



CLUB POLICY MANUAL

REVISION 3

REVISION	KEY CHANGES	DATE
1	Consolidation of Policies	December 2025
2	Updated for revisions to the Dispute, Maltreatment, Inclusion; Recognition and Dress Code policies	March 2026
3	Update for a new Payment Policy	June 2026

PREAMBLE

Skate Oakville, one of Canada's largest skating clubs, proudly serves over 2,800 members and provides high-quality skating experiences for all levels, from beginners to competitive athletes. Our mission is to foster a supportive and inclusive environment where skaters can thrive and reach their full potential with Skate Oakville

A strong set of policies will help lay the foundation to support skaters achieve their goals. The policies found in this manual should serve as a point of reference for all Club members.

The Club is located within the Province of Ontario and is a member of Skate Ontario as defined by Skate Ontario By-laws and as registered with Skate Canada.

The Club is a non-profit organization and is governed by a Board of Directors. The Board of Directors set policy, procedure and rules that can be found here¹. These may be updated from time to time.

Questions or comments regarding this policy or the handling of personal information should be directed to:

Skate Oakville
office@skateoakville.ca
Ph: 905 257 7771

¹ <https://www.skateoakville.ca/about-us/policies/>

PREAMBLE	2
DEFINITIONS	4
SECTION 1: SAFETY	6
POLICY 1.1 HELMET USE	6
POLICY 1.2 ACCESSIBILITY STANDARDS	7
POLICY 1.3 CONCUSSION	8
POLICY 1.4 SUPERVISION	12
POLICY 1.5 SAFE SPORT	13
SECTION 2: MEMBER CONDUCT	14
POLICY 2.1 CODE OF CONDUCT	14
POLICY 2.2 DISPUTE RESOLUTION	17
POLICY 2.3 MALTREATMENT POLICY	21
POLICY 2.4 SOCIAL MEDIA POLICY	23
POLICY 2.5 PRIVACY	26
POLICY 2.6 CONFIDENTIALITY	28
POLICY 2.7 CONFLICT OF INTEREST POLICY	29
POLICY 2.8 INCLUSION POLICY	31
POLICY 2.9 RECOGNITION POLICY	32
POLICY 2.10 DRESS CODE POLICY	34
SECTION 3: REGISTRATION AND MEMBERSHIP	35
POLICY 3.1 GENERAL MEMBERSHIP	35
POLICY 3.2 SKATE CANADA MEMBERSHIP FEE	35
POLICY 3.3 SKATE OAKVILLE MEMBERSHIP FEE	35
POLICY 3.4 MAKE-UP CLASSES	35
POLICY 3.5 WITHDRAWALS & REFUNDS	35
POLICY 3.6 SWITCHING SESSIONS OR DAYS	36
POLICY 3.7 PAYMENT	36
POLICY 3.8 WINTER STORM PROTOCOL	36
POLICY 3.9 ASSESSMENT DAY PARTICIPATION	36
POLICY 3.10 COMMUNICATIONS	36
POLICY 3.11 PAYMENT POLICY	37
SECTION 4: FINANCIAL	43
POLICY 4.1 VOLUNTEER REIMBURSEMENT	43
POLICY 4.2 OVERDUE FEES	43
SECTION 5: PROGRAM POLICIES	44
POLICY 5.1 EDGE REFUNDS	44
POLICY 5.2 EDGE ALTERNATE SKATER	44
POLICY 5.3 EDGE COMMITMENT	44

DEFINITIONS

Activities – Club activities encompass the full range of programs, training opportunities, and events offered by our skating Club, both on and off the ice. As a recreational and competitive skating Club, we provide instruction and development for skaters of all ages (5 to adult) and all levels—from Learn to Skate and recreational programs to Elite competitive pathways, including Olympic-level training

Club - means Skate Oakville

Board - means the elected or appointed Board of Directors as defined in the Club's Bylaws

Bylaws - mean the bylaws of Skate Oakville as amended and which are, from time to time in force and effect

Director - means the person elected or appointed to serve on the Board

Diversity - Means recognizing our workplace and skating community is made up of persons who are all unique and bring varied experienced, differences, similarities/dimensions, qualities, perspectives, and approaches to the workplace and skating community together with having an array of identities, characteristics, and backgrounds that are representative of our current and evolving population, and that as an organization we support meaningful participation at all levels of diverse peoples. Examples include, but are not limited to, gender, race/ethnicity, indigeneity, age, culture, generation, religion, language, education, geography, nationality, disability, sexual orientation, etc.

Equity - Means recognizing that there are barriers to employment, participation, access and inclusion in the workplace and the skating community. The principle of equity acknowledges that systemic barriers exist and action is needed to address historical imbalances, and that addressing systems of disadvantage and exclusions must be rooted in treating individuals fairly, not necessarily equally or the same.

Executive Board - means the persons elected or appointed to serve on the Board and hold the positions of the officers of the Board (President, Vice President, Treasurer, and Secretary)

General Dispute - means a disagreement that materially impacts the delivery of Skate Oakville programs, involves serious breaches of policy, or undermines the safe and respectful environment of the Club

Inclusion - Means intentionally creating a sense of belonging and a culture based on fairness and equity where all individuals are recognized, accepted, respected and valued for their uniqueness and differences; it is how diversity is put into action for the benefit of the collective; and collectively promoting an environment where individuals can be their full selves.

Members - means all Members defined by Skate Oakville's Bylaws and for the purposes of this policy shall also include all individuals associated or affiliated with Skate Oakville, including but not limited to athletes, coaches, officials, volunteers, managers, employees, directors, officers, parents and spectators at activities, events/competitions, and programs with and/or hosted by Skate Oakville.

President - pursuant to the Bylaws, means the chair of the Board and officer of Skate Oakville

Skating Director – strategic and financial leadership, program development and the hands-on operational leadership of the Club in collaboration with our talented team of program directors, coaches, skaters, and staff

Vice-President - pursuant to the Bylaws, means the person appointed or elected to hold the position of an officer of the Board as Vice-President of Skate Oakville

SECTION 1: SAFETY

POLICY 1.1 HELMET USE

In keeping with Skate Canada policies and as a proactive safety measure to help protect members in the early stages of the CanSkate program that are learning how to skate, the Club has implemented this Helmet Use Policy.

CanSkate (3 to 4 years)

Skaters need their own skates and a CSA-approved hockey helmet with a face cage. No rentals are available.

CanSkate (5 to 12 years), TeenSkate, Adult Learn to Skate

Skaters need their own skates and a CSA-approved hockey helmet. Face cages are not required. No rentals are available.

More information on helmets:

All Skate Canada member clubs that offer a CanSkate program must ensure CanSkate participants of all ages and all Stages must wear a CSA-approved hockey helmet while on the ice. No other type of helmet is acceptable for skating lessons. Helmets must be in good condition and fit the skater properly. Helmets cannot be broken, missing pieces or safety features.

Can a parent sign a waiver absolving the Club from any liability and allow their child to participate without a helmet?

No. The requirement to wear a helmet is a Skate Canada policy as outlined in the Skate Canada Concussion Management Policy and all clubs and members must abide by their policies.

POLICY 1.2 ACCESSIBILITY STANDARDS

Commitment to Accessibility

The Club is committed to ensuring that all individuals, regardless of ability, have equal access to our programs, services, and facilities. We recognize that barriers may exist for persons with disabilities and are dedicated to identifying, preventing, and removing these barriers to foster an inclusive and welcoming environment.

A disability is defined under the Ontario Human Rights Code as any physical or mental condition that limits a person's movements, senses, or activities, including but not limited to physical, sensory, cognitive, developmental, and mental health-related disabilities.

Accommodations and Support

To meet the diverse needs of our community, the Club will provide reasonable accommodations to ensure full participation in our programs. If you or your skater require one-on-one assistance; adaptive equipment; communication supports; or other accommodations, please contact the Club office before registration so we can work together to arrange appropriate supports prior to the start of the program.

Assistive Devices, Support Persons, and Service Animals

- **Assistive Devices:** Participants and visitors are welcome to use their own assistive devices while accessing our programs and services.
- **Support Persons:** Individuals who require a support person for assistance are encouraged to bring them. If any program fees apply to support persons, this will be communicated in advance.
- **Service Animals:** Service animals are permitted in all areas open to the public, provided they are trained to assist a person with a disability. If an accommodation is required for a service animal in on-ice or restricted areas, we will work to provide suitable alternatives.

Communication & Accessibility Formats

The Club will communicate with individuals in a way that considers their disability. Upon request, we will provide documents, including program information and policies in accessible formats such as large print, electronic text, or other alternatives as needed.

Training for Staff and Volunteer

All staff, board members, and volunteers who interact with the public or provide services on behalf of Skate Oakville will receive periodic training on:

- The requirements of the Accessibility Standards for Customer Service
- How to interact and communicate with people with different types of disabilities
- How to use available accessibility equipment and supports
- What to do if a person with a disability is having difficulty accessing our programs or facilities

Feedback

We value feedback on our accessibility efforts and encourage participants to share their experiences. Feedback can be submitted in person, by phone, or by email. All feedback will be reviewed, and responses will be provided in a timely manner where applicable

POLICY 1.3 CONCUSSION

The Club is committed to the safety and wellbeing of all skaters, coaches, staff, officials, volunteers, staff, and participants. We recognize the serious risks associated with head injuries and support ongoing research into concussion management. Our Club is dedicated to educating our community, raising awareness to help prevent injuries, and ensuring proper care for any suspected or diagnosed concussions.

