



POLICY and PROCEDURES MANUAL

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Introduction/Overview

In curling the immediate object is to determine relative skill in the game. The ultimate goal of curling is to develop life-long recreation and to promote goodwill and honorable conduct among those who take part. This sentiment should influence both the interpretation and application of the Elkford Curling Centre's (ECC) Constitution, Bylaws and this Policy and Procedures Manual.

These policies and procedures are put in place to give direction to club members, guests, staff and Board members, to ensure the ongoing operation of the ECC in a fair, honest and efficient manner. They have been created and should be followed with the understanding that the club Constitution and Bylaws, registered under the Society Act of British Columbia, take precedent over any portion of this Policies and Procedures Manual.

Robert's Rules of Order shall apply to all meetings of the ECC and its Board of Directors. (See Appendix)

Any questions or concerns regarding the contents or omissions of this Policies and Procedures Manual shall be directed to the Board of Directors of the ECC for a direct response or referral.

Our Mission

Elkford Curling Centre provides an open and welcoming environment for our members and the general public to enjoy curling while providing a sport and leisure facility for the entire community.

Our Values

We are a fiscally responsible and well managed organization.

We will provide our users with the best curling experience at the most efficient cost.

Member service and benefits are our number one priorities but we are sensitive to and try to cater to others.

We are open and transparent in all that we plan and do.

We engage in two way communication with our members and other stakeholders.

We promote and protect the integrity of the sport of curling.

We foster and maintain a positive environment with staff and others who use our facility.

We pursue operational excellence and continually seek ways to improve.

Privacy Policy

Responsibility: Board of Directors

Purpose: To comply with the Personal Information Protection Act of BC PIO Act of BC

Policy Statement:

Applies to information such as your name, address, telephone number and email address.

1. Use of Your Personal Information

The Privacy Policy was developed to inform club members & visitors to our website that their personal information will only be used/stored as per our Privacy Policy, i.e., Club business. Further, that our Privacy Policy is based on the principles outline in Canada's Personal Information Protection and Electronic Documents Act and applicable provincial legislation.

2. Collection of Personal Information

When visiting the Elkford Curling Centre website or participating as a Centre member, you may be asked to provide the Centre with your personal information.

We only use your personal information for the purposes stated above, and we do not sell or disclose your personal information to anyone without your consent.

3. Disclosure of Personal Information

Canadian law dictates that we may disclose personal information without consent for law enforcement and national security purposes, for debt collection, to a lawyer representing our organisation and in an emergency situation where the individual's life, health or security is threatened.

4. Use of Cookies

Elkford Curling Centre website uses cookies to track general user trends and patterns. Users are advised so that they may set their security to their levels accordingly (see browser help).

5. Accuracy of Information

When advised of a change or error, we will amend our records and, where appropriate, advise third parties regarding any changes to ensure the accuracy and completeness of your personal information.

6. Security of Information Cannot be Guaranteed.

We strive to protect our users' personal information and privacy at all times. However, we cannot guarantee the security of any information you disclose online, and therefore, you do so at your own risk.

7. Subject to Change

This privacy policy is subject to change at any time without notice.

8. Contact Information

If you wish to request access to information or have any questions about the Elkford Curling Centre's Privacy Policy, please contact us using the **Contact Us** link on our **Home** page.

Membership

Membership in the ECC shall be divided into the following classes:

- **Adult Curler Member:** a member who is the age of majority and participates in the Society's activities;
 - An Adult Curler Member in good standing is a Voting Member.
- **Minor Curler Member:** a member who is under age of majority and participates in the Society's activities;
 - A Minor Curler Member in good standing and who is the age of sixteen (16) or over is a Voting Member;
 - A Minor Curler Member in good standing and who is under the age of sixteen (16) is not a Voting Member.
 - An Honourary Curler Member in good standing is not a Voting Member.

Board of Directors

Responsibility: Board of Directors and Membership

Purpose: To elect the Board Positions or Executive for this Centre

Policy Statement:

1. The following organizations will be informed of the Board and Board Positions within 30 days.
 - **Curl BC**
 - **Curl BC Regional Chair and/or Secretary**
 - **BC Registries**
 - **Revenue Canada**
 - **Insurance Company**
 - **District of Elkford**
- **Number of directors on Board:** The Society must have no fewer than six (6) and no more than ten (10) directors.
- **Election or appointment of Directors:** At each Annual General Meeting, the Voting Members are entitled to vote for the election or appointment of Directors must elect or appoint the Board.
- **Term of the Director:** A Director's term will be two (2) years starting May 1 and ending April 30 of each two-year term.
- **Removal of the Director:** A Director may be removed from office by unanimous resolution of the balance of the Directors of the Society. A Director removed under this provision may be reinstalled at a members' meeting.

