



Paris Figure Skating Club - Policies and Procedures

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Dated: May 26, 2023

Prologue

By-Laws, Policies & Procedure Manual, and Codes of Conducts all exist as their own individual documents.

The policies and procedures will be reviewed at minimum annually by the board of directors.

Paris Figure Skating Club will also be called "The Club" or "PFSC" throughout this document.



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Paris Figure Skating Club - Policies and Procedures

TITLE/NAME OF POLICY/PROCEDURE: Confidentially

Related By-Law(s):

Related Legislation (if applicable):

Related Procedure: General Dispute and Resolution and Disciplinary

Document Control:

Implementation	Date: August 22, 2022
Updated	Date:

Policy Purpose:

This policy provides the board of directors, coaches and committee members with broad guidelines for handling confidential information.

Policy Scope:

This policy applies to the board of directors, coaches, and committee members of the Paris Figure Skating Club.

Policy Statement:

Paris Figure Skating Club is committed to protecting the privacy of all personal information. Information collected is confidential and will be used solely for administration purposes. Information collected will also be used to register skaters with our National and Provincial Governing Bodies Skate Canada and Skate Ontario. PFSC does not share member information with any other organization, user group, or third party other than Skate Canada and Skate Ontario.

It is the policy of Paris Figure Skating Club that board, coaches and committee members of the Club will not disclose confidential information belonging to or obtained through their affiliation with Paris Figure Skating Club to any person, including relatives, friends, and business and professional associates, unless Paris Figure Skating Club has authorized disclosure. Board, coaches and committee members shall use confidential information solely for the purpose of performing services as a board or committee member for Paris Figure Skating Club. This policy is not intended to prevent disclosure where disclosure is required by law. Board, coaches and committee members must demonstrate professionalism, good judgment, and care to avoid unauthorized or inadvertent disclosures of confidential information and should, for example, refrain from leaving confidential information contained in documents or on computer screens in plain view. Upon the end of a board, coaches or committee member's term, the director, coach or committee member shall return all documents, papers, and other materials that may contain confidential information in their possession. Failure to adhere to this policy will result in disciplinary measures outlined in the club's General Dispute and Resolution and Disciplinary policy and procedure.



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Procedure:

1. All board members must review and sign they have reviewed the Paris Figure Skating privacy policy annually. This will be completed by the first board meeting after the Annual General Meeting.
2. All coaches must review and sign the Paris Figure Skating privacy policy before commencing coaching for the season. This will be signed annually in September or when the coaching contract is issued.
3. The President will keep copies of all signed policies on file.
4. When a board member or coach resigns from the club or has completed their board term they will immediately provide all documents back to the club (digital and hard copies) and remove all copies stored on their personal computer/devices.
5. Failure to adhere to the confidentiality policy and procedure could result in discipline of Director, coach or committee member as outlined in the General Dispute and Resolution and Disciplinary Policies and Procedures.



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TITLE/NAME OF POLICY/PROCEDURE: Registration

Related By-Law(s):

Related Legislation (if applicable):

Related Procedure:

Document Control:

Implementation	Date: August 22, 2022
Updated	Date:

Policy Purpose:

To ensure the club is fiscally responsible.

To ensure the Members are covered for insurance purposes.

Policy Scope:

This policy applies to any person who joins the Paris Figure Skating Club to participate in skating programs.

Policy Statement:

The board is obligated to ensure the club is registered annually with Skate Canada. Once that is completed all members must be registered with the Paris Figure Skating Club, or they must prove they are registered with another club and have a valid Skate Canada membership.

Skaters must be registered with Skate Canada to ensure they are covered under the club and Skate Canada for insurance.

Procedure:

1. The President of the Club or designate will register the Paris Figure Skating Club with Skate Canada annually.
2. Members registration will be completed through Uplifter
3. Each Member family will have a separate Uplifter account, with multiple participants under each member account, if necessary.
4. Uplifter accounts must be set up with an adult over the age of 18 as the main contact.
5. Skate Canada fees for members must be paid annually and covers the year of September 1-August 31. If registered with another club, no Skate Canada fee will be charged unless it cannot be proven they have a current registration.
6. All families must be in good standing with the Club. If not in good standing, future registrations with the Club could be refused.



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7. Registration must be completed prior to attending any PFSC programs.
8. If there are space(s) available, skaters can move to another session day on a permanent basis. This must be approved by the Officers and applicable coaches.
9. Program numbers must meet required safety numbers and cost recovery for budget purposes.
10. PFSC reserves the right to cancel or change scheduled times and programs.



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TITLE/NAME OF POLICY/PROCEDURE: Registration Fees

Related By-Law(s):

Related Legislation (if applicable):

Related Procedure: Registration

Document Control:

Implementation	Date: August 22, 2022
Updated	Date:

Policy Purpose:

To ensure the club is fiscally responsible.

Policy Scope:

This policy applies to the board as they set the fees for each season. This policy applies to all members to ensure the fees are paid in a timely manner.

Policy Statement:

The board will review the fees for programs prior to each season. Consideration for the fees will include but not limited to, the cost of ice rentals, coaching costs, program costs, financial position of the club, etc. The board has a responsibility to ensure the program fees are set at rates similar to programs by other clubs in the area and to meet the financial requirements of the club. Coaches can provide input to the board for the setting of the fees, but the final decision is by the majority of the board. Payment plans will be set to ensure the club can meet its financial requirements and to allow families time to pay for the registration fees. Any fees not paid as set out in the payment plan will be followed up by the Treasurer or designate. This correspondence will include any consequences for non-payment. The Treasurer or designate will update the board as required on specific accounts that are not in good standing.

The Skate Canada fee will be set by the board to ensure the costs that need to be submitted to Skate Canada are recovered by the Club.

The Skate Ontario Fundraising fee will be set annually by the board and will include the recovery cost of the fee set by Skate Ontario for the promotional ticket books.