This Policy is not age dependent, and all skaters, coaches, staff, officials, and volunteers must be treated in the same manner. This Policy will be enforced at all Club events, activities and programs with Club coaches, trainers and staff.

This policy applies to:

- all skaters, coaches, staff members,
- all participants that include individuals, parents/guardians, persons who interact with skaters, all defined as skater support personnel, including but not limited to, consultants, evaluators, referees, medical/licensed healthcare professionals, paramedical or any other person working with, treating or assisting a skater or other individual.
- persons employed by or engaged in activities, competitions, and programs with and/or hosted by the Club, including but not limited to, directors of the Board, officers, employees and event volunteers.
- spectators

This Policy is to be read in conjunction with the Skate Ontario Concussion Policy and the Canada Incidents of Injury Reporting and Management Policy and supporting procedure, the Skate Oakville Removal-from-Sport Protocol and the Skate Oakville Return-to-Sport Protocol. <https://skateontario.org/concussion-policy/>

What is a concussion?

A concussion is a brain injury. It can't be seen on X-rays, computed tomography scan (CT scans) or magnetic resonance imaging (MRI). It may affect the way a person thinks, feels and acts. Any blow to the head, face or neck may cause a concussion. A concussion may also be caused by a blow to the body if the force of the blow causes the brain to move around inside the skull. A concussion is a serious injury. While the effects are typically short-term, a concussion can lead to long-lasting symptoms and even long-term effects.

What are the signs and symptoms of a concussion?

Everyone can help recognize a possible concussion if they know what to look for. A person with a concussion might have any of the signs or symptoms listed below. They might show up right away or hours, or even days later. Just one sign or symptom is enough to suspect a concussion. Most people with a concussion do not lose consciousness.

Designated Person

At each Club event, activity, or program with Club staff or those acting as agents of the Club will name a "designated person". The designated Club person shall be the one of the following: the Skating Director, the Program Director or a Coach if the first two staff are not currently attending the rink. The designate will have the following responsibilities:

In accordance with Rowan's Law, under the Removal-from-Sport Protocol for Skate Oakville, the designated person(s) is/are responsible for ensuring that:

- A skater is immediately removed from further training, practice or competition if the skater has sustained a concussion or is suspected of having sustained a concussion, regardless of whether or not the concussion was sustained from a sport activity associated with the Club.
- If in the opinion of the designated person(s), there is an emergency and/or any red flag signs and/or symptoms appear – including those resulting from a suspected concussion, call 911.
- Removal of the skater from further training, practice or competition; and if the skater is under 18 years of age, the parent or guardian is informed of the removal.
- The skater, or the parent or guardian if the skater is under 18 years of age, is advised that the skater is required to undergo a medical assessment by a physician or nurse practitioner before the skater will be permitted to return to training, practice or competition according to the Return-to-Play Protocol
- A skater or, if the skater is under 18 years of age, the skater's parent or guardian receives the Removal-from-Sport and Return-to-Play Protocols for Skate Oakville as soon as possible after the skater's removal.
- Once removed, the skater is not permitted to return to training, practice or competition, except in accordance with the Return-to-Play Protocol.

In accordance with Rowan's Law, under the Return-to-Play Protocol for the Club, the designated person(s) is/are responsible for ensuring that:

- A skater who has sustained a concussion or is suspected of having sustained a concussion does not return to training, practice or competition until permitted to do so in accordance with the Return-to-Play Protocol
- When a skater has not been diagnosed with a concussion, the skater is only permitted to return to training, practice, or competition if the skater or, if the skater is under 18 years of age, the skater's parent or guardian provides confirmation to the designated person(s) about the outcome of the skater's medical assessment, specifically that the skater:
 - has undergone a medical assessment by the physician or nurse practitioner and has not been diagnosed as having a concussion, and
 - has been medically cleared to return to training, practice or competition by a physician or nurse practitioner.
- When a skater is diagnosed by a physician or nurse practitioner as having a concussion, the skater is not permitted to move on to unrestricted training, practice or competition unless the skater or, if the skater is under 18 years of age, the skater's parent or guardian provides a confirmation of medical clearance by the physician or nurse practitioner to the designated person(s)
- A skater is not permitted to return to training, practice or competition through the graduated Return-to-Play steps unless the skater or, if the skater is under 18 years of age, the skater's parent or guardian has shared the medical advice or recommendations they received, if any, with the designated person(s)
- When a skater is diagnosed by a physician or nurse practitioner as having a concussion, the skater or, if the skater is under 18 years of age, the skater's parent/guardian has been informed of the importance of disclosing the diagnosis to any other sport organization with which the skater is registered.
- Note: The regulation states that a designated person(s) may rely on the information received from a skater or, if the skater is under 18 years of age, from the skater's parent or guardian in carrying out their responsibilities under Return-to-Play Protocol

All individuals and participants are responsible for:

- Being familiar with and understanding the provisions of this policy, the Removal-from-Sport protocol, Return-to-Play protocol, as well as other applicable Skate Ontario and Skate Canada policies and protocols².
- Supporting the Club in providing the safest possible environment for all of our participants in the skating community
- Reporting all incidents of concussion, suspected and/or actual as outlined in the Skate Canada Incidents of Injury Reporting and Management Policy and supporting procedure.
- Adhering to this Policy and associated protocols as a minimum standard in addressing concussion injuries and the Return-to-Play requirements.
- Taking all applicable concussion and education training, as prescribed from time to time.

<https://www.skateoakville.ca/sites/files/mtcs-rowans-law-booklet-ages-10-and-under-en-2019-05.pdf><https://www.skateoakville.ca/sites/files/mtcs-rowans-law-booklet-ages-11-to-14-en-2019-05.pdf><https://www.skateoakville.ca/sites/files/mtcs-rowans-law-booklet-ages-15-and-up-en-2019-05.pdf><https://www.ontario.ca/page/rowans-law-concussion-awareness-resources>

Return-to-Play Protocol

A participant must undergo medical evaluation for diagnosis and guidance to determine the extent of the injury by a medical doctor or nurse practitioner, preferably one who is trained in concussion management.

- If concussion IS NOT diagnosed, the participant may return to the sport.
- If a concussion IS diagnosed, the participant is not allowed to skate until the individual has completed the 6 STEPS TO RETURN TO PLAY and receives written medical clearance to return to programming (on or off ice).
- Return to play guidelines are clearly stated in “Parachute, Preventing Injuries and Saving Lives” www.parachutecanada.org
- Skate Oakville supports “Parachute” and “Think First Canada” and the training protocols for coaches, volunteers, athletes and parents to educate them on Concussion awareness.

Step 1: No activity, complete rest. Once back to normal and cleared by a doctor, go to Step 2.

Step 2: Light exercise such as walking or stationary cycling for 10-15 minutes.

Step 3: Sport specific aerobic activity- skating for 20-30 minutes. No jarring motions.

Step 4: Sport specific activity – No jumping, no spinning - No Contact

Step 5: Resume normal skating activities, having been cleared by a doctor/nurse practitioner.

Note: If the participant experiences any symptoms during the above activities, the participant must stop the activity immediately and rest until symptoms resolve, for a minimum of 24 hours. The participant should be seen by a doctor and cleared again before starting the step-wise protocol again.

Step 6: The Return to Play form must be completed by a medical doctor
Considerations/Restrictions with respect to returning to skate must be documented.

A copy of this form³ must be given to the primary coach and club office. The document must indicate that the individual is symptom-free and able to return to full participation in physical activity.

² <https://skatecanada.ca/wp-content/uploads/2024/11/Concussion-Protocol-1.pdf>

³ <https://skateontario.org/wp-content/uploads/2022/07/SR-5b-Return-to-Sport-Protocol-Approved-2022-01-29.pdf>

Concussion code of conduct for athletes and parents/guardians (of athletes under 18 year of age)

I will help prevent concussions by:

- Wearing the proper equipment for my sport and wearing it correctly.
- Developing my skills and strength so that I can participate to the best of my ability.
- Respecting the rules of my sport or activity.
- My commitment to fair play and respect for all* (respecting other athletes, coaches, team trainers and officials).

I will care for my health and safety by taking concussions seriously, and I understand that:

- A concussion is a brain injury that can have both short- and long-term effects.
- A blow to my head, face or neck, or a blow to the body that causes the brain to move around inside the skull may cause a concussion.
- I don't need to lose consciousness to have had a concussion.
- I have a commitment to concussion recognition and reporting, including self-reporting of possible concussion and reporting to a designated person when and individual suspects that another individual may have sustained a concussion.* (Meaning: If I think I might have a concussion I should stop participating in further training, practice or competition immediately, or tell an adult if I think another athlete has a concussion).
- Continuing to participate in further training, practice or competition with a possible concussion increases my risk of more severe, longer lasting symptoms, and increases my risk of other injuries.

