

## **BAY COUNTRY FIGURE SKATING CLUB 2015/2016**

### **CLUB PHILOSOPHY AND POLICIES GOVERNING PROFESSIONAL COACHING CONDUCT AND THE CONDUCT OF ALL ATHLETES, MEMBERS AND PARENTS**

**1.0 Athlete Safety and Welfare.** It is the responsibility of each athlete, coach, member and parent associated with our Club to act in positive and respectful ways to enhance the health and well-being and increase the sport performance skills of all athletes participating in our program. We are committed to providing a safe participation environment, being fair, open and honest in our relationships with each other, acting ethically and modeling exemplary sportsmanlike conduct. The purpose of this policy is to clearly state our beliefs and expectations with regard to the instructional environment we intend to create for children and athletes who are members of our Club.

**2.0 Respect for and Confidence in Our Members, Coaches, and Volunteers.** Nothing in this policy should assume anything but the fact that, generally, we hold coaches and the coaching profession in the highest possible esteem. The coach's energy, motivational gifts and expert sports instruction provided to our athletes is highly valued, admired and appreciated. The Club also appreciates the efforts of members and other volunteers who devote countless hours and dedication to the success of our program.

**3.0 Statement of Expectations.** We recognize that the sports culture too often wrongly tolerates or justifies abusive behavior in the name of developing competitive toughness. We also realize that the pressures of wanting to achieve excellence sometimes cloud good judgment and that not all coaches and others working in our program have the same training and experience as professional educators of children and young adults. Thus, it is important to clearly state the Club's expectations as to what constitutes a safe and positive environment.

**3.1 Club Code of Conduct.** All Club athletes, coaches, members and parents are also required to sign the Club Coach, Athlete, Member, and Parent Code of Conduct Agreement (see Appendix A) as a condition of club affiliation. The Agreement requires the signatory to acknowledge: reading and understanding this policy, "Club Philosophy and Policies Governing Professional Coaching Conduct and the Conduct of All Athletes, Members, and Parents"; obligations under state laws related to child welfare and protection; the obligation to report any violation of these policies to the club president whether committed by the signatory or by any other coach, employee, volunteer or athlete member of the Club; and the possibility of sanctions if these policies are violated.

**3.2 Zero Tolerance.** Any individual breaking club code of conducts or Safe Sport policies in Club activities shall not be tolerated. If observed, parents, athletes and volunteers shall immediately act to ask the person to stop such behavior and report such behavior to their respective supervisors or the Safe Sport Compliance Officer (SSCO).

**3.3 Personal Conduct and Responsibility.** Athletes, coaches, members, and parents are to conduct their business so as not to bring discredit to themselves or to the Club. The following guidelines for personal conduct, while not all-inclusive, have been established:

Act with good judgment, discretion, and integrity;

- Represent the Club with dedication, enthusiasm, and loyalty;
- Treat all persons with courtesy, friendliness, and respect for their personal dignity;
- Do not discriminate against any individual by reason of race, gender, creed, color, national origin, age, handicap, sexual orientation, gender identity or gender expression;
- Comply with US Figure Skating governing body rules and state and federal laws;
- In the event of a conflict or disagreement with another Club athlete, coach, member, parent or volunteer, professionally resolve such conflict in a meeting with the other person;
- Any situation that cannot be comfortably handled by the coach or that may have Club ramifications (i.e. fan behavior, inappropriate parental interference, etc.) should be brought to the attention of the SafeSport Compliance Officer;
- Be responsive to requests for interviews from media but refer matters related to Club policy to the Club president; and
- Do not text message, tweet, email, telephone, or otherwise socially engage individual athletes (i.e., Facebook friends, etc.). Text and email messages related to official club business such as changes in practice and competition times or locations, or travel plans, etc. are permitted.
- Whenever possible, all Club business should be conducted through parents or if emailing all training groups or team members, such advisories should be copied to parents.

Ethical conflicts should be avoided.