Procedure:

1. Payments will only be accepted in Canadian dollars.
2. Cheques are to be made payable to Paris Figure Skating Club.
3. Online credit cards accepted are VISA, Master Card and AMEX. All card holder data and information provided during online registration is handled by our approved third-



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- party compliant vendor. The club does not have access to or store credit card information.
4. For anyone requiring financial assistance, contact the applicable third party groups providing this. The President and/or Treasurer is to be made aware to ensure your account remains in good standing.
 5. Third-party cheques will not be accepted unless arrangements have been made with the club and approved eg. Lansdowne Children's Centre
 6. Skate Canada fee will be set annually by Skate Canada
 7. Skate Ontario Fundraising fee will be set annually by the board, which includes the cost of the Skate Ontario promotional ticket booklets.
 8. Skate Canada fee must be paid with first payment each year (Sept 1-Aug 31)
 9. Skate Ontario Fundraising fee will be paid with first registration payment for Fall season
 10. Skate Ontario Fundraising fee may be considered to be charged for new registrations for Winter season dependent on number of booklets remaining
 11. Payment plans will be set out in Uplifter and must be adhered to.
 12. Payments can be made by credit card through Uplifter or cheque. Cheques can be post dated for dates outlined in Uplifter.
 13. If chose to pay in person, the payment must be mailed or put into the PFSC mailbox by the payment dates outlined in Uplifter.
 14. If fees are not paid in full by the dates set out in Uplifter, the club can refuse the skater participation in any further club activities, including but not limited to ice sessions, gala, test days, carnival and awards banquet.
 15. Any overdue accounts will receive overdue notices as set out in Uplifter. If required, the Club may send a separate notice of overdue account.
 16. NSF cheque(s) will be subject to an administration fee of \$15.00. This must be put on the next payment to the club.
 17. All members must be in good standing with club and coaches. Any family not in good standing will be refused to register for further sessions until in good standing. In addition, participation in other club activities (eg. gala, carnival) will be refused until in good standing.
 18. If financial hardship is expressed a specific payment plan can be set up with the family and the President and Treasurer. Failure to abide by the altered payment plan due dates could result in removal from any PFSC ice times.
 19. Any skater, who during the course of the season moves to another level, will be required to pay a pro-rated fee for the difference in registration fees based on the program and sessions remaining.
 20. All fees for private lesson coaching are costs separate from the registration packages and will be billed directly by coaches and must be paid directly to coaches in a timely manner. A coach who is not being paid in a timely manner can make a written complaint to the PFSC Board. In such cases, the matter will be addressed at the next scheduled board meeting and the board can revoke or suspend membership and restrict access to ice time.



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TITLE/NAME OF POLICY/PROCEDURE: Refunds

Related By-Law(s):

Related Legislation (if applicable):

Related Procedure: Inclement Weather

Document Control:

Implementation	Date: August 22, 2022
Updated	Date:

Policy Purpose:

To ensure the club is fiscally responsible.

Policy Scope:

Refunds can be required for a number of reasons to skaters that have registered with the club. The club must set guidelines to ensure fair considerations for all requests and circumstances.

Policy Statement:

It is the club's policy to ensure a fair and equitable consideration for all refund requests. The refund request criteria are set to ensure the club can meet it's financial responsibilities. Processing of refunds takes time to complete by the treasurer and processing fees apply to each refund by our third party financial processor.

Procedure:

1. All refund requests must be sent in writing to the club. Request must state the skaters name, date of when request is applicable and reason for the request.
2. Refunds will be completed by the Treasurer in a timely manner once approved.
3. Refunds will be issued by method of payment completed, either by credit card through Uplifter or cheque. No cash refunds will be issued.
4. A \$15.00 administration fee will be applied for all refunds.
5. Participants who go on extended vacations cannot receive a refund, but could make up sessions based on guest skating/missed session policy.
6. Skate Canada fee is non-refundable.
7. Skate Ontario fundraising fee is non-refundable once the fundraising campaign has commenced.
8. Pro-rated refunds for sessions will be given for the following circumstances:
 - a. medical reason with doctor's note
 - b. -compassionate reasons approved by the board
 - c. extraordinary circumstances beyond the skaters' control.



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9. Canskaters can have a two sessions trial dates. Within that timeframe they can withdraw with a full refund less the Skate Canada fee, Fundraising fee (once the Skate Ontario Fundraising Campaign has commenced) and pro-rated session fees for sessions used.
10. If any cancellations or closures occur due to any circumstance (weather, arena issues, etc.) no refund, credit or make up date will be issued.
11. All further refunds, credits or special circumstances will be dealt with on a case-by-case basis as approved by the Board.



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TITLE/NAME OF POLICY/PROCEDURE: Guest Skating/Make Up Sessions

Related By-Law(s):

Related Legislation (if applicable):

Related Procedure: Code of Conduct, Inclement Weather

Document Control:

Implementation	Date: August 22, 2022
Updated	Date:

Policy Purpose:

To ensure the club is fiscally responsible. To ensure skaters can attend other sessions as required. To ensure club sessions ratios are managed to ensure safety of all participants.

Policy Scope:

Guest Skating is defined as attending a skating session that the skater is not registered for. Guest skating is permitted by skaters that are members of the Paris Figure Skating Club or skaters that home club is other than PFSC.

Skaters who have registered for a full session with PFSC will be considered a PFSC home club members for that season and the applicable guest skate fee would apply.

Policy Statement:

The club wants to ensure that all sessions are conducted with an appropriate number of skaters to ensure the safety of all persons. The club has financial requirements for each session, and must set guidelines for the collection of this payment. Coaches and skaters schedules can change and more sessions could be required to meet a skaters needs. Coaches and skaters must ensure that any guest skating is taking place in a safe manner and on a session that has similar levels of skaters. Preference for guest skating will be given to Paris Figure Skating Club members.

Procedure:

1. Guest skaters must show proof of current Skate Canada membership.
2. Guest Skaters must pay the fee as outlined below before attending any sessions.
3. Guest skating fees are set as follows for Fall, Winter and Spring:
 - i. Non-PFSC Members - \$30.00/session
 - ii. PFSC Members - \$25.00/session

Guest skating fees for Summer will be the session fee applicable for the date/time registering for.



