



Crowsnest Curling Club Policies and Procedures Manual

Introduction

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

1. Section One: The Societies Act

Constitution and bylaws of the Crowsnest Curling Club

Please refer to Appendix 1: Crowsnest Curling Club Bylaws

2. Section Two: Mission and Vision

Mission Statement, Vision Statement, Core Values and Club Rules

Mission Statement:

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

Vision Statement:

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

Core Values:

A) Integrity

- a) We only host functions that will enhance the Club's good reputation and well-being
- b) We strive at all times to demonstrate the highest ethical manner in our business activities
- c) We represent our club at all levels with pride, professionalism and integrity
- d) We take responsibility for our actions relating to curling on and off the ice
- e) Our primary function and focus will be curling

B) Camaraderie

- a) We insist that our members and visiting curlers display the highest level of sportsmanship
- b) We encourage volunteerism
- c) We encourage positive social interaction in all aspects of the usage of our facility
- d) We encourage enjoyment, fun, and an environment that can offer personal growth and acceptance to curlers of all ages and skill levels

C) Equality

- a) We encourage and offer membership in the club to all
- b) We treat all curlers with equality and respect regardless of their abilities on and off the ice

D) Wellness

- a) We encourage long term athletic development
- b) We offer a family friendly environment
- c) We insist on a HEALTHY level of competitiveness, free of demeaning statements,

bullying, or intimidation

d) We strive to make all interactions as positive as possible, on and off the ice

3. Section Three: Rules

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

Club Specific Rules:

- League games will be played to 8 ends unless.
 - Certain leagues mandate shorter matches
 - Skips agree to a shorter match in advance of gameplay
 - There is a club mandated short schedule (ie. for Christmas Party)
 - A team concedes early; at losing team's discretion
- Games must start on time.
 - If a team only has 2 players present for start time but is still anticipating that a third shows up (this is the minimum required to play a league game), then they will give up one point for every 10 minutes that they are short a player. This gives teams a 10 minute buffer to have a minimum of 3 players show up.
- No team shall play a game short of players if a spare is available.
 - A player wishing to spare should let it be known that she/he is available to play by adding their name to the spare list. Spares can be a Club Member in good standing or someone who has paid a drop-in fee.
 - Spares can only play the position they are replacing or lower.
 - A minimum of three players are required on each team and there must be at least two members of the regular team present for a game to be legal.
 - Given exceptional circumstances, the League Coordinator can grant on a per case basis certain accommodations to the spare rule. For example, this can happen when an injury to a skip takes place, and a long term replacement is required.
- End of round standings and tie-breakers
 - Standings will be based on win/loss records over the season.
 - In the case of a tie, the team with the better head-to-head record will finish higher in the standings.
 - In a case of a three-team or more tie-breaker, the "who beat who" principle will be applied as often as necessary to determine respective rankings.
 - In the case that two of the teams are still tied after the above considerations, then the

two (or three) skips must throw a stone to the button to determine the higher rank. If a skip refuses, then they will be relegated to the lowest position amongst those teams who are tied.

- Playoffs
 - The League Champion will be determined by a playoff bracket.
 - The highest ranking team will play the lowest ranking team in the first round, unless there is an odd number of teams. If this is the case, then the highest seeded team will have a bye in the first round.
 - As teams are eliminated, they can be relegated into the “fun bracket” to determine the overall standings at the end of the season.
- Postponing games
 - All teams should try their best to play each game as scheduled as there is limited free ice in which to play make up games. It goes without saying that a team requiring only one spare should not postpone a game.
 - Any rink desiring a postponement is responsible to contact the opposing rink and advise them of such before the game is scheduled to be played. In such a circumstance, the team postponing the game is responsible for rescheduling the game at a time acceptable to the opposing rink. Where postponed games have not been played by the end of the regular draw, the rink requesting the postponement will be charged with a loss.
 - The non-offending team is expected to make a reasonable effort to accommodate the rescheduling of the game.
- Other disputes or items not covered by these rules
 - In the case of a conflict that is not covered by a rule or a specific case in which the blind application of the rule would be to the detriment of fair play, curling etiquette or the nature of the league and the Club, the League Coordinator can overrule. All decisions made by the League Coordinator are final.

