



Skate Ontario Policy Manual

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SKATE ONTARIO RISK MANAGEMENT POLICY

Purpose:

Currently, Skate Ontario faces many challenges including fragility of funding sources, increasing expectations from stakeholders, system-wide reform in the delivery of skating in Ontario and Canada, and rapid change in communication technologies.

Skate Ontario recognizes risk management as a broad activity that encompasses all facets of our operations. Such an understanding of risk management recognizes that harm or loss can arise from a range of activities and that minimizing such harm or loss requires careful management of all aspects of Skate Ontario's operations.

This policy is Skate Ontario's preliminary effort to formulate a guiding statement on risk management. It has the following purposes:

- Reinforce an understanding of risk management as having a broad focus;
- Draw attention to some of the key areas of risk facing Skate Ontario;
- Provide regular benchmarks for review and updating key items relating to these risk areas;
- Perform an educational function;
- Over the longer term, contribute to enhancing a "risk management culture" within the Association.

This policy is not a replacement for Skate Ontario's existing policies and procedures, many of which contain risk management measures, but a companion piece to the existing policies, waivers, memorandums of understanding, and codes of conduct.

Risk Area 1 - Governance and Policy

Importance to risk management:

A necessary step in risk management is "getting the policy house in order." Sound policies lead to informed and transparent decision-making, which in turn results in improved management of time, resources, disputes and risk exposures. These are the hallmarks of good governance and good governance is essential to managing risks.

Actions:

1. The Board of Directors of Skate Ontario is strongly committed to upholding our vision, mission and values. These will be communicated regularly and will be reviewed and renewed every two years, or as appropriate.
2. The Board of Directors will take steps to ensure that Skate Ontario Bylaws are reviewed routinely so that they remain current and reflect our evolving needs.
3. Included in the Executive Director's job responsibilities will be the maintenance of an up-to-date policy manual, a copy of which will be provided to all Directors, Committee members, staff and contractors and which will be posted on the Skate Ontario website.
4. As part of its commitment to sound policies and risk management, Skate Ontario will follow the current policies of Skate Canada to address: conduct, discipline, harassment, appeals, and dispute resolution. These policies will be reviewed on an annual basis to ensure compliance by Skate Ontario.
5. The Executive Director will ensure that Skate Ontario fulfills all statutory requirements including compliance with privacy laws, employment laws, employment-related withholdings, and corporate filing and reporting requirements, Ministry of Tourism, Culture and Sport regulations and compliancy, and will report on these fulfillments regularly to the Board.

Risk Area 2 - Employment Importance to risk management:

Skate Ontario has lasting contractual relationships with employees and contractors. These are important to risk management because of the considerable financial investment we make in these relationships, because Skate Ontario will be vicariously liable for the fraudulent or negligent actions of these individuals, and because we may also be liable for retroactive withholdings should a contractor be deemed by authorities to be in an employment relationship.

Actions:

1. All employees of Skate Ontario will have a written job description and all employees retained after the date of adoption of this policy will execute a written employment contract.
2. All contractor agreements will be drafted carefully to ensure compliance with the current Employment Laws. Such agreements will include provisions to maintain confidentiality and privacy, and will include provisions to clarify Skate Ontario's ownership of intellectual property generated by the contractor.

3. If there is any uncertainty whether a relationship is one of employee or contractor, professional advice will be obtained.
4. Written employee job descriptions will be attached to all employment contracts.

Risk Area 3 - Programs and Activities Importance to risk management:

The core of Skate Ontario's mandate is fulfilled through its programs and events. Skate Ontario conducts programs and events on its own accord and also does so in partnership with others, primarily Skate Canada, the four member Ontario Sections, and the CSIO. To manage risks effectively, we must provide sound policies to guide our own activities as well as demonstrate strong leadership to oversee the activities of other entities.

Actions:

1. Skate Ontario will review and update our hosting agreement standards annually and will promote compliance with the standards through use of an executed Hosting Agreement. The Board will review this agreement yearly.
2. Skate Ontario will encourage use of Skate Ontario's Concussion Policy, Concussion Waiver, and Return to Play form. Completion of the concussion waiver is a requirement of participation in our activities, and is highly recommended for use by member Sections and their Clubs.
3. Skate Ontario will require participants/parents to sign the Skate Ontario Athlete Code of Conduct and Skate Ontario Publicity waiver as a requirement for participation in the Skate Ontario Championships.
4. Skate Ontario will use Police Records and Vulnerable Sector Checks as a screening mechanism for staff and volunteers occupying positions of trust and authority within Skate Ontario.

