



## CLUB OPERATION CHECKLIST

Attached is a checklist your club can use to serve as a reminder of all the important tasks to complete and events that must occur to operate a great skating club. Geared to the club that operates skating programs from September to March, this checklist gives you a general overall picture of the season, by month, and will help to keep your club executive and coaches organized and on top of their game!

It is by no means exhaustive and is meant to give your club a basic starting point, so we encourage you to add tasks that apply to your particular situation.

Please refer to the **Members Login** section of [www.skatecanada.ca](http://www.skatecanada.ca) under the heading Clubs and Schools to retrieve an electronic copy of this checklist to customize for your club's use.

### APRIL

TASK	DATE	BY WHOM
<input type="checkbox"/> Hold club annual general meeting <input type="checkbox"/> Report /wrap up of the skating year <input type="checkbox"/> Hold elections for club board, coach and skater reps, as applicable <input type="checkbox"/> Take minutes and make available to membership (either via posting on club web site or bulletin board)	Within 60 days of the end of the club's winter season (as per club's by-laws)  Within 2 weeks of the meeting	Club board/coaches  Club secretary
<input type="checkbox"/> Attend Section annual general meeting	Late April or early May	Club board/ coaches
<input type="checkbox"/> Hold club recognition event – awards evening or banquet to reward skaters / thank volunteers for their contribution	Last week of skating OR shortly after winter season ends	Club board/coaches

## MAY

TASK	DATE	BY WHOM
<ul style="list-style-type: none"> <li><input type="checkbox"/> Hold planning meeting(s) for next season</li> <li><input type="checkbox"/> Review customer (skater and parent) survey and coaches survey – incorporate feedback</li> <li><input type="checkbox"/> Review club membership statistics, compare from previous year</li> <li><input type="checkbox"/> Forecast upcoming membership:</li> <li><input type="checkbox"/> Using customer survey results and previous membership data, forecast how many skaters are returning next year and to what program</li> <li><input type="checkbox"/> Review community demographics</li> <li><input type="checkbox"/> Review/update club goals, priorities</li> <li><input type="checkbox"/> Review current ice allocation – determine needs</li> <li><input type="checkbox"/> Determine coach requirements</li> <li><input type="checkbox"/> Determine volunteer requirements</li> <li><input type="checkbox"/> Review / set budget –discuss &amp; plan fundraising activities as required</li> <li><input type="checkbox"/> Set program schedule</li> <li><input type="checkbox"/> Plan tentative events - test days, competitions, ice show, etc.</li> <li><input type="checkbox"/> Begin application/sanction process for events with Section or Skate Canada</li> <li><input type="checkbox"/> Plan marketing strategies/campaign using Skate Canada materials</li> <li><input type="checkbox"/> Review &amp; update Club Constitution and By-Laws if required</li> <li><input type="checkbox"/> Develop or renew Club Policies &amp; Procedures</li> </ul>	Early May	Club board/coach(es)

## JUNE

TASK	DATE	BY WHOM
<ul style="list-style-type: none"> <li><input type="checkbox"/> Attend Skate Canada National Annual Convention &amp; General Meeting if possible</li> </ul>	Late May or early June of each year (location changes each year)	Club president or designate as delegate / coaches as observers
<ul style="list-style-type: none"> <li><input type="checkbox"/> Hire coaches / sign contracts</li> </ul>	Early June	Club board

## JULY / AUGUST

TASK	DATE	BY WHOM
<ul style="list-style-type: none"> <li><input type="checkbox"/> Review committee positions and role/responsibilities of each committee member</li> <li><input type="checkbox"/> Hold club board meeting</li> <li><input type="checkbox"/> Determine committee role and set club expectations and direction</li> <li><input type="checkbox"/> Discuss tentative registration dates and tasks to be completed</li> <li><input type="checkbox"/> Discuss marketing tools for club programs</li> <li><input type="checkbox"/> Follow up on coach's contracts issues - ensure all contracts are signed before season starts.</li> <li><input type="checkbox"/> Discuss potential fundraiser events for the season</li> </ul>	set in June and conducted in early July	Club President initiates date, time, location and agenda
<ul style="list-style-type: none"> <li><input type="checkbox"/> Watch for club registration package in mail from Skate Canada</li> </ul>	End of July	Membership Chair
<ul style="list-style-type: none"> <li><input type="checkbox"/> Hold coaches meeting</li> <li><input type="checkbox"/> Review contract expectations – ensure all contracts have been signed.</li> <li><input type="checkbox"/> Discuss registration dates and tasks as per the discussion at the Board meeting</li> <li><input type="checkbox"/> Plan on-ice sessions, special days, themes in conjunction with the club board</li> <li><input type="checkbox"/> Submit order for supplies and teaching aids to club board for approval</li> <li><input type="checkbox"/> Ensure program manuals, resource materials are current and available</li> <li><input type="checkbox"/> Plan CanSkate Program Assistants recruitment and training sessions for the season</li> <li><input type="checkbox"/> Plan registration day in conjunction with the club board</li> <li><input type="checkbox"/> Determine location, date, time</li> <li><input type="checkbox"/> Hold in conjunction with hockey registration or community activity registration</li> <li><input type="checkbox"/> Consider an early bird special for members who register early</li> <li><input type="checkbox"/> Consider holding a 2<sup>nd</sup> registration the first weekend after school begins (if other activity registration is held before this)</li> </ul>	Mid July	Coach Representative  Club board and coaches