**4.0 Zero Tolerance of the following Club Safe Sport Policies:** The club has established the following Safe Sport Guidelines that must be adhered to by athletes, coaches, staff members, volunteers or parents. The Club is committed to the preservation of civil rights and a safe and non-threatening environment. Athletes should only be asked to engage in activities that are constructive, educational, inspirational, and contributory to intellectual and personal development. All coaches, members, parents and volunteers shall be obligated to report any situation that endangers the health and safety of athletes, employees, volunteers, or other spectators/attendees of Club events to the SafeSport Compliance Officer and act to immediately stop the activity until a safe environment can be restored.

**4.1 Sexual Harassment definition.** Sexual harassment is unwanted and often persistent sexual attention and any other behavior with sexual overtones that creates a hostile work or training environment. Verbal harassment may be directed toward an individual or be comments about an individual that are intended to be or actually are overheard. Specifically, sexual harassment may include written or verbal abuse or threats with sexual overtones, physical contact, sexually graphic literature, sexual advances, demands for sexual favors, sexually oriented comments, jokes, lewd comments or sexual innuendoes, taunts about body, dress, marital status or sexuality, singling out members of one sex or those with a particular sexual orientation for ridicule or devaluing athletic performance or self-respect, sexual or homophobic graffiti, practical jokes based on sex, intimidating sexual remarks, invitations or familiarity, dismissing the contributions of members of one sex or sexual orientation in meetings or training sessions, or other condescending or patronizing behavior, physical contact such as fondling, pinching or kissing, sex-related vandalism, offensive phone calls or photos, and/or bullying on the basis of sex. Sexual harassment also includes all forms of sexual violence such as sexual assault, sexual battery, rape and sexual coercion, which will be referred to authorities as criminal matters. Individuals engaging in sexual harassment shall be subject to immediate termination or association with the Club.

**4.2 “Hazing” Definition.** “Hazing” and inappropriate team initiation or bonding activities are defined as any actions, whether physical, verbal, mental, emotional or psychological, which subject another person, voluntarily or involuntarily, to any outcome that has the intended or unintended effect of abusing, mistreating, degrading, humiliating, harassing, or intimidating the person, or which may in any fashion compromise the inherent dignity of the person, for the purpose of association with, or induction to, a particular group or team or to control someone younger, weaker or with less power with the intent of harm.

Following are examples of, but not limited to, prohibited actions and behaviors constituting hazing, initiation rituals or physical punishment. Forcing, requiring or pressuring an individual to engage, endure or participate in any of the following activities:

- Consumption of alcohol or other drugs
- Tampering with or damaging property
- Dietary restrictions of any kind unrelated to healthy nutrition
- any type of physically abusive exercise unrelated to normal training
- Assigned or endorsed pranks, such as borrowing or stealing items, painting property or objects, or harassing other individuals or groups
- Subjecting a member to cruel and unusual psychological conditions
- Morally degrading or humiliating games or activities
- Verbal or cruel harassment, including yelling and screaming
- Activities that promote or encourage the violation of state laws or Club policies
- Deception or threat contrived to convince the new member that he/she will not be permitted to join
- Mentally abusive or demeaning behavior

**4.3 Bullying Definition.** Bullying is the use of coercion to obtain control over another person or to be habitually cruel to another person. Bullying involves an intentional, persistent or repeated pattern of committing or willfully tolerating physical and non-physical behaviors that are intended to cause fear, humiliation, or physical harm in an attempt to socially exclude, diminish, or isolate another person. Bullying can occur through written, verbal or electronically transmitted expression or by means of a physical act or gesture. Bullying behavior is prohibited in any manner in connection with all U.S. Figure Skating sanctioned activities and events.

Following are examples of, but not limited to, prohibited actions and behaviors constituting bullying:

- physical behaviors, such as punching, kicking or choking an athlete;
- name-calling, teasing, socially spreading rumors
- purposely leaving people out of groups by telling them or others they are unwanted
- breaking up friendships by threatening others or spreading rumors about a friend

**4.3.1 Cyberbullying Prohibited.** Using the Internet, email, texting, mobile phones, social media or other digital technologies to do harm to others is bullying and also prohibited.