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4. Guest Skating fees will be reviewed annually by the Board.
5. Guest skating will only be permitted if maximum number of skaters on the ice has not been exceeded
6. Guest skaters must adhere to the Club's policies and procedures and club code of conduct.
7. If guest skater does not adhere to the Club's policies and procedures and club code of conduct, any guest skating privileges with PFSC will be revoked. In addition, the Club may notify the skaters home club of such actions.
8. If a coach requests that a PFSC skater should stay or come early for 15 minutes for a lesson, this may be done at no extra charge. If the lesson goes over the 15 minutes a guest skating fee or applicable session fee must be paid.
9. If a skater misses a session due to illness, vacation, etc. only skaters in level STAR 1 and higher can make up the session within three (3) weeks of the session, but it must be coordinated with their coach and only on sessions that can accommodate more skaters. Skaters on cankstate sessions are not permitted any make up sessions.



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TITLE/NAME OF POLICY/PROCEDURE: Fundraising

Related By-Law(s):

Related Legislation (if applicable):

Related Procedure:

Document Control:

Implementation	Date: August 22, 2022
Updated	Date:

Policy Purpose:

To ensure the club is financially responsible.

Policy Scope:

The board will set out fundraising activities for the club.

Policy Statement:

The board will discuss annually the fundraising activities it will pursue each year. Any new ideas will be considered. Fundraisers assist in keeping registration fees at a reasonable rate for all families.

A mandatory fundraising fee is included for all skaters registering in the fall session. The fee will be set annually by the Board. Skate Ontario Fundraising books are mandatory for each skater to sell during the fall season. It may be considered for new registrations for winter sessions dependent on the number of booklets remaining. No fundraising fee will be charged for Spring and Summer seasons.

All other fundraisers held are optional.

For any fundraising activities that require volunteers, they will be requested through email to club members and persons will be encouraged to assist.

Procedure:

The Skate Ontario Fundraising fee will be set by the board annually. This fee will be paid in Uplifter and be included in the first payment of fall sessions.

The Skate Ontario Fundraising fee may be considered for new registrations for winter sessions, dependent on number of promotional books left.

The Skate Ontario Promotional Fundraising booklets will be handed out to all skaters that have paid the fee. The books will be tracked by a volunteer by the book number. Booklets will be



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due back to the club as the deadline set annually based on the date of sending them back to Skate Ontario.

A designated board member will collect the tickets and mail them to Skate Ontario with the applicable form and payment cheque.

Any fundraiser ideas need to be presented to the board. This must include costs for the fundraiser, potential profit, time commitment, resources required, etc. The board will then decide if the fundraiser can proceed or not.

Any funds received from the fundraiser must be given to the Treasurer upon completion of the event for deposit. If large sums of money are generated, funds may be required to be given to the Treasurer more often.

Upon completion of any fundraising activities, a recap must be presented to the board and must include the expenses and revenues.



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TITLE/NAME OF POLICY/PROCEDURE: Coaches

Related By-Law(s):

Related Legislation (if applicable):

Related Procedure: Code of Conduct, Confidentiality, Expense Reimbursement

Document Control:

Implementation	Date: August 22, 2022
Updated	Date:

Policy Purpose:

To ensure the club provides suitable programming that meets the standards as set by Skate Canada.

Policy Scope:

Paris Figure Skating Club coaches have the fundamental responsibility to promote figure skating and to coach to the best of their ability. Inherent to coaching is respect for people regardless of nationality, race, creed, age, sex, politics, social status or physical ability.

Policy Statement:

Coaches are an integral part of the club. Coaches represent our club on and off the ice at the arena. The board will hire the coaches annually.

Procedure:

1. Coaches will submit their intent to coach prior to each season, by email either to the club President or to the club email.
2. Coaches will ensure they are in good standing with Skate Canada and a designated board member will review to ensure. Coaches cannot coach until they are in good standing with Skate Canada.
3. The President will email contracts to the coaches which will outline an offer to coach and any additional positions.
4. Coaches will sign a club contract annually and must be completed and submitted before their first coaching session of the season.
5. Guest coaches must submit a request to the board prior to attending PFSC sessions and receive approval from the board. They must then submit a signed contract prior to their first coaching session.
6. Coaches will sign the PFSC Coaches Code of Conduct annually and must be completed before their first coaching session for the season
7. Coaches will review and sign the PFSC confidentiality policy annually and must be completed before their first coaching for the season



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8. Coaches must submit detailed invoices to the treasurer. Invoices need to clearly outline the session and costs charged. Invoices must be submitted in a timely manner, and at the end of the fiscal year, must be provided by March 31st.
9. Invoices will be paid within 30 days or receipt.
10. Any request for increase for coaching club fees, must be presented to the board for consideration.
11. Any reimbursement for expenses must be approved by the board before they will be reimbursed.
12. Coaches must complete and submit any incident forms to the President and Secretary within 14 days of any injury, whether to themselves or witness to a skater. The coach must notify the President immediately that an incident occurred, and notify that an incident form will follow.
13. If any injury to a coach occurs, the board may request a doctor's note before the coach can return to coaching.
14. Coaches will provide programs to the skaters as outlined by Skate Canada.
15. Coaches are subject to any disciplinary action, including termination if not adhering to club bylaws and policies and procedures.



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TITLE/NAME OF POLICY/PROCEDURE: Private Coaching

Related By-Law(s):

Related Legislation (if applicable):

Related Procedure:

Document Control:

Implementation	Date: August 22, 2022
Updated	Date:

Policy Purpose:

To ensure the club is providing opportunities to all skaters and coaches to be successful on the ice.

Policy Scope:

This policy applies to all coaches and individual families seeking private coaching. All skaters in STAR 1 and up are recommended to have a private coach.

Policy Statement:

Procedure:

1. Parents must contact the coach(s) they are interested in hiring for private lessons.
2. Board members cannot promote a particular coach to skating families and must provide unbiased opinions of coaches when asked
3. Parents are responsible for the coaching costs of private lessons.
4. Parents are responsible for booking lessons with the coach according to time constraints.
5. The base coach may request lessons from another coach, if approved by the members family.
6. If a skater chooses to change base coaches, they must inform their base coach of the change either verbally or in writing. All fees to the original coach must be paid in full, prior to starting lessons with the new coach.



