



NBSC Code of Conduct & Dispute Resolution Policy

Purpose

The purpose of this Code of Conduct is to outline the expectations of the North Bay Skating Club (NBSC) with regards to providing a safe sport environment in which all individuals and groups are treated with respect and dignity in an environment valuing diversity, equity, and inclusion. This document is written with Skate Ontario's (SO) Code of Conduct as a guiding document. All individuals will be aware that SO has instituted a zero-tolerance policy at all times, with the expectation of appropriate behaviour consistent with SO's Vision, Mission and Values.

Application

This Code of Conduct applies to all NBSC members including board members and committee members of NBSC, athletes (skaters) and their parents and guardians, and NBSC Coaches.

The application of this Code of Conduct extends to all NBSC business and activities including but not limited to meetings, practices, training camps, travel as a member of the NBSC, competitions, or on NBSC related business. This Code of Conduct may also apply to activities outside of those listed if there is conduct that is deemed, at the sole discretion of the NBSC Board, to be detrimental to the image or reputation of the NBSC and/or its members. With respect to social media activity, email and written correspondence, this Code of Conduct will be applied.

Responsibilities

It is expected that all NBSC members have a responsibility to:

- a) demonstrate respect to all individuals and groups, which includes:
 - i. acting, when appropriate, to prevent or correct practices that are unjustly discriminatory;
 - ii. demonstrating the spirit of sportsmanship, sport leadership and ethical conduct;
 - iii. avoiding public criticism of any Stakeholder and, when necessary, use appropriate channels to communicate concerns;
- b) ensure the adherence to the rules of the sport;
- c) refrain from any behaviour that constitutes harassment, where harassment is defined as negative comment or conduct directed towards an individual or group which is offensive, abusive, racist, sexist, degrading or malicious as defined in SO Harassment Policy;



- d) respect the property of others and not willfully cause damage;
- e) adhere to all federal, provincial, municipal and any applicable host country, laws;
- f) comply at all times with the NBSC By-laws, policies, procedures, rules and regulations as adopted and amended by the NBSC Board from time to time; and
- g) promote the sport of figure skating in a positive and constructive manner.

Board and Committee Members

In addition to the responsibilities set out above in this Code of Conduct, Board and committee members are obligated to:

- a) be familiar with NBSC's bylaws and policies, SO and SC policies;
- b) be aware of any conflicts of interest and place the interests of NBSC ahead of any interest they may have in any individual or other organization;
- c) respect and support all decisions made by the Board/committee whether or not they may have had a dissenting opinion;
- d) unless otherwise authorized by the President or Vice-President of the NBSC, refrain from speaking publicly in a matter which may be perceived as a formal representation of the NBSC;
- e) maintain confidentiality on all matters discussed during meetings (including votes) except as disclosed in the minutes of any such meeting or as otherwise made public; and;
- f) not engage in activities or accept appointments or elections to an office in any organization whose activities are likely to be in conflict with the NBSC.

Coaches

In addition to the responsibilities set out above in this Code of Conduct, coaches are obligated to:

- a) be familiar with and conduct oneself in accordance with the standards of Skate Canada and the International Skating Union and accept responsibility for delivering coaching services in a safe and professional manner;
- b) maintain membership in good standing with Skate Canada;
- c) be familiar with and abide by the SO Accreditation and Events Policy and all on-site security protocols;
- d) at all times, accurately represent one's technical, education and professional credentials and resumes;
- e) negotiate all contracts accurately and in good faith and invoice only for services rendered (not anticipated);
- f) understand that a coach becomes the base coach of an athlete from the moment that an athlete contracts that coach, whether individually or in a group and that other coaches must



initiate discussion about an athlete's training only through the base coach – a coach may not solicit or cause an athlete to be solicited;

g) respect that a coach may respond directly to athletes or parents/guardians who approach them to inquire about their services, experience, qualifications and philosophy/methods;

h) respect the fact that an athlete/parent/guardian has the right to contract the services of another coach to replace or supplement an athlete's instruction;

i) be a positive role model and demonstrate the characteristics of respect, courtesy, honesty, integrity, fairness and dependability;

j) encourage athletes to learn and uphold the rules of the sport;

k) maintain the best interests (including physical and emotional) of each individual athlete at all times and not disadvantage one skater to promote another;

l) communicate regularly with the athlete and their parents/guardians with regards to realistic goals and progress as well as any other matters concerning the athlete's participation in the sport;

m) help resolve issues that are brought to their attention at the coaching level and bring them to the NBSC Board or committee when no resolution is available; and

n) participate in any self-promotional activities that do not violate other clauses of this Code of Conduct.

