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| Campbell River Skating Club |
| Policy & Procedures Manual |
| Revised December 8, 2014 |

This Manual cancels and replaces any previous policy and procedures manuals.

This Manual addresses internal Policies, Procedures, Best Practices and Job Descriptions for the Campbell River Skating Club (CRSC) hereafter referred to as The Club. This information is in addition to The Club’s Constitution and Bylaws, Skate Canada Membership Manual and Skate Canada Policies and Procedures.

The purpose of this Manual is to have one resource that amalgamates all references into one document. The primary benefit and purpose of this Manual is to provide a day-to-day operational resource to those people new to The Club Board.

This Manual can be updated at any time by the Executive at their monthly meetings or a special meeting called for the purposes of updating. A discussion and vote, by the majority of members present, is to be held prior to changes being made.

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Meetings

Executive

These meetings are held on the first Tuesday of each month. Meetings are usually held at 7:15 p.m. in the Pinecrest room of the Strathcona Gardens complex. There is no cost for this room and it is booked, for the year, when the request for the Fall/Winter ice is made.

Attendees are the Officers and Directors of The Club. Committee Coordinators and Appointees are also welcome as well as guests such as Club Coaches and other officials. Each attendee is to read, sign, date and adhere to the Oath and Confidentiality Agreement prior to attending their first meeting. The Secretary maintains these completed forms and has blank ones available as needed.

Each attendee, as appropriate, is to provide a written report to the President a week prior to the meeting, this includes financial reports. The President prepares the Agenda and sends it and the reports to the Executive members within 5 days of the meeting.

Each Committee Coordinator will be recognized at each meeting. A short discussion may follow their report(s) and motions/recommendations made. A vote will then be taken on the motion set forward. If no agreement can be reached to take a vote at the end of the discussion, the Coordinator will be asked to readdress their recommendations taking the discussion from the meeting back to their respective Committee. The issue may be brought forward at the next monthly meeting with more discussion or a new motion/recommendation brought forward.

Committee

Committee meetings are held as required. The date, time and location are to be determined by the respective Committee. They shall discuss issues pertaining to their respective Committee. Minutes are to be retained by the Committee with a report or synopsis provided to the Executive.

Officers

The following positions are held depending on the needs of The Club and are for a two-year term.

Past President

* Member of constitution Committee.
* Provide a written report for monthly Executive meetings.
* Provide a written report for AGM.
* Any other duties as requested by President.
* Check file folder in music room for mail.

President

* The President is the Chief Executive Officer of the club and shall supervise the other offices in the execution of their duties. The President shall act as Chair of all executive and general meetings. The President shall be an ex-officio member of all committees.
* Set up registration days in conjunction with registrar.
* Set agenda and chair Executive meetings.
* Pick up, record and distribute incoming mail.
* Attend or designate a representative to Ice Users Association and Ice Allocation meeting.
* Attend BC Section AGM.
* Set up agenda for AGM/Pot Luck/Awards night.
* Oversee distribution of notices and information (newsletters) to Club members.
* Provide and submit a written report to the Secretary for the Annual General Meeting.
* Write the thank you(s) to retiring Executive members.
* Check file folder in music room for mail.

Vice President

* The Vice President shall carry out the duties of the President during his or her absence or inability to act and shall assist the President in every way in the operations of the Club’s activities.
* Fill in for President as required.
* Arrange schedule, dance partnering days, contact music Chair for music players, video for dance partnering days, etc. Confirm dance partner’s attendance and payment.
* Submit annual award nominations, i.e. BC Sections, Region.
* Provide a written report for the monthly meeting.
* Provide and submit a written report to the Secretary for the Annual General Meeting.
* Check file folder in music room for mail.

