the ice.
- c. No gum, candy or food is permitted on the ice.
- d. Skaters are required to wear appropriate skating apparel. No scarves or loose clothing to be worn on the ice.
- e. CSA Approved helmets are mandatory for some programs; refer to the registration information for more information.
- f. Skate guards are mandatory and must be worn at all times when skaters are not on the ice surface.
- g. Inappropriate language or discourteous conduct on or off the ice will not be tolerated.
- h. Any skater not abiding by these rules will be asked to leave the ice surface by any coach or Club Executive.

### **2. FEES AND REFUNDS**

- a. Make-up sessions are not permitted for any reason.
- b. Refunds are not permitted except for medical reasons and medical documentation must be submitted. All refunds for medical reasons are subject to the approval of the Club Executive.
- c. Refunds are pro-rated and the Skate Canada registration fee is non-refundable.
- d. To be considered in good standing, all members of the club must pay for the purchased sessions prior to the first session, or as defined within the payment schedules noted below.
- e. Members in arrears will be notified that if payment is not received within 15 days of the notice, such member shall be considered as having terminated their membership and shall not be permitted to take part in any club activity with no refund of prior payment.
- f. Payment schedules are available during fall/winter registration as follows;
  - a. Kidskate/Canskate: One payment at time of registration.
  - b. Intermediate/Senior/Advanced/Gold:
    - i. Visa or Mastercard Payment: 50% payment at time of registration and remaining 50% on December 1.
    - ii. Cheque Payment: Two cheques; 50% payment at time of registration and remaining 50% by post dated cheque on December 1 or four cheques; 25% payment at time of registration and remaining 75% by 3 post dated cheques on October 1<sup>st</sup>, November 1<sup>st</sup> and December 1<sup>st</sup>.
    - iii. For all multiple payments, the entire Skate Canada fee will be applied to the 1<sup>st</sup> payment.

### **3. OFF SESSION LESSONS**

- a. "Off Session" lessons are allowed with the following provisions;
  - a. The skater must enter the ice for a warm-up no more than 5 minutes prior to their lesson with their private coach.
  - b. The skater must be with their coach at all times and must leave the ice as soon as the lesson is over.
  - c. This is permitted for a skater on a session of the same level or lower without special permission.
  - d. A skater may not skate on a session at a higher level without approval of the Club Executive.

### **4. CLUB EXECUTIVE RESPONSIBILITIES**

- a. The Club Executive shall be responsible for supervising and managing all of the club's affairs, activities, funds and property including all instructional, social and financial aspects of the club.
- b. The Club Executive shall set annual dues and assessments in such amounts as necessary to meet the fiscal needs of the Club.

### **5. COACHING RESPONSIBILITIES**

- a. Coaches are responsible for arranging for an alternate coach if they are unable to attend a scheduled lesson.
- b. Coaches must dedicate their attention to the skaters during all group and private lessons. Distractions such as conversations with other coaches and skaters (except for club business), using cell phones, Blackberrys, etc. are to be minimized.

### **6. SESSION RULES**

- a. Maximum number of skaters on each session is indicated as follows;
  - a. Kidskate: 18
  - b. Canskate: 30
  - c. Intermediate: 24
  - d. Senior: 24
  - e. Advanced: 24
  - f. Gold: 24
  - g. Adult/Teen: 24
  - h. Power: 24
  - i. CTP: 24
- b. Sessions may be combined as required where the number of skaters is significantly below the maximum number indicated.
- c. Exceptions to the maximum number of skaters on a session will require the approval of the Club Executive during a regularly scheduled or special Executive meeting.

## **7. COACH ALLOCATIONS**

- a. The coaches will be allocated for the sessions when the session schedules are being prepared prior to the beginning of each skating season.
- b. Coach allocations for Kidskate/Canskate sessions will be performed by the Kidskate/Canskate Coordinator.
- c. Coach allocations for specialized sessions such as CTP will be performed by the Coordinator responsible for that session.
- d. Note that seniority is not necessarily the sole qualification that will be considered in allocating sessions to the coaches. Some programs have certain necessary requirements for experience, qualifications and training which will be considered as part of the determination of coach allocations.

## **8. COACHING COORDINATOR POSITIONS**

- a. The Club Executive may hire a number of coaches for coordinator positions to manage certain club programs as follows:
  - a. Kidskate/Canskate Coordinator.
  - b. Sychro Coordinator.
  - c. Power Skating Coordinator.
  - d. Competitive Training Program (CTP) Coordinator.
- b. The coordinators shall be responsible for preparation of student rosters, assignment of coaches as necessary, and oversight of all teaching and testing activities.
- c. The Club Executive shall hire the coordinators from the Club professional coaching staff. The process may or may not include requests for interested coaches and interviews by the Club Executive hiring committee.
- d. If a suitable candidate is not available from within the Club coaching staff, the Club Executive may consider hiring an outside coach for a specific program. Hiring of an outside coach will be limited to the requirements of the specific program indicated in the contract and will not grant the outside coach any rights and privileges beyond that program.
- e. The Club Executive will prepare contracts for the coordinator positions and may set a value of compensation for the positions. The coordinator positions may or may not necessarily include additional compensation for the position.

## **9. EXECUTIVE COACHING REPRESENTATIVE**

- a. A coaching representative will be elected to represent the coaching staff at all regularly scheduled Club Executive meetings and as invited to special Club Executive meetings.
- b. It is intended that the coaching staff will solicit a list of volunteers for the position from within the coaches and if more than one coach volunteers, the coaching staff will hold a vote or arrange for co-representation as necessary.
- c. If coaches are sharing the representative position, only one coach will attend each meeting and have one vote.
- d. The coaching staff shall notify the Club Executive of the name of the coaches' representative(s) for the next season at the completion of the prior season.

