REGISTRATION INFORMATION

It gives us great pleasure to welcome all of our members and their families to another great year of skating at Skate Canada Brampton-Chinguacousy (SCBC).

REGISTERING?

In an effort to make our registrations paperless, we offer members the ability to complete online registration at www.skatescbc.ca

Parents must create an SCBC account as the member and then add the skater(s) as participant(s). For adult skaters and skaters (over 18 yrs.) who are registering for themselves, there is a checkbox to identify that you would also be the participant of a program.

ACCESSING YOUR ACCOUNT

- Did you forget your password? No problem. Request it online and it will be sent to you via email.
- Need your Registration Invoice? Log in and select 'MY ACCOUNT' and then the Invoice tab to reprint an invoice for current and past programs.

IS YOUR EMAIL ADDRESS AND PHONE NUMBER UP TO DATE / CURRENT?

Make sure that your Account has an accurate email address and phone number should we need to contact you. Your email is the primary source of communication on all club information.

MAINTAINING YOUR ACCOUNT

Reminder! If your credit card has been renewed, please ensure that you update your account with the latest information. SCBC does not have access to your credit card information. **Only you**, as a member, are able to update your credit card details in your account.

DETERMINING RESIDENT STATUS

• Residents: If you or your landlord is paying property taxes in the City of Brampton, you are considered a Brampton resident (proof of residency may be requested)

• Non-Resident: If you or your landlord is not paying property taxes to the City of Brampton, you are is subject to a Non-Resident fee on their registration. This fee is 50% of the base registration for the program.

AGE REQUIREMENTS

In order to provide safe and enjoyable programming, age restrictions may be applied to certain program

offerings. Skaters must be the minimum age required on the start date of the program (unless otherwise stated). Proof of age may be required at the time of registration.

To register for the CanSkate program, SCBC's Learn to Skate Program, skaters must be at least 4 years of age by the end of December of the current year.

Skaters over the age of 18 must show proof of registration and must be attending full-time post-secondary education in order to sign up for SCBC sessions due to the fact that SCBC is a youth subsidized program by the City of Brampton, or be training full time in a high performance Skate Canada program (Junior or Senior level skaters). SCBC does also offer an adult sessions for those who wish to continue skating.

PRE-AUTHORIZED PAYMENTS

Our programs allow for a monthly payment option. If chosen, the monthly fees will be directly charged to the member's personal credit card. Members can opt for the monthly payment plan at the time of registration. Details of the payment plan for an individual session will be available at the time of registration.

NSF / RETURNED PAYMENTS

NSF payment (declined credit card payment or returned cheque) will be charged a $25 administration fee for the first occurrence. A subsequent NSF /Returned payment will be charged a $50 administration fee. Repayment terms for all NSF payments are at the discretion of the Treasurer and repayment terms will be agreed to in

writing, by the club Treasurer and the member or their representative.

If the agreed upon repayment terms are not followed, the account will be considered "Overdue" and the member's account will be suspended. The member will not be permitted to skate in their registered session or participate in assessment days, until all outstanding balances have been cleared and the skater account is in "good standing".

OVERDUE ACCOUNTS

Members will not be permitted to skate on any SCBC registered session, Ticket Ice session or participate in assessment days unless their account is in "good standing".

Any member whose account is in arrears will be notified in writing, by a club representative to resolve this issue immediately. If the members account is not brought up to date within 15 days of this notification, all privileges of membership including the right to participate in scheduled session (SCBC and/or Gold Ice) and to test may be suspended.

Once the members account is in good standing the skater will again be able to enjoy full membership rights and privileges.

Note: Any skater with an overdue account payable to their coach, will not be permitted to participate in schedule session activities, assessment days or ticket ice, until such time as the club is notified by the coach that the skater's account is in good standing.

CREDITS TO SKATER ACCOUNTS

Under no circumstance can any credits on a skater's account be redeemed for cash. A credit will remain on account until applied to a future registration. Credits are not transferrable.

WITHDRAWL POLICY

Subject to a $50.00 administration surcharge.

Any withdrawal will be pro-rated from the time of notification. Withdrawals will be processed through, credit card.

The Basic registration Fee on your initial registration for the session are non-refundable.