Secretary

* The Secretary shall conduct all correspondence subject to the approval of the Executive, issue notices of meetings to Executive and club members, records and documents of The Club except those required by the Treasurer.
* Take minutes at Executive meetings and maintain paper/electronic files. Have the minutes reviewed and signed by the President.
* Ensure copies are provided to those absent from Executive meetings.
* Send get well, sympathy, grad, thank you, etc. cards as required.
* Update the online Form 100 within 30 days of the Annual General Meeting and update as required and on an ongoing basis.
* File correspondence after each meeting at The Club.
* Submit Annual Report to *Societies Act* within 30 days of the AGM.
* Maintain Club library/resource information.
* Keep Policy & Procedures Manual current as the needs of The Club changes.
* Provide a written report for the Annual General Meeting.
* Check file folder in music room for mail.

Treasurer

* Keep the financial records of The Club and complete the financial business/transactions for The Club.
* Prepares and submits Gaming Application yearly.
* Provide a monthly Financial Report to the monthly Executive meeting.
* Chair of the Finance Committee.
* Participates on the Employment and Fund Raising Committees.
* Check updated registration list monthly for any changes.
* Prepare and submit a written report to the Secretary for the Annual General Meeting.
* Check file folder in music room for mail.

Directors

The following Directorships are held depending on the needs of The Club and are for a two-year term.

Registrar

* To be a voting member of the Executive.
* Maintain a master list of registered skaters.
* Update the Skate Canada data base with skaters as they register for the season.
* Prepare and submit a written report to the President in preparation for the monthly Executive meeting
* Provide and submit a written report to the Secretary for the Annual General Meeting.
* Check file folder in music room for mail.

Fund Raising

* To be a voting member of the Executive.
* Chair of the Fund Raising Committee.
* Maintain relationship with Treasurer to ensure that funds are collected, deposited and reported in a timely manner.
* Plan and coordinate fund raising events.
* Ensure that we are not over fund raising at any given time.
* Is responsible to get licenses when needed from the BC Access Centre if offering raffles.
* Organize 50/50 draws.
* Keep an accurate record of volunteers for the Fund Raising refund.
* Prepare and submit a written report to the President in preparation for the monthly Executive meeting.
* Provide and submit a written report to the Secretary for the Annual General Meeting.
* Check file folder in music room for mail.

Publicity

* Provide pictures and articles to BC Thin Ice.
* Send tests passed to BC Thin Ice milestones (information provided by the Test Chair).
* Notify radio, CRTV and papers of competition results (from protocols) and tests passed (from Test Chair’s list).
* Keep a list of volunteers to be able to use them at appropriate occasions.
* Oversee the Club web site, Facebook pages and Club Bulletin Board.
* Prepare and submit a written report to the President in preparation for the monthly Executive meeting.
* Provide and submit a written report to the Secretary for the Annual General Meeting.
* Check file folder in music room for mail.

Test/Competition Chair

* To be a voting member of the Executive.
* Attend Vancouver Island Tri-Annual Meetings with the President and Judges’ Bureau meetings.
* Maintain the Test/Competition Chair job description and manual.
* Organize Test Days according to Skate Canada rules, policies and procedures.
* Liaise with the Social/Hospitality Chair.
* Ensure all competition/seminar forms are submitted prior to the deadline.
* Prepare and submit a written report to the President in preparation for the monthly Executive meeting.
* Provide and submit a written report to the Secretary for the Annual General Meeting.
* Check file folder in music room for mail.

STARSkate/Competition Director

* Send reminders, information, notices, forms to the respective Representatives for furthering.
* The following Reps. report to this Director
- STARSkate
- Intermediate
- Senior
* Conduct and organize meetings, as necessary, with the Reps in order to provide outcomes and actions derived from Executive meetings.
* Provide instruction to the Reps. regarding Fun Days and seasonal events.
* Work with the Reps in order to maintain current information on the Club bulletin boards.
* A dreamer, a person who brings ideas forward for the improvement and betterment of The Club.
* Prepare and submit a written report to the President in preparation for the monthly Executive meeting.
* Help with the organization of the annual Awards Night.
* Provide and submit a written report to the Secretary for the Annual General Meeting.
* Check file folder in music room for mail.

