



## **Operation Policies**

### **Management Policy**

The Matrix Synchronized Skating Academy is dedicated to teaching the joys and skills of skating to people of all ages. We are committed to ensuring our members have the best skating experience in a professional and fun environment. Matrix Synchronized Skating Academy is not in any way responsible for loss of property, damage, or injuries to persons, including participants while on the premises. Membership will be closed for any teams which become filled. Matrix Synchronized Skating Academy reserves the right to change sessions or ice times at any time during the skating year, and cancel programs where minimum registration levels are not met. Matrix Synchronized Skating Academy is not required to make up lost time or compensate members for closing arenas due to nature.

### **Privacy Policy**

Matrix Synchronized Skating Academy will collect personal information such as names, addresses, email addresses and phone numbers on a voluntary basis through membership, program registration and purchases.

Matrix Synchronized Skating Academy will use this information for the following purposes:

- to enable Skating School's committee and governing body to facilitate business activities, programs, registrations through acts including, but not limited to, completing program and event registrations, and responding to questions;
- to enable Skating School to provide better services and processes to meet the needs of our membership;
- to register your membership with skating school-associated governing bodies that you consent to (i.e. Skate Canada).

In addition, in accordance with Public Health directions, information may be shared concerning COVID-19.

If you have opted in to receive news from Matrix Synchronized Skating Academy, we will contact you via email for the following purposes:

- to communicate information related to the operation and promotion of the club with our members and program participants including, but not limited to, organization details, existing and upcoming event and program information, club communications, event promotion and details, member communications, fundraising and volunteer information;
- to help organize and operate competitions, contests and performances;
- to communicate with prospective members about skating school information and promotions.

Matrix Synchronized Skating Academy does not sell, rent or exchange any of the personal information collected in the manner described above with any third party, except as described herein or as you may otherwise consent. All information gathered by the skating school through your purchases, registrations is kept confidential. We respect your privacy and confidence as a valued member.

Matrix Synchronized Skating Academy may also provide your personal information in good faith when required by law. Matrix Synchronized Skating Academy is committed to the protection of our members' information. Sensitive and personal information is kept secure and strictly confidential. Access to your personal information by the skating school's committee and governing body is limited to a need-to-know basis.

### **Refund Policy**

After the acceptance of skaters positions, no refunds will be issued unless it falls under the Medical Refund Policy below. Requests for refunds must be submitted in writing to [matrixsynchronizedteams@gmail.com](mailto:matrixsynchronizedteams@gmail.com)

**Medical Refund Policy:** Medical refunds are only given in cases of prolonged and/or sustained medical issues that prevent a skater from skating at all. Some examples of this are concussions, fractures, or serious illness. These refunds are not designed for short-term absences. In order to make a request, the skater must miss 15 sessions or 3 weeks. Refunds are considered on a case by case basis.

Requests for medical refunds must be made in writing to the committee ([matrixsynchronizedteams@gmail.com](mailto:matrixsynchronizedteams@gmail.com)) and must be accompanied by a note from a licensed physician that clearly indicates the following in order to be considered:

- how long the skater is required to be absent
- specific reason for absence
- expected date for return to skate

Refunds, if approved, will be issued in the form of a credit to be used towards any Matrix Synchronized Skating Academy's programs or products. If the credits aren't redeemed by the end of the skating season, they will be held until the next season

and applied to the registration fees, unless the skater is graduating, then they will be refunded to the member via EFT, minus any administrative fee.

**Refunds for long-term club closure as a result of COVID-19 or another unforeseen event:** In the case where the skating school has to be closed for a continuous period longer than 14 days, a refund for that period will be provided. The committee will have full discretion on the determination of the amount of the refunds for scenarios that require long-term closure.

For any other situation in regard to COVID-19 or similar scenarios, if the City of Thorold or Skate Ontario implement limitations to the skating season for either short or prolonged periods, an impact assessment (which takes into account ongoing expenses) will be completed by the Committee to determine what, if any, credits/refunds can be provided.

**Note: The Skate Canada fee is non-refundable for any refund or credit. As well, any refunds will include a \$50 administrative fee per family.**

### **Payment Policy**

Matrix Synchronized Skating Academy accepts the following types of payments: Cash, Cheques and E-Transfers. Matrix Synchronized Skating Academy does not accept debit, Visa-Debit, money orders, or credit. Installment payments must be paid by E-Transfer or Cheque. There is a service charge of \$50.00 for all NSF cheques.

Current season runs from August to March.

Installment payments are due as per each team's budgets.

### **Social Media Policy**

We recognize that many of our coaching staff and committee members are actively using social media in their personal lives. It is important to understand that these personal posts can directly or indirectly impact our skaters and Matrix Synchronized Skating Academy brand. As coaches and committee members you are often in the best position to serve as Matrix Synchronized Skating Academy and Skate Canada brand ambassadors.

**We encourage you to actively engage in social media and spread the word about Matrix Synchronized Skating Academy, and have created the following guidelines to reduce any risk to personal, skater and skating school reputation.**

**Be transparent and authentic.** If you are sharing information about Matrix Synchronized Skating Academy or your skater, be sure to tell people you are the

coach or committee member. You can either do this in your profile or when you are sharing information. Why is this important? Many people use social media sources as part of their decision or to form opinions about a skating school. They may weigh a coach's or parent/guardian's comment differently, so it is important to be up front about who you are.

**Use a Disclaimer.** Social media activities are individual interactions and coaches or committee members must not represent or imply that they are expressing the opinion of the Matrix Synchronized Skating Academy. If you publish or share content online related to Matrix Synchronized Skating Academy you should include a disclaimer such as “tweets are my own”.

