

Policies and Procedures

Red Deer Skating Club (RDSC) 2025

Confidentiality:

All members of the RDSC including the Board, Coaches and paid staff must conduct themselves in a professional manner in respect to the confidentiality of all Club related business.

CLUB OPERATIONS:

Registrations & Fees

- a) Starskate and Prestarskate registration information will be posted on the website and emailed out prior to each season.
- b) Late registration fees will be charged after the deadline for fall and winter Prestarskate and Starskate.
- c) For summer and winter season, reach out to the Club to add extra sessions to your invoice. For spring and fall seasons the programs will automatically pro-rate in the system.
- d) Registrations will take place on the Club website. Registrations will not be taken over the phone or via email.
- e) In the winter the Club is closed to guest skaters and guest coaches. In the spring, summer and fall the Club is open to guest skater and coaches once all current members have registered.
- f) Registrations will be booked on a first come first served basis. RDSC & Associate skaters have priority up to a set deadline stated on the registration information sheets. RDSC members moving from a group program to PreStarskate or Starskate will register on a set date after current members but before out of town skaters may register. Non-RDSC skaters and Guest Coaches will have a set deadline. Dates will be printed on the registration form.
- g) While registrations are processed on a first come basis, the Administrator has the authority to request schedule changes to safely accommodate the maximum number of skaters.
- h) Skaters are not allowed on the ice until full payment or installment payments are set up and received by the Club.
- i) Associate members are skaters who are registered in another club and wish to skate in Red Deer on a weekly basis for additional practice or coaching purposes throughout the winter season. The cost for an Associate Member is set each season at a per session rate. Associate members must contact the Administrator before they begin skating. They must get lessons with a RDSC coach. They may only register after all Club members have secured their winter sessions.
- j) Program Numbers: Numbers in programs must meet "safety requirements and cost recovery budget" for all programs to run. The RDSC reserves the right to cancel or change all scheduled times and programs due to insufficient registration.
- k) At the request of a coach, a skater may stay on the ice for an extra 15 minutes for a lesson, there will be no additional ice charge for this.
- l) A fee of \$50 will be charged for any NSF transactions. This fee is due immediately.

- m) During the season, some ice changes will occur. Please always check the information board, email or social media for these changes.

Drop-In Ice

All skaters registered with Skate Canada who wish to purchase extra ice (over and above registered times) must comply with the following procedures:

- a) The “Numbers in Programs” policy states that there is to be a maximum of 24 skaters on any session.
- b) If a skater wishes to pick up an extra session, it will be done on a first come first serve drop-in basis.
- c) Email the Club Administrator and your coach to request a drop-in spot. The Club Administrator will advise if there is room and send a confirmation. Request must be done 24 hours in advance.
- d) The Club will send out detailed invoices at the end of the season and you will log into your account and pay on-line.
- e) Skaters need to be registered with our Club or in our school to drop-in on any session. Drop-in fees will be established annually.

Make Up Ice

There is no make up ice for Starskate, Prestarskate, Canskate, Teenskate, Adultskate or Powerskate programs.

Refunds:

- a) Starskate and Prestarskate
Refunds will be given for medical reasons. A doctor’s certificate is required for submission to the Administrator for reimbursement. Reimbursement will be made on a prorated basis. A 20% administrative charge will be withheld on all refunds. Skaters must have missed a minimum of 21 days of skating to qualify. Once a skater returns to the ice in any capacity, full fees will be reinstated.
If a skater moves to a different city and is unable to skate at the Club, then a pro-rated refund will be issued at the discretion of the Club Administrator on a case-by-case scenario.
- b) Canskate, PowerSkate, TeenSkate and AdultSkate
Refunds will be given at the discretion of the Club Administrator. An administrative charge will apply. Reimbursement will be made on a prorated basis.

