



CODE OF CONDUCT

Purpose

The purpose of this Code of Conduct is to establish clear expectations for respectful, safe, and ethical behaviour within the Club. It is intended to promote a positive and inclusive environment for all participants, including skaters, coaches, volunteers, officials, board members, and families, both on and off the ice. This Code supports the Club's commitment to integrity, sportsmanship, and the well-being of its members by outlining standards of conduct and accountability, and by providing a framework for addressing concerns in a fair and consistent manner.

Scope

This Code applies to all individuals involved with the Club, including:

- Skaters
- Coaches and program assistants
- Parents/guardians and family members
- Board members and volunteers
- Officials and contractors

It applies to conduct:

- At all Club activities (on-ice and off-ice)
- At competitions, events, and travel
- In communications (email, text, social media) related to the Club

Guiding Principles

All participants are expected to uphold:

- **Respect** – Treat all individuals with dignity and courtesy
- **Integrity** – Act honestly and ethically
- **Sportsmanship** – Demonstrate fairness, encouragement, and professionalism
- **Safety** – Prioritize physical and emotional well-being
- **Inclusivity** – Foster an environment free from discrimination, harassment, or bullying



All individuals to whom this Policy applies have a responsibility to:

1. Conduct themselves in a manner that is of the highest standards, follows Skate Canada's mission, vision, core values and policies and behave accordingly by:
 - a. Treating all people with respect, dignity, and fairness;
 - b. Promoting and demonstrating a spirit of fair play, sport leadership and ethical conduct;
 - c. Acting on the belief that an individual as a person is more important than their success or my success
 - d. Acting professionally during all interactions in and surrounding Skate Canada activities;
 - e. Using positive discipline that includes setting fair rules, listening, problem-solving, encouraging, and being a good example. Never using harmful methods such as but not limited to hitting, name-calling, yelling, or using insults, intimidation, or rejection;
 - f. Always acting in a kind, courteous and judicious manner and never engaging in any exploitative, abusive or corrupt behaviour;
 - g. Using electronic communications, e.g., social media and messaging platforms responsibly, modelling appropriate behaviour that is expected of all individuals of Skate Canada. Examples include, but are not limited to:
 - i. Ensure comments may not be interpreted as slurs, demeaning or inflammatory, etc.;
 - ii. Refrain from uploading, posting, emailing, or otherwise transmitting any content that is offensive, obscene, unlawful, threatening, abusive, harassing, discriminatory, embarrassing, intimidating, sexually explicit, bullying, defamatory, hateful, racist, sexist, invasive of another's privacy or otherwise objectionable / inappropriate;
 - iii. Athletes are not to post any photos of coaches or athletes without the consent of the athlete or coach
 - iv. No social media accounts are to be created under the Moore Skating Club name unless by the club itself;
 - h. Supporting an equitable, diverse and inclusive sport for all, regardless of race, ancestry, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender;
 - i. Agreeing to advocate, respect and practice the principles of the Skate Canada National Safe Sport Program, including return to skate protocols in the case of injury or concussion;

Skaters/Athletes

In addition to the commitment as outlined above for an individual, skaters/athletes will have additional responsibilities to:



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1. Remember at all times that they represent Skate Canada, Skate Ontario, and Moore Skating Club;
2. All athletes in the program (Power Skaters and Figure Skaters), regardless of level or experience are expected to demonstrate a positive and respectful attitude towards coaches, athletes, and anyone in the facility;
3. Report any medical or fitness problems in a timely fashion;
4. Act in accordance with Skate Canada's policies and procedures, in particular, this Code, as well as the Privacy Code, Anti-Doping Policy, and National Safe Sport Program and policies thereunder;
5. All skaters will respect all Moore Sports Complex policies;
6. Foul language will not be permitted on any session or at any Moore Skating Club event;
7. All athletes are part of the Moore Skating Club team and are expected to encourage all other athletes and support one another and shall have no negative chants, mocking of other athletes or speaking rudely of other clubs;

