

Back to Operations Series: COMPILED RESOURCES AND FAQ

Facilities

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[Facilities recording](#)

RESOURCES

[Starting the Conversation with you Facility](#)

Q: My facility says they are not allowed to open. What can I provide as proof that they may resume operations?

A: The Province of Ontario has passed legislation allowing for the reopening of indoor recreation facilities. This includes arenas and/or community centres with ice surfaces.

Please refer to the appropriate legislation depending on the stage your region is currently in:

- Stage 2 Regulation O.Reg. 263/20 - <https://www.ontario.ca/laws/regulation/200263>
- Stage 3 Regulation O.Reg. 364/20 - <https://www.ontario.ca/laws/regulation/200364>

Q: Who is responsible for cleaning between sessions, the club/skating school or the facility?

A: This is a discussion to have with your facility as there will be unique protocols depending on your facility. Some facilities may perform the entire cleaning process while others may require the user group to disinfect high contact areas (e.g. the boards where skate guards are placed or the chairs where skaters put on their skates).

Return to Play and Club/Skating School Protocols/Checklist

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[Return to Play & Club Protocols/Club Checklist recording](#)

RESOURCES

[Club Checklist with COVID-19 Considerations](#)

Q: Does the [Health Screening Questionnaire](#) need to be recorded and stored?

A: The [Health Screening Questionnaire](#) can be done verbally and does not need to be recorded. The organization is responsible for completing the screening prior to anyone participating in skating club or school programming.

Q: Are skaters under the age of 18 able to complete the [Health Screening Questionnaire](#) without a parent or guardian present?

A: Yes, provided the person confirming completion of the [Health Screening Questionnaire](#) is satisfied that the minor is competent enough to answer the questions.

Q: Can the [Skate Ontario Waiver \(Acknowledgement, Release, Indemnity, and Assumption of Risk Regarding COVID-19\)](#) be signed electronically? If my athlete is skating at more than one club, do we have to sign the waiver more than once?

A: Yes, a digital signature will can be provided on the waiver. Each club/skating school must require each member to sign the waiver and retain a copy prior to starting any programming. These waivers must be stored and readily available to provide proof of completion.

Q: Are coaches included in the gathering size? Are parents included in the gathering size?

A: Yes, coaches are included, regardless if the coach is on the ice or standing at the boards, they count in the gathering size.

For athletes under the age of 18, one parent or guardian may accompany the skater and are not included in the gathering size. It is important to note that facilities can restrict the number of people in a gathering size within their facility, and they do not need to permit the maximum number for allowable gathering size based on their region.

Registration Strategies

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[Registration Strategies recording](#)

Q: Can my club or skating school work with a neighbouring club/skating school to provide programming for our members this season?

A: Absolutely! We encourage this kind of collaboration. This season could be financially challenging for many clubs/skating schools; therefore, working together with neighbouring clubs/skating schools may provide organizations with enough participants to make programming financially feasible. We recommend that a written agreement be drawn up and signed by all parties involved to outline the expectations for this season and for future seasons. A written agreement will help to eliminate potential conflicts.

Q: What will the training session maximums be for the season?

A: Refer to the current [Return to Play Protocols](#) for the most up-to-date session numbers.

Stage 2: No more than 10 people are permitted in a gathering as per Ontario Provincial guidelines regarding gathering restrictions.

Note: Subject to facility guidelines, all individuals on the ice count as part of gathering size, including coaches and choreographers.

Stage 3: Maximum Training Group Sizes Singles/Pairs/Dance/CanPower: Maximum 15 skaters. Maximum number of individuals is 20 (skaters plus coaches). Synchronized Skating: SYS teams may resume training together as a whole team while maintaining physical distancing.

Clubs/skating schools must consider the size of the ice surface, level of skaters and access to the facility when determining numbers for sessions.

As of September 1, 2020 – CanSkate:

- Maximum of 36 skaters
- Maximum of 45 individuals on the ice (including skaters, parents/guardians, PAs and coaches)
- CanSkate Stage 2 (or equivalent level skaters) and up
- Stage 1 skaters can join the session if they can get up on their own and manoeuvre without hands-on assistance

Q: What if operational costs are too high for our skaters and for the club/skating school?

A: We suggest taking a thorough look at your financial model for this season. We want your club/skating school to be financially viable in the 2021/22 season so careful planning is crucial to prevent your club/skating school from being in jeopardy for next season. Consider delaying the start of your season, teaming up with another club/skating school or putting your organization on hold until next season.

Q: What does my club or skating school do if we decide not to run programming this season?

A: You will need to host a board meeting to vote to formally suspend activities for the season, then communicate this information to your membership via email and/or posting on your website. In order to stay active and in good standing with Skate Canada, your club or skating school will still need to register, pay fees and register the board of directors. This will ensure that your organization has a Director and Officer liability (D & O liability) for this season in case anything happens.