The following fees comprise your Basic registration and are not credited back upon withdrawal from the session. Skate Canada membership, Skate Ontario Membership, Safe Sport Fee, Insurance premium and SCBC Membership Fee

MEDICAL/INJURY REQUESTS

Medical/Injury requests for refunds or account credit should be directed to the operations coordinator immediately and will only be considered if 3 or more weeks (Fall/Winter) or 1 or more weeks (Summer) have been missed by the skater, or where medical documentation can be provided to support a prolonged absence. SCBC reserves the right to request additional medical documentation from a physician, to support the request and further evaluate the request of the member. All requests for refunds or account credit must be in writing to the operations coordinator at info@skatescbc.ca .

Any refund will be pro-rated from the time of notification. All granted refunds will be processed through, credit card.

The following fees comprise your Basic registration and are not refundable upon withdrawal from the session. Skate Canada membership, Skate Ontario Membership, Safe Sport Fee, Insurance premium and SCBC Membership Fee

It will be at the discretion of the Board, after consideration of the member's request and supporting documentation whether a refund or credit to the members account will be authorized.

If at anytime, programs need to be cancelled for an extended period of time, due to circumstances outside of SCBC's control (IE: Facility Closure), a credit will automatically be applied to members accounts for missed days. The number of days credited will be at the discretion of the board,

Refund requests must be by written submission and will be at the discretion of the board.

SESSION REGISTRATION AND MOVES

All skaters must be registered in the highest level they qualify for as of their last test day for the SCBC session ice they skate on. This allows SCBC the opportunity to better accommodate each skaters needs and ensure a higher level of safety while on the ice, for all skaters.

Movement to a higher session is only allowed provided the following conditions are met:

1. The skater must have passed the required tests. The skater's Coach will identify which session a skater should register for.
2. A formal Letter/Email of Request from the member, to include agreement of the skater's head coach must be received by the operations coordinator (info@skatescbc.ca) for approval. All requests will be considered in the order to which they are received.
3. There must be available space on the session the skater is requesting. A waiting list may be created as necessary if the session is full.
4. Approval may involve consultation with all, or some of the following: the individual Skaters Coach, SCBC Coaches Assessment Team and SCBC Board.

Skaters are only able to skate in sessions for which their skills are appropriate.

Skater advancement may occur as a result of a successful "assessment".

Skaters are not permitted to move to another session until authorization has been granted and written notification has been received.

Skater safety is a priority and will not be compromised to accommodate any one request.

Once permitted to move levels, a skater must attend only the scheduled days for the new session that was requested. The skater is not allowed to skate on the previous, old session.

At the StarSkate/Competitive level, skaters are required to obtain and work with a private coach. If you have questions regarding private coaching, please contact our operations coordinator at info@skatescbc.ca

VOLUNTEER COMMITMENT POLICY

SCBC operates as a not-for-profit organization that requires the support of volunteers to operate successfully. The club offers various volunteer opportunities throughout the course of the skating season. This season we are pleased to be able to once again partner with Skate Ontario to host a Super Series Competition taking place at Cassie Campbell Community Centre February 4th – 6th. This is one of the first in-person competitions held for StarSkate athletes since March 2020! Hosting such an event relies on the support of our valued members and families.

We also have several other volunteer opportunities throughout the season including the Holiday show in December and session reps for CanSkate and other sessions.

The volunteer following commitment applies to all registered skater families in the following sessions; Star 1-2, Star 3-5, Star 6+, Open and Ice Dance.

The volunteer requirement for each family is 5 volunteer hours or $150 per skater.

Payment

A $150.00 volunteer credit per skater will be added to your Winter/Spring registration. Once your volunteer hours have been verified, the $150.00 will be returned in the form of a direct refund to your credit card, or a credit to be used for future SCBC programming.

Note: There is no payout for partial hours completed against your deposit. If you do not complete the required number of volunteer hours, your credit will not be returned.

Volunteer hours may be contributed by skaters, only where the skater has reached 16 years of age. There are a limited number of opportunities for these skaters to gain the necessary hours. Check with the SCBC Board to determine what qualifies as acceptable hours. These skaters at their discretion, can use these hours towards the High School Volunteer Commitment that students are required to complete. Volunteer hours may not be used for both, therefore the skater will need to decide how they would like their hours counted.

