Staff Policies, Procedures & Code of Conduct

This document comprises major policies, procedures, and a code of conduct (all referred to as Policies) that all employees of Perfect Storm Athletics are required to follow. This document forms an integral part of all staff employment arrangements, whether part time or full time, administrative or coaching. Management of Perfect Storm Athletics, at its sole discretion, may make changes to these Policies from time to time.

1 GENERAL

1.1 Perfect Storm Athletics aims to build an image that represents professionalism, integrity and class. We expect and want first class people representing this organization. Any Perfect Storm employee who disrespects and tarnishes the image of Perfect Storm Athletics will be released.

1.2 All Perfect Storm Athletics Staff are reminded to exercise extreme caution and common sense when using social networking sites or on social media platforms. If any photos, comments etc. posted in social media are deemed to be an inappropriate representation of Perfect Storm Athletics, immediate dismissal from Perfect Storm may occur. This determination shall be at the sole discretion of the gym owners.

1.3 Perfect Storm Athletics staff members are prohibited from entering into romantic relationships with athletes under their supervision/instruction (regardless of age) and are reminded to exercise extreme caution when interacting with any athletes outside of gym instruction hours. Inappropriate interactions with Perfect Storm athletes may result in automatic dismissal and possible legal action.

1.4 It is the responsibility of each staff member to immediately advise Perfect Storm Management of any pertinent medical, behavioral, or family issues of concern relating to athletes. It is a core value and philosophy of Perfect Storm Athletics that we do our best to support the athlete and family in every way possible.

1.5 It is the responsibility of each staff member to advise their manager of any change to personal information.

1.6 As a staff member of Perfect Storm Athletics, your photo and/or likeness may be used for promotional purposes by Perfect Storm Athletics. You will not be compensated for usage of such photos. Photos will be the sole property of Perfect Storm Athletics. All photographic decisions will be made by Perfect Storm management.

1.7 Staff must get permission to use photos taken by others for use on any Perfect Storm social media platforms.

2 PHILOSOPHY

2.1 All Perfect Storm Staff are expected to represent Perfect Storm Athletics with professionalism and integrity at all times. If, for whatever reason, a staff member does not act in a manner consistent with Perfect Storm Policies and philosophy, management reserves the right to dismiss the employee immediately.

2.2 Athletes, coaches and parents of all gyms (Perfect Storm Athletics and all other gyms/programs) are to be treated with respect.

2.3 Perfect Storm Athletics prides itself as an inclusive and positive family oriented cheer gym. Any instances of discrimination in any form must be reported to gym ownership immediately.

2.4 Staff members are encouraged to participate in staff gatherings and activities.

3 STAFF PERFORMANCE STANDARDS

3.1 Management will endeavor to communicate the standards for methodology of instruction and communication for all coaches to ensure consistency across all ages and levels. If a staff member is in any way unclear as to what requirements are necessary for his or her individual performance to meet the standards of the management, it is the responsibility of the staff member to confirm expectations.

3.1.1 Through on-going training and meetings, Perfect Storm Athletics has a standard to which all coaches are expected to perform. Coaches are expected to not only conduct themselves professionally amongst athletes and parents, but also among the staff and coaches/staff from other programs. Understanding the rules of competition, choreography fundamentals and other “Storm Standards” are essential to the success of our program.

3.1.2 Management will conduct semi-annual meetings with all staff to review their performance and goals. Staff compensation will be reviewed annually.

4 COACHING EXPECTATIONS

4.1 Before you coach:

4.1.1 All coaches are expected to be at the gym a minimum of 10 minutes prior to class start time and must be changed and ready to warm up athletes at the exact start time. (Start times are always specified.)

4.1.2 Please help to ensure that athletes are not on equipment while waiting for practice to start. Please monitor what is going on around you WHILE you coach as well. Athletes are not permitted on equipment or floors unless they are in a lesson, class, or practice.

