

# CLUB & SKATING SCHOOL OPERATIONS GUIDE



## Administrator Management

### **Administrator**

A Club/Skating School Administrator performs the administrative functions at the Club; this includes tasks related to registration, assessment days, and invoicing. A Club/Skating School Administrator can be a paid employee of the Club/Skating School or a volunteer.

### **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](mailto:info@skatecanada.ca).

## Registration

Skate Canada's registration year begins on September 1st and runs until August 31st. All registration related tasks are performed via the Membership Site. The Skate Canada Membership Site begins accepting registration 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 email 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, program assistants and on-ice aides annually through the Membership Site by clicking on Org Management > Enroll Registrants. To enrol these registrants with Skate Canada, they must be added to all applicable activity lists. Registration will only be submitted once per registration year when using the same registrant Skate Canada number. When a skater changes between activities throughout the season, they must be added to a new activity list.

The following are the available activity lists, which includes a brief description:

**Board of Directors:** for all Club officers, directors and committee members.

**On-Ice Aide:** an individual who assists adaptive skaters on-ice.

**Program Assistants:** for registrants who have completed program assistant training to assist with on-ice delivery of Skate Canada programming.

**Officials:** for registrants who judge/evaluate assessment days and competitions.

**CanPowerSkate:** for registrants who are enrolled in the CanPowerSkate program.

**CanSkate:** for registrants who are enrolled in the CanSkate learn-to-skate program.

**Competitive Skate:** for registrants who compete in qualifying events.

**STARSkate:** for registrants who are enrolled in the STAR 1-5 Program or the STAR Club/Skating School programming. These skaters may participate in non-qualifying events such as Club and Invitational competitions.

**Synchronized Skating:** for registrants who are enrolled on a synchronized skating team.

**Event Volunteers:** for registrants who volunteer at competitions such as Data Specialists, Music Players, Announcers, Data Input Operators, Video Replay Operators, etc.

### ***Competitor Identification***

Registrants must be affiliated with any of the following activities to be able to register for any competition sanctioned by Skate Canada or under the authority of a Section as an individual competitor:

- STARSkate
- Competitive
- Adult
- Special Olympic

If a CanSkater or CanPowerSkater progresses up to any of these programs within a season, they must be added to an activity list affiliated with one of these Programs. Instructions for completing this are on-screen in the Membership Site at Org Management > Enroll Registrants.

### ***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 by email to [info@skatecanada.ca](mailto:info@skatecanada.ca).

Please include the following information for each registration:

- Full name
- Skate Canada Number
- Previous and new home Club or Skating School

## ***Collection and Privacy of Registration/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.

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 the Skate Canada Privacy Policy.

To review [Privacy Policy](#):

- **Step 2:**

All Skate Canada Clubs and Skating Schools must include the **Notice of Collection Statement** (Appendix of the Privacy Policy) to their paper or electronic registration forms (including event registration forms). The notice of collection must be submitted to the Club and/or Skating School as part of the registration process.

For more information or questions regarding the Skate Canada Privacy Code, please contact [safesport@skatecanada.ca](mailto: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***

**Entandem** is a joint venture between **Re:Sound** and **SOCAN**, created to simplify the music licensing process.

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.

Skate Canada has negotiated reduced rates for all Skate Canada Clubs and Skating Schools for music use during regular sessions. Clubs and Schools are invoiced directly by Skate Canada through annual registration, which Skate Canada remits to each of these organizations. Clubs and Skating School fees are listed in the Membership Site at point of registration.

Additionally, Clubs and Skating Schools must remit fees directly to **Entandem** through their website at <https://www.entandemlicensing.com/> for any additional events, such as ice shows and/or competitions. All inquiries should be forwarded to Entandem directly at [info@entandemlicensing.com](mailto:info@entandemlicensing.com) or by phone 1.866.944.6223.

## **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.

All report club board members will receive Skate Canada communications, unless they have individually selected to unsubscribe.

### ***Competition Teams***

All teams intending on competing at domestic competitions sanctioned by Skate Canada or under the authority of a Section must first be reported to Skate Canada through the Membership Site by clicking on Org Management > Competitor Management. All types of teams must be identified:

- Synchronized Skating Teams
- Ice Dance Teams
- Pair Teams
- Element Teams
- Showcase Groups
- Showcase Production

## **Insurance Information**

### ***Injury Benefit***

Skate Canada registrants who are enrolled in the registration year in which they are participating in a Skate Canada program are covered by an injury benefit. All Club board members and on-ice volunteers are also covered by this injury benefit as long as they register with Skate Canada. Off-ice volunteers do not have to register and are covered by this injury benefit 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 occurs if their Club or Skating School is operating a Skate 4

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 Schools 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 additions 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 Guide](#).

### ***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.

## **Assessment Information and Submission**

### ***Accessing Registrant's Assessment Records***

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

### ***Submitting Assessment Results***

Assessment Coordinators who have administrative access can submit assessment results online through the Membership Site by clicking on Org Management > Submit Assessment Results. Assessment 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 assessment summary sheets for assessments that are submitted online as doing so will result in duplicate records and invoices.** If the cheque option was chosen for assessment results submitted online, please only send the cheque with the Club/Skating School name, Club/Skating School number and reference to the online submission.

Clubs and Skating Schools that choose not to submit assessment results online may continue to submit paper Assessment Summary Sheets to Skate Canada along with a Club or Skating School cheque for total fees. Assessment Summary sheets and assessment codes can be

downloaded through the Membership Site's Org Management > Submit Assessment Results.

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

### **Assessment Fee Information**

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

## **Invoicing**

Invoices are sent electronically to Clubs and Skating Schools monthly for all registrations completed within the previous month. Invoices are sent to the email address provided under Org Management > Organizational Information > Billing Email.

All invoices are due upon receipt. Payment can be made by cheque to the following address: Skate Canada 261-1200 St. Laurent Blvd, Box 15, Ottawa, Ontario K1K 3B8 or by direct billing through the following financial institutions: Desjardins, RBC, CIBC, BMO, Credit Union, National Bank or ScotiaBank. List the bill payee as Skate Canada and use your Club/Skating School number for the account number.

Club and Skating Schools can review the registrants associated with each invoice, once received, through the Membership Site by clicking on Org Management > Registration 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 [Competition](#) rule.

Note that a registered Skate Canada Professional Coach is eligible to skate and try Skate Canada assessments 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](mailto: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 Group).

### ***Coaches Who Wish to Officiate***

In order for a registered coach to officiate at any STAR or higher non-qualifying and/or qualifying competition, he/she does need to be a current registrant with Skate Canada. Coaches who also officiate may request to register as an official through their Coach Dashboard> Register as an Official at no additional cost.

### **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](mailto:onlinestore@skatecanada.ca) or 1-888-747-2372 (select the "online store orders" option when prompted).