CanSkate Program Assistant hours do not count as part of the volunteer commitment under this program.

Volunteer Reporting Cards are available for all members through the SCBC website. Once you have completed a volunteer session, you are to record this on your form and have it signed off in the club office. Only SCBC Board members are able to authorize your volunteer hours.

Volunteer forms are due back to the club, attention SCBC Board on or before June 1st of the skating year. Only these hours will be used to count towards your volunteer hours for the year. Any hours after June 1st will be counted towards the following

year's volunteer commitment. Credits/refunds for the volunteer commitment deposit will be made by July 1st.

TICKET ICE POLICY

"Ticket Ice" is additional time that a **SCBC member** can arrange with their coach(es) to supplement their regular practice and training routine. Ticket ice cannot be used as a primary training period in lieu of registering in a regularly scheduled session.

Ticket Ice time is available to all SCBC registered members, who have registered in minimum two (2) day, regularly scheduled SCBC session. If you are not registered in a minimum of a two (2) scheduled session, you are not eligible to use "Ticket Ice" time. Gold Ice registered skaters, Adult session and Canskaters may also use ticket ice. To use Ticket Ice, a skater must be working with their coach on that session.

To access Ticket Ice, all members are required to, pre-register.- Pre-registration can be done through the members account in Uplifter. Registration is done on a per day basis, see monthly schedule operating hours for availability. Ticket Ice session are $15 per registered day. When using Ticket Ice, **all skaters must register/sign in**

Out of club skaters who are registered members of Skate Canada, in good standing at their club and registered in a 2-day session in their club can access Ticket Ice privileges with an SCBC coach during Ticket Ice times. These skaters and/or their coach are responsible for the advance purchase of authorized ice time for use the day of their skating

Any coach/instructor who is not on SCBC coaching staff, may not instruct on Ticket Ice without the knowledge and prior authorization of the SCBC Board.

Skaters are not permitted on the ice without the presence of an SCBC contracted coach.

Any skater found to be using a Ticket Ice session **without a coach on the ice**, will immediately be suspended from all Ticket Ice privileges for the remainder of the season.

Concerns and inquiries can be made directly to info@skatescbc.ca.

GUEST SKATING POLICY

"Guest skating" is only available to **SCBC skaters registered in a two day membership.** Out of club skaters are not permitted to Guest Skate on any session.

Any coach/instructor who is not on SCBC coaching staff, may not instruct on a session via Guest Skating without the knowledge and prior authorization of the SCBC Board. Authorized coaches/instructors must be in "good standing" with Skate Canada.

In order to Guest Skate, all members are required to sign in at the SCBC office and provide electronic payment (no cash) prior to the start of the session. Any skaters who fail to do so will not be permitted on the ice.

A skater will only be allowed to Guest Skate on a program/session if the following requirements are met:

1. **The session/program allows Guest skating** e.g. no Guest Skating permitted on Gold Ice Sessions and Dance Session.
2. The session is **not at or over capacity**.
3. **The skater is Guest skating on an equivalent session** (same session or the open session but different day than registered) Star 1-2 session skaters can only guest skate on star 1-2 sessions. Star 3-5 skaters can guest skate on star 3-5 sessions and open sessions. Star 6+ plus skaters can guest skate on all open sessions. Skaters registered for open session can guest skate on all open sessions as well as the session on which they currently qualify for.

Any skater found not to be following the Guest skating expectations will immediately have their Guest skating privileges suspended.

Concerns and inquiries can be made directly to info@skatescbc.ca.

Concerns and inquiries can be made directly to vp@skatescbc.ca.

NON-SCBC MEMBER REQUESTS

During the Fall/ Winter/Spring Sessions (Sep – June), Non SCBC skaters are not allowed to participate in SCBC assessment Days without the written permission from the Skate Ontario Judges Bureau Coordinator.

During the Summer Session, Non SCBC Members can request to participate on a scheduled SCBC assessment Day. In order to be accepted to be assessed during the SCBC assessment Day, the non SCBC skater must:

- be a fully registered Skate Canada member in good standing and able to provide member registration # and home club information
- have a registered Skate Canada coach or partner in good standing and can provide coaches/partners registration # and home club information
- they must be currently registered for an appropriate skating program through another Skate Canada Club (appropriate documentation to be provided) or through SCBC
- provide the following fees: applicable individual assessment fees

Note: compliance with the above requirements does not automatically grant approval to be assessed; the final decision remains with the SCBC assessment Chair. Approval must be received from the assessment Chair in advance of assessment Day.

