Club Operations Checklist (COVID-19 Considerations Added)

\*Please refer to the [Skate Ontario Club Planning & Operations Resource Sheet](https://skateontario.org/wp-content/uploads/2020/06/ClubPlan_OpsResource_JUN24_2020.pdf) for references and links to items listed in the following checklist.

**Post Season (Reflect and Update)**

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| **ITEMS** | **COVID-19 Considerations** | **NOTES** |
| [ ]  | Distribute customer/member survey |  |  |
| [ ]  | Plan/host Annual General Meeting (AGM)[ ]  send out notice of meeting as per club by-laws[ ]  distribute call for nominations for BOD as per club by-laws[ ]  prepare agenda for meeting[ ]  prepare reports for meeting[ ]  ensure copies of all items above are available for every member attending [ ]  determine if board election is needed and prepare necessary items for vote if needed | * You still must run an AGM this year, but the how and where you run your meeting may change.
* All clubs are permitted to host their meeting virtually.

[Annual Meeting Resource](https://skateontario.org/wp-content/uploads/2020/04/AnnualMeetingResource_Final_April2020.pdf) – a guide on how to run an annual members meeting[Virtual Meetings: Do’s and Don’ts](https://skateontario.org/wp-content/uploads/2020/06/Virtual-Annual-Meeting-Resource_June2020.pdf) – the do’s and don’ts for hosting a virtual meeting |  |
| [ ]  | Register and update Board of Directors on the Skate Canada Membership site  |  |  |
| [ ]  | Update Board of Directors and/or address change with the Ontario Government (incorporated clubs) |  |  |
| [ ]  | Schedule yearly planning meeting[ ]  may need to schedule multiple meetings to attend to all business | * With the changes and protocols in place due to COVID-19, it is important for clubs to begin this process early.
* There will be additional items your club will need to review and/or create to operate this season.
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**Off Season (Planning)**

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| **ITEMS – Yearly Planning Meeting(s)** | **COVID-19 Considerations** | **NOTES** |
| [ ]  | Board Orientation[ ]  Review board roles and responsibilities[ ]  Review club by-laws and policies[ ]  Review Skate Canada/Ontario by-laws and policies[ ]  Conflict of Interest education | * Assign an Oversight Group for the club