4. Section Four: Bonspiel Terms of Reference

General Purpose

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

Key Duties and Responsibilities

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

- Prepare and submit a budget to the Bonspiels Director (see Section Fourteen for position descriptions) for approval
- To determine the bonspiel format
- To determine the registration fee
- Secure sponsorship for the bonspiel if so required
- Determine the cash or prize award/payout structure
- Identify ways to promote registration to fill the bonspiel
- Arrange for meal (if required)
- Prepare or arrange for preparation of the draw
- Monitor the bonspiel
- If major sponsors are involved, arrange for them to be present for award presentations
- Wrap up the event by finalizing the budget information
- To ensure that financial feasibility of the bonspiel is maintained by reviewing and receiving approval for the bonspiel budget with the Bonspiels Director.

Composition and Appointments

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

Meetings

Meetings should commence at least 90 days prior to bonspiel to facilitate planning for Key Duties and Responsibilities. Additional meetings should be held to finalize the details of the bonspiel. Within one month following the bonspiel, finalize the financial information, prepare and submit the final evaluation report to the Bonspiels Director.

Objectives

- To fill the designated number of entry slots
- To hold a first rate, enjoyable bonspiel for all curlers
- To ensure the individual bonspiel budget is met
- To entertain any ideas that might improve the bonspiel
- Enhance the profile of the Crowsnest Curling Club

Report and Target Dates

The Bonspiel Committee will submit a written report to the Bonspiels Director following the spiel, for presentation at the next executive meeting.

Review and Evaluations

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

5. Complaints Policy

Policy

This policy provides direction to the Executive Committee and Directors on actions to be followed when they receive a complaint from a member or user group of the Crowsnest Curling Club.

Preamble

As with every organization of any size, there are times when it is difficult to satisfy the needs or expectations of all the membership. Therefore, we must have a mechanism in place where members who have concerns may make them known. At the same time, we must be careful not to respond to the wishes of a small minority to the detriment of the majority of our membership.

Definitions

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

Guidelines

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

Procedures

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

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

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

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

6. Health and Safety

(Requires consultation with Municipality)

Policy

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

Preamble

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

Guidelines

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

Please refer to Appendix 2: Incident Report

7. New Board Members Orientation Policy

Policy

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

Preamble

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

Guidelines

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

Items to be covered during the hand off meeting:

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

Procedures

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

8. Section Eight: Privacy Policy

General Purpose

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

Preamble

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

Guidelines

- Individuals have a right to access their own personal information in a record that is in the custody of the Crowsnest Curling Club.

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

9. Section Nine: Refund Policy

Policy

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

Preamble

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

Guidelines

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

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

Procedures

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

10. Section Ten: Spare Policy

Policy

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

Preamble

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

Guidelines

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

Procedures

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

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

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

12. Section Twelve: Policies and Procedures – Membership

- At the Annual General Meeting membership will vote on the membership fee to be charged for the next season
- The Executive and Directors will give their recommendation as to what membership fee will keep the club viable.
- The membership fee will include the dinner at the Annual General Meeting and the Curling Alberta Individual Curler Fee.
- Teams with more than five or more players will be allowed four complementary meals at the Annual General Meeting. The fifth meal to be paid however the team chooses.

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

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

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

Term

- Executive Officers and Directors are elected by the membership at the Annual General Meeting. Executive Officers and Directors serve for a one year term. At the end of their term, Executive Officers and Directors have the option to renew their term for another year.
- If an Executive Officer or Director choose to renew their term, the membership may vote by acclamation or if another member is nominated for the same position, then the membership must vote by written ballot and the nominees are sequestered to another room while the ballots are counted.

Executive

President

Purpose: The President is responsible for the general direction and supervision of the affairs of the Crowsnest Curling Club.

Objectives:

To ensure that:

- the purpose and the short and long term goals of the Curling Club are clearly identified and met
- all members of the Curling Club have opportunities to access information regarding the business, social, and curling matters of the Club
- fair, just, and proper decisions are made and represented as required on all Club business and personnel matters.

Responsibilities:

- Determine date, time and agenda for all meetings of the executive.
- Ensure space is booked for meetings of the executive (ie. in the off season)
- Attend and chair all Executive meetings, Special meetings and the Annual General Meeting.