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TITLE/NAME OF POLICY/PROCEDURE: Board Members

Related By-Law(s): Paris Figure Skating Club Bylaws

Related Legislation (if applicable): Ontario Not for Profit Corporations Act

Related Procedure: Code of Conduct, Expenses, Confidentiality

Document Control:

Implementation	Date: November 17, 2022
Updated	Date:

Policy Purpose:

To ensure the club is managed as set out by the Club By-Laws and applicable legislation.

Policy Scope:

This policy applies to all persons that are directors on the PFSC Board of Directors.

Policy Statement:

The board of directors are responsible for all aspects of the club. The board is empowered to make all the decisions for the club. The board will hold the club Annual General Meeting as set out in the Club By-laws.

Procedure:

All directors will be determined as outlined in the Club By-laws.

The board of directors will be registered with Skate Canada annually.

The officers of the club will be submitted to the Ontario Not for Profit Corporations Act as directors and officers.

All directors will sign the Board Code of Conduct annually and be completed by the first meeting after being appointed to the board.

All directors will sign they adhere to the Paris Figure Skating Club Confidentiality Policy by the first meeting after being appointed to the board.

All directors will adhere to the Paris Figure Skating Club's Bylaw's and Policies and Procedures.

All directors will represent the club to the best of their ability and in a positive manner.

All directors will contribute to the duties of the club.

Board meetings shall take place as outlined in the Club By-laws.



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No member of the Board of Directors shall be empowered to make expenditures in excess of \$100.00 without previous approval of the Board.

Only one family member may sit on the board at any given time, unless previously agreed by the Executive. They will, however only hold one vote.

The board of directors will develop the contracts for the coaches and ensure they are signed annually or before beginning coaching with the club.



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TITLE/NAME OF POLICY/PROCEDURE: Program Assistants

Related By-Law(s):

Related Legislation (if applicable):

Related Procedure:

Document Control:

Implementation	Date: August 22, 2022
Updated	Date:

Policy Purpose:

To ensure the club provides suitable programming and leadership opportunities for skaters.

Policy Scope:

Program Assistants (PA's) are utilized to assist with skating sessions to meet the ratio requirements set by Skate Canada.

Policy Statement:

To ensure the ratios for programs are met, the club will utilize Program Assistants. Program Assistants will attend annual training sessions. An honorarium will be given to all Program Assistants to use for session fees for the following season. In lieu of an honorarium, high school volunteer hours can be submitted. Program assistants must be at least the age of ten (10) and passed at least one STARSkate test.

Procedure:

1. Requests for interested PA's will be sent out via club communication
2. Interested PA's must send in their intention to the club
3. PA's must attend training sessions
4. PA's advise if honorarium or high school volunteer hours
5. PA's will received \$5.00/hour as honorarium. Honorariums will be added to the skaters uplifter account at the end of each season.
6. PA's and their parent/guardian are required to sign an agreement with the club annually
7. PA's are to be identified on the ice by wearing their club assigned sweater.
8. All sweaters remain the property of the club and failure to return the sweater at the end of the season will result in a replacement fee of \$25.00
9. Failure to adhere to the protocols set out on the ice can result in disciplinary action and could be terminated.
10. PA's will be recognized by the club with a plaque and an annual date recognition for the plaque.
11. PA's may be recognized throughout the season by other means as decided by the board annually.



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TITLE/NAME OF POLICY/PROCEDURE: Liability

Related By-Law(s):

Related Legislation (if applicable):

Related Procedure:

Document Control:

Implementation	Date: August 22, 2022
Updated	Date:

Policy Purpose:

To ensure the club is covered and protected in the event of unforeseen circumstances.

Policy Scope:

This applies to all members of the club.

Policy Statement:

Members and the parents/legal guardians of members acknowledge that the skater skates at their own risk and agree not to hold the Paris Figure Skating Club and its officers, directors, coaches, sub-contractors or employees responsible for any damage, accident or injury which may occur to the member or another member while participating in any and all club activities and/or travelling to and from such activities (including on-ice sessions, off-ice classes, exhibitions, galas, carnivals, competitions, and tests), nor will it hold the club responsible for any other liability loss, damage or expenses incurred as a result of the member attending the Paris Figure Skating Club sessions. The member will abide by all rules of the club and Skate Canada.

Procedure:

At time of registration all members or their parent/guardian must accept the liability policy.



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TITLE/NAME OF POLICY/PROCEDURE: Helmet Use

Related By-Law(s):

Related Legislation (if applicable):

Related Procedure:

Document Control:

Implementation	Date: August 22, 2022
Updated	Date:

Policy Purpose:

To ensure the skaters are safe while participating in skating programs.

Policy Scope:

This will apply to all CanSkate, Pre-CanSkate and adult CanSkate participants.

Policy Statement:

All Skate Canada member clubs and skating schools who offer a CanSkate program must ensure all CanSkate and Adult CanSkate participants up to and including Stage 5 must wear a CSA approved hockey helmet while on the ice.

This policy also applies to all other Skate Canada programs, therefore anyone who lacks good control/balance when skating forward, backward and has difficulty stopping, as well as maneuvering around obstacles on the ice **must wear a CSA approved hockey helmet.**

Clubs and skating schools must ensure this policy is enforced during all skating activities including competitions, carnival days or any other special on ice activities throughout the season for this level of skater.

This policy is a minimum standard. Sections, at their discretion, may impose a higher standard which all clubs and skating schools within the sections' boundaries must adopt and implement.

For more information, please visit: <https://info.skatecanada.ca/index.php/en-ca/guides/50-guide-to-safe-sport.html>

Procedure:

1. A link to the Skate Canada Helmet Use policy will be posted on the PFSC website.
2. All persons registered in any CanSkate program must agree to the Helmet Use policy at time of registration.
3. All skaters in any CanSkate program must wear a CSA approved hockey helmet at all times while on the ice. This includes carnival shows.
4. If a skater does not have the appropriate helmet, they will be offered one to borrow if available or will be asked to leave the ice session.



