Expectations of U.S. Figure Skating Member Clubs

1. Follow the mission set forth by U.S. Figure Skating
   - We create and cultivate opportunities for participation and achievement in figure skating.
   - We commit to doing our part in making U.S. Figure Skating more diverse, equitable and inclusive.

2. Operate like a small business
   - Comply with all state and federal regulations
   - Update yearly business plan
   - Establish marketing/promotional campaigns
   - Continuous board development
   - Follow risk management best practices
   - Have governance procedures and policies in place
   - Build revenue streams
   - Provide financial oversight
   - Create and follow annual budget
   - Participate in U.S. Figure Skating’s governance opportunities
   - Strive to always look through an equitable and inclusive lens when choosing content and making club decisions
   - Get to know your members by gathering club data; methods can include a membership identification question, survey and/or a comment box
   - Research emerging and diverse new customers

3. Maintain a safe environment for all members
   - Enforce annual coaching requirements
   - Abide by all U.S. Figure Skating rules and policies, including its SkateSafe® policies
   - Implement codes of conduct for skaters, coaches, parents, volunteers and board members
   - Establish and enforce ice usage and etiquette rules
   - Abide by all SkateSafe policies
   - Make a clear commitment in thought and action to fostering a sense of belonging for all established and new members
   - Create policies that offer clear direction, accountability and guidelines for all club members
   - Establish a process to “file a complaint” and resolve disputes

4. Offer programs and events for the development of figure skating
   - Create a strong connection with the local feeder program(s)
   - Offer programs/opportunities for skater development (i.e., performances, competitions, camps and seminars)
   - Administer testing sessions for skater advancement
   - Make programs enjoyable and fun
   - Develop or seek out educational programming for your club members particularly related to diversity, equity and inclusion

5. Foster healthy relationships
   - Display professionalism and courteous behavior toward club members, user groups, facility staff and surrounding clubs, and display positive attitude, emotional maturity and exemplary conduct
   - Be transparent in all business transactions
   - Encourage collaboration with other community nonprofits, programs and surrounding member clubs
   - Be a good tenant in your principal skating headquarters and surrounding facilities
   - Have a presence within the community
   - Foster strong relationships with officials
• Solicit and secure sponsorship opportunities
• Have a conflict resolution/grievance procedure in place for handling complaints expediently
• Establish an open forum for feedback to intentionally foster inclusivity

6. Membership development, retention and education
• Recruit, retain and recognize all membership categories and disciplines of figure skating
• Have a multi-faceted communication strategy both internally and externally
• Create a volunteer recruitment plan
• Recognize members’ accomplishments
• Retain and promote opportunities for developing future officials
• Encourage coach development
• Provide parent education
• Utilize all U.S. Figure Skating membership categories, varied fee structures and benefits of membership
• Determine which viewpoints are not represented within your club and encourage participation
• Highlight members of diverse identities and disciplines who are representative of your community on your club website and social media platforms
• Implement a clear pathway for diversifying leadership