



Policies & Procedures Manual

*Serving Okotoks, the County of Foothills and surrounding area
with FUN, FITNESS, and FRIENDSHIP*



Club Numbers

General Manager & Head Ice Technician - Mike Libbus: 403-938-2847 | 403-554-6994

Lounge - Lavarre Eisthen: 403-938-2847

Kitchen - Angela Wheatley: 403-938-2847

Cleaning - Monika Spiegel: 403-938-2847

Email: okotokscurling@shaw.ca

Mailing Address: Box 1251 | Okotoks, AB | T1S 1B3



Document History

Revision History

Revision Number	Revision Date	Summary of Changes	Author
1	2018	New manual, Club	Board 2018-2019
2	2019	Yearly Updates	

Approvals

This document requires following approvals:

Name	Date
2018/2019 Board	
2019/2020 Board	

Distribution

This document has been distributed to:

Name	Date
The General Membership	October 29, 2018 (Proposed)



Table of Contents

CLUB NUMBERS	2
DOCUMENT HISTORY	3
ABOUT THIS MANUAL	6
INTRODUCTION	7
1.0 Section One: Mission and Vision	8
1.1 MISSION AND VISION STATEMENTS	9
1.2 CLUB ORGANIZATIONAL CHART	10
1.2 CLUB RULES	11
2.0 Section Two: Terms of Reference (TOR)	11
2.1. BONSPIEL TERMS OF REFERENCE (TOR)	11
3.0 Section Three: Policies	14
3.1. ADVERTISING POLICY	14
3.2 CHARGE ACCOUNT POLICY	15
3.3 CLUB CHAMPIONSHIP POLICY	15
3.4 (OUTSIDE) COMMERCIAL VENTURES POLICY	16
3.5 CONDUCT POLICY	16
3.6 CURLING ALBERTA REPRESENTATION POLICY	17
3.7 DONATIONS POLICY	18
3.8 FINANCIAL MANAGEMENT POLICY	19
3.9 HANDLING COMPLAINTS POLICY	20
3.10 HEAD INJURY PREVENTION (HELMET) POLICY	22
3.11 HEALTH AND SAFETY POLICY	23
3.12 INSTRUCTION WITHIN THE CLUB POLICY	24
3.13 LEAGUE AND ACADEMIES POLICY	26
3.14 LIFETIME MEMBERSHIP POLICY	31



Policy & Procedures Manual

3.15	LOUNGE POLICY	32	
3.16	NEW BOARD MEMBERS POLICY	33	
3.17	PRACTICE ICE POLICY	34	
3.18	PRIVACY POLICY	34	
3.19	RENTAL POLICY	35	
3.20	REFUND POLICY	36	
3.21	SPARE POLICY	38	
3.22	SPONSORSHIP (FOR THE SUPPORT OF COMPETITIVE CURLING) POLICY	40	
3.23	YEAR-END BANQUET/WINDUP POLICY	44	
4.0	Section Four: Board	45	
4.1.	POLICIES AND PROCEDURES - BOARD	45	
4.2.	POLICIES AND PROCEDURES FOR GENERAL MANAGER – ATTACHED APPENDIX “A”	46	
4.3.	BOARD ORIENTATION PACKAGE	48	
	Appendix A – General Manager (Duties) – Club	54	



About this manual

Who Should Use this Manual?

This manual is intended for members of the Club, Club Staff, and Club Board.

This manual will be updated by the Board at the Club. The secretary will maintain all changes.

Typographical Conventions

- Font style: Arial
- Font sizes: Section Headings 22, Sub-Section Headings 16 (All Caps), main body 12
- Pre-made headings must be used to update table of contents

PREPARED BY:

1st DRAFT by Rick Krushelnicki, President, Club (September 2018)

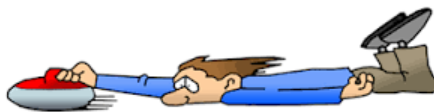
2nd DRAFT by Club POLICY & PROCEDURES COMMITTEE (February/March 2019)

Copyright © 2018 Club (Club). All rights reserved.

This manual is to be used by the Club staff, members and Board as a guiding document.

The Club (Club) name and Club (Club) logo are trademarks or registered trademarks of the Club (Club).

All other trademarks are the property of their respective owners.





Introduction

This Policy & Procedure Manual has been prepared for the Club, to be referenced by club and staff members alike.

The contents of this manual are to be followed closely; the policies and procedures have been compiled broadly enough to allow for changes to be made. Members should make themselves aware of any changes or additions to this manual.





SECTION ONE: Mission and Vision

1.1 MISSION STATEMENT AND VISION STATEMENT

The Club is registered under the provincial Societies Act as a not-for-profit organization. It was registered _____, 19____ with a constitution and by-laws. It is governed by an elected Board that, by definition, is a policy making Board.

MISSION STATEMENT

The Club, serving the Okotoks, the County of Foothills and surrounding area with fun, fitness and friendship.

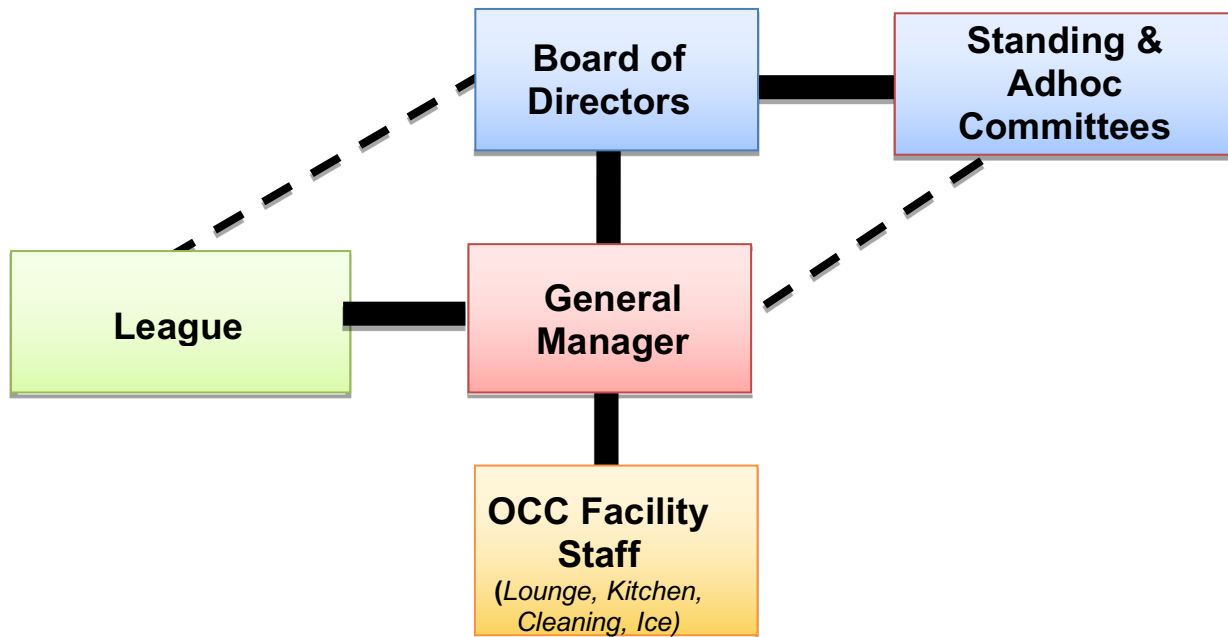
VISION STATEMENT

The vision of the Club for 2018 and future years, is that:

- Curling is recognized as a *healthy, fun activity* open to participation by all ages, genders and abilities in the community.
- The Club fosters *the growth of new, developing and continuing curlers in all demographic ranges.*
- We have an *environmentally-friendly curling facility in which the Club will sustain itself as a viable community recreation option, offering access to curling instructional programs and a variety of curling leagues for all those interested.*
- The Club *will operate year-around providing the opportunity for a variety of social and Curling activities in our facility from September 15th to April 15th.*



1.2 CLUB ORGANIZATIONAL CHART



PRIMARY COMMUNICATION LINE



SECONDARY COMMUNICATION LINE





1.3 CLUB RULES

1. All curling games in the Club are played under the latest version of Canadian Curling Association Rules of Curling for general play.
2. League offerings and operations, ice use and team substitution policies are outlined in Section 3 of this manual
3. Under no circumstances are rocks to be transferred from one sheet to another.
4. No league games may be postponed (*see Policy 3.21*).