4.2 During coaching:

4.2.1 It is the responsibility of each coach to take attendance at every practice and class and to immediately enter this in JackRabbit.

4.2.2 You are expected to attend all classes you are responsible for teaching / coaching. If you will be away there is an absence form that must be completed. There is a link to the Google form in the staff area of our website. See “Absences” below.

4.2.3 Remember that you are being watched at all times. It is important to be professional and respectful to all parents, coaches, and athletes.

4.2.4 Be hands on with your athletes. Walk around, give feedback. Coaches are not to be sitting down while coaching.

4.2.5 We recognize that coaching can be difficult at times but all coaches must refrain from using threats and/or bullying tactics, throwing tantrums or objects, etc. At no time do we tolerate mistreatment of our athletes, which includes speaking about them in a negative way in front of other athletes/parents. Always speak of others with respect.

4.2.6 Be aware of what you say in front of athletes and parents. Always use positive language. Sarcasm can be interpreted in a manner you had not intended. Keep "stories" for the privacy of the staff room.

4.2.7 Cell phones are not permitted while coaching unless being used for attendance, music, or photo/video.

4.2.8 There is to be no food or beverages (other than water) in the gym. Coffee, energy drinks, and similar beverages may be placed in specific safe areas near the coaching areas.

4.2.9 If athletes remove any hoodies, sweaters or other articles of clothing, have them placed in the athlete’s cubby immediately.

4.2.10 Coaches must remove jewelry when working hands on with athletes.

4.3 After coaching:

4.3.1 Try to be available to speak with athletes or parents.

4.3.2 Put away equipment you used or any other mess you made during practice. Please ensure mats are flat and not buckled up. (Athletes can assist with this.)

4.3.3 Remind athletes to take their water bottles.

4.3.4 Enter your hours into the on-line payroll system in JackRabbit. It is expected that you enter your hours regularly, as you work (not in advance and not at the end of the month just prior to cut off).

4.3.5 Be in communication with your manager about any attendance issues.

5 CERTIFICATIONS & TRAINING

5.1 Perfect Storm Athletics staff are required to have the following credentials/certifications in order to coach. These requirements are subject to change and are based, in part, on the requirements of the Alberta Cheerleading Association and Cheer Canada.

5.1.1 ICU Certification up to the level you are currently coaching

5.1.2 First Aid & CPR

5.1.3 Safe Sport (NCCP)

5.1.4 Planning a Practice (NCCP) which includes Emergency Action Plans.

5.1.5 Make Ethical Decisions (NCCP)

5.1.6 Making Head Way (NCCP)

5.1.7 Criminal Record Check/Background check every 3 years

5.1.8 All coaches have a folder in our Google drive. Copies of all certifications must be uploaded into your folder. Please speak with your manager if you need help accessing this folder.

5.1.9 All certifications must be kept current. Minor lapses may be permitted due to scheduling of courses. You must let your manager know about any reasons for lapses.

5.1.10 Coaches' training is provided annually by Perfect Storm and all coaches are required to attend. Coaches who do not provide the necessary documentation of credentials or who do not recertify in a timely manner may be dismissed.

5.2 In addition, staff are required to attend the annual training conducted by Perfect Storm Athletics. We will always give at least 60 days' notice of this training.

6 INJURIES

6.1 All injuries are to be taken seriously. All injuries where the athlete sits out, must be recorded in the Google form "Athlete Injury Form" found in the staff section of the Perfect Storm website. This must be done the same day that the injury occurs.

6.2 Parents must be contacted if an athlete is injured and needs to sit out of practice.

6.3 If there is an apparent concussion, a parent needs to be contacted. If the athlete is an adult, transportation home should be arranged. A doctor's letter, clearing the athlete to return to practice is required in order for the athlete to return.

