

POLICY and PROCEDURES MANUAL

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Abbreviations & Definitions

AGM: Annual General Meeting

Assault: a criminal offense 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.

League Representatives are individuals responsible for the running of a League.

League Treasurers are individuals responsible for the finances of a League.

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

Programs: are all activities associated with the Society ("Club"), including League play, Junior League, bonspiels, playdowns, learn to curl clinics and other events.

Program Representatives are individuals responsible for the running of a Program including but not limited to a League.

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 Administrator 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: 2021

Responsibility: Board of Directors

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

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

Definitions:

In this policy:

- "Business" means the business of operating the Port Moody Curling Club (the Club) which includes the website;
- "Membership" means a membership in the Port Moody Curling Club;
- "Website" refers to the web site found at www.portmoodycurling.ca;

1. 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.

2. Use of Your Personal Information

The Privacy Policy was developed to inform club members and visitors to our website that their personal information will only be collected, used/stored and disclosed as per our Privacy Policy, i.e. , for Club business.

Further, our Privacy Policy is based on the principles outlined in Canada's Personal Information Protection and Electronic Documents Act, and applicable provincial legislation.

In this regard, we may use the personal information we collect from and about you to:

- inform you about membership services, updates and events;
- enable us to contact and maintain communication with you;
- provide you with information concerning the Club.

We may use non-personally identifiable information about you to improve our marketing efforts, to analyze memberships, to improve our programs, and to customize our Website's content and layout.

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 organization, 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 Executive members) will only use personal information for business directly related to the operation of the Club or its leagues. League Executive members will not use this information in any computer program, software, publication or website that has not been approved by the Board.

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 particularly 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 on the website.

This Privacy Policy is posted on our website.

Elections of Board Positions (Executive) Policy

Last Updated: March 2022

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. The President, Vice-President, Secretary and Treasurer positions must be filled and the election of officers will be held at the same time as the election of directors. This can be done at a “Special” meeting within one (1) week of the AGM.
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 one week 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. Board members can only be re-elected to a Director's position for a maximum of three (3) consecutive terms.
9. 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

PMCC Board Election Procedures, Annual General Meeting (AGM)

Before the AGM:

A call for nominations for Board director positions is sent to all members and posted on the PMCC website. Nominations open on February 14 and close on the last day of February.

Nominations are sent by email to the person fulfilling the Board role of Past President, and if the Past President position is unfilled on the Board, then the Vice-President takes on this responsibility. Upon receipt, the Past President or Vice-President will be in touch with the nominee to confirm that they meet all the requirements of the Societies Act for the nomination of Director, and that they accept the nomination to stand for election to the Board as a Director.

Election procedures for AGM held in-person:

1. The Chair declares nominations from the floor open.
2. The Chair requests two (2) volunteers to distribute the ballots (if necessary) and count the votes.
3. The Chair informs the floor of the number of director positions open for election (i.e., up to 2 positions, up to 3 positions, etc).
4. The Chair informs the floor of the number of nominations received prior to the AGM.
5. Nominations are taken from the floor.
6. The Chair calls three (3) times for nominations of members to stand for election to fill the number of vacant board positions.
7. The Chair declares nominations closed.
8. For any nominations received from the floor, the Chair asks the nominee if they are willing to stand for election and confirm that they meet all the requirements of the Societies Act for the nomination of Director.
9. If the number of nominees equals or is less than the number of board positions available, the Chair declares the nominees acclaimed.
10. If there are more nominees than positions available, voting occurs.
11. When voting occurs, a ballot is distributed to each member by the appointed volunteers.
12. From the list of nominees (candidates) provided, members are asked to write on their ballots the names of their preferred candidates up to the number of positions available on the board. For example, if there are 2 positions to fill, members will be asked to list the names of their preferred 2 candidates. If there are 5 positions to fill, members will be asked to list up to 5 candidates on their ballot.
13. Voters then drop their ballots in the ballot box(es) provided.
14. The volunteers count the votes.
15. The volunteers advise the Chair of the results (in the order of the candidate who received the most votes, then the second most votes, etc. etc.).
16. The Chair declares the top vote-getting candidates elected up to the number of positions there are to fill on the board (i.e. if there are 5 positions to fill, then the 5 candidates who received the most votes are declared elected).

