

Policies of the Char-Lan Skating Club Inc.



Implemented July 14, 2022 by the Board of Directors.

Policy:	Accessibility
Related By-Laws:	
Related Procedure:	
Implementation:	June 2024
Next Review:	July 2025

Policy Purpose:

This policy provides an explanation of the ways in which the Char-Lan Skating Club commits to a barrier free opportunity for patrons with disabilities.

Policy Scope:

This policy applies to board members, participants, family members, coaches and staff.

Policy Statement:

The Char-Lan Skating Club is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario’s accessibility laws.

The Char-Lan Skating Club is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

The Char-Lan Skating Club understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

The Char-Lan Skating Club is committed to excellence in serving and providing services or facilities to all participants including people with disabilities. Our accessible programming policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Policy:	Harassment
Related By-Laws:	
Related Procedure:	
Implementation:	June 2024
Next Review:	July 2025

Policy Purpose:

This policy outlines the stance that the Char-Lan Skating Club takes on harassment and the steps it will take should harassment occur.

Policy Scope:

This policy applies to all members of the Char-Lan Skating Club, including board members, coaches, skaters, and parents/guardians. This policy may also extend to former members of the club for incidents that occurred at a time in which they were a participant, board member or coaching staff.

Policy Statement:

The Char-Lan Skating Club is committed to fostering a harassment-free environment where all members are treated with respect and dignity.

The *Canadian Human Rights Act* protects Canadians from harassment based on race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability or pardoned conviction.

Harassment at the Char-Lan Skating Club is not tolerated. Members who are found to have harassed another individual may be subject to disciplinary action. This includes anyone who: interferes with the resolution of a harassment complaint; retaliates against an individual for filing a harassment complaint; or files an unfounded harassment complaint intended to cause harm.

Harassment is:

- Offending or humiliating someone physically or verbally;
- Threatening or intimidating someone; or
- Making unwelcome jokes or comments about someone’s race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability or pardoned conviction.

Sexual harassment is:

- Offensive or humiliating behaviour that is related to a person's sex;
- Behaviour of a sexual nature that creates an intimidating, unwelcome, hostile or offensive work environment; or
- Behaviour of a sexual nature that could reasonably be thought to put sexual conditions on a person's job or employment opportunities.

Responsibilities and Expectations

The Char-Lan Skating Club is responsible for:

- Providing all members a harassment-free environment. **The Board** is responsible for:
- Ensuring that this policy is applied in a timely, consistent and confidential manner;
- Determining whether or not allegations of harassment are substantiated; and
- Determining what corrective action is appropriate where a harassment complaint has been substantiated.

The board is responsible for:

- The administration of this policy;
- Reviewing this policy annually, or as required; and
- Making necessary adjustments to ensure that this policy meets the needs of the organization.

Coaches are responsible for:

- Fostering a harassment-free on-ice environment and setting an example about appropriate behaviour;
- Dealing with harassment situations immediately upon becoming aware of them, whether or not a harassment complaint has been made;
- Taking appropriate action during a harassment investigation, including separating the parties to the harassment complaint, when appropriate; and

- Ensuring harassment situations are dealt with in a sensitive and confidential manner.

Should a dispute fail to be resolved at the club level, complainants will be advised to follow the dispute framework on the [Skate Canada Safe Sport](#) website.

Members are responsible for:

- Treating others with respect in the workplace;
- Reporting harassment to **the Char-Lan Skating Club board**
- Cooperating with a harassment investigation and respecting the confidentiality related to the investigation process;

Members can expect:

- To be treated with respect at all Char-Lan Skating Club events;
- That reported harassment will be dealt with in a timely, confidential and effective manner;
- To have their rights to a fair process and to confidentiality respected during a harassment investigation; and
- To be protected against retaliation for reporting harassment or cooperating with a harassment investigation.

Policy:	Membership
Related By-Laws:	!! Membership, 2.0-2.11
Related Procedure:	
Implementation:	June 2024
Next Review:	July 2025

Policy Purpose:

This policy defines what constitutes a member of the Char-Lan Skating Club.

