



SKATER CODE OF CONDUCT

- No skater is allowed on club ice unless there is a qualified coach in attendance. This policy is set for the safety of the skaters and in accordance with club insurance coverage.
- Skaters should be at the rink on time for practice and lesson sessions.
- Skaters should come prepared to work on all dance, skills and freeskate sessions. Standing around for an extended period of time impedes your progress and the progress of other skaters, it is also a safety issue.
- No gum, candy, food or drinks are allowed on the ice. Water bottles are permitted.
- Skaters must wear proper skating attire. Street clothes and hoodies are not permitted.
- For safety reasons long hair is to be pulled back away from the face for all on ice and off ice classes.
- During freeskate sessions the coaches and skaters in a lesson have priority. Next priority is the skaters having their solo. Other skaters on the ice are asked to be courteous, to be aware and heed the right of way.
- During dance and skills sessions skaters skating to the music have the right of way.
- If a skater falls on the ice it is important for the safety of the skater and others on the ice that the skater gets up immediately if not injured.
- Un-sportsmanlike behavior and/or abusive language towards the club, coaches, skaters, executive, volunteers, club members or arena staff on or off the ice and/or via social media will not be tolerated. Rowdiness, swearing and being disrespectful will not be tolerated. This includes kicking of the ice or boards. These may result in the suspension of skating privileges, including but not limited to JDFSC special events such as test days, competitions, ice shows, gala events, and seasonal events/activities.
- Do not interrupt a skater's lesson unless it is an emergency.
- Cell phones and iPods must not be used during any sessions (on ice or off ice classes). Phones should be left in the skater's bags and not be brought rink side; if a skater chooses to bring their phone to ice level phones must remain on the players' bench NOT on the boards and are not to be used during the session. Skaters are not permitted to use the club iPad, which is used for music and solos.
- Ice patching – it is mandatory that all skaters not in a lesson ice patch at the end of the day.

Bullying Policy [as per the BC/YK Skate Canada Policies and Procedures]

Juan de Fuca Skating Club is committed to providing a skating environment in which all individuals are treated with dignity, courtesy, and respect, including but not limited to skaters, coaches, officials, volunteers, board of directors, parents/guardians, and all other individuals that are part of the club, skating school, Section or Skate Canada. Each individual has the right to participate in a respectful environment free from bullying.

- Bullying is any behavior that demeans, embarrasses, humiliates, or verbally abuses a person, and is known—or would be expected to be known—to be unwelcome. Prohibited conduct includes but is not limited to the following behaviors:
 - Written or verbal abuse or threats, including swearing;
 - Intimidating conduct or gestures;
 - Unwelcome remarks, jokes, taunts;
 - Unwelcome physical contact;
 - Vandalism of personal property;
 - Abuse of authority which undermines performance or threatens an individual's career;
 - Racial, religious or ethnic slurs;
 - Practical jokes which cause awkwardness or embarrassment, endanger a person's safety, or negatively affect performance;
 - Unwelcome comments, innuendo, taunting, or questions about a person's looks, body, attire, age, race, religion, sex, sexual orientation, or sex life;
 - Condescending, paternalistic or patronizing behavior, which undermines self-esteem, diminishes performance, or adversely affects the skating environment.
- The improper behavior does not have to be made with the intent to harass to be in violation of this policy.
- Everyone connected with the Juan de Fuca Skating Club has a responsibility to play a part in ensuring that the club's skating environment is respectful and free from bullying. This means not engaging in, allowing, condoning, or ignoring behavior, which is contrary to this policy. In addition, anyone who believes that someone has experienced or is experiencing harassment/bullying is encouraged to notify a representative of the Juan de Fuca Skating Club's leadership (coaches or member of the executive.)