Athletes

In addition to the responsibilities set out above in this Code of Conduct, athletes are obligated to:

a) any athlete representing the NBSC on a team or in a competition or other activity shall:

i. report in a timely manner, any injury or medical condition that would affect their performance or ability to compete, travel or train;

ii. appear on time, well-nourished with clothing and equipment as required, in order to participate to the best of their ability;

iii. accurately represent oneself when applying for entry to a competition, training camp or other activity;

iv. dress in a presentable manner representative of the NBSC, the focus being on neatness, cleanliness, and discretion. Designated clothing, if applicable, must be worn when travelling to and from a competition.

b) athletes on provincial teams shall abide by any additional policies that may be imposed by coaches or team managers (chaperones);

c) athletes shall comply at all times with any contracts or athlete agreements executed by the NBSC, or SO – either by the athlete or on their behalf;

d) athletes shall keep confidential any such information about fellow athletes or others gained through skating activities; and

e) athletes shall comply with the Ice Safety Rules attached as Appendix A to this Code of Conduct.



Parents/Guardians and Spectators

In addition to the responsibilities set out above in this Code of Conduct, Parents/Guardians and Spectators are obligated to:

- a) be respectful and supportive of all athletes, coaches, officials, volunteers and staff;
- b) accept and respect the decisions and judgements of the officials and encourage athletes to do the same;
- c) encourage athletes to obey all rules and regulations, have respect for others and resolve any conflicts in an appropriate manner pursuant to NBSC and Skate Ontario's Dispute Resolution and Reporting Policy;
- d) adhere to the 24 hour rule, where no communication to the NBSC Board, committee, or coach is sent until 24 hours after an incident that they want to discuss;
- e) adhere to the club safety rules (appendix A) with this code of conduct;
- f) stress the importance of participation and remember that athletes are involved for their own enjoyment and development and not for any other purpose;
- g) maintain a supportive and constructive atmosphere for other Stakeholders.

Dispute & Resolution

NBSC takes pride in offering a safe, fun, supportive environment for our athletes, coaches, and families. All members are required to adhere to the code of conduct and treat all members with respect and dignity. When circumstances arise where the code of conduct is broken, a structured conflict resolution approach with possible disciplinary action is followed.

Reporting Code of Conduct Concerns/Complaints:

Members can submit any concerns of conduct to the board of directors for review at info.northbayskatingclub@gmail.com. The complaint must be submitted via email by the member submitting the concern/complaint. The submission must include as much information as possible about the conduct which is subject to complaint. A member of the board will notify the member(s) named in the complaint and gather further information pertaining to the complaint for board review. Both the member submitting the complaint and the respondent(s) will refrain from discussing the matter with any other parties. Pending review, the NBSC board of directors will follow a structured approach with possible disciplinary action as listed below.

Every reasonable attempt will be made to pursue and resolve the concern at the club level; however if a dispute cannot be resolved, the member may be redirected to submit their concern to SO.



For matters of misconduct that have potential to cause physical or psychological harm, members will be directed to safe sport at <https://www.integritycounts.ca/org/skatesafe> for reporting.

Club Protocols:

First Violation: A verbal warning is provided to the member by the NBSC board or directors.

Second Violation: Written warning is provided to the member by the NBSC board of directors.

Third Violation: Membership is suspended pending NBSC board of director review.

Disciplinary action and/or membership termination:

- a) the member will be given written notice and;
- b) the member will be given an opportunity to submit a written statement to the board before the proposed termination becomes effective.
- c) No refunds will be issued.

As per SO, a reminder that any member reporting a concern must be acting in good faith and have reasonable grounds for believing the information being reported is true and accurate. Malicious or intentionally false allegations are viewed as a serious offence, subject to disciplinary action up to and including expulsion from membership in SO and/or Skate Canada. (*SO General Dispute Reporting and Resolution Policy _ June 16_2024*)

Review and Amendments

This policy will be reviewed by the Board of Directors annually. Amendments to this policy must be approved by the Board.

Last Updated / Effective Date: September 2024