17. The Chair then requests a motion that the ballots be destroyed.

Election procedures for AGM held electronically:

1. The Chair declares nominations from the floor open.
2. The Chair informs the floor of the number of director positions open for election (i.e. up to 2 positions, up to 3 positions, etc).
3. The Chair informs the floor of the number of nominations received prior to the AGM.
4. Nominations are taken from the floor.
5. The Chair calls three (3) times for nominations of members to stand for election to fill the number of vacant board positions.
6. The Chair declares nominations closed.
7. For any nominations received from the floor, the Chair asks the nominee if they are willing to stand for election and confirm that they meet all the requirements of the Societies Act for the nomination of Director.
8. If the number of nominees equals or is less than the number of board positions available, the Chair declares the nominees acclaimed.
9. If there are more nominees than positions available, voting occurs.
10. The secretary places any non-voting members in a separate break out room.
11. They then administer a poll or survey that includes the names of all candidates standing for election, and members are asked to vote for their preferred candidates up to the number of positions to fill. (i.e. if there are 5 positions to fill, members are asked to vote for up to 5 candidates).
12. When voting is complete, the secretary records the vote.
13. The secretary advises the Chair of the results (in the order of the candidate who received the most votes, then the second most votes, etc. etc.).
14. The Chair declares the top vote-getting candidates elected up to the number of positions there are to fill on the board (i.e. if there are 5 positions to fill, then the 5 candidates who received the most votes are declared elected).

After the AGM:

As per Part 6.1 of the PMCC Constitution and Bylaws, the Directors will meet within one (1) week to elect or appoint the President, Vice-President, Secretary and Treasurer.

President Responsibilities

Last Updated: 2018

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.
- The Past President will continue to serve as a non-voting resource for one (1) year regardless if their term is complete.

Vice-President Responsibilities

Last Updated: 2018

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

Last Updated: 2018

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

Club Treasurer Responsibilities

Last Updated: April 2021

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/or other government regulations; and the Accounting Standards for Non-Profit Organization and;
- Make the necessary payments required for the operation of the Society (“Club”);
- Render financial statements to the Directors, Members and others when required;
- Ensure the Society (“Club”) and its Leagues and Programs meet all the requirements of the current government regulations and accounting standards, and the policies and procedures laid out in this document.

Director Responsibilities

Last Updated: 2018

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 Administrator Responsibilities

Last Updated: 2018

Responsibility: The Board

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

The Club Administrator 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 Administrator 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 and 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 the start of the first game of the season and end one 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.

Spares Policy

Last updated: October 4, 2021

Responsibility: Board, Club Administrator and League Representatives

Purpose: To ensure all spares (from any club) have registered and paid current Curl BC and Curl Canada fees so that they are insured for accidental injury at the PMCC. To reduce risk for PMCC related to accidents and, or injury.

Policy Statement: All curlers using the Port Moody Curling Club (PMCC) will be ensured against accident and injury and will be a registered curler in BC Curling Club.

Procedure: League Representatives

1. The League Rep., or league spare coordinator on behalf of the League Rep., will ensure that the league has access to curlers who are willing to play (spare) in their league when regular league members are unable to play.
2. The League Rep. will ensure spares are registered members from other PMCC leagues or current registered members of other curling clubs.
3. Any Spare fees and membership will be paid through the PMCC Curling I/O system. No fee for league curlers. Fees will NOT be collected at the league level.
4. Where a spare is from the PMCC, the League Rep. will be expected to verify paid membership in the PMCC with the Club Administrator or the Club Secretary prior to the spare entering the rink.
5. Verification of registration for non-PMCC spares by the League Rep. can be confirmed by review of their receipt for dues paid and send a copy to the Club Administrator. This is only required for the first spare occurrence in a season.
6. The Club Administrator will be responsible to create and maintain a Club spare list as well as adding non-PMCC verified spares. This list will be made available to all leagues.

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 Administrator) 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.

League Operations Policy

Last Updated: February 2021

Responsibility: Individual League Representatives and League Treasurers

Purpose: To efficiently run the League within the Society ("Club").