Risk Area 4 - Contracts Importance to risk management:

Contracts are a common business tool that routinely identify and allocate risks among the parties to a contract. When Skate Ontario executes contracts, it exposes itself to risk in two ways: by assuming certain liabilities that are inherent in the contract, and by facing the possibility of liability should it be in breach of the contract, either intentionally or unintentionally.

Actions:

1. Skate Ontario will carefully review all contracts that it executes. Such contracts are deemed to fall into two categories:
 - Standard form contracts are routine business contracts such as those used to rent facilities, to book accommodations and food/beverage services at hotels or similar establishments, to rent vehicles, to lease office space, to procure products and services from regular suppliers, etc. These contracts must be reviewed by the Executive Director or designate, prior to signing.
 - Unique contracts are all other contracts including sponsorship and partnership agreements, as well as any contract drafted by Skate Ontario or for which Skate Ontario may negotiate specific provisions. The terms of these contracts will be approved-in-principle by the Board of Directors and will then be reviewed by an external professional prior to execution.
2. Skate Ontario will not terminate any contract prior to its stated termination date without first obtaining professional advice.
3. On an annual basis the Executive Director will inform the Board of all contracts currently in effect, as well as any new contracts executed and any existing contracts expired, since the previous year.

Risk Area 5 - Intellectual property Importance to risk management:

Intellectual property refers to the intangible assets of Skate Ontario such as copyrights, trademarks, logos, confidential and proprietary information, and reputation and goodwill. Although it is difficult to measure a discrete value of these items, without them Skate Ontario would not have the recognition, image and brand value that it presently has. Risk management involves protecting intellectual property assets from loss, theft or misappropriation.

Actions:

1. Skate Ontario will register its name and visual image (logo) as a trademark in order to improve our ability to limit its use by others and protect its value.
2. Using employment contracts and other written agreements, Skate Ontario will ensure that copyright in creative works (newsletters, website, manuals) is owned by Skate Ontario, not by the creators of the work.
3. Skate Ontario will with its web site host ensure that registrants' data, and other confidential information on the web site, is secure from unauthorized access.

Risk Area 6 - Crisis Management Importance to risk management:

Skate Ontario may find itself in adverse situations that pose a risk of harm to members of Skate Ontario or Skate Ontario itself, or that have the potential to do so. These situations may call for well-informed and swift decisions and actions, as well as strategic communications to minimize the risk of harm Skate Ontario's reputation, values, public image and goodwill.

Actions:

1. The President of Skate Ontario may declare any situation to be an emergency, subject to the provisions of this policy. Should this occur the President will designate a Crisis Management Team consisting of himself/herself, one other member of the Board, and the Executive Director.

2. The responsibilities of the Crisis Management Team will include:

- Calling an emergency Executive Committee to authorize the necessary actions to address the situation.
- Determining what outside professional services may be required to deal with the situation and making the necessary arrangements to secure those services.
- Identifying a single spokesperson for Skate Ontario and ensuring that all external communications are made through this individual.
- Carrying out any other directives of the Executive Committee to deal with the situation.

General

1. Skate Ontario recognizes that communication is an essential part of risk management. This policy, and Skate Ontario's corresponding commitment to risk management, will be communicated to the four Ontario Sections, and we will encourage Sections to communicate to us their risk management policies, issues and concerns.
2. The Board of Directors will make it a practice to include risk analysis as a standing item on the annual planning meeting agenda. The purpose of the item is to permit the Board, Staff, and Committee Chairs to have an annual discussion about risks facing Skate Ontario and appropriate risk management responses.
3. This policy will be reviewed by the Board on an annual basis and updated as required. Staff and Committee Chairs will be fully involved in this review. The Board may obtain independent risk management advice in conducting this review.
4. Each year as insurance is renewed, the Executive Director will review coverage with the insurance broker to determine if there are any emerging risks or issues to be addressed.

5. The President and Executive Director of Skate Ontario will be tasked with managing the Risk Management Policy.



CONFIDENTIALITY POLICY

This policy applies to Skate Ontario directors, officers, coaches, team managers, committee members, volunteers, administrators, employees and contract personnel (hereinafter “Skate Ontario Representatives”) who have access to Confidential Information (defined in paragraph 5).

