



Skate Winnipeg Corrective Action Process

Principles of Skate Winnipeg's Corrective Action Process

Skate Winnipeg is committed to establishing a positive and supportive environment for all its members (skaters, parents, coaches, volunteers, and officials). The Skate Winnipeg Board takes a proactive position that acknowledges as an organization, we are committed to addressing inappropriate behaviour, while ensuring information released on a corrective action case does not contribute to a negative culture or escalating complaints.

Application of Corrective Action Process

Skate Winnipeg members are expected to abide by the Code of Conduct, policies, procedures, by-laws, rules and regulations of the club, and our governing bodies. We view corrective action as a method of continuous improvement to our club, to be used to eliminate undesirable behaviours and effects.

Infringement on Skate Winnipeg's rules and regulations, including the Code of Conduct, are addressed based on the following general principles:

- Transgressions are addressed through a process that emphasizes accountability and corrective actions.
- Violations are addressed in a timely and appropriate manner, based on frequency and/or severity
- Skate Winnipeg recognizes that addressing minor violations immediately in a fair and measured manner contributes to an atmosphere of accountability, defuses situations, and can limit escalation
- Restorative justice and mediation are encouraged
- Corrective action should be free from real or perceived conflict of interest, while also recognizing that our skating community has many overlapping relationships. As such, we need to trust those not in formal conflict of interest situations, who have been given designated responsibilities in the corrective action processes, to act with due diligence and based on the information available at the time of any investigation or disciplinary action.
- Disciplinary action or complaints, even for minor infractions, are serious and should not be instigated as a form of retribution

Skate Winnipeg Corrective Action Committee:

In the event that an offence requires the resolution of a Corrective Action Committee, the Skate Winnipeg Corrective Action Committee consists of the President (who acts as the Chair), one elected board member, and the elected Coaching Representative. As

Chair, the President does not vote, except in the event of a tie, in which case, the President holds the final and deciding vote. The Corrective Action Committee will report all incidents to the Executive, but will make every effort to ensure the confidentiality of the persons involved. Information will be shared on a “need-to-know” basis only.

The Corrective Action Committee must review the incident and make its decision re: the ramifications of the incident within 48 hours of receiving the report of the incident. The Corrective Action Committee must advise the relevant parties (the complainant and the respondent) within 24 hours of making its decision.

If a member of the Corrective Action Committee is one of the persons reported in the incident, either as a complainant or an respondent, or is directly related to one of them, then such member shall be removed from the committee for that reported incident and be replaced with another Executive Member, as selected by the remaining members of the committee.

Decisions of the Corrective Action Committee are final.

Corrective Action Process

Any member of the Skate Winnipeg Coaching staff or Corrective Action Committee has the authority to reasonably address any skater or parent acting in violation of Skate Winnipeg rules and regulations. It is expected that when applicable, a skater’s main coach will be advised of any corrective action taken with their skater.

Allegations of breaches of Skate Winnipeg rules and regulations or Skate Canada’s Code of Ethics (<https://info.skatecanada.ca/index.php/en-ca/policies/79-skate-canada-code-of-ethics.html>) by Skate Winnipeg coaches, board members, or other members should be reported to the appropriate Skate Winnipeg authority.

Once an incident has occurred, there shall be no further communication between:

- (a) the complainant or the respondent and;
- (b) an adult member of the Executive or a coach, on a one-on-one basis without a parent of the complainant or respondent (as applicable) or an Executive Member present, as a third-party observer.

The person must record the violation and the action taken, within discretion, as indicated below:

Level 1 - Verbal Warning

Examples include, but not limited to: loitering by the boards or in music area; parents in players box; laying on ice after a fall; excessive socializing on the ice; isolated foul language; minor disruptive on-ice behaviour

1. Any Skate Winnipeg coach has the right to provide a verbal warning to a skater or parent. This warning should be phrased to alert skater or parent to the behaviour observed, encourage the skater or parent to articulate why the behaviour is not appropriate, and a commitment to correct the behaviour.

Following the session, the coach will advise the skater's coach (if necessary) of the warning given, with a brief summary. A brief note or email will be sent to the Corrective Action Committee by the observer, and a copy sent to the main coach, to keep on record for as long as they are a member of Skate Winnipeg.

2. After a second verbal warning, in addition to the main coach, the skater's parent will be notified of the verbal corrective action undertaken by the professional coaching staff at the club.
3. After a third verbal warning, the process will advance to Level 2.

Level 2 - Written Warning

Examples include, but not limited to: repeated documented level 1 violations, bullying or harassing behavior (see Skate Winnipeg Bullying and Harassment Policy), disrespectful conduct

1. Any skater or parent who has received three level 1 violations will be asked to meet with the Corrective Action Committee to outline a plan to correct behaviour and to determine the consequences if inappropriate behaviour is not addressed. This meeting will be documented, in writing, by the Chair of the Corrective Action Committee, and signed by the committee, the skater, the parent, and the reporting observer (if applicable), and submitted to the board for record keeping.
2. Concerns that exceed Level 1 violations should be received by the Corrective Action Committee from the reporting observer following a 24-hour 'cooling off period,' but no more than 2 days after an incident.
3. The Corrective Action Committee determines if an investigation is warranted and reports in writing to the complainant if an investigation is moving forward.
4. No anonymous complaints can be received; although an individual may be asked for a complaint to be anonymized. The Corrective Action Committee has the right to determine if this is appropriate. As any member whose actions are being investigated has a right to know the specifics of the allegations and to speak to these allegations directly, it may not be possible for a complaint to remain anonymized throughout the process.
5. All meetings with individuals involved in the investigation must be respectful, and where possible work toward identifying solutions consistent with educational and formative outcomes rooted in restorative justice. This is particularly important in violations that involve skaters who are minors.
6. Level 2 violations will be reported to the Skate Winnipeg Board in general terms (i.e. number and nature of violations considered, investigation process, and outcomes).
7. A written summary of the findings of the Corrective Action Committee will be issued to the individual(s) involved. The summary will include summary of investigation process, outcomes (including behaviour expectations), penalties, and future consequences if inappropriate behaviour continues. The summary will be signed by the skater, Committee, coach, parent, and reporting observer (if applicable) and submitted to the board for record keeping.
8. Where a skater is a minor, a parent/guardian will be involved throughout the process.

Level 3 - Suspension of Skating Privileges, up to Expulsion

Repeated Level 2 violations

Severe intolerable behaviour (severe insubordination, destruction of property, theft, physical abuse, sexual abuse, etc.)

Behaviour that exceeds Level 1 and 2 violations, or an accumulation of Level 2 violations, will result in **immediate** suspension and referral to the Corrective Action Committee, and will be investigated by the committee or another governing body, as per Skate Canada Manitoba and Skate Canada procedures. The reporting individual must submit the time, place, incident, and action taken to the Corrective Action Committee immediately after the incident occurs. Investigation conclusions may result in expulsion from the club.