General Policy

1. League Representatives shall uphold the Society ("Club") Constitution and comply with the Bylaws, Policy and Procedures. A new league must seek approval from the Board, prior to initiation of the league.
2. The League Name shall start with "PMCC" on all legal documents, including banking.
3. The League shall have online banking access to all banking accounts.
4. Each League shall appoint at least two League Representatives to operate the League. The League Representative and League Treasurer's contact information must be provided to the Club Administrator within 48 hours of their appointment.
5. League Representatives shall be responsible for the smooth running of their League to maximize enjoyment and to promote and enforce principles of fair play for all League participants.
6. If a League no longer operates for a season, all funds must be forwarded to the Society ("Club") where it will be held in trust for a period of one year. If the League does not operate after one year the funds will be transferred into the general internal reserves.
7. League Representatives will provide the Club Administrator, prior to the opening of the Registration System, the League Fee Calculation and Ice Rental requirements for the current season.
8. League and Treasurer Representatives shall act with protection from the Society ("Club"). Each League and Treasurer Representative is indemnified against all costs or charges that result from any act done in his/her role for the Society ("Club"). The Society ("Club") does not protect any director or officer for acts of fraud, dishonesty or bad faith.
9. No Representative is liable for the acts of any other representatives, club director, officer or employee. No Representative is responsible for any loss or damage due to bankruptcy, insolvency, or wrongful act of any person, firm or corporation dealing with the Society ("Club"). No Representative is liable for any loss due to an oversight or error in judgment, or by any act in his/her role for the Society ("Club"), unless the act is fraudulent, dishonest or committed in bad faith.

Financial Policy

Last Updated: February 2021

1. All Leagues shall maintain a single bank account in the League 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.
2. The League shall have online banking access to all banking accounts.
3. The League Representative and/or League Treasurer shall ensure financial records are maintained and reported to the Club Administrator by April 15 each curling season.
4. The Leagues shall not accept or refund any fees, unless authorized by the Club Treasurer.
5. League activities, for example: Spare Fees, shall collect statutory sale taxes, for example: GST.
6. Leagues shall maintain financial records in the format as specified by the Club Treasurer and/or Club Administrator.
7. Leagues shall keep financial records for at least seven years.
8. All transactions shall be supported with documentation, for example: receipts or invoice.
9. The Club Treasurer shall ensure any appropriate funds are transferred to the League in a timely manner.

League Representative and Treasurer Responsibilities and Procedures

League Representative

Communication:

- Attend meetings with the Club Administrator and Board when requested.
- Relay information between their league and the board.
- Ensure Port Moody league representative email is being checked regularly.
- Ensure website information is up to date (including weekly stats and playoff info/schedule)
- Report out league update at/for the AGM.
- Submit injury reports to the city and alert the Board.

Financial

- Ensure proper bookkeeping and 50/50 tracking is being done by the League Treasurer.
- Ensure end of year financial information is submitted to the PMCC Treasurer.

Covid

- Ensure safety protocols are being met and followed or assign a covid safety officer.
- Report any updates/cases to the Head Safety officer, Club Administrator, league member and Board.

League Treasurer

Communication:

- Attend meetings with the Club Administrator and Board when requested.
- Relay financial information between their league and the Board.
- Ensure Port Moody League Treasurer email is being checked regularly.

Financial

- Ensure proper bookkeeping is being done (Wave program)
- Ensure proper 50/50 sale tracking is being done (spreadsheet)
- Ensure end of year financial information is submitted to the PMCC Treasurer

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 Policies

Background Information

Last Updated: April 2021

Responsibility: President and Membership

Purpose: To ensure the Society (“Club”) maintains financial records as required by government regulations and current accounting standards.

- **Accounting Standards**

Effective January 1, 2012 all Not-for-Profit Organizations must follow the Accounting Standards for Not-for-Profit Organizations (ASNPO).

- **Societies Act**

Division 2 — Financial Statements

35 Financial statements

1. The directors of a society must present the following to the members at each annual general meeting:
 - a. financial statements prepared in accordance with this section;
 - b. the auditor's report, if any, on those financial statements.
2. The financial statements referred to in subsection (1) (a) must be prepared in relation to the period
 - a. beginning,
 - i. if the society has not yet completed a financial year, on the date the society was incorporated under this Act, or
 - ii. if the society has completed a financial year, immediately after the end of the preceding financial year, and
 - b. ending not more than six months before the annual general meeting at which the financial statements are to be presented.
3. The financial statements referred to in subsection (1) (a) must be prepared in accordance with the requirements, if any, set out in the regulations.