- Address all agenda items in a democratic, business like, honest and sensitive manner.
- Request every Director of the Executive to provide an update at each Executive meeting.
- Upon request, provide the Executive Meeting Minutes and Financial Report to the requesting member.
- Ensure that Executive and Director’s Action Items are implemented.
- In the absence of the Treasurer for holidays or other commitments, check mail and respond to correspondence as needed [ie. license renewals notifications arrive in summer time (off season), must be verified and submitted with payment].
- Negotiate the lease or lease related items with the Municipality of Crowsnest Pass when applicable
- Ensure that the Executive, Directors, Ice Manager/Technicians, Bar Manager(s) and Coordinators have been provided with access to the Curling Club to support their roles and the Curling Leagues.
- Ensure that volunteer positions are filled appropriately.
- Oversee special projects initiated for the year to ensure compliance with Municipality requirements / limitations (added in light of discussion re: painting)
- Liaise with Curling Alberta regarding potential events and Club membership
- Forward accident/falls reports to the municipality and file the Club copy in the appropriate file.
- Act as one of the Club’s signing officers.
- Monitor and respond to all e-mails (crowsnestcurlingclub@gmail.com) and other correspondence
- Manage the e-transfer email accounts and advise appropriate persons of payments received
 - curlingclubpayments@gmail.com
 - bunnybonspiel@gmail.com
- Insurance - To be reviewed with executive board
 - Current insurance program is placed with Toole Peet Insurance Brokers in Calgary. Toole Peet manages a program especially designed for curling clubs.
 - The coverage is very broad (especially designed for curling clubs) and the premium is very competitive.
 - The policy term was amended in 2019 to coincide with the Curling Club Fiscal Year – July 1 to June 30.
 - Coverage includes:
 - all Property;
 - Commercial General Liability that includes all operations, including coverage for “Host Liquor Liability” (\$5,000,000 Limits);
 - Commercial Crime – includes coverage for Theft, Holdup, Fidelity Bond
 - Directors and Operators Liability (\$5,000,000 Limits)

2. Vice-President:

Purpose: The Vice-President works closely with the President in providing leadership and responsibility for the Club and the Committees.

Responsibilities:

- Perform all duties of the President when the President is absent or unable to perform said duties.

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- Assist the President in the discharge of duties.
 - Be actively involved in the areas of the Curling Club that need the most attention.
 - Attend all executive and general meetings.
 - Act as one of the Club's signing officers.
 - Offer assistance to Directors where necessary.
 - Complete a yearly assessment of the Policy and Procedures manual to ensure relevancy. Update as necessary.
 - Ensure a list of appropriate candidates has been provided to run for Executive and Director positions.
 - Ensure the venue, banquet and bar have been arranged for the Annual General Meeting.
 - Advertise the AGM at least 3 weeks prior to the event.

3. Treasurer

Purpose: The treasurer is responsible for overseeing all aspects of the Club's finances.

Responsibilities:

- Attend all meetings of the executive.
- Provide a financial report and update at the Executive meetings.
 - Copies of the Balance Sheet & Income Statement are presented at each meeting.
- Provide appropriate financial information to the members of the Curling Club on a regular basis or as necessary.
- Assist as required in the preparation of proposals and reports in order to obtain financial or other support for the Curling Club.
- Act as one of the Club's signing officers.
- Act as one of the Nevada account signing officers.
- Advise the Executive of current and new potential funding sources to support the Club.
- Assist in determining the Curling Club's fees and facility rental rates.
- Provide all floats and prize money for the Bonspiels.
- Act as the mail attendant on behalf of the Club: Box 813, Coleman Post Office
 - Check mail box at least weekly
 - There are two keys for the mailbox: Treasurer has one key. Tony Vastenhout has the spare key.
 - Renew mailbox annually. Notice arrives in the mail box; renewal confirmed at Blairmore Post Office
- Maintain Club financial records on the Curling Club Laptop:
 - Simply Accounting software is used to issue cheques, maintain banking information, and create banking and accounting information.
 - If problems are encountered, we use Nyrose, McKenzie, Alexander for accountants
- Retrieve and manage receipts from the "Receipt Envelope" kept in the top right hand drawer in the bar. Most receipts are put in that envelope and retrieved on an as-need basis e.g. Liquor purchases, etc.