Responsibilities

1. Skate Ontario Representatives will not, either during the period of their involvement/employment or any time thereafter, disclose to any person or organization any Confidential Information about Skate Ontario acquired during their period of involvement/employment, unless expressly authorized to do so.
2. Skate Ontario Representatives will not publish, communicate, divulge or disclose to any unauthorized person, firm, corporation, third party or parties any Confidential Information, without the express written consent of Skate Ontario.
3. Skate Ontario Representatives will not use, reproduce, or distribute such Confidential Information or any part thereof, without the express written consent of Skate Ontario.
4. All files and written materials relating to Confidential Information of Skate Ontario will remain the property of Skate Ontario and upon request of Skate Ontario, the Skate Ontario Representative will return all Confidential Information received in written or tangible form, including copies, or reproductions or other media containing such Confidential Information, immediately upon such request.

The term “Confidential Information” includes, but it not limited to the following:

- a) Names, addresses, e-mail, telephone number, cell phone number, date of birth and credit card information of Skate Ontario Representatives;
- b) Information related to the programs, fundraisers, business or affairs of Skate Ontario or any Skate Ontario Representative; and

- c) Data, materials, products, technology, computer programs, specifications, manuals, business plans, software, marketing plans, and financial information.

Intellectual Property

Copyright and any other intellectual property rights in all written material (including material in electronic format) and other works produced in connection with employment or volunteer involvement with Skate Ontario will be owned solely by Skate Ontario, who will have the right to use, reproduce or distribute such material and works, or any part thereof, for any purpose it wishes. Skate Ontario may grant permission for others to use such written material or other works, subject to such terms and conditions as Skate Ontario may prescribe.

Enforcement

A breach of any provision in this policy may give rise to discipline or dismissal.



SKATE ONTARIO CONCUSSION POLICY

Skate Ontario has developed a standardized best practice Concussion Policy for the sport of figure skating in Ontario. This policy is not age dependent, all skaters, coaches, officials, and volunteers must be treated in the same manner.

Though concussions are common sport injuries, particularly among children and adolescents, their sometimes subtle symptoms may go unnoticed. Without identification and proper management, a concussion can result in permanent or severe brain damage.

Definition:

A concussion:

- is a brain injury that causes changes in how the brain functions, leading to symptoms that can be physical (e.g., headache, dizziness), cognitive (e.g., difficulty concentrating or remembering), emotional/behavioral (e.g., depression, irritability) and/or related to sleep (e.g., drowsiness, difficulty falling asleep);
- may be caused either by a direct blow to the head, face or neck, or a blow to the body that transmits a force to the head that causes the brain to move rapidly within the skull;
- can occur even if there has been no loss of consciousness (in fact most concussions occur without a loss of consciousness)
- cannot normally be seen on X-rays, standard CT scans or MRIs. (2)
- can result in symptoms that are evident immediately, or may evolve and persist over the course of hours, days or even months

Initial Response to Suspected Concussion Trauma: Removal from Play

An individual responsible for those who are participating in organized physical activity who believes that, following a blow to the head, face or neck, or a blow to the body that transmits a force to the head, a participant in the activity may have suffered a concussion needs to take immediate action.

- If the participant **is unconscious** as a result of a trauma occurred during a skating activity:
 - Dial 911.
 - Do not move the participant.
 - Wait for paramedics to arrive.

- If the participant **is conscious** after the trauma:
 - The participant must be **immediately removed** from the practice (on or off the ice), training, competition, camp, or clinic, and immediate medical assessment received either on or off site.
 - The participant should not be left alone
 - Symptoms should be documented and may include:
 - Dizziness
 - Headaches
 - Nausea
 - Neck pain
 - Sensitivity to light and noise
 - Impaired balance and vision
 - Difficulty concentrating or remembering
 - General confusion
 - Depression or irritability; and
 - Drowsiness or difficulty falling asleep.

- Coaches are never to make the concussion determination in the field on their own.
- If there is doubt as to whether a concussion has occurred, it is to be assumed that it has occurred
- The participants parent/guardians will be contacted and they will be required to have the injury properly assessed at a hospital or medical clinic

Return to Play after a Suspected Concussion

A participant must undergo medical evaluation for diagnosis and guidance to determine the extent of the individual's injury by a medical doctor or nurse practitioner, preferably one who is trained in concussion management.

- If concussion **IS NOT** diagnosed, the participant may return to the sport.
- If a concussion **IS** diagnosed, the participant is **not** allowed to skate until the individual has completed **the 6 STEPS TO RETURN TO PLAY** and receives **written medical clearance to return to programming (on or off ice)**.