- **Directors may fill casual vacancy on Board:** The Board may, at any time, appoint a member as a Director to fill a vacancy that arises on the Board as a result of the resignation, death or incapacity of a Director (the “Outgoing Director”) during the Outgoing Director’s term of office.
- **Term of appointment of director filling casual vacancy:** Director appointed by the Board to fill a vacancy ceases to be a director at the end of the unexpired portion of the term of office of the Outgoing Director.
- **Directors payment of expenses:** The Board may reimburse Directors for any reasonable expenses related to the Society.

President’s Responsibilities:

Responsibility: Membership

Purpose: To ensure the Centre meets the requirements of the Societies Act

Policy Statement:

The president is the chair of the Board and is responsible for supervising the other directors in the execution of their duties,

The President shall:

- When present, preside all meetings of the Centre and of the Board of Directors
- As the Chief Executive Office of the Centre must supervise the other Officers in the execution of their duties;
- Be ex-officio member of all Committees;
- Oversee the management of the business and affairs of the Centre;
- See that all orders of resolutions of the Board of Directors and members are carried into effect;
- Ensure the Club meets all the requirements of the current BC Societies Act and the policies and procedures laid out in this document;
- Perform such duties, exercise such power, and function as may be assigned from time to time by the Board of Directors
- Ensure that the Board and Curling Centre are in compliance with the stipulations outlined in the Agreement between the Centre and the District of Elkford
- Serve as one of two main point of contact with District of Elkford

Vice-President’s Responsibilities

Responsibility: President & Membership

Purpose: To ensure the Club meets the requirements of the Societies Act

The Vice-President shall:

- Carry out the duties of the President during the President’s absence, or if the President is unable to;
- Ensure that the Centre meets all the requirements of the current BC Societies Act, and the policies and procedures laid out in this document.

Secretary Responsibilities

Responsibility: President & Membership

Purpose: To ensure the Centre meets the requirements of the Societies Act

The Secretary shall:

- Conduct the correspondence of the Centre;
- Issue notice of meetings of the Centre and Directors;
- Keep minutes of all meetings of the Centre and Directors;
- Have custody of all records and documents of the society, except those required to be kept by the treasurer;
- Prepare and send out Centre communications, written and email;
- Check Centre email once per week.

Treasurer Responsibilities

Responsibility: President & Membership

Purpose: To ensure the Centre meets the requirements of the Societies Act

- Keep the financial records, including books of account, necessary to comply with the current BC Societies Act
- Make the necessary payments required for the operation of the Centre;
- Render financial statements to the Directors, Members and others when required
- Ensure the Centre meets all the requirements of the current BC Societies Act, and the policies and procedures laid out in this document;
- Ensure CurlBC Affiliation fees have been paid;
- To have in place throughout the curling season a Commercial General Liability Insurance policy as stipulated by CurlBC and the District of Elkford;
- Manage League Registration and collection of fees;
- Apply for any necessary gaming licenses as required.

Bar Manager's Responsibilities

Responsibility: Manage the lounge bar and facilities for the Board and Members

Purpose: Ensure that the Bar and lounge operate efficiently and that they meet all of the requirements the Societies Act and the BC Liquor Board

- Be responsible for the management of the lounge and its contents;
- Manage the bar in accordance with the BC Liquor Laws;
- Manage the bar supplies as required by the members; order all liquor as required for day to day use and for special events;
- Manage the bookings of the lounge and ice facilities, notify the District of any bookings
- Manage bar sales and deposits;
- If casual bar tenders are required, setup the schedule;
- Ensure that any person working in or around the bar have their Serve it Right Certificate;
- Manage the cleaning of the lounge; make schedules for Members etc.;
- Arrange for return of recyclables (empties) in a timely manner;

League Representative Responsibilities

Responsibility: The Board and Members

Purpose: To support the Board and Members in league organization

The League Representative shall

- Assist the Directors in decisions regarding leagues and scheduling of leagues;
- Notify the District of Elkford of league schedules, changes and bonspiel dates;
- Arrange or designate representatives for each league;
- Report any issues, requests from club league members to the Board and assist in resolving any League issues;
- Attend Curl BC meetings;
- Recruit a Draw Master to prepare draws for leagues and bonspiels and ensure that results tracking are done.
- To work with the Treasurer to ensure collection of all league fees

Publicity Director Responsibilities

Responsibility: The Board and Members

Purpose: To support the Board, Curling Centre and Members by advertising leagues, events and sponsorship

- Post curling centre news and events on Social Media, website and in hard copy
 - Send event info and Curling Centre news to Elkford Focus
 - Send event information to other clubs
- Provide Curling Centre event and contact information to CurlBC events listings
- **Sponsorship Ad Boards:** communicate with businesses for yearly renewal, approach new businesses for new boards
 - Request District of Elkford to remove obsolete boards and to place new ad boards as necessary
 - Send photos of on-ice Traveler's ad in order to receive grant money
 - Provide any receipts and paperwork for board sponsorship to treasurer
- Pursue other sponsorship opportunities such as Curling Rock sponsorship

Event Coordinator Responsibilities

Responsibility: The Board and Members

Purpose: To support the Board and Curling Centre Members by planning and coordinating Curling Centre events

- Create a projected budget of expenses and income for each event or bonspiel
- Ensure that the expenses for the event/bonspiel are within that of the budget
- Recruit and organize volunteers for each event
- Act as the Contact person for each event
- Provide the number of entries to the draw master when the registration closes
- Arrange for prizes or cash awards prior to the bonspiel
- Arrange for food and entertainment (if required) for each bonspiel/event
- Solicit donation of door prize and event winner prizes from local businesses, coordinate volunteers for delivery of letter and pickup of prizes

- Provide the executive with updates and areas of concern before the event
- Provide a list of events and dates to the District of Elkford

Volunteers Responsibilities

Responsibility: The Board

Purpose: To ensure the Centre meets the requirements of the Societies Act

Each Volunteer shall:

- Provide a Criminal Record Check when working with minors/person of vulnerability.
- Ensure they and/or their Leagues are complying with the policies and procedures laid out in this document and/or the Bylaws of the Centre
- Endeavor to promote the positive benefits to being a member of our Club.

Meetings

Responsibility: The Board of Directors and the Members

Purpose: To keep members up to date on all matters regarding the Elkford Curling Centre – including Financial statements

MEETINGS OF MEMBERS

Meeting Notice

- A notice of meetings must state the nature of any business, date, time and location of the meeting to every Voting Member with an email address or by regular mail at least seven (7) days immediately before the meeting and be posted on the Society's website and/or notice board.
- A meeting of members may be held by a Deem Meeting accordance to the Act.

Quorum

- The quorum for the transaction of business at a meeting of members is 15 or 20%, whichever is greater.

Voting

- A Voting Member is entitled to one vote only.
- Proxy voting is not permitted.
- Voting is in person by a show of hands or by ballot if requested by a Voting member.

Dates of Annual and Semi-Annual Meetings

- 1) The Annual meeting shall be held during the month of April, and the Semi-Annual meeting shall be held during the month of September in each year, at a place within the Province of BC, and on a day fixed by the Board of Directors.

General Business of Annual and Semi-Annual Meetings

- 1) The business to be transacted at the annual and semi-annual meeting shall consist of:
 - a. **Annual Meetings:**(End of curling Season)
 - Receiving reports of Officers, Directors, Committees and Leagues
 - Electing the directors of the club
 - Receiving an interim financial report and appointing an auditor to perform an audit of the books at the end of the current fiscal year.
 - Receiving and when approved, adopting the summer works projects as outlined by the executive
 - Dealing with special matters which the Executive or any member may bring before the members.
 - b. **Semi-Annual Meeting** (Start of Curling Season)
 - Receiving an audited treasurer's report for the previous fiscal year.
 - Dealing with any special matters which the executive or any member may bring before the members.
 - Setting annual membership fees which shall be in effect until the next Fall meeting.
 - c. **Special Extraordinary General Meeting (SEGN):** A SEGN may be called by the Executive of the club at any time for the transaction of any business specified by the executive. Special Extraordinary Meetings may be called by 15 or more members of the club by petitioning the executive in writing. The executive must arrange the meeting within 10 days of the receipt of the petition. No business other than that for which the meeting has been called will be transacted at that time.

The procedures at any meeting of the membership shall be governed the Roberts Rules of Order. NOTE: The basics of Robert's Rule of Order are appended to this Policy and Procedures Manual.

DIRECTOR'S MEETINGS

The Board of Directors shall meet prior to each general meeting and at such other times as the President, or any two Directors may deem necessary.