Recreation Program Director

* Send reminders, information, notices, forms to the respective Representatives for furthering.
* The following Reps. report to this Director
- Pre-CanSkate “Tiny Tots”
- Canskate
- Canskate Academy
- Adult/Teen
- Program Assistant (PA) Rep; provides clerical support services and is involved in PA training.
* Conduct and organize meetings, as necessary, with the Reps in order to provide outcomes and actions derived from Executive meetings.
* Provide instruction to the Reps. regarding Fun Days and seasonal events.
* Assist the Learn to Skate Coordinator with organizing a ‘thank you’ event for the PAs.

Constitution and Nominations

* To be a voting member of the Executive.
* Chair of the Constitution and Nominating Committee.
* Member of the Employment ‘Hiring’ and Finance Committee.
* To present a monthly report by forwarding needed records to both the CFSA and the *Society Act* for approval.
* Update the Constitution as needed.
* To relay information given by the skating body on constitution changes to the constitution committee for consideration.
* Review policies annually with committee and present to Executive.
* Prepare and submit a written report to the President in preparation for the monthly Executive meeting.
* Provide and submit a written report to the Secretary for the Annual General Meeting.
* Check file folder in music room for mail.

Appointees

These positions have a one year term.

Program Assistant (PA) Rep

* Works with the Learn to Skate Coordinator (Coach) in providing training to PAs on a yearly basis.
* Maintain attendance records of training sessions held for PAs.
* Provide Treasurer with list for year-end instructor bursary when applicable.
* Member of the Recreation Committee.
* Provide year end certificates for PAs.
* Maintain PA jackets and ensure all instructions are wearing The Club colors or approved skating suits when they are instructing.
* Prepare and submit a written report to the President in preparation for the monthly Executive meeting.
* Provide and submit a written report to the Secretary for the Annual General Meeting.
* Check file folder in music room for mail.

CanSkate Adult/Teen Rep

* Represent these skaters at Executive meetings.
* Assist Registrar by registering late skaters.
* Member of the Recreation Committee.
* This rep. is responsible for having a visible presence at all sessions to answer questions.
* Prepare and submit a written report to the President in preparation for the monthly Executive meeting.
* Provide and submit a written report to the Secretary for the Annual General Meeting.
* Check file folder in music room for mail.

Pre CanSkate “Tiny Tot” Rep

* Represent these skaters at Executive meetings.
* Assist Registrar by registering late skaters.
* Member of the Recreation Committee.
* Arranges “fun days”.
* This rep. is responsible for having a visible presence at all sessions to answer questions.
* Prepare and submit a written report to the President in preparation for the monthly Executive meeting.
* Provide and submit a written report to the Secretary for the Annual General Meeting.
* Check file folder in music room for mail.

CanSkate Rep

* Represent these skaters at Executive meetings.
* Assist Registrar by registering late skaters.
* Ensure that equipment necessary for program is available at ice level before start of program.
* Member of the Recreation Committee.
* Arranges “fun days”.
* This rep. is responsible for having a visible presence at all sessions to answer questions.
* Prepare and submit a written report to the President in preparation for the monthly Executive meeting.
* Provide and submit a written report to the Secretary for the Annual General Meeting.
* Check file folder in music room for mail.

STARSkate Rep

* Represent these skaters at Executive meetings.
* Assist Registrar by registering late skaters.
* Member of the Recreation Committee.
* Arrange annual vote for Friendship Trophy to be presented at Annual Awards Presentation.
* This rep. is responsible for having a visible presence at all sessions to answer questions.
* Prepare and submit a written report to the President in preparation for the monthly Executive meeting.
* Provide and submit a written report to the Secretary for the Annual General Meeting.
* Check file folder in music room for mail.

Intermediate Rep

* Represent these skaters at Executive meetings.
* Assist Registrar by registering late skaters.
* Member of Pot Luck/AGM/Awards Committee.
* Member of the Recreation Committee.
* Arrange annual vote for Friendship Trophy to be presented at Annual Awards Presentation.
* This rep. is responsible for having a visible presence at all sessions to answer questions.
* Prepare and submit a written report to the President in preparation for the monthly Executive meeting.
* Provide and submit a written report to the Secretary for the Annual General Meeting.
* Check file folder in music room for mail.

