

CanSkate FAQ

- Do Skaters need to bring their own equipment?
 - Yes! All skaters must have their own skates as well as a CSA Approved Hockey Helmet. We do not provide any skates or helmets.
- Should my skater wear hockey skates or figure skates?
 - That is up to you! The most important part is that they skates fit properly and have support. If your skater is wanting to go into figure skating it is best to get figure skates sooner rather than later.
- What kind of clothes should my skater wear?
 - Warm ones! Warm layers are recommended that allow skaters full range of body movement. Gloves are highly recommended!
- Is full hockey gear recommended?
 - No, young skaters just learning to skate can be hindered in their movements due to the bulkiness of the hockey gear. If your skater wants to wear knee pads and elbow pads, we recommend putting them on UNDER skaters' sweaters and pants as the rigid plastic can be slippery on the ice.
- How can best prepare my skater for their first lesson?
 - Have your skater practice standing up and walking around on a carpeted area in their skates to get them comfortable walking on a thin blade. Let them know mom and dad will not be on the ice with them but watching and cheering them on from the stands!
- When can my skater enter Junior StarSkate to start figure skating?
 - Once skaters have passed their Stage 3 badge within the CanSkate program they can register for Junior StarSkate or by invitation by one of our coaches.
- My Skater is nervous to be on the ice without me, can parents come on the ice with their skaters?
 - Unfortunately, no, our classes are not parent and tot classes. All of our coaches are Skate Canada Certified coaches ready to handle all levels of skaters. Parents are welcome to watch and cheer from the stands!
- What happens if I think my skater is in the wrong group or I have questions during the session?

- If you have any questions, please direct them to one of our coaches before or after the session. We will assess your skaters and provide an explanation as to placement or move the skater as needed. Skaters are grouped by various factors. A reminder that some groups have more than one stage of skater in that group.
- **What happens if I need to leave the arena?**
 - A parent or guardian must be present in the arena or lobby at all times when their child is on the ice for emergencies, toileting, reassuring hugs, etc. In the rare event that you cannot stay for your child's session and do not have a substitute parent who can look out for your child, please let one of our coaches know.
- **What do I do when my skater keeps wanting to come off the ice?**
 - We need to establish why your child wants to keep leaving the ice. With your assistance, we will work on a plan to keep your child comfortable and on the ice for longer periods.
- **Can I take pictures?**
 - We appreciate the importance of photo opportunities. When taking pictures of your child, please be respectful of the privacy concerns of others. We also request that you do not use flash photography.
- **Am I able to request a refund if my skater doesn't enjoy themselves?**
 - New experiences are scary and it is entirely understandable if your skater is reluctant to skate. We recommend that your skater attends 2 consecutive sessions before requesting a refund. This allows ample time for the skater to adjust to the new environment. If there is a persistent issue, please email wfsc1069@hotmail.com to request a refund before the fourth class. A full refund will be issued minus the \$60 Skate Canada fee and \$20 service charge.

INJURIES

All Skate Canada Coaches have First Aid Training, as specified by Skate Canada.

- If your child is injured, please wait. The coaches will assess the child on the ice and determine whether it is safe to move the child. Please be aware, you are not allowed to come onto the ice surface in your street shoes. You do not have insurance through Skate Canada in case of injury.

- If it is safe, we will move your skater to the First Aid bench area for continued treatment and then call for you to come to your child. Your love, comfort and encouragement at this time is greatly appreciated.
- An Incident Report form will be filled out and documented in order to keep track of the injured for future reference. It will also be sent to Skate Canada for further documentation to ensure that there is a record of the injury