SECTION TWO: Terms of Reference (TOR)

BOARD STANDING COMMITTEES, AD HOC COMMITTEES

2.1 BONSPIEL TERMS OF REFERENCE (TOR)

GENERAL PURPOSE

To assist and guide individual bonspiel committees in the organization and hosting of Club bonspiels based on the Board approved calendar. Where there is no bonspiel committee, the General Manager will adhere to the Bonspiel Terms of Reference.

KEY DUTIES AND RESPONSIBILITIES

Each individual Bonspiel Committee will assume the responsibilities for the following activities, all of which must be approved by the General Manager:

- Prepare and submit a budget to the General Manager for approval and ensure the financial feasibility of the bonspiel is maintained by reviewing and receiving approval for the bonspiel budget with the General Manager
- Determine the bonspiel format
- Determine the registration fee
- Secure sponsorship for the bonspiel if so required
- Determine the cash or prize award/payout structure
- Identify ways to promote registration to fill the bonspiel
- Arrange for meal(s) (if required)
- Prepare the draw
- Monitor the bonspiel with organizer representation at all draws.
- If major sponsors are involved, arrange for them to be present for award Presentations
- Complete an After Action Report for the bonspiel



COMPOSITION AND APPOINTMENTS

Each Bonspiel Committee should be made up of enough volunteers to accomplish the Key Duties and Responsibilities list in section 2. The Bonspiel Committee will appoint the Chairperson. The Chairperson is responsible to submit necessary reports to the General Manager regarding the individual bonspiel.

MEETINGS

Meetings should commence 90 days prior to bonspiel to facilitate planning for Key Duties and Responsibilities (section #2). Additional meetings should be held to finalize the details of the bonspiel. Within one month following the bonspiel, finalize the financial information, prepare and submit the final evaluation report to the Club General Manager.

RESOURCES

Financial resources will be given to each Bonspiel Committee in line with the individual bonspiel budget.

Club staff will be available for resources that fall into acceptable requests (taking registrations, preparing draws, programs, tickets, etc. and any other requests from the individual Bonspiel Committees to help ensure a successful bonspiel).

ANNUAL OBJECTIVES

- To fill the designated number of entry slots
- To hold a first rate, enjoyable bonspiel for all curlers
- To ensure the individual Bonspiel Budget is met
- To entertain any ideas that might improve the bonspiel
- Enhance the profile of the Club
- Generate a profit for the Club
 - Fundraising, as licensed by AGLC, must be submitted to Board who will distribute as required by the license agreement.

REPORT AND TARGET DATES

The Bonspiel Committee will submit a written report (Bonspiel Action Report) to the General Manager following the spiel, for presentation to the Board. Minutes from committee meetings are placed on file in the office.



REVIEW AND EVALUATIONS

Reviews, evaluations, observations and recommendations will be due within one month after the conclusion of the event and will include the final financial statement and wrap up report.

REPORT AND TARGET DATES

The committee or the General Manager, will submit a report either written or verbal to the Board from each Sub-Committee meeting.

APPROVAL AND REVIEW DATE

The Terms of Reference will be reviewed at least annually, within one month of the committee formation and amended as required.

The Terms of Reference will be reviewed and put in place each time a new committee is struck.



SECTION THREE: Policies

3.1 ADVERTISING POLICY

POLICY

The Club will solicit and encourage commercial advertising in its facility to enhance revenue opportunities.

PREAMBLE

The Club works to responsibly manage its space in an equitable manner to meet current and future demands for both organized and casual participants. In doing so, it is important to consider the needs of diverse populations, groups, and individuals while recognizing the tax-based contribution provided by residents toward the development and operation of community recreation assets. Club will encourage local businesses to advertise in its space and will create affordable advertising options that attract businesses to partner with the Club to generate facility revenue.

GUIDELINES

- This policy is to respond to our advertising clients by creating a flexible and attractive advertising system that meets both parties' needs. There are a variety of advertising options for the client. Options may include wall signage, scoreboard signage, website, social media sites, TV monitors, and other revenue generated areas, along with in-ice logos.
- A client's values, products, customers and promotional goals must be compatible to the Club's mission and goals.
- Advertising needs to be thoughtfully integrated, so the delivery of content is clear and does not negatively impact the participant experience. To ensure a rich and meaningful experience for participants, interruptive messaging and aggressive promotion of sponsor products will not be permitted.

PROCEDURES

- Advertising will be sold on a first come first serve basis and can be renewed a maximum of one year in advance from September to September. For example,



Policy & Procedures Manual

advertising sold prior to September 2019 would appear in the ice September 2019 to April 2020.

- All costs of design and production will be a cost to the advertiser.
- In ice logos will be reused until the icemaker deems them not viable. If a logo needs replacing, the advertiser will be contacted in April.
- Club will collect rent only and All revenue from the advertisements will be deposited in the General Fund account
- The Board will review advertising rates annually and set rates for the upcoming season.

3.2 CHARGE ACCOUNT POLICY

POLICY

It is the policy of the Club that charge accounts are not available to its members.

3.3 CLUB CHAMPIONSHIP POLICY

POLICY

It is the policy of the Club to hold a Club Championship to recognize a championship team from all applicable Club leagues.

PREAMBLE

The Club strives to encourage participation by recognizing club championship winners. The Club is eligible to designate club champions to participate in the city championships.

GUIDELINES

1. Determined by league play in all leagues.
2. Format of any playoff to be established at the start of the season by the League Representatives, in consultation with the General Manager.

PROCEDURES



The League Representative and the General Manager are responsible for the overall implementation of this policy. All Champions will be recognized at the Annual General Meeting and Wind-up Banquet.

3.4 (OUTSIDE) COMMERCIAL VENTURES POLICY

POLICY:

The Club encourages, with General Manager approval, small, independent outside commercial ventures to set up in the facility to exhibit and/or sell their wares.

PREAMBLE:

During registration nights, league play, bonspiels or events, outside commercial ventures are interested in setting up “pop-up” shops to display and sell wares to the curling membership. In return for permission to do this, these commercial ventures sometimes donate items back to the leagues that can be used for prizes. During bonspiels, curling gear suppliers may ask to display their products and offer sales. The opportunity to purchase curling gear supports our club membership.

GUIDELINES: There cannot be a conflict of interest with paid advertisers.

PROCEDURE: The General Manager must approve prior to set up.

3.5 CONDUCT POLICY

POLICY

The Club follows and enforces the principles, protocol and intent of Curlers Code of Ethics that is part of the Curling Canada **RULES OF CURLING FOR GENERAL PLAY 2018-2022**.