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TITLE/NAME OF POLICY/PROCEDURE: Trans Inclusion Policy

Related By-Law(s):

Related Legislation (if applicable): Canadian Human Rights Act
Ontario Human Rights Code

Related Procedure:

Document Control:

Implementation	Date: May 26, 2023
Updated	Date:

Policy Purpose:

To ensure the club provides a safe, welcoming and respectful environment for all persons, regardless of any actual or perceived differences.

Policy Scope:

The Trans Inclusion Policy is to ensure the club has a diverse and inclusive, barrier-free environment where every coach, board members, skater, official, volunteer feels valued, respected and supported.

Policy Statement:

PFSC is committed to adhering to the Skate Canada Trans Inclusion Policy. For information on that policy visit <https://info.skatecanada.ca>

Procedure:

A link to the Skate Canada Trans Inclusion Policy will be posted on the PFSC website.

Any violations of members from the inclusion policy will be dealt with as stated in the General Dispute and Resolution and Disciplinary Policies.



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TITLE/NAME OF POLICY/PROCEDURE: General Dispute and Resolution

Related By-Law(s):

Related Legislation (if applicable):

Related Procedure: Disciplinary Policy

Document Control:

Implementation	Date: May 26, 2023
Updated	Date:

Policy Purpose:

To ensure the club places the highest priority on ensuring a safe, professional, inclusive and respectful environment for all participants. This policy will promote awareness, fairness, equity, transparency, prevention and the appropriate timely response and resolution of reported violations.

Policy Scope:

This policy applies to all individuals engaged in activities (on or off ice) with the club. An individual means a person, including registrants, volunteers, parents/guardians of skaters, as well as persons engaged in activities, events/competitions, and programs with and/or hosted by the club.

PFSC supports the principles of dispute resolution and is committed to the techniques of negotiation, facilitation, mediation, and arbitration as effective ways to resolve disputes. Complaints will only be heard where the parties involved have followed the procedure below. Anonymous complaints will not be heard. The general dispute and resolution policy shall be initiated as soon as possible after the incident(s) or conduct which forms the basis for the dispute or complaint. This policy shall not be used if the Skate Canada National Complaints policy or Membership Harassment Policy shall apply.

Policy Statement:

Anyone reporting a concern must be acting in good faith and have reasonable grounds for believing the information being reported is true and accurate. Any allegations that provide not to be substantiated and prove to have been malicious or intentionally false will be viewed as a serious offence, subject to disciplinary action up to and including expulsion from the club.

Procedure:

Informal:

It is the intent of this policy to encourage members, directors and coaches to resolve conflicts and foster good will through direct dialogue whenever possible, before following formal resolution procedures.



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In the case of a conflict between members, directors or coaches, the individuals involved in the dispute are encouraged to make every effort to resolve the conflict among themselves.

Where reasonable efforts to resolve the conflict fails a request may be made, in writing, to the Board of Directors for assistance to resolve the dispute.

Formal:

1. Written complaint must be made in writing the club email or President within 30 days of the occurrence of the dispute. Extenuating circumstance may be considered at the sole discretion of the board.
2. The complaint must be clearly stated and outline what result the complainant would like to see come out of this process. Detailed and verifiable support for the complaint (email chains, policies not followed, etc.) should be included in the submission.
3. Written acknowledge of receipt of complaint to the complainant by the President. If the President is involved another officer of the board will respond.
4. A conflict resolution sub-committee will be formed to assess the information received.

Depending on the complaint the following could be implemented:

5. Written notification, including copy of complaint, to the member against whom the complaint is lodged ("respondent"), within a reasonable timeframe
6. Respondent is asked to respond to either the conflict resolution sub-committee and/or the complaint, in writing within two weeks.
7. Information will be collected and investigated through appropriate means (eg. interviews/consultations with involved parties and witnesses)
8. The sub-committee will summarize the facts and identify any contradictory statements
9. The sub-committee will consider the information and consult with resources when applicable
10. At the next board meeting or a specially called board meeting following the response and investigation periods, the Board of Directors shall consider the complaint based on facts. The Board may choose to summarily dismiss the complaint or render a decision.
11. Within a reasonable period of time, the Chair of the Conflict Resolution sub-committee shall notify the complainant and the respondent in writing, of the dismissal or decision.
12. Any disciplinary action will be followed from the disciplinary policy.
13. If it is determined through the resolution process that an individual has made a false general dispute or made the general dispute with intent to harm another individual, this will be investigated separately, and disciplinary action may be taken.
14. All decisions will be made at the discretion of the Board of Directors.
15. Once decisions are made and both the complainant and respondent have been notified, an appeal may be submitted. Appeals can only be submitted if the individual appealing the decision will bear the onus of the appeal, and must demonstrate, that the decision-maker has made an error. Appeals can only be submitted in writing within thirty days from the date the decision from the board and conflict resolution sub-committee.



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TITLE/NAME OF POLICY/PROCEDURE: Discipline

Related By-Law(s):

Related Legislation (if applicable):

Related Procedure: General Dispute and Resolution

Document Control:

Implementation	Date: May 26, 2023
Updated	Date:

Policy Purpose:

To ensure the club is placing the highest priority on ensuring a safe, professional, inclusive and respectful environment for all participants. This policy will promote awareness, fairness, equity, transparency, prevention and the appropriate timely response and resolution of reported violations.

Policy Scope:

This policy applies to all individuals engaged in activities (on or off ice) with the club. An individual means a person, including registrants, volunteers, parents/guardians of skaters, as well as persons engaged in activities, events/competitions, and programs with and/or hosted by the club.

Policy Statement:

Coaches, Board members and volunteers, members performance and conduct should contribute to the achievement of the Paris Figure Skating Clubs goals and objectives. Employees, contractors and volunteers who do not adhere to the rules and procedures of the club or who do not satisfactorily perform their assignments are subject to discipline and/or dismissal from their role. Action may be taken using the following discipline policy.

Procedure

Disciplinary action shall range from verbal warnings to immediate discharge, depending on the seriousness of the offense in the judgement of the board. Possible grounds for immediate dismissal may include: gross misconduct or insubordination; theft of property or misuse of club materials; abuse or mistreatment of clients, staff or other volunteers; not abiding by club policies and procedures; and not satisfactorily performing assigned duties. The club will use progressive discipline when appropriate, but may take whatever action it deems necessary to address the issue at hand. This may mean that more or less severe discipline is imposed in a given situation. While the Club will generally take disciplinary action in a progressive manner, it reserves the right, in its sole discretion, to decide whether and what disciplinary action will be taken in a given situation.