Policy Scope:

This policy applies to all members of the Char-Lan Skating Club

Policy Statement:

A member of the Char-Lan Skating Club is:

- An individual registered in any Char-Lan Skating Club program for which they have a Skate Canada membership, including Program Assistants
- A parent or guardian of any registered member of the club
- A member of the board.
- A coach or choreographer.

The Club shall cover any expenses associated with registering members as Registrants of Skate Canada. A membership runs from September 1st to August 31st.

*A registered coach in good standing with Skate Canada is considered to be a non-voting member of the club.

Policy:	Financial Management
Related By-Laws:	VII Finance and Management 7.1-7.8
Related Procedure:	
Implementation:	June 2024
Next Review:	July 2025

Policy Purpose:

This policy highlights the way that the Char-Lan Skating Club handles finances.

Policy Scope:

This policy applies to the board of the Char-Lan Skating Club.

Policy Statement:

The Char-Lan Skating Club is a non-profit organization that strives to keep the sport of skating as accessible and affordable as possible while upholding the club’s mission in the most effective and efficient manner that remains accountable to our members. In order to accomplish this, the club shall collect registration fees, apply for grants, participate in fundraising opportunities, collect sponsorship donations and provide accurate and complete financial data for internal and external use by the board of directors.

Authority:

- The Board of Directors is responsible for the financial management of all club activities. The treasurer is authorized to act on the board’s behalf on financial matters.
- Two signing authorities are required for any disbursement of club funds.
- The board of directors shall not incur any debts for the club (Bylaw 6.5)
- The club endeavors to limited cash transactions in favour of traceable means (e-transfer, credit card or cheque).
- The board is authorized to enter contracts for activities with a majority vote during a meeting of the board.

Responsibilities

- The board shall:
 - Maintain a record of all financial reports established by the treasurer
 - Pay all obligations and file reports in a timely manner
 - Not take on any debts in the name of the club
 - Obtain competitive bids for all items and services
 - Review financial reports at each board meeting

Budget:

To ensure that the club's activities are carried out in a way that minimizes the risk of financial risk and are consistent with board approved priorities and goals, the board shall create yearly budgets for all programming and special events. The board shall use responsible assumptions and projections to form a well-rounded budget.

Policy:	Inclusion
Related By-Laws:	
Related Procedure:	
Implementation:	June 2024
Next Review:	July 2025

Policy Purpose:

This policy provides an overview into the inclusion of all members of the Char-Lan Skating Club.

Policy Scope:

This policy applies to all members of the Char-Lan Skating Club.

Policy Statement:

This policy is to ensure that the Char-Lan Skating Club has a diverse and inclusive, barrier-free environment where every employee, board member, skater, official, coach, volunteer, and affiliate organizations of the Club feels valued, respected and supported. The Char-Lan Skating Club will follow Skate Canada's Trans Inclusion Policy. The policy can be found [here](#)

The Char-Lan Skating Club is committed to creating a safe, welcoming and respectful environment for all regardless of any actual or perceived differences based on race, national or ethnic origin, colour, religion, age, language, gender, sex, sexual orientation, gender identity and expression or disability.

Policy:	Code of Conduct
Related By-Laws:	
Related Procedure:	
Implementation:	June 2024
Next Review:	July 2025

Policy Purpose:

The Char-Lan Skating Club is 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. All members of Char-Lan Skating Club are expected to conduct themselves in a manner consistent with the values of the club, which includes fair play, integrity, open communication and mutual respect.

Policy Scope:

The following Code of Conduct shall apply to all members, including but not limited to skaters, parents (including guardians), coaches and executive of Char-Lan Skating Club and shall abide by this code at all times while participating in any Char-Lan Skating Club program, competition or activity.