PREAMBLE

This policy is designed to provide guidance to members and staff for situations that could possibly occur. Members are drawn to our club for more than just the 2 hours of ice time. We come for the people, the socializing, the exercise and the culture of the game. Disruptions are not part of the curling etiquette.

DEFINITIONS

Members of the Club shall participate in the game of curling with honesty, integrity, courtesy and sportsmanship. Harassment, such as, bullying, profanity, violence, plus excessive broom slapping are not necessary. Harassment can be words or action, verbal aggression or yelling. Profanity includes calling someone derogatory names or loudly swearing. Violence is defined as any form of physical contact such as pushing or fighting. In addition, any form of facility abuse (damage to the ice, lockers or any part of the physical facility) is included in this policy.

PROCEDURES

1. When a member brings a concern forward to the General Manager, information that is deemed necessary will be gathered from any source and initiate discussion with the individual(s) involved.
2. The second offence (after discussion) would be removal from the facility followed by a letter with a copy placed on file and provided to the Board. Letter will state the length of ejection and/or return date.

Confidentiality will be upheld by all involved.

Annually review this policy statement and procedures.

3.6 CURLING ALBERTA REPRESENTATION POLICY

POLICY

The Club will select or appoint members to represent the Club at Curling Alberta Annual General Meetings and/or awards ceremonies.



PREAMBLE

As a significantly sized curling club in southern Alberta the Club believes it is important that its voice be heard on provincial curling issues and that it hears what Curling Alberta is doing for the sport. Representation at their meetings is one method of ensuring we are kept current.

GUIDELINES

The Club Board will seek volunteers from its members and/or other club members to attend Curling Alberta meetings or functions.

PROCEDURES

- The Club will appoint or select representatives annually prior to February 1.
- The Secretary will advise Curling Alberta of the names of our club representatives and advise the representatives of meeting or function dates, times and locations.
- If there is a ticket cost associated with the function the Club will reimburse the members for that cost.
- Representatives will provide a verbal report to the Board at the meeting following their attendance at a Curling Alberta meeting.

3.7 DONATIONS POLICY

POLICY

This policy provides direction to the Board on actions to be followed when they receive a request for donation(s) in the event of sickness, serious injury, or death of an active member of the Club.

PREAMBLE

As a show of support for the membership of the Club, requests for donation(s) will be brought forward at board meetings via the General Manager and/or Treasurer and will be discussed to determine the appropriate donation to be made.



Policy & Procedures Manual

GUIDELINES

There will be times during the curling season when members of the Club may have serious injuries, illnesses or death. Recognition of these issues should be directed to the Board via the General Manager and/or Treasurer. League Representatives have the responsibility to bring these issues forward as they occur. Board Members will discuss the issues and determine appropriate donation(s) to match the situation as a show of good faith and support from the Club.

PROCEDURES

It is the responsibility of the League Representative to inform the General Manager and/or Treasurer of the Club in the event of sickness, serious injury, or death of a member of the Club. The General Manager and/or Treasurer will bring the request forward to a Board meeting. The Board will determine the amount of the donation to a maximum of \$100. In the event of death, the donation will be made to the charity of the family's choice. In the event of serious injury or illness, the amount of the donation to a maximum of \$100 in the form of cash, flowers, food, etc will be delivered to the league member or his/her family members by one of the Board or the League Representative of the Club. Confidentiality will be upheld by the Board, as per the family's request.

3.8 FINANCIAL MANAGEMENT POLICY

POLICY

The Club will conduct its financial operations in accordance with Articles 7, 8 , 9 and 10 of its Bylaws.

PREAMBLE

The Club operates as a not for profit organization. The operations of the Club are diverse and involve the annual accounting of significant funds.

The Treasurer is tasked to ensure transactions are recorded following generally accepted accounting principles (GAAP). Responsibilities of the General Manager include receiving payments, invoicing for rentals and approving acquisition of items necessary for Club operations.



GUIDELINES

In addition to the responsibilities outlined in Article 7.4, 9 and 10 of the Bylaws the Treasurer is expected to:

- Work with the President in development of an annual budget for presentation at the AGM.
- File an annual return of the Club to the Provincial Corporate Registry as required by the Societies Act and any other filings necessary under provincial law.

The Board is expected to:

- Approve an annual budget which shall be deemed to approve the expenditure of the monies, including miscellaneous expenditures, within that budget with the understanding the Treasurer and General Manager will accurately account for all transactions according to GAAP.
- Ensure donations received from hosting specific events, where the hosting committee designates the use of the money, grants from government, or monies bequeathed in a Last Will and Testament are used, and reported on, as specified.

PROCEDURES

- The financial records of the club are expected to be kept in QuickBooks or any equivalent computer based accounting program.
- Monthly summary financial reports will be archived.
- Board presentations can be printed or in electronic format if deemed suitable.

3.9 HANDLING COMPLAINTS POLICY

POLICY

The Board will deliberate and respond in a timely fashion when they receive a complaint from a member or user group of the Club.

PREAMBLE

As with every organization of any size, there are times when it is difficult to satisfy the needs or expectations of all the membership. It is necessary to have a mechanism in place for members make known their concerns and get a response. Equally the Board must



Policy & Procedures Manual

balance the wishes or concerns of few against the rest of the members and provide a measured response to concerns.

DEFINITIONS

The Club defines a complaint as “a written comment from a member in good standing or user group of the Club”.

GUIDELINES

There will be many times during the curling season when members will make positive and/or negative comments to the Staff and Board regarding the operations of the Club. All parties should acknowledge the concerns, and at the same time advise them as to procedures to follow should they wish to make a formal complaint. In the best interests of our membership, any issues brought forward to the General Manager are in an informal atmosphere for discussion.

PROCEDURES

- When a member voices a concern to a staff member or to a Director, the member should be advised that any formal complaints must be made in writing and addressed to the Board of the Club.
- The complainant is expected to provide, in writing, as much information as necessary to state the case along with recommendations how to correct. The written complaint will be passed to the Board for review.
- A written reply advising receipt of the complaint will be provided to the complainant, and a follow up formal written reply will be made as soon as reasonably possible once final action or reasonable deliberation and decision have been taken.
- In the event the complaint cannot be acted upon without a Board meeting, the applicable Director will advise the complainant and an expected date for resolution will be provided.
- The Board will describe and initiate any follow up action.
- Confidentiality will be upheld by the Board.



3.10 HEAD INJURY PREVENTION (HELMET) POLICY

POLICY

The Club wishes to promote awareness of potential head injuries and to enforce safe practices to minimize risk of any head injury.

PREAMBLE

This policy puts the Club in a leadership position in terms of making sure our young and vulnerable curlers are playing the sport with safety in mind.

GUIDELINES

All juniors under the age of 12 in a club league, clinic, or any rental group will be required to wear a CSA impact resistant helmet (*helmets include hockey, bicycle, alpine ski or snowboarding, skateboarding, and curling helmets*) or purpose-designed, impact-resistant curling hats, toques, or headband at all times while on the ice, unless the parent/guardian signs a waiver. Waivers are available from the General Manager or Junior Curling Coordinator.

PROCEDURE

Juniors will be notified of the helmet requirement during registration. League representatives will ensure that all members are aware of the policy during registration and league play. This policy will be advertised on the Club social media and on posters within the curling club.



3.11 HEALTH AND SAFETY POLICY

POLICY

The Club will promote health and safety within its facilities and operations, and encourage involvement in safe practices by our employees, volunteers and club members. to proactively reduce incidents by establishing systems and practices to manage risk.