[Return to Play Protocols](https://skateontario.org/return-to-play/) – outline the process for your club |  |
| [ ]  | Review Customer Survey\tre3421 |  |  |
| [ ]  | Review membership numbers & community demographics | * Plan for possible changes to numbers due to the impact of COVID-19:
* Potential changes in family income
* Possible increase in programming cost
* Possible reduction in interest due to physical distancing measures
* Potential facility closures (or delayed starts)
* With possible changes in registration numbers this season, consider connecting with neighbouring clubs to partner on initiatives and/or sessions.
 |  |
| [ ]  | Set Club Goals and Priorities[ ]  S.M.A.R.T. Goals set |  |  |
| [ ]  | Set Budget[ ]  Facility rental (ice/rooms)[ ]  Coaching and staff[ ]  Administrative costs (online registration fees, credit card fees, extra insurance cost, club room rental, etc.)[ ]  Registration/program fee review[ ]  Fundraising/sponsorship income  | * Consider possible variations in costs:
* Facility rental changes
	+ Ice times may include a built-in cleaning time (less ice, same expense)
* Staffing
* Possible extra expenses (cleaning supplies, protective gear, hand sanitizer)
* Fundraising/sponsorship availability changes
* Refer to the [Facility Resource](https://skateontario.org/wp-content/uploads/2020/06/BackToOps_FaciltyResource_JUN24_2020_final-1.pdf) for sample questions to start the conversation with your facility
 |  |
| [ ]  | Set Program Schedule | * Review the **Program Delivery Standards Resource** (available July 20, 2020)
* Consider physical distancing measures on and off the ice (how to set-up circuits, how skaters will get on and off the ice, etc.)
* Equipment – all items must be non-porous to enable regular sanitization
* Plan for multiple session number options to be prepared for physical distancing regulations (10 skaters, 20 skaters, 30 skaters, etc.)
* Coaching considerations –
	+ It is recommended that coaches remain in one facility per day and stay on one pad within that facility.
	+ Discuss how many coaches are on the ice for a session (depending on the gathering size).
* Music playing –
	+ Consider scheduling one person to run the music or set a protocol to ensure the music area is sanitized between users.
 |  |
| [ ]  | Determine any staffing needs for next season[ ]  Prepare and post job opportunities for the upcoming season | * Consider possible session numbers to maximize skater to coach ratio for registration cost, and the levels of sessions you will be running.
 |  |
| [ ]  | Plan Registration[ ]  Online and/or in-person[ ]  Locations[ ]  Dates/times[ ]  Rowan’s Law implementation  | * Consider moving to an online registration system.
	+ [Uplifter](https://www.uplifterinc.com/)
* Facilities may require participant lists for each day. Consider how you will manage this task.
 |  |
| [ ]  | Plan and Execute Marketing Strategy[ ]  Social media[ ]  Club website[ ]  Local media outlets[ ]  Local events[ ]  Flyers[ ]  Email communications  | * Consider using digital/virtual strategies for this season.
 |  |
| [ ]  | Plan Fundraising Opportunities[ ]  Targets[ ]  Types of fundraisers[ ]  Dates/locations  | * Will the fundraising opportunities you have implemented in the past be available?
	+ If so, will they have the same return?
* Connect with bingos to see when/if they will be resuming
* Are there other opportunities for fundraising that may be better suited to this season?
 |  |
| [ ]  | Plan Assessment Days, Events and Special Days[ ]  Assessment Days[ ]  Family skates/bring-a-friend[ ]  Performance and Development Opportunities[ ]  Ice Show/Gala[ ]  Theme and Fun Days[ ]  Special recognition events | * Assessment day information can be found [here](https://skateontario.org/test-day-information/) (Note: The updated assessment process and details will be available July 20, 2020)
* Performance & Development Opportunities (P & D Opp) and sanction information can be found [here](https://skateontario.org/performance-development-opportunities-4/). (Note: The updated P & D Opp and sanction information will be available July 20, 2020)
* Consider possible changes that may be required due to physical distancing regulations and Return to Play Protocols.
	+ Are there ways to modify plans for this season to be more suited to the physical distancing environment?
* Consider offering virtual sessions (off-ice, guest speakers, online classes)
* Are there opportunities to run banquets and recognition days virtually?
 |  |
| [ ]  | Plan Program Assistant Training[ ]  Initial training[ ]  Recurrent/follow-up plan | * Consider running virtual training for this season.
* Program assistants will need to be educated about the club and facility physical distancing measures.
 |  |
| [ ] ☐ | Plan Volunteer Recruitment Strategy[ ]  Recruit[ ]  Retain[ ]  Recognize[ ]  Relate | * Are there any changes to recruitment with COVID-19?
* Account for a possible reduction of volunteers due to lower membership numbers
* Consider moving volunteer education and training to an online platform
* Review how volunteers will be screened for COVID-19 (if necessary)
 |  |
| [ ]  | Set Up a Communication Plan[ ]  Parent meetings[ ]  Newsletters (email/print)[ ]  Social media[ ]  Text services[ ]  Bulletin board[ ]  Email | * Consider using virtual methods for communication. Try using a virtual platform for parent meetings.
* Host a coach information session to deliver the details they need before stepping on the ice
* Host a parent/guardian information session
* Create a communication plan including a process for members to be informed in the case of a sudden shutdown due to COVID-19
 |  |
| [ ]  | Update Skate Ontario Club page and mailing list information | * Refer to the [COVID-19 Info Centre](https://skateontario.org/covid-19-info-centre/) for the most up-to-date information.
* Subscribe to Skate Ontario’s weekly club eblasts to receive the latest and most up-to-date information (eblasts are distributed every Friday).
 |  |
|  [ ]  | Coach Contracts[ ]  Draft contract[ ]  Check coach eligibility status[ ]  Coach meeting/interview[ ]  Negotiations | * Review the role coaches may have in the sanitizing process (depending on your facility guidelines).
* In reference to coaches who are providing services as independent contractors, clubs should consider including a clause in the contract which mitigates any responsibility for lost earnings due to a suspension of programming for reasons beyond the control of the club. For example: *The club will not be held responsible for any reduction or loss of earnings if programming is reduced or suspended due to circumstances beyond the control of the club.*
* For employment agreements with coaches who are employed by the club, a clause should be included to address a reduction of hours due to reasons beyond the control of the club. For example: *The club reserves the right to reduce the number of paid hours to the coach as a result of a reduction or suspension of programming due to circumstances not anticipated by the club.*
 |  |
| [ ]  | Order Supplies[ ]  Badges/ribbons[ ]  Office supplies[ ]  Teaching aids/props[ ]  Skater incentives | * Cleaning supplies
* Personal protective equipment
* Possible new teaching aids (non-porous)
* Hand sanitizer
 |  |