- There is a “Book” used to track Timesheets for Bar Tenders whenever they are hired – e.g. Bonspiels, Christmas Parties, Closing Events, etc. The current rate paid for Bartenders is \$20/hour. The timesheets are used to pay the bartenders and track bartending costs.
- Prior to the Bunny Bonspiel issue a cheque to Greg’s Liquor to cover extra costs for additional liquor purchased for the Bunny.
- Provide year end financials to Accountant (usually in August) for preparation of Annual Financial Report.
 - Provide copies of all month-end Bank Statements for all bank accounts
 - Accountant is Nyrose, McKenzie, Alexander LLP
- Submit the Society Annual Report (Mailed in August)
 - SOCIETY ANNUAL RETURN – Service Alberta mails us a renewal form in August
 - The form must be completed and returned to Service Alberta, including:
 - A list of Officers & Directors, mailing address & position held – there is no government form for this. A blank list is created every year.
 - The Form must be signed by an authorized officer (President, Vice-President, Treasurer or Secretary)
 - A copy of the Signed Financial Statement presented at last AGM – NOTE: Because our AGM is held in the spring we are always a year in arrears with this report.
- Submit Goods & Service Tax (GST) GST523-1, Non-Profit Organizations – Government Funding, annually.
 - Note: the Accountant files the GST report when completing the Annual Review.
- Alberta Gaming, Liquor, Cannabis
 - Submit a yearly financial report for each type of gaming license, unless the Club only conducts raffles \$20.00 and less.
 - Casino Report includes:
 - Copies of Bank Statements and cheques
 - Declaration of Use of Proceeds.
 - Note: There are restrictions about what the Casino Funds can be used for. Casino Funds are currently used to pay the annual lease from the Municipality.
 - Provide the Nevada Pull Ticket Report
 - Include an updated list of the Executive.
- Banking - The Curling Club has accounts at local Scotiabank (Blairmore) and Servus Credit Union (Coleman)
 - Scotiabank - Daily Business Chequing Account, High Yield Savings, Casino Account.
 - Maintain a small balance in the Casino Account to keep it active.
 - Servus Credit Union – Junior Account, Nevada Account, GICs
 - Download and reconcile the Monthly Bank Statements mid-month (Scotiabank & Servus Credit Union)
 - The Treasurer pays all bills. There must be appropriate documentation (receipts) in order to issue cheques.

- Signing Officers are the President, Vice-President, Treasurer and Secretary. All cheques issued require two signatures. Ensure Financial Institutions have current signing officers on file.
- Work with the President to reconcile e-transfer payments received
 - curlingclubpayments@gmail.com
 - bunnybonspiel@gmail.com
- Retrieve and deposit League Registration fees, Bar Sales, 50/50 receipts which are deposited into the floor safe located in the locked bar closet. Assist the Bar finance committee with bar deposits as necessary. The two **Safe Keys** are held by the Treasurer and the Bar Finance.
- Note: A number of Guaranteed Investment Certificate (GIC) accounts are set up with varying expiry dates. The amount maintained in each GIC is designed to cover the cost of one year's lease from the Municipality - should the funds be required if we lost our Casino funding.

4. **Secretary:**

Purpose: To assist the President in maintaining accurate minutes, documents and membership lists.

Responsibilities:

- Attend and record the minutes at all Executive and Special meetings and the Annual General Meeting.
- Distribute and retain meeting minutes.
- Prepare and distribute meeting Agendas:
 - Review the previous meeting minutes and add agenda items
 - Forward draft to the President for approval
 - Distribute approved draft Agenda to the Executive
- Maintain accurate membership records.
- Submit Crowsnest Curling Club membership roster (spreadsheet) and other required information to Curling Alberta.
- Maintain necessary documentation required for all paid and volunteer staff of the Curling Club
- Act as one of the Club's signing officers.
- Assist in the preparation, maintenance and storage of the Club's personnel, membership and business files

5. **Director - Facilities**

Purpose: In communication with the appropriate individuals, ensure that the Curling Club's facility and equipment are in proper working order.

Responsibilities:

- In working with the Municipality ensure that the facility and kitchen equipment are in proper working order.
- Communicate with the Municipality Staff any issues with the maintenance of the facility.
- Submit work orders to Municipality as required.
- Consult with the Ice Manager to ensure that the ice maintenance equipment and ice surface area are in proper condition and working order.

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- Attend all Executive meetings.
 - Provide an update on activities at the Executive meetings.
 - Ensure an adequate supply of incident and fall forms are available in the Lobby in the designated folder.
 - Maintain and rent lockers.
 - Ensure lockers are in good repair
 - Coordinate any maintenance of lockers
 - Maintain inventory of locks and combinations
 - Attend registration night to collect and organize distribution of lockers

5.a **Facility Rental Coordinator:**

Purpose: To be the main contact and facilitator of the Curling Club's rental opportunities.