Policy Statement:

- Model positive and responsible behaviour and communication with all members. Parents will assume the major responsibility for their son/daughter’s on and off ice conduct and attitude.
- Shall at all times treat all individuals and property with dignity, courtesy and respect, including but not limited to skaters, coaches, officials, volunteers, other parents, and all other individuals that are part of the club.
- Shall refrain from any behavior or comments which are profane, insulting, harassing, sexist, racist, abusive, disrespectful or otherwise offensive without hostility or violence.
- Shall emphasize the importance of values like sportsmanship, respect, cooperation, competition and teamwork and offer praise for competing fairly, participation and skill development.
- Shall always avoid comparisons with other skaters.
- Shall celebrate the acquisition of skills and goals achieved by all skaters.
- Parents, along with the professional coach and the athlete, shall be considered members of a team whose main concern is the child’s overall progress and development. Parents shall respect that the professional coach is responsible and empowered for the on-ice and off-ice development of the athlete. A parent’s role shall be to take a healthy interest in their child’s progress and development and be responsible for the 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.

- Shall ensure skaters wear proper skating clothing and equipment.
- Shall avoid any conduct, which brings the club into disgrace, including but not limited to abusive use of alcohol, non-medical use of drugs and gambling.
- Shall openly support and uphold this code of conduct policy and take action and steps to ensure others follow and uphold this code of conduct policy.
- Shall adhere to the policies, procedures, rules, standards, and ethics of Char-Lan Skating Club at all times.

Policy:	Privacy
Related By-Laws:	
Related Procedure:	
Implementation:	June 2024
Next Review:	July 2025

Policy Statement:

The Char-Lan Skating Club (CLSC) respects and protects your privacy. This means that: CLSC will not sell, exchange, loan or make available to other organizations any personal information that you have provided to us CLSC will keep all personal information confidential and we will have safeguards to protect that information whether in print, electronic or other form
 CLSC will make available to you upon request, your personal information that we have on file and we will correct, amend or delete information at your request.

Policy Scope:

This policy applies to all members of the skating club, parents, coaches and board members.

Policy Statement:

Personal Information and Purpose of Collection:

The Personal Information Protection and Electronic Documents Act (PEPEDA) governs privacy of information.

Personal information is the information that relates to you as an individual. Personal information does not include business information (an individual’s business address and telephone number).

CLSC will only collect personal information to meet and maintain the highest standard of organizing and programming the sport of skating. CLSC collects personal information from participants, coaches, officials, team managers, contractors, employees, and volunteers (collectively “individuals”) for purposes that include but are not limited to the following:

1. Registration for programs, activities and events; travel administration and purchasing equipment, and other products.
2. Receiving communications from the Char-Lan Skating Club in regards to fundraising, programs, events, and activities.
3. Determining eligibility, age group and appropriate level of play/competition.

4. Criminal record checks and related personal reference material for implementing Skate

Ontario/Skate Canada's screening policies.

5. Fitness screening information as required through Ontario High Performance Sport Initiative activities and programs.
6. Award nominations, biographies, published articles and media relations.
7. Outfitting uniforms and various components of athlete and team selection.
8. Data to determine level of certification, coaching qualifications and coach selection.
9. Scores and rankings of athletes for record keeping, publishing, competing, and identifying athletes.
10. Names, ages, and signatures for the purpose of participant agreements, permission where medical treatment is concerned, and collection of waivers.
11. Name and contact information for the purpose of communication within and between Board, Committees, volunteers, etc.
12. Emergency contacts, medical history for use in the case of classification, medical emergency or reports relating to medical or emergency issues and managing insurance claims.
13. Determining membership demographic structure, and program wants and needs.

Consent

1. Consent is required to be obtained by lawful means from individuals at the time of collection, prior to the use and disclosure of the personal information. If the consent to the collection, use or disclosure was not obtained upon receipt of the information, consent will be obtained prior to the use or disclosure of that information. Skate Ontario may collect personal information without consent where reasonable to do so and where permitted by law.
2. By providing personal information to the Char-Lan Skating Club, individuals are consenting to the use of information for the purposes identified in this policy.
3. In determining of the form of consent to use, CLSC will take into account the sensitivity of the information.
4. CLSC will not, as a condition of a product or service, require an individual to consent to the collection, use, and disclosure of information beyond that required to fulfill the specified purpose.
5. An individual may withdraw consent to the collection, use, or disclosure of personal information at any time, subject to legal or contractual restrictions, providing the individual gives one week of notice of such withdrawal to the

Char-Lan Skating Club. The Privacy Officer will advise the individual of the implications of such a withdrawal.