- Return to play guidelines are clearly stated in “Parachute, Preventing Injuries and Saving Lives” www.parachutecanada.org.
- Skate Ontario supports “Parachute” and “Think First Canada” and the training protocols for coaches, volunteers, athletes and parents to educate them on Concussion awareness.

Guidelines to Return to Figure Skating after a Concussion Diagnosis

Suggested guidelines have been adapted to be sport relatable (following the example of other skating federations).

Example of Steps – Each step must take a minimum of one day.

- **Step 1:** No activity, complete rest. Once back to normal and cleared by a doctor, go to Step 2.
- **Step 2:** Light exercise such as walking or stationary cycling for 10-15 minutes.
- **Step 3:** Sport specific aerobic activity- skating for 20-30 minutes. No jarring motions.
- **Step 4:** Sport specific activity – No jumping, no spinning - No Contact
- **Step 5:** Resume normal skating activities, having been cleared by a doctor.

Note: *If the participant experiences any symptoms during the above activities, the participant must stop the activity immediately and rest until symptoms resolve, for a minimum of 24 hours. The participant should be seen by a doctor and cleared again before starting the step-wise protocol again.*

- **Step 6: Appendix A: The Return to Play form must be completed by a medical doctor**
 - Considerations/Restrictions with respect to returning to skate must be documented.
 - A copy of this form must be given to the primary coach and club administrator/office.
 - The document must indicate that the individual is symptom-free and able to return to full participation in physical activity.

Disclaimer/ Waivers

Registration Forms:

- All skaters (or if under 18 their parents/guardians) who register for Skate Ontario events must indicate during on line registration that they have read the Skate Ontario Concussion Policy. The policy will be posted on the Skate Ontario Website.

- Athletes competing in the Skate Ontario Championships will be expected to sign **Appendix B: Concussion Disclaimer/Waiver** during qualifying registration
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Cited Sources

1. Concussion Guidelines - Athlete, Coaches, Parents, <http://www.parachutecanada.org/thinkfirstcanada>
2. Ministry of Tourism, Culture and Sport, <http://www.health.gov.on.ca/en/public/programs/concussions/>
3. Ontario Neurotrauma Foundation, <http://onf.org/documents/guidelines-for-pediatric-concussion>
4. Zemek, R., Duval, S., Dematteo, C. *et al.* (2014). *Guidelines for Diagnosing and Managing Pediatric Concussion*. Toronto, ON: Ontario Neurotrauma Foundation

Additional Resources

Making Head Way Concussion eLearning Series, <http://coach.ca/-p153487>

U. S. Figure Skating Concussion Information, <http://www.usfsa.org/content/ConcussionEducationInformation>



PRIVACY POLICY

Skate Ontario respects and protects your privacy. This means that:

- Skate Ontario will not sell, exchange, loan or make available to other organizations any personal information that you have provided to us
- Skate Ontario will keep all personal information confidential and we will have safeguards to protect that information whether in print, electronic or other form
- Skate Ontario 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

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).

Skate Ontario will only collect personal information to meet and maintain the highest standard of organizing and programming the sport of skating. Skate Ontario 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 Skate Ontario 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'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. Credit card information for purchasing products and for registration at events and activities.
10. Technical monitoring, Club consultation, officials training, education, sport promotion, media publications and posting on Skate Ontario's website, live streaming platforms, event videos, event photographs, displays or posters.
11. Scores and rankings of athletes for record keeping, publishing, competing, and identifying athletes.
12. Names, ages, and signatures for the purpose of participant agreements, permission where medical treatment is concerned, and collection of waivers.
13. Skate Ontario's payroll, contractual obligations, bursaries, grants, and honorariums.
14. Name and contact information for the purpose of communication within and between Board, Committees, volunteers, etc.
15. Club and Section contact information: such as Club/Section name, web address, contact person(s) name, phone number and email address for the purpose of relaying and collecting information relating to the activities of Skate Ontario.
16. 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.
17. 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 Skate Ontario, 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, Skate Ontario will take into account the sensitivity of the information.
4. Skate Ontario 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 Skate Ontario. 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. Skate Ontario 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 Skate Ontario 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 Skate Ontario 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:
 - a. Program registration data and athlete information will be retained indefinitely for the sake of historical record and tracking purposes.
 - b. Registration data for programs, clinics, camps, competitions, may be retained indefinitely after the event for record purposes
 - c. Employee information will be retained for a period of seven years in

- accordance with Canada Customs and Revenue Canada requirements.
- d. Personal health information will be immediately destroyed when an individual chooses to leave a Skate Ontario program
 - e. Marketing information will be immediately destroyed upon compilation and analysis of collected information.
 - f. Credit Card information will be destroyed immediately upon completion of a financial transaction.
 - g. 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:

Skate Ontario 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 Skate Ontario website, we take steps to respect and protect your privacy. We automatically collect generic, non-personal information about visits to our website. Skate Ontario 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 Skate Ontario website is a product of Skate Ontario. The information on the website is provided as a resource to those interested in skating. Skate Ontario 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 Skate Ontario 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 Skate Ontario. Skate Ontario also reserves the right to make changes at any time without notice.

