



Thunder Bay Figure Skating Club Policies & Procedures

September 2017

Amended November 2018/September 2020

The Thunder Bay Figure Skating Club shall abide by all Skate Canada by-laws, rules, and regulations as per Skate Canada By-Law 1201 (1)(c)(iv), as amended.

1.0. Pandemic/Epidemic Program Cancellation

In the event of a pandemic/epidemic, the Club is prepared to follow public health, municipal/provincial government and sport recommendations regarding modifying/restricting/postponing or cancelling programs and activities.

The Club will provide in the form of a Club credit, a refund of the cancelled/postponed programs/events. Cash refunds will only be considered by the board of directors on a case-by-case basis. Requests are to be sent in writing to the Club President.

All modifications or restrictions to programming will remain in place until advised that it is safe to resume activities by public health, government, or sport officials.

In the absence of specific protocols, please refer to the Skate Ontario/Skate Canada guidelines, as amended.

2.0 Rowan's Law

Skaters (and parents of skaters under the age of 18), and coaches must acknowledge/sign at the time of registration that they have read and understood Rowan's Law, as required by Skate Canada.

3.0. Criminal Records Check

All board members shall have a successful criminal records check when they get elected to the Board. Those board members finishing their second year term shall sign a waiver declaration form indicating any changes to the criminal records check. The Club will reimburse Board members for any cost incurred.

Returning Board Members without a break in service will be required to sign a waiver declaration each year that they are staying on the Board. If a Board Member has a break in service, a new criminal records check is required upon election.

In the event of an offence on a criminal records check, the Board shall review the offence on a case by



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case basis to determine if the member shall be permitted to volunteer on the Board.

4.0. Arrears and Payments

If an account falls 30 days past due, the account will be considered in bad standing.

The member has from day 31 to 61 to bring the account to a current balance to be considered back to good standing status.

The Club understands that circumstances occur and may grant an arrangement, on a case-by-case basis, provided a request in writing is sent to the President and Treasurer, no later than 45 days past due.

If no communication is received and the account continues to be in bad standing status at 60 days, the member/skater(s) will not be permitted to participate in any Club programming or events until the account returns to good member status.

5.0 Refunds

All requests must be made in writing and will only be given up to the first four weeks of skating during the winter season. A non-refundable fee of \$60.00 includes administrative costs and Skate Canada Registration fees. All written requests for refunds must be made within 7 days of the skater's last day. The club's income is based solely on fees and fundraising, therefore after the first 4 weeks of skating, fees will only be refunded under the following conditions:

- relocation of family to another town
- compassionate reasons approved by the board
- a medical note from a doctor for injury or illness within 14 days of the request

A letter to the board is required for any skater leaving the program. The letter may be handed to any member of the board who will mark the date received on that letter. The letter will then be presented at the next board meeting. Approved funds will be pro-rated and mailed out. Absolutely NO REFUNDS for ice show will be given out after January 15 as material and supplies have already been purchased.

6.0. Bereavement

For bereavement, gifts \$25 or less do not need to be brought to the Board of Directors. On the passing of a Board of Director or Official, a donation of \$50 will be made to their charity of choice in their memory.

7.0. Bursary Awards and Competitive Funding

Bursaries may be issued to those skaters who attend competitions in the Super Series or Sectional Series.



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To be eligible for awards/funding, the following conditions must be met:

1. Must be a full time skater and a member in good standing with the Club
2. All recipients must complete a written application form by June 30th of the calendar year and submit to the Board of Directors for approval
3. In addition to the 12 ice subsidy volunteer hours, 24 additional volunteer hours must be
4. completed. As per the Ice Subsidy and Volunteer Hours Policy (20.0), all volunteer hours will be limited to a maximum of 8 hours per activity/person
5. Volunteer hours must be completed prior to the bursary being issued.
6. Receipts must be submitted
7. Skaters may apply only for funding in either the Super Series or the Sectional Series for out of town competitions only.