- **Calling directors' meeting:** A Directors' meeting may be called by the President or by any 2 other Directors.
 - **Notice of Directors' meeting:** At least seven (7) days' notice of a Directors' meeting must be given unless all the Directors agree to a shorter notice period.
 - **Quorum of Directors:** The quorum for the transaction of business at a Directors' meeting is a majority of the Directors.
- 1) The Directors shall determine their own procedures and quorums.
 - 2) A resolution in writing, signed by all the Directors personally shall be valid and effectual as if it has been passed at a meeting of Directors duly called and constituted.

Maintenance of Minutes

- 1) The Directors shall see that the minutes of members' meetings and minutes of Director's meetings and all other necessary books and records of the society required by the By-Laws of the society or by any applicable statute or law are regularly and properly maintained.
- 2) The books, records and minutes of the club shall be available for inspection by any members of the club upon written request of such member, such request to be given at least one week prior to the time for that inspection. The Secretary or Treasurer shall upon receiving the written request submit the request to the Board of Directors who shall then appoint the time and place.

Discipline

- 1) The conduct of the Club and general discipline shall be regulated by the board of Directors, subject to the provision that any action by the Board of Directors, may be any member of the Curling Centre, be referred to the membership for review.

ACCESS TO RECORDS

Public Accessing Records

- 1) The public may only have access to the financial statements of the Society and the Director and Member meeting minutes of the Society.
- 2) Members may have access to personal contact information to allow them to contact other members related to participation in Society's activities.
- 3) The public and Member access may not include any other document or records, not mentioned in 1 and 2.

Registration and Leagues

Responsibility: The Board

Purpose: To accept members and form leagues in a fair and consistent way

Policy Statement:

ECC is committed to maximizing membership and use of the ice available. The dissolution a league is a matter of concern to the Centre. The Centre will make every effort to retain its membership.

League Viability

League viability will be decided based on registrations at the close of the open registration period.

Ice Equipment and Safety Policy

Responsibility: Members and Volunteers

Purpose: To promote safety and maintain ice quality when Club members are in the ice area.

Policy Statement:

1. Required equipment:

- a. All curlers in the ice area are always required to wear at least one gripper to ensure their safety and that of their teammates. Grippers must be in good condition, i.e., two years of age or less and not shedding debris onto the ice surface.
- b. All curlers will wear shoes/boots which do not have a heel are also not worn outside of the curling lounge and ice areas to avoid tracking dirt and debris onto the ice. STREET SHOES ARE NOT PERMITTED.

2. Recommended safety equipment

- a. Brand name or purpose made curling shoes and **two** grippers.
- b. Head protection, either a CSA approved helmet or head halo.
- c. All other curling equipment as recommended by Curl BC and Curling Canada except for un-taped hair or corn brooms.

3. Fees for equipment usage:

- a. The Centre reserves the right to charge for all equipment usage.
- b. These funds may be distributed at the discretion of Board of Directors.

4. Notifications to member not in compliance:

- a. It is the responsibility of the Board and League Reps to ensure the best interests of all curlers and to protect the Centre against possible legal action.
- b. League Reps will ensure all curlers are following this policy, i.e., wearing required equipment.
- c. When the Board or its representatives receives a complaint regarding the lack of safety equipment, the Board will take immediate action by speaking to the non-compliant member AND providing notice in writing of the safety equipment to be corrected.
- d. If the Centre member does not or is not willing to wear the approved safety equipment the Board will be advised and further action will be taken, up to and including expulsion from the ECC.

Refund Policy

Responsibility: The Treasurer

Purpose: To ensure consistent return of payment when criteria is met

Policy Statement:

1. Requests for refund due to medical reasons will be assessed on a case-by-case basis. A doctor's note may be required.
2. Any other requests for refunds can be submitted to the board for consideration.

Building and Facilities Policy

Responsibility: The Board

Purpose: To provide curling ice, lobby with lockers and lounge for members use and enjoyment

Policy Statement:

1. The Centre guarantees that the facilities will be available to any person or persons who wish to use it in accordance with the purpose of the facilities and that the charge for using the said facilities to those members of the public who are not members of the Elkford Curling Centre shall either be a daily or hourly charge.

Insurance Policy

Responsibility: Treasurer

Purpose: To ensure the Centre is protected against liability issues.

Policy Statement:

1. To have in place throughout the curling season a Commercial General Liability Insurance policy for a minimum of five million dollars (\$5,000,000) and Director's Liability Insurance for at least one million (\$1,000,000).
2. To have the current Board's information on file with the insurance provider.
3. To consider the recommended insurance provider of Curl BC as their first option.