36 Reporting on remuneration of directors, employees and contractors

1. The financial statements of a society required under section 35 must include a note providing the information required by the regulations in respect of

- a. the remuneration, if any, paid by the society to the directors in the period in relation to which the financial statements are prepared, and
 - b. the remuneration paid by the society in that period,
 - i. unless subparagraph (ii) applies, to the employees of the society, and to persons under a contract for services with the society, whose remuneration was at least the amount specified in the regulations, or
 - ii. if there are more than ten persons described in subparagraph (i) whose remuneration was at least the amount specified in the regulations, to the ten most highly remunerated persons.
2. A note in the financial statements referred to in subsection (1) need not identify directors, employees or other persons referred to in that subsection by name.

37 Reporting on financial assistance

1. In this section, "financial assistance" means financial assistance by means of a loan, a guarantee, an indemnity, the provision of security or another transaction that is included in this definition by regulation.
2. The financial statements of a society required under section 35 [financial statements] must include a note that sets out the nature and amount of any financial assistance given by the society in the period in relation to which the financial statements are prepared, but the note need not identify the recipient by name.
3. Subsection (2) does not apply in relation to financial assistance given by a society if the financial assistance is given in the ordinary course of the society's activities in furtherance of the purposes of the society.

38 Issuance of financial statements

1. A society must not issue, publish or distribute financial statements of the society required under section 35 [financial statements] unless the financial statements
 - a. have been approved by the directors and signed by one or more directors to confirm that the approval was obtained, and
 - b. have attached to them the auditor's report, if any, on those financial statements.
2. A society must not issue, publish or distribute financial statements of the society that purport to be audited financial statements unless the financial statements have, in fact, been audited and an auditor's report has been prepared in relation to them.

39 Copies of financial statements of subsidiary

1. In this section, "security holder" means the holder of a bond, debenture, note or other evidence of debt obligation, whether secured or unsecured, of a society.
2. If a member or security holder of a society that has a subsidiary requests a copy of the subsidiary's most recent financial statements and pays the fee, if any, charged under subsection (4) for the copy, the society must provide the member or security holder with a

copy of those financial statements, if any, along with any report of the subsidiary's auditor prepared on those financial statements.

3. A society must provide a copy referred to in subsection (2) to the person seeking to obtain the copy by sending the copy to that person promptly, but in no case later than 14 days, after receipt of the request and payment of the fee, if any.
4. A society may charge a reasonable fee, not to exceed the fee, if any, specified in, or calculated in accordance with, the regulations, for a copy provided under subsection (2).

● **Community Gaming Grant Information**

Financial Control Requirements

1. Gaming funds include any funds generated through gaming, including licensed gaming events, Community Gaming Grants, gaming fund donations from Service Clubs, as well as any GST/HST rebates, interest and/or revenues from the sale of assets purchased with gaming funds.
2. The grant recipient must:
 - a. Maintain a separate Gaming Account, specified in the organization's full name, for the exclusive purpose of receiving, holding and disbursing gaming funds, including any gaming funds received through licensed gaming, Community Gaming Grants or gaming fund donations from Service Clubs.
 - b. Obtain cheques for the Gaming Account that have the organization's full name and the words "Gaming Account" printed on them.
 - c. Maintain Gaming Account records that clearly show the amount and purpose of each transaction.
 - d. As part of the Gaming Account records, secure and retain all account and transaction records and receipts for all disbursements, including cancelled cheques, bank statements, bank transaction receipts, invoices and sale receipts for a period of five years from the end of the fiscal year in which the revenue was disbursed.
 - e. Keep a record of all volunteer hours and in-kind material/ equipment contributions that has been reported as part of an application for grant funding and retain the information as part of the gaming records for a period of five years from the end of the fiscal year in which the in-kind contribution was reported to the Branch.
 - f. Ensure the cheques issued against the Gaming Account are signed by at least two of the organization's signing officials, at least one of whom must be an officer of the organization, unless a formal exception has been approved by the Executive Director, Community Gaming Grants Branch. These signing officials must not be related by blood or marriage. Cheques issued against the Gaming Account must not be pre-signed.
 - g. Use electronic transfers and/or automated debits from the Gaming Account only where two current board members have authorized the transactions in writing; these board members must not be related by either blood or marriage. The authorization document

must identify the specific purpose and maximum dollar amount permitted for each electronic transfer and/or automated debit and must be retained with the Gaming Account records. General purposes such as “wages” are not sufficiently detailed.

- Cash transactions from the Gaming Account are not permitted (i.e. cheques must not be paid out to “cash”).

Financial Accountability and Preventing Fraud – Best Practices

To improve financial accountability and to reduce the likelihood of fraud, recipient organizations should follow these best practices:

- All board members should review financial documentation (e.g. financial statements, budgets, bank statements, cleared cheques, etc.) on a regular basis.
- The organization’s finances should be open and transparent to all board members. The board should feel comfortable asking questions about the organization’s finances. If any board member is hesitant to answer questions or provide information, this can be a sign of a problem.
- Have bank statements and canceled cheques mailed to the organization’s President, or equivalent, for review (as long as they are not also the Treasurer).
- Financial information should be presented to, and reviewed by, the board on a regular basis (e.g. board meetings, on a monthly basis, etc.). This may include a review of the budget and year to date spending. All questions or significant discrepancies should be resolved in a timely manner.
- It is recommended that the Treasurer not be granted signing authority, in order to ensure appropriate segregation of duties.
- Ensure that the organization’s financial institution is aware of all approved signing authorities.
- Consider completing background checks (e.g. criminal record checks, reference checks, etc.) on new board members to ensure that there are no relevant concerns regarding their suitability for the position.

House Rules:

BC Gaming Licence # 107691

Licensee	Port Moody Curling Club
Percentage Draw Location	300 loco Rd, Port Moody BC V3H 2V7
Licensee Mailing Address	PO Box 18147, RPO Heritage Mountain, Port Moody BC V3H 0A2
Licence Contact/Inquires	Peter, Licence Holder at accounting@portmoodycurling.ca
Club Inquires	Club Administrator at clubadmin@portmoodycurling.ca

1. Ticket Information

Tickets are sold in person by a League, Junior Program and at an Event (Example: Bonspiel or Playdown). Tickets are sold on a single day.

Ticket options are: 1 for \$2.00 1 for \$5.00 3 for \$5.00 10 for \$10.00

Options available will be posted at time of the raffle.

Winner of the Percentage Raffle will receive half of the ticket sales.

2. Eligibility

Any adult may purchase a ticket, including administrators and volunteers of the draw.

The minor, 13 years of age or older accompanied by an adult who is the minor's parent or guardian and consents to the sale is able to purchase a ticket.

Know your limit, play within it. Problem Gambling Help Line 1-888-795-6111

bcresponsiblegambling.ca

3. Chance of Winning

Winner of the Percentage Raffle will receive half of the ticket sales. Actual odds are dependent on the number of tickets sold.

For further information on restrictions on purchasing, please see Standard Procedures for Ticket Raffles, Gaming Policy and Enforcement Branch, Province of British Columbia. The website for this information is www.gaming.gov.bc.ca

4. Tax Information

Prizes are awarded tax free in Canada. The price of tickets is not deductible as a charitable donation for tax purposes in Canada.

5. Pertinent Draw Information

A person will be randomly selected to participate in the drawing of the winning ticket.

6. Privacy

We respect your privacy. The Port Moody Curling Club must collect personal information required by the Licensed Charitable Gaming Rules set by the Gaming Policy and Enforcement Branch. The Port Moody Curling Club protects personal information and adheres to all legislative requirements with respect to privacy. Please refer to our Privacy Policy.

Notice

Section 86(2) of the Gaming Control Act requires Licensees to notify the General Manager, GPEB, immediately, about any conduct, activity or incident occurring in connection with a gaming activity that may be considered contrary to the Criminal Code of Canada, the Gaming Control Act or any Regulations under the Act.

Percentage Raffle Draw Procedures:

Who is Responsible

- Club President or delegate and League Representative (“**Licence Delegate**”) is responsible to ensure the procedures are followed, Winner Control Sheets are completed and the verification is performed.
- Club Treasurer and League Treasurer (“**Licence Bookkeeper**”) is responsible that all draws are recorded in the Gaming Fund Reconciliation Google Sheet and the Total Prize Money matches the amount recorded in the Wave Apps.

Tools/Documents

- Gaming Fundraising Reconciliation Google Sheet and Printed Copy option for the draw,
- Gaming Fundraising Winners Control Sheet.
- House Rules.
- Licensed Charitable Gaming Rules (Subset).

Startup

1. Licence Delegate must send the following message to the Club Bookkeeper at accounting@portmoodycurling.ca.

This message confirms the {League name/Club Event} will hold Percentage Raffles and will follow the Rules and Procedures outlined. The House Rules will be posted on the Bulletin Board.

