



Sunshine Coast Skating Club

Sunshine Coast Skating Club Policies and Procedures Handbook Revised: February 17, 2007

Sunshine Coast Skating Club - Policies & Procedures Document Date: 2/17/2007

Policies and Procedures Handbook
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Prologue:

As of February 17, 2007, the By-Laws and Constitutions have been removed from the Policies and Procedures Guide and exist as their own document. As well, the Code of Conduct, Conflict Resolution, & Ice Rules will exist as their own document but be attached to the Policy & Procedure Guide at all times for easy reference. Where discrepancies between the documents exist, the By-Laws document takes precedence over the Policy & Procedure Guide.

1. Board

1.1 Board Rules

As outlined in the Bylaws, there are 6 or more elected positions on the Board of Directors, of which 1 or more are Directors at Large. In addition there is a Past-President and a Coaching Representative (elected by the coaching members). The Policy & Procedure Guide determines roles of the Directors at Large. No member of the Board of Directors shall be empowered to make expenditures in excess of \$50.00 without the previous approval of the Board of Directors.

Added: February 17, 2007:

Two members can share director positions; however, the position is still restricted to only one vote at any given executive meeting. The core executive positions cannot be shared. If an executive member holds two positions on the board, it will count only as one (1) vote.

1.2 Elected Directors Roles

1) President - Shall supervise the club's affairs and activities, and preside at all meetings. He/she shall make an annual report and shall be club counselor under the constitution of the Skate Canada. Must have one-year prior experience on the Sunshine Coast Skating Club executive. (See Job Description hand out for more detailed information)

2) Vice President - Shall preside at meetings and assume the duties of the president in the absence of the latter & shall carry out any other duties assigned by the president. (See Job Description hand out for more detailed information)

3a) Recording Secretary - Shall keep an accurate record of all meetings and shall keep a record of the names and addresses of all voting and non-voting members and shall also conduct the correspondence of the club and file a copy of letters written and received. (See Job Description hand out for more detailed information)

3b) Corresponding Secretary- Communicate effectively with Club members & the general public regarding general Club announcements, other written correspondence such as Thank Yous, etc. (See Job Description hand out for more detailed information)

4) Treasurer - Shall be responsible for and have custody of all monies and grant discharge of same. The treasurer shall prepare a statement of receipts and disbursements at the annual general meeting. Will assist in preparing accurate pricing for programs, prepare budgets, etc. Prepare Gaming application. (See Job Description hand out for more detailed information)

5) Registrar - Shall look after registration and the collection of all fees at each session after which he/she will turn over to the Treasurer, and can include buy-on fees. Create and maintain an updated contact list of membership. Assist in coordinating advertising to coincide with programming. (See Job Description hand out for more detailed information)

6)-Coaching Representative - The home club coaches appoint this position; however, there is only one coach vote per executive meeting with the exception of the province of BC in which case the coach rep does not hold a voting position on the board. The home club coaches determine the division of this role.

7) – Test Chairperson

Collect test papers, submit all fees to treasurer, submit documents and fees to Skate Canada as required and keep a record of all test results (Preliminary and up). Schedule & liase with coach to organize test days (See Job Description hand out for more detailed information)

8) – Competition Chairperson

Collect competition entry forms, arrange evaluators for simulations, submit competition papers and fees to applicable clubs or offices and submit all collected fees to treasurer, Schedule & liase with coach to organize simulations (See Job Description hand out for more detailed information)

9)- Ice Allocation

Book & cancel ice, review ice bills for accuracy, monitor yearly costs
(See Job Description hand out for more detailed information)

10) Fundraising

Publicize & organize fundraising events and look after the collection of all monies for each event after which he/she will turn over to the treasurer. To encourage parent participation in fundraising events. To keep well informed of the financial position of the Club so as to manage fundraisers accordingly.
(See Job Description hand out for more detailed information)

Other Non-Voting Board Positions:

Committees:

a)– CanSkate/CanFigure/StarSkate Chairpersons (3 people)

badge orders, attendance, obtain Duty Parents, organize phone trees, etc

c) – Hospitality

Organize special events (Santa Skate, Halloween) and liase with Board (for Simulations, test days, etc) & ensure food & beverages are supplied at special events as needed

d) – Music

Training and scheduling music players. Track attendance on sessions & take buy-ons. Organize and follow an acceptable order for music during sessions

e) – Publicity

Liase with President, Director of Coaching, Registrar, and other committees to organize announcements & articles. Newsletter

g) – Parent Volunteer & Fundraising

Publicize & organize fundraising events and look after the collection of all monies for each event after which he/she will turn over to the treasurer. To encourage parent participation in fundraising events

1.3 Board Meetings:

Meeting Protocol

➤ OBJECTIVE

- 1.1 to ensure all SCSC Board members are provided with an opportunity to place items on the meeting agenda
- 1.2 to allow SCSC Board members the opportunity to adequately prepare for the topics of discussion placed on the meeting agenda.

➤ RESPONSIBILITY

- 1.3 President/Vice President
- 1.4 SCSC Board members

➤ PROCEDURE

All agenda items will be submitted at least five days prior to the regularly scheduled meeting to the President of the SCSC, or in his/her absence, the Vice President of the SCSC via email or telephone. Agenda items shall follow the format below and contain the following information:

- a) date and location of meeting
- b) attendance
- c) call to order
- d) adoption of agenda
- e) adoption of previous minutes
- f) correspondence
- g) reports
- h) review of board policies
- i) information items new business
- j) old business
- k) adjournment

The completed agenda will be published by the Recording Secretary or President, or in his/her absence, the Vice President via email to members of the SCSC Board of Directors at least two days prior to the regularly scheduled meeting.

Meetings will be conducted according to *Robert's Rules of Order*.

Board members are obligated to prepare for meetings and to participate productively in discussion.

Lack of preparation on the part of the individual Board member will not impede the remaining members of the Board from proceeding with a discussion, decision and action on any item.

Time frames will be honored. The chairperson shall inform the meeting five minutes before the end of the time period to determine whether the meeting will

- a) extend the discussion on the agenda
- b) table the discussion on the agenda item
- c) apply *Robert's Rules of Order*

Responsibility areas and TIME FRAME shall be determined and shall be recorded by the secretary prior to moving away from the item.

The Board is the sole authority over its own agenda

Only those issues that are within the Board's chosen area of responsibility will consume Board time.

Meetings of the Board shall be at the call of the President and shall be posted on bulletin board at least one week in advance, except in emergency situations in which case discretion and common sense shall prevail.

Attendance is mandatory. Exception: where prior notice has been given to the President

The Secretary will ensure that minutes of the meetings of the Board are recorded, published as soon as possible after the meeting to the members of the Board of Directors and ratified at the following Board Meeting.

1.5 Removal of Director/Board Member

- Non-attendance at three consecutive meetings will be grounds for cessation of Directorship.
- Attendance at less than 60% of all meetings in a year will be considered grounds for cessation of Directorship.
- Non-active participation on the Board will be grounds for cessation of Directorship
- Breaches of the Code of Conduct can be called into review by the Board and can be considered grounds for cessation of Directorship

1.5 Executive Travel

Travel Expenses

- OBJECTIVE

To provide remuneration for Executive Members engaged in Club activities for such events as out of town conferences that involve a significant amount of travel.

ie: Funds available for the Sectional AGM & The Tri-Annual meeting

- RESPONSIBILITY
 - 1.1 Club Executive
 - 1.2 Treasurer
 - 1.3 Club President

- PROCEDURE

The Club Executive will give permission at an executive meeting for an Executive Member to attend an out of town activity that will incur expenses such as mileage, accommodation or meal allowance.

If the expenses are to be incurred at an out of town event, an estimate of the intended expenses will be provided at the time of the request to the Club Executive.

Mileage rates shall be paid at the rate of the current Skate Canada rate.

Hotel expenses shall be reimbursed at cost once receipts are provided.