Parent/Guardian Policy

- I will refrain from any behaviour or comments which are profane, insulting, harassing, sexist, racist, abusive, disrespectful or otherwise offensive without hostility or violence.
- I will never provide alcohol or drugs to minors in a Skate Canada environment.
- I will never provide or advocate the use of performance enhancing drugs or substances.
- As per Skate Canada regulation, I understand that parents/guardians and spectators are only permitted to take photos/videos of their own child.
- I will adhere to the JDFSC policies, procedures, rules, standards, and ethics of Skate Canada at all times.

Parent/Guardian Code of Conduct Guideline:

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

This code applies to all parents and guardians who are members of Skate Canada and/or have children who are members of Skate Canada. All parents and guardians should abide by this guideline at all times while participating in any Skate Canada club or school, competition, or activity. All parents and guardians are expected to conduct themselves in a responsible manner consistent with the values of fair play, integrity, open communication and mutual respect. Parents and guardians should always model positive responsible behavior and communicate with their child that they expect them to do the same. Parents and guardians will assume the major responsibility for their child's on ice conduct and attitude.

As parents and guardians, it is in our skater's best interest for us to:

- Emphasize the importance of values like sportsmanship, respect, cooperation, competition and teamwork to my child offering praise for competing fairly, participation and skill development.
- Model and encourage my child to maintain a healthy balance between skating and life. (e.g., school, other activities, social life, etc.)
- Model and encourage balanced, healthy food choices and subscribing to an active and healthy lifestyle.
- Set high, but reasonable expectations for my child's participation in skating focusing on development and enjoyment for my child.
- Instill confidence in my child's ability and skill development, always avoiding comparisons with other skaters.
- Celebrate the acquisition of skills and goals achieved by my child.
- Respect that the professional coach is responsible and empowered for the on ice and off ice development of the athlete. My role as a parent/ guardian will be to take a healthy interest in my child's progress and development and be responsible for my child's nutrition, rest, adherence to off-ice training regimen set by the coach or other fitness professional, overall health, life-balance, and moral and emotional support.
- Ensure my child wears proper skating clothing and equipment.
- Openly support and uphold this code of conduct policy and take action and steps to ensure other parents and guardians follow and uphold this code of conduct policy to the best of their ability.



British Columbia Yukon Section Skate Canada Policies and Procedures

3.3

Conflict, Mediation & Harassment Policy

Revision Date: April 2016

Individual Level

1. Although conflicts can be difficult and challenging, BC/YK Section and Skate Canada strongly encourage the individuals involved to make every effort to resolve the conflict amongst themselves.

Club Level

1. Where reasonable attempts to resolve the conflict fail, a complaint may be made in writing to the Club's Board of Directors for assistance to resolve the dispute. If the complaint filed is against the Chairperson or member of the core executive, the respondent must immediately recuse him or herself from any involvement with the management of the process, real or perceived.
2. Upon receipt of a written complaint the Executive shall respond in writing to the Complainant acknowledging receipt of the complaint. The Complainant will be requested to advise the club Board of Directors in writing as to whether they wish to pursue the complaint. Both parties are expected to enter into this process in good faith with the full intention of reaching a resolution.
3. If the Complainant intends to proceed with the complaint the Club Conflict Mediation Committee will be empowered. If the club does not have a Conflict Mediation Committee already in place then the Board of Directors shall appoint a three-person panel, which is acceptable to both parties.

NOTE: Those members chosen to sit on such a panel must recognize that they are not being asked to serve in a judicial manner; they are not to judge, assign blame, or mete out punishment. Their purpose is as described in the various names of the process – they are being asked to “resolve”, “facilitate”, or “mediate” a conflict between members. The successful committee will be one that makes it their priority to: negotiate, arbitrate and broker a settlement, which will allow both of the party's to feel somewhat satisfied. In most situations their primary responsibilities will be to work towards a compromise that can be accepted by both parties and by their associates/members. To create a lasting peace within the organization there can be no obvious “winner”.
4. The Respondent shall be asked to respond to the complaint in writing to the Mediation Committee immediately or at the very latest within two weeks.