Preparation

1. Purchase different colour tickets for each ticket type the draw will be selling.
2. Enter the ticket colour into the Reconciliation sheet for the respective type of ticket.
3. Print out the House Rules and post on your bulletin board.
4. If you are selling more than one ticket type, you **MUST** produce a sign with the ticket type being sold or revised the House Rules. Sign example for the container: **Tickets are 1 for \$2 or 3 for \$5**
5. Print out as many sheets as needed to record the Winners.
6. Print out as many sheets as needed to keep track of the draws manually, until you can enter the information into the Reconciliation Google Sheet.
7. Purchase or use a plastic container for the draw tickets - **DO NOT USE A BOX.**
8. Record the ticket cost and plastic container cost in Wave Apps using account **6117-Gaming Expenses.**
9. **Tickets must not be used for any other purpose.**

Draws (Completed by the Ticket Seller and License Bookkeeper)

1. Enter the Date of the Draw and Seller Name, Ticket Colour and Ticket Type in the Reconciliation Google Sheet or on the Printed Copy.
2. Enter/check the start ticket number is correct in the Reconciliation Google Sheet or on the Printed Copy.
3. Start selling tickets.
4. After you close the ticket sales, enter the following in the Reconciliation Google Sheet or on the Printed Copy:
 - a. the last ticket number sold (one less the ticket number left on the roll).
 - b. Number of Canceled Tickets and the ticket number(s).
5. If you are using the Printed Copy perform the following:
 - a. Calculate the Number of Tickets used.
 - b. Calculate the Gross Amount.
 - c. Calculate the Total Gross Amount.
6. Enter/adjust the Prize Amount in the Reconciliation Google Sheet or on the Printed Copy.
7. Enter the Draw Time in the Reconciliation Google Sheet or on the Printed Copy.
8. Select a random person to draw the winning ticket.
9. **YOU MUST KEEP the STUB and WINNING TICKET** and attach it to the Winners Control Sheet.
10. The Seller and the Winner need to complete the Winners Control Sheet with the **Winner signing**.

Post Draw (Completed by the License Delegate or License Bookkeeper)

1. If you used the Reconciliation Printed Copy, the License Delegate or License Bookkeeper must enter it into the Reconciliation Google Sheet.
2. Post the Prize Money and use the Draw # as a Reference in Wave Apps. Also post any expenses (receipts are required).
3. For every completed Winners Control Sheet the License Delegate will verify it has been fully completed.

End of Season

Each License Delegate will:

1. Confirm the Reconciliation Google Sheet matches the 5201-Fundraising (Gaming License) account balance in the Wave Apps.
2. Confirm all draws have been recorded.
3. Send the following message to the Bookkeeper at accounting@portmoodycurling.ca:

This message confirms all Percentage Raffle Draws held by {League name/Club Event} have been recorded and balanced to the Wave Apps. The Winner Control Sheets will be delivered to the Bookkeeper before the {enter the date}.

4. Deliver the Winner Control Sheets to the Club Bookkeeper.

Financial Policy

Last Updated: April 2021

Responsibility: Society (“Club”) and League Representatives

Purpose: To ensure integrity, transparency and provide the ability to carry out the purposes of the Society (“Club”).

Policy Statement:

1. The Society (“Club”) shall not borrow or issue debentures.
2. The Society (“Club”) shall only invest in interest bearing accounts.
3. The Society (“Club”) must not allow the Operating funds to exceed 45% of the Operating Expenses. Excessive funds must be allocated to an Internal Reserve Fund by a Board Resolution.
4. The Society (“Club”) shall have online banking access to all financial accounts.
5. The Society (“Club”) shall maintain accurate accounting records and have proper cash management controls.
6. All transactions shall require supporting documentation.
7. The Society (“Club”) shall maintain copies of accounting records and supporting documents for a period of seven years.
8. The Registration System shall be used to collect membership, program, event and any other fees.
9. The Registration System shall only accept online payments.
10. The Registration System shall be used to provide the Membership Registry for the Society Books.
11. The Registration System shall maintain the record of payment/refunds.
12. All Society (“Club”), League and Program activities must collect statutory sale taxes, for example: GST.
13. All Society (“Club”) , League and Program activities must include the cost for the Registration System.
14. Collections of funds for organizations, other than Curl BC and Curling Canada, must be indicated separately in the Registration System and shall be subject to processing fees and sale taxes.

