

Policy & Procedure Manual

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This manual is to be used by the Lethbridge Curling club staff, members, and Board of Directors as a guiding document.

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Document History

Revision History

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1	2017	New manual, new curling club	Board of Directors 2016-2017
2	2018	Yearly Updates	Board of Directors 2017-2018
3	2020	Updates	Board of Directors 2019-2020
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Approvals

This document requires following approvals:

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About this manual

Who Should Use this Manual?

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

This manual will be updated by the Board of Directors at the LCC. The secretary will maintain all changes.

Typographical Conventions

- Font style: Georgia
- 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

Introduction

This Policy & Procedure Manual has been prepared for the Lethbridge Curling 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.

1. Section One: Mission and Vision

MISSION STATEMENT, VISION STATEMENT, CLUB RULES

LETHBRIDGE CURLING CLUB

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

Mission/Vision:

The Lethbridge Curling Club provides the best curling, social and food and beverage experience in our region.

Core Values:

Our People

Joined by a passion for the sport of curling, we are managed and run by actively engaged, positive people. Our member-driven focus ensures that we proceed with meaning, holding ourselves to the highest of standards.

Our Facility and Programming

The Lethbridge Curling Club serves the development of curling in our community and our region, spanning from beginners to the highest level of competitive play, in one of Canada's premier curling facilities. We are ambassadors for our sport and our programming promotes curling as a key feature of the culture in our region.

