



# Upper Canada Skating Club

## Conduct & Behaviour

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Respect, Collaboration, Cooperation, Being Open and Communicating Effectively are the 5 main principles that can provide a positive and healthy environment for everyone. When these basic rules of conduct are not applied, rude behaviours can emerge and thus impacting teamwork, morale, motivation, and performance.

To handle complaints, disputes or issues, we have developed the following guidelines regarding conduct and behaviours. It is important to address concerns about discourtesy directly and as soon as possible to prevent it from escalating. If you do not feel comfortable doing so, please speak with the Club Manager or a Board Member.

Please follow the steps that align with the Club's General Dispute and Resolution Policy and Procedure:

Step 1: Communicate with the individual concerned when you have a concern, speak directly to the person involved to discuss the undesirable behaviour and its harmful effects.

Step 2: If unresolved, or unable to complete Step 1 safely, contact the Club Manager.

Step 3: Where reasonable efforts to resolve the conflict fail, a request may be made to the Board of Directors of the Club for assistance to resolve the dispute.



## The 5 Principles – Respect, Collaboration, Cooperation, Being Open, and Communicating Effectively

### **Respect**

- Being polite and courteous
- Listening to others and considering the opinion of others
- Using a suitable tone of voice
- For skaters with private coach, coaches, staff:  
where applicable, let skaters/parents/coaches/coordinator/club manager know if you are going to be late or absent

### **Collaboration**

- Sharing knowledge and ideas
- Offering constructive comments/feedback
- Offering support

### **Cooperation**

For skaters, parents/guardians:

- Following instructions as directed by staff, coaches, program coordinator(s), club manager and Board members

For staff and coaches:

- Following instructions as directed by club manager and Board members

For coaches:

- Following instructions as directed by program coordinator(s), club manager and Board members
- Working as a team

### **Being Open**

- Supporting changes (programming, policies etc.)
- Being open with new ideas
- Giving others a chance to express themselves
- Respecting the culture, customs and beliefs of others

### **Communicating Effectively**

- Confirming that messages are received and understood (eg. Reply to emails)
- Choosing the right communication method (verbal, written)
- Adopting a professional and pleasant tone of communication



## Conduct and Behaviour that will not be tolerated

### **Disrespect**

- Making sarcastic comments
- Derogatory Behaviour such as name-calling, verbal abuse, threats, insults, ridicule or belittling of an individual
- Tone of voice such as shouting, raising one's voice unnecessarily
- Inappropriate or intimidating body language
- Spreading or starting rumours
- Jumping to conclusions or spreading false information without having the facts

### **Lack of Collaboration**

- Being arrogant or condescending
- Creating interpersonal conflicts
- Hiding valuable information that helps the club to succeed

### **Lack of Cooperation**

- Not supporting changes
- Not listening and following instructions as directed

### **Being Closed**

- Not opening to ideas
- Holding on to one's ideas at all costs
- Not listening to others
- Not trying to understand the point of view of others
- Having prejudices

### **Not Communicating Effectively**

- Not responding to emails or other communications
- Speaking or writing in an aggressive manner
- Making derogatory comments
- Neglecting to share or mention relevant information