Funding will be as follows:

Sectional Series:

- Registration for one Sectional Series competition to a maximum of \$200.00
- Funding towards attendance at Sectionals to a maximum of \$500.00
- Funding towards attendance at Challenge to a maximum of \$1000.00
- Funding towards attendance at Nationals to a maximum of \$1000.00

Super Series:

- Registration for one Super Series competition to a maximum of \$200.00
- Funding towards attendance at Super Series Provincial Championships to a maximum of \$500.00

8.0. Ice

Sessions with less than five (5) skaters participating due to competitions and/or holidays will be cancelled. Skater will be allowed to pick up an extra day within that month to make up for this lost time.

8.1. Make up Sessions

There will be no substitutions or make up sessions allowed for a missed session. However a STARskater may pick up a session for a drop in fee (see Drop In Fee Policy). The skater must contact the Membership Chair 48 hours before the session to ensure availability. The skater will only be allowed on the session if space is available.

8.2. Canskate Missed Sessions

There will be no substitutions or make up days allowed for a CanSkater. All CanSkaters must skate on their registered day(s). No refunds will be given for a missed session.

8.3. Weather Cancellations

If the city cancels/closes the facility on a scheduled day that Thunder Bay Figure Skating Club offers a program there will be no refunds or make up sessions given unless the Club is reimbursed by The City of Thunder Bay.

9.0. Membership

Skaters who require special needs (ie. autism, Down's syndrome) can have a worker or parent present on the ice provided that worker or parent is registered with Skate Canada, and space permits, subject to Skate Canada guidelines and protocols.

Each skater, regardless of program, must pay the Skate Canada membership fee. This fee is non-refundable.

10.0. Coaches' All coaches must have a contract with the Club, or be a freelance coach with permission from the Board to be on Club ice.

10.1. Coaches' Professional Development

- Standard Coaches are eligible to receive up to \$1000 per skating year (Sept 1 - Aug 31) for professional development as stated in their individual contract.
- Recreational Coaches can be eligible for up to \$500 per skating year (Sept 1 - Aug 31) for professional development but must be coaching a minimum of two (2) hours per week.

10.2. Club Sessions

All coaches will make every effort to abide by discipline separation on STARSkate sessions. Skating skills lessons will be taught on Skating Skills, Free skate lessons will be taught on Free skate session and Dance lessons will be taught on Dance session.

All coaches will ensure that members are skating on their proper sessions. Members who have not paid for a session shall not skate on that session. This action ensures the safety of all Club members.



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10.3. Communication

All issues discussed at the Board of Directors meeting need to be communicated via the Director of Skating to the coaching staff. The Thunder Bay Figure Skating Club Secretary will provide minutes from each Board Meeting but additional information may be needed to clarify issues.

The Director of Skating will share all communication with the coaching staff.

All Club Program Administrators will cc the Director of Skating when communicating with the coaching staff of the Thunder Bay Skating Club.

Coaches will cc the Director of Skating when communicating with the Club Program Administrators.

Any Club concerns need to be addressed in writing to the Director of Skating.

11.0. Ipod System

All coaches will not exceed 7 minutes of usage during a 15-minute lesson.

All coaches will return the IPod system back to the original rotation after use during a lesson. All coaches will make every effort to avoid 'dead air' during a Club session. 'Dead air' is defined as no music playing during a skating session.

Only STAR 5 and higher skaters may operate the Ipod System.

12.0. Payroll

All coaches and employees of the Club are to submit their timesheets for the month to the Director of Skating by the 5th day of the following month for verification and then submitted to the Treasurer by the 10th of the following month. For example, January timesheets are to be submitted by February 5th.

Paychecks will be distributed by the 15th of the following month, for the prior month, unless there are extenuating circumstances.

In the event that a timesheet is not submitted on time, the time sheet and payment will be held until the next pay period.

13.0. Bingo



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Bingo's must be completed by July 31st. Any bingo worked after this will apply to the following skating season.