Limited Collection:

All personal information will be collected fairly, by lawful means, and for the purposes as specified in this policy. CLSC will not use any form of deception to obtain personal information.

Limiting Use, Disclosure and Retention

1. Personal information will not be used or disclosed by CLSC for purposes other than those for which it was collected as described herein, except with the consent of the individual or as required by law.
2. Information may be forwarded to volunteers of the organization (such as Committee Members, Board of Directors, Local Organizing Committees, Competition Officials), other associations for the purpose of clinics, programming, and competition, Ontario Sections, Skate Canada, Coaches Association of Ontario, Award organizations, or other parties with whom CLSC deals.
3. Information disclosed to a third party with consent from the individual shall be protected by a third party agreement to limit use and disclosure.
4. Personal information will be retained for certain periods of time in accordance with the following:
 1. Program registration data and athlete information will be retained indefinitely for the sake of historical record and tracking purposes.
 2. Registration data for programs, clinics, camps, competitions, may be retained indefinitely after the event for record purposes
 3. Employee information will be retained for a period of seven years in accordance with Canada Customs and Revenue Canada requirements.
 4. Personal health information will be immediately destroyed when an individual chooses to leave a skating program
 5. Marketing information will be immediately destroyed upon compilation and analysis of collected information.
 6. Credit Card information will be destroyed immediately upon completion of a financial transaction.
 7. As otherwise may be stipulated in federal or provincial legislation

Employee Commitment

Our employees and volunteers are committed to respecting the personal information we hold in our files. Our employees have been trained in the proper and respectful

use of personal information. Volunteers, coaches etc. who receive personal information in order to carry out the work of the organization will be notified with regard to the safekeeping of such information.

Accuracy:

The Char-Lan Skating Club will use accurate and up-to-date information as is necessary for the purposes for which it is to be used, to minimize the possibility that inappropriate information may be used to make a decision about an individual.

Security

All information held by us is subject to strict internal security to prevent unauthorized access and improper usage. Electronic records are subject to limited access by authorized personnel who must use passwords and other security measures. Print records containing personal information are subject to physical protection such as locked rooms or cabinets, accessible only to authorized personnel.

Website

When you visit the Char-Lan Skating Club's website, we take steps to respect and protect your privacy. We automatically collect generic, non-personal information about visits to our website. CLSC does not collect personal information such as names, ages, phone numbers, addresses or email addresses from visitors to our website.

We do collect selected visitor information such as IP addresses, return visits from past guests, referring pages, pages visited and time spent on the website. This non-personally identifiable information is collected in order to obtain statistical analysis of website traffic patterns, administer our website and servers, and improve our services. We collect data in aggregate form and data is not recorded or stored about individual visitors.

Cookies are small text files that a web browser transfers to and from your hard drive for record keeping purposes. The use of cookies is an Internet standard. We do use cookies to serve you better. We do not use cookies to retrieve personal data from your hard drive or to obtain your email address or other personal information. A cookie is information about how and when you use a site and it is created at the time you visit a site. Rather than retain this data, the Association's cookie is a small text file sent to your computer hard drive to record your preference information on your own computer. Most of our cookies are "session cookies" used only for the time you stay on the website each visit.

If you do not wish to accept cookies, you may choose not to by setting your browser options to inform you when cookies are being sent or to deny cookies altogether. Please note, however, that by not accepting cookies, you may limit the functionality that we can provide to you when you visit our site. The information on the website is provided as a resource to those interested in skating. CLSC disclaims any representation, or warranty, express, or implied, concerning the accuracy, completeness or fitness for a particular purpose of the information. Persons accessing this information assume full responsibility for the use of the information and understand and agree that CLSC is not liable for any claim, loss or damage arising from the use of this information. Reference to specific products, processes, or services does not constitute or imply recommendation or endorsement by CLSC. CLSC also reserves the right to make changes at any time without notice.