I will not hide concussion symptoms. I will speak up for myself and others.

- I will not hide my symptoms. I will tell a coach, official, team trainer, parent or another adult I trust if I experience any symptoms of concussion.
- If someone else tells me about concussion symptoms, or I see signs they might have a concussion, I will tell a coach, official, team trainer, parent or another adult I trust so they can help.
- I understand that if I have a suspected concussion, I will be removed from sport and that I will not be able to return to training, practice or competition until I undergo a medical assessment by a medical doctor or nurse practitioner and have been medically cleared to return to training, practice or competition.
- I have a commitment to sharing any pertinent information regarding incidents of removal from sport and any other sport organization with which the athlete has registered* (Meaning: If I am diagnosed with a concussion, I understand that letting all of my other coaches and teachers know about my injury will help them support me while I recover.)
- I will take the time I need to recover because it is important for my health.
- I understand my commitment to supporting the return-to-play process (I will have to follow my sport organization's Return-to-Sport Protocol).
- I understand I will have to be medically cleared by a medical doctor or nurse practitioner before returning to training, practice or competition.
- I will respect my coaches, team trainers, parents, health-care professionals, and medical doctors and nurse practitioners, regarding my health and safety,

POLICY 1.4 SUPERVISION

Purpose

This policy is established to clarify the responsibilities of parents, guardians, and the Club regarding the supervision of children and youth while at the arena(s). It is intended to support a safe environment for all participants and staff.

Policy Statement

The Club is committed to ensuring a safe and respectful environment for all skaters. However, Club staff, coaches, and volunteers are not responsible for supervising skaters or children outside of designated lesson times or organized programs. Parents and guardians are expected to be present and responsible for their skaters.

Supervision Requirements

- All skaters under the age of 10 must have a designated responsible person (parent, guardian, or other adult caregiver) present in the facility while the skater is on the ice or participating in any Skate Oakville activity. This aligns with the Town of Oakville policy⁴.
- The responsible person must remain in the arena building (or designated waiting area) and be available in case of emergency, illness, or behavioral concerns.
- Coaches are responsible for the delivery of instruction only and are not responsible for a child's supervision outside of their lesson time.

Release and Dismissal Procedure

If a responsible person is not present at the time a child finishes skating or participating in a program:

- Staff will attempt to contact the parent or guardian using the information on file.
- The child will be kept in a secure area under staff oversight while contact is attempted. Staff will not leave the child unattended.
- If no adult arrives within 15 minutes of the program's end, and contact cannot be made:
 - Staff may contact an alternate emergency contact listed on the child's registration.
 - If no contact can be reached within 30 minutes, or if there are concerns about the child's well-being, local authorities or child protection services may be contacted.
- A written incident report will be completed by staff and retained on file.

Enforcement and Repeated Incidents

Repeated failure to have a responsible person present may result in the suspension of the skater's participation until a supervision plan can be established.

⁴ <https://www.oakville.ca/parks-recreation-culture/programs-activities/skating>

POLICY 1.5 SAFE SPORT

The club is committed to promoting a safe environment that aligns with our core values by treating individuals with respect, dignity, fairness, and providing an inclusive environment.

The Club is committed to protecting the safety and welfare of all participants through prevention, comprehensive policies and protocols, risk identification and management, education, training, resources, and communication.

The Club follows Skate Canada's Safe Sport Program which provides a national Safe Sport reporting and resolution framework that is compassionate, fair, transparent, timely, and without reprisal.

For more information on the Skate Canada Safe Sport program and how to report an issue, please follow the links⁵.

Safe Sport and Rule of Two Practices

The Club requires that the "Rule of Two" as set out as the best practice of Skate Canada and Safe Sport be followed. The goal of the "Rule of Two" is to ensure all interactions and communications are open, observable and justifiable. Its purpose is to protect participants (especially minors) and coaches in potentially vulnerable situations by ensuring more than one adult is present. There may be exceptions for emergency situations.

Good Rule of Two Implementation Practices:

- The coach is never alone and out of sight with a participant without another screened coach or screened adult (parent or volunteer) present.
- Allow training environment to be open to observation.
- Ensure a participant rides in a coach's vehicle with another adult present.
- Consider the gender of the participant(s) when selecting the screened coaches and volunteers who are present.
- Eliminate one-to-one electronic messaging. Ensure that all communications are sent to the group and/or include parents.

⁵ Skate Canada Safe Sport Handbook - https://skatecanada.ca/wp-content/uploads/2024/11/Safe-Sport-Handbook_v71-1.pdf

Skate Canada Reporting - <https://skatecanada.ca/safe-sport>
UCCMS (Universal Code of Conduct to Prevent and Address Maltreatment in Sport) - <https://sportintegritycommissioner.ca/uccms>

SECTION 2: MEMBER CONDUCT

POLICY 2.1 CODE OF CONDUCT

The purpose of this Code of Conduct is to outline the expectations of the Club in providing a safe sport environment in which all individuals and groups are treated with respect and dignity.

The Club promotes a safe, supportive environment for the skating community that equally respects our common interests and our differences where all skaters may enjoy the sport and fulfill their own individual goals while maintaining a positive team spirit.

In support of this objective, the Club has adopted the following Code of Conduct based on the following principles:

- Skate Canada Code of Ethics and Code of Conduct
- Skate Ontario Code of Conduct
- Universal Code of Conduct to Prevent and Address Maltreatment in Sport (UCCMS)
- Town of Oakville Parks and Recreation Facility Rules (R Zone)
- Skate Oakville's internal by-laws and policies

This Code of Conduct applies to conduct of all Members as well as any volunteers, coaches, staff, consultants and contractors of the Club that may arise during the course of business and activities including but not limited to its office environment; meetings; competitions and practices; tryouts and travel as a member of the Club team or Club related business.

The Club may also consider activities outside of those listed if there is conduct that is deemed to be detrimental to the image or reputation of the Club and/or its stakeholders.

All Club members must conduct themselves in a manner respectful of all policies and property at the ice rink as well as any other facility. Any violation of facility policy may result in disciplinary action from the Club. This Code of Conduct is also in effect when the Club is represented at out-of-town activities. Please exhibit a model of behavior that will provide a good example to the community and encourage pride in our Club.

It is expected that all Club members:

- Demonstrate respect to all individuals and groups:
 - Act when appropriate, to prevent or correct practices that are unjustly discriminatory.
 - Demonstrate the spirit of sportsmanship, sport leadership and ethical conduct.
 - Avoid public criticism of any Skate Oakville Member (in particular its athletes, coaches and officials) and promote the sport in a positive, constructive manner. When necessary, use appropriate channels to communicate concerns.
- Ensure the adherence to the rules of sport
- Refrain from any behaviour that constitutes harassment, where harassment is defined as negative comment or conduct directed towards an individual or group which is offensive, abusive, racist, sexist, degrading or malicious as defined in the Skate Ontario Harassment Policy.
- Respect the property of others and not willfully cause damage
- Adhere to all federal, provincial, municipal laws
- Comply at all times with Skate Oakville by-laws, policies, procedures, rules and regulations as adopted and amended from time to time.
- Follow the direction of the ice rink staff and Skate Oakville members acting as rink staff during Club sessions or events

- Follow any coach’s instructions where that coach may request restrictions on routines or elements that he/she deems unsafe or dangerous to other skaters on any Club ice session
- Promote the sport of figure skating in a positive mann.r.
- Refrain from maltreatment, bullying, or harassment as defined in the UCCMS

Any act demonstrated by a Club member that a rink attendant, Club member, coach or parent sees and deems unsafe or inappropriate may be brought to the Skating Director and Board of Directors attention for any disciplinary action necessary as described below.

Infractions	Consequences
<p>Class I</p> <ul style="list-style-type: none"> • Intentionally leaving objects on the ice • Chewing gum, eating, or drinking on the ice (with the exception for water/sports drinks at the boards) • Discourteous behavior such as but not limited too; not following the instructions of a coach, interrupting a group lesson, turning off or interfering with someone's music 	<ul style="list-style-type: none"> • 1st offense: verbal warning • 2nd offense: verbal warning and warning of disciplinary escalation upon next offense • 3rd offense: escalation to Class II- 1st offense
<p>Class II</p> <ul style="list-style-type: none"> • Abusive or obscene language, profanity, or any gesture of profanity • Racist or Discriminatory Language • Any negative or unsupportive comments directed to another skater, coach, competitor, organization or team whether they be verbal or written • Displaying or promoting unsafe actions on the ice or within the facility • Deliberately skating in a manner that interferes with another Members safety. • Any destruction or defacement of property including the ice surface, facility or personal items belonging to another Member 	<ul style="list-style-type: none"> • 1st offense: For a skater or coach: immediate removal from the ice surface and a loss of privilege for the following session, written apology to the offended party, letter of reprimand with warning of escalation upon next offense. For a parent, guardian or anyone associated with a skater: a written apology letter to the offended party, and a formal letter from Skate Oakville requesting that the individual named in the offense not be at ice level for any Skate Oakville program for a length of time deemed appropriate by the Skating Director or Board of Directors. • 2nd offense: meeting of all parties involved and immediate escalation to Class III 1st offense

Infractions	Consequences
<p>Class III</p> <ul style="list-style-type: none"> ● Any intentional physical contact either through physical aggression or the throwing of an object ● Threatening or harassing any member of the community ● Possession or use of any controlled or illegal substance on the premises ● Theft 	<p>All Class III infractions will require a meeting of the Member, their parents/legal guardians if they are a minor, the Skating Director and a member of the Board of Directors.</p> <ul style="list-style-type: none"> ● 1st offense: Removal from the Club ice for a length of time to be determined by the Skating Director and Board of Directors, a written letter of apology to the offended party and when the Member is allowed back to the ice, if the Member is a skater under the age of 18, a parent or guardian must accompany the skater for a period of time as determined by the Skating Director and the Board of Directors ● 2nd offense: Permanent Club suspension

Members and parents of junior members are required to review, discuss, and accept this Code of Conduct and indicate that they have read and understand their responsibilities by signing the agreement attached to registration, before participating in Club activities.

