



Crowsnest Curling Club Policies and Procedures Manual

Introduction

This Operations Manual has been prepared for the Crowsnest Curling Club, to be referenced by club members, interested community members and the Municipality of Crowsnest Pass alike.

1. Section One: The Societies Act

Bylaws of the Crowsnest Curling Club

Please refer to Appendix 1: Crowsnest Curling Club Bylaws

2. Section Two: Mission Statement, Vision Statement, & Core Values

Mission Statement:

It is the mission of the Crowsnest Curling Club to develop the best possible curling system for recreational and competitive curlers by providing an affordable program in an inclusive environment, offering exceptional playing conditions, a well-maintained facility and a welcoming, magnetic social atmosphere.

Vision Statement:

Our vision is that the Crowsnest Pass and surrounding area residents have the opportunity to participate and develop their skills in the sport of curling.

Core Values:

A) Integrity

- a) We strive at all times to demonstrate the highest ethical manner in our business activities.
- b) We represent our club at all levels with pride, professionalism and integrity.
- c) We take responsibility for our actions relating to curling on and off the ice.

B) Camaraderie

- a) We insist that our members and visiting curlers display the highest level of sportsmanship.

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- b) We encourage volunteerism.
 - c) We encourage positive social interaction in all aspects of the usage of our facility.
 - d) We encourage enjoyment, fun, and an environment that can offer personal growth and acceptance to curlers of all ages and skill levels.
- C) Equality
- a) We encourage and offer membership in the club to all interested individuals.
 - b) We treat all curlers with equality and respect regardless of their abilities on and off the ice.
- D) Wellness
- a) We encourage long term athletic development.
 - b) We offer a family friendly environment.
 - c) We insist on a healthy level of competitiveness, free of demeaning statements, bullying, or intimidation.
 - d) We strive to make all interactions as positive as possible, on and off the ice.

3. Section Three: Rules

We subscribe to Curling Canada's [Rules for General Play](https://www.curling.ca/about-curling/getting-started-in-curling/rules-of-curling-for-general-play/).

(<https://www.curling.ca/about-curling/getting-started-in-curling/rules-of-curling-for-general-play/>)

Club Specific Rules:

- League games will be played to 8 ends unless:
 - Certain leagues mandate shorter matches;
 - Skips agree to a shorter match in advance of gameplay;
 - There is a club mandated short schedule (ie. for Christmas Party); or
 - A team concedes early; at losing team's discretion.
- Games must start on time.
 - If a team only has 2 players present for start time but is still anticipating that a third shows up (this is the minimum required to play a league game), then they will give up one point for every 10 minutes that they are short a player. This gives teams a 10 minute buffer to have a minimum of

3 players show up.

- No team shall play a game short of players if a spare is available.
 - A player wishing to spare should let it be known that she/he is available to play by adding their name to the spare list. Spares can be a Club Member in good standing or someone who has paid a drop-in fee.
 - Spares can only play the position they are replacing or lower.
 - A minimum of three players is required on each team and there must be at least two members of the regular team present for a game to count in league standings.
 - Given exceptional circumstances, the League Coordinator can grant on a per case basis certain accommodations to the spare rule. For example, when an injury to a teammate takes place, a long-term replacement is required.
- End of round standings and tie-breakers.
 - Standings will be based on win/loss records over the season.
 - In the case of a tie, the team with the better head-to-head record will finish higher in the standings.
 - In a case of a three-team or more tie-breaker, the “who beat who” principle will be applied as often as necessary to determine respective rankings.
 - In the case that two of the teams are still tied after the above considerations, then the two (or three) skips must throw a stone to the button to determine the higher rank. If a skip refuses, then they will be relegated to the lowest position amongst those teams who are tied.
- Playoffs
 - The League Champion will be determined by a playoff bracket at the discretion of the current League Coordinator. Because of this, playoffs may be structured differently from season to season.
- Postponing games
 - All teams should try their best to play each game as scheduled as there is limited free ice in which to play make up games. It goes without saying that a team requiring only one spare should not postpone a game.
 - Any rink desiring a postponement is responsible to contact the opposing rink and advise them of such before the game is scheduled to be played. In such a circumstance, the team postponing the game is responsible for rescheduling the game at a time acceptable to the opposing rink. Where postponed games have not been played by the end of the regular draw, the

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- rink requesting the postponement will be charged with a loss.
 - The non-offending team is expected to make a reasonable effort to accommodate the rescheduling of the game.
 - Other disputes or items not covered by these rules:
 - In the case of a conflict that is not covered by a rule or a specific case in which the application of the rule would be to the detriment of fair play, the League Coordinator can overrule. All decisions made by the League Coordinator are final.