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*Serious offences may result in immediate suspension or termination.

Step 1 – Formal Verbal Warning

An individual will be given a verbal warning when a problem is identified that justifies a verbal warning. A brief note of the warning will be kept but, subject to satisfactory conduct and/or performance, this would lapse after 6 months. Conduct is expected to improve within 2 weeks.

Stage 2 – Written Warning

If there is no improvement in standards within the prescribed time, or if a further offence occurs, a written warning will be given. A letter will be sent inviting them to attend a disciplinary meeting within 5 days. The meeting will be an opportunity for both the individual (with their representative) and the board members to talk about the issues or allegations being made. A copy of the written warning should be kept on file but the warning will lapse after 12 months subject to satisfactory conduct and/or performance. Following the disciplinary meeting, it will be decided if no further action is warranted, or if there is further action to be taken. The individual will be informed in writing. Any training or actions required to improve performance are the responsibility of the individual.

Stage 3 – Final Written Warning

If the conduct or performance still remains unsatisfactory by the stipulated date, a final written warning will be given, or if the misconduct is sufficiently serious to warrant only one written warning, a final disciplinary meeting will be called with the individual and their representative. The disciplinary meeting will be an opportunity for the individual to answer the issues raised. This meeting establishes that there has been a failure to improve or change behaviour, and may result in suspension and/or dismissal. Any suspension is without pay for coaches or reimbursement of session fees.

Final Stage – Dismissal

If the individual's conduct or performance still fails to improve or if further serious misconduct occurs, the final stage in the disciplinary process may be instituted and the individual will be dismissed/terminated. When an individual's misconduct or poor performance is sufficiently serious such that the relationship is irreparably damaged, the club may terminate the relationship with cause.

Gross Misconduct

Where an individual is found to be involved in gross misconduct, they would be subject to summary dismissal (instant dismissal without notice) and the above procedures regarding progression of warnings will not apply.

Examples of gross misconduct might include, but are not limited to:

- deliberate falsification of expenses claims
- disclosure of confidential information (see confidentiality policy)



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- convictions of a criminal offence that undermine a person's suitability for volunteering
- consistently poor attendance on a project, without appropriate notification
- use of abusive or offensive language or behaviour
- bullying or harassment
- being under the influence of alcohol or drugs
- theft of property or misuse of equipment or materials
- failure to abide by policies and procedures
- failure to satisfactorily perform assigned duties



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TITLE/NAME OF POLICY/PROCEDURE: Music

Related By-Law(s):

Related Legislation (if applicable):

Related Procedure:

Document Control:

Implementation	Date: March 7, 2023
Updated	Date:

Policy Purpose:

To ensure the club sessions have music played in appropriate manner.

Policy Scope:

The board, coaches and skaters will ensure that the music played creates a welcoming environment to all persons on an off the ice and contributes to the overall skating programs.

Policy Statement:

Music is an integral part of the skating sessions. The music sets the tone for the skating sessions and contributes to the ice etiquette for all skaters.

Procedure:

Music will be played from the time keepers box only. Music must be appropriate for all persons in the facility. No foul language or inappropriate music will be tolerated.

The skater in a lesson has their music preference over a skater not in a lesson.

All other skaters must yield to the skater that has their music playing.

The club will submit any SOCAN or Entandem fees required.



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TITLE/NAME OF POLICY/PROCEDURE: Change Rooms

Related By-Law(s):

Related Legislation (if applicable):

Related Procedure:

Document Control:

Implementation	Date: March 7, 2023
Updated	Date:

Policy Purpose:

To ensure the club is

Policy Scope:

This will apply to all members, their families and coaches.

Policy Statement:

The aim of this policy is to provide coaches, board members, parents and skaters, or any other person associated with the PFSC, with guidance regarding conduct in and around change rooms as well as changing protocol with regard to the changing of their attire.

While this list is not exhaustive, it will serve as a basic guide and will be reviewed annually. The policy may be subject to immediate change to reflect a change in the by-laws or particular circumstances that may arise.

Procedure:

Change rooms can be used for skaters to get ready to go onto the ice. Skaters are to be respectful of the facility and not cause any damage to the facility. In addition, all garbage must be put in the proper location. Do not leave valuables in an unlocked change room. Cell phones/cameras are not to be used in change room facilities.

1. **All change rooms are designated as co-ed. Therefore, skaters are only to be changing footwear in the change rooms.** Skaters needing to change outfits are expected to use the privacy of the washrooms in the facility. It is understood that there are times where male or female parents/chaperones may need to enter the change rooms to assist younger skaters.
2. Change rooms are assigned by the County of Brant and are posted on the TV display in the lobby.
3. All persons in the CanSkate and Jr Star must be supervised at all times and are the responsibility of their parent(s) within change rooms and/or around the arena. At carnival adult supervision will be provided in change rooms for all levels of skating.
4. Dressing rooms must be vacated within 30 minutes after each session and are to be left clean.
5. Dressing rooms should be entered cautiously to ensure hockey teams and other ice users have exited the change room. Parents should review proper etiquette and



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procedures for entering a dressing room as hockey teams will often change after a practice. Knock first, open door slightly and ask if anyone is in the change room before entering.

6. Bullying and inappropriate behavior and language within the dressing room area will not be tolerated.
7. Respect other skater's belongings. Do not move another skater's personal items to sit in a certain spot.
8. Electronic devices with cameras and cameras shall not be used in washrooms or shower areas. If a photo is taken in the dressing room, care should be taken to ensure that all persons are aware the photo is being taken and that no persons within the photo are changing, etc.
9. Any intentional damage to the change rooms could result in financial penalty to that skater. The assessed amount owed could be determined by PFSC or the County of Brant.

