



# **ATHLETE'S HANDBOOK** **POLICIES AND PROCEDURES**



*POWER STRENGTH DETERMINATION FUN*



# CANMORE ILLUSTIONS GYMNASTICS CLUB

## **ATHLETE'S HANDBOOK** POLICIES AND PROCEDURES

### TABLE OF CONTENTS

Mission Statement	1
CIGC History	1
Alberta Gymnastics Federation	1
Refund Policies	2
Competitive Programs	2
Recreation Programs	2
Additional Programs (summer camps, training camps, other)	3
Competitive and Recreational Program Fee Structure	3
Privacy Policy	3
Volunteer Commitment (competitive programs only)	3
CIGC Code of Ethics	4
Athlete's Bill of Rights	4
Athlete's Code of Conduct	4
Coach's Code of Ethics	4
Parent's Code of Ethics	4
Complaint & Concerns Protocol	5
Removal from a Program	5
Gym Rules	5
Gym Snacks	5
CIGC Contact Information	5



***POWER STRENGTH DETERMINATION FUN***

# CANMORE ILLUSIONS GYMNASTICS CLUB POLICIES AND PROCEDURES



## WELCOME TO THE CANMORE ILLUSIONS GYMNASTICS CLUB

### Mission Statement

Canmore Illusions Gymnastics Club (CIGC), in partnership with its members, exists to promote the sport of gymnastics by providing opportunities for all members to develop personal excellence and a lifelong love of sport and fitness. CIGC provides quality instruction in gymnastics whereby club participants can achieve their potential in a safe environment that is built around camaraderie, challenge and fun. CIGC coaches offer high-quality instruction and ensure that participants, while working at one's own ability level under careful supervision, are taught appropriate lead-up drills for each new skill.

### CIGC History

In January 1994, CIGC's former head coach, Marti Przibislawsky, started an after-school gymnastics program at Elizabeth Rummel School. One year later, an advanced group from the after-school program formed a small pre-competitive group and used the gymnastics facility available at the Canmore Recreation Centre. In September 1996, a parents committee was formed and the club was registered under the Societies Act with the name Rocky Mountain Illusions Gymnastics Club. In 2000, the club changed its name to the Canmore Illusions Gymnastics Club. In 2015, CIGC moved to its new location in the previous swimming pool space at the Canmore Recreation Centre.

### Alberta Gymnastics Federation

In order for CIGC to be a member of the Alberta Gymnastics Federation (AGF), each competitive and recreational member must pay dues. These dues are included in CIGC fees.

The AGF is comprised of more than 100 member clubs throughout Alberta. The AGF has two general areas of responsibility:

- 1) Coordination of gymnastics activities that are provincial in nature, such as leadership development, the recreation development program and the competitive program.
- 2) Provision of services to clubs (particularly services that would otherwise be unavailable to clubs).

### Benefits of belonging to AGF include:

#### Communication

- The ability to access an AGF toll-free line to call the AGF office.
- Clubs receive copies of the AGF newsletter and are encouraged to submit articles and other items of interest for print.
- Regular mail-outs to clubs to keep them informed of upcoming events (e.g., RDC Monkey Business, Calendar of Events, NCCP Technical Courses/Judging Course Dates).

### Services and Resources

- A comprehensive liability insurance package to protect club directors, coaches and supervisors from potential lawsuits, as well as a sports accident insurance policy that compensates participants for sport-related injuries. This insurance is valid from July to June each year (meaning, if a participant joins in January for a winter session, they still need to purchase the full AGF insurance for that year).
- The ability to purchase resource materials at member prices.
- Opportunity to participate in the national CANGYM badge program.
- The opportunity to raise funds for member clubs by participating in AGF-sponsored events.
- Opportunities for leadership development (e.g., coaching and judging clinics).
- The AGF makes available medals, crests, pins and other materials for clubs to purchase at cost.
- Clubs affiliated with AGF are eligible for grants that are available through various government agencies.
- Member clubs have voting privileges at the Annual General Meeting and can nominate people for positions on the Board of Directors. Thus, member clubs have direct input into the AGF's operation and policy development.
- Member clubs have the opportunity to access the AGF Resource Library.