4. Section Four: Bonspiel Terms of Reference

General Purpose

To assist and guide individual bonspiel committees in the organization and hosting of Crowsnest Curling Club bonspiels throughout the curling season based on the schedule coordinated by the Executive Committee and Directors.

Key Duties and Responsibilities

Each individual Bonspiel Coordinator/Committee will assume the responsibilities for the following activities, all of which must be approved by the Executive Committee and Directors:

- Prepare and submit a budget to the Bonspiels and Special Events Director (see Section Fourteen for position descriptions) for approval
- To determine the bonspiel format
- To 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 (if required)
- Prepare or arrange for preparation of the draw
- Monitor the bonspiel
- If major sponsors are involved, arrange for them to be present for award presentations
- Wrap up the event by finalizing the budget information
- To ensure that financial feasibility of the bonspiel is maintained by reviewing and

receiving approval for the bonspiel budget with the Bonspiels and Special Events Director.

Composition and Appointments

Each Bonspiel Committee should be made up of enough volunteers to accomplish the Key Duties and Responsibilities. The Bonspiel Committee will appoint the Chairperson. The Chairperson is responsible to submit necessary reports to the Bonspiels and Special Events Director regarding the individual bonspiel.

Meetings

Meetings should commence at least 90 days prior to bonspiel to facilitate planning for Key Duties and Responsibilities. 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 Bonspiels and Special Events Director.

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 Crowsnest Curling Club

Report and Target Dates

- The Bonspiel Committee will submit a written report to the Bonspiels and Special Events Director following the spiel, for presentation at the next executive meeting. Prepare a post event financial report to submit to the treasurer.

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.

5. Complaints Policy

Policy

This policy provides direction to the Executive Committee and Directors on actions to be followed when they receive a complaint from a member or user group of the Crowsnest Curling 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. Therefore, we must have a mechanism in place where members who have concerns may make them known. At the same time, we must be careful not to respond to the wishes of a small minority to the detriment of the majority of our membership.

Definitions

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

Guidelines

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

Procedures

When a member voices a concern to an Executive Committee member or Director, the Club member should be advised that any formal complaints must be made in writing and addressed to the Executive Committee and Directors of the Crowsnest Curling Club.

The Complainant is expected to provide as much information as necessary to state the case along with recommendations on how to correct. The written complaint will be passed to the Executive Committee and Directors for review.

A formal reply advising receipt of the complaint will be provided to the complainant, and a follow up formal reply will be made as soon as reasonably possible once final action has been taken.

In the event that the complaint cannot be acted upon without an Executive Committee meeting, the applicable Director will advise the complainant and an expected date for resolution will be provided. Again, follow up action may be required. Confidentiality will be upheld by the Executive Committee and Directors.

6. Health and Safety

(Requires consultation with Municipality)

Policy

It is the policy of the Crowsnest Curling Club that all falls are to be documented on the appropriate form.

Preamble

Fall reports are a way to keep a record of any accidents occurring at the Crowsnest Curling Club. League coordinators will ensure fall reports are filled out and kept secure.

Guidelines

A copy of every fall report will be forwarded to the municipality by the president.

Please refer to Appendix 2: Incident Report

7. New Board Members Orientation Policy

Policy

It is the policy of the Crowsnest Curling Club to enable newly elected members to quickly transition from Club members to Executive Committee members and Directors.

Preamble

It is imperative that the newly elected members be brought up to date on the current policies and works in progress. A hand off will be conducted to help these new

Executive Committee members and Directors adjust to their new positions.