## JULY / AUGUST cont'd

TASK	DATE	BY WHOM
<ul style="list-style-type: none"> <li><input type="checkbox"/> Confirm items required on site– registration forms, receipts, cash box, credit card processor, tables, chairs, TV/DVD, program video/event footage, signage, etc.</li> <li><input type="checkbox"/> Develop volunteer roster form - separate survey to capture names, email, telephone numbers and special skills of parents willing to volunteer at club, including their interests and availability</li> <li><input type="checkbox"/> Advertise for registration – PSAs, cable TV, posters, community newspaper – use Skate Canada ad mats and other resource materials</li> <li><input type="checkbox"/> Confirm registration personnel (volunteers, coaches)</li> <li><input type="checkbox"/> Develop club handbook / information sheets for parents for distribution at registration</li> </ul>	Mid July	Club board and coaches
<ul style="list-style-type: none"> <li><input type="checkbox"/> Keep watch on the competition - check local daily and weekly newspapers and your municipal listing of services, to gather information on other sporting and children's activities Compile information and provide report to board every few months</li> </ul>	Begin in August – continue through the season	Club board and coaches
<ul style="list-style-type: none"> <li><input type="checkbox"/> Update the club board listing and authorized purchasers in Members Only to ensure online access for the upcoming season</li> </ul>	Mid-August	Club President or a returning board member
<ul style="list-style-type: none"> <li><input type="checkbox"/> Confirm ice times with arena/municipality</li> </ul>	End of August / as per start date of season	Club person responsible
<ul style="list-style-type: none"> <li><input type="checkbox"/> Hold monthly club board meeting</li> </ul>	As decided by the group	Club board including the coaches' rep

## AUGUST / SEPTEMBER

TASK	DATE	BY WHOM
<input type="checkbox"/> Hold Registration Day(s) (Consider 2 <sup>nd</sup> registration if necessary)	During community activity registration in mid-August and/or first week of school	Registration team
<input type="checkbox"/> Register members with Skate Canada <input type="checkbox"/> Obtain proof of coach(es) registration	By September 1 <u>or</u> within 2 weeks of start of session	Club Membership Chair
<input type="checkbox"/> Plan First Week of Skating <ul style="list-style-type: none"> <li><input type="checkbox"/> coordinate schedule for “greeters” to welcome skaters &amp; parents</li> <li><input type="checkbox"/> ensure signage is ready &amp; will be visible – dressing rooms, club office, etc.</li> <li><input type="checkbox"/> ensure club bulletin board is updated, neat, professional-looking</li> <li><input type="checkbox"/> develop outline for brief orientation sessions for parents – confirm info sheets</li> <li><input type="checkbox"/> plan for special decorations, etc. to welcome and wow skaters &amp; parents</li> </ul>	Several weeks before first day of skating sessions	
<input type="checkbox"/> Begin planning of ice show/carnival	mid-September	Club board/ coaches /ice show committee
<input type="checkbox"/> Hold monthly club board meeting	As decided by the group	Club board including the coaches’ rep



## SEPTEMBER / OCTOBER

TASK	DATE	BY WHOM
<input type="checkbox"/> Recruit Program Assistants <input type="checkbox"/> Hold CanSkate Program Assistants Training #1/ Orientation	Depending on season start date	PA Recruitment Team/ coaches
<input type="checkbox"/> Post updated Club Constitution & Bylaws on bulletin board and/or web site	1 <sup>st</sup> week of skating	Club secretary
<input type="checkbox"/> Hold first days of skating <input type="checkbox"/> Ensure all coaches' and members on the ice are registered with Skate Canada <input type="checkbox"/> Have greeters in place <input type="checkbox"/> Hold brief orientation session for parents while skaters are on the ice; distribute information sheets	1 <sup>st</sup> week of skating	Club board & coaches
<input type="checkbox"/> Order program supplies (badges, report cards, etc) as per registration numbers	Depending on start date of program - Allow 3-4 weeks for delivery (on-line orders are processed quicker)	Club administrator / secretary
<input type="checkbox"/> Hold monthly club meeting	As decided by the group	Club board including the coaches' rep