Meals can be paid up to the rate of \$ 10.00 per day for breakfast, \$15.00 per day for lunch and \$25 per day for dinner.

Gratuity for private accommodation may be permitted upon request for a total amount not exceeding \$25.00 for the duration of the stay.

2. Buy-ons

2.1 Buy-On Rate

As of February 17, 2007; membership rate is \$15 per hour (cash price) and \$12 per hour (ticket price).

Non-members pay \$17.00 per hour \$15.00 per hour ticket price for freeskate ice

Buy-on tickets are available from the registrar

| | |
|---|---|
| 30-minute stroking \$ 8.00 (member) | \$10.00 (non-member) <i>instructed</i> |
| 30-minute sessions \$ 9.00 (member) | \$11.00 (non-member) <i>non-instruction</i> |
| 45-minute sessions \$ 12.00 (member) | \$14.00 (non-member) <i>non-instruction</i> |
| 60-minute sessions \$15.00 (member) | \$17.00 (non-member) <i>non-instruction</i> |
| 60-minute sessions with stroking \$18.00 (member) | \$20.00 (non-member) <i>instructed</i> |

2.2 Buy-on Rules

*Skaters may buy-on sessions they are not registered for providing they have a current Skate Canada membership and BC/YT insurance. Skaters must buy-on to the appropriate ice (ie: CanFigure skaters on CanFigure ice; EXCEPTION: A skater in a supervised lesson at which time the skater may participate in the lesson on any session and then leave the ice immediately following the lesson.

*Turn in ticket/cash to the registrar, music person, or board member before stepping onto the ice. You must submit enough tickets/cash for the entire session (no exceptions).

*Buy-ons are always priced higher than registered sessions, i.e., the per-hour cost a session is higher when buying on rather than registering for a full season.

*You can buy on at the beginning of any session that is not full. The music players have up-to-date lists and can count the number of registrants, plus those who have already bought on to a given session, and let you know if there is space.

*The following maximum numbers are guidelines only. When a session is close to full with registered skaters the coaches will review the registrants list and determine final maximum for that session:

Open Dance - 24

CanFigure Freeskate - 24

StarSkate FreeSkate - 22

Skills/Dance - 24

*Registered skaters are required to be on the ice within 10 minutes of the start of the session. Tardiness could result in forfeiture of your spot to a buy-on purchase. Any requests to overlook regular late attendance should be given to the Executive Committee in writing.

*To buy on to a session that is full, you can place your name on a waiting list with the music player at the beginning of the session (not before). If after 10 minutes, there are spaces available, the music player will sell buy-on places starting at the top of the waiting list. The procedure for buying on to full sessions will be posted, along with a list of sessions to which the procedures applies.

3. Music Players, Coaches & Skaters

3.1 Music Players

1. Please arrive 5 minutes prior to the start of the session and turn on the equipment, get the attendance book out of cupboard and set up the tapes and cds of the skaters on that session.
2. Please take attendance to ensure that only registered skaters and skaters who have paid are on the session & for safety purposes.
3. For the order of playing the music, start with the person at the top of the page. There could be a labeled 'master' cd provided for each session to ease the confusion over having many cd's in the music room. If it is a busy session and you do not get through all of the skater's music, you would start with the skater who was next in line at the next session. There will be no 'waving' off of music.
4. Warm up music is to be played for the first 5 minutes & stroking sessions. Rotation of cd's will immediately follow.
5. Skater's are not allowed to request music at window. Music will be played according to the rotation. The only exception to this rule will be during a dance session when a skater can then request a particular dance piece.

3.2 Freeskate Sessions

1. Skaters who have 2 or 3 cd's (long program, short program, interpretive and/or creative skills)

will have a maximum of 2 cd's played in a rotation. The Skater's 1st cd is to be played in order of the attendance list and the 2nd cd is to be played at the bottom of the rotation, prior to any Skaters who have "bought on". Please note, that the 2nd cd played in a rotation cannot be the same program as the skater's 1st cd.