Please direct all inquiries to assessment@skatescbc.ca.

Non-SCBC Members are not permitted to “Guest Skate” on SCBC session and are only permitted to use “Ticket Ice” in a limited capacity.

GENERAL FACILITY INFORMATION

Parents are responsible for their child (ren)'s behaviour at all times.

Our facilities are public places and open to all members of the community. To ensure the safety of all patrons, **children under ten (10) years of age, must be accompanied by a parent/ guardian** of at least SIXTEEN (16) years of age. Where attending a registered program, the child under ten (10) years of age MUST BE accompanied throughout the program AND the parent/ guardian must remain in the building during the program. If you must leave the arena, it is your responsibility to appoint another guardian for your child (ren).

All participants must be fully toilet trained and able to take care of their own bathroom needs. In circumstances where the participant requires assistance, they must be supported by a designated individual who is responsible for the child's needs.

SAFE ARRIVAL AND DEPARTURE

In order to ensure the safety of our participants, parents/guardians are required to accompany their child to the program area when dropping them off and come into the program area to pick them up.

GOOD BEHAVIOUR GUIDELINES

Skate Canada Brampton-Chinguacousy is committed to providing a safe and harassment free environment. Coarse language, physical, aggressive, disrespectful, or uncooperative behaviour is not acceptable. If inappropriate behaviour occurs, it will be recorded, reported, and may result in removal from the program and/or facility.

PARTICIPANT CONDUCT

Please inform us of any family or behavioural concerns. Our staff will make every effort to accommodate your child's needs however, we reserve the right to withdraw your child from the program should their behaviour cause harm to themselves, participants, staff, or property.

ALLERGEN REDUCED ENVIRONMENT

The City of Brampton has adopted an allergen reduced environment. Please avoid packing foods that contain common allergens such peanuts or nuts of any kind.

MEDICATION

To ensure participants' well-being, please make sure that our office and your coach is aware of any severe allergies or medical conditions. It is strongly recommended that children take any necessary medication at home under the supervision of a parent/guardian. Participants that require medication during program hours must have a parent/ guardian nearby to dispense the medication.

MISSED CLASSES

In order to provide the selection and variety of program opportunities, we regretfully cannot offer a make-up class in the event that a participant is unable to attend a program/class.

SCBC operates under the assumption that "Skaters will attend all sessions as scheduled for the program in which they are registered." SCBC will not provide refunds or credits for missed classes, or provide makeup classes for any skater, regardless of the reason for the absence (skater illness, coach illness, competition scheduling, extreme weather conditions, facility issues and emergencies, family vacations, etc.).

HOLIDAY PROGRAM CANCELLATIONS

Typically, registered programs will not be scheduled on public statutory holidays. Where this is applicable, course lengths and fees have already been adjusted to reflect these dates. Please refer to your registration receipt for specific course details.

PROGRAM CANCELLATIONS

Skate Canada Brampton-Chinguacousy reserves the right to cancel or alter any program information without notice, if required, due to registration numbers, change of policy, or availability of instructors/facilities.

PHOTOGRAPHY & FILMING

Please note that to ensure the privacy of others, filming or photography may not be permitted during certain registered programs.

Skate Canada Brampton-Chinguacousy from time to time takes photographs or videos of members/athletes. The intent is to promote activities and events of the Skate Canada Brampton Chinguacousy members. The athlete or parent/guardian (if skater is under the age of 18) acknowledges and consent that any photograph, video, athlete name, and biography may be published on our website, social media sites, newspapers, television, radio program, video/DVD, advertising or any club related document, for any lawful purpose, waiving all rights to remuneration. Note: This media policy must be acknowledged prior to completion of registration.

ELECTRONIC DEVICES

In order to ensure the safety, comfort, and privacy of all patrons using our facilities, the use of electronic devices (e.g. cell phones) are not permitted in change rooms due to the integration of cameras into these devices. Cell phone use involving texting and/or personal calls will not be permitted while on SCBC ice or during any SCBC activities. This policy applies to coaches and skaters. Training tools such as IPads, notebooks and phones or ipods used for playing music may still be used.

