



POLICY MANUAL

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Abbreviations & Definitions

AGM: Annual General Meeting

Assault: a criminal offence under the Criminal Code of Canada. It includes physical violence, attempts or threats to use force (including gestures that may imply serious threat), stalking or conduct that causes the other person to fear for their safety or the safety of anyone known to them.

Bullying: may include but is not limited to the inappropriate conduct or comment by a Member towards another person that the Member knew or reasonably ought to have known would cause that member or guest to be humiliated or intimidated. Bullying behavior may include but is not limited to: verbal aggression or insults, calling someone derogatory names, harmful hazing or initiation practices, vandalizing personal belongings, and spreading malicious rumors.

Club: The Port Moody Curling Club incorporated under the BC Society Act
Number S-0060599

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

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

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

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

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

- Junior league parent members

Non-prime time: Timeslots other than weekday evenings after 6 pm

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

PMCC: Port Moody Curling Club

Prime time: Timeslots on weekday evenings after 6 pm

Sexual Assault: a criminal offence under the Criminal Code of Canada. It is any type of unwanted sexual act characterized by the use of force, threat(s), or control of a person or carried out in circumstances where the person has not freely consented.

Sexual Harassment: sexual advances, requests for sexual favours or other verbal or physical conduct of a sexual nature that a reasonable person would find to be unwanted to unwelcome; and where such conduct has the effect of unreasonably interfering with a Members or Guest's ability to enjoy participation.

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

Overview

This manual will act as a guideline for the operation of the Club and to provide consistency in the decision-making process of this organization. It is to be used by the Directors/Executive/Members/Club Manager in any rulings that may arise.

Robert's rules of order, where not inconsistent with this Manual, shall apply so far as applicable to all meetings of the Club and Directors.

Privacy Policy

Last Updated: 2018

Responsibility: Board of Directors

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

Policy Statement:

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

1. Use of Your Personal Information

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

2. Collection of Personal Information

When visiting the Port Moody Curling Club website or participating as a Club member you may be asked to provide the Club with your personal information.

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

3. Disclosure of Personal Information

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

Officers of the Port Moody Curling Club (Board members and League Board members) will only use personal information for business directly related to the operation of the Club or its leagues.

4. Use of Cookies

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

5. Accuracy of information

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

6. Security of Information Cannot be Guaranteed

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

7. Subject to Change

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

8. Contact Information

If you wish to request access to information, or have any questions about the Port Moody Curling Club Privacy Policy, please contact us using our *Contact Us* page.

This Privacy Policy is posted on our website.

Elections of Board Positions (Executive) Policy

Last Updated: 2018

Responsibility: Board of Directors and Membership

Purpose: To elect the Board Positions or Executive for this Club.

Policy Statement:

1. The election of the Board Positions (“Executive”) will be held at the AGM. There are a maximum of 10 positions in total which shall include, but are not limited to:
 - President
 - Past President
 - Vice-President
 - Secretary*
 - Treasurer*
 - Director(s)

* May be elected\appointed as one position as Secretary-Treasurer.
2. President, vice president, secretary and treasurer office must be filled and the election of officers will be held at the same time as the election of directors.
3. If a successor is not elected, the person previously elected or appointed continues to hold office.
4. The results of the election will be made public.
5. Members of the Executive will be required to provide a Criminal Record Check as required by the City of Port Moody
6. All members of the Executive must disclose any conflict of interest
7. The results of the election and Board Positions will be communicated by the Board within 72 hours of the election via email and/or posting on the Club’s website www.portmoodycurling.ca. Ultimately the results will reside on the Club’s website.

8. The following organizations will be informed of the Board and Board Positions within 30 days after the AGM:
- Curl BC
 - Curl BC Regional Chair and/or Secretary
 - BC Registries
 - Revenue Canada
 - Insurance Company
 - City of Port Moody Facilities Manager

President Responsibilities

Responsibility: Membership

Purpose: To ensure the Club meets the requirements of the Societies Act 2015.

