



**Policies &  
Procedures**

2018-2019 STARSkate

*Where Skating Takes Flite!*

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# BINGO POLICIES AND PROCEDURES

## Fliteway Skating Club

Bingos are a vital part of the Fliteway Figure Skating Club's fundraising efforts. Without bingos, fees would increase and skater costs would skyrocket. We are fortunate to have several Bingo slots awarded to our club through the year by Caesar's Bingo Hall. To avoid being fined, or risk of good standing with the Caesar's Bingo Hall, the following rules and pertinent information is outlined below. Please read through carefully.

### **Caesar's Bingo Hall Location**

West Edmonton Mall (near the Brick and London Drugs) Phone 780.444.3456 extension: 21

### **Bingo Chairperson**

Dianne Guglich

[bingofliteway@gmail.com](mailto:bingofliteway@gmail.com) 780.456.4747 (home) 780.405.4687 (Cell)

### **Sign-up and Bingo Dates**

Fliteway uses Signup.com

On our website, under About Us/Fundraising is a the link to sign-up for bingos and view bingo dates. If you have questions or difficulty signing up, please contact Dianne. Michelle will also have a list of bingo dates and can help assist during office hours. Michelle [infofliteway@gmail.com](mailto:infofliteway@gmail.com)

### **Cancelation**

48 hours rule applies. Failure to comply may result in a \$100.00 fine

If you are unable to get a hold of Dianne, please contact Clyde 780.233.7951 (text) or email

### **No Shows**

A "no show" will result in a \$150.00 fine per person/ per bingo. No Exceptions!

### **Punctuality**

Afternoon Bingos 11:00am to 3:45pm

Evening Bingos 5:00pm to 9:45pm

***Failure to comply will result in a fine. Value to be determined by the executive.***

- Don't ask to leave early or arrive late (fundraising voucher may be adjusted)

### **A Bingo Volunteer Must**

- Be prepared to accept any position. The Bingo chairperson will assign these positions.
- Be able to actively participate and circulate the floor area by selling and calling back bingos for the entire event (3.5 hours). Do not congregate or pair up
- Participate in the end of shift clean-up (wipe digis, etc.)
- Be fluent in English
- Obey the rules on cell phones and electronics. No texting or talking on cell phones while working. This includes reading books. (Cell phone use and reading is permitted on your breaks only)
- Bring food or purchase prior to the start of the bingo. No one can leave the bingo facility to purchase food once the bingo has started (including breaks in the event extra workers are required). Workers must supply their own meals, snacks, and drinks. Fliteway does not cover any of these costs. Food and drinks are not allowed on the floor.

## **Breaks**

- Sign up for your scheduled break when you arrive
- Check with the Chairperson before leaving for your break. There are times that breaks may have to be rescheduled or reduced in time if it very busy.
- Use this time to have your smoke and/or bathroom break
- Pre-order your food approximately 15 minutes prior to your scheduled time
- Break time is 20 minutes
- Remove your apron and return to the numbered pin (this includes bathroom breaks as well)

## **Personal Items**

- Store your purse / keys in the back room below the counter
- Food can be left on the worker table

## **General**

- Bring coin to the cashier to exchange for bills (do not wait until the end of the evening)
- Collect your bingo voucher at the end of the evening (do not lose them, a replacement will not be issued)

## **Non-Compliance**

- Workers who fail to follow the rules will be given a warning by the Bingo Chairperson, and my receive a fine
- A second warning will result in being written up and you may be asked to leave. If this happens you will not be given a bingo voucher.

## **If you arrange for someone to cover for you on your scheduled shift**

- It will be your responsibility to ensure that they are aware of the rules prior to the bingo and that your replacement is suitable.
- ***You will assume full responsibility for your substitution actions and accept any fines issued to them***

The club may give you a courtesy call but is ***your responsibility to manage your bingo commitments***. Excuses such as "I didn't get a phone call" will not be accepted and you will be considered a "no show" and fined \$150.00 accordingly. If you are not sure about your dates, contact Dianne or Michelle.

Thank you

## **POSITION STATEMENT ON BULLYING**

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Bullying is a form of harassment and is considered to be “personal harassment” as defined in the Skate Canada Membership Complaint Policy section 9. (c). Skate Canada’s complaint policies are contained in the Policies and Procedures section of the rulebook available on the Members Only portion of the Skate Canada website under Technical & Programs > Rules > 2013 Official Rule Book > Policies & Procedures > Bylaws.