Responsibilities:

- Consult with the Bar Manager(s) regarding availability of the Club's bar and kitchen facilities
- Provide renters with entrance to facility
- Collect payment for rentals
- Coordinate ice preparation if ice surface is rented
- Communicate with decorating chair regarding decoration possibilities
- Advise the Executive of any requirements for facilities rentals
- Advise the Municipality when a rental is happening

5.b **Ice Manager**

Purpose: To ensure that the Curling Club's ice maintenance equipment and facilities are in proper condition and working order. To ensure that qualified personnel are hired or volunteers secured, trained and managed to be responsible for the safe and proper operation of the ice maintenance equipment.

Responsibilities:

- Prepare ice surface at season start up coordinating the activities with the Municipality
- Organize ice crew volunteers
- Track volunteer hours of ice crew and enter into the Volunteer Hours binder
- Maintain an up-to-date written inventory of ice-surface and ice-making equipment and product belonging to the Curling Club.
- Advise the Executive of the condition of the ice making equipment and facilities.
- Submit any requirements for ice maintenance to the Executive.
- Attend Executive meetings as required.
- Complete end of season shut down.

5.c **Decorating Coordinator**

Purpose: To create an aesthetically pleasing venue for themed / seasonal events.

Responsibilities:

- Put up and take down decorations as occasion arises.
- Advise of any requirements for decorations to the Executive.

5.d **Volunteer Hours Coordinator**

Purpose: To ensure volunteer hours are recorded to support documentation requiring volunteer hours (e.g. grant applications) and to recognize the valuable contributions of our volunteers.

Responsibilities:

- Make sheets available for all curling club volunteer activities to be tracked
- Promote tracking of any volunteer work done for the club (could be used to apply for grants, understand the volunteer hours that go in to organizing an event, etc.)
- Coordinate draws for volunteer rewards, as determined by the Executive
- Provide total volunteer hours to the Executive at close of season

6. **Director - Club Events Promotions and Sponsor Marketing**

Purpose: To facilitate public relations activities of the Club to the club members, the local community and curling communities, promoting awareness of the activities and upcoming curling events through a variety of social media tools.

Responsibilities:

- Attend all meetings of the executive
- Advise the Executive of the status of advertisement of the Club
- Advise the Advertising Chair of approved advertising budget (costs/charges)
- Consult with the Ice Manager with respect to ice advertising requirements and advise the Advertising Coordinator
- Advertise up-to-date information regarding upcoming Club social and special events
- Collaborate with the Executive to ensure effective communication in the Club, Community and Curling Communities
- Bring forward to the Executive any advertising requirements for bonspiels and other special events.
- Organize the bulletin boards at the Club so information is clearly displayed.

6.a **Advertising Coordinator**

Purpose: Coordinate and manage Ice Advertising (Scoreboard, In ice, Wall Advertising) for the Club.

Responsibilities:

- Inform potential in ice advertisers of the current rates
- Assist advertisers in selecting appropriate advertising
- Advise the Ice Manager and Facilities Director of scoreboard and wall advertising contracts
- Advise the Executive of any advertising requirements or issues

6.b **Website & Social Media Coordinator**

Purpose: To provide effective, timely communication utilizing the website, bulletin boards, social media and Curling Alberta.

Responsibilities:

- Maintain the Club website with current activities and events.
- Promote the Club on social media.
- Post upcoming Club events on social media.
- Provide / add Club bonspiel dates and information for the Curling Alberta website
- Submit Club events to the Community Handbook and Calendar
- Advise the Executive of any website requirements or issues
- Utilize the free advertising offered in the community to promote club events (e.g. Crowsnest Pass Herald, Shootin' the Breeze, Crowsnest Connect, etc.)

7. **Director - Bonspiels**

Purpose: Oversee Club bonspiels and ensures they are cost effective, well planned and successful

Responsibilities:

- Attend all Executive meetings
- Ensure that all Bonspiels are well planned, coordinated and documented, as outlined in the Club's Policy and Procedure Manual, Section 4: Bonspiel Terms of Reference
- Recruit and assist Bonspiel Coordinators
- Determine bonspiel dates, regular bonspiels may include, but are not limited to:
 - Miners'
 - Doubles
 - Shamrock
 - Bunny
- Schedule ice time with Facilities Director and Ice Manager
- Notify Bar Manager(s) of bar hours and any special requirements.
- Prepare cost effective budget and determine entry fees and % to be spent on Prizes
- Submit a list of event winners including photos to the Website and Social Media Coordinator for posting
- Submit a list of expenses to the Treasurer
- In consultation with the Bonspiel Coordinators, prepare a summary of each event (i.e. what went well,

opportunities for improvement, financials) at the next Executive Meeting.

