

Expectations of Parents	Expectations of Coaches	Expectations of Skaters
Drop off your child and if you would like to stay please watch from the seats or benches. Please refrain from coaching your skater from the boards.	Will be professional and respectful of skaters, parents and other coaches;	Be on time for your sessions – both ice and off ice sessions; Keep the dressing rooms tidy, please ensure your garbage including tissues are disposed of properly;
If you have a question, please direct it to the coaches;	Will send invoices on a monthly basis;	You are warmed up sufficiently to get on the ice; Ensure your skates and other items are maintained properly;
Understand that your skater may be coached by one or more of the coaches on the coaching team;	All coaches are expected to follow Skate Canada's Coaches Code of Ethics (see following pages).	Take care of yourself - get enough sleep, drink enough water and ensure you are getting proper nutrition;
Pay your bills in a timely fashion and if required work with the coach to set up a payment plan;		Be polite and respectful to your fellow skaters, parents and coaches at all times on and off the ice;
All parents/guardians are expected to follow Skate Canada's Parent Code of Conduct (see following pages)		All skaters are expected to follow Calalta's Code of Conduct and will represent Calalta and Skate Canada as appropriate

As a parent, you and your skater may have to switch head coaches (primary coach) over the course of the skater's career. This is normal and expected. Please note there is a **right way** to switch or change coaches:

- Think about why you want to switch or change your head coach. Is there an issue that can be dealt with by communicating face to face with your coach? If so, we encourage you to start with that. If you feel that avenue will not work, proceed as follows:
- Contact the new coach to inquire as to availability of them taking on your skater;
- Meet with the new coach and decide if you would like them to coach your child;
 - Ensure you discuss expectations around lessons (when and on what sessions), costs (how much per 15 min lesson) and how to pay the coach;
 - Understand their philosophy and their coaching style – depending on what they see, they may take the kids back to basics. This is their call as a coach and not yours so you will need to let them do their job;
 - Ask what is expected of your child (nutrition, sleep, stretching, exercises etc);
 - Ask what is expected of you as parents (questions, communication channels etc);
 - Share your expectations with the coach;
 - The coach will then decide if they want to coach your child.
- If the new coach decides to take on your child, contact your head coach immediately and advise them as to your decision to move on;
 - Pay any outstanding invoices immediately.

Our goal is to educate and communicate. Please read the following pages. If you have any questions, please speak to your coach or if the matter is non-skater related, please direct your questions to the office at info@calalta.net.



Parent Code of Conduct

Skate Canada 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. Parents have an enormous influence on skaters' experiences in the sport. The quality of a skater's experience is determined by their relationships with parents and the manner in which parents conduct themselves in the Skate Canada environment.

In this code "parents" shall refer to "parents and guardians". This code applies to all parents who are members of Skate Canada or have children who are members of Skate Canada. Parents shall abide by this code at all times while participating in any Skate Canada club or school, competition, or activity.

All parents are expected to conduct themselves in a responsible manner consistent with the values of fair play, integrity, open communication and mutual respect. Parents shall always model positive responsible behaviour and communicate with their son/daughter that they expect them to do the same. Parents will assume the major responsibility for their son/daughter's on ice conduct and attitude.

Parents 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, skating school, Section or Skate Canada.

- Parents shall refrain from any behaviour or comments which are profane, insulting, harassing, sexist, racist, abusive, disrespectful or otherwise offensive without hostility or violence.
- Parents shall emphasize the importance of values like sportsmanship, respect, cooperation, competition and teamwork to their son/daughter offering praise for competing fairly, participation and skill development.
- Parents shall model and encourage their son/daughter to maintain a healthy balance between skating and life. (e.g., school, other activities, social life, etc.)
- Parents shall model and encourage balanced, healthy food choices and subscribing to an active and healthy lifestyle.
- Parents shall set high, but reasonable expectations for their son/daughter's participation in skating focusing on development and enjoyment for the child.
- Parents shall instill confidence in their son/daughter's ability and skill development, always avoiding comparisons with other skaters.
- Parents shall celebrate the acquisition of skills and goals achieved by their son/daughter.
- 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.
- Parents shall ensure their son/daughter wears proper skating clothing and equipment.
- Parents shall never provide alcohol or drugs to minors in a Skate Canada environment.
- Parents shall never provide or advocate the use of performance enhancing drugs or substances.
- Parents shall avoid any conduct, which brings their club, skating school, Section or Skate Canada, into disrepute, including but not limited to abusive use of alcohol, non-medical use of drugs and gambling.

- Parents shall openly support and uphold this code of conduct policy and take action and steps to ensure other parents follow and uphold this code of conduct policy.
- Parents shall adhere to the policies, procedures, rules, standards, and ethics of Skate Canada at all times.