2. Buy on Skater's music will follow in the order of handing in their payment, after the 2nd cd's have been played in the registered rotation.
3. Coaches' request is a priority and super-cedes all rules pertaining to music rotation.
4. A coach may ask for a skater's music while the skater is in a lesson and only twice within a 15 minute lesson time for registered skater. Coaches in a 15 minute lesson may request (one) 1 time a buy on Skater's music.
5. Skaters *may not* request their music when a music player is in attendance.

3.3 Open Discipline Sessions

The same rules apply to these sessions as for the Freeskate Sessions.

1. Coach request is a first priority
2. Buy on Skater's music requests will be at the end of the rotation
3. Coach may choose either freeskate solo, skills, dance, interpretive and/or creative skills.

3.4 Skills & Dance Sessions

1. Rules vary slightly here as Skaters may request a dance or skill to be played.
2. Coaches' request is the priority.
3. Two music request per lesson for Coaches and two music request per session for Skaters.
4. Buy on Skaters will have last priority as on any other session.
5. The Music Player can announce each skill or dance name that they are about to play.
6. Coaches and buy on Skaters will need to identify the level or levels of skaters on the session for both dance and skills.

3.5 General

If a session is not very well attended, the coach will decide if the Skaters can request their music. The Music Player will be advised and it will be announced to all Skaters on that session.

Please respect the fact that the Music Player is there to do a job. Please do not disturb them while they are doing it. The music room is restricted to Coaches and Music Players. Please hand in payment, buy on tickets and/or music to the Music Player by knocking on the music room door or through the window.

4. Coaches

4.1 Club Coach Contracts

From the employment agreement letter:

Coaches should make every effort to submit a letter of intent by February 1, in the last year of the term, inviting them to reapply for employment as a coach for the following term.

Coaches and executive should make every effort to have signed agreements in place before the end of the winter season. These will be negotiated with each individual coach and the Coaching Committee (consisting of President, Vice President, and Treasurer (or alternate) and presented to the Executive Board for final approval. These documents are confidential and should only be discussed within the Coaching committee.

Employment agreements are signed by the executive and take effect September 1-after another executive has taken office. The new executive should review the employment agreements with each professional coach prior to September 1 to ensure both parties have an understanding of the content and intent of the agreement.

4.2 Out-of-Club Coaches

During the fall/winter season, only club coaches are permitted to coach on skill and freeskate sessions, with one exception: out-of-club coaches providing proof of qualifications are permitted to coach on freeskate sessions when coaching senior qualified skaters or by invitation and have submitted a guest coach contract to the Director of Skating. Dance sessions are open to all coaches who provide proof of qualification and have submitted a guest coach contract to the Director of Skating.

During spring and summer seasons, coaches wishing to coach on Sunshine Coast Skating Club sessions can apply to do so by submitting a request to the Director of Skating accompanied by proof of qualifications. If a club coach will be absent for group lessons, he or she will arrange a substitute coach who can provide proof of qualification and give advance notice to the Executive Board.

4.3 Coaching Proof of Qualifications

All coaches who work at Skate Canada member clubs must meet the minimum criteria as outlined in Rule 2402 of the Skate Canada Rule Book and other provisions from time to time by the Skate Canada Board of Directors, and be a member of Skate Canada.

If permitted to coach on club ice under the Out-of-Club Coaches guideline above, out-of-club coaches must be certified to teach Skate Canada programs. They must also be members of Skate Canada and hold a valid first aid certificate. Coaches must also provide proof of a criminal record check.

5. Finances

5.1 Account Structures

The Club Treasurer maintains the club accounts

5.2 Review

The Vice President or designate reviews all bank statements and cancelled cheques after the accounts have been reconciled by the treasurer, and initials each statement to indicate review has been completed.

5.3 Audit

The treasurer will have the books ready to take to the accountant/reviewer by early April.

Both the president and treasurer need to sign the financials and copies are to be presented at the AGM.

6. Gifts

6.1 Gifts

Miscellaneous gifts will be purchased at the discretion of the current Executive Committee. Can include Judge 'thank you', arena staff year-end baskets, coach 'thank you' etc.