Bonspiel Committee:

Purpose: Assist and support the bonspiel coordinator in organizing the bonspiel. In some smaller bonspiels this may be done by the Bonspiel Coordinator.

Responsibilities:

- Assist in planning the Bonspiel
- Determine the Committee Chairperson and other Key Contact Persons (e.g. bonspiel registrations, Drawmaster, etc)
- Establish specific duties for committee members
- Advise Website and Social Media Coordinator to advertise on social media
- Consult with the Bar Manager(s) and request for bar services
- Make and distribute posters as required
- Secure a caterer and entertainment, keeping with the prepared budget
- Prepare and post sign-up sheets for volunteers during the event
- Prepare and post sign-up sheets for Teams
- Take entries & entry fees (cheque, e-transfer, cash) and prepare receipts
- Reconcile entry fees and teams and deposit with Treasurer
- Oversee planning of draw schedules
- Communicate with the Decorating Coordinator the theme requirements
- Ensure skips are notified of draw start times
- Inform Ice Manager, Bar Manager(s), Nevada Coordinator, Concession staff of appropriate times
- Purchase prizes and submit receipts to the Treasurer
- Solicit and maintain a comprehensive list of Sponsors, donors, etc.

During the Bonspiel:

- Coordinate the event throughout the weekend.
 - Post posters: re event policies / rules
 - Under 18 years old out of lounge area by a time determined by the bonspiel coordinator
 - Junior Curlers entered in a Bonspiel will NOT receive a discounted rate in a regular event.
- Each Team entering the bonspiel should receive an envelope with:
 - Bonspiel rules
 - Time of banquet
 - Lounge hours
 - Prize distribution
 - Sponsors
 - Banquet tickets
 - Dance tickets

- Receipt for entry fee if requested
- Check in with the Caterer, Entertainment, Bar Manager(s), Volunteers
- Present prizes and trophies to the winners
- Thank Sponsors and Donors with a poster and at the banquet

After The Bonspiel:

- Provide a list of Sponsors and Donors to the Website and Social Media Coordinator to post Thank you on social media.
- Prepare a written summary of the Bonspiel including financial report to present at the next executive meeting

8. Director - Alberta Gaming Licensing Commission

Purpose: To ensure the Club complies with Alberta Gaming, Liquor and Cannabis requirements and to oversee the Curling Club and Leagues engagement in fundraising events and bar operations.

Responsibilities:

- Attend all Executive meetings
- Provide support to the fundraising chairs: Casino, Grant, Nevada and 50/50 Raffle Coordinator
- Provide support to the Bar Manager(s) and Bar Finance volunteers
- Annual Liquor License Renewal
 - An application arrives by mail in August each year
 - The Liquor License is an “Annual License”
 - Cost - currently \$200 annually and Treasurer issues a cheque
 - Update the Form and mail with a cheque
- Nevada Tickets
 - Funds for the Nevada Tickets are deposited in the Nevada Account
 - A supply of Nevada “pull tickets” is maintained by the Curling Club
 - The Nevada Coordinator orders and stores the tickets and files reports as required.
 - A License is required for the sale of these tickets. The license is issued for two years.
 - When the license expires a motion is required at an Executive Meeting to renew the license.
 - Currently the Treasurer looks after filing and posting the license.

8.a Bar Manager(s):

Purpose: To stock bar, hire bartenders and obtain bar related supplies. At the beginning of the season and the end of the season, oversee both start up and cleanup/year end.

Responsibilities:

Startup (September-October)

- outgoing manager meets with new manager and/or volunteers to discuss duties.
- confirm with executive the volunteer (league) bartender arrangements.
- confirm with Treasurer the paid (bonspiel) bartender rates of pay and conditions of employment, etc. Confirm/update the paid bartender contact list.
- ensure all government and other regulations are followed and all necessary and relevant information documented in order to properly operate the bar
- determine which liquor outlet will be supplier for the year; set up account (if new) and confirm delivery procedures.
- clean and service ice cube machine including filter change as per manual (unless done during spring Year End).
- take inventory of stock (mostly liquor – no beer or chips due to expiry dates).
- determine first day of bar service (usually League Registration Day).
- determine quantities for bar supplies (liquor, beer, pop, juice, chips, garnishes).
- place orders through liquor outlet (liquor, beer), Pass beverages (chips, Clamato), and purchase pop/mix (IGA or other grocery outlet) in time for startup (one or two weeks lead time required).
- be present with at least one volunteer to accept liquor/beer delivery and check against order. Stock coolers, store liquor in locked storage (bar or kitchen).
- set up chips in rack; store extra chips in cabinet behind rack.
- set up cash register, ensure instruction sheet is present.
- ask Treasurer to provide opening float (\$300 in coin and small bills).
- turn on power, water to ice maker at least 24 hours in advance of opening.
- ensure generally that bar is ready for opening; be present (run bar?).
- ensure qualified personnel are hired (or volunteers secured), trained, and managed to be responsible for the safe and proper operation of the Curling Club's kitchen and bar.