PREAMBLE

As a registered non-profit we are governed by the regulations of the Alberta Occupational Health and Safety Act, and as a lease we are obligated to comply with the Health and Safety by-law of the Town of Okotoks.

GUIDELINES

The commitment to health and safety is shared between staff, management and the Board. Effective health and safety programs have been proven to reduce accidents, injuries and illness. Curlers who are prepared will be better able to avoid injury, participate with confidence, and maintain their participation long term.

PROCEDURES

- Training for Employees
 - Basic safe work practices included in orientation of all employees
 - Ensure employees are provided the necessary resources and mandated training courses
 - First aid courses are a requirement for senior staff
- Safety Awareness Education – Reducing Risk
 - Safety awareness emphasized to members
 - head protection available (refer to Head Injury Prevention Helmet Policy)
 - Proper fitting shoes and clothing
 - Double grippers
 - Pre-Injury: Stopping The Injury From occurring
 - Structured warm-ups that focus on stretching, strengthening, improving balance and movements prior to playing.
 - Understand the playing rules and safe practices on the ice
 - Casual renters should sign a waiver clause which includes a detailed description of safe practices on the ice



Policy & Procedures Manual

- Procedure for employees and members to bring forward reporting accidents and incidents.
- Safety Equipment and Emergency Information
 - Provide, inspect, and sign location of first-aid kits and defibrillators on site
 - Identify location of hospitals and clinics
 - Post emergency numbers
- Plans - Create and review annually the following plans:
 - Hazard Assessment of each area with staff involved
 - Job specific hazards identified - Safe work practices and job procedures clearly defined for all positions
 - Action Plan for accident/incidents – site specific procedures
 - Opening/closing security procedures
 - Emergency response procedures
 - Building evacuation plan
- Start of Season
 - Ensure facilities and equipment meet established safety requirements.
 - Create and fill in a facility safety checklist.
 - Review last season's injuries and/or common injuries in curling.
- During the curling season
 - Ensure the ice area is clean and tidy.
 - Locker rooms are also clean and tidy.
 - Inspect parking area
 - Inform participants of specific safety measures relating to activities, facilities, and equipment
 - Maintain an accident/injury report log
- The Health & Safety policy will be administered by the General Manager

3.12 INSTRUCTION WITHIN THE CURLING CLUB POLICY

POLICY

It is the policy of the Club to promote instruction to existing and prospective curlers.



Policy & Procedures Manual

PREAMBLE

The Club will promote training and development of qualified instructors and make these resources known and accessible to its members, both existing and prospective. The Okotoks Curling Club has run adult learn to curl programming, along with the junior curling academy. This provides a service for the Club membership.

GUIDELINES

The Club will maintain a current list of qualified instructors. It is preferred that a certified curling instructor oversees the instruction of curling at the Club.

PROCEDURES:

The General Manager is responsible for the overall implementation of this policy. The Junior Curling Coordinator oversees the Junior Curling Academy.

RESPONSIBILITY	TIMELINE	LIAISE WITH
Set fees for all junior curling programs	April	Junior Curling Coordinator, General Manager, Head Instructor
Set fees for all adult learn to curl programs	April	General Manager
Schedule dates of Junior Curling Academy season and adult learn to curl sessions	April / May	Junior Curling Coordinator, General Manager, Head Instructor
E-mail registration and information letter to previous years' juniors for the Junior Curling Academy	June and September	Junior Curling Coordinator, Head Instructor
Prepare information and advertisements regarding learn to curl and Junior Curling Academy Programs	April	Junior Curling Coordinator, General Manager, Head Instructor



3.13 LEAGUE POLICY (Rules of Play, Fees, Junior Academy, League Reps)

POLICY:

The Club will offer curling leagues and instruction that respond to the demands, expectations and interests of its members. Fees are set by the Board. Curling is conducted in accordance with the most recent rules published by the Canadian Curling Association "*Curling Canada Rules of Curling*" and **Club Policy 3.21 Spares (Substitution)**.

Each League will have a League Representative(s) to coordinate league play with the assistance and advice of the General Manager.

PREAMBLE:

The Club operates a variety of leagues based on member interests and demand. Scheduling is dependent on participation and demographics. As required or requested, the Club will review the possibilities of new leagues and expanding or downsizing existing leagues. League teams from the previous season will have priority for league membership however, best efforts will be made to place new teams and single members in leagues they prefer.

Draw times are based on past practice and ice maintenance requirements defined by the General Manager.

CLUB LEAGUES:

Six Evening Leagues:

Two Evening Open Leagues (6:45 and 9PM draws)

- **Monday evening** - alternating early and late draws to a maximum of 24 teams.
- **Thursday evening** - to a maximum of 12 teams alternating with the Thursday Men's league with early and late draws.
- Teams in both leagues can be configured with a full complement of men or ladies or any combination of both.



Policy & Procedures Manual

Two Evening Men's Leagues (6:45 and 9PM draws)

- **Tuesday evening** - 24 team maximum, alternate early and late draws dependent on league standing.
- **Thursday evening** - 12 teams maximum, alternating early and late draws with the Thursday night Open League.
- All players and spares in these leagues should be male

Wednesday Evening Ladies League (6:30 and 8:45PM draws)

- 24 team maximum, All players and spares in this league must be female.

Friday Evening Mixed League (6:45 and 9PM draws)

- 24 team maximum, team positions must alternate male and female curlers.

Six Morning/Daytime Leagues

There are four morning leagues, three that run two “half” seasons, with new teams for each half; one round robin before Christmas and another in the New Year. Participants sign up as individuals for either a half or the entire year, state their preferred positions, and teams are drawn for each half. The Friday morning league registers entire teams for full seasons.

Monday Morning Ladies (9:30AM draw): *Casual league focusing on the opportunity to meet other curlers and enjoy the camaraderie. New members and inexperienced curlers are welcome.*

Tuesday Morning Senior Men's (9:30AM draw) : *Social men's league open to curlers at least fifty (50) years old on June 30th in the year they join the league. New members and inexperienced curlers welcome. Participation numbers may dictate a second (12:30PM?) draw.*

Thursday Morning Seniors Mixed Open (9:30AM draw): *This league is open to all curlers 50 years and older, with discretion left to the league. New members and inexperienced curlers welcome.*

Friday Morning Ladies (9:30AM Draw): *All players and spares must be female.*



Policy & Procedures Manual

Wednesday Morning Senior competitive “Grey Owl” League (10 AM draw): *This league offers teams wishing to compete at the provincial Masters/Seniors’ level an opportunity to curl against teams seeking similar goals. The League is open to Men’s, Women’s and Mixed Senior/Master Teams. Depending on the number of teams registered, competition usually begins the first Wednesday following Thanksgiving and is completed either by Christmas or mid to late January. A prize money fee is collected and that money plays into every week to make the competition more interesting.*

Sunday Afternoon Open Doubles league (4PM): *This is a Two person “doubles” league that plays by the Curl Canada “mixed doubles” rules.. Teams can be mixed or not. New members and inexperienced curlers welcome*

Junior Participation in Adult Leagues

The Club encourages junior curlers from the club junior programs, over the age of 16 and under the age of 21, as teams (with their coaches) or individuals, to participate in adult leagues. Younger juniors teams (Under 16) will be considered for league play with their Coaches participation, but must be approved in consultation with the League Representative and the General Manager. Juniors will pay the normally required league fees and may have reduced a membership fee.