Parents/Guardians

Parents/Guardians are valuable members of the skater/coach team. In addition to the commitment as outlined above for an individual, Parents/Guardians of skaters will:

1. Encourage athletes to play by the rules and to resolve conflicts without resorting to hostility or violence;
2. Never ridicule a participant for making a mistake during a performance or practice;
3. Provide positive comments that motivate and encourage participants continued effort;
4. Respect the decisions and judgments of officials, and encourage skaters/athletes to do the same;
5. Respect and show appreciation to all competitors, and to the coaches, officials and other volunteers who give their time to the sport;
6. All Parents will respect all Moore Sports Complex policies;

Reporting Concerns

Any individual who experiences or witnesses behaviour that may violate this Code is encouraged to report it.

Concerns may be reported to:



- The Club President or other board member
- A coach (if appropriate)

Reports should include:

- A description of the incident
- Date, time, and location
- Individuals involved
- Any witnesses (if applicable)

Reports should be made as soon as reasonably possible.

Complaint Review And Resolution Process

The Club is committed to addressing concerns in a fair, timely, and impartial manner, acknowledging that each case is unique and will require the boards discretion on how best to handle the complaint. These guidelines should be treated as exactly that, guidelines, and the board has wide discretion on how to handle each unique situation throughout the process.

The MSC Conflict of Interest Policy applies to any complaint and investigation.

1. Acknowledgement

The Club will acknowledge receipt of the concern within a reasonable timeframe, indicating they have received the complaint and will follow the procedures outlined in this policy.

2. Preliminary Review

The Board or designated individual will review the concern to determine:

- Whether it falls under this Code
- The appropriate process for handling it

3. Information Gathering

Relevant information may be collected, including:

- Statements from involved parties
- Witness accounts
- Supporting documentation

4. Assessment

The matter will be assessed objectively, considering:

- The nature and severity of the conduct
- Any prior incidents
- Applicable policies



5. Outcome and Decision

A decision will be made and communicated to relevant parties.

Possible Outcomes:

Depending on the nature and severity of the conduct, outcomes may include:

- a. Verbal or written warning
- b. Required education or training
- c. Mediation between parties
- d. Temporary suspension from Club activities
- e. Removal from a role (e.g., volunteer or board position)
- f. Termination of membership (in serious cases)

The decision of the Board of Directors is final.

6. Confidentiality

- a. All concerns will be handled with discretion.
- b. Information will only be shared as necessary to resolve the issue.
- c. **Please note, the complainant may not be notified of the final actions taken by the board due to confidentiality, especially as it relates to minors.**

7. Non-retaliation clause

- a. Moore Skating Club (MSC) is committed to maintaining a safe, respectful, and transparent environment in which individuals may raise concerns without fear of negative consequences.
- b. No individual who, in good faith, raises a concern, files a complaint, participates in an investigation, or provides information in connection with a Code of Conduct matter shall be subject to retaliation, reprisal, intimidation, harassment, or adverse treatment of any kind by any member, coach, volunteer, official, employee, contractor, or representative of MSC.
- c. Retaliation includes, but is not limited to:
 - unfair treatment or exclusion from programs or activities
 - intimidation, harassment, or bullying
 - verbal or written abuse
 - threats, direct or indirect
 - denial of services or opportunities otherwise available
 - any action intended to discourage or punish participation in the complaint process



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- d. Any allegation of retaliation will be treated as a separate and serious breach of MSC policy and may result in disciplinary action under the MSC Dispute Resolution Policy, up to and including removal from involvement with the Club.
- e. This protection applies regardless of the outcome of the original complaint, provided the complaint or participation was made in good faith. Complaints found to be malicious, knowingly false, or made in bad faith may be addressed under MSC disciplinary procedures.

Related Documents & Policies

Skate Canada Code of Ethics: <https://skatecanada.ca/wp-content/uploads/2024/11/Code-of-Ethics.pdf>