Paris Figure Skating Club and the County of Brant is not responsible for any valuables that are lost or stolen from the dressing room area



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TITLE/NAME OF POLICY/PROCEDURE: Concussion Policy

Related By-Law(s):

Related Legislation (if applicable):

Related Procedure:

Document Control:

Implementation	Date: August 22, 2022
Updated	Date:

Policy Purpose:

To ensure the club is providing safe programming.

Policy Scope:

This policy applies to all members, coaches and board members of the Paris Figure Skating Club.

Policy Statement:

The safety of all members and coaches is of the utmost importance to the club. A concussion is a brain injury and can affect the way a person thinks, feels and acts. These are serious injuries and while the effects are typically short-term, a concussion can lead to long-lasting and even long-term effects. As a sport organization, Rowan's Law (Concussion Safety), 2018 makes it mandatory for sports organizations to:

1. Ensure athletes under 26 years of age, parents of athletes under 18, coaches, and officials confirm every year that they have reviewed Ontario's Concussion Awareness Resources
2. Establish a Concussion Code of Conduct that sets out rules of behaviour to support concussion prevention
3. Establish a Removal-from-Sport and Return-to-Sport Protocol

The club will follow the concussion policy set by Skate Ontario https://skateontario.org/wp-content/uploads/2019/07/Concussion_Policy_October-2016.pdf

Procedure:

1. Links to Skate Ontario Rowan's Law/Concussion Resources will be posted on the PFSC webpage
2. All skaters must review and agree to Rowans Law Participant Policy annually, at time of registration



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3. A parent/guardian must review and agree to the Rowans Law Policy annually, at time of registration
4. The Club will follow the Skate Ontario Return to Play https://skateontario.org/wp-content/uploads/2019/07/Concussion_Policy_Return_to_Play_Form_October-2016.pdf
5. If a concussion is suspected Skate Canada incident form must be completed
6. If a concussion is diagnosed, to return to any ice times a doctor note must be submitted to the club for its review prior to receiving the approval to skate on club ice.



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TITLE/NAME OF POLICY/PROCEDURE: Communication

Related By-Law(s):

Related Legislation (if applicable): Canadian Anti-Spam Legislation

Related Procedure:

Document Control:

Implementation	Date: November 17, 2022
Updated	Date:

Policy Purpose:

To ensure the club sends the applicable messages to club members.

Policy Scope:

The board will communicate with members with information about the club and club programs. The board will post applicable messages on the PFSC bulletin board at the Brant Sports Complex. The board will use the local media to communicate applicable messages to the public.

Policy Statement:

PFSC uses e-mails listed on Uplifter accounts to communicate with members regarding registration updates and reminders. To ensure the club meets the Canadian Anti-Spam Legislation, all members can choose to opt in or opt out of communications on their uplifter account. Members can update their communication preferences at any time. Communication lists of coaches, freelance coaches and any other applicable communication lists will be created in Uplifter to ensure they receive messages.

The club will have a club email account that board members will access for responding to messages.

The club will also use facebook, Instagram and twitter for sending messages to members and the public. Messages sent through each of these platforms will be responded to. A set response message will be set up on facebook.

The club will try to ensure emails and social media messages are responded to within 24 to 48 hours of being received.

Any flyers posted must be approved by the board.

Any messages to the media must have the approval of the board before submitting a message on behalf of the club.

Any messages whether by in person or by email/messages that are conflict in nature must have 24 hours cool down rule before submitting or discussing with the club.



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Procedure:

The board will designate directors who will be responsible for checking and responding to the emails.

The board will designate directors who will be responsible for posting messages on social media.

The board may designate a volunteer person to assist with posting on specific social media platforms.

Anyone with access to the email or social media accounts must not use these for their own personal gain.

Any flyers designed by members must be reviewed by at least one to two other board members before posting.

Any person not representing the club in a positive manner may be removed from any of the social media platforms.

If any media requests information from the club, a designate as decided by the President or the board will be determined to speak on behalf of the club.

Passwords for email account and social media accounts will be changed at a minimum of every two years. Persons with access to the facebook account will be reviewed at a minimum of every two years. If a person with access to any of the email or social media accounts resigns from the board or club the password will be changed within 24 hours. The person that resigned must immediately refrain from accessing any of the communication tools of the club.



Paris Figure Skating Club - Policies and Procedures

TITLE/NAME OF POLICY/PROCEDURE: Inclement Weather

Related By-Law(s):

Related Legislation (if applicable):

Related Procedure: Refunds, Guest Skating/Make Up Sessions

Document Control:

Implementation	Date: August 22, 2022
Updated	Date:

Policy Purpose:

To ensure our members and coaches remain safe.

Policy Scope:

This will apply to all individuals that attend PFSC skating sessions.

Policy Statement:

The club will try to make the most informed decision about whether to cancel the club skating sessions or not based on the weather. Factors in these decisions can include, but not limited to: accumulation of snow, icy conditions, road conditions, anticipated weather, coaches availability due to travel in weather, etc. If skating sessions are not cancelled and skaters feel it is too risky to travel to skating, we encourage those families to make their own decision to attend or not. With the large geographic area that the club members come from, and varied level of comfort with travel in winter weather, we understand each skating family may need to make their own decision.

Decisions will be made as soon as possible, without making them too soon when weather can clear up.

Procedure:

1. If the County of Brant determines the facility will close due to inclement weather, the club will share that message by email and social media as soon as possible.
2. The President or board designate will correspond with coach designate or coaches to determine if the sessions should proceed or not. If the decision to cancel is made the following will take place:
 - Message will be posted on social media
 - Email will be sent to members through Uplifter
3. No refunds will be provided for any cancelled or sessions not attended due to weather.



Paris Figure Skating Club - Policies and Procedures

TITLE/NAME OF POLICY/PROCEDURE: Travel Expenses

Related By-Law(s):

Related Legislation (if applicable):

Related Procedure:

Document Control:

Implementation	Date: November 17, 2022
Updated	Date:

Policy Purpose:

To ensure the club is fiscally responsible.

Policy Scope:

This policy applies to all board members or coaches that need to travel to conduct business on behalf of the club.

Policy Statement:

Board members and coaches have a responsibility to the club to ensure they have up to date information about skating and to ensure our club has input into various decisions made by Skate Canada and Skate Ontario. The purpose of this policy is to ensure that attending various seminars, workshops, meetings do not cost the board member or coach to attend on behalf of the club.