5. If requested by either the Complainant or the Respondent a meeting of the Club Mediation Committee will be held at which both parties will be present.
6. The Club Conflict Mediation Committee shall prepare a written report outlining the allegations of the Complainant, the response of the Respondent and the evidence of any witnesses. The conclusions reached as to the allegations, the decisions, and the underlying reasons for those decisions, and the recommendations as to the appropriate resolution should be included. The report shall be provided to all parties involved.
7. If resolution cannot be reached following these procedures at the Club level, the Club Board of Directors and/or the Complainant may contact the Region Chairman and seek the assistance of the Region Conflict Mediation Committee.

Region Level

1. When a complaint cannot be resolved at the Club level, the club executive or complainant may request assistance from the Region, who in turn will empower their Conflict Mediation Committee, composed of the Region Chair and two other region members as decided upon by the region executive.
2. The Region Committee will acknowledge the receipt of the request in writing to the Club Board of Directors, the Complainant and the Respondent.
3. The Region Conflict Mediation Committee will then arrange a meeting convenient for all and the Chairman of the Region Committee shall chair this meeting. Meeting may be in person, by telephone conference call, by email or by other means as agreed convenient by the party's involved.
4. The Region Conflict Mediation Committee shall confer with all other resources required to bring clarity to the documentation presented.
5. The Region Committee shall respond verbally and then prepare a written report outlining their conclusion and the underlying reasons for their conclusions.
6. If a resolution cannot be reached following the Regions participation then the complaint shall be elevated to the Section Level

Section Level

1. When a complaint has not been resolved at the Region Level, the Region Board of Directors shall request assistance from the Section Conflict Mediation Committee. This request must be made in writing to the BC/YT Section Board of Directors and must include all supporting documentation.

2. The Section Conflict Mediation Committee shall acknowledge receipt of the request and documentation in writing to the Region Board of Directors, the Complainant and the Respondent
3. The Section Conflict Mediation Committee shall review the documentation and investigate further as required to ensure all necessary information has been accumulated and validated.
4. The Section Conflict Mediation Committee may confer with any other resources as required to bring further clarity to the documentation. (e.g. Lawyers, Skate Canada Member Services, Members of the Section Board of Directors)
5. The Section Conflict Mediation Committee shall prepare a written report outlining their conclusions, the underlying reasons for those conclusions with their recommendations, and provide copies to the Region, Club, the Complainant and the Respondent.
6. If resolution has not been reached following the Dispute Mediation Process at the Section level, or it is deemed necessary to elevate the complaint to Skate Canada, the Section Mediation Committee shall, at the request of the Complainant or Respondent, seek assistance from Skate Canada in accordance with the Skate Canada Complaints, Suspension and Expulsion Policy.

Mediation

At any stage of this process, the Club or Region Investigating Committee, or the Section Dispute Mediation Committee may designate a mediator or other neutral facilitator to assist the Complainant and Respondent to settle the complaint. The mediation process may only be done with the consent of the Complainant and the Respondent. The identity of the mediator or other neutral facilitator shall be agreeable to all parties. In the event that the matter is resolved following such mediation, the parties shall notify the Club, Region or the Section Mediation Committee, as the case may be, that the complaint has been resolved.



All JDFSC members, including but not limited to skaters, coaches, volunteers, board of directors, parents/guardians, and all other individuals that are part of the club or skating school, are required to accept and adhere to the policies and skater code of conduct listed in these pages above, including the Skate Canada Code of Ethics and JDF Skating Club Agreement posted on the online registration page; in order to continue being a participating member of the Juan de Fuca Skating Club.

By reading this document I agree to follow the Juan de Fuca Skating Club policies as set out by BC/YK Skate Canada.

I also understand that the JDFSC policies and procedures listed on these pages above, as well as the Skate Canada Code of Ethics and the JDF Skating Club Agreement posted on the online registration page, apply to extended family and friends who enter our skating environment.

