



## COMMUNICATION POLICY 2024-2025

The communication policy is a pathway to request information, ask questions and share ideas with Can-Am's employees respectfully. At this stage in communication, we seek to gain knowledge, insight and understanding. Following the communication policy ensures all inquiries and concerns are resolved at the lowest level possible.

Anyone associated with the Can-Am Gymnastics Club is required to foster respectful communication, goodwill, and harmony among all members, employees, officials, volunteers, visitors, and athletes.

At any point during communication, Can-Am employees can postpone the conversation for 24-48 hours to consider the information presented or de-escalate the situation and contact Management before further communications are held.

### RECREATION PROGRAM STEPS

STEP 1 – contact your child's coach (if the coach is unavailable due to coaching obligations, move to STEP 2).

STEP 2 – if your inquiry or concern is unresolved after contacting your child's coach, or you were unable to reach your child's coach, contact the Recreation Director or Manager and they will assist you.

Director – Raquel Seesequasis [r.seesequasis@canamgymnastics.ca](mailto:r.seesequasis@canamgymnastics.ca)

Manager – Chelsey Salmaso [c.salmaso@canamgymnastics.ca](mailto:c.salmaso@canamgymnastics.ca)

### PRE-COMPETITIVE & COMPETITIVE PROGRAM STEPS

STEP 1 – contact your child's coach (if the coach is unavailable to speak in person due to coaching obligations, contact the coach by email)

STEP 2 – if your inquiry or concern is unresolved after contacting your child's coach, contact the Program Director or Manager.

STEP 3 – if your inquiry or concern is unresolved after contacting the Program Director, contact the Competitive Program Manager/Head Coach.

Pre-Competitive and Competitive

Director – Elana Gelineau [e.gelineau@canamgymnastics.ca](mailto:e.gelineau@canamgymnastics.ca)

Director – Amelia (Millie) Hart [m.hart@canamgymnastics.ca](mailto:m.hart@canamgymnastics.ca)

Manager - Leigh Stoddart [l.stoddart@canamgymnastics.ca](mailto:l.stoddart@canamgymnastics.ca)

After you have contacted your child's coach and/or program director/manager and you still feel your inquiry or concerns have not been addressed, contact the CEO.

Sheralynn Steele [s.steele@canamgymnastics.ca](mailto:s.steele@canamgymnastics.ca)

Thank you for your cooperation.