

NFLGC Cameras – Frequently Asked Questions (FAQ)

At Niagara Falls Lightning Gymnastic Club, the safety, well-being, and trust of our athletes, families, and staff are our highest priorities. As part of our ongoing efforts to strengthen our programs and ensure transparency, we've introduced a camera system in public areas of the gym.

We know that questions may arise—and we want to provide clear, thoughtful answers. This FAQ outlines why cameras were installed, how footage is used (and not used), who has access, and what it means for your child's safety and privacy.

If your question isn't answered below, we welcome you to reach out. We're committed to ongoing dialogue and will update this FAQ as needed.

General Purpose & Access

1. Why were cameras installed in the gym and lobby?

The cameras were installed to enhance safety, security, and provide liability protection. They allow us to review incidents if they occur, helping to protect both athletes and staff.

2. Who has access to the camera footage?

Access to the footage is strictly limited to the Board President and the Board Staff Liaison. No other staff, board members, parents, or coaches have access.

3. When is the footage reviewed?

Footage will only be reviewed in the case of a reported incident, concern, or complaint. It is not used for general monitoring or supervision.

4. Is the footage live-streamed to parents or staff?

No. The camera footage is not live-streamed or shared with parents or staff. While the Board President and Board Staff Liaison have access to the live feed for safety and incident response purposes, it is not broadcast or made publicly accessible in any way.

Handling Incidents

5. What would happen if an incident is reported?

If an incident or complaint is reported, the Board President and/or Board Staff Liaison will conduct an investigation, which may include reviewing the relevant footage. Footage will not be shared without the consent of all parties involved, unless required by law or an authorized governing body such as Gymnastics Ontario or OSIC. All investigations will be handled respectfully, with discretion, and in a manner that prioritizes fairness and privacy.

6. What happens if my child is involved in an incident that is reviewed on camera? Will I be told?

Yes. If your child is directly involved in an incident that prompts review of camera footage, a member of the leadership team will follow up with you. We are committed to open communication with families, especially when it concerns a child's safety or well-being.

7. Who decides if footage should be reviewed?

Only the Board President or Staff Liaison can initiate a review of camera footage, and only in response to a specific, reported incident or concern. There is no routine surveillance or monitoring. All access is tracked and reviewed.

8. What if my child is accused of something—what are our rights?

If your child is named in a reported incident, the Board President and/or Staff Liaison will investigate the concern, which may include reviewing relevant footage. Footage will not be shared without the consent of all parties involved, unless required by law or an authorized governing body such as Gymnastics Ontario or OSIC. You will be contacted and given an opportunity to respond, and any follow-up will be handled with fairness, privacy, and discretion.

9. Will I be notified if footage involving my child is accessed, even if they're not the subject of the complaint?

If footage is reviewed due to an incident, and your child appears in the footage but is not the focus, you may not be notified automatically. However, if any concerns related to your child arise during review, you will be contacted. We use discretion and are committed to keeping families informed when appropriate.

10. Could footage including my child ever be shared with outside parties (e.g., Gymnastics Ontario, OSIC, police)?

Yes. In cases where an official investigation is being conducted by a governing or regulatory body—such as Gymnastics Ontario, the Office of the Sport Integrity Commissioner (OSIC), or law enforcement—relevant footage may be provided if formally requested and required by law or regulatory authority. If footage involving you or your child is shared, we will notify you as soon as we are permitted to do so. Our goal is to maintain transparency while also cooperating with legitimate investigations in a responsible and respectful manner.

Live-Streaming & Communication

11. Was live-streaming ever considered?

Yes, the Board initially considered the idea as a way to offer visibility to parents. However, after receiving valuable feedback from coaching staff regarding athlete privacy and safety, the Board has decided not to proceed with any live-streaming option at this time.

12. Could live-streaming be introduced in the future?

Not without full transparency. The Board has committed that it will not revisit or implement any form of live-streaming without broad consultation with both coaches and parents, and a full evaluation of risks and benefits.

13. Why wasn't there more communication before the cameras were installed?

The Board acknowledges and apologizes for the lack of timely and detailed communication before the cameras were installed. While the decision was made and noted in broader communications last fall, we recognize that families and staff should have been given a clearer update and opportunity to ask questions beforehand—especially considering the sensitive nature of camera use in a youth athletic environment.

14. Was there a specific reason the club decided to install cameras now?

The Board has been reviewing safety protocols and governance practices over the past year as part of a broader effort to strengthen transparency, accountability, and trust within the club. As part of this work, the Board determined that installing cameras in public areas of the gym would provide an important tool to help manage concerns fairly and objectively, while supporting a safe and respectful environment for all.

We understand that for some families, this decision may feel sudden—but it reflects ongoing efforts to ensure we are well-positioned to handle any situation with clarity and care.

Parent-Specific Concerns

15. How do cameras actually help protect my child?

Cameras provide a record of activity in the gym. If an incident arises—such as an injury, behavioral concern, or allegation—footage can help clarify what occurred and guide appropriate next steps. This supports fair and timely responses, protects both gymnasts and staff, and can prevent misunderstandings.

16. Will my child's image or voice ever be used publicly (e.g., social media, marketing)?

No. Footage from the camera system is never used for marketing, training, or any public purpose. Promotional use of media is handled separately and always requires parental consent.

17. Can I opt my child out of being recorded?

Because cameras are installed in shared public areas of the facility, it is not possible to opt out of recording while a child is participating in classes or training at the gym. However, we are committed to using footage only for safety, liability, and incident resolution purposes, and never for performance evaluation, discipline, or marketing. No recordings are shared or posted publicly.

18. How do I report a complaint or concern?

If you have a concern or wish to report an incident, please speak directly with a coach, staff member, or contact the Board President (chelsea@lightninggymnastics.org) or Staff Liaison (charmaine@lightninggymnastics.org). All concerns will be treated respectfully and handled with discretion. We are happy to meet in person or by phone—please reach out by email to arrange a time.

19. I have a concern, but I'm not sure if it's anything – I don't want to get anyone in trouble if there's no basis for concern. How do I raise a potential issue without filing a formal complaint?

We understand that not every concern feels like a formal complaint. If you're unsure whether something needs to be reported, you're still welcome to reach out. You can speak confidentially with a coach, staff member, the Board President (chelsea@lightninggymnastics.org) or Staff Liaison (charmaine@lightninggymnastics.org) to talk it through. We're here to listen and can help assess whether follow-up is needed—without assigning blame or jumping to conclusions. You may also email Chelsea or Charmaine to ask questions or arrange a time to talk by phone or in person.

20. Do cameras help protect staff from false allegations?

Yes. One of the key benefits of the camera system is that it can help protect everyone—including

coaches and staff—from misunderstandings, misinformation, or false claims. Having a clear, objective record of what actually occurred allows the club to respond fairly and with confidence, while ensuring that no one is judged without evidence. This is an important safeguard for both athletes and staff, and supports a culture of openness and accountability.

21. Why are cameras needed if we trust our coaches and staff?

We are proud of the high level of trust that many families place in our coaches and staff—and we believe that trust is earned through openness, accountability, and consistency. The presence of cameras is not about suspicion; it's about being prepared, and ensuring that if something is ever questioned, there is a fair and objective way to respond.

Even in the best environments, misunderstandings, accidents, and concerns can arise. Having video and audio footage allows the club to handle such situations transparently and with care. It also helps protect our staff and coaches—especially those who are most trusted—from false allegations or misinterpretations.

Technical Details & Security

22. Do the cameras record audio as well as video?

Yes. The cameras are equipped to record both video and audio. Audio recordings, like video footage, are only accessed by the Board President or Staff Liaison in the event of a reported incident or concern.

23. How long is footage stored?

Footage is retained for up to 45 days, or until the system's storage capacity is reached—whichever comes first. After that, older recordings are automatically overwritten.

24. Where are the cameras located?

Cameras are installed in designated areas only: the main gym floor and the lobby/view area. There are no cameras in change rooms, washrooms, offices, or other private spaces. We remain committed to respecting the privacy of all athletes, families, and staff.

25. Is the camera system secure? What about the risk of hacking?

NFLGC uses the Spot TV camera system, which is designed with multiple layers of security to protect video and audio data. Spot TV implements reasonable administrative, technical, and physical safeguards to protect against unauthorized access, disclosure, and misuse. All transmissions are encrypted, and access is restricted only to approved users.

As with any cloud-based system, no platform is completely immune to cyber threats; however, Spot TV's security protocols are in place to minimize risk. The Board will continue to monitor security best practices and vendor performance to ensure ongoing protection of sensitive information.

Oversight, Policy, and Expansion

26. What about safety in the parking lot? Are there any plans for outdoor cameras?

While the current camera system is focused on indoor safety, the Board has heard concerns—particularly about staff and athlete safety in the parking lot during evening hours. We are actively exploring options for exterior security cameras and will share more information as we assess feasibility and cost.

27. Is there a formal policy governing the use of camera footage?

The Board is currently developing formal policies and guidelines to govern the use, access, and storage of camera footage. These will reflect best practices in privacy, safety, and transparency, and will be reviewed and updated as needed to reflect evolving community expectations.

28. Who oversees or audits camera use to ensure it's used properly?

The Board President and Staff Liaison are responsible for managing access to the camera system. The Board is also developing oversight procedures, which will include periodic review of access logs and use cases to ensure that footage is accessed only when necessary and always in line with policy.

Final Note

29. Can I ask a question not covered here?

Absolutely! We are actively updating this FAQ as questions arise. If there's something you'd like to know, or if something remains unclear, please email charmaine@lightninggymnastics.org or chelsea@lightninggymnastics.org. If we don't have the answer, we will do our best to find out.
