



Gananoque Skating Club

Parent/Guardian & Spectator Code of Conduct

Effective Date: _____

Approved by the Board of Directors: _____

Our Commitment

The Gananoque Skating Club is committed to providing a safe, welcoming, inclusive and positive environment where every skater can learn, develop confidence, build friendships and enjoy the sport of skating.

Parents, guardians and spectators play an important role in creating this environment. The way adults behave around skaters, coaches, officials, volunteers and other families directly influences the experience of our skaters.

We ask all parents, guardians and spectators to model the same respect, kindness, sportsmanship and responsibility that we expect from our skaters.

This Code of Conduct applies to all Gananoque Skating Club activities, including skating sessions, competitions, test days, ice shows, fundraisers, meetings, Club events, travel and online/social media activities related to the Club.

This Code should be read together with applicable Skate Canada and Skate Ontario policies and codes of conduct.

1. I Will Put the Skater Experience First

I understand that skating is about the development, enjoyment and well-being of the skater.

I will:

- Encourage my skater to participate, learn and have fun.
- Celebrate effort, improvement and perseverance rather than focusing only on results.
- Allow my skater to develop at their own pace.
- Avoid comparing my skater with other skaters.
- Avoid placing unreasonable pressure on my skater to achieve particular results, tests, levels or placements.

- Support my skater's goals while recognizing that their skating journey belongs to them.
- Encourage my skater to take responsibility for their own equipment, preparation and communication as they become more independent.

I will remember:

My job is to support my skater—not to coach from the stands.

2. I Will Respect Coaches and Volunteers

I recognize that coaches, Program Directors, Board members and volunteers contribute significant time and expertise to the Club.

I will:

- Treat coaches, volunteers, officials and Board members with courtesy and respect.
- Respect coaching decisions and professional expertise.
- Allow coaches to coach without interference.
- Avoid giving my skater conflicting instructions from the boards or spectator area.
- Raise questions or concerns privately and respectfully rather than in front of skaters or other families.
- Respect the time and responsibilities of volunteers.
- Remember that Club volunteers are giving their time to support the skating community.

I understand that disagreement is not an excuse for disrespectful behaviour.

3. I Will Communicate Respectfully

When I have a question, concern or disagreement, I will:

- Communicate calmly and respectfully.
- Address concerns with the appropriate person.
- Allow an opportunity for the other person to respond.
- Focus on facts and solutions rather than assumptions or personal criticism.
- Avoid discussing concerns in front of skaters.
- Avoid confrontational conversations at the rink.
- Follow the Club's established communication and dispute-resolution process when necessary.

I will not use threatening, intimidating, aggressive, insulting or abusive language toward another person.

4. I Will Respect the Coach–Skater Relationship

I understand that my skater needs an opportunity to develop a positive relationship with their coach.

I will:

- Allow my skater to communicate directly with their coach when appropriate.
- Encourage my skater to ask questions and advocate for themselves.
- Avoid speaking negatively about a coach in front of my skater.
- Avoid attempting to influence coaching decisions through pressure or confrontation.
- Recognize that coaches may provide different instruction based on a skater's level, goals and individual needs.
- Understand that not every request can be accommodated.

For concerns regarding coaching, I will follow the Club's established communication process outlined in the Dispute Resolution Policy and address concerns respectfully and constructively.

5. I Will Be a Positive Spectator

When watching a skating session, test, competition or performance, I will:

- Encourage all skaters.
- Applaud effort and achievement.
- Celebrate the success of other skaters as well as my own skater.
- Respect rink rules and facility staff.
- Remain in designated spectator areas when required.
- Avoid distracting skaters or coaches.
- Avoid shouting instructions to my skater from the boards or stands.
- Never criticize, ridicule or embarrass a skater.
- Demonstrate good sportsmanship regardless of results.

I understand that **my behaviour as a spectator reflects on my skater and on the Gananoque Skating Club.**

6. I Will Respect Officials and Results

At competitions, assessments, tests and other evaluated activities, I will:

- Respect judges, evaluators, officials and event volunteers.
 - Accept results respectfully.
 - Avoid criticizing judges or officials in front of skaters.
 - Avoid making negative comments about another skater's marks, placement or performance.
 - Teach my skater that results are only one part of their skating journey.
 - Raise legitimate concerns through the appropriate official process rather than through confrontation or social media.
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7. I Will Help Keep the Rink Safe

I will:

- Follow all rink and Club safety rules.
 - Keep walkways, entrances and exits clear.
 - Supervise younger children appropriately.
 - Ensure my skater arrives with the appropriate equipment and clothing.
 - Notify the coach or Club representative of relevant safety concerns.
 - Respect restricted areas of the facility.
 - Follow directions from rink staff, coaches and Club representatives.
 - Avoid behaviour that could create a safety risk for skaters or others.
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8. I Will Respect Privacy and Personal Boundaries

I will respect the privacy and dignity of skaters, coaches, volunteers and other families.