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

The website is created and controlled by Skate Ontario 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 Skate Ontario, an individual may be informed of the existence, use and disclosure of their personal information and will be given access to information. Requested information will be disclosed to the individual, at nominal cost related to photocopying, within thirty days of receipt of the written request to:

Privacy Officer, Skate Ontario
989 Murray Ross Parkway, North York, ON, M3J 3M4

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. Our Privacy Officer can be reached at the above address.

If, having shared your concerns with us, you are still not satisfied you may file a complaint with the Privacy Commissioner of Canada by telephone (1-800-282-1376) or write to 112 Kent Street, Ottawa, Ontario, K1A 1H3.



EQUITY POLICY

The Ontario Human Rights Code forbids discrimination on the grounds of sex, race, ethnic origin, age, sexual orientation, family status, religion, or disability. Skate Ontario is dedicated to adhere to the Human Rights Code in the Skate Ontario workplace, in any work-related activity, in any of the employment or recruitment practices of Skate Ontario, or in any approved Skate Ontario event, whether related to volunteer, employment, or contracted positions. In addition, Skate Ontario is committed to positive measures to guarantee that employment/volunteer opportunities with Skate Ontario are equally available to all present and prospective employees/volunteers.

GENDER EQUITY POLICY

Skate Ontario is dedicated to ensuring a sport, volunteer, and work environment in which all persons are treated with respect and dignity. Each person has the right to compete, participate, and work in an environment that promotes equal opportunities and prohibits discriminatory practices.



ANTI-DOPING POLICY

In all anti-doping related matters, Skate Ontario will follow the Rules and Guidelines outlined in the Canadian Policy Against Doping in Sport.



CAMERA POLICY

Skate Ontario adopts Skate Canada's policy on the use of cameras. At Skate Ontario skating competitions the following policy will be applied:

1. Ticket holders are only permitted to use cameras or video cameras at an event for personal use only.
2. Still photography or taping of athletes/teams other than family members without express written permission from the parent/guardian/age of majority athlete is prohibited.
3. Still photography or taping of entire flights and/or events is not permitted.
4. The camera's lens must not be larger than 200 mm.
5. No flash photography or video lighting (continuous lighting) is allowed.
6. Any resale of photography or video is strictly prohibited.
7. Use of an image on social media platforms without authorized permission from the subject(s) is strictly prohibited.



FINANCE POLICY

The purpose of this policy is to provide a framework of operating standards and expectations; and set forth the conditions governing expenses incurred while on official business for Skate Ontario. This policy applies to all Board members, Committee Chairs, Skate Ontario Staff and other authorized persons including officials, travelling or conducting business on behalf of Skate Ontario.

STANDARDS

All individuals travelling on Skate Ontario business shall be afforded travel and accommodation standards which are comfortable and of good quality, but neither sumptuous nor sub-standard. Transportation and accommodation must be both economical and practical. Rates and conditions of payment and reimbursement are intended to be sufficient to avoid the person being out-of-pocket as a result of reasonable expenses necessarily incurred while travelling on official business.

AUTHORIZATIONS

The Board of Directors through the approval of the Skate Ontario's annual budget authorizes all expenditures including travel. Any expenditure, which has not been budgeted, must receive advance approval. The Treasurer or President shall authorize such expenditures for the Board of Directors or SO Staff and Committee Chairs.

SIGNING AUTHORITY

All cheques will be signed by any two of the following:

- Treasurer
- President
- Executive Director
- Operations Coordinator

EXPENSE REIMBURSEMENT

Skate Ontario believes that it is beneficial for its volunteers to be aware of what expenses will be reimbursed and at what rates, in order to promote better understanding of Skate Ontario's policies and to provide "fair and reasonable" treatment for all.

The following considerations influenced the development of the guidelines, and may be considered as the rationale, therefore:

- Volunteers are entitled to reimbursement for expenses incurred while acting on behalf of Skate Ontario. Therefore, all volunteers should endeavor to minimize expenses while striving for the greatest benefit.
- All requests for payment must include requestor approval & the accounting charge code.
- Invoices that include HST, must include the supplier HST registration number.
- Summary invoices billed on behalf of 3rd parties, must include a copy of the 3rd party invoice.
- Advance approval must be received from the Treasurer and President for any expenditure greater than \$1000 and not included in the approved budget.
- Expense claim forms shall be forwarded electronically to the Treasurer (and copied to the Operations Coordinator) for approval within 30 days of the expense being incurred.
- Scanned invoices and receipts will be accepted, however, the originals must be retained in the event that verification is required.
- For proper transparency, the President will approve any direct expenses incurred by the Treasurer and vice versa.

All parties must be advised of these guidelines, prior to expenses being incurred.

TRAVEL EXPENSE CLAIMS

Transportation

- **Air:** Air travel will be determined by the carrier with the most economical flight in conjunction with practical flight times and destinations. Flights, when possible, must be booked well in advance and shall be economy class. Minimum stay guidelines apply. Changes to tickets are to be avoided. Charges incurred for changing tickets should be paid by the traveler unless Skate Ontario has requested the individual to change the flight. For any changes made to air tickets after they

have been issued, the traveler must pay the change fee including all service charges unless pre-approved by Skate Ontario. The traveler may also claim up to one baggage fee per flight (note receipt is required).

- **Private Car:** When a traveler uses their private car, the traveler will be reimbursed in accordance with the mileage rates and conditions as per Skate Canada National Guidelines.
 - Only the driver of the vehicle is reimbursed (i.e. any accompanying passengers who are also on Skate Ontario business are **not eligible** to claim mileage).
 - The traveler is responsible for ensuring that the vehicle is adequately insured and Skate Ontario assumes no financial responsibility for insurance coverage on privately-owned vehicles. A minimum 2M\$ public liability is recommended. Skate Ontario is not responsible for reimbursing deductible amounts related to insurance coverage.
 - 407 ETR charges will only be reimbursed to Skate Ontario Staff, plus Board and Committee members travelling on official Skate Ontario business. All exceptions must be pre-approved by Treasurer or President.
 - The expense to be paid for travel by private car shall not exceed the cost of the preferred or most economical mode of transportation.
 - The mode of travel used should enable the individual to conveniently attend all meetings and events without spending too much time travelling. Air travel must be booked well in advance by the most economical fashion. All travel expenses (mileage, invoices, parking, meals, etc.) should be reported on an expense claim form, complete with accounting charge codes and submitted within 30 days to the Treasurer.
- **Rental Vehicle:**

Travel by rental vehicle may be authorized when other forms of transportation are unavailable or when it is the most economical and practical method of transportation. When the use of a rental vehicle is authorized and used, compact or sub-compact vehicles should generally be used. The names of all travelers who will be driving the rental vehicle must be registered on the vehicle rental agreement. When vehicles are rented, the maximum in insurance coverage offered by the rental agency must be taken absolving Skate Ontario of any and all liability. Skate Ontario will reimburse for direct costs incurred including; the rental

agreement, insurance, gasoline and parking. The traditional Skate Canada mileage rate is not applicable to rental vehicles.

- **Train**

Persons traveling by train may travel by VIA 1 (Business class).

Other Transportation Expenses

- Travelers will be reimbursed the necessary costs incurred for bus, taxi, airport taxes, parking and toll charges (including the 407 in the Toronto area) when receipts are submitted along with the expense claim form. Incremental costs of all travel associated with an early arrival or late departure, including travel to and from airport are the responsibility of the traveler and will not be reimbursed by Skate Ontario.

ACCOMMODATIONS

For all Skate Ontario meetings, the President or designate will book reservations for accommodations. Overnight accommodation is allowed when:

- * Meetings or events extend over more than one day.
- * At the discretion of the President and/or if meetings or events do not end until 5:00 pm or later AND return travel is greater than two hours.
- * Economical transport is not available at a convenient and/or appropriate time.
- * Emergency conditions, such as inclement weather, strikes, accidents, which may preclude further travel.
- * Otherwise approved by the Treasurer or President.

All board members, committee members and staff must pay for all personal incidentals charged to their room prior to checkout.