Each League Night

- ensure volunteers are comfortable with bar duties i.e. have the instruction sheet available.
- help out bar volunteers with problems.
- assume bar duties in the event that volunteers are not available.
- at close, conduct all product inventory and reorder if necessary.
- ensure bar is properly closed after event.

Each Bonspiel, Special Event, or Lounge Rental

- ensure all liquor, beer, chips etc. stock is adequate for the event.
- arrange for paid bartender if required, discuss duties, cash/deposit procedures.
- provide float, cash audit.
- assist bartender with setup, opening, through first sale if necessary.
- ensure bartender can close, but help them if needed.

Bunny Bonspiel

- meet with past manager, analyze order and return sheets from previous year and determine order
- attend Bunny organizational meetings and ensure all tasks are covered (e.g. liquor ticket sales)
- determine shift times and hire pairs of bartenders or a local community group.
- be present for entire event to trouble-shoot, restock product, fill in for bartender breaks etc.
- ensure bartender can close, but help them if needed.

Year End

- remove and cap part-filled liquor bottles from dispensers, store bottles securely (locked back kitchen storage room). Place shot-glass caps over all opened orifices. It is not necessary to drain lines. Make sure dispenser key is in the locked dispenser/storage room.
- bundle all *unopened or complete* flats/cases of beer/cider/coolers, and all *unopened* liquor bottles, return to vendor for refund. Sometimes you can replace cans into plastic tethers.
- remove single cans and bottles of beer/cider/coolers (these will probably expire over the summer).
- dispose of all remaining empty bottles and cans; send remaining cardboard to recycling.
- turn off power and water to ice maker. Ice will melt and drain over time. Service ice maker as per manual (or do as part of Startup).
- leave cash register drawer *open* with empty cash tray in place, power turned off. Store Drink Tickets securely.
- ensure bar lights are out, doors are locked.
- clean all coolers, countertops, sinks, floors etc.

8.b Bar Finance

Purpose: To reconcile cash and cheques deposited in the safe and deposit funds into bank account.

Responsibilities:

- From the safe, separate and organize all envelopes, first by league registration, senior registration, bar night intake, and 50/50, and any tips, then organize each by date. Simply makes entry easier.
- Typically do registration envelopes first, they may contain the most cheques and cash at beginning of season. Seniors may also have registration payments in January.
- Upon verifying each envelope, opening only 1 at a time. Separate cash and cheques, write on the outside of envelope what you have calculated. Verifying what the other person from that duty has deposited in the envelope. Write specific denominations on envelope, ie. \$5x2, \$10x5, \$20x6, number of cheques and total \$, etc. making sure to balance with envelope total. Change is calculated on each envelope as well and put aside with separate piles of cash.
- Verify cheques with correct date, pay to Crowsnest Curling Club, written amounts. Cheque amounts may vary depending on number of team players. Seniors always have written report of who paid and how much. Verify and check off.
- Cheques and cash to one side. Cash on the side now in separate piles of \$5/10/20/50/100. Move on to the next envelope, keeping all cheques and cash separate making sure it balanced with what the other person on duty has deposited in the envelope. Write on outside of envelope what you have calculated. Move cheques and cash to perspective piles on the side.