SAFETY POLICY

We would like to ensure the safety of all of the members participating on our programs.

- Do not leave your children unattended at the rink.
- Please ensure your children enter and exit the ice only from the designated gate/door.
- Parents are asked to watch from the stands upstairs to allow our coaches to have the children's full attention during the session.
- Please do not stand inside the arena/rink as this is a distraction to the skaters.

SKATE CANADA INSURANCE COVERAGE

SCBC would like to ensure that our skaters and members are aware of what events/sessions are covered by the Skate Canada insurance.

Only those on-ice and off-ice sessions identified in the latest SCBC schedule on the skatescbc.ca website are sanctioned and covered by Skate Canada insurance.

In addition, any SCBC event (Christmas Show, Ice Show, GALA), Skate Canada / Skate Ontario event AND competitions are sanctioned and covered by Skate Canada insurance.

Any off-ice or on-ice classes you participate in outside of these sanctioned sessions/events are **NOT** covered by Skate Canada insurance.

Please speak with your Coach to ensure their own insurance coverage is in place for these classes.

IN CASE OF FIRE ALARM, POWER OUTAGE OR OTHER EMERGENCIES:

When the Fire Alarm sounds, you need to act immediately to ensure your safety. The Fire Alarm System is designed and engineered to provide you with an early warning to allow you to safely exit the building during an emergency.

If a fire alarm has been activated while your children are skating, the Coaches, Board Members and City Staff will ensure they are evacuated safely.

The skaters will be taken off the ice in an orderly manner by way of the safest and closest exit.

As the children are exiting the rink, they **must have hard guards** to place on their skates. It is **extremely dangerous** for your child to be walking without hard guards. These guards should be placed on the table where the children enter and exit the rink. Please make sure they have hard guards with their names on them.

Never return for personal items left behind. This includes items left in the change rooms.

City Staff, Coaches and Board Members will check change rooms to ensure everyone is evacuated.

Never ignore or assume the alarm is false or the result of a test.

Everyone must evacuate the building by way of the safest and closest exit and/or stairway. If parents are in the viewing area, they must use the closest exit. Please exit in an orderly manner.

Never use an elevator to exit during fire alarm activation.

Once outside the building, remain calm. At the meeting point identified by the City of Brampton staff, attendance will be taken by session representative (if one is available for session) under the direction of the Board member/admin on site. **Please do not leave with your child** (until advised) as we need to ensure that everyone is out safely. In the event of a real fire, if a parent leaves without advising us, the Fire Department will go back into the facility looking for the child.

Once outside, **never re-enter** the building until you are told to do so by the City Employees or the Fire Department.

** Note: SCBC takes their direction from the City of Brampton / Cassie Campbell staff. An evacuation may not be applicable in certain emergencies. Please follow the instructions from the City of Brampton employees, as we will also be obtaining guidance from them on how to proceed.

HELMET POLICY

For the safety of our membership, Skaters must read and abide by the Helmet Policy

All Skate Canada member clubs and skating schools who offer a CanSkate program must ensure all CanSkate and Adult CanSkate participants up to and including Stage 5 must wear a CSA approved hockey helmet while on the ice.

Bike, ski, road hockey helmets are not allowed on the ice.

This policy also applies to all other Skate Canada programs, therefore anyone who lacks good control/ balance when skating forward, backward and has difficulty stopping, as well as maneuvering around obstacles on the ice must wear a CSA approved hockey helmet.

Clubs and skating schools must ensure this policy is enforced during all skating activities including competitions, carnival days or any other special on ice activities throughout the season for this level of skater.

This policy is a minimum standard. Sections, at their discretion, may impose a higher standard which all clubs and skating schools within the sections' boundaries must adopt and implement.

When looking for a helmet, especially if it is used, check to see that it is still certified!

Your skater cannot wear an expired helmet.

PARENT'S CODE OF CONDUCT

Parents must read and abide by the Code of Conduct.

PARENTS CODE OF CONDUCT

Skate Canada Brampton-Chinguacousy is committed to ensuring that all skaters have the opportunity to participate in a safe and welcoming environment that is encouraging and promotes their overall development. Parents have an enormous influence on skaters' experiences in the sport. The quality of a skater's experience is determined by their relationships with parents and the manner in which parents conduct themselves in the Skate Canada environment.