6.4 An ambulance should be called when you can not move the athlete due to a neck/back injury.

6.5 Management must be notified immediately if a serious injury occurs and whenever an Athlete Injury Report is made..

6.6 Ensure you know where your gym's Emergency Action Plan is located (posted in your gym) and how to activate it.

7 SEMI-PRIVATE LESSONS

7.1 Coaches who request to be on the semi-private coaching schedule are responsible for checking the schedule when it is released and on an on-going basis. Coaches must notify management of any conflicts immediately.

7.2 Management will text coaches any changes to the schedule made within 24 hours of a lesson, otherwise it is the responsibility of the coach to check the schedule.

7.3 If an athlete does not show up within five minutes of the scheduled lesson, it is the coach's responsibility to let gym management know immediately.

7.4 It is important for private lesson coaches to be in touch with the athlete's cheer coach to ensure the athlete is working on appropriate skills.

7.5 When appropriate/needed, coaches should communicate with parents after lessons to review progress and assign tasks / drills for the athlete to work on.

7.6 Coaches who wish to coach semi-private lessons may be required to teach an additional class or classes before being added to the private coaching schedule.

8 COMPETITIONS

8.1 For details regarding expectations as to what to wear during competitions, please refer to the section regarding attire.

8.2 Expectations at the Event:

8.2.1 You are expected to stay with your team from the time they meet until after awards. Never leave your athletes unattended. See 8.2.2 for the exception.

8.2.2 If you have more than 1 team in a single event, and must leave a team to tend to another, it is your responsibility to find another coach / staff member to supervise your team if necessary.

8.2.3 With the number of teams at Perfect Storm Athletics, it is very difficult to watch all teams. Please use your best judgement for local events and watch when you can. For travel competitions we will give a schedule of when teams are required to watch others compete.

8.3 Out of City / Travelling:

8.3.1 Parents are paying for your trip; this is not vacation time. You are on these trips to coach and supervise athletes when needed.

8.3.2 Alcohol or cannabis is not permitted in coaches' rooms.

8.3.3 Evenings Out: Coaches must follow the same curfew times given to athletes.

8.3.4 When your team is under parental supervision, make sure the parents have your cell phone number and that your phone is on at all times. You must be no more than a 10-minute drive from the hotel.

8.3.5 When you are traveling as an athlete, you are there first and foremost as an athlete and therefore the athlete code of conduct for travel is in effect.

8.4 Competition reimbursement documents can be found on the staff page of our website.

9 COACHING ATTIRE

9.1 Coaches are expected to look professional and athletic. Coaches must wear Perfect Storm clothing while coaching.

9.2 Coaches are expected to participate in theme weeks and may go outside of these normal attire guideline requirements at those times. Clothing must still be athletic and professional.

9.3 Competition Attire:

- 9.3.1 Management will provide more specific instructions as to what to wear during competitions. It will be Perfect Storm gear that is provided.

9.4 Acceptable tops:

- 9.4.1 Perfect Storm shirts including staff tees & tanks, practice shirts, or any other "Perfect Storm" tops available at the Storm Seller
- 9.4.2 Sweaters/jackets, when needed, must also follow the guidelines above

9.5 Unacceptable tops:

- 9.5.1 Any other gym's attire (cheer, gymnastics, etc.) unless for special theme days.
- 9.5.2 Low cut tanks/shirts. This includes males. Tanks or shirts that have been ripped or cut and chest/belly exposed or visible are not acceptable.
- 9.5.3 Ripped shirts
- 9.5.4 Tops that do not follow the guidelines above

9.6 Acceptable bottoms:

- 9.6.1 Any Perfect Storm bottoms
- 9.6.2 Track pants or clean-looking sweatpants in black/grey/charcoal
- 9.6.3 Lululemon/yoga pants in black/grey/charcoal
- 9.6.4 Athletic Shorts in black/grey/charcoal

9.7 Unacceptable bottoms:

- 9.7.1 Jeans
- 9.7.2 Ripped sweatpants
- 9.7.3 Booty shorts (fine when you are an athlete, but not for coaching)

10 COMPENSATION: PROCESS, TIMING & METHOD

10.1 Staff will receive payment for services on the last business day of each month for hours worked through the 23rd of that month. Cut-off for recording hours is the 23rd of each month.