Club Communications Plan and Policies

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[Club Communications Plan and Policies recording](#)

RESOURCES

[Policies and Procedures Communications Plan](#)

Q: If someone participating in a club/skating school program tests positive for COVID-19 or is suspected of having contracted COVID-19, who is responsible to communicate this information to members?

- A:** If a member informs you of a suspected case or positive test of COVID-19, the following steps should be taken
- ensure the member has contacted their local public health unit, and
 - inform your club/skating school Oversight Group and the facility of the suspected or confirmed case.

Then, your Oversight Group needs to contact a local public health unit for next steps. They will direct them through the process for your area.

Q: What should our refund policy look like for this season?

- A:** Your organization's refund policy is at the discretion of the club board or skating school owner(s). Situations to consider providing a refund for are:
- program is cancelled by order of your local public health unit or provincial/national mandate
 - program is cancelled because of the facility closing
 - club/skating school cancels a program and does not provide the service it has committed to by accepting the registration

Program Planning and Assessment Days

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[Program Planning and Assessment Days recording](#)

RESOURCES

[Program Requirements and Delivery Standards for Club and Skating School Customized Programs](#)

[Program Requirements and Delivery Standards – STAR 1-5](#)

[Program Requirements and Delivery Standards – CanPowerSkate](#)

[Program Requirements and Delivery Standards – CanSkate](#)

[Training Plan – Return to Ice](#)

[Assessment Days Information](#)

Q: How many skaters can we have on the ice for a CanSkate session?

- A:** As of September 1, 2020 – CanSkate:
- Maximum of 36 skaters
 - Maximum of 45 individuals on the ice (including skaters, parents/guardians, PAs and coaches)

Q: What level of CanSkate skaters can be on the ice?

A: CanSkate Stage 2 (or equivalent level skaters) and up
Stage 1 skaters can join the session if they can get up on their own and manoeuvre without hands-on assistance

Q: Can we offer Parent & Tot type programming?

A: No. The current legislation requires that all participants maintain physical distancing of 2m (including families and social circles). This means there can be no "hands-on" support.

Q: When can we offer STAR 1 – 5 assessments?

A: Coaches who have completed the STAR 1 – 5 assessment module can offer assessments at this level with the implementation of the STAR 1 – 5 program at the club/skating school.

Q: When are Assessment Days returning?

A: Skate Ontario will begin a gradual phasing in of Assessment Days beginning on August 15.

- Consideration will be given to the length of time the club has been back on the ice and number of assessments anticipated.
- A maximum of one Assessment Day per club will be scheduled between August 15 and September 30 to ensure the greatest number of clubs receive an Assessment Day during this period.

Q: Do evaluators need to complete the [Skate Ontario COVID-19 waiver](#)?

A: Yes, the [Skate Ontario COVID 19 waiver](#) must be completed by all evaluators. Waivers will be directly collected by Skate Ontario. Assessment coordinators do not need to ask evaluators to complete waivers.

Q: When should evaluators complete the [Health Screening Questionnaire](#)?

A: It is recommended that evaluators complete the [Health Screening Questionnaire](#) **48 hours prior to the scheduled Assessment Day**. If an evaluator answers "Yes" to any questions, they are not permitted to participate in any on or off-ice club/skating school activities.

The [Health Screening Questionnaire](#) must also be completed by evaluators upon arrival at the arena on the day of the Assessment Day.

Q: Can dances be partnered for Assessment Days?

A: No, partnering is not allowed because of physical distancing requirements. Dances can be shadowed (2m apart) or soloed.

Q: Can I request Assessment Days for the whole year?

A: Requests for Assessment Days that are scheduled from October 1, 2020 onward will move to our new online system. Training for the new online system will begin this fall and requests will be accepted beginning mid-September. Further details will be communicated in the club newsletter and posted on the Assessment Days webpage.

Skate Ontario will permit a maximum of one Assessment Day per club between October 1 and December 31 in order to ensure the greatest number of clubs receive an Assessment Day during this period.

Educating Members

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[Educating your Members recording](#)

Q: It can sometimes be challenging to engage our members with parent information sessions. Do you have any suggestions?

A: You will likely need to offer multiple sessions to ensure that everyone is getting the information. You could consider making meetings for registration mandatory. This will ensure that your membership has the required information before skating begins. Make the information available on multiple platforms to increase the opportunity to reach members.

Q: What types of things should we cover in our parent information sessions?

A: When educating members (parents, skaters, coaches and volunteers) be sure to include the following items:

- [Skate Ontario Waiver](#)
- [Health Screening Questionnaire](#)
- hygiene and physical distancing protocols
- club/skating school/facility protocols (entry and exit protocols, mask use, spectator protocols, Oversight Group contact info)
- any club policies you want to highlight (especially if they have been changed)

In addition, you may need to provide coaches and PAs with further information about physical distancing and hygiene protocols. Spend some time with your volunteers and coaches on arena flow and cleaning protocols. Consider an in-person walk-through of the protocols to strengthen this knowledge.