- e. The coaches' representative(s) will hold the position for a period of one year, until the first Club Executive meeting of the Fall/Winter Session.
- f. The coaches' representative(s) shall be the liaison between the Club Executive and the coaching staff; the coaches' representative shall notify the Club Executive of any general issues and concerns of the coaching staff and shall notify the coaching staff of any relevant information discussed during the Club Executive meetings.
- g. The coaches' representative(s) shall solicit opinions from the coaching staff when requested by the Club Executive regarding programs, policies, etc. and report the results back to the Club Executive.

#### **10. PRIVATE COACHING**

- a. Parents are responsible for the coaching costs of private lessons.
- b. Parents are responsible for booking lessons with the coach according to time constraints.
- c. The base coach will request lessons from another coach if necessary.

#### **11. TEST DAYS**

- a. Coaches will decide on which tests and which test day their students will participate. It is the coaches' responsibility to notify parents of this information.
- b. Two weeks prior to the scheduled test day, the students will be given a test day envelope indicating the test to be taken and the fees payable.
- c. Fees must be paid prior to the test day.
- d. Withdrawal within one week of the test day will result in forfeiture of fees.
- e. A schedule is made available one week prior to the scheduled test day. It is the coaches' responsibility to contact the Test Chair with any difficulties. Not all requests for schedule changes may be able to be accommodated.
- f. No skater will be allowed to test without first paying the fees.
- g. Warm-up sessions held on a test day prior to the testing schedule are only for the skaters testing on that day. If a skater is not testing on that day, they are not permitted to skate on the warm-up session.

#### **12. GUEST SKATERS**

- a. A skater that is registered with our club for the minimum requirements may "guest skate" one entire session for a fee of \$10.00, payable on or before the session.
- b. This is allowed up to a maximum of 6 sessions per fall/winter and 2 sessions for spring.
- c. A skater registered with Skate Canada at another club may guest skate for the fee of \$25.00. Proof of registration and payment is required prior to the session skated.

#### **13. POWER SKATING**

- a. Power skating drop-ins are not encouraged, but allowed if there is room in the session. The fee is \$25.00 per skater per session, payable on or before the session.

#### **14. HIRING**

- a. The decision to hire an employee of the club will require the approval of the Club Executive during a regularly scheduled or special Executive meeting
- b. When it becomes necessary to hire an employee of the club, a hiring committee will be formed. The hiring committee will be responsible to review and determine the suitability of applicants for the position to which they are applying.
- c. The hiring committee shall contact references and interview candidates as necessary and then will report their recommendations to the Club Executive.

#### **15. DISPUTE RESOLUTION PROCEDURES**

- a. Violations that are serious and significant (discrimination, harassment, abuse of power, etc.) as defined in the Skate Canada Policies and Procedures will be referred to the National Complaints Review Officer of Skate Canada and will not be addressed by the Club Executive.
- b. Informal Conflict Resolution Procedure.
  - a. It is the intent of this policy to encourage members and coaches to resolve conflicts and foster good will through direct dialogue whenever possible, before following formal resolution procedures. The techniques of negotiation, facilitation, mediation and arbitration are effective ways to resolve disputes.
  - b. The individuals involved in the dispute must make every effort to resolve the conflict between them.
  - c. Where reasonable efforts to resolve the conflict fail, a request may be made to the Club Executive for assistance to resolve the dispute.
- c. Club Formal Conflict Resolution Procedure.
  - a. If a member of the Club believes another member has violated one or more of the Club's By-Laws or Regulations, the complaining member ("Complainant") may file a written complaint ("Complaint") with the Club Executive within two weeks of the alleged violation(s).
  - b. Within two weeks of receiving a complaint, the Club Executive shall notify the member against whom the complaint is lodged ("Respondent") of the complaint and provide him or her with a copy thereof. The respondent may file a written response to the complaint ("Response") with the Club Executive no later than two weeks after his or her receipt of the complaint ("Response Period").
  - c. At the next regularly scheduled Club Executive meeting following the expiration of the response period, the Club Executive shall consider the complaint and any response and either choose to summarily dismiss the complaint or render a decision thereon ("Decision"). Within a reasonable period of time thereafter, the Club Executive shall notify the complainant and respondent, in writing, of the dismissal or decision.
- d. Section Formal Conflict Resolution Procedure.
  - a. The Club Executive may refer a dispute to the Section Dispute Resolution Process where:
    - i. reasonable efforts to resolve the conflict have failed; and
    - ii. both parties agree in writing to engage in dispute resolution to resolve the conflict.

- b. The Club Executive's decision to dismiss a complaint may be appealed to the Section.
- e. No person is permitted to disclose either the existence of a complaint or information about the complaint, except for the purposes of complying with the objectives of the Dispute Resolution Process.

#### **16. ADVERTISING**

- a. Distribution of flyers for advertising programs by any party for non-core skating activities such as fitness programs, off-season programs, etc., must be approved by the Club Executive prior to distribution.
- b. The procedures for distribution of acceptable flyers will be determined by the Club Executive, depending on the nature and content of the flyers.

#### **17. DEFINITIONS**

- a. "Club Executive" refers to the members of the club executive board and includes the president, vice-president, past president, treasurer, secretary and members at large.

NOTE: The By-Laws and Constitution of the Markham Skating Club is a separate document from the Club Policies and Procedures. Where discrepancies exist, the Constitution and By-Laws document will take precedent over the Policies and Procedures.