10.2 Each staff members' pay will be kept confidential and will be based on a compensation schedule prepared by Perfect Storm management.

10.3 Payment will be made by direct deposit to the staff member's bank account.

10.4 Staff are required to enter their hours <u>after each time</u> they have worked. Entering hours before they have been actually worked is not permitted. It is the sole responsibility of each coach to record their hours worked.

10.5 If a coach substitutes for another coach, they must record the details of such substitution in a note on the entry in JackRabbit.

10.6 Reimbursement information and forms can be found on the staff page of our website.

11 REIMBURSEMENT OF EXPENSES

11.1 Legitimate and valid expenses incurred on behalf of Perfect Storm Athletics will be reimbursed to staff members upon submission of the Perfect Storm Athletics "Expense Claim Form" with original receipts. This form can be found on the Staff Resources page on our website, on the Staff Facebook page, or from management at the gym.

11.2 All communication with the corporate accountant should be by email only to accounting@perfectstormathletics.com. Communications will be responded to during regular office hours.

12 DISCOUNTS

12.1 Staff will receive 20% off all merchandise purchased through the gym. All special order items will be charged to staff members at the gym's cost. This discount only applies to clothing and merchandise for personal use by the staff member.

12.2 Staff who are consistently working a minimum of 3 hours per week and are also on a cheer team or who have a child on a team will receive 40% off their program fees for cheer. This discount only applies to one family member; either the staff member or one of their children. Each subsequent child will receive the standard 10% sibling discount. There are no discounts on tumbling including semi-private lessons and clinics.

13 SOCIAL MEDIA & COMMUNICATION

13.1 Perfect Storm Athletics staff are considered important role models in the eyes of our athletes and parents. Most of our athletes are young and impressionable and our gyms' parents do not want their children exposed to any inappropriate posts, photos, etc.

13.2 When using social media, you will refrain from posting images, statuses, or comments about any behaviour which we do not promote with our athletes. This includes drinking alcohol, smoking, engaging in any drug use, partying, partial or full nudity, sexual innuendos or poses.

13.3 Communication by Perfect Storm Athletics with staff:

13.3.1 The principle method of communication with all Perfect Storm staff by management is through the staff Facebook group of each gym. This is to be checked regularly.

13.3.2 All staff members must have an email address that is checked regularly. Not reading emails is not an excuse for missing important staff/gym information. It is the responsibility of each coach to advise management of any change to an email address.

13.3.3 A weekly newsletter (Weather Forecast) is emailed and expected to be read by all employees. It is also posted on the Perfect Storm website.

13.4 Communication by Perfect Storm Athletics staff with athletes and parents

13.4.1 The primary form of communication with your athletes and parents is to be your team Facebook page.

13.4.2 Coaches are not to engage with parents or athletes by text or Facebook Messenger, etc. when there are any problems or issues. These forms of communication should only be used for attendance (late, sick, etc), to set up a meeting, or for a positive message about their child. All other communication should be over the phone or in person.

13.4.3 When meeting face to face with an athlete about any concern, there must be at least two Perfect Storm Athletics representatives present (2 coaches or a coach and management). Gym management must be informed in advance of all in-person meetings and gym management may attend the meeting.

13.4.4 Coaches are not to engage in electronic communication with athletes unless it is directly related to Perfect Storm Athletics activities.

13.4.5 Coaches shall not discuss other athletes with parents or athletes.

13.4.6 Coaches may be privy to confidential information related to the business of Perfect Storm Athletics. Such information is the property of Perfect Storm Athletics and shall be treated with the utmost confidentiality.

13.4.7 Coaches may be privy to confidential information related to an athlete or family participating in a program at Perfect Storm Athletics. All such information shall be treated with the utmost confidentiality. Management must be notified in all situations that impact an athlete, team, or class.