Links to other Internet sites made available through the CLSC website are not under the control of CLSC, and are provided for your convenience only. CLSC, therefore does not guarantee these links and the material available on said sites, nor is CLSC responsible for privacy practices by other organizations or websites.

The website is created and controlled by the Char-Lan Skating Club in the province of Ontario. As such, the laws of the province of Ontario will govern these disclaimers, terms and conditions, without giving effect to any principles of conflict of laws.

Access to Information

Upon written request and with assistance from CLSC, an individual may be informed of the existence, use and disclosure of their personal information and will be given access to information.

Contact Us

If you have questions or comments about our policy or about the personal information we have about you, you may contact us and we will do our best to answer your questions. Please email charlanskating@gmail.com for more information.

Policy:	Conflict of Interest
Related By-Laws:	Conflict of Interest 7.8
Related Procedure:	
Implementation:	June 2024
Next Review:	July 2025

Policy Purpose:

This policy provides the board of directors and committee members with why a conflict-of-interest policy is important and the process for disclosure.

Policy Scope:

This policy applies to the board of directors and committee members of the Char-Lan Skating Club.

Policy Statement:

Board and committee members have an obligation to conduct business within guidelines that prohibit actual or perceived conflicts of interest. This policy establishes the framework within which the Char-Lan Skating Club wishes its business to operate. The purpose of these guidelines is to provide general direction so that board and committee members can seek further clarification on issues related to the subject of acceptable standards of operation.

An actual or perceived conflict of interest occurs when a board or committee member is in a position to influence a decision that may result in personal gain or gain for a relative as a result of Char-Lan Skating Club’s operations. For the purpose of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the board or committee member is similar to that of persons who are related by blood or marriage.

Board and committee members have the responsibility of administering the affairs of Char-Lan Skating Club honestly and prudently, and of exercising their best care, skill, and judgment for the sole benefit of Char-Lan Skating Club. Those persons shall exercise the utmost good faith in all transactions involved in their duties, and they shall not use their positions with Char-Lan Skating Club or knowledge gained there from for their personal benefit or the benefit of a related party. The interests of the organization must have the first priority in all decisions and actions.

In connection with any actual or possible conflict of interest, a board or committee member must disclose the existence of the interest and be given the opportunity to disclose all material facts to the board and committee members. After disclosure of the interest and all material facts, and after any discussion with the interested board or

committee member, he or she shall leave the board or committee meeting while the determination of a conflict of interest is

If a board or committee member has reasonable cause to believe a member of the meeting has failed to disclose actual or possible conflicts of interest, they shall inform all members of the meeting of the basis for such belief and afford the member of interest an opportunity to explain the alleged failure to disclose. If, after hearing the member's response and after making further investigation as warranted by the circumstances, the board or committee members determine the member of interest has failed to disclose an actual or perceived conflict of interest, it shall take appropriate disciplinary and corrective action.

Policy:	Confidentiality
Related By-Laws:	
Related Procedure:	
Implementation:	June 2024
Next Review:	July 2025

Policy Purpose:

This policy provides the board of directors and committee members with broad guidelines for handling confidential information.

Policy Scope:

This policy applies to the board of directors and committee members of the Char-Lan Skating Club.

Policy Statement:

It is the policy of Char-Lan Skating Club that board and committee members of Char-Lan Skating Club will not disclose confidential information belonging to or obtained through their affiliation with Char-Lan Skating Club to any person, including relatives, friends, and business and professional associates, unless Char-Lan Skating Club has authorized disclosure. Board and committee members shall use confidential information solely for the purpose of performing services as a board or committee member for Char-Lan Skating Club. This policy is not intended to prevent disclosure where disclosure is required by law.

Board and committee members must demonstrate professionalism, good judgment, and care to avoid unauthorized or inadvertent disclosures of confidential information and should, for example, refrain from leaving confidential information contained in documents or on computer screens in plain view. Upon the end of a board or committee member's term, the director or committee member shall return all documents, papers, and other materials that may contain confidential information in their possession.

Failure to adhere to this policy will result in disciplinary measures outlined in the club's General Dispute policy and procedure.