## REFUND POLICIES

### Competitive Programs

- 1) This policy is to be made available to parents upon registration.
- 2) Refunds are to be made upon request by the affected athlete or family. It will not be the responsibility of CIGC or coaches to monitor this issue.
- 3) All refund requests are to be made promptly by the affected athlete or family, within one month of the withdrawal. Requests must be directed to the Board of Directors in writing.
- 4) Refund requests must be made within the financial year (July 01-June 30), before year-end financial statements are prepared by the board treasurer. Once these statements are prepared for the year, no refunds shall be considered or made by the board.
- 5) All refunds are to be approved by a majority of the board, which shall then direct the treasurer to issue or not issue a refund accordingly. The decision shall be communicated to the athlete or family in writing.
- 6) Competitive coaching fees may be refunded if an athlete withdraws from the program involuntarily (i.e., for medical reasons, family leaves town, etc.). In the case of post-dated cheques, all uncashed cheques for the remaining months of the fees may be returned to the athlete or family. All refund requests must be presented to the board in writing.
- 7) For voluntary withdrawal from the program, refunds shall be granted if the voluntary withdrawal is made within four weeks of the commencement of classes. After four weeks, a refund will be considered by the board on a case-by-case basis and may be dependent on finding a replacement athlete for that now-vacant spot in the program. All refund requests must be presented to the board in writing.
- 8) If the head coach/competitive program director determines that an athlete is unsuited for the program in which she/he is registered, and recommends that the athlete be reassigned to another program, the athlete shall be entitled to a refund for the difference in the registration fees of the original program and the one to which he/she has been reassigned by the head coach.
- 9) If upon the recommendation of the appropriate head coach/competitive program director an athlete is reassigned to a program different from the one in which the athlete was originally registered, and the athlete chooses not to participate in the reassigned program, the athlete shall be entitled to a refund equal to the remainder of the original program fee.
- 10) If a gymnast is injured or becomes ill during the period of time in which he or she is registered for a gymnastics program and, as a result, is unable to participate in any

aspect of the program for a period of more than four consecutive weeks, the gymnast or his or her parents may submit a request, supported by a letter from a physician, in writing to the board requesting a refund of fees for that time period of inactivity. The board shall consider the request based on the intent of this policy. No refunds shall be granted due to injury or illness if a gymnast is able to participate in some aspect of the program during the course of injury or illness, or if the gymnast is able to participate in any aspect of the program for less than four consecutive weeks.

- 11) The board, at its sole discretion, can waive the provisions of this policy, if it considers that there are sufficient, reasonable and compassionate grounds for doing so.

### Recreation Programs

- 1) **Voluntary withdrawal:** There is a one-week grace period in which the child is entitled to a full class-cost refund if the first class was not a good fit. In order for the refund to be granted, the gym club must receive in writing 48 hours prior to the start of the second class that the child will not be continuing their participation.

Refund/credit requests made after 48 hours prior to the second class, the following applies:

- A) In the case that a replacement participant can fill the spot, a gym credit for the remaining weeks of the class cost (excluding AGF fee) may be granted to the participant (for use within the immediate family). The credit will exclude the class cost for the first and second classes at minimum, with the remaining credit amount dependent on the time the replacement is registered.
- B) In the case that the spot cannot be filled by a replacement participant, there will be no refund or credit granted to the participant or the immediate family.

*\*Note: Credits are only available within the annual gymnastics season (September through June, or August if summer programs available).*

- 2) **Involuntary withdrawal:** Refund or credit (excluding AGF fee) may be granted for involuntary withdrawal from the program (such as injury or illness), for the remainder of the session. A doctor's note stating the child's inability to continue participation must be provided to the CIGC board along with a written request in order for the refund to be considered. If applicable, the credit may be used by the immediate family and within the season.