15. Two signatories are required on all cheques or electronic withdrawals from the Society (“Club”) accounts. Exceptions will be for accounts that are used to process online pre-authorized government and service providers payments.
16. Only the Club Treasurer authorization is required for internal transfers within the Society’s (“Club’s”) financial institution account portfolio, for example: transfer from the operating account to a term deposit.
17. Gaming accounts withdrawals can only be by cheque.
18. The Club Treasurer shall ensure League and Program transfers are performed in a timely manner.
 - a. Program Event transfers shall be completed within two days of the closure of registration.
 - b. Program League transfers shall be completed within 15 days after funds are deposited into the Club accounts.
19. Auditor:
 - a. This part applies only if the Society (“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 Society (“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 (“Club”) must not be its auditor.
 - g. The auditor may attend general meetings.

Refund Policy of Membership, Affiliation and Program Fees

Last Updated: April 2021

Responsibility: Club Treasurer

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

Policy Statement:

1. Port Moody Curling Club (PMCC) membership and affiliation fees (Curl BC and Curl Canada) will be fully refunded if requested within three weeks of the start date of Program play. After three weeks, these fees will not be refunded.
2. Program/League fees will be refunded on a prorated basis. Requests for a refund of Program /League fees due to medical reasons after the start date of program play will be assessed on a case-by-case basis. A doctor's note may be required.
3. Refunds will be issued back to the credit card used to pay the dues and/or fees.
4. Should exceptional circumstances arise, such as a pandemic, Program/League, membership and affiliation refunds will be given on a prorated basis when:
 - Port Moody Curling Club cancels a league or curling altogether.
 - The City of Port Moody cancels the curling season.
 - A league is not viable when less than three sheets of ice are utilized. In order for a league to be viable, six curling teams must be registered.
 - A season ends due to an unprecedented circumstance.

Procedure:

5. The curler must contact their Program/League Representative to request a refund.
 1. The Program/League Representative shall determine the refund eligibility. In the case of a refund request for medical reasons after the three-week period, a medical note may not be necessary if the injury is obvious or is corroborated by others. If the medical reason for a refund is not obvious, a doctor's note may be required.
 2. If the curler is deemed eligible for a refund, the Program/League Representative will email both the Club Administrator and the Club Treasurer to request the refund and cc the curler, briefly explaining the circumstances and specifying the amount to be refunded.
 3. The Club Administrator and the Club Treasurer will jointly review the request to confirm eligibility for the refund.
 4. Refunds will be addressed in a timely manner – within one week of receipt of the email from the Program/League Representative, the Club Administrator will email the curler and cc the Club Treasurer advising what steps have been taken. Either the Club Administrator or the Club Treasurer will then make a note in the Registration System indicating the refund amount.
 5. The refund will be issued through the Registration System within one week of receipt of the email from the Program Representative.
 6. The Club Treasurer will monitor refunds.

Expense Reimbursement Policy

Last Updated: September 30, 2021

Responsibility: Club Treasurer

Purpose: To ensure all documented expenses will be reimbursed in a timely manner.

Policy Statement:

1. All expenses require documentation, for example, invoices or receipts.
2. Expenses may require authorization by the Board if the amount is over \$200.
3. The Club Treasurer will issue reimbursement within 14 days.

Procedure:

1. An invoice for reimbursement can be submitted without an Expense Form on an individual basis if it contains the details of the purchaser, item/service descriptions, unit price, and GST and Total amounts.
2. Expenses Forms are required for all purchases if the invoices does not contain the details as required in point 1.
3. Expense Form and/or Invoices must be sent to the Club Treasurer for reimbursement and include supporting documentation (PDF is recommended).
4. Do not scrunch up the receipts, try to keep them flat.
5. It is recommended to send original PDF invoices whenever possible.
6. If the receipt is an email, print it to PDF or forward the email to the Treasurer with explanation.
7. If you take a photo, get as close as possible to the receipt and make sure it is in focus. Most photos will be converted to PDF at the time of posting.

Link to Expense Form:

<https://docs.google.com/spreadsheets/d/14StWJ7DSaLDDnu7cr0O25cQIIZG7OSFr8LN1G0C5WQU/edit?usp=sharing>

Ice Rental Policy

Last Updated: April 2021

Responsibility: Club Treasurer/Club Administrator

Purpose: To efficiently maintain accounting records for Ice Rentals with the City of Port Moody.

