



Applies to: all CFSC members
Implementation Date: 2023-24 season
Revision Date: *January 2024*

Policy Statement: As a member of Skate Canada & Skate Ontario, it is the expectation that all members of Cochrane FSC adhere to the rules & policies of both governing sports organizations as well as rules and regulations set out by the club. CFSC members include the Board of Directors, Coaches, Skaters, Program Assistants, Parents/Guardians and may also include Volunteers and/or Spectators.

Scope: This policy applies to all individuals during CFSC business, activities, and events, including but not limited to: practices, competitions, events, training camps, ice shows, meetings, and other volunteer opportunities.

General: Upon receipt of a concern and/or violation of the CFSC Code of Conduct & Ethics, depending on the nature of the complaint and who received it, an evaluation of the severity of the concern will be performed to determine whether an investigation is required.

- Concerns that are deemed to be *internal* will be dealt with by the CFSC Board of Directors following the discipline policy set out in this document.
- Concerns that require an *external* investigation will be redirected to Skate Ontario, to Skate Canada, or to Safe Sport.
 - ◆ Violations that are serious and significant (*discrimination, harassment, abuse of power, etc.*) as defined in the Skate Canada Policies and Procedures will be referred to the National Complaints Review Officer of Skate Canada and will not be addressed by the Club's Board of Directors

Informal Conflict Resolution Procedure

- It is the intent of this policy to encourage members and coaches to resolve conflicts and foster good will through direct dialogue whenever possible, before following formal resolution procedures.
- The techniques of negotiation, facilitation, mediation and arbitration are effective ways to resolve disputes.
- The individuals involved in the dispute must make every effort to resolve the conflict between them.
- Where reasonable efforts to resolve the conflict fail, a written request may be made to the Board of Directors for assistance in resolving the dispute.

Club Formal Conflict Resolution Procedure.

- If a member of the club believes another member has violated one or more of the club's By-Laws, Regulations, or Policies, the complaining member may file a written complaint with the Board of Directors within two weeks of the alleged violation(s).
- At the next regularly scheduled Board of Directors meeting, the Board of Directors shall consider the complaint & any response and either choose to summarily dismiss the complaint, refer the complaint to a governing body, or render a decision .
- Within a reasonable period of time thereafter, the Board of Directors shall notify the complainant and respondent, in writing, of the decision and course of action.



Standard Operating Principles:

- ❖ A Board Member or Coach has the authority to remove any skater, PA, or volunteer from the ice for non-compliance of the CFSC Code of Conduct & Ethics as well as for non-payment of fees.
- ❖ Verbal warning for non-compliance may be issued by the Coach or by the CFSC Board of Directors. The Skater or PA's Parent/Guardian will be informed of the warning if the Skater is under the Age of Majority.
- ❖ Money and valuables should not be left unattended in the dressing room or elsewhere in the arena setting. CFSC can bear no responsibility for lost or stolen items.
- ❖ Concerns/Complaints will be reviewed only if submitted *in writing* to the Board and will be reviewed by the CFSC Board in "Committee of the Whole" (closed session) in a Board meeting.
- ❖ No person is permitted to disclose either the existence of a complaint or information about the complaint, except for the purposes of complying with the objectives of the Dispute Resolution Process.

Disciplinary Action: *The CFSC Board will only commence Disciplinary Action when deemed necessary after reviewing a written letter of complaint submitted to the Board. This letter will be reviewed by the Board in "Committee of the Whole".*

Upon receiving a written letter of complaint outlining a violation of the Code of Ethics, the CFSC Board will proceed with the following stages of progressive disciplinary action:

1st Offence: Written Letter from the CFSC Board will be addressed to the Skater/PA/Volunteer and/or Parent/Guardian outlining the nature of the violation and suggestions for improvement.

2nd Offence: Suspension from all Club programs without compensation for 1 month. This includes regular practice sessions, assessment days, ice shows, volunteer events, and possibly competitions.

3rd Offence: Suspension from all Club programs without compensation for up to 6 months. This includes regular practice sessions, assessment days, ice shows, volunteer events, and competitions.

4th Offence: Suspension from all Club programs without compensation for 1 year. This includes regular practice sessions, assessment days, ice shows, volunteer events, and competitions.

NOTE: *Any outstanding account balances or fees in your Uplifter account must be paid in full within 30 days of the start of the suspension period.*

- In the case of a serious breach of conduct or ethics, the skater/PA/volunteer/Board member may be immediately suspended at the Board's discretion.
- In rare cases, the member may be asked to leave the Club permanently.
- In cases of suspension or expulsion, no refund of any kind will be granted.