Numbers in Programs

- a) StarSkate – A maximum of 24 skaters will be allowed on each session.
- b) PreStarskate – A maximum of 50 skaters will be allowed on each session. Program Assistants may assist with the program.
- c) TeenSkate – A maximum of 50 skaters will be allowed on each session.

- d) AdultSkate – A maximum of 50 skaters will be allowed on each session.
- e) Canskate – A maximum of 10 skaters per coach, to a maximum of 50 skaters on each session. Program Assistants may assist with the program.
- f) PowerSkate – A maximum of 30 skaters on each session. Program Assistants will assist with the program.

*All program numbers are at the discretion of the Coaches and the Club Administrator.

Competition Fees:

- a) Canskate Program – Members to pay competition fees and expenses.
- b) Prestarskate Program – Members to pay competition fees and expenses.
- c) Starskate Program – Members to pay competition fees and expenses.
- d) Challenge, Trophy and Canadians - The RDSC Board, to the extent which funds are available, will consider written application requests for financial assistance for skaters, dance pairs, pairs, or synchronized skating team(s) who qualify for these events. (A pair or team will be paid as an individual skater). If funds are available, \$1500.00 (one thousand five hundred dollars) per skating year will be allotted for honorariums to be given to skaters participating in Challenge. The funds will be divided amongst the skaters as follows:
 - i. When Challenge or Trophy is hosted in Manitoba or East, a maximum of \$850.00 will be issued to each skater.
 - ii. When hosted in B.C. or Saskatchewan a maximum of \$450.00 will be issued to each skater.
 - iii. When hosted in Alberta a maximum of \$200.00 will be issued to each skater.
 - iv. Skaters are only eligible for honorarium for one (1) event per skating year.

Account Balances

If a skater's account has gone unused for over a year, (they have not been an active member of our Club for over a year), any funds remaining in the account can be absorbed into the general account of the Club. If a skater's account shows a balance owing to the Club, any credit in that account will be applied to the balance owing to the Club first.

Record Keeping

Red Deer Skating Club records are stored off site. Location can be chosen at the discretion of the Board. Location will be recorded by the Bookkeeper and Accountant. Board members will store any records at the end of every year at this site. The records will be reviewed and shredded as required.

Gaming

As per Alberta Gaming & Liquor Commission the use of restricted funds (gaming money) is to be for the benefit of the Club as a whole and is not meant to be a personal benefit to any individual. The Red Deer Skating Club will use these funds to pay for ice bookings. The RDSC currently allows Starskate and Prestarskate members to work bingos and/or casinos to assist with paying for winter ice fees.

Fundraising

The RDSC currently does not require any fundraising for any of its programs. The Club does offer the opportunity to Prestarskate and Starskate members to purchase Coop gift cards and put 5% towards paying winter ice fees.

Inventory

RDSC will maintain an ongoing list of toys, equipment, and supplies. This list needs to be reviewed annually.

Privacy Policy

We respect your privacy and are committed to maintaining your confidence and trust. Accordingly, we maintain the following privacy policy to protect personal information you provide online. Any information you give to us will be held with extreme care and will not be used in ways that you have not consented to. If you choose to email us and provide personally identifiable information about yourself, we will not use the information for any purpose other than to respond to your inquiry. We do not sell, rent, loan, trade or lease any personal information collected on our site. Our website logs are not personally identifiable, and we make no attempt to link them with the individuals that actually browse the site. Questions regarding the use of private information should be addressed by contacting the Club Administrator.

Incident Reporting

It is at the discretion of the individual responsible at the time of the incident whether or not an incident report should be filled out. From a safe sport perspective, it is better to overreport than underreport especially if injury benefit and insurance claims can stem from the incidents. Anytime a skater falls and bumps their head, an incident report must be completed in case they may suffer from a concussion. An incident report must also be completed if a skater sustains any other injury.

Once the online incident report form is completed and submitted – (by a Club board member, skating school Administrator, coach), an email confirmation (including a copy of the incident report form) is automatically sent to the person that submitted the form for the Club's records.