**4.4 Harassment Definition.** Harassment includes any pattern of physical and/or non-physical behaviors that (a) are intended to cause fear, humiliation, or annoyance, (b) offend or degrade, (c) create a hostile environment, or (d) reflect discriminatory bias in an attempt to establish dominance, superiority, or power over an individual participant or group based on gender, race, ethnicity, culture, religion, sexual orientation, gender expression, or mental or physical disability. Harassment also includes creation of an environment through behavior or course of conduct that is insulting, intimidating, humiliating, demeaning or offensive. Harassment usually occurs when one person engages in abusive behavior or asserts unwarranted power or authority over another, whether intended or not. It includes, for example, name-calling, taunts, threats, belittling, unwelcome advances and requests for sexual acts, as well as undue threats to perform or succeed. Harassment includes child abuse.

**4.5 Policy for Locker Rooms, Shower Rooms and Toilet Areas.**

- All locker rooms will be monitored by the current Safesport Compliance Officer (SSCO).
- The Club will always evaluate the age range of the skaters and group the locker rooms according to age.
- The Club will provide one Co-Ed location, for all skaters that do not have a costume change. This area will be supervised with 2 adults, and the adults will make sure that there is no changing in this area. This area will be monitored 30 minutes prior to the event when skaters are called to the locker rooms and remain there until all skaters have cleared that area.

- Locker Rooms will be provided for all skaters that require a costume change. These locker rooms will be grouped by ages. Each locker room may require 2 adults to stay in the locker room or in corridor close by at 30 minutes prior to the event and remain there until all skaters have cleared the locker rooms. Changing of costumes/clothes should not be done in front of the door to the locker room. We encourage skaters who are changing to do so in the bathroom, shower area, or behind a wall so that when the door opens they remain private. These locker rooms will require a Female monitor for the girls and a Male monitor for the boys. If no costume changes are necessary, a Female may monitor the boys locker room.
- Each Teenage Locker room (age 13+) will not require an adult to stay in their locker room, however that locker room monitor will remain outside the door and monitor the locker room accordingly, as a hallway monitor. Changing of costumes/clothes should not be done in front of the door to the locker room. We encourage skaters changing to do so in the bathroom, shower area, or behind a wall so that when the door opens they remain private.
- Each Adult Locker Room will not be monitored, however, for safety purposes the hallway monitor is always available for any circumstances.
- Parents not volunteering as a Locker room monitor will not be allowed to be in the locker rooms 30 minutes prior to the event and during the event. We ask that, after the event, the parents give their child at least 20 minutes after the event to change and get their belongings together.
- No food is allowed in the locker room. We do allow bottles of clear water in the locker room.
- No Glitter is allowed in the locker room or on any 'matted' surface that is in the Centre Ice Rink.

**4.6 Confidentiality.** All sexual harassment complaints remain confidential unless such confidentiality affects the ability of the Club to maintain a safe environment. No punitive or retaliatory action will be taken against anyone who submits a sexual harassment or other complaint.

**5.0 Instructional Safety.** The Club shall only register coaches who have the necessary credentials and experience to safely and efficiently teach the skills and strategies included in figure skating and establish practice environments that minimize the potential for physical harm. Coaches are responsible for conforming to the highest levels of athlete care. Coaches are responsible for ensuring that paid or volunteer assistant (Junior) coaches working under their supervision uphold the same instructional standards.

**5.1 Background Checks.** All coaches and Board Members or others working directly with children or young adult participants are required to have criminal background checks as a condition of club affiliation. Any individual convicted of, pleading guilty or no contest to, receiving a deferred sentence for, or currently being charged with any felony, offense involving the use, distribution, or possession of illegal or performance-enhancing drugs or substances, any crime involving sexual misconduct or any criminal offense against a minor shall not be contracted or affiliated with the club.