Academies

The Club offers Curling Academy for Junior Curlers. *We want our young curlers to feel a sense of belonging to the curling club community. Therefore, at times, there may be opportunity for our young curlers to represent the junior program at various events.*

For beginner and novice curlers aged 5 and up

- *The goal of the program is to provide a fun and safe environment while instilling a lifelong love of the game. Through fun on and off ice activities as well as mini games, young curlers are taught safety, basic technical skills, rules, and etiquette. A badge system is used to recognize curlers as they progress through the various skill levels. Trained coaches lead the sessions, but parents, even those without a knowledge of the game, are needed in order to provide adequate supervision.*



Policy & Procedures Manual

For experienced junior curlers up to about 17 years old who have demonstrated basic technical skills as well as an understanding of the game

- *The goal of the program is to provide a fun and safe environment to our experienced juniors, many of whom are beginning to curl competitively. This program builds on the skills mastered in the Beginner/Novice program and is a continuation of the badge system introduced at that level. For the experienced junior curlers, the program focuses on intermediate skills as well as basic strategy. Trained coaches lead the sessions.*

For competitive junior teams who want to compete in qualifiers

- a program for junior curlers and team coaches participating in U-21, U-18 and U-15 competitions. Fee for service program that builds competitive skills, game play, and additional sport science components. Mentoring for team coaches is included. Lead by a team of certified, experienced coaches.

***For all Junior Programs, unless a waiver is signed, curlers under the age of 12 must wear a CSA helmet or a purpose-designed, impact-resistant curling hat, toque, or headband at all times while on the ice. (Refer to Head Injury (Helmet) Policy 3.10)*

GUIDELINES:

All Adult league games are eight ends. The **duration of a game** is expected to be no more than 2 hours and 15 minutes. All draws will be subject to a “warning” buzzer at 1 hour and 40 minutes after the starting time. Teams complete the end they are in plus one more end. An end is considered completed when the last rock of an end crosses the near tee line in the players delivery..

League Representatives

Duties include:

- participate in **League Registration** for their league to accept registrations for the upcoming season. Collect fees and registration forms as required and forward information and funds to the General Manager.



Policy & Procedures Manual

- Organize and post league schedules, results, spares list and any playoffs, on indicated bulletin boards and the Club website
- relay relevant Club information to members
- distribute prize money within their league at year (draw) end.

League representatives do not have a vote on the Board, however they may attend any Board Meeting to speak to any idea, issue or concern that they may have. They will be provided a copy of the minutes of all monthly Board Meetings. .

PROCEDURES:

Unless otherwise advised by the Board leagues and academies shall operate within the guidelines above. Any questions or concerns should be brought to the attention of the General Manager.

Registration:

The Club will hold League Registration prior to mid-September. League Representatives will be available to accept and manage registrations for the upcoming season.

Team (Member) Registration information: All teams and individuals must fill out, registration forms. This form records key information, required by the Club, and municipality (because the Club rents the facilities), on all members.. Teams are responsible for any updates of that information required throughout the year.

Registration payments are accepted via Mastercard, Visa, Interact, cheque or cash. All cheques are to be made out to the Okotoks Curling Club. No deposits are to be made directly into bank accounts.

Fees

Fee payments are expected on registration night, but **must be paid no later than the first night of curling** for the member or team.

Club Membership Fees: A Club Membership fee is required as part of participation in any league as either a regular curler or a spare. This fee is charged only once annually, no matter how many leagues the member curls in. Juniors may pay a reduced fee.



League Fees: Every league charges a league fee. For evening leagues this is a team fee and for most day time leagues it is an individual fee. Should the team consist of more than four players, it is left to team members to split the fee internally as they see fit.

3.14 LIFETIME MEMBERSHIP POLICY

POLICY

The Club wishes to recognize individuals who have made significant contributions to the Club and preserve that legacy.

PREAMBLE

This honor is given to a member or former member who has contributed substantially to the Club to improve, develop, and enhance the image of our Club in terms of outstanding service or performance in one or many areas.

GUIDELINES (for Nomination)

- Must have been a member of the Club and contributed significantly to the Club as a curler, a builder, or a goodwill ambassador.

PROCEDURES

- Nominations by a Club member(s) should be a summary of the nominated member's contributions, detailing reasons for the nomination and citing service or performance examples.
- Nomination documents are submitted to the Board. Any nominations will be considered by the Board and results of any deliberations kept confidential prior to any announcement.
- Members acknowledged with the honor of a Lifetime Membership will be presented with the honor at the Year End Banquet.
- Each year for his/her lifetime, an invitation with tickets to the Year End Banquet will be mailed or hand delivered to the Lifetime member for her/him and a guest.
- Lifetime Members receive a full membership fee exemption for each year thereafter that they are an active curler in one or more leagues at the Club. (League fees ,however, are still required)



3.15 LOUNGE POLICY

POLICY

The Club will offer a lounge serving beverages and snacks to members and their guests.

PREAMBLE: The Club recognizes the importance of a welcoming lounge to the vitality of the club. A lounge offers the opportunity for members to mingle, socialize and watch curling which promotes the development of the curling community.

GUIDELINES

The upstairs lounge will be accessible by all Club members, including juniors, during Board defined hours of operation. Minors (under 18) that have been accepted into a Club adult league, an adult club bonspiel, junior bonspiel, or family bonspiel are allowed in the lounge after 9:00 pm, during the course of that respective league or bonspiel. Minors not participating in a league or bonspiel may not stay in the lounge past 9:00 PM. All minor children must be supervised by an adult. Management reserves the right to deny access to minors in the lounge during adult only functions.

Alcoholic beverages may be taken down to the main floor, but **never** on the ice surface.

PROCEDURE

- The lounge may be open for club events outside normal operating hours.
- Any form of entertainment at any function in the lounge area must be approved by the Board.



3.16 NEW BOARD ORIENTATION POLICY

POLICY

The Club will ensure new members on the Board are aware of their responsibilities, the operation of the Board and any particular agenda or direction a new President may see for the Board in the next year.

PREAMBLE

It is important that newly elected members understand how the Board and Club operate, who has what responsibilities and the issues to be addressed in that year. A new President or circumstance may indicate specific needs and Board members will need to understand the issue early in their term so they can make informed decisions.

GUIDELINES

The role of orienting a new Board falls to the newly elected President. A meeting of the new Board should be held as soon after the AGM as possible. The meeting should be short and have specific discussion items and **not be a replacement** for the monthly meeting.

The President should add their own perspectives of the year ahead to an orientation discussion.

PROCEDURES

- The Treasurer should present the annual financial statement for the past year. This should be available in printed copy for the new Board at the Orientation meeting.
- A quick recap of Old Business items and their relevance items should be offered by the President so members can be aware for the next monthly meeting.
- The Secretary should have a copy of the Club bylaws for each Board member to be given out at the meeting.



Policy & Procedures Manual

- The General Manager should be prepared to give a brief synopsis of his role and expectations to the new Board.
- Board Members should have the chance to express concerns or questions about Board operations or procedures. Issues about the club should be left for the next monthly meeting.

3.17 PRACTICE ICE POLICY

POLICY

It is the policy of the Club to supply practice ice to our members, when ice is available. Practice ice is also available to the public for a fee, as set by the Board.

PREAMBLE

The Club understands the importance of having practice ice available for our members.

GUIDELINES

1. The General Manager will determine the availability of practice ice on a daily basis.
2. All practice ice will be booked in advance through the General Manager.