POLICY 2.2 DISPUTE RESOLUTION

Purpose

The Club supports the techniques of negotiation, facilitation, and mediation as effective ways to resolve disputes. Dispute Resolution avoids the uncertainty, costs, and other negative effects associated with formal complaints, subsequent appeals or potential litigation.

The Club encourages all Members to communicate openly, collaborate, and use problem-solving and negotiation techniques to resolve their differences. Negotiated resolutions to solve disputes with and among Members are encouraged.

The Club follows all guidelines identified by Skate Canada's National Safe Sport Program.

Application of this Policy

This Policy applies to all Members, as defined within this Policy.

This Policy applies to matters that may arise during the course of the Club's business activities, and events including without limitation competitions, practices, travel associated with The Club activities and any meetings.

This Policy applies to individual's conduct outside of the Club's business, activities, and events when such conduct:

- Adversely affects relationships within the Club (and its work and sport environment);
- Is detrimental to the image and reputation of the Club;
- Is sufficiently serious and significant to be part of general importance to skating and/or of general importance to the overall ability of the Club to discharge its objectives.

A dispute is characterized by a disagreement between two or more parties and may consist of single or multiple incidents. The gravity of a dispute may vary significantly and may be characterized by a range of actions, implications, or consequences. Examples include:

- A complaint alleging that a board member, volunteer, employee, skater, team, coach, official, parent/guardian or spectator is guilty of misconduct;
- A dispute relating to team selection;
- Any other request for resolution of a dispute arising from or relating to the activities of the Club.

Opportunities for Dispute Resolution may be pursued at any point in a dispute (prior to any decision of an Adjudicator/Panel) within the Club when all parties to the dispute agree that such a course of action would be mutually beneficial.

Reporting a Dispute

Any Club member to this Policy may report a dispute.

Step 1

- To help navigate a concern, conflict, or dispute please consider contacting SafeZone⁶ in the first instance. This is an independent, free to use, third-party service that offers a confidential, welcoming space to ask questions, share experiences, and receive guidance on dispute issues such as harassment, bullying, abuse, or other forms of maltreatment.
- Whether an athlete, coach, parent, official, or club representative, this service offers personalized, independent and confidential support to help you understand your options and the confidence to take the next step forward.

Step 2

- Having understood the options and having made appropriate effort to resolve the conflict amongst themselves, a complaint can then be made to the Club President⁷ by email as soon as reasonably practicable and within seven (7) business days of completing step 1. Should the reporting involve the Club President, the report will be subsequently managed by the Vice-President.

Referral And Review of Complaints and Incidents

The President will immediately advise the Executive Board and the Respondent(s) named in the complaint that a complaint has been filed and, within three (3) business days, provide each with a copy of the complaint.

If the dispute is considered trivial, frivolous or vexatious in nature, the President will advise complainant and thereafter shall take no further action in relation to that dispute. The President may extend the time for submission of a complaint notwithstanding the expiration of the time set by this Policy.

Investigation Committee

The Investigation Committee will consist of three (3) individuals: the Vice-President (as Chairperson), one non-executive Board member, and one additional representative (e.g., a coach, volunteer, or Safe Sport liaison). Committee members must not have any real or perceived conflict of interest in the matter under investigation. If a conflict exists, an alternate, impartial representative will be appointed in accordance with the Club's Conflict of Interest Policy.

Investigation Procedure

Disputes will be first referred to the President for consideration, clarification, and possible resolution. Should the President be unable to have the dispute resolved, the President shall refer the matter to the Investigation Committee. The Investigation Committee will:

⁶ by email at safezone@itpsport.ca – for further information refer to www.itpsport.ca and/or What is SafeZone in Policy 2.2

⁷ president@skateoakville.com

- Provide a copy of the complaint to the Respondent within three (3) business days;
- Gather information from the Respondent and any witnesses in regard to the dispute;
- Facilitate a meeting between the parties and/or make recommendations for resolution;
- A recommendation will be made to the President and this recommendation may include;
 - That the matter has been resolved and no further action should be taken;
 - That no further action is warranted based on the facts of the case;
 - That the issue needs to be escalated to Skate Ontario for resolution;
- Upon completion of the investigation, the Chairperson shall make a written report to the President, which will include the decision and any matters disclosed during the investigation.

The Executive Board shall notify the parties of the investigation findings and provide a written report. The Investigation Committee will aim to complete its review and provide recommendations within fourteen (14) business days of meeting with the respondent and any witnesses. Extensions may be sought in exceptional circumstances, with notice provided to the parties involved.

Records And Use of Decisions

The Executive Board shall maintain a record of all decisions of investigations. The Investigation Committee and Board may consider the decisions of previous investigations but are not bound by the precedent.

Appeal Process

If the dispute is not resolved to the satisfaction of both parties at Club level, it may be referred to Skate Ontario through methods that may include: communication with individual(s); early resolution facilitation; mediation; and/or arbitration.

If the Club's and Skate Ontario's Dispute Resolution Process has been exhausted, either party may direct their concern in writing to Skate Canada for resolution in accordance with Skate Canada's General Disputes Reporting and Resolution Policy⁸. A fee may be charged by Skate Canada to the parties involved.

Final and Binding

Any negotiated decision will be binding on the parties. Negotiated decisions shall not be appealed.

Parties are expected to fully participate in and exhaust the Club's and governing bodies' dispute resolution procedures before initiating any legal action. Legal proceedings should not be pursued unless internal and governing body mechanisms have been reasonably attempted and exhausted.

Confidentiality

In order to demonstrate respect for all parties, the Club shall abide by principles of confidentiality in implementing the Dispute Resolution Policy to protect the interests of all parties. No individual is permitted to disclose either the existence of a complaint or confidential information or records that form part of the process to any individual outside of the complaint except as strictly required for the purposes of negotiation, mediation, taking corrective action with respect to the complaint or as otherwise compelled by law. Any breach of the confidentiality requirements as outlined herein will be treated as a serious offence.

⁸ by email to safesport@skatecanada.ca or by telephone to 1-888-747-2372.

Good Faith

Retaliation against an individual who has reported an incident in good faith will not be tolerated and one who retaliates is subject to discipline up to and including expulsion.

Anyone reporting a concern must be acting in good faith and have reasonable grounds for believing the information being reported is true and accurate. Any allegations that prove not to be substantiated and prove to have been malicious or intentionally false will be viewed as a serious offence, subject to disciplinary action.

What is SafeZone?

To support our commitment to Safe Sport, the Club has retained SafeZone, a resource designed to help Club members navigate concerns, conflicts and the complaint process.

SafeZone is an independent, free to use, third-party service that offers a confidential, welcoming space where members can ask questions, share experiences, and receive guidance on issues such as harassment, bullying, abuse, or other forms of maltreatment. Whether an athlete, coach, parent, official, or club representative, SafeZone offers support to help you understand your options and take confident steps forward. It is:

- A confidential and non-judgmental space to share concerns and ask questions.
- Emotional support and an opportunity to talk through challenges you have experienced or witnessed.
- Guidance on available options and support in understanding possible next steps.
- Information on Skate Oakville's complaint processes, jurisdiction, and additional resources.

Reaching out to SafeZone does not mean you are filing a formal complaint. All conversations remain confidential unless you choose to take further action.

For Participants

SafeZone is here to help you understand your options before deciding to file a complaint. We can assist you in navigating questions such as:

- What steps can I take to resolve a conflict before filing a formal complaint?
- What does the complaint process look like within Skate Oakville?
- How do I know whether my issue should be addressed by the club or by Skate Oakville?

If you are unsure about what to do next, you can reach out to SafeZone to share your concerns, explore options, and gain clarity without fear of judgment.

For Club Representatives

Club administrators play a critical role in Skate Oakville's safe sport system. SafeZone is available to provide support with:

- Understanding Skate Oakville's jurisdiction and determining when an issue should be addressed locally versus when it needs to be escalated to Skate Oakville .
- Navigating complex issues within the discipline process, including items to consider before implementing decisions.
- Interpreting policies and processes to ensure they align with Skate Oakville's expectations.