**5.2 Professional Development.** All coaches shall continue to advance their knowledge related to coaching excellence and safety considerations.

**5.3 Evaluation.** The Club shall have evaluation procedures in place that provide for an annual performance of all coaches.

**5.4 Safety Alerts.** Coaches are required to stay up-to-date on all safety alerts that are publicly announced by equipment manufacturers, sport governing bodies, or any other organization associated with the conduct of their sport. Safety alerts must be brought to the attention of facility operators, parents, athletes and board members as appropriate.

**5.5 Adherence to Physician's Instructions and Proper Actions in the Case of Injury.**

Coaches are obligated to follow the instructions of a medical physician with regard to return to competition or practice following injury, including any restrictions related to training limitations of injured athletes. In the case of injury or suspected injury during practice or competition (i.e., concussion, unusual respiratory distress, etc.) coaches are expected to immediately remove the athlete from practice or competition to seek first aid, medical treatment and/or medical evaluation by a certified professional.

**5.6 Distribution of Fluids, Drugs and Supplements.** Coaches, members and parents are prohibited from dispensing or recommending for the improvement of health or performance, any drug, medication, vitamin, nutritional, or ergogenic aid or other ingestible solid or liquid supplement purported to improve health or performance to any athlete. Further, coaches, members, and parents are prohibited from distributing to any athlete any prescription or over-the-counter medicines, including aspirins, cold medicines, etc. Water should never be withheld from any athlete. Any distribution of such substances or withholding fluids is grounds for immediate termination of employment. Any athlete with a medical problem should be referred to a licensed physician or allied health professional.

**5.7 Acceptable Physical Activities.** Coaches are expected to require that athletes take part in instructional, competitive or conditioning physical activities during practices or contests that are relevant to the sport and meet conditioning and safety guidelines. Such activities should be based on the coach's training, educational background and experience. Any new techniques for which training or certification does not exist, must be prefaced by reasonable external consultation or review by experts and must not impose danger, risk or harm to participants that would normally not be encountered by participation in that sport.

**5.8 Responsibility to Act.** Whenever a coach or member observes a potentially unsafe situation, it is the coach's or member's responsibility to immediately discontinue the activity and restore a safe environment. Situations involving sexual harassment, hazing, bullying or other activities defined under this policy must be immediately addressed.

**5.9 Responding to Athlete Questions.** Coaches are expected to be responsive to respectful athlete questions regarding the purpose and intended impact of training and instructional activities. Athletes should be fully educated about the nature of their sport education experience.

**5.10 Open and Observable Instructional Environments.** Practice, instruction, meeting and competition environments shall (a) be staffed by two adults (i.e., coach and parent, coach and staff, two coaches, etc.), (b) open to observation by parents and (c) be conducted in open and observable environments private, or one-on-one situations, should be avoided unless they are open and observable. Common sense should be used to move a meeting to an open and observable location if the meeting inadvertently begins in private.

**5.11 Travel to Practice and Competition.** Travel arrangements by coaches or parents shall ensure that no coach or parent is traveling alone with a child with the exception of a parent's own child. If commercial transportation services are not being used, coaches or parents providing transportation must be insured, utilize a well-maintained vehicle, possess a valid driver's license for the vehicle being used, comply with all state laws and shall only transport athletes for which the club has on file a permission form permitting travel using private vehicles. Detailed itineraries shall be provided to all parents and athletes for competition travel including contact information for coaches and hotels, a detailed schedule regard departure and return times, and times and locations of competitions. A buddy system shall be used for all activities with no athlete permitted to leave the group alone.