*\*AGF membership is non-refundable and non-transferable at any time.*

## REFUND POLICIES

### Additional Programs

#### (summer camps, training camps, other)

- 1) Camp fees may be refunded if an athlete withdraws from the camp involuntarily (i.e., for medical reasons, family moves out of town, etc.).
- 2) In the case of voluntary withdrawal from the camp at any time, no refunds shall be made.
- 3) If the appropriate head coach/competitive program director determines that an athlete is unsuited for the camp in which she/he is registered, the athlete shall be entitled to a refund of the remaining camp days.

### Competitive and Recreational Program Fee Structure

- 1) It is the policy of the CIGC that the complete program fee must be satisfied regardless of attendance and that there will be no pro-rating. Example: If a program runs two days per week, and the athlete attends only one, the program fees for two days must still be paid. The board reserves the right to make exception to this rule on a case-by-case basis. The exception must be presented in writing to the board.
- 2) NSF cheques will result in a \$25 administration fee. Should this situation occur, a new cheque must be provided prior to the next class for the same amount, including the administration fee. In the case that an NSF cheque has not been replaced, the athlete will be unable to participate until payment has been received. The club endeavors to provide gym to all athletes. Alternative sources of funding may be available. Please contact the board if interested in learning more about these resources.
- 3) In the event an athlete is unable to afford their monthly payments, the board requests that the family put this in writing to them immediately. A 30-day grace period will be allowed from the date of the missed payment. Thereafter, interest of prime plus five per cent will be added to the outstanding monthly payments and cumulated as such. The board will do everything possible to find financially creative ways to keep the athlete in gym.

## PRIVACY POLICY

When registering for a CIGC recreation or competitive program, the personal information collected may be used for registration, club communication, insurance and emergency purposes by CIGC staff, CIGC board and/or sub-committees, the Town of Canmore and the AGF.

## VOLUNTEER COMMITMENT

### Competitive Programs Only

Volunteer hours play an integral role in helping to maintain and run CIGC – each parent makes a difference. The number of volunteer hours is determined annually by the board and is based on the proposed activities for the year. An online signed agreement and a volunteer-bond cheque for each family stating their commitment to the volunteer hours is required prior to their child being allowed to train in the competitive program.

The volunteer commitment is based on three hours of volunteering for every hour the athlete trains per week. For example, if an athlete trains four hours per week, then the family is required to volunteer 12 hours over the course of the year. In the event that a family has more than one gymnast in the competitive program, the second and each subsequent child will be responsible for only half of the regular volunteer commitment for that program, to a maximum of 27 hours per athlete or 37 hours per family.

Hosting competitions is the most labour-intensive activity for CIGC. Every family is asked to do at least one shift at the Summit Invitational Competition, even if that year's volunteer hours are already completed.

In addition to taking shifts at a casino (every third year and imperative for everyone to find a way to help fill the shifts), there are many other opportunities to volunteer throughout the year. These include sitting on the CIGC Board of Directors, helping with fundraising events, gym clean-ups, Gym-a-thon, the Summit Invitational Gymnastics Competition and the Year-end Display.

Each family will be asked for a Volunteer Bond in the form of a post-dated cheque dated for June 1st, 2016, at the beginning of the season. The amount of the cheque will be directly proportional to the number of hours the family is committed to. If the required number of volunteer hours is not met by the end of the season, the volunteer bond cheque will be cashed at a rate of \$50 per hour. (For example, if a bond cheque is received for \$700 and all but two hours of volunteer time was fulfilled, the bond cheque will be cashed and a subsequent cheque of \$600 will be refunded.)

The board recognizes that due to individual circumstances some families are not able to contribute volunteer time on a yearlong basis or may wish to have some flexibility in the types of jobs for which they volunteer. The important issue is that all of these jobs should be shared amongst all members of the club. After all, many hands make light work. If there are suggestions or alternatives that you wish to discuss, please present them in writing to the board.

## CIGC CODE OF ETHICS

Every member of CIGC is expected to treat others with dignity and respect. This includes our participants, parents, coaches, staff and volunteers. Any behaviour that is insulting, intimidating, humiliating, malicious, degrading and offensive is not acceptable and will result in appropriate discipline.