**Be Considerate.** The same rules that apply to skater or coaches conduct as it relates to Athlete Conduct or Coaches Code of ethics, including our Skating School values, apply to the social world. Communicating publicly in any type of forum – including social media channels – should be done with good judgement and common sense.

**Be positive** - your comments are a reflection of you, our skaters and our Skating School. Before posting any comment, ask yourself would it be OK for my skater, parent/guardian, coach colleague, skating school or member of the skating community to read this? Information spreads quickly and there is no true delete button. Never share anything you wouldn't want the world to know.

**Respect Copyright and Trademark.** Follow the rules of the social media site you are using and be mindful of others in that space. Coaches and committee members are not permitted to use the Matrix Synchronized Skating Academy logos or other trademarks owned by Matrix Synchronized Skating Academy or Skate Canada – unless approved to do so.

## **Records Retention Policy**

### **Purpose**

The purpose of this Records Retention Policy is to ensure that Matrix Synchronized Skating Academy maintains and disposes of records in compliance with legal requirements, operational needs, and best practices. This policy aims to provide clear guidelines on the retention and disposal of records to ensure the efficient and systematic control of information.

### **Application**

This policy applies to all records created, received, and maintained by Matrix Synchronized Skating Academy, including those in electronic and paper formats. It covers all participants, employees, volunteers, coaches, committee members,

contractors, and any other individuals associated with Matrix Synchronized Skating Academy.

## **Definitions**

- **Records:** Any recorded information, regardless of format or medium, created, received, and maintained by the skating school in the course of its operations.
- **Retention Period:** The length of time a record must be kept before it is disposed of.
- **Disposal:** The process of destroying or deleting records that are no longer required to be retained.

## **Records Categories and Retention Periods**

Records will be retained for the periods specified below, after which they will be disposed of securely.

### **Administrative Records**

- Board Meeting Minutes: Permanent
- Bylaws and Policies: Permanent
- General Correspondence: 3 years
- Strategic Plans: 7 years

### **Financial Records**

- Financial Statements: Permanent
- Audit Reports: Permanent
- Tax Returns and Supporting Documents: 7 years
- Bank Statements and Reconciliations: 7 years
- Invoices and Receipts: 7 years

### **Participant / Member Records**

- Participant Applications and Agreements: 7 years after membership ends
- Attendance Records: 3 years
- Correspondence: 3 years

### **Employee and Volunteer Records**

- Employment Contracts: 7 years after termination
- Payroll Records: 7 years
- Performance Evaluations: 3 years after termination
- Volunteer Agreements and Records: 7 years after termination

### **Program and Event Records**

- Program Registration Forms: 3 years
- Event Schedules and Reports: 3 years

- Incident Reports: 7 years
- Legal and Compliance Records
- Contracts and Agreements: 7 years after expiration
- Insurance Policies: 7 years after expiration
- Legal Correspondence: Permanent
- Compliance Documents: 7 years

### **Record Storage**

Records must be stored in a manner that ensures their security and accessibility. Electronic records should be backed up regularly and stored in a secure system. Physical records should be stored in locked, fire-resistant cabinets or rooms.

### **Disposal of Records**

Records that have reached the end of their retention period should be disposed of in a secure manner to prevent unauthorized access to sensitive information. Disposal methods may include shredding paper documents and permanently deleting electronic files.

### **Responsibilities**

The committee is responsible for overseeing the implementation of this policy, including ensuring compliance with retention periods, coordinating the secure disposal of records, and maintaining records inventories.

**Employees and Volunteers:** All employees and volunteers are responsible for adhering to this policy and assisting with the management of records within their area of responsibility.

### **Compliance with Laws**

This policy is designed to comply with relevant records retention laws and regulations in Ontario, including the Personal Information Protection and Electronic Documents Act (PIPEDA) and other applicable provincial regulations.

### **Hiring Policy**

The purpose of having a hiring policy and procedure is to ensure that the skating school is successful in hiring and retaining qualified Skate Canada coaches to run programs in accordance with Skate Canada regulations. The following policy and procedure for hiring coaches will recognize and highlight the steps needed to be taken by the Matrix Synchronized Skating Academy to meet these professional obligations for the betterment of the Matrix Synchronized Skating Academy and its members.

The Matrix Synchronized Skating Academy committee will request, via written letter, from all current coaches, a letter of intent for employment for the following skating season and include a due date for the receipt of such letter. The request for coaches' letters of intent will be the responsibility of the committee. Written requests for letters

of intent must be provided to each current coach no later than December 31st of the current skating season. This allows adequate time for the advertisement of new coaches for the following skating season.

Once the due date for letters of intent as indicated in the request letter has passed, the Matrix Synchronized Skating Academy will review all letters of intent received. Recommendations will be done according to Skate Canada Program Delivery Standards.

In the event that the recommendation is to hire one or more coaches outside of the pool of returning coaches, advertisements for such positions will be made. The advertisement will indicate the level of coach the skating school is seeking, what programs the Matrix Synchronized Skating Academy offers, an estimation of ice time and coaching time available and any other information pertinent to the coaching of members in our skating school. All advertisements will include a due date for the acceptance of resumes and contact information.

Once all resumes and letters of intent are received, the committee will recommend the best coaching situation for the skating school reflective of the Matrix Synchronized Skating Academy current and projected coaching needs and Skate Canada Program Delivery Standards.

All coaches being offered a position with the Matrix Synchronized Skating Academy will have contracts written that reflect the hours of employment, wages for compensation, expectations and dates of effectiveness to be signed (once agreed upon by all parties) by the skating school and the coach. The skating school will make their best attempt to have all contracts signed and coaches hired by August 1 of the current skating season.