## **6.0 Responsibility for Positive Instructional Environment**

**6.1 Equal Treatment.** Coaches are expected to treat all athletes equally. Coaches are prohibited from socializing with individual athletes, singling out a player through excessive negative interactions, or ignoring individual players as punishment or to communicate disfavor. Coaches should avoid situations in which they are alone with any athlete. Coaches should encourage participation of all athletes and must never devalue any athlete's role on the team, his/her potential for success, or an individual's personal worth. Coaches are prohibited from discriminating against any athlete or group of athletes based on race, religion, age, disability, gender, sexual orientation, gender identity or gender expression.

**6.2 Success and Failure.** It is paramount that coaches recognize that the successes and failures of athletes are a result of multiple factors including athlete skill, collaborative effort and effective training by coaches. Coaches are prohibited from placing the blame for team failure on any one athlete or group of athletes. Coaches should never deflect the responsibility for failure completely away from the coaching staff. Analysis of success and failure should be confined to critiques of skill execution, strategy, consistency of effort and other objective elements of performance.

**6.3 Proper Error Correction.** Coaches are expected to correct inefficient performance of skills and strategies by athletes. Error correction should always be targeted at the actual physical performance or the effectiveness of the decisions made. Coaches shall not use error correction in ways that target personal attributes or characteristics of the athletes including but not limited to such comments as alleging that the athlete is being too weak, too lazy or too fat. Error correction must be free from profanity or personally degrading language.

**7.0 Inappropriate Professional Conduct.** Coaches, staff members, volunteers, or others who have authority over or provide professional services to athletes must exhibit the highest standards of impartiality and professional treatment and are prohibited from engaging in inappropriate conduct with athletes.

**7.1 General Physical Bodily Contact.** Coaches, other staff and volunteers may not have any physical bodily contact with athletes outside of the practice or contest environment. Within the practice or contest environment, coaches may not have any physical bodily contact with athletes except under the following conditions: (1) when the coach asks for permission first to touch an athlete for the purpose of correcting physical form or placing a body part in a correct mechanical position; (2) giving a congratulatory "high five" or pat on the head or back to congratulate an athlete for a good performance; or (3) "spotting" or any protective coaching intended to reduce the risk of practicing or performing a skill that may cause harm with such "spotting" techniques explained to athletes beforehand. In general, if anyone touches an athlete, they should ask the athlete's permission before doing so.

**7.2 Sexual, Intimate, or Romantic Relationships.** Having a sexual, intimate, romantic or similar close personal relationship with individuals over which a person has an instructional or service responsibility, even if a consensual relationship between adults, creates the appearance or actuality of favoritism and special treatment, which is professionally unethical and expressly prohibited.

**7.3 Physical Abuse.** Physical abuse of athletes is expressly prohibited. Physical misconduct means physical contact with a participant that intentionally causes or has the potential to cause the participant to sustain bodily harm or personal injury. Physical misconduct may also include intentionally hitting or threatening to hit an athlete with objects or sports equipment. In addition to physical contact or the threat of physical contact with a participant, physical abuse also includes the providing of alcohol to a participant under the age of 21 and the providing of illegal drugs or non-prescribed medications to any participant. It also includes any act or conduct described as physical abuse or misconduct under federal or state law (e.g., child abuse, child neglect, and assault).

Physical misconduct does not include professionally accepted coaching methods of skill enhancement, physical conditioning, team building, appropriate discipline or improving athlete performance.

Without limiting the above, any act or conduct described as physical abuse or misconduct under applicable federal or state law constitutes physical abuse under this policy. Examples of physical misconduct prohibited by this Policy include, without limitation:

### **7.3.1 Contact offenses:**

- punching, beating, biting, striking, choking or slapping an athlete;
- intentionally hitting an athlete with objects or sporting equipment
- providing alcohol to an athlete under the legal drinking age (under U.S.law);
- providing illegal drugs or non-prescribed medications to any athlete;
- encouraging or permitting an athlete to return to play prematurely or without the clearance of a medical professional, after a serious injury (e.g., concussion);
- prescribing dieting or other weight-control methods (e.g., public weigh-ins, caliper tests for humiliation purposes). For further information please consult the U.S. Figure Skating Policy on Athlete Health and Well-Being

#### 7.3.2 Non-contact offenses

- isolating an athlete in a confined space (e.g., locking an athlete in a small space);
- forcing an athlete to assume a painful stance or position for no athletic purpose (e.g., requiring an athlete to kneel on a harmful surface);
- withholding, recommending against, or denying adequate hydration, nutrition, medical attention or sleep.