14 GYM RULES & POLICIES

14.1 A copy of the Gym Rules and Policies is in our Program Handbook located on the Perfect Storm website.

14.2 Not only are coaches expected to abide by these gym rules and policies, but are also expected to advise management when they are not being followed by others.

15 ABSENCES

15.1 On teams where two coaches are being paid, this does not mean that it is acceptable for one or the other to be absent. Perfect Storm Athletics requests the commitment of athletes to be present at all practices. The same is expected with coaches. If coaches are absent 3 or more times, a meeting will be scheduled with management. Excessive absences may result in dismissal.

15.2 If you will be absent at any time you must let your manager know ahead of time.

15.3 You are required to request any absences that will affect your coaching at least 2 weeks prior. Please email or speak with your manager.

15.4 It is your responsibility to find a qualified substitute when necessary. Please seek advice from management if uncertain. Coverage must be appropriate and coaches must have the proper credentials for that level.

16 STAFF MEETINGS

16.1 Staff meetings are generally held monthly and all coaching staff are expected to attend unless otherwise excused.

16.2 Absence from a staff meeting must be cleared with Perfect Storm Management at least 1 week prior to the meeting date.

16.3 Staff meeting dates for the year are posted on the staff Facebook page prior to the start of the season.

17 GENERAL BEHAVIOUR

17.1 Use of illegal drugs, on or off the job, will warrant immediate dismissal.

17.2 Alcohol and cannabis consumption is not permitted by coaches at an event they are being paid for.

17.3 Coaches who are 18 and over may drink in moderation (1-2 drinks) at a staff function, only when permitted by management.

17.4 Use of alcohol, tobacco, or e-cigarettes, cannabis or other drugs on the job is completely prohibited.

17.5 Use of alcohol, tobacco, cannabis or other drugs in the presence of athletes who are minors is completely prohibited.

17.6 Supplying alcohol, tobacco, cannabis or other drugs or medications to an athlete is completely prohibited.

17.7 Public displays of affection with significant others at the gym / immediately outside the gym premises or at Perfect Storm events and competitions is not appropriate.

17.8 Use of vulgar or suggestive language is completely prohibited.

17.9 Sexual or suggestive behaviour while at the gym or at a Perfect Storm event, is prohibited.

17.10 Any unsportsmanlike behaviour, via any medium, may result in dismissal.

17.11 When challenging scores and deductions at competitions, it must be done within the guidelines and procedures of the specific competition and all communications are carried out with the utmost respect and civility.

18 TERMINATION / DISMISSAL

18.1 You are required to give 2 weeks' written notice (email is acceptable) if you are leaving Perfect Storm Athletics' employment.

18.2 Failure to abide by these and any other applicable ACA or Cheer Canada policies may result in a verbal or written warning, or in immediate termination, depending on the severity of the violation.

18.3 General Causes for Dismissal

- 18.3.1 Breaking the policies/code of conduct.
- 18.3.2 Dishonesty in any form.
- 18.3.3 Disregard for safety.
- 18.3.4 Not being reliable or punctual.
- 18.3.5 Treating an athlete, co-worker, or parent in a disrespectful manner.
- 18.3.6 Being in the gym after hours without permission.
- 18.3.7 Sexual harassment of another employee or customer.
- 18.3.8 Inappropriate personal or sexually oriented communication with any athlete or parent.
- 18.3.9 Showing up under the influence of or effect from alcohol or drugs.
- 18.3.10 Lack of professionalism.
- 18.3.11 Solicitation of athletes from other gyms.