Our goal is to equip you with the confidence to manage situations effectively and escalate appropriately when necessary.

POLICY 2.3 MALTREATMENT POLICY

Statement of Intent

The Club is committed to maintaining a skating environment that is free from all forms of maltreatment, as defined by the Universal Code of Conduct to Prevent and Address Maltreatment in Sport (UCCMS).

We fully endorse and adopt the standards and complaint procedures set by Skate Canada and Skate Ontario, and all Club members are expected to uphold these standards. Maltreatment, whether physical, psychological, sexual, or discriminatory, has no place in our sport. The Club recognizes the serious harm that maltreatment can cause to a person's physical and emotional well-being, dignity, self-esteem, performance, and enjoyment of the sport. All participants have the right to a safe, inclusive, respectful, and supportive environment.

What is Maltreatment

Maltreatment includes, but is not limited to:

- Psychological abuse (e.g., belittling, threatening, shaming, isolating)
- Physical abuse (e.g., hitting, pushing, intimidating)
- Sexual abuse or misconduct
- Discrimination, racism, or hate speech
- Harassment or hazing
- Any form of repeated harmful behavior, including online or digital abuse (e.g., texting, social media, group chats)

This definition aligns with the UCCMS, Skate Canada Safe Sport Policies, and Skate Ontario's Code of Conduct.

Reporting and Complaints

Any Club member who experiences or witnesses' maltreatment is encouraged to act by reporting it through one of the following pathways:

Step 1

- To help navigate a concern, conflict, or dispute please consider contacting SafeZone⁹ in the first instance. This is an independent, free to use, third-party service that offers a confidential, welcoming space to ask questions, share experiences, and receive guidance on dispute issues such as harassment, bullying, abuse, or other forms of maltreatment.
- Whether an athlete, coach, parent, official, or club representative, this service offers personalized, independent and confidential support to help you understand your options and the confidence to take the next step forward.

Step 2

- For serious or sensitive concerns (e.g., harassment, abuse, discrimination), submit a report to Skate Canada's Independent Safe Sport Officer¹⁰. This is confidential, third-party reporting.
- For Club-level concerns (e.g., disrespect, boundary issues, interpersonal conflicts): Email Skate Oakville¹¹. These matters may be addressed through Skate Oakville's Dispute Resolution Policy.

⁹ by email at safezone@itpsport.ca – for further information refer to www.itpsport.ca and/or What is SafeZone in Policy 2.2

¹⁰ <https://safesport.skatecanada.ca>

¹¹ feedback@skateoakville.ca

Note: The Club reserves the right to refer any complaint to Skate Canada or Skate Ontario if it falls outside the Club's jurisdiction or involves potential violations of national Safe Sport policies.

Our Responsibility

All Club members, skaters, parents, coaches, officials, volunteers, and board members, share in the responsibility to prevent and address maltreatment. By participating in Club activities, each member agrees to:

- Treat others with respect and dignity
- Refrain from harmful or disrespectful behavior
- Speak up when they witness conduct that goes against this policy
- Cooperate with any investigation or resolution process

Commitment to Safe Sport

Skate Oakville is dedicated to fostering a culture where everyone feels safe, heard, and valued. We support skating in a fun, inclusive, and challenging environment that encourages every member to perform at their best, free from fear, intimidation, or harm.

POLICY 2.4 SOCIAL MEDIA POLICY

Purpose

The purpose of this policy is to establish guidelines and expectations for the use of social media platforms by skaters, coaches, staff, volunteers, employees, and participants of the Club. This policy aims to promote responsible and respectful behavior online, protect the reputation of the Club, and ensure compliance with legal and ethical standards.

Application

This policy applies to all social media activities conducted on behalf of or associated with the Club, including but not limited to official Club accounts, personal accounts used in connection with Club activities, and interactions between participants, skaters, coaches, staff, volunteers, employees, and participants of the Club on social media platforms. This policy is not intended to interfere with the private lives of our Participants or to impinge on the right to freedom of speech.

Social media

Should be understood in its broadest interpretation to include but is not limited to Facebook, X (formerly Twitter), TikTok, Instagram, YouTube, blogs, electronic newsletters, online forums and other sites and services that permit users to share information with others in a contemporaneous matter.

Photos

The Club from time to time takes photographs or videos of Club skaters in order to highlight their successes or advertise our programs. Photographs or videos may be included on our website, social media pages, in the local newspapers, or on any other Club related document, information sheet or advertising relating to the Club. The use of photographs and video will be limited to these purposes.

If you do not consent to having pictures or videos of your skater taken, kindly have them excuse themselves before group photos are taken.

The Club does not allow the unauthorized taking of photographs or videos without the consent of the skater or parent/guardian.

Parental Notification and Opt-Out

Skate Oakville understands and respects that not all families may wish for their child to be photographed or recorded. If you do not consent to your child being included in any photos or videos taken by the Club, please notify us in writing by emailing¹²:

Subject: Photo/Video Opt-Out Request

Please include:

Skater's full name

Program(s) registered in

Specific restrictions, if applicable (e.g., video only, no group photos)

We will make every reasonable effort to respect and adhere to your request. However, please note that skaters may occasionally appear incidentally in group photos or wide shots at public events.

¹² office@skateoakville.ca

Official use

Refers to anyone posting on behalf of the organization, with any form of the Club in their username or description.

Personal use

Refers to posts about the Club, through a personal, non-affiliated account of any Participant. Club participants are free to publish or comment via social media in accordance with this policy.

Guidelines

It is expected that all participants will maintain a professional tone and language in all social media communications that includes:

- Refraining from posting content that is offensive, discriminatory, defamatory, or otherwise inappropriate.
- Represent the Club positively and accurately in all social media interactions.
- Respect the confidentiality of Club related information, including member details, financial matters, and internal discussions.
- Refrain from sharing sensitive information or discussing internal Club matters on social media platforms.
- Treat others with respect and courtesy in all social media interactions.
- Avoid engaging in arguments, personal attacks, or disputes on social media platforms.
- Do not impersonate or misrepresent the Club or its officials on social media.
- Obtain consent before posting photos, videos, or personal information about members, coaches, volunteers, or stakeholders.
- Respect individuals' privacy settings and preferences on social media platforms.
- Comply with all applicable laws, including copyright, defamation, privacy, and anti-discrimination laws, when posting content on social media.
- Do not engage in illegal or unethical activities on social media platforms.

Official Club Accounts

The Club will designate responsible individuals to manage and administer official Club social media accounts. The Club will regularly monitor, and moderate content posted on official accounts to ensure compliance with this policy.

- Only the Club designate(s) can respond promptly and professionally to inquiries, comments, and messages received through official Club social media accounts. Communication using official accounts should avoid engaging in controversial or sensitive discussions on behalf of the Club without appropriate authorization.
- Will clearly disclose any endorsements, sponsorships, or partnerships related to Skate Oakville in social media posts.
- Avoid making misleading or false claims about products, services, or organizations.

Personal Social Media Use**Separation of Personal and Professional Accounts**

The Club will maintain separate personal and professional social media accounts.

Representational Behavior

Participants must understand that personal social media activity reflects on the Club and its reputation and will exercise discretion and good judgment when posting content that may be associated with the Club.

Reporting Concerns

Report any instances of inappropriate or concerning social media behavior by members, coaches, volunteers, or stakeholders to Club office.

This policy has been written to complement the Code of Conduct which outlines the expectations with regards to providing a safe environment in which all individuals and groups are treated with respect and dignity in an environment valuing equity, diversity, and inclusion. Breach of its guidelines may be subject to disciplinary action. This policy has been written to complement the Dispute Resolution policy.

POLICY 2.5 PRIVACY

Purpose

The Club is committed to protecting the privacy and security of our members, employees, volunteers, and other stakeholders. This Privacy Policy outlines how we collect, use, disclose, and manage personal information in compliance with the Personal Information Protection and Electronic Documents Act (PIPEDA) and other applicable laws. We may update this Privacy Policy from time to time. Any changes will be posted on our website, and we encourage members to review the policy periodically.

Collection of Personal Information

We collect personal information for various purposes, including membership registration, program participation, and communication. The types of personal information we collect may include:

- Name
- Contact details (e.g., address, phone number, email)
- Date of birth
- Medical information (for safety purposes)
- Payment information

Personal information is the information that relates to you as an identifiable individual. It does not include business information (e.g. business address and telephone number)

Use of Personal Information

The personal information we collect is generally used for, but not limited to, the following:

- Managing membership and participation in Club skating activities.
- Communicating with members, employees, and volunteers.
- Providing services and support.
- Ensuring the safety and well-being of our members.
- Processing payments and donations.
- Complying with legal and regulatory requirements.

Disclosure of Personal Information

We may disclose personal information to:

- Authorized employees and volunteers who need the information to perform their duties.
- Third-party service providers (e.g., payment processors) who assist us in our operations.
- Skate Ontario and Skate Canada
- Legal authorities, if required by law or to protect our rights and safety.

We do not sell, trade, or rent personal information to third parties.

Storage and Security

We take reasonable steps to protect personal information from loss, theft, unauthorized access, disclosure, copying, use, or modification. Personal information is stored in secure locations and accessed only by authorized personnel.

Access and Correction

Members have the right to access their personal information and request corrections if necessary. To access or correct your personal information, please contact¹³.

Retention and Disposal

We retain personal information only for as long as necessary to fulfill the purposes for which it was collected or as required by law. When personal information is no longer needed, we dispose of it securely.

Rights and Choices

Members have the right to:

- Access their personal information.
- Request corrections to their personal information.
- Withdraw consent for the use of their personal information (subject to legal or contractual restrictions).

¹³ office@skateoakville.ca.

POLICY 2.6 CONFIDENTIALITY

Purpose

The purpose of this Confidentiality Policy is to ensure that all personal, sensitive, and confidential information pertaining to the Club in Ontario, its members, employees, volunteers, and other stakeholders is safeguarded and handled with utmost care and integrity. This policy aims to protect the privacy of individuals and the integrity of the Club and to ensure that confidential information will not be divulged to anyone other than those who are authorized to receive such information.

Application

This policy applies to all members, Board of Directors, employees, volunteers, coaches, contractors, and any other individuals associated with the Club who may have access to confidential information.

Definition of Confidential Information

Confidential Information includes, but is not limited to:

- Personal information of skaters, employees, volunteers, and other stakeholders (e.g., names, addresses, phone numbers, email addresses, medical information, and financial information).
- Internal documents, reports, and communications.
- Business operations, strategies, and plans.
- Any other information designated as confidential by the Club.

Responsibilities

All individuals covered by this policy are responsible for:

- Respecting and protecting the confidentiality of all information they encounter.
- Using confidential information only for its intended purpose.
- Disclosing confidential information only to individuals authorized to receive it.
- Ensuring that confidential information is stored securely and not left unattended.

Handling of Confidential Information

- **Access:** Access to confidential information shall be restricted to authorized individuals only.
- **Storage:** Confidential information must be stored in secure locations (e.g., locked cabinets, password-protected digital files).
- **Transmission:** When transmitting confidential information (e.g., via email or other digital means), appropriate security measures such as encryption should be used.
- **Disposal:** Confidential information that is no longer needed must be disposed of securely (e.g., shredding paper documents, permanently deleting digital files).

Breach of Confidentiality

Any suspected or actual breach of confidentiality must be reported immediately to the President/Chair of the Board of Directors. An investigation will be conducted, and appropriate actions will be taken, which may include disciplinary measures.

Compliance with Laws

This policy is designed to comply with the relevant privacy and confidentiality laws and regulations in Ontario, including the Personal Information Protection and Electronic Documents Act (PIPEDA).

POLICY 2.7 CONFLICT OF INTEREST POLICY

Purpose

This policy ensures transparency and integrity within the Club by preventing conflicts of interest across all levels of operation, including decisions made by the Club committees and staff.

Application

This policy applies to all members of the Board of Directors and any committee members, regardless of their role.

What constitutes a Board member conflict of interest?

Board conflicts of interest happen in situations where a board member's objectivity, judgment, or ability to act in the best interest of the Club may be (or appear to be) compromised. Personal, financial, or occupational considerations are behind the conflicts of interest. Board conflicts of interest happen when there's a real, potential, or perceived conflict.

Obligations of Directors and Committee Members:

Generally, directors must:

- Act honestly and in good faith, in the best interests of the organization.
- Exercise their powers properly, and their discretion reasonably.
- Exercise their powers and discretion for the purpose for which they are conferred; and avoid conflict of interest.

While committee members are not always fiduciaries, the organization still requires that its committee members, at all times:

- Act honestly and in good faith, in the best interests of the organization.
- Exercise their powers properly, and their discretion reasonably.
- Exercise their powers and discretion for the purpose for which they are conferred; and avoid conflict of interest.

The Duty to Act Honestly and in Good Faith - Acting honestly and in good faith means that the director or committee member is not seeking to gain an advantage for themselves, or for someone else; is not intending to deceive anyone and is not blindly following the lead of others on the Board or the committee.

The Duty to Properly Exercise Powers - Properly exercising powers conferred on the director or committee member means the person is not acting upon some personal "hidden agenda" but is exercising his or her powers for legitimate purposes which serves the best interests of the organization.

The Duty to Avoid Conflicts of Interest - Conflict of interest arises when a person has (or could have) divided loyalties. Directors and committee members owe the organization their undivided loyalty.

Conflict of Interest Policy:

Conflicts of interest must be disclosed promptly and managed appropriately. This includes actual, potential, or perceived conflicts.

Awareness

All directors and committee members must be vigilant to identify:

- Whether they have any material interest in the contract or transaction which is being considered by the Board or the committee (legal conflict of interest)
- Whether, even if there is no legal conflict of interest, there is some other factor which does, or could, prevent them from exercising objective judgment (potential conflict of interest)
- Whether, even if there is no potential conflict of interest, there is some other factor which might give an objective outside observer a reasonable basis to perceive that the director, committee member or trustee might not exercise objective judgment (reasonably perceived conflict of interest).

Disclosure

Financial - A director or committee member who is employed by, performing services for or has a financial interest in any business enterprise doing business with or seeking to do business with the Club has a general and ongoing duty to disclose that interest in writing to the President/Chairman of the Board (in the case of directors), to the Committee Chair (in the case of committee members), or to Board (in the case of a President/Chairman of the Board).

Legal Conflict of Interest - Where a director or committee member has a legal conflict of interest, the person must disclose that interest as soon as possible to the President/Chairman of the Board (in the case of directors), to the Committee Chair (in the case of committee members), or to the Board (in the case of a President/Chairman of the Board) by completing a Declaration of Conflict of Interest disclosure. The interest must be disclosed in sufficient detail to allow the recipient to understand the nature and scope of the interest.

Potential or Perceived Conflict of Interest - Where a director or committee member has a potential conflict of interest, or there is some basis for a perceived conflict of interest, the person must at least disclose that interest to the Board or the committee, in sufficient detail to allow the other directors or committee members to understand the nature and scope of the interest. The Chair of the Board or the committee may then require the director or committee member to complete a Declaration of Conflict of Interest form (Appendix 1) and submit it to the President/Chair of the Board or his/her designate (in the case of directors), to the Committee Chair (in the case of committee members), or to the Board (in the case of a President/Chairman of the Board).

Objective Review:

Disinterested parties must participate in decision-making processes where conflicts of interest are present to ensure impartiality.

Resolution of Disputes:

A resolution process is in place to address disputes regarding conflicts of interest, including consultation, independent review, and timely decision-making.

Breach of Policy:

Any breach of this policy, including failure to abide by final decisions, may result in disciplinary action.

POLICY 2.8 INCLUSION POLICY

Purpose

Skate Oakville is committed to providing an equitable, diverse, inclusive and barrier-free environment where every Individual feels valued, respected, accepted, and supported.

Application

This policy applies to all stakeholders in the Skate Oakville community. It should also be read in conjunction with the Safe Sport Program and the Skate Ontario Code of Conduct.

Guidelines

To promote and support inclusivity, Skate Oakville will strive to:

- Encourage participation at all levels and in all areas of the sport for populations that are traditionally underrepresented
- Increase the diversity of individuals involved with skating to help bring new ideas, support growth in participation, increase the fan base and expand the number of qualified personnel to serve as volunteers and staff for Skate Ontario
- Ensure that all staff and volunteer leaders on the Board and its Committees are filled, in accordance with legal requirements and current best practices, to reflect the diversity of the larger Skate Oakville community.
- Contribute to raising awareness and understanding of diversity, equity and inclusion amongst our membership
- Offer a workplace that is accepting and supportive of all people.

It is the responsibility of all Skate Oakville stakeholders to uphold the principles of inclusion in our activities and interactions and identify any opportunities or gaps in the implementation of this policy.

Policy Administration

Skate Oakville maintains and reviews this policy from time to time. In recognition of the evolving nature of equity, diversity and inclusion policies, Skate Oakville is committed to updating and enhancing this policy pending direction from Skate Ontario and Skate Canada.

POLICY 2.9 RECOGNITION POLICY

Purpose

The purpose of this policy is to formally recognize and celebrate the achievements and contributions of skaters, coaches, officials, volunteers, and members of Skate Oakville, in alignment with the values, policies, and Safe Sport framework of Skate Canada and Skate Ontario. Recognition supports athlete development, volunteer engagement, and a positive, inclusive club culture.

This policy aligns with:

- Skate Canada Code of Ethics and Code of Conduct
- Skate Ontario governance and Safe Sport requirements
- Skate Canada Equity, Diversity, and Inclusion (EDI) principles

This policy applies to all individuals affiliated with Skate Oakville including:

- Skaters/Coaches
- Appointed officials – (Judges, Referees, Technical Officials)
- Volunteers and Board members
- Club staff and members

Recognition activities shall be:

- Fair and transparent, with clear criteria
- Inclusive and equitable, consistent with EDI principles
- Free from perceived or actual bias or favoritism
- Respectful of athlete well-being
- Appropriate to age, stage, and level of participation

Recognition will never be used as a substitute for performance evaluation, discipline, or selection of decisions.