Policy:	General Dispute and Resolution
Related By-Laws:	4.24 c Empowered
Related Procedure:	
Implementation:	June 2024
Next Review:	July 2025

Policy Purpose:

The Char-Lan Skating Club (“the club”) places the highest priority on ensuring there is a safe, professional, inclusive, and respectful environment for all participants and the General Dispute Reporting and Resolution Policy (“Policy”) has been established to ensure such an environment. This Policy promotes awareness, fairness, equity, transparency, prevention and the appropriate timely response and resolution of reported violations to this Policy.

Critical to creating and maintaining a safe environment includes the establishment of preventative measures; as well as accessible reporting and resolution mechanisms to ensure fair and equitable treatment of all participants.

This Policy encourages the fair and impartial management of general disputes and is intended to encourage and enable all individuals to whom this Policy applies to submit and respond to concerns classified as a general dispute in nature. General disputes include matters such as breach of contracts and of the Club/Skate Ontario/Skate Canada rules, regulations and/or policies.

Policy Scope:

This policy applies to all individuals engaged in activities (on or off ice) with the club. An individual means a person, including registrants, volunteers, parents/guardians of skaters (including minor skaters), as well as persons engaged in activities, events/competitions, and programs with and/or hosted by the club (including coaches and staff members).

This Policy applies to general disputes between or amongst individuals, as defined above, in accordance with the club’s General Dispute Reporting and Resolution Procedure (“Procedure”).

Violations of any club/Skate Ontario/Skate Canada policies may result in a warning, reprimand, restrictions, suspension, or other disciplinary actions up to and including expulsion, as applicable and appropriate, and/or as permitted by the Bylaws of the club.

This Policy establishes the Procedure and is designed to ensure an appropriate and timely resolution of reports of general disputes.

Policy Statement:

Reporting Process

General Disputes may be reported to the club via email to charlanskating@gmail.com.

Acting in good faith

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 up to and including expulsion from membership in the club.

Review and Investigation

Upon receipt of a complaint, the complaint will be reviewed by the club's General Dispute and Resolution Committee ("the committee") to determine the merits of the complaint and next steps in accordance with the Procedure.

Once a full investigation has been performed, following the process outlined in the accompanying Procedure, a recommendation will be made by the committee whether a violation of this Policy and/or related club/Skate Ontario/Skate Canada policies and procedures has occurred. The committee will provide a recommendation for what actions, if any, must be taken by one or more of the involved parties. In most cases, measures will be limited to corrective actions to be taken to prevent future instances of similar violations.

If it is determined that sanctions should be imposed, sanctions imposed will be proportionate to, and reflective of, the nature and severity of the violation, and may involve one or more of a series of disciplinary measures, including suspension or expulsion from membership of the club.

Decisions/Sanctions

The club's committee will present the findings and recommended actions to be taken by the club to the Board of Directors for a final decision.

In instances where there is multiple or repeat complaints of a similar nature against a specific party, sanctions imposed by the club will be more severe if the club finds a

party has not/will not take the appropriate/required corrective action as communicated in the decision of the original complaint.

Appeal Process

The decision of the club as it related to this Policy may be appealed, only in accordance with this Policy and the Procedure, if and as applicable.

Not all decisions may be appealed. Decisions may only be appealed on procedural grounds where it has been demonstrated that:

- A decision was made outside of the club's authority or jurisdiction, as set out in club's governing documents;
- Procedures were not followed as laid out in the Bylaws or approved policies of the club;
- A decision was influenced by bias, where bias is defined as a lack of neutrality to such an extent that the decision-maker is unable to consider other views, or that the decision was influenced by factors unrelated to the substance or merits of the decision;
- Discretion was exercised for an improper purpose.

An appeal of any decision and/or sanction imposed by the club may be appealed to Skate Ontario.

Confidentiality

Once a general dispute has been reported and until a decision is released, 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 investigation of the complaint to any individual outside of the complaint except as strictly required for the purposes of investigating, 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. The individual who breached the confidentiality requirements may be subject to disciplinary action, at the sole discretion of the club, up to and including expulsion from membership in the club.