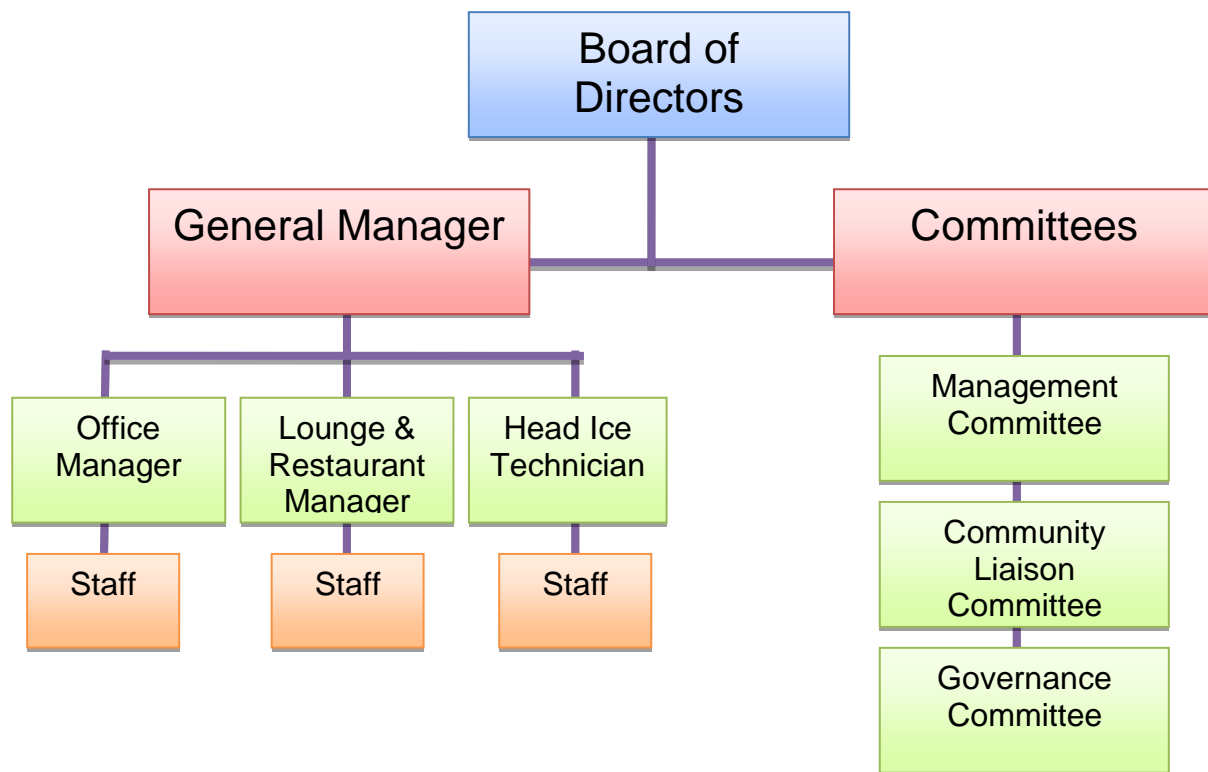
Our Sport

We support the development of curling throughout our region, our nation, and the world. We seek opportunities to host curling competitions that benefit our community, ranging from local events to large-scale world competitions. We establish programs that are enticing to current and new members, while staying current with best practices and new developments in our sport.

Our Operations

We attract staff who foster an environment of continuous improvement with a commitment to excellence. We achieve consistent financial success to enable growth, expansion and improvement for our members and our sport. We are a leader amongst our peers.

1.1. LCC ORGANIZATIONAL CHART



1.2. LETHBRIDGE CURLING CLUB RULES

1. All curling games in the Lethbridge Curling Club are played under the Canadian Curling Association Rules of Curling for general play.
2. **Teams, not the office, will be responsible for getting a spare.** Only a current registered member may spare in square draw leagues. The spare may play any position in any square draw league.

- 3.** Teams consist of a minimum of 4 and a maximum of 6 players. Members must pay a league fee for each league they register in. All team members must pay a separate membership fee(s).
- 4.** To commence play, each team must comprise of at least three players, two of which must be regular members of the team. Management may waive this rule at the request of specific leagues.
- 5.** Any game not under way within 20 minutes of the starting game time will be defaulted and the sheet(s) thrown open for pick-up games or practice.
- 6.** League games may be played to the buzzer at the discretion of the General Manager. The buzzer will sound 25 minutes prior to the completion of the game (2 hours), with team completing the end they are playing and one more end. An end is deemed to be completed when the rocks have come to rest, and the score has been agreed upon by the thirds. Management may waive this rule at the request of specific leagues
- 7.** No square draw games may be postponed. If a rink is unable to ice a team, the game must be defaulted to the team prepared to play as scheduled. If you cancel, **inform the opponent and the office well in advance** so that the ice can be made available.
- 8.** All scorecards must be carefully made out and returned to draw board.
- 9.** Practice ice is available to members on a first come first serve basis. Check and sign the practice board for a sheet.
- 10.** Club members wishing to reserve or rent ice may do so by contacting the Office.
- 11.** Rocks are numbered by pairs and under no circumstances may be transferred from one sheet to another.

*Created September 2014
Revised December 2016
Revised January 2020*

2. Section Two: Terms of Reference
BOARD STANDING COMMITTEES, AD HOC COMMITTEES

- 2.1. BONSPIEL TERMS OF REFERENCE.....
- 2.2. COMMUNITY LIAISON COMMITTEE TOR
- 2.3. FORRY SENIOR CURLING CLASSIC TOR.....
- 2.4. GENERAL MANAGER SEARCH COMMITTEE TOR.....
- 2.5. GOVERNANCE AND POLICY COMMITTEE TOR
- 2.6. MANAGEMENT COMMITTEE TOR.....

2.1. BONSPIEL TERMS OF REFERENCE

GENERAL PURPOSE

To assist and guide individual bonspiel committees in the organization and hosting of LCC bonspiels throughout the curling season based on the schedule submitted by the General Manager and approved by the Board of Directors each summer. 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
- 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 and the After Action Report
- To ensure that financial feasibility of the bonspiel is maintained by reviewing and receiving approval for the bonspiel budget from the General Manager

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 for submitting necessary reports to 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 LCC General Manager.

RESOURCES

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

Lethbridge Curling 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 Lethbridge Curling Club

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.