Guidelines

All existing Executive Committee members and Directors as well as newly elected members should be present at the hand off meeting.

Items to be covered during the hand off meeting:

- Length of terms, job descriptions and expectations
- Explanation of how Executive meetings are conducted, including access to copies of minutes from past meetings
- Club Policies and Procedures Manual review
- Review of Crowsnest Curling Club financials and current projects

Procedures

The orientation meeting will be part of the Executive Meeting following the Annual General Meeting elections and will be chaired by the Past President or Current President if they are continuing “their term”.

8. Section Eight: Privacy Policy

General Purpose

The Crowsnest Curling 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 unauthorized access to personal information via electronics.

Preamble

The Crowsnest Curling 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 and the Freedom of Information and Electronic Documents 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 Crowsnest Curling Club.

- We rely on individuals to notify us of any change.
- We will not publish personal information without permission.

9. Section Nine: Refund Policy

Policy

It is the policy of the Crowsnest Curling Club to consider refunds for Members who must withdraw from regular league curling.

Preamble

Members are required to pay in full at the start of the season and because of unforeseen circumstances may not be able to complete the schedule.

Guidelines

A prorated refund, based on the number of games remaining in the curling schedule for the member, will be granted by the Executive Board and Directors for the following reasons:

- Proof of illness or injury leaving the member unable to curl for the balance of the current season.
- A member has received an employment transfer to another location.
- Other refund requests may be granted at the discretion of the Board.

Procedures

- An application for refund must be presented to the Executive Board and Directors in written form and signed by the member.
- The note should include the number of league games played and the reason for withdrawal.
- The Executive Board and Directors are responsible for the overall implementation of this policy.

10. Section Ten: Spare Policy

Policy

It is the policy of the Crowsnest Curling Club to accommodate individuals wishing to curl only when available.

Preamble

A spare fee will be set annually and when paid entitles the individual to ice time privileges for one league game.

Guidelines

- Spares can only play the position they are replacing or lower.
- Teams will be responsible for getting their own spares.

Procedures

A spare list will be posted at the rink and listed on the website. A spare has the option of being on this list for play in all leagues or may choose not to be listed and play with a team of their choice.

11. Section Eleven: Policies and Procedures – Executive and Directors

- The Crowsnest Curling Club will hold meetings once a month.
 - Meetings will be chaired by the President
 - And in his/her absence the Vice President
- The Crowsnest Curling Club is leased each year from the Municipality of Crowsnest Pass, commencing the 1st day of January to the 31st day of December. (Requires consultation with Municipality)
- The Crowsnest Curling Club must keep in force a comprehensive Commercial General Liability Insurance Policy of not less than two million dollars (\$2,000,000) (Requires consultation with Municipality)
 - Insurance is paid up to date regularly in accordance with the Policy.

12. Section Twelve: Policies and Procedures – Membership

- At the Annual General Meeting membership will vote on the membership fee to

be charged for the next season.

- The Executive and Directors will give their recommendation as to what membership fee will keep the club viable.
- The membership fee will include the dinner at the Annual General Meeting and the Curling Alberta Individual Curler Fee.
- Teams with more than five or more players will be allowed four complementary meals at the Annual General Meeting.

13. Section Thirteen: Policies and Procedures – Over 80 Club

- The Crowsnest Curling Club will honour our members 80 and over with a free curling membership, allowing them to play in any league at no charge.
- At the beginning of each curling season the Executive and Directors will review if the Over 80 Club member will pay the Curling Alberta Individual Curler Fee.
- At the beginning of each curling season the Executive and Directors will review if the Over 80 Club member will pay for their dinner at the Annual General Meeting.

14. Section Fourteen: Job Descriptions of the Executive, Directors and other Volunteers

Term

- All positions are served on a year-to-year basis. Whoever currently holds a position has the option to continue in that position without obligation to continue if unable to.
- Executive Officers and Directors are elected by the membership at the Annual General Meeting. Executive Officers and Directors serve for a one year term. At the end of their term, Executive Officers and Directors have the option to let their name stand for another year, they will not require nomination for that position at the Annual General Meeting.