### Athlete's Bill of Rights

- The right to have the opportunity to participate in sports regardless of ability.
- The right to participate at a level that is consistent with developmental ability.
- The right to participate in a safe and healthy environment.
- The right to learn proper preparation in the sport of gymnastics.
- The right to be treated with dignity by all coaches, staff and fellow athletes.
- The right to have fun through sport.

### Athlete's Code of Conduct

- **Behaviour:** Athletes are expected to behave in an appropriate manner at all times. Rowdy, disrespectful or disruptive behaviors, as well as attempts to embarrass others, violate the code of conduct. Athletes should show respect for themselves and others during all trainings and competitions.
- Bathroom breaks should try to be scheduled for snack and break times.
- Talking during class should be kept to a minimum, to allow athletes and coaches to focus on their tasks.
- **Honesty:** Athletes should demonstrate honesty in communications with the coach regarding completion of programs and exercises. Cheating will not be tolerated at any level and will result in disciplinary action decided by the coach.
- **Work ethic:** Athletes are always expected to give a continuous effort throughout practices and competitions. Best efforts should be made to complete programs developed for the athlete, as they are working hard to fulfill goals.
- **Communication:** Athletes are responsible for reporting any injuries to their coach at the onset of pain. Untreated injuries can escalate and result in more serious, long-term issues. Athletes should also openly discuss with their coach concerns of any sort relating to their gymnastics, including fears. Open communication with the coach is a key component to efficient training.
- **Presentation:** Athletes in the girls competitive/pre-competitive/mini-pre programs must present themselves suitably at each practice. This includes a proper gymnastics body suit, hair pulled into a tight bun, no outside clothes over the gym suit, and a ready-to-work attitude. Bodysuits without shorts are preferred.

Should this Athlete's Code of Conduct not be adhered to, disciplinary action will be taken. This is the recommended disciplinary protocol; however it is the coach's decision as to the appropriate level of discipline required:

- 1) Verbal warning.

- 2) Time out from training.
- 3) Parents phoned to come and pick up their child.
- 4) One class suspension (without refund for fees paid).
- 5) Two- to three-class suspension (without refund for fees paid).
- 6) Long-term suspension (without refund for fees paid).

### Coach's Code of Ethics

- Coaches are expected to do everything in their power to fulfill the athlete's bill of rights
- Coaches are expected to treat athletes and parents, board members and volunteers, judges, meet officials and each other with courtesy and respect at all times.
- Coaches are to refrain from malicious gossip and demeaning remarks with or without intent to bias opinion concerning athletes, other coaches or judges, and board members.
- During a competition, coaches should consider it unethical to express displeasure at a judge's work to that judge through any means other than the accepted (standard) protest procedure.
- It is unacceptable for a coach to threaten, yell or strike any athlete or judge, regardless of the situation or location. It is unacceptable for a coach to use abusive language, inappropriate tone of voice (for example, sarcasm) and body language at any training session, competition or meeting.

### Parent's Code of Ethics

- I will remember that my child participates in gymnastics for his or her enjoyment and that the goals that my child is striving to achieve will be set by him or her, and not by me.
- I will treat the coaching staff and other members of the club with respect.
- I will approach coaches in a calm and respectful manner when discussing a concern regarding my child.
- I will not interrupt the class by requesting the attention of the coach or by walking over to the coach while class is in session.
- I will allow my child and the coaching staff to participate in gymnastics practice sessions and competitions without interference from me.
- I will never ridicule my child for her or his performance at a gymnastics practice or event.
- I will be supportive of my child's participation and efforts in gymnastics and will offer praise and encouragement for doing her or his best, participating fully, and being supportive of the other gymnasts.
- I will encourage my child to follow the gymnasium rules and to treat the other gymnasts and the coaches with respect.
- I will address all of my concerns regarding the gymnastics program to my child's coaches. In the case that my concerns have not been resolved, I will address them in writing to the Board of Directors. (See complaint/concern protocol on next page.)
- I will address any concerns regarding club administration to the Board of Directors in writing.
- I will show appreciation for club volunteers and supporters and will not be unduly critical of work done by club volunteers.
- I will do my best to foster a positive image for CIGC within the community.

# CANMORE ILLUSIONS GYMNASTICS CLUB POLICIES AND PROCEDURES

## COMPLAINT & CONCERNS PROTOCOL

CIGC coaches and Board of Directors endeavour to run the club to the best of their ability. However, the club is unable to foresee every problem that may occur. Please, do not let a problem go un-addressed or assume it cannot be resolved. CIGC wishes to tackle any and all problems before they grow into larger issues. Please follow the complaint protocol listed below.

**If a parent or guardian has a concern with their child, they must follow the outlined steps:**

- 1) Arrange an appropriate time to first discuss the issue with the class coach.
- 2) If the problem cannot be resolved by the coach, then the issue is to be brought to the appropriate head coach/competitive program director.
- 3) If the appropriate head coach/competitive program director are unable to resolve the problem, then he or she will present the matter to the general manager.
- 4) If the general manager is unable to resolve the problem then he or she will present it to the board.

## REMOVAL FROM A PROGRAM

For its part, CIGC commits to the child and his/her family for the competitive season. However, the head coach/competitive program director/Board of Directors have the right to remove an athlete from the program at any time during the season, temporarily or altogether, under any of the following conditions:

- If the appropriate head coach/competitive program director in his/her discretion feels that the child's temperament, development or skill level prevents him/her from meeting the requirements of the competitive program.
- If the conduct of the child or his/her parents is disruptive or disrespectful.
- If the monthly fees are not being paid.
- In the event the athlete is repeatedly absent, frequently arriving late or leaving early.

**If the above situation(s) occur at any time, protocol is as follows:**

- 1) Verbal or written notification to the individual from the head coach/competitive program director.
- 2) If unresolved, written notification to the individual from the Board of Directors.
- 3) If unresolved, removal from the program.

## GYM RULES

**Look before you leap!** For a safe and positive experience, these are the rules at CIGC:

- 1) Group leaders are responsible for the conduct of their group and must ensure that group members adhere to the following rules of the gym.
- 2) **No footwear in the gym** – bare feet only. Outdoor footwear is removed and placed neatly on the shoe racks outside the change-room doors.
- 3) During a session, participants must remain with their group at all times. Permission is required to leave the class for any reason.
- 4) After bathroom use, wash hands for hygienic reasons (things spread fast in a gym). Also, anyone with plantar warts must tape the area on feet or hands.
- 5) Proper attire must be worn (shorts and t-shirt are fine). Baggy clothing is a safety concern.
- 6) Absolutely **NO** jewelry is to be worn. Please leave valuables at home. CIGC is not responsible for lost or stolen property.
- 7) No gum, food or drinks (except for water) allowed in the gymnasium.
- 8) Participants must stay off equipment before the start of class or after class has finished. No equipment shall be used by any participant without the expressed permission or direct supervision of the supervising coach.
- 9) **CIGC is a nut-free facility** – the club has some members with life-threatening allergies.
- 10) **Allergies/medical conditions:** If an athlete is required to carry medication advise the coach and keep such medications labelled and in a designated spot – specifically, medication required for life-threatening interventions (EpiPens, inhalers, medical alert)

### Gym Snacks

**CIGC is a nut-free facility.** Please bring a healthy snack for break time and a water bottle.

## CIGC CONTACT INFORMATION



### Canmore Illusions Gymnastics Club

1900 - 8th Avenue, Canmore, AB T1W 1Y2

PH: 403.678.4466

[www.canmoregymnastics.com](http://www.canmoregymnastics.com)

[admin@canmoregymnastics.com](mailto:admin@canmoregymnastics.com)

To reach the Board of Directors, please email: [admin@canmoregymnastics.com](mailto:admin@canmoregymnastics.com). For private matters, please send the board a simple request to be contacted immediately, then a board member will reach the parent by telephone or personal email.