APPROVAL OF REVIEW DATES

Terms of Reference will be reviewed annually and amended as required.

Utilization of LCC staff and resources as required with the approval of the General Manager.

REPORT AND TARGET DATES

The committee will submit a report, either written or verbal, to the Board from each 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.

*Created February 2014
Revised November 2017*

2.2. COMMUNITY LIAISON COMMITTEE TOR

General Purpose

- To introduce the sport of curling, and the programming and facility operated by the Lethbridge Curling Club, to new audiences.
- To enhance engagement and communication within Lethbridge and Southern Alberta.

Key Roles & Responsibilities

In alignment with the Lethbridge Curling Club Strategic Plan (2018-19), the Community Liaison Committee is tasked with the following goals:

- Increased number of individuals introduced to the sport of curling.
- The Community Liaison Committee will develop measurable tactics, identifying measures of success, to achieve the goals listed above.

Composition and Appointments

- At minimum, 3 members of the Lethbridge Curling Club Board of Directors shall be members of this committee.
- At the first meeting, a chair will be appointed.

Meetings

- The Community Liaison Committee will meet as necessary throughout the year.

Resources

- All resources required will be requested from the Lethbridge Curling Club Board of Directors or from the General Manager, as appropriate.

Reporting

- The Community Liaison Committee will submit a written report to the Lethbridge Curling Club Board of Directors for each meeting on or before the associated agenda submission deadline.

Term

These terms shall apply from the date of committee formation until the conclusion of the following Annual General Meeting.

Created August 2016, Revised November 2017, Revised June 2018, Revised December, 2021

2.3. FORRY SENIOR CURLING CLASSIC TOR

GENERAL PURPOSE

To specifically organize and promote the Cliff Forry Bonspiel in order to provide and develop competitive opportunities for senior curlers. Established in 1997, in memory of Cliff Forry, to honor and remember his dedication and enthusiasm for the game of curling.

To encourage senior curlers, 50 years and older, to be community aware while remaining active in an event that is recreational and that also inspires our competitive spirit.

KEY DUTIES AND RESPONSIBILITIES

The Bonspiel Committee will assume the responsibilities for the following activities:

- Determine the bonspiel format and rules.
- Identify methods of promoting the event through various advertising means and media, utilizing updated mailing lists/websites and adopting themes in order to recruit teams both locally and outside the club to fill the bonspiel.
- Promote the event through soliciting Corporate and Private Sponsorship for the prize pool.
- Establish a budget to determine the registration fees and the cash payout structure.
- Arrange for meals, entertainment, keynote speakers, sponsorship representation for recognition and award presentation.
- Work with LCC administration to prepare Spiel poster and signage, registration and forms and prepare the draws and manage results.
- Monitor the bonspiel.
- Wrap up the event by concluding the budget information and the After Report.

COMPOSITION AND APPOINTMENTS

The Bonspiel Committee will be made up of any number of volunteers. The Bonspiel Committee will appoint the Chairperson.

MEETINGS

Meetings should commence in early fall to facilitate preliminary planning and particularly to organize the campaign for securing sponsors.

In October commence formalizing promotional, registration, fees, bonspiel format and other information to transmit to other curling clubs, Curling Alberta and specific (targeted) individuals. Additional meetings will be used 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 Board.

RESOURCES

- Financial resources will be required for printing, sponsorship information packages, signage and all administrative costs.
- Administrative staff will be responsible for preparing requested information for mailings as well as accepting registrations/payments and providing general bonspiel information. They will also be responsible for posting and entering the draw information and results and work with the bonspiel committee member(s) to determine the ceding of the final draws after the round robin based on win/loss records and the Skills Competition. After the spiel they are responsible for the display and yearly updating of the Forry plaque.
- Ice and Lounge staff will be responsible for preparing, cleaning and service to their areas of responsibility.