3.18 PRIVACY POLICY

POLICY

The Club must protect all members' personal information. We will make every reasonable effort to prevent any loss, misuse, disclosure or modification of personal information, as well as any unauthorized access to personal information via electronics.



PREAMBLE

The Club is committed to safeguarding the personal information entrusted to us by our members, staff and volunteers. In accordance with the Alberta Personal Information Protection Act (PIPA Act) and the Freedom of Information and Electronic Documents Act (FOIP Act), when we collect personal information, we are responsible for keeping it safe.

GUIDELINES

Individuals have a right to access their own personal information in a record that is in the custody of the Club. We rely on individuals to notify us of any change. We will not publish personal information without permission.

PROCEDURE

- We will use appropriate security measures when destroying personal information, including shredding paper records and permanently deleting electronic records.
- Management shall develop an in-depth plan and the procedures to protect members' information.
- This "Protecting Personal Information Plan" shall be approved by the Board of Directors.
- This plan shall be confidential and will not be disclosed to members.

3.19 RENTAL POLICY

POLICY

It is the policy of the Club to allow opportunities for rental of the upstairs lounge and/or the main floor curling ice and viewing areas, when dates do not conflict with club events.

PREAMBLE

Throughout the curling season, there are opportunities to rent the whole facility or parts of the facility to outside groups.

GUIDELINES

- The General Manager of the Club will determine facility rentals.
- Rates (and a rate table for easy reference) are established annually by the Board with the input of the General Manager and will be used for all rentals..



Policy & Procedures Manual

- The renter will not be permitted to use or have a bar without using Club bar staff and bar facilities and will be charged the cost of bar staff.
- In the event that food will be served, the renter will be charged the cost of kitchen staff or a rental charge for the kitchen.
- Cleaning and/or damage charges may be charged.
- A rental agreement will be completed and signed for each rental. Invoices to user groups will be issued by the Treasurer.

PROCEDURES

- The General Manager will work with User Groups to complete the rental agreement the needs of the user groups. A current rate sheet will be attached to agreements.
- The General Manager will advise the Treasurer of the rental agreement and invoice amounts.
- The Treasurer will issue the invoices for payment prior to rental events, will collect all fees and issue any refunds as per the signed rental agreements.

3.20 REFUND POLICY

POLICY

If at any time a refund of funds for services, or goods not provided, is requested from the Club, an administrative fee of 10% of the original fee charged is to be held prior to any refund granted. Discretion is allowed by the General Manager when dealing with ice rentals to individuals. The Club recognizes that there may be occasion, and reason, for members or others to request refunds for league fees paid. The club will consider such requests in accordance with this policy. There will be no refund of membership fees once the league has commenced.

PREAMBLE

The Club has fairly consistent and predictable costs for the operation of the club. These costs are covered by league fees collected from members. Members are required to pay full league fees at the start of each league's (full or half year) season. However, it is recognized that unforeseen circumstances (as opposed to planned absences) may prevent



Policy & Procedures Manual

the member from completing the league schedule and initiate a request for a refund. The Club is prepared to consider those requests.

GUIDELINES

Refunds will only be considered in the case of medical or health issues or relocation of the member away from the area.

Members sign up for most Daytime leagues as single individuals and get placed on teams. Refund of Daytime Leagues' fees may be prorated according to the process outlined below.

- For those participating, and having paid for only a **half season, refunds** will be 50% of the remaining league fee if requested in the first four weeks of the season. After the completion of four weeks there will be no refunds.
- For those participating and having paid **full season fees refunds** will be 75% of the remaining fee if they request in the first four weeks of the season and 50% of the remaining fee if they request before the Christmas break.

For Evening leagues (Monday through Friday):

- the Club collects fees for an entire team at registration and lets the team members sort out any fee splits based on the number of members they bring to the team. If someone leaves and is replaced the team sort out their own fee issues internally.
- New members replacing someone **must pay a membership fee**.

Junior Programs: Refunds will be provided with a minimum of 14 days' notice of withdrawal from the program prior to commencement. Once the program begins, no refunds will be given.

Facility Rentals (Ice bookings, lounge, banquets) At the discretion of the General Manager refunds (minus admin fee) to original payee (paying with cash, debit, cheque) will be made by Club cheque payable to the original payee. Amounts paid by credit card will be refunded as a credit to the original credit card (receipt and card needed to process this). For Bonspiels, refund is made **after the draw is completed, only** if the team is replaced in a draw.



PROCEDURES

- Members seeking a refund should discuss the circumstance with the General Manager and be prepared to provide reasonable documentation of their situation if requested.
- The General Manager will use this policy as a guideline for his decisions and make the treasurer aware of any refunds granted.
- Refunds to original payee (paying with cash, debit, cheque) will be made by Club cheque payable to the original payee. Amounts paid by credit card will be refunded as a credit to the original credit card (receipt and card needed to process this).

3.21 SPARES (Substitution) POLICY

POLICY

The Club will accommodate those individuals who wish to curl only when they are available.

PREAMBLE

The Club and its leagues operate according to the substitution rules as set out in current version of the Canadian Curling Association "[Curling Canada Rules of Curling](#)". League limitations may require some variance in those rules for local circumstance.

GUIDELINES

Those wishing to spare in any league must have paid the membership fee to the Club for that year. Members can spare in any league they wish, although Men's and Women's leagues may limit spares to their gender. Players who have been listed as alternate players on a team registration, and paid their membership fee, are not considered spares and can play in any position on their own team.

PROCEDURES

- Teams are responsible for finding their own spares. Leagues will publish a spares list.



Policy & Procedures Manual

- A team that has more than two substitutes (spares) at any given time shall forfeit the game.
- When selecting substitutes, teams should try to contact those listed on the current Spare List as published for their league. However, any curler who has paid membership fees to the club is a valid spare.
- A substitute player who joins a team prior to the start of a game may deliver stones in any position of the delivery rotation of the team. The team shall declare their delivery rotation at this time.
- A substitute player who joins a team between ends may deliver stones in any position of the delivery rotation of their team. The team may re-declare their delivery rotation at this time.
- Teams who are using a specific spare consistently should consider putting that person on their team list and collecting from them a portion of their league fees.
- During league playoffs, spares (substitutes) may only curl as a second or lead.



3.22 SPONSORSHIP POLICY (SUPPORT OF COMPETITIVE CURLING / COACHING QUALIFICATION UPGRADE)

POLICY

The Club will offer compensation, recognition, and support to Club teams who qualify for Southern, Provincial, National and World/Olympic events. The Club will support members improving their curling skills or coaching qualifications.

PREAMBLE

The Club recognizes competitions or courses outside the Club incur costs but they also present an opportunity for the Club to advertise itself, its members and its facilities. Monetary compensation (plus applicable recognition and support) will be paid for events sanctioned by Curling Alberta and Curling Canada and, at the discretion of the Board, other organizations (i.e. Provincial/National Winter Games). Coaching certification courses or practical opportunities may also be eligible for monetary support. All members (Coaches and teams) receiving monetary support are encouraged to volunteer whenever possible with Club clinics, members, teams, or leagues in improving curling fundamentals and member enjoyment, as a way of giving back to the Club.

GUIDELINES

- Anyone receiving remuneration must be a member of the Club and must play in at least one Club league.
- Juniors and junior teams participating in the Academy are eligible.
- Members must list or co-list the Club as their home club on the entry form of the event and (if permitted) on Curling Alberta, Curling Canada, or other websites tracking the event.
- When permitted, the Club would be advertised as a team sponsor at the competition in the form of Club cresting on team clothing, club pins or a club banner (all to be supplied by the Club).
- For coaching courses, members must be over the age of 21.