MEALS AND INCIDENTALS

- **Daily Allowance:** On occasion, where meals are not provided, the following allowance to a maximum of \$50/day will be paid as per Skate Canada guidelines with no additional amount being claimed for meals and incidentals (**Receipts are required**).

| | |
|-----------|---------|
| Breakfast | \$10.00 |
| Lunch | \$15.00 |
| Dinner | \$25.00 |

For reimbursement of expenses that occur outside Canada, the Operations Coordinator will adjust the expense or per diem to reflect the current rate of exchange on the day expenses occurred.

FAMILY CARE EXPENSES

Skate Ontario will reimburse individuals for family-care expenses providing the following conditions are met:

- The President or Treasurer has approved the submitting of a childcare (under 15 years of age), eldercare or special needs expense in advance of an event.
- This expense should be supported by an original invoice. If this is not available at the time the expense claim is made, the individual should forward the expense report along with the receipt to the Skate Ontario office within seven (7) days of the event.
- Immediate family members (i.e. spouses, grandparents, parents, siblings) are not considered eligible for the payment of child care expenses.
- In person meetings of the board or committee in which the member has been invited to attend by Skate Ontario.

Amounts to be paid are as follows:

- \$45.00 per day maximum for first individual (must include receipts)
- \$20.00 per additional individual per day (must include receipts)

COMMUNICATION EXPENSES

Long distance phone expenses will be reimbursed by Skate Ontario provided that the long distance call listings (photocopy acceptable) are included with accurately completed expense forms. All long distance calls pertaining to Skate Ontario business and contained on one expense claim form should be added together and the tax calculated to provide ease of reimbursement for the Operations Coordinator.

One phone line and internet services (if required) will be covered for the President; and for any other Board member or Committee Chair upon request and approved by the Treasurer or President.

CONTRACT SERVICES

Any service contracted by Skate Ontario requires a formal agreement, which will outline, but not be limited to, the following:

- * Services to be rendered
- * Terms and conditions
- * Time period
- * Fee
- * If services subject to HST – Contractor invoice must reflect the HST Registration Number

The President or designate drawn from the Vice President or Past President, will be the signing authority for all agreements. The Operations Coordinator should receive copies of all service agreements.

CREDIT CARD

Skate Ontario credit cards will be used exclusively for Skate Ontario business. Receipts should be forwarded to the Operations Coordinator on an expense form specific for Skate Ontario credit card charges and submitted within two weeks of the charges being made. The Operations Coordinator will scan and send the monthly statements to both the President and Treasurer for approval. The President is to approve the expenses of the Treasurer, the Treasurer to approve expenses for the President, and the Executive Director.

EVENTS

At least two cheque-signing authorities should attend meetings, events, and seminars to facilitate the payment of expenses on-site.

The Host Section for the Skate Ontario Championships will manage the budget and be responsible to pay expenses and receive entry fees.



SOCIAL MEDIA POLICY

The purpose of this policy is to promote the responsible use of social media by Skate Ontario athletes, coaches, volunteers, and staff, when posting on the Internet about Skate Ontario, our member Sections, Clubs, athletes, officials, our endorsed activities, Skate Canada, and the broader skating community.

While recognizing social media as an exciting avenue to share opinions, interest and knowledge, observing the following guidelines will help Skate Ontario stakeholders make informed decisions on the appropriate use of social media, which includes but is not limited to personal and professional websites, blogs, social networks such as Facebook and Twitter, video and photo sharing sites such as YouTube and Instagram, and email.

Skate Ontario requires stakeholders to take full responsibility for their own words and for their comments on Skate Ontario sites and forums. All postings are moderated by Skate Ontario.

Skate Ontario will not tolerate unacceptable content and will delete comments containing unacceptable content defined as anything that:

Is being used to abuse, harass, stalk, or threaten others
Is libelous, knowingly false, or misrepresents another person or organization
Infringes on a copyright or trademark
Violates an obligation of confidentiality
Violates the privacy of others

Skate Ontario will NOT tolerate negative comments about organizations, athletes, or officials.

Content reflecting overtly controversial or potentially inflammatory subjects or incidents will be removed from Skate Ontario platforms.

The direct responsibility for monitoring the content of Skate Ontario social media lies with the Skate Ontario Public Relations Committee.

Skate Ontario recommends the following:

- Think carefully and do not post anything online that you would not say in person and in public.