### **STATEMENT OF INTENT**

Skate Canada strongly condemns bullying, will not tolerate bullying by any of its members and is committed to raising awareness of this issue and preventing and eliminating bullying behavior within Skate Canada. Skate Canada recognizes that bullying can have a serious adverse impact on personal dignity, self-esteem, confidence, personal safety, performance, and the enjoyment of skating or life itself.

All Skate Canada members have the right to participate in a safe, supportive and caring environment free from harassment and they have the responsibility to contribute to the protection and maintenance of this environment.

### **WHAT IS BULLYING?**

Bullying is a form of personal harassment and includes physical or verbal abuse that occurs once or repeatedly and may involve an imbalance of power. Bullying is intended to hurt and humiliate the victim and may include: Insulting or derogatory remarks or gestures.

- Insulting or derogatory remarks or gestures
- Rude or vulgar language or gestures
- Shouting, yelling, swearing, name-calling
- Persistent unwarranted criticism
- Public ridicule
- Verbal, written or physical threats and intimidation
- Hitting, kicking, pushing or other types of forceful physical contact

Bullying may occur in-person or through electronic means including e-mail, texting and social media.

### **WHAT TO DO IF YOU ARE BULLIED?**

If a member has experienced bullying behavior, or has witnessed another member being bullied, the member may submit a complaint to the Fliteway Skating Club's Board of Directors.

infofliteway@gmail.com

## **Social Media Guidelines**

### **RE: Fliteway Skating Club**

We recognize that everyone actively uses social media in their personal lives. It is important to understand that these personal posts can directly or indirectly impact our skaters, club and/or coaches. Please be mindful of your posts. Fliteway logos and photographic images may not be used without consent from the Fliteway Skating Club Board of Directors.

# FLITEWAY SKATING CLUB STARSKATE POLICIES

## Personal Information

- Fliteway does not share personal or financial information with any other organization or club, other than Skate Canada. Your name, address, phone number, email, and postal code is used to register you or your child with Skate Canada.

## Membership

- Skate Canada membership (Sep 1 to Aug 31) Fliteway pays Skate Canada on your behalf. The Skate Canada membership fee is non-refundable.

## Payments / Policies

- Fundraising, first month's fees, and the Fliteway Membership is required on or before the first registration date outline in your welcoming letter.
- Members registering after the assigned registration dates are subject to a \$50.00 administration fee.
- All members will be required to register online through our website. Your credit card will be automatically charged each month.
- It is your responsibility to keep your Uplifter account up to date (credit card expiration, change of email address, change of credit card, etc.)

## Refunds

- STARSkate is referred to as a 9 month contracted program. Members switching clubs part way through the season are required to pay out the full 9 month contract and all fundraising obligations before they will be classified as members in good standing. This must be a lump sum (1 time payment) of the remaining account balance. The skaters last day of skating will be the date of notification. Skaters retiring from skating will also be subject to the above. For all other cancelations requests such as moving to a different city, 1 month notice is required (fundraising obligations must also be fulfilled). All refund or cancelations requests must be in writing or email.
- No refunds or ice credits will be issued for members going on holidays.
- Skaters with injuries lasting more than 1 month may be eligible for an ice credit. Upon injury, a letter must be submitted to the club director with a doctor's note. Skaters will not receive an ice credit for the first month they are off, but may receive up to a 50% ice credit for any additional months.
- Fundraising vouchers, ice credits, PA credits, and membership fees are non-refundable and non-transferable.

## Supervision

- It is the parent's responsibility to make sure their child has proper supervision while at the arena. The professional coaching staff is not responsible for skaters when they are not participating in the class or during class transfers from on-ice to off-ice.

## Test Days

- No shows subject to full fees.

- Members testing are required to be at the scheduled arena (**1.5 hours prior to their scheduled test**).
- Tier 1 and Tier 2 parents are required to volunteer for test days.
- The club office and testing area is off limits to parents while testing is going on.
- 4 weeks advance notice is required for any special requests. All special requests must go through your base coach.
- Members should be respectful and mindful of the skaters while they are testing.

### **Conflict Resolution**

- Any complaints must be in writing and forwarded to the Fliteway Skating Club Board of Directors. The Board of Directors shall have 30 days to respond.

### **Media Consent**

By clicking agree to this state, I understand and give permission to the Fliteway Skating Club to photograph or video tape my child for use of any promotional purposes including advertising, displays or editorial use. If you object to the above, please contact the club office immediately.