**7.4 Emotional or Verbal Abuse.** Coaches and athletes constantly engage in verbal interactions. It is the coach's responsibility to use such interactions for instructional and motivational purposes. Emotional or verbal abuse of athletes is expressly prohibited and can take many forms, such as when a coach: (1) excessively, in comparison to treatment of other athletes, singles out an athlete through negative interactions; (2) uses profanity or degrading language; (3) personalizes error correction; (4) devalues a player's role on the team, potential for success or value as a person; (5) constantly blames the team or groups of players for failures; (6) places athletes under consistent pressure to perform at unrealistically high standards given the athlete's development status; and (7) when a coach isolates a player by ignoring him or her. Coaches must make every effort to avoid such conduct. Coaches should immediately call a halt to any bullying or emotional verbal abuse undertaken by any athlete toward another while in the coach's presence. Coaches should refrain from and disallow their athletes from engaging in verbal discourse that denigrates others.

**8.0 Coach-Athlete Relationships.** Coach-athlete relationships can be extremely powerful. Coaches and athletes spend an inordinate amount of time together in an activity that can be intense and emotional. There is always the danger that the relationship between a coach and an athlete may cross the line from mentor-mentee to one that is based on total control, dependence and/or romance. It is the coach's full responsibility to maintain an appropriate professional teacher/student relationship with each and every athlete regardless of whether the athlete is an adult and can legally consent to entering into a dating, romantic or sexual relationship with the coach. The coach must maintain an unbiased position, demonstrating no appearance or actuality of favoritism toward any one or several athletes.

**8.1 Control and Dependence.** The nature of participating on a sports team demands a certain amount of inter-team dependence and discipline. It is the coaches' responsibility to establish a team environment and ethos that maximizes cooperative effort and performance without compromising basic individual rights. There must be appropriate times in which athletes are free to question and discuss and the coach to respond with explanations. A coach's system of discipline should at all times be reasonable and professional. Care must be taken to avoid creating an atmosphere based on fear, intimidation and total compliance. Such systems of control are antithetical to the learning environment. Team environments should be a balance between positive, nurturing and supportive and highly organized, disciplined and efficient.

**8.2 Romantic, Dating or Sexual Relationships.** A coach may never enter into any romantic, dating or sexual relationship with an athlete while that athlete is participating in our Club program.

**8.3 Social Prohibitions.** Coaches are teachers first and foremost and have a significant responsibility to maintain a mentor-mentee relationship with athletes. Therefore, coaches are prohibited from: (1) engaging in a dependent friendship with any athlete; (2) regularly socializing with an athlete or a group of athletes outside of organized team social activities; and (3) having a romantic, dating or sexual relationship with an athlete.

**8.4 Prohibited Parent Requests.** Parents and athletes should never ask a coach to drive a Club participant home or to any other site after an event. If emergency transportation needs to be arranged, another parent should be contacted. This policy does not prohibit a coach from participating as a driver in normal club group transportation arrangements to and from practice and competition sites. Similarly, parents should avoid inviting coaches to dinners, family gatherings or non-team social events. As much as we like and appreciate our coaches, special treatment and benefits could be perceived by others as buying special treatment for Club participants. However, it is appropriate for coaches to be invited to attend events when the entire club is invited (i.e., weddings, etc.).