ANNUAL OBJECTIVES

To provide an annual first-class event centered on our senior curling community by:

- a) Host a high-profile senior event that is fun and competitive
- b) Fill the bonspiel with twenty teams which is the ideal
- c) Provide an attractive Cash Prize purse
- d) Attract, at least, as many Sponsors as there is participating teams
- e) Partner with a charitable youth organization
- f) Enhance the profile of the Lethbridge Curling Club

REPORT AND TARGET DATES

The Bonspiel Committee will submit a written report (Bonspiel After Action Report) to the LCC Board meeting following the spiel. Minutes from Committee meetings are placed on file in the administrative 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.

APPROVAL OF REVIEW DATES

The Cliff Forry Senior Curling Classic Committee will review and approve these Terms of Reference at first committee meeting following the bonspiel and every year thereafter.

*Created September 1997
Revised December 2016
Revised September 2020*

2.4. GENERAL MANAGER SEARCH COMMITTEE TOR

GENERAL PURPOSE

To identify and employ a General Manager for the Lethbridge Curling Club.

KEY RESPONSIBILITIES

- To define core competencies of the position, with authority to use these competencies to draft a job description to be used in advertising for candidates
- To advertise, through any/all means agreed upon in committee, for prospective candidates
- To review candidate resume(s), set interview dates and bring forward to the board the committee's choice(s) for presentation and approval by the board.
- To prepare an information package for prospective candidates

COMPOSITION AND APPOINTMENTS

- The committee will be made up of:

MEETINGS:

Meetings will be held as needed until a successful candidate has been employed.

RESOURCES:

- Financial resources as requested by motion to the board by the committee
- Utilization of office staff to facilitate administrative tasks as requested by the committee
- The committee reserves the right to approach any present or past board members, or any members of the club or general public as it sees fit for help or advice as deemed necessary.

REPORT AND TARGET DATES:

- The committee will set the following dates and inform the board, via email, of the decisions made:
 - Deadline date for applications
 - Interview date(s)
 - Goal start date for new GM
- Reports on the committee's progress will be given written and/or verbally at each board meeting

REVIEW AND EVALUATIONS:

The committee will present to the board a report identifying the candidate(s) and a Special Board meeting will be called for Board evaluation of the final candidate(s).

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

*Created January 13, 2015
Revised November 2017*

2.5. GOVERNANCE AND POLICY COMMITTEE TOR

GENERAL PURPOSE

To move forward openly and effectively in the formation of policy and by-laws for the growth, stability and success of the Lethbridge Curling Club.

KEY DUTIES AND RESPONSIBILITIES

Implement the Strategic Plan by providing direction with purpose and clarity to Staff and the Board of Directors by reviewing and updating the following:

Policy

- review present policies
- recommend revisions/deletions
- update Operations manual

By-Laws

- review of present by-laws as needed
 - changes presented to Board for discussion
 - look into AB non-profit regulations
 - seek legal consultation
 - notification and presentation to membership at next AGM

Club Rules revised as changes made to polices and by-laws

Club History updated and included in Operations Manual

COMPOSITION AND APPOINTMENTS

Committee shall consist of 3 or more Board Members and will appoint a chair for a 1 year term

MEETINGS

Meetings will be held as necessary.

ANNUAL OBJECTIVES

Review Policy Manual to ensure policies are relevant to the current operations of the Club.

*Created August 2016
Revised October 2017
Revised March 2022.*

2.6. MANAGEMENT COMMITTEE TOR

GENERAL PURPOSE

To give oversight and evaluation of the General Manager and Management related activities of the Lethbridge Curling Club.

KEY DUTIES AND RESPONSIBILITIES

Management

- Conduct Management review and analysis on a monthly basis or as required.
- Compile Management issues, suggestions and complaints from the members and recommend appropriate responses.
- Review Management Employment Structure, Evaluation procedures, Remuneration, and bonus structures annually. Suggest changes necessary to make structure relevant to future business model(s).
- Provide to the Board, prior to the AGM, a forward-looking succession report outlining key action items and ideas for consideration by the next board regarding Management of Lethbridge Curling Club.

