

Club & Skating School Operations Guide

Administrator Management

Administrator

A club administrator performs the administrative functions at the club; this includes tasks related to registration, test days, and invoicing. A club administrator can be a paid employee of the club and is not necessarily a Skate Canada registrant.

Administrative Access to The Membership Site

Clubs and skating schools can determine who has administrative access to the Membership Site for their organization. Current administrators can grant administrative access to additional individuals by logging into the Membership Site, clicking on Org Management > Organization Administrative Access. Should no individual have administrative access to the Membership Site, please contact info@skatecanada.ca.

Registration

Skate Canada's registration year begins on September 1 and runs until August 31. All registration related tasks are performed via the Membership Site. The Skate Canada Membership Site begins accepting registrations for the upcoming year approximately one to two weeks prior to the start of the new registration year. Clubs and skating schools will be notified by e-mail of the exact date that registration opens.

Organization Registration

Clubs and skating schools must register their organizations annually through the Membership Site by clicking on Org Management > Organization Membership.

Enrolling Registrants

Clubs and skating schools must register their skaters, officials, board members and on-ice volunteers annually through the Membership Site by clicking on Org Management > Enroll Registrants.

Administrators can also confirm and download registrations for any given year on the Completed Registrations page by following the on-screen instructions.

Home Organization Transfers

A registrant may change his/her home organization after having enrolled with a club or skating school for the current registration year, subject to the provisions of the **Skate Canada Home Organization Policy**.

All transfer requests can be made to the Member Services Department either by email at info@skatecanada.ca or by toll-free fax to 1.877.211.2372.

Please e-mail the following information for each registrant to info@skatecanada.ca:

- Full name
- Skate Canada number
- Previous and new home club or skating school

Skater Program Affiliation

It is important that Skate Canada has up-to-date information on the program affiliation of all registrants. This information is essential to our sport in many different ways:

- Through participation rates, we can monitor the effectiveness of our programs
- To help Sections complete funding grant applications

Once individuals are registered, their program affiliations should be reported to Skate Canada through the Membership Site by clicking on Org Management > Completed Registrations.

Collection and Privacy of Registrant/Coach Information

Skate Canada understands that privacy is important and we are committed to delivering quality services to everyone by improving and strengthening our privacy program in order to remain a leader in the sports world.

We have updated our Privacy Policy and developed a Notice of Collection Statement that is to be implemented for the **2017-2018** registration year. The policy describes the way that Skate Canada preserves the privacy of all registrants, coaches, officials, volunteers, employees and any other confidential business information by outlining the obligations and procedures for dealing with personal, privileged and/or confidential information.

For transparency and openness with our registrants, members, and all other stakeholders, a notice of collection must be present wherever private information is collected. The statement reflects existing data sharing practices between clubs, schools, and Skate Canada.

Actions Required:

- **Step 1:**

All Skate Canada club board members, skating school administrators, coaches, volunteers and anyone else who is granted access to personal, privileged, and/or confidential information must review and sign the Skate Canada Privacy Policy. All signed policies must be kept at your skating clubs and skating schools as there is no need to forward to the Ottawa Service Centre.

To review and sign the policy: [Privacy Policy](#)

- **Step 2:**

All Skate Canada clubs and skating schools must include the **Notice of Collection Statement** (Appendix A of the Privacy Policy) to their paper or electronic registration forms (including event registration forms) prior to the **2017-2018** registration season.

For more information or questions regarding the Skate Canada Privacy Policy, please contact safesport@skatecanada.ca.

Registration Fees

Club and skating school fees are listed in the Membership Site at point of registration.

Re:Sound and SOCAN Information

Re:Sound and SOCAN are separate organizations that represent different stakeholders in the music recording industry.

- Re:Sound is the Canadian not-for-profit music licensing company dedicated to obtaining fair compensation for artists and record companies for their performance rights.
- SOCAN (the Society of Composers, Authors and Music Publishers of Canada) is a not-for-profit organization that represents the Canadian performing rights of millions of Canadian and international music creators and publishers.

All Skate Canada clubs and skating schools are required to pay an annual fee at time of registration to Skate Canada that is then remitted to each of the above organizations. This fee covers regular club sessions throughout the registration year.

Additionally, clubs and skating schools must remit fees directly to Re:Sound and SOCAN if they have held additional events during a particular year.

- Re:Sound: remittance is required for all ice shows and competitions. Information on Re:Sound tariffs can be found [here](#) with tariff 5E applying to ice shows and tariff 5H applying to competitions. If your club or skating school hosts an ice show or competition, please complete the online submission [here](#). If your club or skating school is hosting an ice show, and would like to use the previously provided form, please contact Re:Sound at info@resound.ca. Please note that for ice shows the annual fee is \$ 61.85, regardless of how many shows you do in a year. Please ensure that Re:Sound is

aware that you are a Skate Canada sanctioned skating club or school to get this preferred rate.

- SOCAN: remittance is required for all ice shows and competitions. To remit, please refer to the [SOCAN web page outlining tariffs](#) when submitting payment for ice shows and competitions. Ice shows are governed by tariff 11A and competitions by tariff 9.