**9.0 Possible Sanctions.** The Club has the right to impose the following or other appropriate sanctions on individuals or groups who violate Club policy:

- ❖ Warning
- ❖ Reprimand
- ❖ Probation with or without conditions
- ❖ Requirements for restitution

- ❖ Conditions intended to encourage personal rehabilitation
- ❖ Suspension for a definite period of time or until a determination by the Board is completed
- ❖ Report to police and possible criminal prosecution
- ❖ Termination from affiliation with the Club

The Club reserves the right to enforce immediate sanctions for violation of zero-tolerance policies at the Club's discretion or for the purpose of restoring a safe environment. Coaches or other staff determined to be involved in or who condone such zero-tolerance activities shall be subject to immediate sanctions such as affiliation with the Club pending completion of the complaint process.

**10.0 Grievance-Complaints.** The Club recognizes how difficult it may be for an athlete or parent to report a member or coach offense because of fear of retaliation against the athlete or his/her family or subjecting as athlete to an adversarial or hostile examination process. Similarly, coaches and staff must be assured of notice of allegations, a fair hearing and protection from frivolous complaints. Thus, the following mechanisms have been put in place to establish an appropriate fact-finding and hearing process to be utilized for any complaint.

**10.1 Handling situations that do not involve a written complaint.** If you feel comfortable with your relationship with the person involved, try to sort the situation out directly between yourself and that person. You can also ask to meet with the SSCO to discuss the situation. The SSCO must hold an independent position of acting for and on behalf of the athlete. The athlete shall not be required to confront an alleged abuser.

**10.2 Report to Police.** Alleged criminal conduct, such as Child Physical or sexual abuse, shall be immediately reported to the proper authorities as required by state law.

**10.3 Written Complaint.** Complaints/Grievances must be in writing and detailed rather than generalized in nature (see required Club complaint form – Appendix B). If you are unable to handle the matter it is recommended you file a formal complaint/grievance to the Safesport compliance officer (SSCO) or Club President, this person will serve as your complaint handler. We ask that you do not issue a formal complaint verbally or in a text message as they do not provide enough detail to conduct an investigation. All verbal or text grievance or complaint will be handled on a mediation basis only.

The SSCO or Club President will, wherever practical, within 5 days:

- Contact you to obtain full details concerning your grievance or complaint.
- Speak to all witnesses they believe have enough information relevant to the complaint.

Where the grievance/complaint involves an allegation of a “less serious” nature (e.g. Breach of code of conduct or anything non-criminal) and the main facts are not in dispute the situation will be mediated by the complaint handler and a Board member. If the facts are in dispute by both parties and the grievance handler is unable to determine course of events or action, the matter will be referred to the Board for review.

Where the grievance/complaint involves an allegation of a “more serious” nature, criminal matter or a mediation has taken place and the main facts are not in dispute, the complaint will be recommended appropriate action through the Board. Allegations of criminal matter will be referred to the appropriate authorities. If the facts are in dispute by both parties and the grievance handler is unable to determine course of events, the matter will be referred to the Board for review.

All parties have the right to appeal through the Board.

#### **10.4 Record Keeping**

The grievance handler will keep notes of:

- Interviews with all parties to a grievance/complaint.
- Action taken to resolve the grievance or to refer the matter on.
- Statements and evidence will be kept securely by the handler and retained by the Secretary for a statutory period, under article XI, section 11.3.

**10.5 Prohibition of Retaliation.** There shall be zero tolerance (i.e., immediate termination or affiliation with the Club) for retaliation engaged in by any coach, employee, volunteer or athlete against any person submitting a complaint. This includes any retaliation by friends, parents, or spouse of the person alleged to have engaged in misconduct.

**10.6 Immediate Action to Restore Safe Environment.** If the complaint alleges a dangerous or hostile environment, the Club President, SSCO or any Board Member shall act immediately to restore a safe environment while the complaint process takes place (i.e., temporary suspension of the accused athlete or coach).

**10.7 Confidentiality.** If the athlete, or parent of a minor athlete, reporting harassment or other serious transgression, asks that the reporting athlete's or victim's name not be disclosed to the person accused, all reasonable steps to investigate and respond to the

complaint consistent with the athlete's request shall be taken as long as doing so does not prevent the Club from responding effectively to serious misconduct (i.e., sexual harassment, hazing and preventing harm to others).