NEGOTIATIONS

Responsible for conducting negotiations related to the business of the club as necessary.

COMPOSITION AND APPOINTMENTS

Committee membership shall include the Board President, 1st Vice President, Past President, and Treasurer. The 1st Vice President shall be the chairperson. The Committee shall appoint additional Directors and/or club members for specific and defined purposes, as necessary.

MEETINGS

To be held monthly and as required

RESOURCES

Must have access to all club business information

REPORTS

Submit Monthly, written Management Committee reports to the Board Review Dates

Terms of Reference will be reviewed annually and amended as required



Created May 2010, Revised October 2017, Revised January 2020

3. Section Three: Policies

BOARD POLICIES

- 3.1. CHARGE ACCOUNT POLICY
- 3.2. CLUB CHAMPIONSHIP POLICY
- 3.3. CONDUCT POLICY
- 3.4. HANDLING COMPLAINTS POLICY
- 3.5. HEALTH AND SAFETY POLICY
- 3.6. HELMET POLICY
- 3.7. INSTRUCTION WITHIN THE LETHBRIDGE CURLING CLUB POLICY
- 3.8. LIFE MEMBERSHIP APPOINTMENT POLICY
- 3.9. NEW BOARD MEMBERS ORIENTATION POLICY
- 3.10. PRACTICE ICE POLICY
- 3.11. PRIVACY POLICY
- 3.12. REFUND POLICY
- 3.13. SPARE POLICY
- 3.14. FOR THE SUPPORT OF COMPETITIVE CURLING

3.1 CHARGE ACCOUNT POLICY

POLICY

It is the policy of the Lethbridge Curling Club that members in good standing shall have charging privileges in the Lethbridge Curling Club Lounge, Concession and Pro Shop.

PREAMBLE

One of the benefits of being a member of the Lethbridge Curling Club is the privilege and convenience of having a charge account.

GUIDELINES

Charge Account Statements will be issued on or before the 5th day of following month and shall be paid in full by the 30th day of the month that the Charge Account Statement is issued.

The charge account limit will be determined by the General Manager

PROCEDURES

Interest will be applied at a rate of 2% per month.

Management has the authority to revoke charging privileges.

3.2 CLUB CHAMPIONSHIP POLICY

POLICY

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

PREAMBLE

The LCC strives to encourage participation by recognizing club championship winners.

GUIDELINES

1. Determined by league play in all leagues.
2. Format of any playoff is to be established at the start of the season by the General Manager.

PROCEDURES

The General Manager is responsible for the overall implementation of this policy. All Champions will be recognized at the Annual General Meeting.

3.3 CONDUCT POLICY

POLICY

The Lethbridge Curling Club follows and enforces the principles, protocol and intent of Curlers Code of Ethics that is part of the Curl Canada rulebook.

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 Lethbridge Curling Club shall participate in the game of curling with honesty, integrity, courtesy, and sportsmanship. Harassment, such as bullying, profanity, violence, plus 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 office, information that is deemed necessary will be gathered from any source and initiate discussion with the individual(s) involved.
2. The second offence would be removal from the ice area or viewing area and a verbal reprimand (return to game or seat).
3. The third offence (after discussion) would be removal from the facility followed by a letter with a copy placed on file. 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.

3.4 HANDLING COMPLAINTS POLICY

POLICY

This policy provides direction to the Board of Directors on actions to be followed when they receive a complaint from a member or user group of the Lethbridge 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 Lethbridge Curling Club defines a complaint as “a written comment from a member in good standing or user group of the Lethbridge Curling Club”.

GUIDELINES

There will be many times during the curling season when our membership will make positive and/or negative comments to the Staff and Board of Directors regarding the operations of the Lethbridge 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 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 Directors of the Lethbridge Curling Club.

The complainant is expected to provide as much information as necessary to state the case along with recommendations how to correct. The written complaint will be passed to the Management Committee 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 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. Again, follow up action may be required.