Timelines

If the circumstances are such that a timely resolution is not possible, the club (depending on the nature of the report) may direct that the timelines as outlined in the Procedure be revised. Records of all decisions, including all supporting documentation

(investigation reports, any corrective action taken, notes, etc.), will be maintained by the club.

Exceptions

If the complaint contains any allegations of misconduct as defined below, the complaint will be automatically redirected to the Skate Canada external independent third-party Case Manager process by way of the following channels:

Online: www.skate-safe.ca Telephone: 1.833.723.3758

Misconduct means acts, conduct and/or behaviours that result in or have the potential to result in physical or psychological harm, which for the purposes of Policy includes: maltreatment, behaviours, acts and/or conduct of abuse including physical, psychological, and sexual; neglect; grooming; and interference or manipulation with the processes related to the implementation of this Policy, including retaliation, aiding and abetting, failure to report maltreatment of a minor, failure to report inappropriate conduct, and intentionally filing a false allegation, abuse of authority, bullying, harassment, and discrimination.

Policy:	Policy Management
Related By-Laws:	
Related Procedure:	
Implementation:	June 2024
Next Review:	July 2025

Policy Purpose:

The Char-Lan Skating Club commits to keeping its information current and applicable.

Policy Scope:

This policy applies to all policies, procedures, by-laws and other governing information of the club.

Policy Statement:

The Char-Lan Skating Club will re-evaluate and update policies and procedures every two seasons, or as dictated by Skate Canada or Skate Ontario.

By-laws shall be updated on a yearly basis should amendments need to be made.

Policy:	Record Retention
Related By-Laws:	
Related Procedure:	
Implementation:	June 2024
Next Review:	July 2025

Policy Purpose:

The purpose of this policy is to outline the documents retained by the Char-Lan Skating Club. By listing information to keep and how long documents must be retained, the club ensures the accuracy and security of important information.

Policy Scope:

This policy covers the following information:

- Financial records
- Registration information
- Assessment files
- Reports
- Annual meeting information
- COVID-19 records

Policy Statement:

Records from the actions of the Char-Lan Skating Club shall be held secure either physically or digitally for the following time period:

- Financial Records: 7 years
- Registration Information: 5 seasons
- Assessment files: 5 years
- Reports: 5 years
- Annual Meeting Information: 7 years
- COVID-19 Records: 30 days.

Policy:	Guest Skating Policy
Related By-Laws:	
Related Procedure:	
Implementation:	June 2024
Next Review:	July 2025

The Char-Lan Skating Club is committed to providing a safe and enjoyable environment for all skaters. To maintain the quality of our sessions and ensure the safety of everyone on the ice, we have implemented a guest skating policy. This policy aims to strike a balance between accommodating skaters of various abilities while ensuring optimal use of the ice.

1. **Share Session Limit:** In order to maintain an enjoyable skating experience, we will cap the number of skaters allowed during shared sessions as follows:
 - a) 16-18 individuals for sessions including skaters from STAR-1 Gold;
 - b) 22 skaters for sessions including skaters from STAR 1-3 or STAR 3-Gold.

This limit has been established to prevent overcrowding and allow each skater ample space to practice comfortably.

2. **Safety First:** The safety of our skaters is of paramount importance to us. By capping the number of guest skaters, we can effectively manage the flow of skaters on the ice, reduce the risk of collisions and minimize the potential for accidents. We prioritize the well being of all participants and strive to create a safe skating environment.
3. **Accommodating Skaters of Various Abilities:** We aim to provide an inclusive and supportive environment for skaters of all levels. By capping the number of guest skaters, we can better accommodate the needs of our members and ensure that everyone receives the attention and space they require to make progress. This policy enables us to foster a positive and encouraging atmosphere for skaters of different abilities to learn, grow and excel.
4. **Lesson Time:** Priority of lessons from a club coach will be as follows: registered club members, registered members from out of club and unregistered guest skaters. When possible, guest skaters can be added to group lessons with members of a similar skating level. Guest skaters with or without their own coach may practice independently.

NOTE: The specific numbers mentioned in the policy (16-18 skaters) can be adjusted based on the club's preferences and session capacity.

