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. |  |

**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. |  |

**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 |  |  |  |  |  |  |  |  |  |  |  |