Skaters Recognition: Skaters may be recognized for:

- Skate Canada test achievements and milestones
- Competitive participation and achievement
- Demonstrated sportsmanship and respect
- Commitment, effort, and personal growth
- Long-term participation in the club/Volunteering commitment

Rewards provided by Skate Oakville, include but not limited to the below forms

- Most Improved Skater Award
- Perseverance Award
- Commitment Award
- Performance Award
- Spirit Award
- Adult Award

Guidance

Skate Oakville strives to provide an inclusive and respectful environment for all, in accordance with current Safe Sport requirements. Our coaches are encouraged to complete their NCCP/Safe Sport training and stay up to date on current requirements and best practices.

All stakeholders (e.g., members, coaches, skaters, and volunteers) are encouraged to exercise good judgment when expressing appreciation and/or celebrating achievements, milestones, or holidays.

If there is any uncertainty about whether a form of recognition is appropriate, stakeholders are encouraged to consult the Club Director or the HR committee of the Board of Directors.

For further guidance, refer to the “Universal Code of Conduct to Prevent and Address Maltreatment in Sport” for more information and Section 5.7.4.

<https://sportintegritycommissioner.ca/files/UCCMS-v6.0-20220531.pdf>

POLICY 2.10 DRESS CODE POLICY

Purpose

A Dress Code policy sets guidelines to ensure safety, consistency, professionalism, modesty and alignment with the governance policies, including Skate Ontario and Skate Canada.

Application

The Dress Code Policy applies to all members including skaters, coaches, volunteers and parents/guardians, during on-ice, off-ice and all official events.

Guidelines:

General On-Ice Dress Code Requirements

- **Allowed Apparel:** Skating dresses, skating skirts, leggings, tights, skating pants, and fitted tops/sweaters. Attire should allow coaches to clearly see body lines, posture, and knee/ankle alignment.
- **Prohibited Items:** Jeans, denim, shorts, baggy clothing and dangling jewelry are generally not permitted on the ice. Prohibited items also include clothing that displays language/images depicting racism, sexism, vulgarity, hate speech, pornography, or illegal activities (e.g., drug use).
- **Hair:** Long hair must be tied back and kept off the face.
- **Accessories:** Gloves or mittens for warmth and safety. No dangling jewelry, loose watches, unsecured smart devices, or accessories that may pose a safety risk
- **Skates:** Clean laces and proper skate guards are expected when walking off-ice.

General Off-Ice Dress Code Requirements

- **Off-Ice Training:** Appropriate athletic gear, such as leggings and T-shirts, are required, along with proper footwear (e.g., running shoes).
- **Prohibited Items:** include clothing that displays language/images depicting racism, sexism, vulgarity, hate speech, pornography, or illegal activities (e.g., drug use).

Skate Oakville encourages all members, coaches, volunteers and staff to actively promote and reflect the Club's identity and spirit by wearing official club- branded apparel while participating in Skate Oakville programs, competitions and other activities held at Skate Oakville premises or representing the club externally. Club branded attire fosters unity, pride, professionalism and a strong sense of belonging within our skating community.

SECTION 3: REGISTRATION AND MEMBERSHIP

POLICY 3.1 GENERAL MEMBERSHIP

Membership will be closed for any session which becomes filled, as defined by the Skating Director. A waitlist may be established.

The Club reserves the right to change categories or ice times at any time during the skating year or cancel programs where minimum registration levels are not met and preempt ice times for test days and competitions. The Club and Town of Oakville are not required to make up lost time or compensate customers for closing arenas due to Acts of God.

POLICY 3.2 SKATE CANADA MEMBERSHIP FEE

The Skate Canada Fee is charged once per year (Sep 1 to Aug 31) and pays for a skaters Skate Canada membership and insurance. The Club will forward this fee to SC on your behalf. The SC Fee is non-refundable and non-transferable. For more information about Skate Canada, visit www.skatecanada.ca.

POLICY 3.3 SKATE OAKVILLE MEMBERSHIP FEE

The Club membership fee is charged once per year (Sep 1 to Aug 31) and entitles 1 (one) skater to skate on Club sessions. This Fee is non-refundable and non-transferable.

POLICY 3.4 MAKE-UP CLASSES

The Club adopts the same policy for missed classes as the Town of Oakville.

Make-up classes or credits/refunds for missed classes are not available. Participants are to attend all classes as scheduled for the program in which they are registered.

If you have registered for a class and can no longer attend, we ask that you withdraw from your session as soon as possible. This allows us to accommodate anyone on the waitlist.

POLICY 3.5 WITHDRAWALS & REFUNDS

Refunds are provided under specific conditions as outlined in this policy. Refunds will be processed in a fair and timely manner, ensuring that both the Club and its members are treated equitably

All withdrawals must be made in writing to office@skateoakville.ca at least 24 hours before the session for which the skater is registered begins. In-person or over-the-phone withdrawals are not accepted. All refunds are pro-rated from the time of notification.

- The Skate Canada fees and Skate Oakville fees are not refundable.
- There are no Learn to Skate withdrawals after the third (3) class.
- There is a charge for every withdrawal fee or class change. See Definitions.

Refunds for injury with an accompanying doctor's note, will be issued at any time throughout the season. The request should include:

- Member's name and contact information, email address
- Reason for the refund request
- Supporting documentation (if applicable)
- Date of withdrawal or cancellation

POLICY 3.6 SWITCHING SESSIONS OR DAYS

All session or day change requests must be made in writing¹⁴. We do not accept in-person or over-the-phone changes. Every effort will be made to accommodate change requests; however we cannot move skaters into a program that has reached the maximum number of skaters.

The Club will communicate sessions change on a best endeavors basis - see 3.10 Communication

POLICY 3.7 PAYMENT

Registrants must pay in full at time of registration, or where installation options are available for the program, a commitment is made to paying all the installments.

POLICY 3.8 WINTER STORM PROTOCOL

Club programs run, as long as the facilities stay open. For updates on facility closures, please refer to the Town of Oakville Parks and Recreation website¹⁵.

In exceptional situations, the Skating Director or President of the Club may decide to cancel programs even if the town facilities stay open. This may happen, if we do not have enough coaches to keep the program running safely. In this case, members will receive a credit for the missed class applied to their accounts.

POLICY 3.9 ASSESSMENT DAY PARTICIPATION

Assessment Days at the Club are for skaters registered in STAR Skate, Competitive and Synchro sessions. Shiny Ice sessions do not count as registered sessions.

- **Winter Season:** Skaters must be registered in a minimum of two (2) sessions per week
- **Spring Season:** Skaters must be registered in a minimum of two (2) sessions per week
- **Summer Season:** Skaters must be registered in a minimum of two (2) weeks of programs OR twelve (12) sessions
- **Synchro Team Skaters:** Synchro teams count as one (1) registered session.
- **Shiny Ice:** Shiny Ice sessions do not count as registered sessions

Non-Skate Oakville Members

Coaches may request special permission for a skater to participate. This does not mean the skater will be able to participate. These requests are evaluated on a case-by-case basis and are dependent on the size of the assessment day and how much time is available. An additional surcharge would apply to any Non-Skate Oakville members participating. This must be requested a minimum of three weeks ahead of the Assessment Day.

POLICY 3.10 COMMUNICATIONS

The Club uses email as their primary form of communication for all communications. Members are asked to ensure their permissions are set properly to receive email communications within their accounts. The Club website and social media platforms should not be relied upon for session updates.

¹⁴ office@skateoakville.ca

¹⁵ <https://www.oakville.ca/parks-recreation-culture/programs-activities/skating/>

POLICY 3.11 PAYMENT POLICY

Purpose

This Skate Oakville Payment Policy establishes clear rules for the billing, payment, collection, and enforcement of amounts owing to the Club. Its purpose is to:

- Promote timely payment of Club charges;
- Support consistent administration across all programs and sessions;
- Confirm that payment status affects a member's or skater's good standing with the Club;
- Set out the consequences of overdue accounts; and
- Provide a fair process for payment arrangements, hardship accommodations, and reinstatement.

This policy is intended to operate in conjunction with Skate Oakville's governing documents, including the 2022 By-Laws, which provide that membership fees are set by the Board, that membership commences when annual and program fees have been paid in full, and that a member in good standing must have paid required membership fees and is entitled to the privileges of membership. This policy expands and clarifies those payment expectations for all Club charges and activities.

Policy Statement

Skate Oakville is a not-for-profit skating club. The Club relies on timely payment of fees and charges to fund ice contracts, coaching administration, program delivery, assessments, competitions, insurance-related obligations, and related operating costs. All persons registering with the Club are responsible for paying all applicable amounts when due.

Any member or skater with an overdue balance is not in good standing and may be restricted from participation until the account is brought current or the Club approves a written payment arrangement.