Coaches Code of Ethics

1.0 SKATE CANADA MISSION STATEMENT

Skate Canada is an Association dedicated to the principles of enabling every Canadian to participate in skating throughout their lifetime for fun, fitness and/or achievement.

2.0 PURPOSE OF CODE

The Professional Coaches' Code of Ethics has been developed to aid coaches in achieving a level of behaviour that will allow them to assist their athletes in becoming well-rounded, self-confident and productive human beings. The athlete/coach relationship is a privileged one and professional coaches play a critical role in the personal as well as athletic development of their athletes.

To create and maintain a positive and successful learning environment, all stakeholders involved in our sport (athletes, parents, coaches, officials and volunteers) must share a common vision and understanding of their role as their actions ultimately contribute to, or undermine, the existence of a positive skating environment. All Skate Canada Professional Coaches are responsible for establishing and maintaining ethical coaching behaviour.

3.0 ETHICAL OBLIGATIONS TO THE SPORT AND THE PROFESSION

3.1) At all times conduct oneself in a manner which does not have a material adverse effect on the sport of skating, or on the goodwill and reputation of Skate Canada. Support and promote Skate Canada, its programs and the sport of skating.

3.2) Be familiar with and adhere to the standards of coaching as defined under Section 2400 of the Skate Canada Rulebook.

3.3) Be familiar with and conduct oneself in accordance with ISU, Skate Canada, Section and club/school rules, policies, regulations and programs so as to be able to produce a positive skating environment in a professional manner.

3.4) Actively participate in the development and/or maintenance of desirable coaching standards in our sport (practice, education, certification and working conditions) and maintain professional competence by continually upgrading one's education in the sport and in related fields beneficial to skating (e.g. the performing arts, sport science, sport psychology, officiating, etc.).

3.5) Initiate and support actions that are required to meet the needs of the athletes, the club/school and skating in general with coaching colleagues, judges/evaluators and club/school officials.

3.6) Accept personal responsibility for providing and delivering coaching services in a safe and professional manner.

3.7) Negotiate coaching contracts in good faith and adhere to their terms.

3.8) Accurately represent one's technical, educational and professional credentials and resume.

3.9) Follow and abide by the Accreditation for Events Policy, all on-site accreditation requirements and security protocols for all events, and represent one's certification and registration status accurately at events.

3.10) Dress in a neat, clean and appropriate manner that is becoming of a member of this profession.

3.11) Give back a certain portion of time, effort and knowledge to our sport as a volunteer.

3.12) Coaches may produce resumes, flyers, pamphlets, web pages or other promotional material to advertise and promote their services, qualifications and experience and may distribute this information to individuals when requested by those individuals.

3.13) Coaches may advertise their services, qualifications and experience on-line, and through advertisements in print media (e.g. newspapers or Yellow Pages).

3.14) Provided the club or skating school has granted the same permission for all coaches, coaches may display a resume, flyer, brochure, or advertisement for their coaching services or lesson availability on a club bulletin board, club web site or club newsletter.

3.15) Coaches may participate in self-promotional activities that do not violate other clauses in this code.

4.0 ETHICAL OBLIGATIONS TO ALL INDIVIDUALS

4.1) Exhibit the important character traits of honesty, integrity, fairness, reliability/ dependability and cooperation when dealing with all participants in the sport so as to bring credit to the profession.

4.2) Treat everyone fairly within the context of their activity regardless of skating ability and participation goals.

4.3) Be a positive role model and encourage sportsmanship by demonstrating respect, courtesy, and positive support for all athletes, coaches, officials and volunteers at all times. Do not engage in actions (verbal or physical) that unfairly disadvantage a given athlete (or athletes) over another. Actively encourage athletes to learn and uphold the rules of their sport and the spirit of such rules.

4.4) Refrain from engaging in conduct which constitutes personal harassment or abuse of power in relation to another Skate Canada member. For these purposes:

- a. "Personal harassment" is defined as improper conduct (comment, conduct, or gestures), which is directed toward an individual, and which is offensive or harmful to that individual, and which the person making the comment, conduct, or gestures knows or ought to know is unwelcome or unwanted.
- b. "Abuse of power" is defined as conduct which involves the improper use of power, trust or authority inherent in a position held, which is directed toward an individual, and which endangers the job or performance of the individual, or undermines his or her job or performance, or in any way interferes with or influences the performance or career of that individual.
- c. This conduct includes verbal, psychological and physical forms of behaviour, is demeaning, belittling, or causes personal humiliation or embarrassment, and may be on a one-time or continuous basis.
- d. This conduct does not have to be made with the intent to harass or to abuse power, as the case may be, to constitute harassment or abuse of power;
- e. The conduct takes place at or during the course of any Skate Canada business or skating activity or event (including business or skating activities or events of member organizations); or, outside of those situations, when the conduct occurs between members of Skate Canada, and the conduct adversely affects Skate Canada skating environment.

