



2023 Annual General Meeting Standing Committee Report

Standing Committee Name: Membership Policy Committee

Committee Chair and Members:

- Debra Armstrong (CEO) (required participant)
- Joni McPhail
- Gregor MacLean
- Pier-Luc Paquet
- Hilary Quick
- Brenda Hart
- Pat te Boekhorst
- Mary Liz Wiley

Committee Mandate Summary:

- Broadly oversees the implementation of the membership goals and strategy.
- Identifies, updates, and monitors risks related to the Committee's work
- Monitor member communications in line with the strategy and goals of the organization
- Work with Sections, in collaboration with the Sections Coordinating Committee, to monitor relationships and outcomes with its members
- Through established mechanisms, monitors programs at the macro level to ensure a consistent quality of program delivery
- Review motions from operational committees and forwards final draft motions to the board for discussion and approval
- Reviews membership involvement and applications for reinstatement as registrants or members

Committee Report:

The Membership Policy Committee is devoted to listening to the members of Skate Canada and our committee members, who are representatives from across the country. The Membership Policy Committee met seven times by video conference call. Each meeting included standing agenda items bringing valuable information and feedback for discussion.

Besides topical items of interest, the agenda has standing items for continuity that provide information and discussion points. These items include:

- Report from Hilary Quick, the Chair of the Sections Coordinating Committee (SCC)
- Report from the National Service Centre (NSC)

Through discussions with Management, we determined a significant focus of the MPC for the 2022-23 season would be approval policy and minimum operating standards for Club and Skating



Schools. These became additional standing agenda items and garnered most of the Committee's time and attention.

Club and Skating School Minimum Operating Standards

We reviewed the various Skate Canada membership policies currently in place. Committee members gathered information from Sections, Clubs and skating schools regarding policies offered. These items covered many aspects and led to discussions on the accountability of clubs and schools on member engagement, communication, and risk. We created a comprehensive list of policies and recommended levels of accountability from Skate Canada to Sections, Clubs and Schools for integration and requirements for Club minimum operation standards. The goal is to provide a list of policies that would provide best practices at the National, Section and Club level for clubs and skating schools.

Club and Skating School Approval Policy

We created a flow chart to help potential clubs and skating schools navigate the application process. The chart starts with the initial application for membership approval and includes a process for appeals. Besides the initial application process for clubs, a measuring tool for club/skating school compliance, like the Coach Dashboard, was recommended to monitor the compliance and accountability of club membership and quickly identify clubs in Good Standing. The Committee also recommended a probation period for new clubs and schools. These recommendations have been brought forward for review by management and staff.

There were many discussions on each of these topics. Through each process, more questions arose that needed consideration so that the recommendations would cover the size, location and capacity for all clubs and schools and simultaneously provide consistency and accountability by the clubs to Skate Canada.

Other items on the workplan for 2022 – 2023 included:

- Memberships Policy Functions and Reviews
- Membership engagement – This is an ongoing focus of the Committee monitored through dialogue with the SCC, the NSC and agenda items brought forward by committee members.
- Monitoring return to normal operations and program delivery across the country – membership numbers continued to increase at higher-than-expected levels creating challenges with access to coaching, assessments, and ice times.
- Assessing member communications in line with strategy and goals. Discussion around program delivery and consistency, including assessments and program standards.

The NSC kept the MPC apprised of the plans and subject matter for workshops at the Ice Summit.

The work of the Membership Policy Committee is invigorating, as the discussion topics are never static; they reflect current issues, whether they be challenges or celebrations. The Committee is a



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collective of people from across the country, each bringing a unique perspective and contributing to fulsome discussions to serve the membership better.

As it was my first time chairing this Committee, I must thank my committee members for their contribution, support, and meaningful engagement this past year. We endeavour to keep our finger on the pulse of essential matters impacting our members across all sections.

I also thank the National Service Centre staff who were tremendously supportive and guided – Debra Armstrong, Mary Ellen McDonald, Jeff Partrick, and Breanna Schmeer.