



Policy Title:	Communication Policy
Effective Date:	January 11, 2026
Revised Date:	N/A
Policy Owner:	President & Communications Director

Purpose:

The Mount Pearl Paradise Skating Club takes a proactive approach to safety and organizational integrity. We believe in the intentional prevention of maltreatment through the establishment of clear professional boundaries and a unified brand identity. This policy ensures our club remains a Positive Sport Environment—one that is inclusive, respectful, and fully aligned with the Skate Canada Code of Ethics, the Universal Code of Conduct (UCCMS), and Respect in Sport principles.

Criteria Statement:

To be considered compliant with MPPSC and **Skate Canada** standards, all club interactions must be **proactive, transparent, and professional**, upholding the club's brand integrity and a **Positive Sport Environment**. All communications between coaches, board members, and parents must occur through approved club channels, focusing strictly on club business while adhering to the **TAP Test** (Transparent, Accessible, Professional) and **Respect in Sport** principles. Furthermore, to protect minors and volunteers, all digital correspondence with athletes must include their parent and a second screened adult, strictly adhering to the **"Rule of Two"** and national electronic communication safety guidelines. Finally, to ensure accountability and fair **conflict resolution**, all formal correspondence must be identifiable and non-anonymous, fostering a culture of authentic and respectful dialogue.

Definitions:

Athlete/skater: A person who participates in sports or other physical activities organized by our organization.

Club: A not-for-profit organization that is operating for the general purpose of providing Skate Canada skating programs and is managed by a volunteer board of directors ([see MPPSC Constitution](#)).

Coach: An individual responsible for training and instructing athletes within the club registered in good standing with Skate Canada.

Member: Each person that meets the requirements of any of the three Member classes as defined in Article 3 hereof [of the Skate Canada bylaws] and that has been duly admitted as a member of Skate Canada.

MPPSC: Mount Pearl-Paradise Skating Club

Policy and Procedures:

Policy:

The skating club is committed to maintaining professional boundaries and a transparent communication environment that prioritizes the safety and well-being of all participants. In strict adherence to the Skate Canada Code of Ethics and the "Rule of Two," all interactions between coaches, athletes, board members, and parents must be open, observable, and conducted through approved club channels. To ensure accountability and professional integrity, the club requires all formal communications and dispute resolutions to be non-anonymous, fact-based, and handled through defined conflict resolution protocols to foster a respectful and inclusive skating community.

Procedures:

1. Branding and Professional Credibility

We recognize that professional branding is a vital component of a safe and trustworthy sport environment.

- **Unified Identity:** Consistent use of club logos and colors on apparel and digital platforms fosters a sense of belonging, pride, and accountability.
- **Trust and Legitimacy:** Proactive brand management ensures that all club communications are easily recognizable as official and legitimate, reducing the risk of unauthorized or fraudulent outreach.
- **Representation:** All members—coaches, athletes, and board members—act as brand ambassadors. When wearing club gear or using club digital assets, individuals are expected to uphold the highest standards of the **Skate Canada Code of Ethics**.

2. Electronic Communications: The "TAP" Standard

Per **Skate Canada's 2025 Electronic Communications Standards**, all digital interactions must proactively meet the **TAP** criteria:

- **Transparent:** Messages must be clear, direct, and professional in tone.
- **Accessible:** Communication is a matter of record; private or "disappearing" messages are strictly prohibited.
- **Professional:** Content must be limited to skating-related business (e.g., scheduling, technical feedback).

3. The "Rule of Two" & Social Media Safety

To proactively mitigate risk, the **Rule of Two** is mandatory for all digital correspondence:

- **Mandatory Inclusion:** All messages to minor athletes must include the parent/guardian and a second screened adult.
- **Social Media Boundaries:** Coaches and persons in authority must not follow minor athletes on personal accounts or engage in "personal" interactions (e.g., liking or commenting on non-skating posts).

4. Transparency and No Anonymity

To ensure a culture of accountability and authentic dialogue:

- **Identifiable Communication:** All formal feedback or grievances must be signed with the sender's legal name.
- **Open Dialogue:** The club does not acknowledge anonymous complaints, as they hinder the fair and proactive resolution of issues. (Confidentiality is reserved only for Safe Sport maltreatment reports).

5. Proactive Conflict Resolution

We utilize a consistent process to resolve disputes before they escalate:

- **The 24-Hour Rule:** A mandatory 24-hour "cooling off" period is required after an emotional incident to ensure dialogue remains calm and respectful.
- **Formal Process:** Conflicts must be submitted in writing. The Board will conduct a neutral review or mediation to reach a binding and transparent resolution.

Supporting resources:

[Respect in Sport](#)

[Responsible Coaching Movement](#)

[Skate Canada Code Of Ethics](#)

[Skate Canada - Electronic Communications Standards of Conduct](#)

[Skate Canada - Electronic Communications Protocols For Coaches and Skaters/Athletes](#)

[Skate Canada - Rule of two Practices](#)

[Skate Canada - Safe Sport](#)

[True Sport](#)

[Universal Code of Conduct to Prevent and Address Maltreatment in Sport](#)

MPPSC Communication Compliance Checklist

This checklist is designed for coaches, board members, and volunteers to ensure all interactions align with the proactive safety and professional standards of the club.

I. Communication Standards (The TAP Test)

- ☐ **Transparent:** Is the message clear and free of hidden meanings?
- ☐ **Accessible:** Is the communication a matter of record (no "disappearing" messages)?
- ☐ **Professional:** Is the content strictly limited to club/skating business?
- ☐ **Approved Channels:** Am I using official club platforms (e.g., club email, Slack, Uplifter) instead of personal texts or DMs?

II. Protection of Minors (The Rule of Two)

- ☐ **Parental Inclusion:** Does this message to a minor athlete include their parent or legal guardian?
- ☐ **Second Screened Adult:** Does this message include another coach or board member?
- ☐ **No One-on-One:** Have I avoided all private, direct digital contact with a minor?
- ☐ **Social Media Boundaries:** Am I refraining from "following" or "friending" minor athletes on personal social media accounts (Instagram, TikTok, Snapchat)?

III. Professionalism & Branding

- ☐ **Brand Representation:** Am I wearing approved club apparel and using official logos correctly during club events?
- ☐ **Professional Tone:** Does my digital presence reflect the "Positive Sport Environment" and the club's professional image?
- ☐ **Exclusion of Social Topics:** Have I ensured that messages do not stray into personal or social conversations?

IV. Accountability & Conflict Resolution

- ☐ **Non-Anonymity:** Am I ensuring all my formal feedback and official correspondence are signed with my legal name?
- ☐ **The 24-Hour Rule:** Have I waited 24 hours after an emotional incident before sending a formal complaint?

- ☐ **Respect in Sport:** Do my interactions model the Respect in Sport principles, focusing on inclusion and dignity?