In this code "parents" shall refer to "parents and guardians". This code applies to all parents who are members of Skate Canada or have children who are members of Skate Canada. Parents shall abide by this code at all times while participating in any Skate Canada club or school, competition, or activity.

All parents are expected to conduct themselves in a responsible manner consistent with the values of fair play, integrity, open communication and mutual respect Parents shall always model positive responsible behaviour and communicate with their son/daughter that they expect them to do the same. Parents will assume the major responsibility for their son/daughter's on-ice conduct and attitude.

Parents shall at all times treat all individuals and property with dignity, courtesy and respect, including but not limited to skaters, coaches, officials, volunteers, other parents, and all other individuals that are part of the club, skating school, Section or Skate Canada.

- Parents shall refrain from any behaviour or comments which are profane, insulting, harassing, sexist, racist, abusive, disrespectful or otherwise offensive without hostility or violence.
- Parents shall emphasize the importance of values like sportsmanship, respect, cooperation, competition and teamwork to their son/daughter offering praise for competing fairly, participation and skill development.
- Parents shall model and encourage their son/daughter to maintain a healthy balance between skating and life. (e.g., school, other activities, social life, etc.)
- Parents shall set high, but reasonable expectations for their son/daughter's participation in skating focusing on development and enjoyment for the child.
- Parents shall instill confidence in their son/daughter's ability and skill development, always avoiding comparisons with other skaters.
- Parents shall celebrate the acquisition of skills and goals achieved by their son/daughter.
- Parents, along with the professional coach and the athlete, shall be considered members of a team whose main concern is the child's overall progress and development. Parents shall respect that the professional coach is responsible and empowered for the on-ice and off-ice development of the athlete. A parent's role shall be to take a healthy interest in their child's progress and development and be responsible for the child's nutrition, rest, adherence to off-ice training regimen set by the coach or other fitness professional, overall health, life-balance, and moral and emotional support.
- Parents shall ensure their son/daughter wears proper skating clothing and equipment.
- Parents shall never provide alcohol or drugs to minors in a Skate Canada environment.
- Parents shall never provide or advocate the use of performance enhancing drugs or substances.
- Parents shall avoid any conduct, which brings their club, skating school, Section or Skate Canada, into disrepute, including but not limited to abusive use of alcohol, non-medical use of drugs and gambling.
- Parents shall openly support and uphold this code of conduct policy and take action and steps to ensure other parents follow and uphold this code of conduct policy.
- Parents shall adhere to the policies, procedures, rules, standards, and ethics of Skate Canada at all times.

SKATER'S RULES AND CODE OF CONDUCT

Skaters must read and abide by the Rules and Code of Conduct.

SKATER'S RULES

1. Proper skating attire is required at all times. Jeans, shorts, tank tops, or bell bottom pants will NOT BE allowed. Any clothing which is immodest or which exhibits offensive, suggestive and/or inappropriate statements or pictures will NOT BE allowed. Skating skirts, dresses or proper skating pants must be worn at all times. Skaters not dressed in appropriate attire will be asked to leave the ice.
2. Eating, drinking and chewing gum are not permitted on the ice. If you take a water bottle or tissues out to the boards you are responsible for removing them.
3. Right of way must be given to the skater skating their solo.
4. Skate guards must be worn in all off-ice areas.
5. Skate guards must be accessible by the boards in case of an emergency.
6. Skaters are not permitted on the ice while the Zamboni is in operation. Skaters must wait until their session begins and the Zamboni door is closed before going on the ice.
7. Skaters are not permitted on the ice until a Coach is present.
8. The use of cell phones is not permitted on the ice or during any SCBC activities.

CODE OF CONDUCT

1. Coaches, Evaluators, Volunteers and skaters are to be treated with respect and courtesy at all times.
2. Foul language or rude gestures will NOT be tolerated on the ice and in the dressing room.
3. Please do NOT interrupt or talk to a Coach during a lesson with another skater.
4. Anyone found to be destroying property of another skater, the Club or the recreation centre can have their membership suspended or revoked.
5. Remember that you represent your Club. When away at competitions, your conduct not only reflects on you, but your Club as well.