19 DISCIPLINARY POLICY

19.1 Minor infractions include but are not limited to:

19.1.1 Showing up late for practice

19.1.2 Not wearing appropriate coaching attire

19.1.3 Not getting proper coverage when absent

19.1.4 Not filling out an absence request form or notifying management of a last minute absence

19.1.5 Trying to use “I didn’t know” as a reason

19.1.6 Not locking up/opening properly

19.1.7 Not cleaning up properly

19.1.8 Not checking schedules in a timely manner to notify management of any availability conflicts

19.1.9 Not following coach expectations

19.1.10 Not following cleaning schedule (if such a schedule is implemented)

19.1.11 Not providing coaching requirements/credentials by due dates

19.2 Major infractions include but are not limited to:

19.2.1 Not showing up for a class or practice

19.2.2 Texting/messaging inappropriately with an athlete

19.2.3 Entering into/being in a relationship with an athlete

20 OFFICE ETIQUETTE

20.1 Athletes (including junior leaders and CITs) are not permitted in the Storm Seller or staff room (unless approved by management).

20.2 The staff room is for paid coaches only.

20.3 The staff room is there for your convenience and is your responsibility to keep it clean. Do not leave food or drinks in the cubbies. There may be a cleaning schedule posted in the staff room.

21 USE OF PERFECT STORM ATHLETICS' BRAND / LOGOS

21.1 We have worked very hard to create a positive Perfect Storm Athletics brand. No one, including staff, athletes and family members, is permitted to use the Perfect Storm Athletics logo or likeness without the permission of Leanne Campbell and/or Tasha Brennan. As a result, ALL custom items for individuals and teams must be approved by Perfect Storm ownership. This includes team shirts and bows.

21.2 Teams may request to order bows or other gear but all orders must go through the Storm Seller. Do not quote any prices or give any details to athletes or parents until approval has been granted.

22 NON-SOLICITATION

22.1 Coaches shall not solicit any athlete or family of another gym to come to Perfect Storm Athletics.

22.2 Coaches shall not solicit or advise any athlete or family to leave Perfect Storm Athletics to attend another gym, unless they are moving to a region where Perfect Storm Athletics does not have a nearby gym.

22.3 Any solicitation may result in removal as a coach.

23 GYM OPERATING SYSTEMS

23.1 Perfect Storm has developed a series of systems for opening, closing, running open gym, etc. A link to these systems can be found in the staff area of the website. It is expected that any staff in charge of opening, closing, running open gym, etc be familiar with and follow these systems.

24 PRIVACY

24.1 Perfect Storm Athletics respects your privacy. We protect personal information and adhere to all legislative requirements with respect to protecting privacy. We do not rent, sell or trade our mailing lists. The information you provide will be used to deliver services and to keep you informed and up to date on the activities of the Perfect Storm Athletics.

25 REPORTING, MALTREATMENT & SAFESPORT

25.1 Staff who bring concerns to management regarding other staff members will have their identity kept confidential.

25.2 It is the responsibility of every staff member to report any maltreatment or activity that goes outside of the rules and expectations outlined in this document as well as those covered in the Safe Sport course and all ACA and Cheer Canada policies.

25.3 Perfect Storm Athletics has retained an independent Complaints Officer to receive complaints and/or reports from anyone not wishing to have their concern heard through other avenues such as a coach, gym management, ownership, coach support team, the ACA or Cheer Canada.
Confidential reports may be made to our independent Complaints Officer, Suzanne Fisher of Cornerstone Governance Corporation by following the instructions at this link: How to file a complaint.

25.4 Coaches must be knowledgeable of the ACA Code of Conduct, the reporting guidelines and Safesport resources, all of which may be found by links on our web page or at www.albertacheerleading.ca

26 HEALTH & SAFETY

26.1 Coaches will abide by all policies related to COVID and any other health matters that may arise, whether such policies are brought about by Perfect Storm Athletics or a government or health authority.

26.2 Coaches may be required to wear masks and follow additional cleaning and safety protocols.

26.3 We strongly encourage all staff to get vaccinated against COVID. Vaccinations may be required (by hosts, venues, cities, provinces, countries) for some activities such as competitions and team travel. It is quite likely that if not vaccinated, staff may not be able to carry out their duties because of the requirements noted above.