Policy Statement:

1. The Club Administrator shall be responsible for scheduling all Ice Rentals with the City of Port Moody.
2. The League/Program Representatives shall inform the Club Administrator of their Ice Rental requirements by the dates set by the Club Administrator.
3. The Club Treasurer shall be responsible for payments for Ice Rentals to the City of Port Moody.

Membership Fee Policy

Last Updated: April 2021

Responsibility: The Board

Purpose: To ensure the Society (“Club”) maintains sufficient financial income to keep the Society operating.

Adult Curler Member

Description: A person who is the age of majority and participates in the programs (league/junior). This includes any spares.

Yearly Fee: \$35, plus affiliation fees

Minor Curler Member

Description: A person who is under the age of majority and participates in the programs (league/junior). This includes any spares.

Yearly Fee: \$5, plus affiliation fees

Non-Curler Member

Description: A person who is the age of majority and does not participate in the programs (league/junior) and is not a spare.

Yearly Fee: \$35, plus affiliation fees

Spare

Description: A person who spares in any programs must be either an Adult Curler or Minor Curler member.

Affiliation Fees represent Curl BC and Curling Canada fees to allow Club Members to participate in Curl BC and Curling Canada Events. Affiliation fees may be required to be a Coach.

Harassment, Bullying, Discrimination, and Assault Policy

Last Updated: March 7, 2022

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

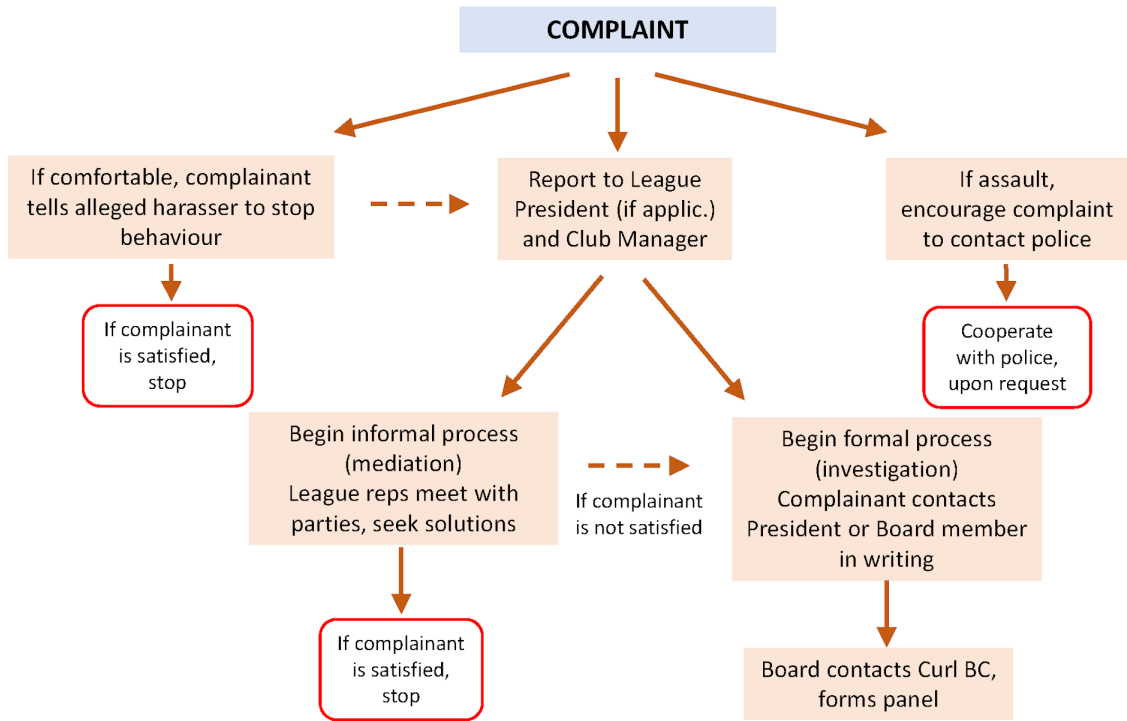
1. The Club is committed to creating a healthy, safe, and inclusive environment that treats all who work at or visit our Club's premises and attend or service our Club's functions with dignity and respect. The Club will not tolerate bullying, harassment, discrimination, or assault of any type by or against 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 Administrator 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 Representatives will promptly inform the President and Club Administrator 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 Representative, if applicable, and the Club Administrator. The League Representative, 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 Administrator.
 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)**