Reporting Your Organization's Groups

Board of Directors

Once board members are registered, they should be reported to Skate Canada through the Membership Site by clicking on Org Management > Group Management.

Synchro Teams

Synchro teams must be reported to Skate Canada through the Membership Site by clicking on Org Management > Group Management.

Please report only the following information:

- skaters (must be current registrants)
- primary contact of the team (team manager)
- skating category

Insurance Information

Participant Accident Insurance

Skate Canada registrants who are enrolled in the registration year in which they are participating in a Skate Canada program are covered by participant accident insurance. All club board members and on-ice volunteers are also covered by this insurance as long as they register with Skate Canada. Off-ice volunteers do not have to register and are covered by this insurance as long as they do not step on the ice.

Liability Insurance

Only clubs and skating schools that are registered and operate in accordance with Skate Canada rules, that offer only Skate Canada programs and that register all participants (if applicable) are covered by liability insurance.

Important note: Club board members and skating school administrators could be held personally liable should an incident occur if their club or skating school is operating a Skate Canada program with unregistered participants/coaches on the ice. It is the responsibility of the club board and skating school administrators to ensure that all professional coaches are

in good standing prior to stepping on the ice. It should also be verified that all registrants have been enrolled with Skate Canada before taking part in any Skate Canada programs offered on club or skating school ice.

Optional Insurance

In addition to mandatory purchasing of liability insurance, Skate Canada clubs and skating school may choose to purchase additional coverage for items not covered by liability insurance. Appropriate links can be found within the Membership Site through Org Management > Insurance Management. Note that different provinces have different additional insurance options:

- **British Columbia**
- **Manitoba**
- **Quebec**
- **All other provinces**

Insurance FAQs

For answers to frequently asked general insurance questions that are not addressed above, please see our [Insurance and Safe Sport FAQ](#).

Reporting an Incident

To report any incident to Skate Canada that involves the health and/or safety of program participants, please access the form through the Membership Site.

Test Information and Submission

Accessing Registrant's Test Records

Club or school administrators may view personal achievements (e.g., skater test records) for currently enrolled Skate Canada registrants via the Membership Site's Or Management > Completed Registrations page by following the on-screen instructions.

Submitting Test Results

Assessment Coordinators (i.e., Test chairs) who have administrative access can submit test results online through the Membership Site by clicking on Org Management > Submit Skating Test Results. Test results submitted online can be paid by credit card at time of submission or by cheque following the submission. **Please do not submit the paper test summary sheets for tests that are submitted online as doing so will result in duplicate records and invoices.** If the cheque option was chosen for test results submitted online, please only send the cheque and make reference to the online submission.

Clubs and skating schools that choose not to submit test results online may continue to submit paper Test Summary Sheets to Skate Canada along with a club or skating school cheque for total fees. Test Summary sheets and test codes can be downloaded through the Membership Site'd Org Management > Submit Skating Test Results.

Note that tests requiring additional fees (e.g., challenge tests), or tests taken by coaches, cannot be submitted through the online test entry tool. For these tests, please submit paper test summary sheets by mail.

Test Fee Information

Test fee information can be found on the Membership Site through Org Management > Submit Skating Test Results or in the [STAR Assessments and STARSkate Tests](#) rules.

Invoicing

Invoices are sent electronically to clubs and skating schools on a monthly basis for all registrations completed within the previous month.

Club and skating schools can review the registrants associated with each invoice, once received, through the Membership Site by clicking on Org Management > Registrant Listings by Invoice.

Refund Policy

The Refund Policy can be found on the Membership Site.

Coaches

Coaches must be registered and in good standing in order to instruct Skate Canada club or skating school programming. Details can be found in the [Professional Coach Membership Procedure](#).

Clubs and skating schools must confirm whether a coach is registered in good standing through the Membership Site's coach directory found under Coach Eligibility.

Coaches Who Wish to Compete

In order for a registered coach to compete, he/she must also be enrolled as a registrant with Skate Canada through a club or skating school as per [Competitions](#) rule.

Note that a registered Skate Canada Professional Coach is eligible to skate and try Skate Canada tests without having to register as a registrant.

Clubs and skating schools can request to have a coach added to their list of available registrants by contacting info@skatecanada.ca.

Coaches Who Wish to Serve on a Club's Board of Directors

In order for a registered coach to serve on a club board, he/she does NOT need to be enrolled as a registrant with Skate Canada.

Note that ALL club board members must be reported to Skate Canada (see Reporting Your Organization's Groups).

Coaches Who Wish to Officiate

In order for a registered coach to officiate, he/she does NOT need to be enrolled as a registrant with Skate Canada.

Purchasing Skate Canada Program Material

Program material can be purchased through the online store within the Membership Site. Access to the online store is available to coaches and club/skating school administrators. Payment options are listed within the online store.

Questions regarding orders can be directed to onlinestore@skatecanada.ca or 1-888-747-2372 (select the "online store orders" option when prompted).