4.5) Refrain from engaging in conduct which constitutes discriminatory or sexual harassment. Discriminatory and sexual harassment, whether verbal, physical, or institutional, is unacceptable and will not be tolerated by Skate Canada.

- a. Discriminatory harassment is defined as improper behaviour (comment, conduct, or gestures), which is directed toward an individual or group of individuals, and which is related to or motivated by the race, national or ethnic origin, colour, religion, age, marital status, family status, disability, or pardoned conviction of that individual or group of individuals, and which is offensive to that individual or group of individuals, and which the person making the comment, conduct, or gestures knows or ought to know is unwelcome or unwanted. This improper behaviour, which may be on a one-time or continuous basis, is insulting, intimidating, humiliating, malicious, degrading, or embarrassing. The improper behaviour does not have to be made with the intent to harass or discriminate, to be in violation of this policy.
- b. Sexual harassment is defined as improper behaviour (comment, conduct, or gestures), which is directed toward an individual or group of individuals, and which is related to the sex or sexual orientation of that individual or group of individuals, and which might reasonably be expected to cause offense or humiliation to that individual or group of individuals, or which might reasonably be perceived by the individual or group of individuals as placing a condition of a sexual nature on employment, or on any opportunity for training or advancement. Sexual harassment may be directed at members of the same sex or the opposite sex. This improper behaviour, which may be on a one-time or continuous basis, is insulting, intimidating, humiliating, malicious, degrading, or embarrassing. The improper behaviour does not have to be made with the intent to harass or discriminate, to be in violation of this policy.

4.6) Never advocate or condone the use of illegal drugs, banned or performance enhancing substances.

5.0 ETHICAL OBLIGATIONS TO ATHLETES/PARENTS

5.1) Provide the athlete and parent/s with a current copy of the Skate Canada Coaches' Code of Ethics and review the code with the athlete and parent(s).

5.2) Assist the athlete in determining realistic goals and objectives in the sport.

5.3) Provide the athlete and parent/s with the information necessary to enable them to choose a realistic and affordable course of action to achieve their goals and objectives. Involve parents in management decisions pertaining to their children's development.

5.4) Maintain the best interests of the athlete at heart at all times and communicate regularly and effectively with the athlete and parent(s) as to the athlete's progress, changes in Skate Canada rules or club regulations, or other important or relevant information affecting the athlete's participation in the sport.

5.5) Place the emotional and physical well-being of the athlete ahead of a personal desire to win.

5.6) Be aware of the influence one can exercise over one's athletes and never abuse this trust or position of power.

5.7) Avoid making promises or giving guarantees to the athlete and/or parent(s) of test or competitive achievement but rather endeavour to restrict dialogue to the athlete's personal skating development.

5.8) Clearly outline your available coaching services including cost and method of payment prior to providing any services as agreed or contracted by your athlete/parent.

5.9) Invoice the athlete/parent for services performed and only for the appropriate value. Invoicing athletes/parents for lessons or professional time not provided or to be provided in the future is not acceptable.

5.10) Respect the fact that an athlete and/or parent/s have the right to contract the services of another coach to either replace or supplement the athlete's instruction.

5.11) Abstain from the consumption of alcoholic beverages or use of tobacco in the presence of athletes in the training environment. Coaches should be role models for athletes and encourage healthy habits.

6.0 ETHICAL OBLIGATIONS TO PROFESSIONAL COLLEAGUES

6.1) Strive to create and maintain cooperative relationships with coaching colleagues for the purpose of ensuring a positive skating environment.

- 6.2) Refrain from criticizing another coach's teaching methods, techniques and/or opinions unless done so with the coach's knowledge or permission.
- 6.3) Respect the fact that a coach becomes the base coach of an athlete from the moment that an athlete contracts the services of that coach, whether individually or in a group situation, and that other coaches must initiate discussion about an athlete's training only through the base coach.
- 6.4) Respect a coach/athlete and/or parent/s' relationship and not solicit or cause to be solicited, directly or indirectly, or through a third party the athlete/s of another coach.
- 6.5) Coaches may respond to athletes or parents who approach them and ask questions regarding their services, experience, qualifications, teaching methodology and coaching philosophy.
- 6.6) Pursue the following course of conduct in the event that any of the following or similar situations occur:
- a. To communicate clear, precise guidelines or parameters to a coaching colleague whose services one wishes to retain on a temporary or permanent basis to assist, supplement or replace one's services currently being rendered and to communicate these parameters to the athlete and/or parent/s.
 - b. To obtain authorization and clear, precise instructions from a coaching colleague as to what the coach wishes to be done with the athlete in the absence of the coach or agreed upon team coaching situation and do nothing to undermine the base coach/athlete and/or parent/s' relationship.
 - c. To immediately advise a coaching colleague and seek confirmation from that coach that all undisputed coaching and/or related skating bills are paid or arranged to be paid to the reasonable satisfaction of the coach and/or club upon being approached by an athlete and/or parent/s who request to contract your services. This is to ensure that the proper procedure occurs when taking on a new athlete as a student. The parent should have discussed the situation with the previous coach and informed him/her of the change to the new coach. All bills should have been paid to the former coach prior to coaching a new student.

7.0 VIOLATION OF THE PROFESSIONAL COACHES' CODE OF ETHICS

7.1) All violations are to be dealt with according to the Club Dispute Resolution Procedures Policy or Section Dispute Resolution Procedures. Contact your Club or Section Office for a copy of the dispute resolution process to be followed. An individual may apply to Skate Canada to have a violation dealt with under the Membership Complaints Policy or Membership Harassment Policy if applicable.

7.2) Skate Canada reserves the right to publish the name, penalty, reasons for penalty, and expiry of penalty (if applicable) for any professional coaching member who has violated this code, the Membership Complaints Policy, Membership Harassment Policy or any other Skate Canada rule or policy.

Calalta's Code of Conduct

This code of conduct applies to all skaters and Calalta members:

- Represent Calalta Figure Skating Club in a respectful and professional manner;

- Strive to create and maintain cooperative relationships between skaters, parents and coaches for the purpose of ensuring a positive skating environment;
- Non-payment of club fees will result in withdrawal of skating privileges. Volunteer deposit must accompany registration – no volunteer deposit? Your registration will be cancelled;
- Parents are responsible for the behavior of their children;
- Inappropriate and disrespectful behavior by skaters and/or parents can result in temporary or permanent suspension from Calalta FSC – see the Skating Etiquette section for more details;
- There will be no bullying, victimizing, harassing (sexual or otherwise), impersonating, vandalizing or stealing from another skater. Disciplinary actions may include suspension or expulsion from the club;
- All skaters are to display good sportsmanship and encourage all skaters' enjoyment of skating;
- All skaters are responsible for keeping the dressing rooms clean and tidy. The skaters are responsible for putting away their own personal items and throwing away any garbage. Skaters are also expected to use his/her respective dressing rooms;

Any and all concerns with the Code of Conduct can be directed to the office in writing.

Calalta's Disciplinary Guidelines

Although our priority is the well-being of the skater, we understand that things may not go as planned and issues may arise. We will always try to work in the best interest of the skater when applying our disciplinary guidelines.

In the event of violations to Calalta's Code of Conduct, the following will apply:

The first infraction will be brought to the attention of the coach. The coach is **obligated** to handle the situation immediately:

1. Speak with the skater/member (with or without the parents present) and:
 - a. Identify the behavior and explain that it is unacceptable (verbal warning);



- b. Explain that if the behavior continues or the incident is repeated, it will be brought to the attention of the club (Administration, Managing Director, Director of Group Programs, Coaches Rep and the Club President) and the skater's parents (via email) (written warning);
- c. Explain that appropriate actions will be taken that may include suspension or expulsion from the club.

Ideally, all violations to Calalta's Code of Conduct will be dealt with as described in #1 above (verbal warning). If the behavior persists or there is a second infraction by the skater/Calalta member the coach will speak with the skater/Calalta member as noted in 1a above and will also do the following:

- 2. The coach will bring the issue to the attention of the office which includes Club Management, Coaches Rep and the Club President;
- 3. The coach will document the incident and/or violation, how it was handled and the steps required of the skater/member and send it to the parents, with a copy to the Director of Skating, Coaches Rep and the Club President;
- 4. A meeting may be required (at the discretion of the parents, coaches and/or club) where the issue will be discussed and appropriate actions taken.

The skater/member will be expected to follow through on the steps outlined in the document.

- 5. If the behavior persists or there are more violations of the code of conduct or the skater/member does not follow the steps outlined in the document above:
 - a. A meeting/hearing will be set up with the Coach, Skater, Skater's Parents and Club Management. This discussion will review Calalta's Code of Conduct, the details of the actions taken (which may include suspension or expulsion from the club). If it is a suspension, the details will be reviewed (duration, timing) as well as expectations of the skater upon their return to the Club.
- 6. The parents of the skater or the Calalta member may appeal the decision made in #4 above. If this is required, the Executive of the Board (Club President, Past President, Treasurer, Secretary and Executive Vice President) will review the decision made. All decisions made at this level will be final.