7. Grant Allocations

***** grant allocations will be subject to and determined upon the availability of funds and are not guaranteed each season*****

7.1 Skaters Going to Section or Beyond

If a skater will be attending the BC Section Figure Skating Championships, Pacific StarSkate, or a higher-level competition, the club will work to build a fund to help offset costs.

7.2 Grant Qualification

To be eligible for scholarships, grants, bursaries, or Ice Show solos/features, a skater must be a current registered Sunshine Coast Skating Club home club member for at least one full calendar year immediately prior to the presentation of the grant.

The Sunshine Coast Skating Club will do its best to provide support to skaters qualifying for or being invited to events outside of the region.

8. Registration

8.1 Fees and Refunds

-The Sunshine Coast Skating Club does not offer refunds without meeting the below criteria, with the exception of CanSkate try outs for young children experiencing skating for the first time. In this case, a \$25.00 insurance coverage check will be left with the registrar while the child tries up to two (2) sessions. At that time they can have their check returned or pay for the full session.

-All requests for refunds must be put in writing and addressed to the Board of Directors. No refunds will be given to skaters leaving on their own accord. All refunds will be at the discretion of the Board and will be pro-rated. The Skate Canada fees and insurance are non-refundable. A \$25.00 administration fee will be charged for any refund or credit.

Refunds in the form of a credit voucher, transferable to family members and useable within a one year period, may be given for major medical conditions or injuries affecting the skater and confirmed by a physician's statement. The skater must miss a minimum of 5 consecutive registered skating days to qualify. A cash refund will only be considered for those moving off the Coast with sufficient documentation. *(amended and accepted by Board: November 2008)*

-There is an Administration Fee of \$75 for skaters who join SCSC but do not buy a session over \$75 in value. This fee only applies to skaters who will be competing or testing, as these items involve club overhead in completing forms, postage, photocopying, etc.

-Schedule change fee of \$20 applies to all changes after the posted schedule change date. This is to discourage frequent changes between sessions and cover the expense/time involved in changing registration records, etc.

8.2 Priorities

Where the number of registration received for a session exceeds the space available, the following order of priority will apply:

1. Home club skaters
2. Our-of-club skaters with SCSC home club coach
3. Out-of-club skaters registered with our club in the past year with out-of-club coach.
4. All other registrants

Out-of-club partners of home club skaters will be given priority equal to home club skaters on appropriate session (e.g., dance for dance partners).

For the summer season only, 10 or more skaters registering through an out-of-club coach prior to home club deadline will be given home club priority.

8.3 Partnering

Partners who use their registered skills/dance session for the purpose of partnering another Club skater(s) will receive reimbursement for the session with buy-on coupons (up to a maximum of 30 minutes per session) or skater bucks, if all of the time on the session was used for partnering purposes. Club coach must make reimbursement requests.

8.4 Volunteer & Fundraising Fee

All skater's registering in the fall/winter season must pay a pre-determined volunteer as well as a fundraising buy-out fee that can be returned if the pre-determined volunteer or fundraising hours criteria is met

9. Skater Qualifications

9.1 Qualification Levels

Qualifications may change from season to season to allow the club to adjust for changing enrollment. Usually, the following will apply, though the qualifications published in each season's schedule take precedence.

| | |
|-----------------------------------|---|
| Beginner CanSkate/ Hockey Buddies | 3-6 years old |
| CanSkate Level 1 - 6 | 6 years old or by special request |
| CanFigure/Junior Session | Level 6 CanSkate & up or by special request |
| StarSkate/Int/Senior Session | Preliminary & up or by special request |
| Open Session | CanFigure & up or by special request |
| CanPower | Criteria can change according to registration |

9.2 Special Requests

Skaters must complete the registration form according to the level they are qualified to skate. Special requests to skate up a level must be in writing, signed by the skater's coach, and submitted with the registration form. The request will be reviewed by the coaches. If permission is granted, it applies only to the session for which it was requested, not to buy-ons or future registration.