Skate Canada's Online Incident Report should be completed and submitted within 30 days of the incident.

Emergency Action Plan

The Emergency Action Plan will be posted at each facility with the details of the action plan steps.

Safe Sport Policy

Skate Canada places great importance on creating a fun and safe environment for our skating family, especially children and youth. We create this atmosphere as a reflection of our safety culture that extends throughout the organization. Our goal is to position ourselves as the Safe Sport leader in Canada and the world. Skate Canada has always strived to create a positive sport environment built on the values of fairness, excellence, inclusion and fun. We are proud to support the True Sport movement and its principles: Go For It; Keep It Fun; Play Fair; Stay Healthy; Respect Others; and Give Back. Sport can also be a high-risk environment for misconduct, including bullying and harassment, physical and sexual abuse and mental and physical injury. Our sections, Clubs, skating schools, coaches, registrants, parents and all other stakeholders expect best-in-class safety programs that will address the full spectrum of issues.

Concussion Policy

Skate Canada is committed to ensuring the safety and well-being of everyone participating in the sport of figure skating and in the skating community. Skate Canada recognizes that participation in any sport or physical activity bears some inherent risk of head injuries and concussions.

take every reasonable measure to optimize the prevention and management of

- a) concussion through continuing education, awareness on concussion and head injury, and help identify and manage an individual with a suspected concussion.
- b) ensure that individuals with a suspected concussion receive timely and appropriate care and proper management to allow them to return back to their sport safely.
- c) cover the areas of concussion awareness, detection, and management.

Grievances

Any issues in regard to the operation of the Red Deer Skating Club may be made in writing to the Board and will be dealt with on an individual basis. (Please refer to the Misconduct and Termination Policy for more details).

COACHES:

The RDSC will contract the coaches on a yearly basis (May-April) for group programs and for private lessons.

- a) All Coaches must be in good standing with Skate Canada. The coach must abide by the signed RDSC contract, RDSC bylaws and Skate Canada guidelines.
- b) Coaches will elect a Coaches Representative annually at the September Coaches meeting. A Coaches Representative will be elected by all the Club contracted coaches and shall be selected from one of the contracted Starskate private lesson coaches.
- c) Coaches must meet monthly during the season they are scheduled on the grid. The call for agenda items will be made 7 days prior to the scheduled meeting. The agenda will be sent out 3 days prior to the meeting. Items for the agenda must be submitted in detail for thorough

discussion. There shall be a Board member present at the Coaches meeting and will take minutes for the meeting. Coaches are not allowed to email the Board directly. The Coaches Representative will take items for discussion to the Board meeting monthly.

- d) Invoicing: Coaches will mark their rate beside the date and time or session name. Coaches will mark absences as well as substitutions and whose class they substituted for.
- e) Letter Of Intent: Coaches must submit a letter of intent annually. Letter of intents shall include: their availability, requested group rate, rationale for rate increase if requested and coaching philosophy.
- f) In recognition of 25 or 50 years of coaching, the Club will purchase a recognition gift up to a value of \$100.00. Coaches must notify the Club Administrator of this achievement.

Group Program Coaches:

- a) Shall find an RDSC contracted coach to sub for group programs.
- b) Shall notify the Club Administrator and their coaching team prior to the absence with dates and time and who will be subbing for them and shall create a lesson plan for the substitute.
- c) Shall not coach private lessons.

Private Lesson Coaches:

- a) Coaches will notify their private lesson skaters regarding competitions if they would like them to compete.
- b) Private lesson coaches must be certified to be assessors for Star 1-5.
- c) To request a coach to sub, request a choreographer or if a Starskate Coach in-training wants to come on the ice in the winter season they shall detail the request on the agenda for the Starskate coaches monthly meeting providing dates, times and the substitute coach's name for approval. The Coaches Rep will take the request to the Board meeting for approval. It is recommended that the coaches try to use one of the private lesson coaches currently contracted by RDSC. It is the coach's responsibility to make sure the sub coach knows the rules and expectations of the Club.
- d) Social Media Submission Deadline: The coaches shall submit to the Media Chairperson the names of the skaters they have going to compete and the name of the competition a minimum of one week prior to the event. Coaches shall submit to the Media Chairperson a photo of each skater by Sunday at 7pm at the end of the event.