Confidentiality will be upheld by the Board of Directors.

*Created March 2011
Reviewed 2016*

3.5 HEALTH AND SAFETY POLICY

POLICY

To promote health and safety within the Lethbridge Curling Club and to proactively reduce incidents by establishing systems and practices to manage any risk.

PREAMBLE

To encourage involvement in safe practices by our employees, volunteers, and club members.

KEY DUTIES AND RESPONSIBILITIES

As a registered non-profit we are governed by the regulations of the Alberta Occupational Health and Safety Act, and as a lessee we are obligated to comply with the Health and Safety by-laws of the City of Lethbridge (Refer to Risk Management Policy).

PROCEDURES

Basic safe work practices included in orientation of all employees.

TRAINING

Safety awareness emphasized to members (head protection available)

First-Aid courses a requirement for senior staff.

Ensure employees are provided the necessary resources and mandated training courses.

EQUIPMENT

First-Aid kits, Defibrillators

PLANS

- Hazard Assessment of each area with staff involved
- Action Plan for accidents/incidents - Site specific procedures
- Procedures and regulations followed for all accidents/incidents
- Maintain a first-aid log
- Preventive measures discussed at staff meetings
- Opening/Closing Security Procedures
- Emergency response procedures
- Building evacuation plan

GUIDELINES

The commitment to health and safety is shared between staff, management, and the Board of Directors. Effective Health and Safety programs have been proven to reduce accidents, injuries, and illness. Work Safe and Play Safe!

Created 2016

3.6 HELMET POLICY

POLICY

It is the policy of the Lethbridge Curling Club that any participant, UNDER THE AGE OF 12, curling at the Lethbridge Curling club, either in a club league or clinic or any rental group to wear a helmet at all times while on the ice.

Furthermore, all participants of the Lethbridge Curling Club Junior Curling Program are required to wear a helmet at all times while on the ice, regardless of age.

PREAMBLE

This is an important move that puts The Lethbridge Curling Club in a leadership position in terms of making sure our young and beginning curlers are playing the sport with safety in mind.

GUIDELINES

1. The following CSA Certified Impact resistant helmets are allowed. Hockey, Bicycle, Alpine Ski or Snowboarding, Skateboarding and Curling Helmets. Also acceptable are purpose designed impact resistant Curling Hats, Toques and Headbands.

Created August 2017

Revised August 2020

Created August 2017

3.7 INSTRUCTION WITHIN THE LETHBRIDGE CURLING CLUB POLICY

POLICY

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

PREAMBLE

The Lethbridge Curling Club will promote training and development of qualified instructors and make these resources known and accessible to its members, both existing and prospective.

GUIDELINES

The Lethbridge Curling Club will maintain a current list of qualified instructors.

PROCEDURES:

The General Manager is responsible for the overall implementation of this policy.

*Created February 2011
Revised February 2018*

3.8 LIFE MEMBERSHIP APPOINTMENT POLICY

POLICY

It is the policy of the Lethbridge Curling Club to officially recognize members and former members who have made significant contributions to the Lethbridge Curling Club.

PREAMBLE

This honor is given to a member or former member who has contributed to the Lethbridge Curling Club to improve, develop, or enhance the image of our Club.

GUIDELINES

1. Must be 60 years or older.
2. A member of the Lethbridge Curling Club for 25 years or longer.
3. Must have contributed to the LCC as a curler, a builder or as a goodwill ambassador.
4. Application form to be completed in full, detailing contribution.
5. Submit the completed form to the LCC Board.

PROCEDURES

- An application for the Life Membership honor must be made on the form provided by the office.
- Applications may be submitted by the LCC member or by any LCC member on behalf of another member.
- All applications are confidential and will be considered by the Lethbridge Curling Club Board of Directors.
 - Members acknowledged with the honor of Life Membership will be awarded a plaque at the next AGM.
- In addition, awarded members will receive full membership privileges paid on the first league they register for each season.
- Previously designated Honorary Members are to be grandfathered into this policy and will retain the benefit of one-half (1/2) membership reduction in the first league they register for each season.

