



## BEHAVIOUR POLICY FOR MEMBERS, CHAPERONES AND COACHES

It is essential that all children, young people or vulnerable adults are treated with respect. That Members, Chaperones or Coaches do nothing that could lead to a complaint, a lawsuit against the club, rink or possible personal prosecution.

In Training Sessions and Club Events:

- Do not do anything that could embarrass the skater in front of other team members or adults
- Minor issues can be dealt with immediately either on the ice between the coach & skater or off the ice with the coach / committee member & skater. The coach can ask the skater to leave the ice and report to the team manager if it is felt that behaviour or attitude is a problem but it is not appropriate to address the matter in front of other skaters.
- If you need to discuss a more serious issue then arrange a time with the skater away from other skaters. Make sure that there is **always** another adult there as a witness, preferably a committee member, but if a committee member is not available, then another parent.
- The skater has the right to refuse to discuss the matter without a parent or guardian present. If this is the case then contact their parent/ guardian. If the skater would prefer a friend to be present then this is acceptable only if everyone present agrees.
- Don't do anything that could be classed as intimidating, do not shout or swear at the skater, however difficult they may be.
- Hopefully, problems can be resolved quickly but if not, contact the parent and request a meeting.
- Treat everyone with respect – simply outline the problem and attempt to resolve the situation. Do not allow the situation to become personal and tempers to boil over,
- If all reasonable attempts to deal with any problems fail, contact the head coach or rink manager who will call an emergency meeting if necessary.

#### At Competitions:

- Address the issue of alternates sensitively and discreetly with the skater (& parent if applicable). Respect the fact that this is a difficult and upsetting conversation to have and that the skater will be disappointed and deflated.
- Male chaperones, skaters and coaches should not enter female changing rooms until advised that all skaters are decent AND there is another chaperone present. Female chaperones, skaters and coaches should apply the same rules to male changing rooms.
- Male skaters under the age of 18 should be accompanied to their designated changing area (even if the chaperone waits outside) and then escorted back to the main changing area for the coach to address the team. Chaperones should not be on their own in a changing room with any skater under 18.

#### In General:

- Coaches should not friend any skater under 18 on any social media site or make direct contact with them by phone, text or email. Contact should always be made through an adult.
- Chaperones in general should follow the same principles as the coaches above however we recognise that many parents and skaters are friends outside of the club and so the lines are more blurred. Use your discretion and avoid contacting skaters directly if possible for any private message. Generic club information emails and group messages are ok.