10.8 Notice to Person Alleged to Engage in Misconduct. The Club President shall advise the person alleged to have engaged in misconduct, verbally or in writing, that (1) he/she is alleged to have violated Club policy, (2) the specifics of the allegation contained in the complaint form (but not the identity of the person reporting the violation if confidentiality has been requested and can be honored), (3) that the Club complaint process will be followed, including the possible imposition of sanctions and (4) contact with and/or retaliation against the complainant shall not be tolerated, with immediate termination of employment and/or Club affiliation imposed if retaliation does occur. The person alleged to have engaged in misconduct shall also be asked to indicate any witnesses to the situation who should be interviewed.

#### 11.0 Education and Awareness

11.1 Distribution of Policy. A copy of this policy shall be distributed to all board members, coaches, members, and parents. Any questions that may arise during education sessions or raised by coaches or members regarding the purpose of this policy should be addressed to [baycountryfsc@gmail.com](mailto:baycountryfsc@gmail.com) and will be answered promptly.

11.2 Parent Education. The Club President and Board shall conduct an education program for parents at the beginning of each season during its General Membership Meeting, which shall address our policies.

11.3 Athlete Education. Educating athletes about the contents of this policy is a dual responsibility. The Board together with the coaching staff shall be responsible for reviewing this policy at the beginning of each season. Every parent shall also be asked to do this with their child in the home setting.

11.5 Staff Meeting. The Club President shall conduct a meeting of all coaches at the beginning of each season to review this policy. All board members and coaches, along with any volunteers shall be reminded of their duty to report any prohibited or perceived to be unsafe activity or environment and that individuals who have knowledge of prohibited or unsafe activities occurring and who do not report such activity, or who do not cooperate in the fact finding process, or who provide false or misleading information during the fact-finding process, may be subject to sanctions.

**Bay Country Figure Skating Club  
ATHLETE, COACH, MEMBER CODE OF CONDUCT AGREEMENT**

**Athlete/Coach/Member Name (PRINT):** \_\_\_\_\_ **Date:** \_\_\_\_\_

**NOTE: It is a Club requirement and condition of affiliation for all athletes, coaches, members and parent to sign this document.**

**By signing below, I am attesting that:**

**I have read, understand and agree to comply with the “Club Philosophy and Policies Governing Professional Coaching Conduct and the Conduct of All Athletes, Members and Parents”;**

**If I am involved in the coaching, teaching or other programs involving athlete participants, I am obligated to comply with the PSA and USFS Coaching Ethics Code. I have read, understand and agree to comply with these codes;**

**If I am a member or parent of a member, I am obligated to comply with all USFS Code of Conducts. I have read, understand and agree to comply with these codes;**

**I have asked for and received clarification about any policies I did not understand;**

**I understand that failure to comply with any of these policies may result in sanctions or in my termination or my affiliation with the Club;**

**I understand that these policies cannot address every possible situation that presents itself and they do not eliminate the expectation of good judgment and professional behavior at all times; and**

**I understand that I am required to report any violation of these policies to the Safesport Compliance Officer or Club President whether committed by myself or by any other coach, volunteer, athlete, parent or member of the Club.**

**The USFS code of conduct for parents is located at <http://www.usfsa.org/content/BS-codeofconduct.pdf>**

**The USFS code of conduct for athletes is located at**

**<http://www.usfsa.org/content/U.S.%20Figure%20Skating%20Member%20Code%20of%20Conduct.pdf>**

**The PSA coaches code of ethics is located at <https://www.skatepsa.com/Code-Of-Ethics.htm>**

**The PSA coaches tenant of professionalism is located at <http://www.skatepsa.com/Tenets-of-Professionalism.htm>**

\_\_\_\_\_  
**Signature of Athlete (or parent if under 18yrs old), coach, member**

\_\_\_\_\_  
**Date**