*Created February 1997
Revised February 2021*

3.9 NEW BOARD MEMBERS ORIENTATION POLICY

POLICY

It is the policy of the Lethbridge Curling Club to enable newly elected Board members to quickly transition from Club members to Board members.

PREAMBLE

It is imperative that the newly elected Board members be brought up to date on the current policies and works in progress. An orientation meeting shall be conducted to help these new Board members adjust to their new positions.

GUIDELINES

Items to be covered during the orientation meeting:

1. The Mission and Vision statements and Strategic Plan of the LCC Board
2. Length of terms, committee descriptions and expectations of Board members
3. Explanation of how Board meetings are conducted, including copies of minutes from past meetings
4. Policy Manual review
5. Review of LCC financials and current projects.

Created February 2011

Revised February 2018

3.10 PRACTICE ICE POLICY

POLICY

It is the policy of the Lethbridge Curling Club to supply practice ice to our members when ice is available.

PREAMBLE

The Lethbridge Curling 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.

*Created March 2011
Revised February 2018*

3.11 PRIVACY POLICY

GENERAL PURPOSE

The Lethbridge 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 any unauthorized access to personal information via electronics.

PREAMBLE

The Lethbridge 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 (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

1. Individuals have a right to access their own personal information in a record that is in the custody of the Lethbridge Curling Club.
2. We rely on individuals to notify us of any change.
3. 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.

Created December 2016

3.12 REFUND POLICY

Member Withdraws from Season

POLICY

It is the policy of the Lethbridge 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 General Manager for the following reasons:

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

PROCEDURES

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

Season Cancellation

It is the policy of the Lethbridge Curling Club that members in good standing shall be refunded a portion of their curling fees if circumstances outside the control of the LCC necessitate the cancellation of the curling season

The LCC is a non-profit organization, and the nature of our business is that there are Start-up and Shutdown costs in our Ice department and start-up costs for administration including insurance, staff, and other fixed costs that account for a significant portion of the curling fees.

- 100% of league fees will be refunded if season ends prior to first game being played.
- After leagues start, refunds will be prorated based on the number of games played.
You will be refunded at 95% of your remaining scheduled games value.
- E.g., You paid \$365 to play an evening league and played 10 out of 20 games. $\$365/20$ games = \$18.25 per game. You would receive a refund of 10 games x \$18.25 = $\$182.50 \times 95\% = \173.38
- Once you have played 75% of your scheduled games there will be no refunds offered.

Refunds will be processed within two weeks of the decision to cancel the curling season.

*Created March 2011
Revised January 2013
Revised December 2016
Cancellation of Season add August 2021*

3.13 SPARE POLICY

POLICY

Anyone who has registered and paid the membership fee(s) for that season may spare in any club league”

PREAMBLE

A membership fee will be set annually and when paid entitles the individual to full membership privileges.

GUIDELINES

1. Spares may play any position in all square draw leagues.
2. Teams, not the office, will be responsible for getting a spare.

*Revised June 2015
Revised February 2018
Revised January 2020*

3.14 FOR THE SUPPORT OF COMPETITIVE CURLING

POLICY

It is the policy of the Lethbridge Curling Club to offer compensation, recognition and support to Lethbridge Curling Club teams who enter Provincial Qualifiers, Provincial, National and World/Olympic events.

In order to qualify for support, recipients must be a current member in good standing and play in at least one LCC League and be available to volunteer, if asked, to assist in improving curling fundamentals and achieving other Lethbridge Curling club members curling goals.

The amount of support will be prorated if not all the team members are LCC members.

Monetary compensation (plus recognition and support, where applicable) will be paid only for events sanctioned by Curling Canada or Curling Alberta.

Club teams may be eligible for recognition and support for other competitive curling events at Provincial or higher levels, by making application to the General Manager.