## NOVEMBER

TASK	DATE	BY WHOM
<input type="checkbox"/> Continue with registration of any late registrants	As received	Membership Chair
<input type="checkbox"/> Check supplies for upcoming test days – order supplies as necessary (test sheets are available free of charge on Members Only)	Allow 3-4 weeks for delivery (on-line orders are processed quicker)	Test Chair
<input type="checkbox"/> Quick review of fall season <ul style="list-style-type: none"> <li><input type="checkbox"/> evaluate overall delivery of fall season to date</li> <li><input type="checkbox"/> ensure program materials i.e. badges, report cards are fully stocked</li> <li><input type="checkbox"/> plan to advertise winter programs in local newspapers, schools, etc.</li> <li><input type="checkbox"/> plan to organize PA refresher/follow-up training sessions</li> </ul>	mid-November	Club board/coaches
<input type="checkbox"/> Hold Coaches Meeting <ul style="list-style-type: none"> <li><input type="checkbox"/> Obtain coach's feedback on program delivery</li> <li><input type="checkbox"/> Plan programs for winter season</li> <li><input type="checkbox"/> Determine coach replacements/substitute for winter competitions</li> <li><input type="checkbox"/> Plan special event for skaters for the holiday season</li> </ul>	Mid-November	Club board/coaches
<input type="checkbox"/> Hold monthly club board meeting	As decided by the group	Club board including the coaches' rep



## DECEMBER

TASK	DATE	BY WHOM
<input type="checkbox"/> Continue with registration of any late registrants	As received	Membership Chair
<input type="checkbox"/> Prepare CanSkate and STARSkate report cards for distribution to skaters	Last day of skating before holidays	Coaches
<input type="checkbox"/> Hold social event for club skaters and staff/volunteers	Before Christmas holidays	Club board/coaches
<input type="checkbox"/> Check progress of year-end ice show/special event	Early December	Club board
<input type="checkbox"/> Hold monthly club board meeting	As decided by the group	Club board including the coaches' rep

## JANUARY

TASK	DATE	BY WHOM
<input type="checkbox"/> Hold 2 <sup>nd</sup> official registration for winter programs as per club needs (as well as ongoing registration until capacity is reached)	1 <sup>st</sup> week January	Registration Team
<input type="checkbox"/> Continue with registration of late registrants	As received	Membership Chair
<input type="checkbox"/> Meet with municipal ice allocators to verify process, deadlines for application for ice for next season	Early January	Club president or designate
<input type="checkbox"/> Prepare Spring/summer program registration brochures for distribution	Mid January	Club board
<input type="checkbox"/> Hold monthly club board meeting	As decided by the group	Club board including the coaches' rep

## FEBRUARY

TASK	DATE	BY WHOM
<input type="checkbox"/> Continue with registration of late registrants	As received	Membership Chair
<input type="checkbox"/> Verify Test Day set up and all necessary volunteers are scheduled – test summary sheets to be completed	As per Test Day scheduled	Test Chair
<input type="checkbox"/> Chairman's CanSkate Challenge registration numbers deadline – ensure all late registrants are registered with Skate Canada	February 15	Membership Chair
<input type="checkbox"/> Hold monthly club board meeting	As decided by the group	Club board including the coaches' rep

## MARCH

TASK	DATE	BY WHOM
<input type="checkbox"/> Prepare for Club annual general meeting: <input type="checkbox"/> Prepare notice of meeting <input type="checkbox"/> Distribute to all members in accordance with club's by-laws <input type="checkbox"/> Solicit nominees for vacant positions on the Board <input type="checkbox"/> Prepare documents for meeting: <input type="checkbox"/> Financial Report – financial statements <input type="checkbox"/> Membership stats report <input type="checkbox"/> Public Relations/publicity report <input type="checkbox"/> Program reports – CanSkate, STARSkate, etc. <input type="checkbox"/> Coaching report <input type="checkbox"/> Other	In advance, as per club by-laws	Club secretary  Club board/ Nomination committee  Club board/coach representative
<input type="checkbox"/> Surveys <input type="checkbox"/> Prepare and distribute Customer Satisfaction Survey <input type="checkbox"/> Prepare and distribute Coaching Survey	2 – 3 weeks before end of winter season	Club board
<input type="checkbox"/> Hold pre-registration for next season	2 weeks before end of winter season	Club board/ Registration team
<input type="checkbox"/> Distribute CanSkate & STARSkate report cards to skaters	Last day of classes	coaches

TASK	DATE	BY WHOM
☐ Hold ice show	End of season – either March or April	Club board/coaches
☐ Watch for Section AGM information - Plan to attend Section AGM	March	Section mailing
☐ Watch for Skate Canada National Annual Convention & General Meeting Registration Package - - Plan to attend national ACGM if possible	Early March	Skate Canada mailing / <a href="http://www.skatecanada.ca">www.skatecanada.ca</a>
☐ Hold coaching staff performance reviews	End of March (after survey results are compiled)	Club president and designated colleagues

#### OTHER ONGOING ITEMS:

- Visit Skate Canada web site for updates, new information – bi-weekly
- Accept registrations on an on-going basis (pro-rate fees as needed) - until club reaches capacity
- Communicate regularly with club members – via newsletter, e-mail / web site, bulletin board, meetings and in person at the rink
- Monitor and mentor Program Assistants on a regular basis, bi-weekly and/or as required
- Monitor program delivery and customer satisfaction regularly to ensure customer expectations are being met
- Contact Section Office or Skate Canada if you have questions
- Have fun!