



CLUB POLICIES AND PROCEDURES

1) GENERAL REGULATIONS

- a) For insurance reasons, only registered Skate Canada members are permitted on the ice, except in a medical emergency, or during certain pre-arranged club events (e.g. Family Skate Day).
- b) All skaters must read and agree to adhere to the MSC Code of Conduct prior to the beginning of each skating season. (This document is available on the website and in the MSC office).
- c) All parents, guardians and other spectators are required to adhere to the Skate Canada Parent Code of Conduct during MSC sessions. This document is available at www.markhamskatingclub.com, and at info.skatecanada.ca.
- d) Skaters who demonstrate a pattern (3 or more instances) of unsafe behaviour, regardless of the situation, and regardless of whether or not an actual collision is caused, may be asked to immediately leave the ice by any coach or member of the Board of Directors.
- e) Skaters performing solos have the first priority right of way on the ice. Skaters in a lesson with a coach (group or private lesson) have second right of way priority. Regardless of priority, safety must always come first. Use common sense, and regardless of who has right of way, both skaters must stop before a collision. Skaters are required to wear appropriate skating apparel. No scarves or loose clothing may be worn on the ice. Long hair must be tied back.
- f) CSA-approved helmets are mandatory for some programs; refer to the registration package for more information. Bicycle helmets are not acceptable.
- g) Skate guards are mandatory and must be worn at all times when skaters are not on the ice surface.
- h) Inappropriate language or discourteous conduct on or off the ice will not be tolerated.
- i) Any skater not abiding by these or any additional items listed in the MSC Code of Conduct document may be asked to immediately leave the ice by any coach or member of the Club Board of Directors.
- j) Skaters who do not adhere to the Code of Conduct will be disciplined and/or withdrawn from the program as outlined in the Code of Conduct.

2) FEES AND REFUNDS

- a) **Original:** A \$35 fee will be charged for any membership cancellations prior to the start of skating. **Suggested revision:** If a written request to cancel a session registration is received prior to the start of skating, a full cancellation refund will be granted, less a \$35 administration fee. Skate Canada fees are non-refundable.
- b) If a written request to withdraw from a session is received on the first or second class of the session, a full refund will be granted, less a \$35 administration fee. Skate Canada fees are non-refundable. The administration fee will be waived if you accept a credit on your account.

- c) After the second class has been held, regardless of skater's attendance, there are no refunds except for medical reasons. Requests for refunds must be supported by a doctor's note and all requests must be approved by the MSC Board of Directors. In this case, refunds are pro-rated and the Skate Canada registration fee is non-refundable.
- d) All credit balances remaining unused on a client account for two (2) years will be cleared.
- e) All skaters wishing to participate in private coaching, Skate Canada testing, or competitions of any kind must be a "Member in Good Standing" (i.e. all fees paid in full, or as defined in the payment schedules below) and must have enrolled in an appropriate MSC program with the minimum required days of skating.
- f) 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.
- g) Payment for spring session fees must be made in full at the time of registration.
- h) Payment of fall/winter session fees are as follows:
 - i) Pre-CanSkate/CanSkate: must be paid in entirety at time of registration.
 - ii) Intermediate/Senior/Advanced/Gold: payment plans are available, but only via in-person registration. Payment schedules are as follows:
 - (1) Visa or Mastercard Payment: 50% payment at time of registration and remaining 50% on December 1st.
 - (2) Cheque Payment: Two cheques; 50% payment at time of registration and remaining 50% by post dated cheque on December 1st or four cheques; 25% payment at time of registration and remaining 75% by 3 post dated cheques on October 1st, November 1st and December 1st.
 - (3) In the case of multiple payments, the entire Skate Canada fee will be applied to the 1st payment.
- i) Skaters must attend their program on the same day each week. Make-up sessions, walk-ons and drop-ins are not permitted for any reason. No exceptions or substitutions will be made due to absence or any other reason.