Financial Policy

Responsibilities: Curling Centre members and Directors

Purpose: To ensure integrity, transparency and provide the ability to carry out the purposes of the Centre

Policy Statement:

1. At least two members of the executive must be signatories on all cheques or electronic withdrawals from the Centre accounts.
 - **Remuneration of directors:** The Society will not pay remuneration for being a Director.
 - **Signing Authority:** A contract or other record to be signed by the Society must be signed on behalf of the Society.
 - by the President, together with one other director
 - If the President is unable to provide a signature, by the Vice-President together with one other director
 - if the President and Vice-President are both unable to provide signatures, by any 2 other Directors, or
 - in any case, by one or more individuals authorized by the Board to sign the record on behalf of the Society.

Harassment, Bullying, Discrimination and Assault Policy

Responsibility: All Curling Centre members, volunteers, employees and guests

Purpose: Protect all who visit our Centre's premises and or attend our Centre's functions from discrimination, bullying, harassment and assault.

Policy Statement:

1. The Centre is committed to creating a healthy, safe, and inclusive environment that treats all who visit our Centre's premises and attend our Centre's functions with dignity and respect. The Centre will not tolerate bullying, harassment, discrimination, or assault of any type by or against any Centre members, volunteers, employees and guests. The Centre will take all reasonable actions to respond when there is a belief or awareness that bullying, harassment or discrimination has occurred.
2. This policy is not intended to prevent or discourage members of guests from referring a complaint, bullying, harassment, discrimination, or assault (a "complaint") to the police, BC Human Rights Commission or other legal avenues available.
3. **Process:**
 - a) Members and guests with complaints of assault and sexual assault (criminal code offences) will be instructed to pursue the matter to local police. Consent is not required to report suspected sexual assault against a person under 16, the legal age of consent to sexual activity in BC.
 - b) When a complaint of discrimination, harassment or bullying is brought to the attention of a Centre President or a Board Member, whether formally or informally, prompt action must be taken to begin to respond to the matter.
 - c) League Representatives will promptly inform the Present of any complaints received, including required details. The President will promptly inform the Board that a complaint has been received which requires prompt action, but the details of the complaint will only be divulged to the panel members appointed to handle the investigation, if one is required.
 - d) All matters relating to the investigation of complaints of discrimination, harassment, bullying or assault will be treated in strict confidence. The control of the process remains with the individual who brings the complaint forward.
 - e) The Centre shall engage Curl BC advisors to assist with all formal investigations.
 - f) There will be no reprisals against a good faith complainant or witness for participating in a mediation or investigation.
 - g) Correct action for substantiated complaints may include suspension from a league or dismissal from the Centre.

Appendix A

Definitions and Abbreviations

Curling Centre: The Elkford Curling Centre incorporated under the Society Act of BC:
Incorporation Number: S0013555
Business Number: 12170 4357 BC0001

Discrimination: takes place when a person is refused participation based on personal characteristics or “prohibited grounds” which are:

- Ancestry
- Colour
- Family Status
- Marital Status
- Physical and Mental Disability
- Place of Origin
- Political Belief
- Race
- Religion
- Sex *including gender and pregnancy
- Sexual orientation
- Unrelated criminal conviction (to their position)

Harassment: is the objectional and unwanted behaviour that is verbally or physically abusive, vexatious or hostile, that is without reasonable justification, and that creates a hostile or intimidating environment. Harassment may be intentional or unintentional. While harassment usually consists of repeated acts, a single serious incident that has a lasting harmful effect may constitute harassment. Harassing behaviour includes persistent, demeaning or intimidating comments gestures or conduct that creates a hostile or intimidating environment. Harassing behaviour may also include threats or comments towards an individual that affects their self-esteem, unwarranted and excessive; abuse of power, authority or position, hazing, spreading of malicious rumours or lies; or making malicious or vexatious complaints about a person.

Members: Those who register as members with the centre. There are three types of membership:

- Junior (under 19)
- Adult (19+)

Non-Voting Members: Those members under the age of 19 with no right to vote on Society affairs, and who are in good standing.

ECC: Elkford Curling Centre

Street Shoes: Any shoes worn outside of the curling ice areas.

Appendix B

ECC League Registration Form 2023

Appendix C

Adult Curling Waiver Form

Appendix D

Athlete Medical Data Record Form

Appendix E

Minor Curler Consent and Assumption of Risk form

Appendix F

ECC Ice Safety

Appendix G

ECC Injury Protocol

Appendix H

ECC Accident Report Form 2023

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ECC Facility and Equipment Rental Agreement

Appendix J

Robert's Rule of Order (attached)