PARTNERING, SIMULATION and ASSESSMENTS

Partnering

- a) The Club shall pay the fees for any extra ice incurred for partnering sessions.
- b) Members shall pay the partnering expenses up to and including assessment day with assessment day fees.
- c) Coaches shall send the skaters names and dance partnering to the coach scheduling the partnering session. After pull date the coaches shall send a list of skaters wishing to partner at the second partnering session, if the session is available, to the coach scheduling the partnering session.

- d) Only skaters testing shall partner at the second partnering session unless agreed upon by all the Starskate coaches.

Simulation

- a) The Club shall pay the fees for any extra ice incurred for simulation sessions.
- b) Skaters are allowed to do a maximum of 2 programs per month and the programs they perform are required to have different music.
- c) Testing is allowed on simulations if time permits.
- d) The Club will offer a minimum of two simulations during the winter season, one simulation during the summer season and one in the spring (dependant on ice availability).
- e) Skaters competing in the month of the simulation will be given priority to simulate first. If there is not enough time for all skaters, then Star 5 – Gold skaters will be given priority.
- f) Prestarskaters are not allowed to attend simulations.
- g) Skating families must sign themselves up for simulation and skaters may not be signed up by a coach.
- h) Skaters are required to arrive early and be prepared to skate earlier than scheduled.
- i) Skaters are required to wear competition attire.
- j) The skating orders will be sent out prior to the event.

Assessment Policy

- a) The Assessment Chair identifies potential dates or time frames to hold an assessment day in conjunction with the Club Administrator. The Assessment Chair will follow the Section's protocol for securing an evaluator. The Club Administrator will book the ice.
- b) The Assessment Chair will determine the schedule for the assessment day with the evaluator. Prepare all necessary assessment sheets for each skater. Collect any planned program sheets and attach them to the appropriate assessment sheet. Ensure all assessment fees have been collected prior to the assessment day. Collect all top portions of the assessment sheet. Add the result of each assessment to the summary sheet and enter online submission of results. Ensure results are submitted to Skate Canada within 30 days.
- c) Coaches will submit a test list upon request more than 30 days prior to the assessment day to the Assessment Chairperson.
- d) Coaches will submit pulls at least two weeks prior to the assessment day and supply all the required information including but not limited to: music series, program content sheets and if skater is partnering or not.
- e) Out-of-town skaters are permitted to test on an approved session and pay an ice fee to have their skating skills or artistic tests assessed by a Club Starskate coach upon notice to all the Starskate coaches. They will incur all the fees of that test.
- f) Out-of-town skaters being assessed at the RDSC will need to provide a letter of permission from their home skating club; given by their club Assessment Chair to RDSC Assessment Chair. RDSC Assessment Chair will look after the paperwork and collecting fees.

- g) Coaches shall give a list of skaters they wish to submit to test in another club's assessment day in writing more than 30 days prior to the scheduled assessment day. They shall follow the guidelines set by that Club for assessment deadlines.
- h) Coaches shall put their Star 1-5 assessments on the spreadsheet when requested by the Assessment Chair and shall communicate any changes or requests in writing in a timely manner.
- i) Coaches will inform skaters and parents when the skater is ready for a Star 1-5 assessment. The Assessment Chair will prepare the sheets and give them to the Coach so they may conduct the assessment. After the assessment is completed, the coach gives the top portion of the assessment sheet with the assessment fee to the Assessment Chair for online submission. The Assessment Chair will ensure results are submitted to Skate Canada within 30 days.