3) ADD A SESSION / GUEST SKATERS

- a) Current MSC Members at the Intermediate level or above may "add a session" to their usual weekly schedules by paying a fee of \$10 per additional single session. Skaters must be qualified for the session being added (not at a level above or below), and space must be available on the session added. Pre-registration and pre-payment in full is required. Maximum 6 "add on" single sessions per year.
- b) Current Skate Canada Members (non-MSC Members) at the Intermediate level or above may buy guest passes at \$25 per session or ticket ice session for a maximum of 6 guest passes per season. These skaters must be accompanied on the session by an MSC coach. Pre-registration and pre-payment in full is required, and space must be available on the session requested.
- c) MSC Alumni (minimum Senior level qualifications) who have moved out of town for work or to attend a post-secondary educational institution may purchase 6 guest passes per season for a reduced fee of \$125.

4) NON-MEMBER REGISTRATIONS

- a) Since many of our programs are at capacity, MSC Member registrations will be accepted prior to "non-member registrations". That is, in order that enough sessions are available for MSC Members, any skater who is registered with an alternate club as their "home club" will not be permitted to register for sessions until after initial registration is complete (actual date determined by season – this date will be published in the current registration package).
- b) All non-member registration requests will be reviewed by the MSC Board of Directors. It is expected that such requests will be granted, providing there is capacity on the sessions requested. Requests will be reviewed in the order in which they are received.

5) OFF SESSION LESSONS

“Off Session” lessons are allowed for current MSC Members in good standing 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) Any off-session lesson may be no longer than 30 minutes plus the maximum 5-minute warm-up.
- c) The skater must be with their coach at all times and must leave the ice as soon as the lesson is over.
- d) This is permitted for a skater on a session of the same level or lower without special permission.
- e) A skater may not skate on a session at a higher level without prior approval of the Club Board of Directors. Coaches are requested to advise the coaches’ rep and/or the Coach Liaison of any skaters taking off session lessons on a lower level session (“skating down”) in order to avoid over-crowding on any session.

6) CLUB BOARD OF DIRECTORS: RESPONSIBILITIES

- a) The Club Board of Directors 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 Board of Directors shall set annual dues and assessments in such amounts as necessary to meet the fiscal needs of the club.

7) 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) are to be minimized. Use of electronic devices, except when used for coaching purposes, is to be minimized.

8) SESSION RULES

- a) Maximum number of skaters on each session is indicated as follows;
 - i) Pre-CanSkate: 20
 - ii) CanSkate: 30
 - iii) Intermediate: 28
 - iv) Senior: 24
 - v) Advanced/Silver /Gold: 22
 - vi) Adult/Teen: 24
 - vii) Power: 22
 - viii) PEP/Rising Stars: 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 Board of Directors during a regularly scheduled or special Board meeting.

9) COACH ALLOCATIONS

- a) Coaches will be allocated to sessions when session schedules are being prepared (prior to the beginning of each skating season).
- b) Coaches for Pre-CanSkate/CanSkate sessions will be allocated by the Pre-CanSkate/CanSkate Coordinator.
- c) Coaches for specialized sessions such as PEP will be allocated 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 coaches. Some programs have certain necessary requirements for experience, qualifications and training, which will be considered as part of the determination of coach allocations.

10) COACHING COORDINATOR POSITIONS

- a) The Club Board of Directors (or hiring sub-committee) shall hire coaches from the club's professional coaching staff to act as coordinators for certain club programs. Examples of such programs are (but may not be limited to):
 - i) Pre-CanSkate/CanSkate Coordinator
 - ii) Power Skating Coordinator
 - iii) Performance Enrichment Program (PEP) Coordinator
 - iv) Off Ice Program Coordinator
- b) The coordinator hiring process may or may not include requests for interested coaches and interviews by the hiring committee.
- c) The coordinators shall be responsible for overseeing all teaching and testing activities, for preparation of student rosters, and for assignment of coaches to the programs as necessary.
- d) If a suitable candidate is not available from within the club coaching staff, the Club Board of Directors 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 Board of Directors (or hiring sub-committee) 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.