There is no maximum amount of Bingo's that can be worked. However, as per the Ice Subsidy and Volunteer Hours policy #20.0., a maximum of up to 32 hours can be credited.

No members of the Club may work a Bingo until they are eighteen (18) years of age.

If an emergency arises, the Bingo Chairperson must contact the Executive for help.

All club members will be emailed one week in advance of each scheduled bingo with the names of the volunteers scheduled to work. If a volunteer has a conflict, it is the responsibility of the volunteer to notify one of the Bingo Chairperson by email.

Bingo volunteers are required to provide 24-48 hours notice if they are unable to work their scheduled bingo. If the volunteer does not notify the Bingo Chairperson by email 24-48 hours in advance, a \$50.00 fine will be applied.

14.0. NSF Cheques and Credit Cards

A \$40.00 fee will be issued for all NSF cheques.

Any member with one returned NSF cheque will be required to pay all outstanding fees, including but not limited to coaching fees, test fees, competitions fees, registration fees and ice show fees (past and future to session end) by way of cash, certified bank cheque or money order only. No exceptions. Access to ice privileges will be denied until all monies owed are collected.

15.0. Email Protocol

With the increased development and use of electronic communications, the Board will be respectful in their use of such communications regarding business and decisions related to that of the TBFSC.

15.1. The Board members shall communicate via email for the purpose of:

- a. Distribution of minutes and agenda for meetings/subcommittee meetings
- b. Following up with a request or agenda item to be completed before the next meeting
- c. Feedback regarding a document, promotion or such that is to be completed before the next meeting
- d. Clarification of an issue or activity that must be completed before the next meeting



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15.2. Board decisions shall not be made via email or other electronic communications unless they are of an urgent nature that must be addressed before the next regular scheduled meeting. Board decisions via email shall:

- a. Be addressed to all voting members and the President
- b. Explain the reasoning for the vote, a date to which a decision must be reached, and factual, pertinent information relating to the decision
- c. Require that if the person proposing the request is a voting member, they must propose the motion and request a seconder
- d. Note any conflicts of interest or abstaining votes by members
- e. Be acknowledged as being passed with enough electronic votes by the President, or in the absence of the President by the Past President.

15.3. Board decisions passed at a previous meeting shall not be proposed to be changed, amended or overturned via email.

15.4. All communications via email or electronic devices shall be clearly addressed as to whom is to respond or whom the email is intended for by indicating such names in the “TO” line. All others that are to not respond, or just to make people aware should be addressed in the “CC” line.

15.5. All board communications should not utilize the “BCC” line.

15.6. All electronic communications will be respectfully, well thought out. Bullying or harassment via electronic communications will not be tolerated and will be addressed accordingly.

15.7. All electronic communications should be cc'd to the President. All electronic communications to or by the President should be cc'd to one of the Vice Presidents or Past President.

15.8. All electronic communications relating to Board matters will remain confidential, as with any discussion that takes place in the realm of the Board setting.

15.9. Limited, and only essential personal or sensitive information will be included in electronic communications among the Board.

16.0. Zero Tolerance on Harassment and Bullying

Bullying can be defined, but is not limited to, the activity of unwanted repeated, aggressive behaviour



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intended to hurt another person, physically or mentally whether it be in person or cyber-bullying.

Cyberbullying is the use of cell phones, instant messaging, email, chat rooms, or social networking sites such as Facebook and Twitter to harass, threaten or intimidate someone.

Any Club member who intimidates or bullies another member of the Club will be dealt with in the following **sequential steps** :

1. A verbal warning from their Base Coach and any member of the Board of Directors in the presence of their parent/guardian. The President must be notified of this verbal warning for the Club's records.
2. The President will create a conflict resolution committee to discuss the situation. They will bring their findings to the Board of Directors. Based on the evidence provided, a written warning from the Board of Directors.
3. A declaration stating the skater is "a member not in good standing" and the skater is NOT permitted on any ice sanctioned by Skate Canada until permission has been granted by the Board of Directors to return. The skater and parent/guardian (if applicable) must request to meet with the Board of Directors to present their case for reinstatement to the Club.