Skaters may buy down one category only. Special permission is not required.

9.3 Pre-Approved List

Before each season's registration date, the coaches develop, through consensus, a list of skaters who will be eligible to register on a session that is a higher level than they are currently qualified. In other words, if you are qualified as a CanFigure or Junior skater, but are pre-approved for StarSkate/Int/Sr sessions, you can register on StarSkate/Int/Sr sessions during that season.

Several things are considered when the coaches develop this list. In almost all cases, the skater is capable of completing the required qualifying test. Skaters who are on the pre-approved list will be notified by their coaches. Pre-approval is for one season only.

11. Awards

11.1 Award Criteria

Year-End & monthly award criteria will be set out by the coaches & the Coaching committee

12. Ice Show Qualifications

12.1 Qualifications

Will be determined at the start of the season by the coaching staff & coaching committee. Criteria will be posted on the bulletin board at the start of the season.

12.2 Solos & Features

Will be determined by the criteria set out at the beginning of the season by the coaches and at the coaches discretion

13. Communication Policy

13.1 General Correspondence

Correspondence addressed to “Executive” should be distributed to all members via executive meeting minutes. *Sensitive information that includes coaches, staff or named skaters should be discussed in a closed session (minutes are not posted).*

The Club bulletin board is for the purpose of promoting the Club and sharing Club information. A club executive member should approve all items before they are posted on the SCSC board. Material and advertisements may be removed when outdated or by request. No other club or organization information shall be posted on the Club board other than SCSC & Skate Canada without prior Executive approval.

13.2 Privacy of Members

Only executive members should have access to skater email addresses and they should be used for club business only. Use discretion & common sense if passing out confidential information.

Email correspondence should use blind copies so that club members do not have their email address exposed to all other club members.

Individual financial information should be confidential unless information has been specifically requested upon which time the information must be made public to the person(s) requesting the information. At no time is a person’s financial information or any other personal information to be shared with any other member (outside the board in some circumstances) without express permission.

13.3 Business Solicitation

No business solicitation will be accepted during club sessions. All solicitations must be sent in writing to the club website or PO Box.

13.4 Member Communication

(added February 19, 2007)

- **Club Communication Protocol**
- OBJECTIVE
 - 1.1 to ensure communication to the Board of Directors is received in a timely and legitimate fashion.
 - 1.2 to effect a communication model that acknowledges that many members of the SCSC Board of Directors and Professional Coaching Staff have professions and occupations that prohibit instant responses to member queries, complaints and other communication.
- RESPONSIBILITY
 - 1.3 President
 - 1.4 Corresponding & Recording Secretary

➤ PROCEDURE

All formal requests of the SCSC Board of Directors will be directed in writing to the SCSC mailing address to the attention of the SCSC Board of Directors. These requests must be dated and signed by the requesting individual.

Members making such requests should not expect a response from the Board of Directors until after the subsequent regularly scheduled Board meeting of the SCSC.

Responses to such requests will be provided in writing by the SCSC Board of Directors.

Items received by the SCSC after the agenda has been set for the regularly scheduled SCSC Board of Directors meeting will be set aside until the next meeting of the Board of Directors unless agreed by the board to amend the agenda.

Email requests, telephone requests and/or verbal requests are not considered a formal method of communication and will be disregarded until a written request with the signature of the person (s) making the request is received.

14. Contact Information

Mail: Sunshine Coast Skating Club
Box 1316
Sechelt, BC
V0N 3A0

15. Code of Conduct & Conflict Resolution

15.1 See Attachment

**All skaters registering for StarSkate or Competitive sessions are required to return a signed copy of the Code Of Conduct each Skate Canada year to be considered a member in good standing.

Signed copy must be returned within 14 days of the start of the season or member privileges will be suspended. Privileges will be reenacted upon receipt of the signed Code of Conduct.

15.2 On Ice Rules

Applies to Excel, Freeskate, Skills, Dance Programs and all StarSkate and Competition sessions.