PARENT & SKATER POLICY:

Parental Consent & Member in Good Standing

Parental consent is required at the time of registration. Parents/guardians agree to:

- a) Hold and save harmless, the RDSC and its Board, Coaches, and Administration from any claim and/or injuries sustained during skating sessions or for the loss of property.
- b) Accept responsibility for the payment of all outstanding fees.
- c) Be registered with Skate Canada through the RDSC for the current year.
- d) Pay registration and coaching fees.
- e) Have a private lesson coach under contract by the RDSC for lessons weekly for each of their children enrolled in the Starskate program.
- f) Complete the volunteer requirement for the winter season.
- g) Accept the responsibility for any loss or damage which may occur during the skating session.
- h) Abide by all the rules of the RDSC and of Skate Canada.
- i) Abide by the Parent Code of Conduct accepted at the time of registration.
- j) Conduct themselves with values of fair-play, integrity and mutual respect. Parents are not allowed at ice level or permitted to coach their skater at the arena.
- k) Notify their coaches if the skater will not be attending their regular lessons.

Volunteer commitments

Volunteer commitments are selected at the time of registration and are a requirement for registration to be completed for the winter skating season. A total of 8 credits of volunteer time are required for each Starskater registered and 4 credits for each Prestarskater registered with the Club. Each volunteer job has corresponding credits assigned according to time/commitment required. There is a buy-out option for families of Prestarskater and Starskater if volunteer commitments are not selected and this fee will be charged at the time of registration.

Etiquette and Code of Conduct

Ice etiquette is posted on the website and must be adhered to by all skaters. Proper ice etiquette includes:

- a) No profanity (including music or clothing).
- b) No talking in the middle of the ice.
- c) No recording other skaters on a device while on the ice. To respect the privacy of participants, no videos, still photos, or voice recordings of any kind may be taken using any device with recording capabilities in a dressing room or dressing environment.
- d) Be aware of the skaters around you. The skater who is skating their solo has the first right of way, and a skater who is in a lesson has the next right of way.
- e) Gates must remain closed during sessions and while the ice is being maintained.
- f) All skaters must exit the ice when the session is over.
- g) The RDSC encourages a positive environment to be displayed by all, including the parents in the stands and lobby, coaches, and skaters. Please set a good example for our Club.

Off-Ice Studio Rules

- a) Put belongings on the shelf, big winter coats and boots can go on the rack outside the room.
- b) No outdoor footwear allowed in the room.
- c) Do not enter the room before the instructor for FIT & FLEX Class; please wait in the hallway.
- d) A coach or instructor **must be** in the room to use the equipment.
- e) No food or drinks allowed except water.
- f) Please do not touch the mirrors.
- g) Please be quiet, especially if there is a class running.
- h) Be respectful of other people's space.
- i) Registered Prestarskaters and Starskaters only

RDSC Minor Hockey Policy as created by the City of Red Deer

The following procedure has been developed in a spirit of collaboration between the Red Deer Skating Club & Red Deer Minor Hockey Commission to ensure trust and respect is given to all users of The City of Red Deer ice amenities and to allow the governing groups to work together to create an environment of respect for all people who are sharing our community assets.

When an incident occurs:

1. Onsite Coaches and Officials do not need to engage directly with individuals involved in perceived incidents.
2. All users are welcome to report incidents to CoRD Facility Operators.
3. Incidents must be reported to the "Onsite" Coach or Official at the time.
4. Onsite Coach or Official will report incident to CoRD Facility Operators.
5. Onsite Coach or Official will report incident to Club Administrator or General Manager.
6. Club Administrator or General Manager will vet report and determine need for follow up actions.
7. Upon determination of follow up actions Club Administrator or General Manager will make direct contact with each other to determine outcome actions. The City of Red Deer does not need to be

included in this step however, The City of Red Deer is open to aiding in collaborative efforts as needed.

8. Follow up documenting corrective actions will be communicated between Club Administrator and General Manager.

Reports: Reports are to be as detailed as possible and need to include the following: date, time, location, names: athletes, coaches, teams (if possible), incident description.