Senior Rep

* Represent these skaters at Executive meetings.
* Assist Registrar by registering late skaters.
* Member of Pot Luck/AGM/Awards Committee.
* Member of the Recreation Committee.
* Arrange annual vote for Friendship Trophy to be presented at Annual Awards Presentation.
* This rep. is responsible for having a visible presence at all sessions to answer questions.
* Prepare and submit a written report to the President in preparation for the monthly Executive meeting.
* Provide and submit a written report to the Secretary for the Annual General Meeting.
* Check file folder in music room for mail.

Social/Hospitality

* Works with the Test Chair to ensure food and beverages are available for test days.
* Member of the AGM/Awards/Pot Luck Committee.
* Responsible for all supplies needed for confection (i.e. styrofoam cups, plastic utensils, sugar, coffee, cream, etc.).
* Responsible for food for special occasions as required.
* Responsible to keep a volunteer list in order to thank people at the appropriate time.
* Provide and submit a written report to the Secretary for the Annual General Meeting.
* Check file folder in music room for mail.

Costume and Skate Exchange

* Maintain physical inventory of clothing for sale by The Club, charging owners 10% commission of each sale. Skates for sale are to be posted directly to The Club web site and retained by the seller.
* Sell pins and crests and other novelties and skating accessories The Club may choose to offer.
* Maintain a written inventory of available items.
* Set up hours of operation.
* Liaise with the Publicity Director.
* Submit a written report to the President for the monthly Executive meeting.
* Provide and submit a written report to the Secretary for the Annual General Meeting.
* Check file folder in music room for mail.

Scrapbook/Photos (Historian)

* Clips all relevant newspaper articles and puts them in a scrapbook.
* Keeps a current list of all past Executive members, skaters and coaches.
* Keeps the photography book current.
* Maintains completed photography/scrap books in the CRSC office.
* Current books to be brought to a monthly Executive meeting.
* Provide and submit a written report to the Secretary for the Annual General Meeting.
* Check file folder in music room for mail.

Photographer

* Responsible for the club cameras; ensure there is film and batteries in the camera and video.
* Ensure photos are taken at each competition by assigning a photographer to each event.
* Keep a list of all volunteers used throughout the year.
* Submit a written report to the President for the monthly Executive meeting.
* Provide and submit a written report to the Secretary for the Annual General Meeting.
* Check file folder in music room for mail.

Ice Show/Gala Chair

* Chair of the Ice Show or Gala Committee.
* To be a voting member of the Executive.
* Work directly with the Club Coaches for ice show or Gala related matters, i.e. booking dressing rooms.
* Oversee the operation of the Ice Show/Gala.
* Is a signing authority for the Ice Show Account.
* Keep an accurate record of volunteers for proper thank you.
* Prepare and submit a written report to the President for the monthly Executive meetings.
* Provide and submit a written report to the Secretary for the Annual General Meeting.
* Check file folder in music room for mail.

Christmas Family Skate & Potluck

* A member of the Fundraising Commttee.
* Responsible to organize the Family Skate (i.e. arrange for a Santa, decorations, etc.).
* Coordinate food with the Social/Hospitality Chair.
* Keep an accurate record of volunteers for proper thank you.
* Prepare and submit a written report to the President for the January Executive meeting. This report can be used for the AGM package.
* Provide and submit a written report to the Secretary for the Annual General Meeting.
* Check file folder in music room for mail.

Committees

The Committees shown in this section may or may not be active. They are created as the need arises.

Coaches’ Liaison

This committee consists of the President, all Club Coaches, and Club Coaches’ appointed Liaison. This is a closed committee.

Objectives

* To mediate/discuss/coordinate coaching activities.
* Represent Club Coaches at the Executive table if relevant.
* To provide a monthly report to the Executive as needed.
* Provide a report to the AGM.

Competitive Program

This committee consists of the President’s Designate, Intermediate and Senior Representative(s), Coaches, Competition Chair, Test Chair and Juvenile Region Development Representative.

Objectives

* Coordinate juvenile skaters and high levels that attend competitions at sections and higher with arranging travel and hotel expenses.
* Arrange fund raisers for competitors through the Fund Raising Committee.
* Discuss bursary allocations for skaters.

Constitution

This committee consists of a Chair (Constitution Rep.), Past President, President, Vice-President and Secretary.

Objectives

* To update The Club constitution yearly as needed.
* Revise when appropriate (approximately every five years).
* Set up, maintain and review policy book by conducting a yearly review.

Employment “Hiring”

This Committee is open to anyone interested in participating in the process; however, this Committee usually consists of the President, Vice-President, Treasurer, Test Chair, Constitution Representative and a member at large.

Objectives

* To review all resumes.
* To hire and evaluate employees prior to fiscal year end.
* To fire, layoff or discipline employees as required.
* To evaluate job descriptions and duties yearly during contract talks.
* To prepare and complete contracts prior to fiscal year end.

Finance

This Committee consists of the Treasurer, President, Vice President and two appointed members.

Objectives

* To deal with personal financial situations.
* To make recommendations based on private financial information to the Executive for ratification.
* To present a balanced financial budget for the AGM.
* To assist the Treasurer as the need arises.
* To set the registration fees at the beginning of each season.
* To review and revise financial policies as required.
* To respond to member submissions as required, which are financial in nature.
* To conduct a financial review as Treasurers change.
* To prepare a budget for the following fiscal.

Fund Raising

This Committee consists of the Chair (Fund Raising Representative) and anyone interested in fund raising for The Club. However, Committee members may include the Treasurer, and/or Representatives for Tag Day, Clothing Exchange Program, and the leads for other fund raising events.

Objectives

* To coordinate fund raising activities and establish dates.
* Meets as required and reports to monthly Executive meetings.

Nomination

This Committee consists of the Chair (Executive Representative for Constitution and Nominations), President and 2 non-Executive members.

Objectives

* To present a full slate at the Executive meeting one month prior to the AGM.
* To find and contact potential officers, directors and committee members.
* To present a report to the AGM.
* Provide a monthly report to the Executive as needed.

Recreation

This Committee consists of a Chair, Coaches (or picked representative), Pre-Preliminary Junior, Canskate, Adult/Teen, Pre CanSkate “Tiny Tot”, Program Assistant, STARSkate and Intermediate/Senior Representatives, and the President or Designate.

Objectives

* Set up fun days for all programs.
* Receive and resolve complaints, suggestions and bouquets.
* Program evaluation and surveys.
* Meets as needed.

Policies

Unless otherwise indicated all reference materials are taken from Executive meeting minutes.

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|  | Music Rules for Skaters | August 26, 1996 |
|  | Conflict Resolution | December 19, 2005 |
|  | Skaters under CRSC Coach | May 6, 2011 |

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| Reference | Description |
| September 8, 2010 | Motion make by Bonnie Strauman, vice president, to make it mandatory that if a skater is signed up for Freeskate stroking session they must take the stroking part. 9 in favour 5 opposed 0 abstentions. Carried. |

Complaint Process
It is important to be transparent in all communications while maintaining confidentiality of persons involved.

Steps when receiving a complaint.

1. Complaints are to be forwarded to the President in written form.
2. The President will acknowledge the receipt of the complaint within three days of receiving it.
3. President will bring the complaint forward to the Executive, preferably at the next Executive meeting.
4. The Executive will discuss the complaint and next steps. Next steps could be, but not limited to:
	* 1. Complaint being forwarded to the person being complained against asking for additional clarification; *this can be sensitive as we don't want the two parties to get into a heated/yelling discussion and that may happen if the complaint is forwarded without a preamble or conversation.*
		2. A full investigation initiated. This could include interviewing the relevant parties and/or witnesses. A third person may be needed as mediator in order to eliminate potential biases.
5. Complaint and additional clarification discussed at the Executive table.
6. Decision/Outcome of the discussion forwarded to the Complainant.

Appendices

Constitution and Bylaws

Oath and Confidentiality Agreement

To Do List