Policy Statement:

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

The President shall:

- When present, preside at all meetings of the Club and of the Board of Directors;
- As the Chief Executive Officer of the Club and must supervise the other Officers in the execution of their duties;
- Be ex-officio member of all Committees;
- Oversee the management of the business and affairs of the Club;
- See that all orders of resolutions of the Board of Directors and members are carried into effect;
- Ensure the Club meets all the requirements of the current BC Societies Act, and the policies and procedures laid out in this document;
- Perform such duties, exercise such power, and function as may be assigned from time to time by the Board of Directors.

Vice-President Responsibilities

Responsibility: President & Membership

Purpose: To ensure the Club meets the requirements of the Societies Act 2015.

The Vice-President shall:

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

Secretary Responsibilities

Responsibility: President & Membership

Purpose: To ensure the Club meets the requirements of the Societies Act 2015.

The Secretary shall:

- Conduct the correspondence of the Club;
- Issue notice of meetings of the Club and Directors;
- Keep minutes of all meetings of the Club and Directors;
- Have custody of all records and documents of the society, except those required to be kept by the treasurer;
- See that all orders of resolutions of the Board of Directors and members are carried into effect;
- Ensure the Club meets all the requirements of the current BC Societies Act, and the policies and procedures laid out in this document;
- Filing the annual report of the Society and making any other filings with the registrar under the Act.
- Maintain the Register of members
 - A Member and Director register shall be maintained by the Club

Treasurer Responsibilities

Responsibility: President & Membership

Purpose: To ensure the Club meets the requirements of the Societies Act. 2015.

The Treasurer shall:

- Keep the financial records, including books of account, necessary to comply with the current BC Societies Act and;
- Make the necessary payments required for the operation of the Club;
- Render financial statements to the Directors, Members and others when required;
- Ensure the Club meets all the requirements of the current BC Societies Act, and the policies and procedures laid out in this document;

Director Responsibilities

Responsibility: President & Membership

Purpose: To ensure the Club meets the requirements of the Societies Act 2015.

Each Director shall:

- Endeavour to assist with the duties required to run a successful Club, including but not limited to taking on tasks required by the positions above, and with any Committees of the Club;
- In the absence of the Secretary from a meeting, the Directors must appoint another Director to act as Secretary at the meeting;

- Ensure the Club meets all the requirements of the current Societies Act, and the policies and procedures laid out in this document.

Club Manager Responsibilities

Responsibility: The Board

Purpose: To support the Board and ensure the Club meets the requirements of the Societies Act 2015.

The Club Manager shall:

- Report to the Executive of the Club at all scheduled meetings and work closely with the Club President;
- Be the liaison between the curlers, the Club Executive and the City of Port Moody;
- Manage the club registration using Curling I/O, receive curler registrations, collect and record league fees, and provide membership lists to the Club and Curl BC when required;
- On an annual basis, organize and schedule the ice allocation for club bonspiels, league ice schedules and coaching clinics, etc. between the City and the curling leagues, and implement the ice allocation policy as the number of leagues and members continue to grow;
- Club bonspiels will require that the Club Manager be responsible to work with organizers to coordinate and assist with the organizing, booking of ice, party room, budgeting/accounting, draw master, registration and advertising;
- Actively seek advertising and sponsorship opportunities for the Club and manage the advertising signage both in the ice and on the boards within the Curling Club ensuring that they are compliant with City policies;
- Manage and organize the placement of all Club banners/trophies within the Club ensuring that they are compliant with City policies;
- Manage ice quality/maintenance on an on-going basis by receiving curlers' feedback; liaising with the ice technicians and external, hired ice technicians (e.g. Mike Merklinger), and ensuring ice technician visits occur at the correct times;
- Collect and update/maintain contact information for all leagues, i.e. league Presidents, Vice-Presidents, Treasurers and Club Executive contact information;
- Assist in the creation and maintenance of the guidelines on how to run a curling league;
- Be the clearing point for club emails such as, but not limited to: outside bonspiel notices, inquiries regarding joining the Club, participation in learn to curl events, club bonspiels, general inquiries etc. and redirection to the City when required;
- Coordinate and oversee the requirement for all curlers to provide a signed waiver to the Club prior to the start of each curling season, including the printing of the waivers, maintenance of the filing of the signed forms and tracking that each curler has complied;
- Be first aid certified and to create/maintain the documentation related to health & safety within the curling facility as well as to receive accident reports and assist injured individuals with reporting forms, accident claims and reporting to the City as required;
- Manage Club volunteers and other strategic relationships;
- Create and maintain the Club notice board;
- Be responsible for managing Club property, equipment, and supplies, and be responsible for restocking or replacement as needed;
- Be responsible to keep the Executive informed of issues/problems as required between scheduled meetings.

Volunteers Responsibilities

Responsibility: The Board

Purpose: To ensure the Club meets the requirements of the Societies Act 2015.

Each Volunteer shall:

- Provide a Criminal Records Check when working with minors/person of vulnerability;
- Ensure they and/or their Leagues are complying with the policies and procedures laid out in this document and/or the Bylaws of the Club.
- Endeavour to promote the positive benefits to being a member of our Club.
- Complete the Volunteer Log indicating the hours dedicated to the promotion and operation of our Club.

Registration & League Viability Policy

Last updated: September 9, 2019

Responsibility: The Board

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

Policy Statement:

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

Registration timing

1. All Board members and League Executives must register during the **pre-registration period** in advance of the open registration period in order to become Club members and covered by insurance.
2. The Club will commence the **open registration period** at least two months prior to start of the first game of the season and end 1 week before the first game of the season, unless extenuating circumstances apply.
3. For a participant to be considered registered, payment must occur during the open registration period.
4. The **late registration period** begins one week before the first league game of the season. Late registrants are not guaranteed a spot in a league.

League viability

5. League viability will be decided based on registrations at the close of the open registration period.
6. A league must be able to cover the costs of ice fees and any other associated costs of running the league.

7. A league shall be considered viable if it has six or more teams (or 24 participants) registered. However, an evening league with less than six teams may be considered on a case by case basis by the Board.

Full leagues

8. A full league is defined as 13 teams for a single draw league and 26 teams for a two-draw league.
9. Any league that is full must offer a wait list.
10. No league may turn down any eligible registrant unless that person has not paid, as outlined above, or if the league is full.
11. If a single draw league can expand to two draws, and has 16 teams or more waitlisted or registered, that league must expand to two draws at the next logical break in the season.

Registration priorities

12. Anyone registered in a league deemed nonviable shall be given first opportunity to register in leagues that are not full upon the close of the open registration period.
13. When determining the order in which to accept registrations from collapsed leagues , the following hierarchy must be followed:
 - Returning teams/players first
 - Newly registered teams/players from open registration
 - Late registered teams/players
14. In rare situations, leagues may take some individual player registrations out of order to maximize the number of people who can participate.
Example: A mixed league requires two players of each gender so certain individuals are matched to form an eligible team. When doing this, the league should still apply the first come, first served principle to individuals

Board involvement in registration

15. Any new league proposals or league dissolution **must not** occur without the prior consent of the Board.
16. The Board is responsible for guiding the communication to all leagues when a league is nonviable and providing information about which leagues have space and instructions to the league registrants as to how to proceed if they wish to register for a different league.
17. When such difficult or unexpected events occur, electronic communication on its own is ineffective. A meeting or conference call with all concerned individuals, including a Board Member, is preferable, followed by electronic communications summarizing the results of the meeting as a matter of record.

Ice Allocation Policy

Last Updated: October 7, 2019

Responsibility: The Board

Purpose: To encourage the growth of new leagues and encourage new membership

Policy Statement:

Priority of ice time/day will be given in the following order:

1. Existing leagues.
2. New leagues that provide diversity to the set of leagues within the Club.
3. Leagues expecting to have less than four sheets in use.
4. The third draw of an existing league.

Notes on selections:

Selection of Non-prime time: Leagues playing non-prime time (ie. during the day) will request both their day and time slot simultaneously.

Selection of Prime Time: Leagues picking prime time ice will only request the day they want. There are two time slots in prime time so two leagues can request the same prime time day. The selection process is as follows:

- Once the first round is complete, then prime time slots are selected.
- Existing leagues expanding to two draws may take both prime time slots on the same day.
- If a league will not be using four or more sheets, they automatically get the second choice of time slot.
- Where two leagues request the same day and time, the league with at least four sheets in use will be assigned their first time slot choice. If another league, also using four or more sheets, requests the same time slot, then EITHER league may choose to force the other to alternate early and late draws. The Board may use any criteria it chooses to resolve ties. Usually this will be a coin toss. The Board decides which category a league fits into and resolves any other ambiguities.
- Leagues that are identical in format, running on the same nights should/must merge to ensure best possible scheduling.
- Time slots are two hours long, with 30 minutes for cleaning between draws.
- If a league has picked a time slot that is adjacent to an empty time slot after ice selections are complete, the league may shift its start time forward or backwards into the adjacent slot.
- Once final scheduling has occurred, draws that are not using six sheets, may have their remaining empty sheets offered to other leagues that are overflowing.

Ice Equipment and Safety Policy

Last Updated: September 9, 2019

Responsibility: Members and Volunteers

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

Policy Statement:

1. Required equipment:

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

2. Recommended safety equipment:

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

3. Fees for equipment usage:

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

4. Notification to members not in compliance:

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

Refund Policy

Last Updated: 2019

Responsibility: Treasurer

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

Policy Statement:

1. PMCC membership and affiliation (Curl BC and Curling Canada) dues will be fully refunded if requested within three weeks of start of league play. After three weeks, these fees will not be refunded.
2. League fees will be refunded on a pro-rated basis if requested within three weeks of start of league play.
3. Requests for refund due to medical reasons will be assessed on a case-by-case basis. A doctor's note may be required.
4. Refunds will be issued back to the credit card used to pay the dues and/or fees. If payment was made by cheque, the refund will be issued by cheque.

League Operations Policy

Last Updated: Sept 9, 2019

Responsibility: Individual League Presidents and Executive

Purpose: To efficiently run the leagues within the Club.

Policy Statement:

1. If an entire league executive will be away for an extended period of time, the league must supply the Club's Board of Directors and the Club Manager with a representative authorized to make decisions and changes on behalf of the league.
2. Leagues are responsible for the smooth running of their leagues to maximize enjoyment by league participants and for promoting and enforcing principles of fair play.
3. League Directors will endeavor to encourage and assist members to register and pay for league fees using Curling I/O membership registration online system.
4. The league executive is responsible to set the league's fees to cover the costs of the ice rental as well as any other league expenses before registration opens..
5. All leagues will maintain a bank account in the league's name starting with PMCC at an accredited financial institution, with at least two signing authorities. Under no circumstances will any league's finances be conducted using a personal bank account.

6. Yearly on the 15th day of April the league will provide the league's financial statements and a directors register (contact list of all league executive) to the Club.
7. The Annual General Meeting for each League shall be held at least once every calendar year on or before the 30th of March in each year.
8. The number of league Directors for each league must be at least two and will follow the Bylaws of the Club as filed under the BC Society Act and this Policy Manual.
9. Each league executive member holds office with protection from the Club and Society. Each executive member is indemnified against all costs or charges that results from any act done in his/her role for the Club. The Club does not protect any director or officer for acts of fraud, dishonesty, or bad faith.
10. No league executive member is liable for the acts of any other director, officer or employee. No director or officer is responsible for any loss or damage due to bankruptcy, insolvency, or wrongful act of any person, firm or corporation dealing with the Club. No director or officer is liable for any loss due to an oversight or error in judgement, or by any act in his/her role for the society, unless the act is fraud, dishonesty, or bad faith.

Insurance Policy

Last Updated: 2018

Responsibility: Treasurer

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

Policy Statement:

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

Representing the Club at External Bonspiels Policy

Last Updated: 2018

Responsibility: Board

Purpose: To ensure the Club is represented fairly and equitably

Policy Statement:

1. The Board at its discretion may or may not pay the entry fees for members to officially represent the club bonspiels and tankards provided the process to enter said events is well-communicated, fair, and in the interest of the club as a whole.

Financial Policy

Last Updated: Nov 2019

Responsibility: Club Members and League Executive

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

Policy Statement:

1. At least two members of the executive must be signatories on all cheques or electronic withdrawals from the Club accounts.
2. Internal transfers with the Club's account within the Club's financial institution accounts must be authorized by the Treasurer.
3. In order to carry out the purposes of the society the directors may, on behalf of and in the name of the society, raise or secure the payment or repayment of money in the manner they decide, and, in particular but without limiting that power, by the issue of debentures.
4. A debenture must not be issued without the authorization of a special resolution.
5. Notwithstanding anything contained in this manual, borrowing in excess of five thousand dollars (\$5,000) must first be approved by the members by ordinary resolution.
6. The members may, by special resolution, restrict the borrowing powers of the directors, but a restriction imposed expires at the next annual general meeting.
7. Auditor:
 - a. This part applies only if the Club is required or has resolved to have an auditor.
 - b. The first auditor must be appointed by the directors who must also fill all vacancies occurring in the office of auditor.
 - c. At each annual general meeting the Club must appoint an auditor to hold office until the Auditor is re-elected or a successor is elected at the next annual general meeting.

- d. An auditor may be removed by ordinary resolution.
- e. An auditor must be promptly informed in writing of the auditor's appointment or removal.
- f. A director or employee of the society must not be its auditor.
- g. The auditor may attend general meetings.

Harassment, Bullying, Discrimination, and Assault Policy

Last Updated: March 2, 2020

Responsibility: All Club members, volunteers, employees and guests

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

Policy Statement

1. The Club is committed to creating a healthy, safe, and inclusive environment that treats all who visit our Club's premises and attend our Club's functions with dignity and respect. The Club will not tolerate bullying, harassment, discrimination, or assault of any type by or against any Club members, volunteers, employees and guests. The Club will take all reasonable actions to respond when there is a belief or awareness that bullying, harassment or discrimination has occurred.
2. This policy is not intended to prevent or discourage members or guests from referring a complaint bullying, harassment, discrimination, or assault (a "complaint") to the police, BC Human Rights Commission or other legal avenues available.
3. Process:
 - a) Members and guests with complaints of assault and sexual assault (criminal code offences) will be instructed to pursue the matter instead with local police, and the Club will fully comply with any police-led investigations.
 - i. If the alleged assault or sexual assault is against a member under the age of 16, the Club Manager will refer the matter to local police. Consent is not required to report suspected sexual assault against a person under 16, the legal age of consent to sexual activity in BC.
 - b) When a complaint of discrimination, harassment, or bullying is brought to the attention of a League President or a Board Member, whether informally or formally, prompt action must be taken to begin to respond to the matter.
 - c) League Presidents will promptly inform the President and Club Manager of any complaints received, including required details. The President will promptly inform the Board that a complaint has been received which requires prompt action, but the details of the complaint will only be divulged to the panel members appointed to handle the investigation, if one is required.

- d) All matters relating to the investigation of complaints of discrimination, harassment, bullying, or assault will be treated in strict confidence. The control of the process remains with the individual who brings a complaint forward.
- e) The Club shall engage Curl BC advisors to assist with all formal investigations.
- f) There will be no reprisals against a good faith complainant or witness for participating in a mediation or investigation.
- g) Corrective action for substantiated complaints may include suspension from a league or dismissal from Club.

Procedures (*see complaint flowchart*):