PREAMBLE

It is the objective of The Lethbridge Curling Club to support competitive individual and team curlers goals through both monetary and nonmonetary means.

GUIDELINES

Qualifiers: Amount equal to 100% of the current year applicable playdown entry fee.

Provincials: Amount equal to 100% of the current year applicable playdown entry fee.

Note: If qualifying event is canceled and teams are able to register to go directly to a Provincial Championship the playdown fee will only be reimbursed once, for the Provincials.

Nationals:

1. Teams can receive club pins if available for exchange.
2. Receive a Lethbridge Curling Club support banner.
3. The Lethbridge Curling Club will host an open social, for raising funds in support of every member that represents the LCC at the National Level.

4. Amount equal to 100% of the current year applicable playdown entry fee.
5. The club will support coordinated fundraising activities of the team members subject to board approval.
6. Recognition and support of a fifth player and/or a coach

Worlds/Olympics:

1. Teams can receive club pins if available for the purpose of exchange.
2. Receive a Lethbridge Curling Club support banner (if requested).
3. The Lethbridge Curling Club will host an open social, for the purpose of raising funds in support of every club member that represents the LCC at a World Event.
4. Amount equal to 100% of the current year applicable playdown entry fee.
5. The club will support the coordination of fundraising activities of the team members subject to board approval.
6. Recognition and support of a fifth player and/or a coach.

PROCEDURE:

Requests for reimbursement must be made in writing.

The General Manager is responsible for the overall implementation of this policy.

*Created 2011
Adult & Junior combined & Revised Dec 2016
Revised April 2019
Revised April 2022*

4 Section Four: Board of Directors

The Board of Directors of the Lethbridge Curling 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 of Directors
- 4.2. POLICIES AND PROCEDURES FOR GENERAL MANAGER

4.1 POLICIES AND PROCEDURES -Board of Directors

- 1.** The Lethbridge Curling Club will hold meetings once a month.
 - a. Meetings will be chaired by the President
 - b. And in his/her absence the First Vice President
 - c. In the case of the President and Vice President Absence, by the second vice president.
- 2.** The Lethbridge Curling Club is leased each year from the City of Lethbridge, commencing from the 1st day of May to the 30th day of April.
- 3.** The Lethbridge Curling 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.** Club rules are established by the General Manager and are approved by the Board of Directors.

4.2 POLICIES AND PROCEDURES FOR GENERAL MANAGER

HIRING

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

INTERVIEWS

- 3.** Applications for Management positions must be selected from interviews and a successful applicant will be chosen after interviews with the General Manager.
 - a. Interviews are to be held when convenient prior to commencement of employment.
 - b. Employees from the same family working in the same department may be considered at the discretion of the General Manager.
 - c. The General Manager and the area Manager will conduct all part time applicant interviews.

JOB ORIENTATION

- 4.** Upon commencement, a successful applicant will receive a complete orientation to the operation and building of the Lethbridge Curling Club.
 - a. The orientation should include a tour of the facility, familiarization with the Lethbridge Curling Clubs Policy & Procedure Manual and staff introductions.

DISMISSAL OR TERMINATION

- 5.** The General Manager for sufficient reasons shall carry out dismissal of staff.
 - a. Explanations of dismissals will be recorded in duplicate with one portion being forwarded to the employee in question.
- 6.** Terminated staff will be given two (2) weeks notification or as stated in Provincial Labor Act
 - a. Staff will be given sufficient warning before being terminated.
- 7.** In the event that staff are to be laid off, the Lethbridge Curling Club will advise one (1) month in advance.
 - a. A formal written letter will be sent to each staff member that the lay-off will affect.

- 8.** Overtime - all time to be recorded and administered.
- 9.** All staff will fill out time sheets daily for accuracy in payroll.
 - a. Time sheets will be collected by the immediate Manager and given to the Office Manager in sufficient time for calculation and inclusion for the next pat period
- 10.** 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.