Policy & Procedures Manual

- For support in pursuing Competitive Coaching courses or certification, the member must coach a team (junior or adult) that curls out of the Club, or coach in the junior program. Priority will be given to a coach working with Junior members.

FUNDING

Representation at Provincials (including AB Winter Games)

\$125/player (when apply as an individual(s)) OR \$800/team (when all are Club members)

Representation at Nationals or Internationals (including Canada Winter Games, World's, Olympics, other...)

Any sponsorship at this level will be dealt with by the Board as a separate request.

Club Championship (formerly known as Travelers) & Club Manager City Championship (Club team)

Team entry fee is paid when the team representing Club is registered. Registration of the team is done by the General Manager.

Coaching Courses

50% of the cost of a CCA Club Coach Course

50% of the cost of Competitive Coaching Courses.

Note: *The Board's support will be contingent on supporting commentary from the Junior Program Coordinator and the General Manager. The Club will support up to a maximum of 6 coaches in one season.*

PROCEDURE:

- Requests for funding must be made in writing to a member of the Board or to the General Manager prior to the event or course.
- After a timely review of the request by the Board, a response in the form of a letter will be issued to the individual(s) or team wherein they will define their sponsorship amount, and in the case of coaching courses, the Junior Program Coordinator's expectations of the member will also be outlined.



Policy & Procedures Manual

- Reimbursement, on presentation of proper invoices, will be paid prior to the end of the curling season in which the application is made.



PLAY DOWN SPONSORSHIP REQUEST (EXAMPLE)

The below listed members of the _____ curling team that will be competing in the _____ play down request the following support, and in return agree to wear a Club crest in acknowledgement of same.

SKIP _____

THIRD _____

SECOND _____

LEAD _____

COACH _____

_____ X \$xx = _____

_____ X \$xx = _____

_____ X \$xx = _____

TOTAL \$ _____

CHEQUE # _____

The above listed curlers agree to have any trophies and/or banners displayed at the Club.

_____ (print name)

_____ (sign)

_____ (date)



3.23 YEAR END WIND-UP BANQUET POLICY

POLICY

The Club will organize a year-end Windup Banquet for its members.

PREAMBLE

The Club recognizes such events promote community spirit, volunteerism and contribute to ongoing membership in the Club. The Club values its members and uses the event to recognize members who have contributed to the success of the club, along with members who have earned annual League championships. All members receiving recognition are encouraged to attend. All members will receive a ticket to the banquet. Guest tickets will also be on sale for member's guests.

GUIDELINES

- the Vice-President will be responsible for organizing entertainment, food, liquor and the program for the Banquet..
- The Vice-President will follow the budget as determined by the Board.
- The Vice-President, in conjunction with the General Manager and League Reps, will inform all members regarding the date of the year-end windup, will arrange for tickets to be distributed all members, and will offer tickets for sale to members' guests.
- All monies received for ticket sales will be given to the Treasurer for deposit.

PROCEDURE:

- Once the Vice-President is in place, the binder of resources for the year-end windup banquet will be shared.
- It is the responsibility of the Vice-President to follow through with the comprehensive organization of this event while adhering to the determined budget, with support from the General Manager and the Board.
- An extension to the regular lounge liquor license must be obtained for the windup banquet being held in the rink area.
- Upon completion of this event, the Vice-President is required to present a final report to the Board.

SECTION FOUR: Board

The Board of the Club operates as a Policy Board. Its primary purpose is to focus on the larger issues, to delegate with clarity, to oversee management's work without meddling, to rigorously evaluate the accomplishments of the organization and to truly lead its growth.

4.1 POLICIES AND PROCEDURES - BOARD

1. The Club will hold meetings once a month. Other meetings are held as required.
 - a. Meetings will be chaired by the President
 - b. And in his/her absence the Vice President
2. The Club is leased each year from the Town of Okotoks, from the 15th day of September to the 15th day of April.
3. The Club must keep in force a comprehensive Commercial General Liability Insurance Policy of not less than five million dollars (\$5,000,000).
 - a. Insurance is paid up to date regularly in accordance with the Policy
4. The Okotoks Curling Club is governed by the Board of Directors of the Club in the best interest of the entire membership. This is done under all rules and regulations which apply including the Societies Act, Curling Canada, Curling Alberta and the Bylaws of the Okotoks Curling Club.
5. Club rules are established and approved by the Board and enforced by the General Manager.



4.2 POLICIES AND PROCEDURES FOR GENERAL MANAGER – ATTACHED APPENDIX “A”

HIRING

1. A General Manager will be hired by a committee made up from the current Board.
 - a. An agreement will be made between the General Manager and the negotiating committee with approval of the Board, at the beginning of his/her term, to be renewed annually.
2. Hiring of staff will be the responsibility of the General Manager.

INTERVIEWS

Applications for Management positions must be selected from interviews and a successful applicant will be chosen after interviews with the General Manager.

1. Interviews are to be held when convenient prior to commencement of employment.
2. Employees from the same family working in the same department may be considered at the discretion of the General Manager.
3. The General Manager and the area Manager will conduct all part time applicant interviews.

JOB ORIENTATION

Upon commencement, a successful applicant will receive a complete orientation to the operation and building of the Club.

1. The orientation should include a tour of the facility, familiarization with the Clubs Policy & Procedure Manual and staff introductions.

DISMISSAL OR TERMINATION

The General Manager for sufficient reasons shall carry out dismissal of staff.

1. Explanations of dismissals will be recorded in duplicate with one portion being forwarded to the employee in question.
2. Terminated staff will be given two (2) weeks notification or as stated in the Provincial Labor Act
 - a. Staff will be given sufficient warning before being terminated.
 - b. In the event that staff are to be laid off, the Club will advise one (1) month in advance.
 - c. A formal written letter will be sent to each staff member the lay-off will affect.



Policy & Procedures Manual

3. Overtime - all time to be recorded and administered.
4. All staff will fill out time sheets daily for accuracy in payroll.
5. Time sheets will be collected by the immediate Manager and given to the Office Manager in sufficient time for calculation and inclusion for the mid and end month paydays (by the 15th and 30th of each month).
6. Travel allowance for executive members and staff will include meals and accommodation.
 - a. Authorized Travel expenses will be reimbursed at a \$0.45 per kilometer rate plus meals and accommodation costs.

4.3 BOARD ORIENTATION PACKAGE



2019-2020

Board Orientation Package

For New Board Members

CLUB

The Club is registered under the provincial Societies Act as a not-for-profit organization. It was registered January 22, 1949 with a constitution and by-laws. It is governed by an elected Board and by definition is a policy making board.

MISSION STATEMENT

The Club, serving Okotoks, the County of Foothills and surrounding area with fun, fitness and friendship.

VISION STATEMENT

The vision of the Club is that:

- Curling is recognized in Okotoks, the County of Foothills and surrounding area as a *fun, healthy recreational choice* open to participation by all ages, genders and abilities
- The Club fosters *the growth of new, developing and continuing curlers in all demographic ranges.*
- We have an *environmentally-friendly curling facility in which the Club will sustain itself as a viable community recreation option, offering access to curling instructional programs and a variety of curling leagues for all those interested.*



Policy & Procedures Manual

- The Club *will operate year-round providing the opportunity for a variety of social and Curling activities in our facility from September 15th to April 15th*

Board APPLICATION

I _____ am interested in letting my name stand for Election to the Board of the Club at the Annual General Meeting to be held on **Monday, September _____, 20_____.**

Brief Bio

**Attach separate sheet if more room is needed.*

In the event that I am unable to attend the AGM I would allow this to be read and introduced as my nomination to the general membership for my bid to be elected to the Club Board.