IMPORTANT!

I have read and understand the above rules and code of conduct. I agree to abide by these rules. I understand that if I do not abide by them I can be asked to leave and my membership with Skate Canada Brampton-Chinguacousy can be suspended or revoked.

_____

(Skater and Parent)

PRIVACY AND COMPLAINT POLICY

Skate Canada Brampton-Chinguacousy respects your privacy and is committed to maintaining your confidence and trust.

PRIVACY POLICY

NOTICE OF COLLECTION STATEMENT

Your privacy and the protection of your personal information is important to us. Your personal information is required to register you with Skate Canada in any capacity, including, without limitation, as a Skate Canada registrant, coach or in connection with your affiliation with a skating club or skating school and to administer various services, such as Skate Canada events. Your personal information may also be exchanged with Skate Canada affiliates which includes your local skating club or skating school or provincial association or section. By submitting this form, you expressly provide your consent to the sharing of your personal information with Skate Canada and as described herein for purposes of registration and receipt of national services delivered by Skate Canada. We adopt the 10 Fair Information Principles into our privacy program, and employ reasonable measures to protect against unauthorized access, processing, disclosure, alteration, destruction or loss of your personal information. See Skate Canada's Privacy Policy for more details.

COMPLAINT POLICY

Skate Canada Brampton-Chinguacousy Coaches are contracted by the Club to provide professional coaching services to the membership and are governed by Skate Canada under the Coaches Code of Ethics as provided. Coaches are privately contracted for services by a member for the purposes of private instruction to the skater. If a member feels that at any time they are unhappy with the services the Coach is providing or feel that any of the Skate Canada Coaches Code of Ethics guidelines may have been violated it is first the responsibility of the member to communicate and arrange an informal meeting with the Coach in order to make every effort to resolve the complaint informally to the satisfaction of both parties.

A Member is encouraged to file a complaint with the Club if an informal mutually acceptable result is not accomplished under the following circumstances:

1. A member feels that confronting/meeting the Coach is not possible
2. A member confronts/meets with the Coach and the behaviour continues
3. A member feels that they have made all efforts to communicate with the Coach directly to resolve the conflict.

All complaints from a Member must include the following before the Club may proceed with the complaint:

1. Name of Parent, Skater and Coach
2. Details of complaint including nature of, dates, times, witnesses and all other pertinent details.
3. Details of efforts to resolve the complaint through direct communication with the coach.
4. Summary of results expected from complaint.

A Coach against whom a formal complaint has been made has the right:

1. To be informed that a complaint has been made
2. To be provided with a copy of the complaint outlining particulars of the allegations.
3. To be afforded the opportunity to respond to the complaint
4. To be represented or accompanied by another person of his or her choice (including legal counsel) during any interviews in relation to the complaint.

All complaints in regards to coaching issues must be in writing and forwarded to president@skatescbc.ca and vp@skatescbc.ca.

Skate Canada Brampton-Chinguacousy understands that it can be extremely difficult to come forward with a complaint and that it can be devastating to be wrongly accused. Skate Canada Brampton-Chinguacousy recognizes the interests of both the complainant and the respondent in maintaining confidentiality. Skate Canada Brampton-Chinguacousy will make every effort to resolve the complaint under the Clubs Resolution Policy. If complaints cannot be dealt with at a Club level, further action may be taken at a Section or National level.

The following additional policies established by Skate Canada are used as guidelines within Skate Canada Brampton-Chinguacousy to promote consistency and operational efficiency, enhance the organization's mission and mitigate significant association risk. The policies can be found at: https://info.skatecanada.ca/index.php/en-ca/policies.html

TITLE	MODIFIED DATE
Skate Canada Code of Ethics	15 January 2019
Club and Skating School Minimum Operating Standards Policy	19 November 2019
Coaches – Professional Coach Membership Policy	27 January 2020
Conflict of Interest for Directors, Committee Members & Trustees Policy	27 January 2020
Privacy Policy	27 January 2020
Safe Sport – Anti Doping Policy	18 September 2020
Safe Sport - Concussion Management Policy	18 September 2020
Safe Sport - Helmet Use Policy	10 January 2020
Safe Sport – Trans Inclusion Policy	18 September 2020
Skate Ontario Covid-19 Information Centre	14 July 2021