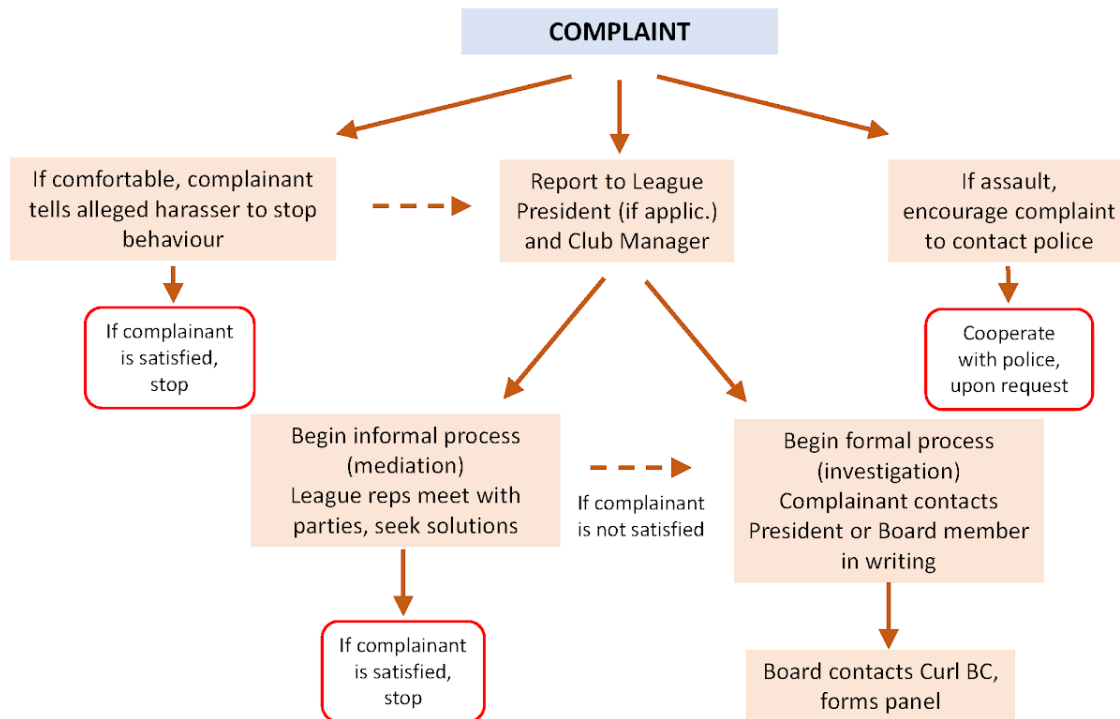
i. Informal Process (mediation):

1. Any member or guest who wishes to make a complaint of discrimination, harassment, or bullying is encouraged to first discuss the matter informally with the alleged harasser, clearly stating that the behaviour is objectionable and must stop.
2. If the member or guest does not feel that they are able to discuss the matter with the alleged harasser or it is ineffective, the complainant will bring their complaint to the attention of the League President, if applicable, and the Club Manager. The League President, along with another member of its Executive, will attempt to mediate the complaint by speaking with both parties, either separately or together, as appropriate, in a prompt and respectful manner, seeking to reach a mutually acceptable resolution.
3. Should the issue not be resolved at this stage, or the member or guest feels unable to raise the issue informally, a formal resolution should be sought.

ii. Formal Process (investigation, *see formal process flowchart*):

1. If the complaint cannot be resolved informally, members or guests who believe that they have been discriminated against, bullied, or harassed should submit a written/signed complaint to the Club President or another member(s) of the Board of Directors, with a copy to the Club Manager.
2. When a written complaint has been filed, the Board will assign a panel of no more than three members to investigate. The panel members will have the ability to:
 - a. Objectively ensure that complaints are handled confidentially, promptly, fairly and fully investigated.
 - b. Engage Curl BC Advisors.
 - c. Review the allegations made in the written letter of complaint.
 - d. Allow the Respondent to respond to the allegations - in writing.
 - e. Conduct interviews with the Complainant, Respondent, and any witnesses.
 - f. Examine all evidence presented in a timely but not unduly rushed manner.
 - i. During the investigation, the panel may recommend that the Complainant and Respondent refrain from participating in league play, if applicable
 - g. Based on probabilities, decide whether the allegations made in the complaint are substantiated or unsubstantiated.

- h. The panel will provide a summary of the decisions to the Board, Complainant and Respondent.
- i. Where the harassment, bullying, or discrimination has been substantiated, appropriate corrective action may include one or more of the following:
 - An apology
 - Reprimand
 - Suspension from league
 - Dismissal from Club
 - ii. Write a report to the Board summarizing the findings and where necessary provide recommendations for corrective action. The Board will approve or not approve the recommendations.
 - iii. The panel will inform the complainant and respondent of the decisions made.
 - iv. The summary report must be kept in Board files as a matter of record and to assist should future complaints be made.



Formal Process (investigation)