17.0. Social Media

The Club has a Facebook, Twitter, and Instagram account. The Publicity Chairperson will have administrator privileges along with the President and any member approved by the Board of Directors.

18.0. Board Sub-Committees

The following chairpersons are encouraged to help with the overall operations of the Club. The Board of Directors may serve as a chairperson or appoint non-Board members. Each chairperson should seek a working committee. Examples of chairperson are: Bingo Chairperson; Fundraising Chairperson; Hospitality Chairperson; House Chairperson; Ice Chairperson; Ice Show Chairperson; Membership Chairperson; Music/House Chairperson; Publicity Chairperson; Test Chairperson; and Program Representatives (CanSkate, CanPowerskate, Synchronized Skating and STARSkate).

19.0. Privacy Policy

Privacy of information is of utmost importance to our figure skating club. Some of the information collected during our on-line registration (Skate Canada number, name of skater, and contact email) is forwarded to Skate Canada for membership registration. We do not sell, trade, or otherwise transfer your personally identifiable information to outside parties. This does not include trusted third parties who assist



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the club in the operation of our website and processing of online transactions. All cardholder data provided during online registration is collected and handled by a third-party compliant vendor (Beanstream Internet Commerce). The club does not have access to or store credit card information in any way.

The email address provided is used for registration processing and to send information/updates about program registration, volunteer opportunities, or other events (e.g. annual AGM, Ice Show) of interest to the club. You can opt out of these message lists at any time by signing into your member account and editing account details.

20.0. Club Dressing Room & Lockers

The dressing room is located at the North end of the arena. It is the responsibility of the skaters to keep the room clean. Anything left on the floor will be thrown out when the dressing room is being cleaned. Please be

considerate and dispose of garbage and any unwanted items. Also consider the sensitivities of others before applying perfume, body lotion, hairspray or any other scents others may find offensive or painful.

Only club issued locks are allowed on the club lockers located in the dressing room. All other locks will be cut off if not removed. Please contact Music and House Chair to rent your locks. Cost of rental is \$10.00 for the duration of the skating season.

21.0. Ice Subsidy and Volunteer Hours

NOTE: Ice subsidy has been temporarily waived for the 2020-2021 season due to COVID-19.

All STARskate families must pay a \$200 ice subsidy fee at registration which will be refunded upon completion of a minimum of 12 volunteer hours with the club. The volunteer hours must be completed by July 31 of that skating year. Volunteer hours will be tracked per the fiscal year Aug 1 - July 31. All volunteer hours will be limited to a maximum of 8 hours per activity/person. Once the mandatory 12 hours have been completed, a skater can still receive credit of \$5/hour up to a maximum of \$100.

STARskaters volunteering within the club must be 18 years of age to receive credit towards Ice Subsidy. Skaters under 18 years of age and are attending High School can receive credit towards High School volunteer hours. If you would like to request your skater to volunteer during an event or activity, please contact the coordinator of the event.

Ice subsidy and \$100 volunteer credits are payable at the end of the Winter session.

22.0. Program Assistants



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All STARskaters who have reached the age of 12 years old as of Oct 1 of the current skating season must commit to be a program assistant one CanSkate session per week. The STARskater will receive a credit of \$5 per session for each session attended.

Once a STARskater turns 18 years old, the STARskater has the choice to:

- Program assist - one session per week
- Volunteer a minimum of 4 hours within the club
- Apply to become a Canskate Coach for Thunder Bay Figure Skating Club or officiate on behalf of the club.

*Note: This applies to STARSkate Only

23.0. Drop In Fees

Drop in fees for TBFSC members will be charged at \$25 per session. Non-members drop in fees will be charged at \$35 per session. All Drop in fees must be requested and confirmed with TBFSC's Membership Chair 48 hours in advance pending availability on session.

E-transfers will not be accepted for Drop In Fees, Cash and cheque only.