DEFINITIONS:

Registered club member: a skater who is a registered Skate Canada member with the Char-Lan Skating Club as their home club.

Registered member from out of club: a Skate Canada member with a home club that is not the Char-Lan Skating Club but has registered, either full or part-time, for a session with the Char-Lan Skating Club.

Policy:	Operating Reserves
Related By-Laws:	
Related Procedure:	
Implementation:	June 2024
Next Review:	July 2025

Policy Purpose:

The purpose of the Operating Reserves policy for the Char-Lan Skating Club is to ensure the stability of the mission, programs and ongoing operations of the corporation. The Operating Reserve is intended to provide an internal source of funds for situations such as sudden increase in expenses, one-time unbudgeted expenses, unanticipated loss in funding, or uninsured losses. Operating Reserves are not intended to replace a permanent loss of funds or eliminate an ongoing budget gap. It is the intention of the Char-Lan Skating Club for Operating Reserves to be replenished within a reasonable period of time. The Operating Reserve policy will be implemented in conjunction with other governance and financial policies and is intended to support the goals and strategies contained in these related policies and procedures.

Policy Scope:

This policy applies to board members.

Definitions:

The Operating Reserve Fund is defined as the designated fund set-aside by action of the Board of Directors. The minimum amount to be designated to the fund will be an amount sufficient to maintain ongoing operations and programs for a set period of time, measured in months. The Operating Reserve serves a dynamic role and will be reviewed and adjusted in response to internal and external changes.

The target minimum Operating Reserve Fund is approximate to 24 months of average operating costs, or \$50,000, whichever is greater. The calculation of average monthly operating costs includes all recurring, predictable expenses such as ice fees, coaching fees, administrative costs, program expenses, professional services and other budgeted expenses as set forth by the Board of Directors for a normal operating season. The calculation of average monthly expenses also excludes some expenses such as Skate Canada fees, inspections and servicing of club equipment and other one-time or unusual capital purchases.

The amount of the Operating Reserve fund target minimum will be calculated each year after approval of the annual budget, reported to the Board of Directors and included in the regular financial reports.

Accounting for Reserves:

The Operating Reserve Fund will be recorded in the financial records as Board-Designated Operating Reserve. The Fund will be funded and available in cash. Operating Reserves will be in a segregated bank account or investment fund.

Funding of Reserves:

The Operating Reserve Fund will be funded with surplus operating funds. The Board of Directors may from time to time direct that a specific source of revenue be set-aside for Operating Reserves. Examples may include one-time gifts, special grants, fundraisers, and portions of sponsorship funds or any other surplus of funds not mentioned.

Use of Reserves:

Use of Operating Reserves requires three steps:

1. IDENTIFICATION OF APPROPRIATE USE OF FUNDS

The Board of Directors will identify the need for access to reserve funds and confirm that the use is consistent with the purpose of the reserves as described in this policy. This step requires analysis of the reason for the shortfall, the availability of any other source of funds before using reserves, and the evaluation of the time period that the funds will be required and replenished.

2. AUTHORITY TO USE OPERATING RESERVES

The authority for use of the Operating Reserves is delegated to the Board of Directors in consultation with the Treasure and any Finance Committee, if applicable. The use of the Operating Reserves will be reported at the next meeting of the Board, accompanied by a description of analysis and determination of the use of funds and plans for replenishment to restore the Reserves to the target minimum amount. The Board of Directors must have a plan if it will take longer than 12 months to replenish.

3. REPORTING AND MONITORING

The Board of Directors are responsible for ensuring that the Operating Reserve Fund is maintained and used only as described in this policy. Upon approval for the use of the Operating Reserve funds, the Board will maintain records of the use of funds and plan for replenishment. They will provide regular reports of progress to restore the fund to the target minimum amount. The amount in the Operating Reserve Fund shall be reported to the membership at the Annual Meeting during the financial report.

Review of Policy:

This policy shall be reviewed every other year at minimum by the Board of Directors, or sooner if warranted by internal or external events or changes. The Board of Directors will recommend changes to this policy as needed.