- Avoid posting anything that you may regret now or later.
- Maintain a positive social media presence
- Do not engage in online arguments
- Write in the first person so it is clear that the opinions expressed are personal and not reflective of Skate Ontario or any other organization
- Those under eighteen years of age should obtain parental permission to post photographs and names to social media websites



MEDIA POLICY

1. Individuals representing the media will need prior approval to attend and photograph skaters at Skate Ontario events.
2. Accredited individuals will be given access to the boards, the location to be at the discretion and under the direct supervision of the Technical Representative for the event.
3. Accredited individuals will not interfere with coach skater communications during warm-up periods.
4. Pictures of skaters and/or coaches will not be allowed prior to or immediately after the performance. Photographs are permitted if applicable in the Kiss and Cry area.
5. Any written complaints of interference will result in the loss of accreditation for future events.

The following is a guideline for approving accreditation:

1. Individuals from News media must submit appropriate accreditation for review.
2. An individual representing skating club parents must submit written permission from these parents with their request.
3. Pictures of skaters MUST not be made available for sale.

Contact Skate Ontario's Public Relations Coordinator for information at publicrelations@skateontario.org



EMERGENCY MEDICAL RESPONSE POLICY

At Skate Ontario competitions, medical first responders should at all times be near to the ice surfaces during both competition and practice, and be prepared and equipped to respond to medical emergencies.

Skate Ontario expects that an Emergency Medical Response Plan be in place at all skating competitions. Competition organizers have a responsibility to ensure a safe environment for participating athletes, and should have a clearly documented plan in place to deal with the full spectrum of medical emergencies.

Knowing what to do in an emergency situation is the key component to ensuring that the situation is handled appropriately. Knowledge saves lives. A typical event emergency medical plan should reference the following:

- Determine who is in charge in case of an emergency with clear and defined roles and responsibilities and ensure these roles are understood by all involved, coaches, officials, team managers, volunteers:
- Have cell phones or 2 way radios at ice surface, with fully charged batteries
- Designate in advance a call person: the person who makes contact with medical authorities and otherwise assists the medical personnel in charge
- Ensure the designated call person can give emergency vehicles precise instructions to reach the location or site of the medical emergency
- Identify possible emergencies that may occur
- Ensure that event volunteers know what to do in the case of a medical emergency
- Ask the host venue for a copy of their emergency response plan and be knowledgeable of the content including the roles and responsibilities of the venue emergency coordinator, the location of first aid and emergency equipment, evacuation procedures etc.
- Post clear instructions at ice level on how and when to contact emergency personnel and emergency services
- Have a First Aid Kit accessible and properly stocked at all times.
- Determine who is responsible for contacting parents, legal guardians or next of kin following an incident.
- Determine who completes incident report forms and processes. Both the venue and the Skate Canada (online) incident forms should be completed.



SKATE ONTARIO HARASSMENT, BULLYING, AND DISCRIMINATION POLICY

Skate Ontario is committed to providing a working, volunteering, and skating environment in which all individuals are treated with respect and dignity. Each individual has the right to participate in a respectful environment free from bullying, harassment and discrimination.

Skate Ontario adheres to and is governed by Skate Canada's Harassment, Bullying and Discrimination Policy and is governed by the Skate Canada Complaints Policy.

Please see link below:

<https://info.skatecanada.ca/hc/en-ca/articles/205917270-MEMBERSHIP-HARASSMENT-BULLYING-AND-DISCRIMINATION-POLICY>



VULNERABLE SECTOR – POLICE CHECK POLICY

POLICE REFERENCE AND/OR VULNERABLE SECTOR CHECKS

Definitions:

Police Records Check – A search of the Canadian Police Information Centre (CPIC) database, which is a compilation of police information and court decisions, as well as a search of the records held in the information database of a local police agency.

Vulnerable Sector Check – A search based on a name or gender and date of birth against the RCMP National Repository of Criminal Records, Pardoned Sex Offender Database and various other police databases.

Skate Ontario Board, Supervisory Volunteers, and Staff Members:

All Board and Staff Members are required to have a Police Reference check. Skate Ontario will cover the expense incurred by any Board/Staff member in obtaining their Police Reference check

Those Staff, Board members, and volunteers having supervisory contact with athletes are required to have a Vulnerable Sector Check. Skate Ontario will cover the expense incurred in obtaining their Vulnerable Sector Check.

Refusal to Comply:

An individual that refuses to consent to a police records check is ineligible for the designated position.

Up-Dated Reference Checks:

All Vulnerable Sector and Police Reference checks must be up-dated every five years.

Privacy and Records:

The results of a police records check can disclose sensitive personal information and must be treated as confidential. Skate Ontario designates the President of Skate Ontario as the authority responsible to review police record checks. The President will record the fact of review, the date of the check, and that the review was satisfactory or revealed a relevant offence together with any other communication. The original copy should always be returned to the person submitting the document.