I acknowledge that I have read and understand the Job Description and Code of Conduct for Club Board members.

Date _____ Signature _____



CLUB BOARD JOB DESCRIPTION

POSITION: Board Member

AUTHORITY AND RESPONSIBILITY

The Board is the legal authority for the Club. As a member of the Board, a Board Member acts in a position of trust for the community, and is responsible for the effective governance of the organization.

REQUIREMENTS

Requirements of Board Members include:

1. Commitment to the work of the Club
2. Knowledge and skills in one or more areas of the Board governance: policy, finance,
 - a. programs, personnel, and advocacy
3. Willingness to serve on committees
4. Attendance at monthly Board meetings
5. Attendance at meetings of assigned committees
6. Attendance at Annual General Meetings
7. Support of special events
8. Support of, and participation in, fundraising events

TERM

- Directors are elected by the membership at the Annual General Meeting. Directors serve for a three-year term.
- Directors may be released at the end of the elected term, by resigning, or according to the Club's bylaws.



Policy & Procedures Manual

GENERAL DUTIES

A Board Member is fully informed on organizational matters, and participates in the Board's deliberations and decisions in matters of policy, finance, programs, personnel and advocacy.

THE BOARD MEMBER MUST:

1. Approve, where appropriate, policy and other recommendations received from the Board, its standing committees, and senior staff.
2. Monitor all Board policies.
3. Review bylaws and policy manual, and recommend bylaw changes to the membership.
4. Review the Board's structure, approve changes, and prepare necessary bylaw amendments.
5. Participate in the development of the Club's plan and annual review.
6. Approve the Club's budget.
7. Approve the hiring and release of the General Manager, including the General Manager's
 - a. employment contract, based on the recommendation of the Management Committee.
8. Support and participate in evaluating the General Manager.
9. Assist in the developing and maintaining positive relations among the Board, committees, staff
 - a. members, and community to enhance the Club's mission.

BOARD CODE OF CONDUCT

Club Board Members need to demonstrate ethical and professional conduct to maintain the confidence of the membership and the public. This commitment includes proper use of authority and appropriate actions in the group and the individual behavior when acting as Board Members.

1. Club Board Members must be loyal to the interests of the membership over and above any:
 - a. Loyalty to advocacy or interest groups, and membership on other boards or staffs.



Policy & Procedures Manual

- b. Personal interest of any Board Member acting as an individual consumer of this organization's services.
2. Club Board Members are trustees of public confidence and securities. They must avoid any conflict of interest.
 - a. There must be no self-dealing or any conduct of private business or personal services between any Board Member and the Club. Exceptions can Clubur only when there is openness, competitive opportunity and equal access to information.
 - b. Board Members must not use their positions to obtain employment within the Club for themselves or any family members.
 - c. If a Board Member is considered for employment he or she must temporarily withdraw from deliberation, voting and access to applicable Club information.
3. Board Members must not exert any individual authority over the Club except as stated in the Clubs policies.
 - a. Individual Board Members do not have the authority to speak for the Club when they interact with staff, the public, the press and other entities unless granted this authority by the whole board.
 - b. Board Members must not make any judgments of staff performance except if the performance is officially assessed against the Club policies
4. Board Members deal with outside entities or individuals, with clients and staff, and with each other using fair play, ethics and straight forward communication.
5. The Board of the Club is a policy board.
 - a. During our meetings, it is the responsibility and duty of each member to give considered thought to all business items before the board, to voice your opinion and vote the way you believe.
 - b. There will be issues that you firmly believe in that are defeated or passed against your vote.
 - c. The majority rules but the minority must be heard.
 - d. Once a decision is made by the board, in all public discussions, it is your duty to support the board decision. This does not mean that you need to tell everyone that it was right or that you agree with the decision, but it does mean you need to support it.



Policy & Procedures Manual

- e. You can offer to take back any feedback you get, but must not say that you don't agree with the decision.

If you are unable to support a board decision publicly, the Board may request you resign from the board.



General Manager – Club

Appendix A

Under the direction and oversight of the Board, the General Manager will provide leadership and management of the operations of the club to the benefit of the membership of that club.

The General Manager will report to the Board through the Club President and through monthly meetings of the Directors which the General Manager shall attend.

RESPONSIBILITIES

Major Duties

- Manage the day-to-day, operations of the club.
- Manage all employees and contractors including ice technician, lounge manager, kitchen manager, and cleaning staff
- Recommend to Board all hiring, retention, and termination of contractors/management and employee staff
- With assistance and input from the league reps organize league schedules throughout the season
- Work with the Junior Curling Program Coordinator on the development and operation of a junior curling program.
- Liaise with rental leagues, if any
- Liaise with regional, provincial and national curling associations as required and appropriate.
- Respond to emergencies in the facility
- Identify dates of Club bonspiels and work with Men's Leagues, Mixed Leagues, Senior Leagues, and Ladies Leagues on organization of Club Bonspiels
- Work on attracting outside corporate, regional and provincial bonspiels and coordinate those events once secured.
- Solicit and secure advertising revenue and booking revenue;
- Manage bookings of both ice and facility;
- Ensure club is opened and closed properly each day and at the beginning and conclusion of each season
- Ensure normal hours of operation for the club, including notification of cancellation;



Policy & Procedures Manual

Building Operation & Maintenance

- Recommend to the Board any required improvements to club facilities.
- Oversee and arrange for any required maintenance of the facility both internally and externally in accordance with all requirements and provisions of our lease agreement.
- Lead all communication and dealings with Town of Okotoks.
- Ensure the club adheres to all provincial and federal regulations/standards regarding normal club operations;
- Ensure the procurement of all materials and supplies required for the operation of the Club;

Administration

- Ensure that high levels of service are provided to all curlers and clients
- Recommend amendments to the Curling Club's operations that would contribute to its success.
- Provide leadership and guidance to volunteer members of the Board in formulating programs, bonspiels and objectives of the Curling Club
- See that orders and resolutions of the Board are acted upon
- Act as liaison and coordinator with outside professional consultants and resources such as accountants, attorneys, insurance agents, bank officers, contractors
- Provide support to, and advise the Curling Club Board on issues and activities related to the Club.
- Promote and increase the profile of the club and facility through active and ongoing marketing efforts.
- Attend Board meetings to provide necessary information for the Board to make informed decisions;
- Respond to inquiries (e.g. personal, by telephone, mail or email);
- Maintain the filing system in an efficient and accessible manner;

Financial: In conjunction with the assistance of the Club Treasurer

- Maintain all financial accounts;
- Prepare financial reports as required;
- Provide the Board advice on the long term financial aspects of the Curling Club



Policy & Procedures Manual

- Report to the Board on any funding opportunities;

Management and supervision of employees

- Meet as required with supervising staff and contractors to review duties and responsibilities.
- Act as Liaison to the Board with all issues and concerns with respect to those duties and responsibilities.

Member Relations and Communication: In conjunction with the Communication Director

- Act as first level of contact with members with respect to ideas, issues and concerns brought forward by such members.
- Bring forward to the Board ideas, issues or concerns in cases which need to be acted upon by the Board.
- Ensure the membership is advised of programs, plans, and general information with respect to the curling club.

General: Other duties as required;

Prepared by: Rick Krushelnicki, Club V.P., July 3, 2018