11) COACHING REPRESENTATIVE

- a) A coaching representative will be elected to represent the coaching staff at all regularly scheduled meetings of the Board of Directors and as invited to special Board of Director meetings.
- b) It is intended that the coaching staff will solicit a list of volunteers for the position from club 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 the representative position will have one vote.
- d) The coaching staff shall notify the Club Board of Directors 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 Board of Directors' meeting of the fall/winter session.
- f) The coaches' representative(s) shall be the liaison between the Board of Directors and the coaching staff; the coaches' representative shall notify the Board of Directors of any general issues and concerns of the coaching staff and shall notify the coaching staff of any relevant information discussed during the Board of Directors' meetings.
- g) The coaches' representative(s) shall solicit opinions from the coaching staff when requested by the Board of Directors regarding programs, policies, etc. and report the results back to the Board of Directors.

12) PRIVATE COACHING

- a) The addition of private coaching is strongly recommended at the Intermediate level, but is not mandatory. The addition of private lessons is mandatory for all skaters at the Senior level or above.
- b) Skate Canada dictates that any skater who wants to try competing or testing must have a private coach.
- c) Office staff and members of the Board of Directors must remain impartial and may not recommend any coach over another. Parents/guardians are responsible for selecting their private coach and for negotiating the terms of that agreement. General information on how to choose a coach is available at the office, or on the MSC website.
- d) Parents/guardians are responsible for private coaching fees – lessons may not be booked or paid for through the office.
- e) If a skater would like private lessons through more than one coach, additional coaching must be negotiated through the skater's base (original) coach.

13) TEST DAYS

- a) Coaches will decide which tests their students will participate in. 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; no skater will be allowed to try a test if test fees are outstanding.
- d) Withdrawal from the test within one week of the test day will result in forfeiture of fees.
- e) In the case of High Test Day, a schedule will be 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) Warm-up sessions may be held on test day prior to the testing schedule. These warm-up sessions are only for the skaters testing on that day. If a skater is not testing on that day, skating on the warm-up session is not permitted.

14) HIRING

- a) 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.
- b) The decision to hire an employee of the club will require the approval of the Board of Directors during a regularly scheduled or special Board of Directors' meeting
- c) The hiring committee shall contact references and interview candidates as necessary and then will report their recommendations to the Board of Directors.

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's Board of Directors.
- b) Informal Conflict Resolution Procedure.
 - i) 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.
 - ii) The individuals involved in the dispute must make every effort to resolve the conflict between them.
 - iii) Where reasonable efforts to resolve the conflict fail, a request may be made to the Board of Directors for assistance in resolving the dispute.
- c) Club Formal Conflict Resolution Procedure.
 - i) 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 Board of Directors within two weeks of the alleged violation(s).
 - ii) Within two weeks of receiving a complaint, the Board of Directors 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 Board of Directors no later than two weeks after his or her receipt of the complaint ("Response Period").
 - iii) At the next regularly scheduled Board of Directors meeting following the expiration of the response period, the Board of Directors 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 Board of Directors shall notify the complainant and respondent, in writing, of the dismissal or decision.

- d) Section Formal Conflict Resolution Procedure: the Board of Directors 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.
- e) The Board of Directors’ decision to dismiss a complaint may be appealed to the appropriate Skate Canada section.
- f) 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 advertising programs for non-club skating activities such as fitness programs, off-season programs, etc., must be approved by the Board of Directors prior to distribution.
- b) The procedure for distribution of acceptable flyers will be determined by the Board of Directors, depending on the nature and content of the flyers.

17) DEFINITIONS

- a) Throughout this document, “Club Board” refers to the members of the Markham Skating Club’s Board of Directors and includes the president, vice-president, past president, treasurer, secretary and all members at large.
- b) Throughout this document, “Club Executive” refers to the Executive Committee of the Board of Directors, and includes the president, vice-president, past president, treasurer and secretary.
 - i) NOTE: The Markham Skating Club By-Laws and Constitution is a separate document from the Club Policies and Procedures. Where discrepancies exist, the By-Laws and Constitution document will take precedence over the Policies and Procedures.