I will:

- Ask permission before photographing or recording other people's children when appropriate.
- Avoid posting identifiable photos or videos of other skaters without appropriate permission.
- Never share private information about another skater or family.
- Never discuss another child's personal circumstances, abilities, behaviour or performance publicly.
- Respect personal boundaries and appropriate adult–child interactions.

9. I Will Use Social Media Responsibly

I understand that social media posts, messages, comments and group chats can affect members of our skating community.

I will:

- Communicate respectfully online.
- Use Club-related social media and messaging groups appropriately.
- Avoid public criticism or personal attacks directed at coaches, volunteers, officials, skaters or families.
- Never use social media to bully, harass, threaten, intimidate or embarrass another person.
- Avoid posting confidential or sensitive Club information.
- Bring concerns to the appropriate Club representative rather than attempting to resolve disputes publicly online.
- Remember that deleting a post does not necessarily undo its impact.

10. I Will Support an Inclusive Environment

I will help create a Club where everyone feels welcome.

I will:

- Treat all skaters and families with dignity and respect.
- Avoid discriminatory, derogatory or offensive comments.
- Respect differences in ability, experience, age, background and circumstances.
- Never tolerate bullying, harassment, intimidation or threatening behaviour.
- Encourage my skater to be kind and inclusive toward others.
- Speak up when I see behaviour that compromises the safety or dignity of another person.

11. I Will Address Concerns Through the Right Process

I understand that disagreements and concerns may occasionally arise.

If I have a concern, I will:

1. Consider whether the matter is something my skater can appropriately address themselves.
2. Speak with the appropriate coach or Club representative when necessary.

3. Communicate respectfully and privately.
4. Allow reasonable time for the concern to be addressed.
5. Escalate the concern through the Club's established process when necessary.

I will not:

- Confront a coach, skater, official or volunteer aggressively at the rink.
 - Approach another parent's child to address a concern.
 - Use social media to publicly criticize or pressure a Club member.
 - Encourage other parents or skaters to participate in a public dispute.
 - Threaten to withdraw support, funding or participation as a means of pressuring volunteers or coaches.
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12. I Will Speak Up About Safety or Maltreatment

I understand that the safety and well-being of skaters is everyone's responsibility.

If I see or become aware of behaviour that may involve:

- Bullying;
- Harassment;
- Discrimination;
- Threats;
- Violence;
- Abuse;
- Maltreatment;
- Unsafe conduct; or
- Other serious misconduct,

I will report the concern through the appropriate Club, Skate Ontario or Skate Canada reporting process.

I understand that concerns involving potential abuse or maltreatment may require reporting outside the normal Club complaint process.

13. I Will Support Club Policies

I agree to follow:

- Gananoque Skating Club policies and procedures;
- Applicable Skate Canada policies;
- Applicable Skate Ontario policies;
- Rink and facility rules; and
- Reasonable directions from authorized Club representatives.

I understand that Club policies exist to protect the safety, fairness and experience of all members.

14. I Will Model the Behaviour We Expect From Skaters

Our skaters learn not only from what we tell them, but from what they see us do.

I will model:

Respect

Kindness

Patience

Responsibility

Sportsmanship

Good Communication

Positive Attitude

I understand that my behaviour can influence how my skater treats coaches, teammates, officials and other members of the skating community.

When Expectations Are Not Met

The Gananoque Skating Club believes that most concerns can be addressed through respectful communication and an opportunity to correct behaviour.

Depending on the seriousness and frequency of the conduct, the Club may take appropriate action, which may include:

1. A reminder or discussion regarding the expected behaviour;
2. A request to discontinue inappropriate conduct;
3. A meeting with a Club representative;
4. Written direction regarding future conduct;
5. Restrictions on participation in a Club activity or event;
6. Removal from a rink or Club activity where necessary;
7. Referral to the Club Board or appropriate Skate Ontario/Skate Canada process; or

8. Further disciplinary action where warranted.

Serious conduct—including threats, harassment, discrimination, violence, abuse, intimidation or behaviour that places another person at risk—may require immediate action.

The Club reserves the right to take appropriate steps to protect the safety and well-being of its skaters, coaches, volunteers and members.

Our Parent/Guardian Promise

As a parent, guardian or spectator with the Gananoque Skating Club, I understand that I am part of the skating community.

I promise to:

Put the skater experience first.

Respect coaches and volunteers.

Encourage rather than pressure.

Support rather than coach from the stands.

Celebrate effort and improvement.

Respect officials and results.

Communicate respectfully.

Model good sportsmanship.

Help create a safe and inclusive Club.

Be proud to support the Gananoque Skating Club.

By participating in or attending Gananoque Skating Club activities, I agree to follow this Parent/Guardian & Spectator Code of Conduct and to contribute to a safe, respectful and positive skating environment.

Parent/Guardian

Name: _____

Skater's Name: _____

Signature: _____

Date: _____

Additional Parent/Guardian (if applicable)

Name: _____

Signature: _____

Date: _____