



## Conduct and Behaviour Guidelines

---

### Creating a Respectful and Healthy Environment

A **positive and respectful** atmosphere is essential for the success and well-being of all members of our club community. The **following five principles** form the **foundation** of our **expected conduct**:

1. **Respect**
2. **Collaboration**
3. **Cooperation**
4. **Openness**
5. **Effective Communication**

When these core principles are not followed, disrespectful behaviour can arise, negatively impacting **teamwork, morale, motivation, and overall performance**.

To help address complaints, disputes, or other issues, we have outlined the following **communication guidelines**. It is important to raise concerns about discourtesy **promptly** and directly to prevent escalation. If you do not feel comfortable addressing the issue yourself, please contact the **Club Manager** or a **Board Member**.

Please follow the steps outlined in the Club's **General Dispute and Resolution Policy**:

- **Step 1 – Speak with the individual involved:**  
Address the concern directly by speaking with the person about the behaviour and its impact. Aim to resolve the issue through respectful dialogue.
- **Step 2 – Involve the Club Manager:**  
If the issue cannot be resolved, or if Step 1 is not safe or appropriate, contact the Club Manager for support.
- **Step 3 – Request assistance from the Board:**  
If reasonable efforts have been made but the issue remains unresolved, a request may be submitted to the Club's Board of Directors for assistance in resolving the dispute.

## The Five Principles in Action

### 1. Respect

- Be polite and courteous.
- Listen actively and consider others' perspectives.
- Use an appropriate and respectful tone of voice.
- **For skaters, coaches, and staff:** When applicable, inform your coach, skaters/parents, coordinator, or the Club Manager if you will be late or absent.

### 2. Collaboration

- Share knowledge and ideas openly.
- Offer constructive comments and feedback.
- Provide support to others when needed.

### 3. Cooperation

#### **For skaters and parents/guardians:**

- Follow instructions from staff, coaches, program coordinators, the Club Manager, and Board Members.

#### **For staff and coaches:**

- Follow instructions from the Club Manager and Board Members.

#### **For coaches specifically:**

- Follow directions from program coordinators, the Club Manager, and Board Members.
- Work collaboratively as part of a team.

### 4. Openness

- Support changes to programming, policies, and procedures.
- Be receptive to new ideas.
- Give others the opportunity to express themselves.
- Respect the cultures, customs, and beliefs of others.

### 5. Effective Communication

- Ensure messages are received and understood (e.g., reply to emails).
- Use the most appropriate method of communication (verbal or written).
- Maintain a professional, courteous, and respectful tone in all interactions.

## **Conduct and Behaviour That Will Not Be Tolerated**

### **1. Disrespect**

- Making sarcastic or passive-aggressive remarks
- Engaging in name-calling, verbal abuse, threats, insults, ridicule, or belittling others
- Using an aggressive tone, such as shouting or raising one's voice unnecessarily
- Displaying inappropriate or intimidating body language
- Spreading or initiating rumours
- Jumping to conclusions or sharing unverified or false information

### **2. Lack of Collaboration**

- Acting arrogantly or condescendingly
- Contributing to interpersonal conflict
- Withholding valuable information that could help the club succeed

### **3. Lack of Cooperation**

- Resisting or undermining change
- Ignoring instructions or failing to follow direction

### **4. Closed-Mindedness**

- Refusing to consider new ideas
- Insisting on one's own perspective without flexibility
- Not listening to or valuing others' input
- Failing to consider different viewpoints
- Holding prejudiced attitudes

### **5. Poor Communication**

- Ignoring emails or other forms of communication
- Speaking or writing in an aggressive or confrontational manner
- Making inappropriate or derogatory remarks
- Failing to share important or relevant information