- Once all envelopes have been opened and verified, take 2 Revenue sheets. This may also be done as each envelope is being verified and calculated. From the envelopes, write on the first revenue sheet all the separate amounts into the columns. This is your rough draft copy making sure everything is accounted for and balanced for the bank entry. This copy is for our working file in the binder.
- The second revenue sheet is copied out for the club treasurer. This is put into a clear ice bag from the bar, include all the envelopes with calculations and verifications.
- Once all the cash and cheques and coin change are balanced, stamp all the cheques with the bank deposit stamp. Make a paper tape of the cheques, double checking balance and attach the tape with cheques. In the Bank deposit book, enter just the total of cheques. Enter amount for each bill count ie. 5x \$5=\$30, 2x \$10=\$20, etc. follow deposit form as required. Making sure to double check all numbers entered and balanced.
- Bank method of bill count is as follows; 25 bills of same denomination = paperclip, 50 bills of same denomination= elastic at one end, 100 bills of same denomination=elastic at both ends. Rare, but if there is enough change of same coin, please roll, otherwise it remains loose.
- Prepare a bank deposit bag. Write on the top line, Crowsnest Curling Club and amount of deposit only. Place bank deposit book, with cash and cheques inside at deposit page into bag with loose coin change. Carefully pull strip off sticky edge, close bag firmly, then place strip with tracking number into clear ice bag for finance person. Confirm with finance person where to leave ice bag for them to pick up or to be dropped off to them directly. Bank bag gets dropped off at Scotiabank deposit box directly, with appropriate key.
- FYI, when any bonspiel or event has been hosted, please do deposit shortly afterwards. When the Bunny bonspiel is running, more deposits are necessary. Ask Bank ahead of time to borrow their count machine! Makes life so much easier.

8.c **Nevada Coordinator**

Purpose: Organize and oversee Nevada ticket operations.

Responsibilities:

- Obtain Nevada tickets in cooperation with the Treasurer
- Monitor sales of the Nevada tickets
- Act as one of the Nevada account signing officers.
- Ensure a float is available for sales
- Maintain a record of sales
- Deposit Nevada funds with the assistance of the Treasurer to the Nevada account at the bank
- Ensure tickets are locked up on site
- Advise the Executive of any requirements for Nevada ticket sales

8.d **50/50 Raffle Coordinator**

Purpose: To ensure the Club complies with Alberta Gaming, Liquor and Cannabis (AGLC) requirements.

Responsibilities:

- Apply to AGLC for a raffle license
- Ensure tickets are available for sales
- Provide sheets to track ticket sales and winners
- Monitor sales of tickets
- Maintain records of sales
- Submit a final report to ALGC
- Advise the Executive of any requirements for 50/50 raffles.

8.e **Casino/Grants Coordinator**

Purpose: To oversee, manage and/or make application for Casino and available Grants for the Curling Club.

Responsibilities:

- Coordinate casino volunteers as required
- Submit reports to AGLC as required
- Apply for applicable grants
- Apply for funds available from 50/50 sales from Curling Alberta events
- Advise the Executive of any requirements for the Casino or Grant application processes.

9. **Director - Membership and Leagues**

Purpose: To ensure the required membership processes are followed and oversee league proposals and activities.

Responsibilities:

- Attend all Executive meetings
- Assist in organizing the registration night at the start of the season
- Create and share with the League Coordinators new curler orientations, tutorials and welcome events
- Ensure each League is represented by a League Coordinator, regular leagues may include, but are not limited to:
 - Senior's
 - Mixed
 - Open
 - Stirling
 - Doubles
 - Family
 - Ladies
 - Junior
- Ensure that League's are following Section 3: Rules of the Policy and Procedure Manual
- Develop, implement and summarize a satisfaction survey for Club members

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- Provide the results of any Club Satisfaction Surveys to the Executive.

9.a **League Coordinators**

Purpose: To coordinate League registrations and provide appropriate documentation to the Executive and to coordinate League Social Events.

Responsibilities:

- Attend registration night
- Coordinate and collect information and waivers for Curling Alberta and the Club
- Collect fees, reconcile and submit to the Treasurer
- Prepare and submit the required spreadsheet to the Secretary
- Ensure League complies with Section 3: Rules of the Policy and Procedure Manual
- Collect any drop-in fees, reconcile and submit to the Treasurer
- Ensure all registration forms are completed by new / drop-in members
- Provide an updated spreadsheet with new registrations to the Secretary
- Consult with the Ice Manager/ Technicians regarding ice requirements
- Prepare draw and play-off schedule as required
- Track points for game wins/losses as required
- Coordinate with the Treasurer/Executive if any funds are available to support any events and/or playoff prizes
- Ensure all incident and fall reports are completed and submitted to the Executive
- Coordinate or solicit volunteers to organize a Christmas event and any other events that are desired
- Provide periodic league status report to the Executive
- Present a league summary at the Annual General Meeting