Club Music Policy

- a) Program music will be played on a rotational basis.
- b) Add a skater to the "skaters list" in the order requested.
- c) Add a skater to the "coaches list" when requested by a coach. Coaches' requests are played first.
- d) Coaches may only ask for one program at a time.
- e) Ask the skater who their coach is; then look on (coaches) playlist for that child's solo.
- f) Cue up the next song while the solo is playing.
- g) Do not turn off a skater's solo in the middle of their solo, even for a coach request.
- h) If a skater is in a lesson, please leave them on the list and go to the next skater.
- i) Dances do not need the whole song; a few rounds of the dance are plenty.
- j) Please do not restart skaters' solos once they are doing their solo.
- k) Please limit distractions while playing music.
- l) If you are playing music for the last session, please give the iPod to the coaches.
- m) No skaters are allowed in the music area. They must remain on the ice.

Helmet Use Policy

This policy was implemented as a proactive safety measure to help protect members in the early stages of the CanSkate program that are learning how to skate. Coaches, Clubs or skating schools should not dictate that a skater should not wear a helmet.

- a) Skaters working on STAGE 5 and below, as well as all skaters in the PowerSkate program, MUST wear CSA approved hockey helmets.
- b) Skaters working on STAGE 6 or higher may choose to continue to wear a helmet at their discretion. The skater, parent/guardian have the final say as to whether or not the skater will or will not wear a helmet.
- c) Coaches are in charge of ensuring what a skater wears on the ice is safe. This applies to clothing, hair, skates etc.

Program Assistants

Program Assistants, skaters 11 years of age and over, are encouraged to help with group skating programs when required. Skaters will need to attend RDSC Program Assistant training offered by the Club. An honorarium will be provided to those who act as a PA for the Club.

Special Events

The RDSC volunteers will organize special events. The Special Events Chairperson will plan and organize events each season. The Board has approved a set amount to be used to subsidize these events. If the event exceeds this amount, then the difference will be divided up and paid amongst the participants.

BOARD POLICY:

- a) Board members Must adhere to the bylaws and policies of the Club.
- b) Board members must conduct themselves in a professional manner in respect to the confidentiality of all Club related business.
- c) The Board must meet monthly during the season. The call for agenda items will be made 7 days prior to the scheduled meeting. The agenda will be sent out 3 days prior to the meeting. Items for the agenda must be submitted in detail for thorough discussion. A Board member will take minutes for the meeting. The meeting minutes shall be email out to the Board within 7 days after the meeting and then be sent to the coaches and posted on the website.
- d) Board vacancies can be filled in the following ways:
 - In the event that the President is unable to fulfill the obligation of the position and resigns, the Vice- President automatically moves into the position of President.
 - A Director vacancy will be appointed by a majority vote of the Board of Directors who have the full power and authority to handle the affairs of the organization between membership meetings.
- e) The Directors for the Board shall be elected as follows:
 - On even years:
Director 2 – Gaming Chairperson
Director 4 – Competition/Carnival Chairperson
Director 6 – Prestarskate Chairperson
 - On odd years:
Director 1 – Assessment Chairperson
Director 3 – Media Chairperson
Director 5 - Special Events Chairperson
- f) Terms of Reference for finance committee – [link](#).
- g) Terms of Reference for nominating committee – [link](#).
- h) Misconduct and Termination Policy.
- i) Guests at Board meetings must give the Club 24 hours notice of attendance, shall be observers and must state their purpose for attending the meeting. If guests want to put an item on the agenda it shall to submitted through a Board member.
- j) The Annual General Meeting shall be held within 45 days of the close of the winter skating season. Within 30 days of the AGM, the new Board will meet for their monthly meeting.
- k) Selected representatives from the Board attending Section AGM/NACGM will be reimbursed at the current Skate Canada rate. Receipts are required for reimbursement.