Scope

This policy applies to:

- All members, skaters, and where applicable parents, guardians, or account holders responsible for payment to the Club;
- All Club programs, sessions, events, and activities; and
- All amounts charged by or through the Club.

Amounts Covered

This policy applies to all amounts billed or charged by Skate Oakville, including without limitation:

- Membership fees;
- Registration fees;
- Program fees;
- Session fees;
- Ice fees;
- Assessments or equivalent program assessments;
- Test fees;
- Competition-related Club charges;
- Drop-in fees;
- Skate Canada or similar pass-through charges billed through the Club, where applicable;
- Any other administrative, program, event, or account charges properly posted to a member or skater account.

3.11.1 Fees, Billing, and Due Dates

Board Authority and Fee Setting

All membership, registration, program, and related fees are established or approved by the Club through its authorized governance and administrative processes.

Payment Due Date

Unless otherwise expressly stated in writing by the Club:

- All charges are due when billed; and
- Where the Club permits payment by installments, each installment is due on the date specified by the Club.

Installment Terms

Where installment payments are offered:

- The installment option is a payment accommodation and not a waiver of the full amount owing;
- The member, skater, or account holder remains responsible for the entire balance associated with the registration, program, session, or activity;
- Failure to pay any installment when due places the account in default under this policy; and
- The Club may revoke installment privileges for future registrations.

3.11.2 Good Standing

General Rule

A member or skater is not in good standing with Skate Oakville if any amount owing to the Club is overdue, unless the Club has approved a current written payment arrangement and the account holder is complying fully with that arrangement.

Effect on Membership Privileges

A person who is not in good standing is not entitled to the privileges associated with good standing, including participation privileges that the Club administers or controls.

Clarification

For the purpose of Club administration, good standing requires that all amounts properly owing to the Club be paid when due, not only annual membership fees.

3.11.3 Consequences of Non-Payment

Suspension of Participation

A skater who is not in good standing may not participate in any of the following unless and until the account is brought current or the Club approves a written payment arrangement:

- Club sessions;
- Skating programs;
- Assessments or tests;
- Competitions administered, coordinated, or supported by the Club, where the Club has authority to restrict participation;
- Ice time;
- Drop-ins;
- Special events;
- Any related Club activity or service.

Additional Administrative Restrictions

Where an account is overdue, the Club may also:

- Suspend account privileges;
- Decline to process further registrations;
- Refuse future registration or renewal;
- Withhold confirmations, scheduling, or participation access to the extent permitted by applicable rules; and
- Require full payment in advance for all future participation.

No Waiver

If the Club allows temporary participation despite an overdue balance, that does not waive:

- The overdue status of the account;
- The application of interest;
- The Club's right to suspend participation later;
- The Club's right to pursue collection.

3.11.4 Overdue Accounts and Interest

Grace Period

Any amount not paid within 15 calendar days after its stated due date becomes an Overdue Amount for the purpose of this policy.

Interest Rate

Beginning on the 16th calendar day after the due date, each Overdue Amount bears interest at the rate of 12% per annum, calculated and accruing monthly on the outstanding balance until paid in full.

Administrative Rationale

This interest provision is intended for prospective application to clearly disclosed Club charges and is designed to encourage timely payment and compensate the Club for the administrative and financing impact of overdue accounts.

Application of Payments

Unless the Club determines otherwise, payments received on overdue accounts may be applied in the following order:

- 1. Accrued interest;
- 2. Older overdue charges;
- 3. Current charges; and
- 4. Any other amounts owing.

3.11.5 Notices and Collection Process

Account Notice

Where an account becomes overdue, the Club may provide one or more notices by email, invoice platform notice, letter, telephone, or other contact method on file.

Collection Steps

If an overdue balance is not resolved, the Club may take any one or more of the following steps:

- Send reminder notices;
- Place the account on administrative hold;
- Suspend skating and participation privileges;
- Cancel or deny future registration;
- Require immediate payment in full;
- Enter into a written payment arrangement;
- Refer the matter for collection action; and
- Commence legal proceedings to recover unpaid amounts.

Legal and Collection Costs

To the extent permitted by applicable law and any registration or payment terms accepted by the account holder, the Club may seek recovery of reasonable out-of-pocket costs incurred to collect unpaid amounts, including filing fees and service costs.

3.11.6 Written Payment Arrangements

Club Approval Required

The Club may, in its discretion, approve a written payment arrangement for an overdue account.

Minimum Requirements

A payment arrangement should ordinarily include:

- The account holder's name;
- The total amount owing;
- The payment schedule and dates;
- The method of payment;
- Whether participation will be permitted during the arrangement;
- Whether interest will continue to accrue; and
- A statement that any missed payment constitutes default.

Effect of Approved Arrangement

A member or skater subject to an approved written payment arrangement will be treated as compliant with this policy only while:

- The arrangement remains in force; and
- Every payment is made on time and in full.

Default Under Arrangement

If the account holder misses a payment or otherwise breaches the arrangement:

- The full unpaid balance may become immediately due;
- The member or skater is no longer in good standing;
- Participation privileges may be suspended immediately; and
- The Club may proceed with additional collection steps.

3.11.7 Hardship Accommodations

Discretionary Relief

The Club recognizes that genuine financial hardship may arise. The Club Director or designate, with escalation to the Board where appropriate, may approve temporary accommodations in cases of demonstrated hardship.

Possible Accommodations

A hardship accommodation may include:

- An adjusted installment schedule;
- A short temporary deferral;
- A requirement for automatic payments; or
- Another written arrangement appropriate to the circumstances.

No Automatic Entitlement

Hardship consideration is discretionary. A request for accommodation does not:

- Suspend amounts otherwise due;
- Prevent an account from becoming overdue; or
- Guarantee ongoing participation unless the Club confirms approval in writing.

3.11.8 Reinstatement

Reinstatement to Good Standing

A member or skater will be reinstated to good standing when:

- All overdue amounts, including applicable interest, have been paid in full; or
- The Club has approved a written payment arrangement and the account is current under that arrangement.

Restoration of Participation

Participation privileges may be restored only after the Club confirms reinstatement administratively. The Club may require reasonable processing time before restoring registration access, session access, competition support, or other participation rights.

3.11.9 Administrative Implementation

Responsibility for Payment

The person identified as the account holder, registrant, parent, guardian, or payer on the Club's records remains responsible for payment unless the Club confirms another arrangement in writing.

Club Records

The Club's billing records, account statements, invoices, and payment ledger will serve as the primary administrative record of charges, payments, and balances.

Communication

Members and account holders are responsible for keeping current email, mailing, and contact information on file with the Club. Notice sent to the contact information on file is deemed sufficient for administrative purposes.

No Set-Off or Withholding

Amounts owing to the Club may not be withheld, reduced, or set off against any claimed dispute unless the Club agrees in writing.

Exceptions

Any exception to this policy must be approved in writing by the Club through the Executive Director, designate, or Board, as applicable.

3.11.10 Governance and Interpretation

Consistency With Governing Documents

This policy is intended to support and clarify the Club's governing documents. If there is a conflict between this policy and the Club's by-laws, the by-laws govern to the extent of the conflict, unless and until amended.

Board Discretion

The Board retains discretion to interpret, administer, and amend this policy, and to address circumstances not expressly covered.

SECTION 4: FINANCIAL

POLICY 4.1 VOLUNTEER REIMBURSEMENT

Occasionally, members may incur out-of-pocket expenses on behalf of the Club while carrying out volunteer responsibilities. This policy outlines the process to be followed for the reimbursement of such expenses.

- All expenses must be pre-approved by a Skate Oakville staff or Board member and be reasonable in nature.
- A written description of the expense, its purpose, and the original receipt, must be submitted to the Club bookkeeper within two weeks of the end of the season in which the expense occurred.
- Reimbursement will be in the form of direct deposit. Deposit details to be provided to the bookkeeper.
- Alternatively, a manual cheque may be produced and will require the member-recipient to pick up during office hours. Cheques will not be mailed.

POLICY 4.2 OVERDUE FEES

Your Skate Oakville Club account is overdue when the amount due has not been paid by the agreed installment amount. If a member's account goes into overdue status, the Club will contact the member to discuss the status and to make arrangements for payment or further action as necessary.

SECTION 5: PROGRAM POLICIES

POLICY 5.1 EDGE REFUNDS

There are no refunds. Once you have accepted and registered, fees paid are non-refundable.

POLICY 5.2 EDGE ALTERNATE SKATER

Alternates are at the discretion of the coach. Alternates will be named in a timely manner prior to the competition or event.

Coaches will base their decisions on the following:

- Skill level of the skater
- Attendance, punctuality, and participation
- Attitude
- Safety
- Needs of the many outweigh the needs of the few

POLICY 5.3 EDGE COMMITMENT

Attendance and punctuality are mandatory for all practices, competitions, and events. All absences must be communicated and cleared with the coach. Absences could affect participation in practices, competitions, and events.

Juvenile to Intermediate-all practices attended 2 weeks prior to a Competition or an event.

Beginner to Pre-Juvenile-all practices attended 1 week prior to a Competition or an event.

Skaters are expected to catch up on their own time before the first practice back after an absence.