Procedure:

1. The Director or Coach must get approval from the Board prior to any submission of mileage or out of town expenses for reimbursement.
2. If at all possible, travel and accommodations should be coordinated and combined between attendees to limit potential expenses. ie. Shared hotel room
3. Consideration of the expenses must be included in the request which includes, but not limited to: mileage, accommodations, meal allowance, etc.
4. Meal allowances will be limited to a maximum amount of \$25.00/meal.
5. Alcoholic beverages will not be covered in expenses.
6. If possible, an estimate of the expenses must be presented to the Board for consideration.
7. All expense receipts must be submitted to the treasurer for reimbursement.
8. Only the driver may submit mileage expenses.
9. Mileage must be submitted by odometer readings or google maps. If there are any discrepancies of mileage, the google maps calculation will be used.
10. Mileage will be paid at the rate of \$0.50/km



Paris Figure Skating Club - Policies and Procedures

TITLE/NAME OF POLICY/PROCEDURE: Expenses and Reimbursement

Related By-Law(s):

Related Legislation (if applicable):

Related Procedure:

Document Control:

Implementation	Date: November 17, 2022
Updated	Date:

Policy Purpose:

To ensure the club is fiscally responsible.

Policy Scope:

This policy applies to all board members or coaches that make purchases on behalf of the club. This will also include subcommittee members that are tasked to make purchases on behalf of the club.

Policy Statement:

Board members and coaches need to purchase items for the club's operations. Subcommittee members will purchase specific items tasked to them from the chair of the subcommittee. This policy establishes guidelines to ensure the club can operate with the necessary items, but to ensure the club can financially afford the items. It also ensures that persons who purchase items on behalf of the club are required to submit their expenses in a timely manner and that the club will reimburse any approved purchases in a timely manner. All purchases must either be approved from within the approved board budget or approved by the board. If a budget needs to be amended or a specific item will cost more than originally budgeted, a formal request must be made to the board for approval. If an emergency item needs to be purchased, the officers of the club will approve the purchase and advise the board as soon as possible. The emergency purchase must be able to be justified to the board.

Procedure:

1. Budgets will be set annually by the Board of Directors. Prior to the budget being set, all purchases must be approved by the board, unless they are necessary for the clubs operations ex. Ice rental fees, canskate ribbons, etc.
2. A request for items outside of the approved budget should be made to the board for an expense should include, but not limited to: need for item, cost of item, up to 3 quotes for the item, etc.



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3. All expense receipts must be submitted to the treasurer for reimbursement. Expense receipts must be handed in within 30 days of the purchase. Except at the fiscal year end of March 31, the expense receipts must be handed in by March 31.
4. Receipts must be original from the point of purchase. Handwritten receipts will only be accepted for items that are not purchased at a retailer, but must include the signature of the seller, clearly indicated the item that was purchased and any additional back up (eg. Kijiji ad).
5. Expenses will be reimbursed by club cheque within 30 days of receipts received. Except at year end when the reimbursement will be provided by March 31.
6. Cheques not cashed from a reimbursed cheques will only be re-issued once it is confirmed it has not been cashed and the stop payment on the original cheque has been completed. The cheque will be reimbursed less the stop payment cheque fee of \$20.00.
7. Any item that will be purchased that is greater than \$1,000.00 must attempt to have at least 3 quotes provided to the board for approval.



Paris Figure Skating Club - Policies and Procedures

TITLE/NAME OF POLICY/PROCEDURE: Gift Policy

Related By-Law(s):

Related Legislation (if applicable):

Related Procedure:

Document Control:

Implementation	Date: November 17, 2022
Updated	Date:

Policy Purpose:

To ensure the club is fiscally responsible.

Policy Scope:

This policy applies to coaches, directors, members or members families that need to be recognized for a significant life event.

Policy Statement:

Gifts will be presented to Coaches and Directors for the following reasons:

- a) Death of an immediate family member
- b) Marriage of Coach or Director
- c) Birth of a Child
- d) Hospitalization/Surgery
- e) End of Season Thank You
- f) Other

Gifts will be presented to Members or Members families for the following reasons:

- a) Death of the Member
- b) Death of the parent(s) of the Member
- c) Death of a sibling(s) of the Member
- d) Hospitalization/Surgery of the Member
- e) Other

Club skaters qualifying for a Provincial or National Championship will be considered to receive a financial gift to attend the event. Consideration of amount allotted will include but not limited to, location of event, numbers of skaters qualifying, etc.



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Procedure:

1. The President is to be notified of the reason for the gift. If the gift is to be presented to the President, the Treasurer or Secretary is to be notified.
2. Immediate Family members are defined as spouse, mother, father, mother-in-law, father-in-law and child.
3. Bereavement gifts will be a floral tribute or a donation to the charity of choice of the Coach/Director/Member from the obituary in the amount to a maximum amount of \$25.00 along with a card of condolences on behalf of the Club. If no charity of choice is noted, the board will determine a suitable charity.
4. If a gift is requested under the reason of 'other', the reason and information must be presented to the Board for approval.
5. Any other reason for the gift, besides bereavement, will be to a maximum amount of \$50.00. If requested of greater value, it must be approved by the Board.



Paris Figure Skating Club - Policies and Procedures

TITLE/NAME OF POLICY/PROCEDURE: Use of Paris Figure Skating Club Logo

Related By-Law(s):

Related Legislation (if applicable):

Related Procedure:

Document Control:

Implementation	Date: November 17, 2022
Updated	Date:

Policy Purpose:

To ensure the club logo is only used as approved to represent the club.

Policy Scope:

The board has authority for use of the logo, to ensure it is used in a positive manner representing the club.

Policy Statement:

That the Paris Figure Skating Club and Paris Symmetry logos are only to be used with permission from the board of directors.

The logos cannot be altered in any way.

The directors will have full use of the club logos to meet the requirements of club activities.

The club logos are only to be used for club related activities.

Procedure:

For use of the logo a request must be made in writing to the board of directors. The board will then approve or deny the request.