**PRE-SEASON (Preparation)**

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| **ITEMS** | **COVID-19 Considerations** | **NOTES** |
| [ ] ☐ | Host registration for programs☐ Online☐ In-person (evening or weekend slots)☐ Rowan’s Law implementation | * Due to physical distancing protocols, we recommend that clubs and skating schools investigate the implementation of an online registration system.
* [Uplifter](https://www.uplifterinc.com/)
 |  |
| [ ] ☐ | Register Club with Skate Canada☐ Update club insurance policy[ ]  Confirm contact information[ ]  Identify administration and purchasers for Skate Canada |  |  |
| [ ]   | Register members with Skate Canada[ ]  Register Board members on Membership Site[ ]  Register members on Membership Site[ ]  Register synchronized skating team on Membership Site |  |  |
| [ ]   | Check that coaching staff is in “good standing”  | * First Aid – Due to COVID-19, coaches whose first aid has expired will remain in Good Standing. Once skating activities resume in your area, Skate Canada will allow for a three-month period to acquire recertification.
 |  |
| ☐ | Plan first week(s) of skating☐ Parent meetings☐ Info sheets☐ Signage at the arena☐ Scheduling volunteers | * Confirm [Skate Ontario Return to Play](https://skateontario.org/return-to-play/) Protocols and supporting documents are adhered to
* Prepare physical distancing measures
* Confirm facility protocols and processes
* Run education and information sessions for parents/guardians and athletes prior to entering the facility
 |  |
| ☐ | Run program assistant training |  |  |
| ☐ | Request Assessment Days | * Assessment day processes (available July 20, 2020)
* Ensure evaluators attending assessment days have completed a health screening
* Consider connecting with evaluators 48 hours in advance of the assessment day.
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**IN-SEASON/MONTHLY (Maintenance)**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **ITEMS** | **DETAILS** | **COVID CONSIDERATIONS** | **SEPT** | **OCT** | **NOV** | **DEC** | **JAN** | **FEB** | **MAR** | **APR** | **MAY** | **JUNE** |
| Hold Board Meeting | Minimum two (2) per year | * Potential need for virtual meetings due to limited facility options
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Member Communication | Newsletter | * Need for more frequent interaction with members due to changing situation
* Virtual communication will become integral
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Email | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Social media | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Club website | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Bulletin board | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Input Assessment Summary Sheet | Submit online or by mail |  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Execute Volunteer Recruitment Plan | Event specific | * Ongoing education and training will be vital
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Execute Fundraising/ Sponsorship Plan | Event specific |  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Check Supplies | Badges/ribbons |  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Assessment sheets |  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Skater incentives |  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |