



*Home of Curling Excellence*

## **Policy Registry**

This Policy Registry comprises all policies related to the Victoria Curling Club Board of Directors and Club Operations that are currently in effect. The Board will review the registry in whole and revise policies as required on an annual basis.



### CLUB INFORMATION

#### Contact

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**Phone:** 250-386-6396

**Email:** [info@victoriacurlingclub.ca](mailto:info@victoriacurlingclub.ca)

#### Club History

The Victoria Curling Club (VCC) was incorporated on November 20, 1949. After obtaining a lease through the city in June 1950, the building was constructed and opened in February 1953. The club has since hosted numerous provincial championships, national championships, and world championships including the MacDonald Briar (1958). Volunteers from VCC have helped host the 1984 Labatt Brier (2005), the Ladies Scott Tournament of Hearts (2009) and the Ford World's Men's (2013).

The club currently hosts 4 annual bonspiels (Senior Men's, Junior Fun Spiel, Ladies' "Storm the House", and Men's "Thunderbird"). Completed major studies include Balanced Score Card (1999), Preliminary Feasibility (2005) and Variable & Strategies for Achieving a New Facility (2009). Additional structural and maintenance studies of the facility were completed in 2012 and 2015.

The club features 8 sheets of ice, approximately 20 weekly leagues, and is home to the Greater Victoria Curling Academy: a youth training program that runs Monday - Wednesday with credits for middle school & high school education. The Club's innovative instructional programs range from junior to Adult Learn to Curl and the Rookie League.

### Society Information

**Name of Society:** The Victoria Curling Club

**Incorporation Number:** S0003658

**Business Number:** 12226 4278 BC0001

**Filed Date & Time:**

The Society is primarily funded by its members to carry on activities for the benefit of its members.

The objectives of the Society are:

- To promote, organize, and manage the game of curling
- To promote the welfare of the Members of this society and those interested in curling
- To further the objectives, scope, and aims of this Society by promoting and fostering other branches of sports and social welfare for the benefit of the community generally

### Policy Registry Definitions

- "Victoria Curling Club" will hereinafter be referred to as "VCC"
- "Board of Directors" will hereinafter be referred to as the "Board"
- "Annual General Meeting" will hereinafter be referred to as the "AGM"

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# POLICY REGISTRY

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## SECTION ONE: BOARD POLICIES

The Victoria Curling Club Board of Directors receives its authority and mandate from the membership through the Bylaws of the not-for-profit Society and through the Societies Act of the Province of British Columbia. The Board is authorized to act on behalf of the Society.

### 1.1 Board Code of Conduct

<b>Date approved / adopted</b>	March 17, 2016	<b>Most recent annual review:</b>	Sep 14, 2022
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#### **BACKGROUND:**

The VCC Board is committed to respectful and effective collective decision making. Individually, Directors understand the importance of effective personal relationships, safeguarding them while making rational and fact-based decisions on behalf of the Society

#### **POLICY:**

Board members will adhere to the Board Code of Conduct at all times including:

- Abide by VCC Bylaws and policies
- Represent the best interests of the membership and the organization over and above personal and professional interests
- Value teamwork and the role of collective decision-making
- Refrain from trying to influence other Board members outside of Board meetings that might have the effect of creating factions and limiting free discussion
- Not discuss or disclose differences of opinion on the Board outside of Board meetings, especially with staff or the membership
- Support Board decisions even if one's own view is a minority one
- Respect the confidentiality of information shared in Board and committee meetings
- Refrain from speaking on behalf of VCC unless authorized to do so by the Board
- Refrain from giving direction, as an individual Board member, to the General Manager or any member of staff
  - The exception to this is the President of the Board or designate who are authorized on behalf of the Board to give direction
- Ensure there are competitive opportunities when employment contracts or contracted services arise
- Attend at least three quarters of all Board meetings and actively participate on at least one Board committee

#### **APPLICATION:**

This policy applies to Board members and staff who are privy to Board discussions. In addition, past Board members shall continue to respect the confidentiality of Board discussions.

1.2 Conflict of Interest

<b>Date approved / adopted</b>	March 17, 2016	<b>Most recent annual review</b>	Sep 14, 2022
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**BACKGROUND:**

A conflict of interest exists when a staff, contractor, or volunteer with the VCC uses their position, authority, or information obtained during the course of their involvement with the VCC to:

- a) obtain an improper benefit directly or indirectly, to further their own personal, professional, or business interests; or
- b) obtain an improper benefit for a relative, friend, associate, or other organization to further their personal, professional, or business interests

**DEFINITIONS:**

- a. "Interest" means anything that can have an impact on an individual or group
- b. "Private interests" include one's personal, professional, or business interests, *and* personal, professional, or business interest of individuals or groups with whom they are closely associated
- c. "Pecuniary interests" involve actual, potential, or perceived financial gain or loss; money does not need to change hands for an interest to be pecuniary
- d. "Non-pecuniary interests" do not have a financial component and include any tendency toward favour or prejudice resulting from personal involvement with another person or group

**POLICY:**

Individuals in positions of perceived or actual authority must conduct themselves in a manner to prevent any real perceived, or potential conflict of interest beyond that which is disclosed and contained in the terms of employment or employment contract to which a staff or contract employee has agreed.

**APPLICATION:**

Applies to members of the board and its committees, other volunteers, staff, and contract employees.

**RELATED PROCESSES:**

- A) Board, committee members, or volunteers must declare all real, perceived, or potential conflicts of interest prior to any pertinent discussion at committee, Board meetings, AGMs, or special general meetings. Such members must abstain from participating in any discussion on the subject and must abstain from voting on pertinent motions at Board meetings, the AGM, or special general meeting if a conflict of interest (real, perceived, or potential) is deemed to exist by the majority of voting members present. In appropriate cases, the conflicted member should recuse themselves from the meeting and not be present during any discussion pertaining to the topic that gave rise to the conflict.
- B) The General Manager must inform the President of the Board if a potential or actual conflict of interest exists related to themselves, other staff, or contractors.

1.3 Confidentiality

<b>Date approved / adopted</b>	March 17, 2016	<b>Most recent annual review</b>	Sep 14, 2022
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**BACKGROUND:**

Privacy and trust are held in the highest regard by the VCC. Staff, contract employees, and volunteers may hear or otherwise receive personal and private information disclosed or obtained during the course of their involvement with VCC.

**DEFINITIONS:**

- a) The Government of B.C. Personal Information Protection Act defines personal information as *“information about an identifiable individual and includes employee personal information but does not include contact information or work product information”*.

**POLICY:**

Personal or private information disclosed or obtained during the course of an individual’s involvement with VCC should be kept confidential during and after their involvement with VCC unless permission has been obtained from the person providing such information, or unless disclosure is required by law.

**APPLICATION:**

This policy applies to staff, contract employees, and volunteers including Board members and its committees.

**RELATED PROCESSES:**

Employees, contract employees, and volunteers will acknowledge, sign, and adhere to VCC’s Confidentiality Policy.

•	I have read and agree to abide by VCC’s Confidentiality Policy
<b>Name (please print)</b>	
<b>Signature</b>	
<b>Date</b>	

1.4 Complaints, Discipline, and Appeals

<b>Date approved / adopted</b>	Sep 14, 2022	<b>Most recent annual review</b>	
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**BACKGROUND:**

VCC members, staff, contract employees, visitors, and volunteers are expected to comply with VCC ByLaws, policies, and regulations. Non-compliance must be addressed consistently, fairly, and equitably.

**DEFINITIONS:**

- a) **Complaint Recipient:** the individual or entity receiving and processing complaints in accordance with processes outlined in this Policy.
  - i) Complaints related to Operational Policies or club activities must be submitted to the General Manager. If the General Manager is involved in the complaint in any manner, the complaint must be directed to the Vice President of the VCC Board of Directors.
  - ii) Complaints related to Board Policies or Governance must be submitted to the Vice President of the Board of Directors. If the Vice President is involved in the complaint in any manner, the complaint must be directed to the President of the VCC Board.

**POLICY:**

Non-compliance to VCC ByLaws, policies, rules, and regulations may result in sanctions pursuant to this policy up to and including warnings, reprimands, restrictions, suspensions, or (in the case of employees) termination of employment.

**APPLICATION:**

This policy applies to all VCC members, staff, contract employees, visitors, and volunteers in matters that may arise during VCC business, activities, and events both on site and off-site while representing the VCC. This policy also applies to conduct outside of VCC business, activities, and events when such conduct adversely affects relationships within VCC (and its work and sport environment), or is detrimental to the image and reputation of the VCC as determined by VCC’s sole discretion.

This Policy also applies to complaints received under the *Whistleblower* Policy

**ALIGNMENT WITH CURLING CANADA**

If VCC is made aware of an individual who has been disciplined by Curling Canada, a Member Association, and/or a Member Club, and pursues further action, the individual will be the Respondent to a complaint initiated under the terms of this Policy. VCC may act as the Complainant if the original Complainant is unwilling or unavailable to participate in this process. The VCC Board of Directors, will review and consider the decision by the Member Association and/or Member Club when deciding on the complaint in accordance with the terms of this Policy.

**ADULT REPRESENTATIVE**

Complaints may be brought for or against an individual who is a minor. Minors must have a parent/guardian or other adult serve as their representative during this process.

### 1.4 Complaints, Discipline, and Appeals

#### RELATED PROCESSES:

##### A) REPORTING & INVESTIGATION

Any individual may report a complaint to the Complaint Recipient in writing, within fourteen (14) days of the alleged incident; this timeline can be waived or extended at the Complaint Recipient's discretion.

VCC may, in its sole discretion, act as the Complainant and initiate the complaint process under the terms of this Policy. In such cases, VCC will identify an individual representative of the organization.

**Any complaint related to unlawful behaviour including abuse of vulnerable individuals, financial or property crimes shall be immediately reported to the Victoria Police Department.**

VCC encourages all individuals to communicate openly, collaborate, and use problem-solving and negotiation techniques to resolve their differences. It also believes that negotiated settlements are usually preferable to outcomes resolved through formal investigations and hearing.

Dispute resolution shall be addressed stepwise as follows:

- a) A private meeting between the complainant and respondent
- b) Mediation by a third party assigned by the Complaint Recipient and agreed to by the parties
- c) Formal complaint and investigation by the Complaint Recipient or their designate
- d) Formal hearing by a three-member discipline committee appointed by the VCC Board

At any point in the process where there is agreement among the parties, the process may be terminated without further engagement of the VCC.

#### Whistleblower Complaints Special Case

Upon the receipt of a written report as defined in the *Whistleblower* Policy, the Complaint Recipient shall:

- a) Assure the Individual of the VCC's Pledge;
- b) Determine if the report is frivolous, vexatious, or not submitted in good faith; and
- c) Determine if VCC's whistleblower policy applies and, if so, initiate an investigation followed by a formal hearing.

##### B) DECISIONS BY THE DISCIPLINE COMMITTEE

The Disciplinary Committee may decide by majority that the facts of the case:

- a) **Support the claim** - if the Claim is supported, the Disciplinary Committee shall recommend to the Board of Directors such sanctioning as they deem appropriate (See Appendix 3.3)
- b) **Do not support the claim** - If the Claim is not supported, the Disciplinary Committee shall recommend to the Board of Directors any such action for the Claimant.
- c) **Are inconclusive** - If the Claim remains unresolved, the Disciplinary Committee shall provide a report to the Board on the reasons and potential further actions.

The Board of Directors will inform all parties of the decision by the Disciplinary Committee and the subsequent impact on both Claimant and Respondent. Records of all actions will be maintained by VCC.

### 1.4 Complaints, Discipline, and Appeals

#### C) APPEALS

Decisions of the Disciplinary Committee may not be appealed until the decision of the Board of Directors has been communicated to all parties. A request for reconsideration may be submitted to the Vice President of the Board of Directors in writing by either party within four (4) days of receiving the notice of decision. The request must include:

- a) Rationale for appeal: why the Board's action is believed to be inappropriate;
- b) All evidence to support its position; and
- c) What action (if any) would be appropriate.

Upon receiving a Request for Reconsideration, the Discipline Committee shall review the case and submit its opinion to the Vice President. The Board shall inform all parties of its final decision. A decision cannot be appealed more than one time; decisions made after appeals processes are final.

#### **Confidentiality:**

Confidentiality at all stages of the procedures outlined in this Policy – from the initial report to the final decision – is assured for all individuals (the Individual, the Individual(s) against whom the report is submitted, and the individuals interviewed during the investigation). An individual who intentionally breaches the confidentiality clause of this Policy will be subject to disciplinary action.

1.5 Committees

<b>Date approved / adopted</b>	Sep 14, 2022	<b>Most recent annual review</b>	
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**BACKGROUND:**

Committees are an essential tool for effective and efficient functioning of a not-for-profit corporation’s Board. Defining committee mandates and empowering them to act has proven successful and is the norm in not-for-profit Societies. A well-designed committee structure allows a Board to focus expertise strategically and manage the flow of information so directors are equipped to make good decisions at the Board table. A judicious management of expectations and effective reporting and accountability procedures are critical to ensure focus on issues that matter and provide both the Board and its volunteers an opportunity to achieve and celebrate success. Effective use of committees can improve the Board’s ability to address and deliver against multiple areas of its mandate.

**DEFINITIONS:**

- a) “Core committees” are required according to the VCC Bylaws and include:
  - i) **Executive Committee:** Chaired by the VCC President, acts on behalf of the Board in matters requiring expedition. This committee supports the Chair in setting Board meeting agendas and develops relationships with outside organizations. Decisions made by this committee require ratification by the Board as soon as practicable.
  - ii) **Human Resources Committee:** Chaired by the VCC President, provides oversight to the selection, compensation, succession, and effective oversight of the Club Manager. It is responsible for volunteers and membership engagement.
  - iii) **Finance and Risk Committee:** Chaired by the VCC Treasurer, provides oversight of the long-term viability of Club finances; works with the Auditor and Club Manager to provide the Board and membership with financial updates at year-end. This committee also evaluates potential risks to the Club.
- b) “Supplemental” committees and their mandates are determined annually by the Board
- c) “Ad Hoc” committees are formed at any time at the recommendation of a Board or VCC member and will dissolve once the mandate has been met

**POLICY:**

Notwithstanding “Core committees” which are required per the VCC Bylaws, the number and nature of committees is determined annually by the Board. Committee mandates should be based on the processes required to manage the Society, support club operations and/or the General Manager, and further the goals of the membership and/or the Strategic Plan. While the Board may delegate some responsibilities to committees, the Board retains ultimate oversight responsibility for the organization.

**APPLICATION:**

Committees must have at least one Board member representative; members of the VCC are eligible to participate in committees. The Board Chair is an ex officio member of all committees, and the General

Manager has a standing invitation to all committee meetings; they do not vote. All committees shall be chaired by a member of the Board.

### RELATED PROCESSES:

#### A) Committee formation, structure, and dissolution:

- a) The Board will determine the number and nature of committees annually
- b) A Board member will be appointed as chair of each committee
  - i) The committee Chair is accountable for the fulfillment of the committee's mandate
- c) Committees may form sub-committees as required by their work plan
- d) Supplemental Committees are reviewed annually; Supplemental and Ad Hoc committees shall be dissolved when its mandate is achieved in its entirety or at such a time when the Board calls for the committee's dissolution

#### B) Committee Responsibilities:

Committees receive delegation of a specific area of responsibility from the Board. The committee then is accountable for defining the work needed, specific plans of action, and exercising its delegated authority to accomplish the tasks defined. The committee Chair shall:

- a) Seek additional committee members from VCC membership
- b) Call committee meetings; set the agenda, facilitate discussion, and delegate tasks as needed
- c) Provide regular progress updates to the Board to be summarized in meeting minutes
- d) Produce a year-end report for the Board and AGM
- e) Maintain a suite of documents suitable for briefing new directors and the membership on the role, background, and work of the committee

Committee members are responsible for:

- a) Supporting the establishment of a work plan related to its mandate to be approved by the Board
  - i) Periodically reviewing and updating its mandate as required
- b) Actioning the work plan as directed by the Committee Chair
- c) Actively participating in committee meetings and completing tasks as delegated by the Chair

#### C) Recommended Supplemental Committees:

Based on the processes required by the Board to manage the Society, support club operations, and further the goals of the membership, the following supplemental committees are recommended; additional ad-hoc committees may be formed or dissolved at the discretion of the Board:

- a) **Governance Committee:** spearheads annual Bylaw and policy review processes
- b) **Development Committee:** supports recruitment and retention initiatives including youth and competitive curling; supports league and membership growth and furthers club DEI goals
- c) **Events & Competitions:** maintains inventory of club events; develops and maintains event planning resources & liaises with event organizers; may prepare bids for large scale competitions
- d) **Building Replacement:** monitors risks and deficiencies with current facility; develops and actions plan for building replacement or required upgrades



# BOARD POLICIES

## 1.6 Communication & Marketing

### 1.6 Communication and Marketing

Date approved / adopted	In Progress	Most recent annual review	
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# BOARD POLICIES

## 1.7 Delegation of Board Authority

### 1.7 Delegation of Board Authority

Date approved / adopted	In Progress	Most recent annual review	
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# BOARD POLICIES

## 1.8 Honorary Life Membership

### 1.8 Honorary Life Membership

<b>Date approved / adopted</b>	Sep 14, 2022	<b>Most recent annual review</b>	
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**BACKGROUND:**

Some individuals have made significant contributions to the Club and the Board wishes to preserve that legacy

**POLICY:**

To recognize annual or former members who have made significant contributions to improve, develop, or enhance the Club and preserve that legacy, the club has identified “Honorary Life Members” as a Membership class in the Bylaws.

**APPLICATION:**

This honor is given to a member or former member who has contributed substantially to the Club to improve, develop, and enhance the image of our Club in terms of outstanding service or performance in one or many areas.

**RELATED PROCESSES: NOMINATIONS**

- a) Any number of Honorary Life Members may be elected in any year and such election shall be by secret ballot at the General Meeting.
- b) Nominations by a Club member(s) should include a summary of the nominated member’s contributions, detailing reasons for the nomination, and citing service or performance examples
- c) Nominations for elections to Honorary Life Membership shall be submitted to the Board for review 60 days before the General Meeting
- d) An Honorary Life Membership is awarded if the candidate receives 75% +1 of the votes cast
- e) The list of current Honorary Life Members shall be included as an appendix in the Policy Registry

1.09 Membership Extension

<b>Date approved / adopted</b>	Sep 14, 2022	<b>Most recent annual review</b>	
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**BACKGROUND:**

The VCC appreciates that an annual member may wish to continue their association with VCC when they can no longer participate in a league, while temporarily away from the area, or when other commitments prevent regular league participation. In many cases these curlers have a long and storied involvement with the Club and may be able to continue to contribute significantly to the Society.

**POLICY:**

This policy defines the conditions under which the Board may grant a continuance of the membership of members while they are neither Annual or Honorary Life Members.

**APPLICATION:**

This policy applies to all annual members of the VCC and provides the opportunity to maintain an existing membership when:

1. A curler has recently “retired” from league play
2. A curler’s life circumstances temporarily prevent regular participation in a league.

**RELATED PROCESSES:**

1. A member who wishes to have their membership extended must apply to the Board in writing and provide an explanation as to why they wish an extension. This application must be provided to the Board through the Office at least two weeks prior to the General Meeting.
2. The Board shall consider all applications and, in the absence of mitigating circumstances, shall grant up to a three-year membership extension. The Board may seek further information from the applicant if it deems it necessary.
3. Approved membership extensions shall commence at the beginning of a General Meeting, and continue for up to three years but end before the fourth General Meeting.
4. A member may further extension while either an annual member or while holding an extension.

The members who hold membership extensions and their terms are identified in this policy in Appendix E.

1.10 Privacy

<b>Date approved / adopted</b>	Sep 14, 2022	<b>Most recent annual review</b>	
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**BACKGROUND:**

The Victoria Curling Club (VCC) is committed to protecting the privacy and security of personal information held about its patrons.

**DEFINITIONS:**

- a) Personal information: information that is identifiable to you as an individual. This may include, but is not limited to: name, gender, age, date of birth, language of correspondence, mailing address, telephone number, fax number, email address, and membership in an organization.
  - i) Personal information does not include publicly available information about you in your capacity as an employee of an organization such as your name, job title, work mailing address, work email address, work fax number, or work telephone number.

**POLICY:**

The Society complies with BC’s Personal Information and Privacy Act (PIPA) and Canada’s Anti-Spam Legislation. This policy explains how we collect, use, disclose and safeguard personal information.

**RELATED PROCESSES:**

**1. Collection of Information:**

The society only collects information from:

- Customers (directly or through the office, food and beverage enterprises, and the pro shop)
- Donors
- Members
- Volunteers
- Others who have shown an interest in the Society

This information may be collected by: phone, fax, email, social media, online, or in-person.

**A) Use of Information:**

The society uses personal information to better serve our patrons and to expand our community of support. This includes using the information:

- To deliver services to provide information about events, membership, and donations
- To thank supporters, fulfill subscriber and donor benefits and issue tax receipts
- To invite supporters and members to special events
- For service phone calls and emails
- For audit purposes

The society is committed to using personal information in a respectful and useful way. The Society is also committed to making sure patrons and members do not receive more than a reasonable number of emails, letters, or phone calls.

### **B) Disclosure of Information:**

The Society treats its obligations with respect to the use and disclosure of personal information very seriously. Generally, we will only use or disclose personal information for the primary purpose that it was collected or for a purpose related to the primary purpose that you would reasonably expect it to be used. The Society will not sell, rent, or share personal information. Disclosure of contact information such as phone numbers and emails will be by permission of the individual only.

### **C) Storage of Information:**

Personal information not authorized for public disclosure is stored in our database(s) on a secure server and in hard copy files. Only authorized Society personnel have access to this information. The Society uses personal information to better serve our patrons and to expand our community of support.

### **D) Online Privacy:**

The Society is committed to protecting the privacy of those who use our website. The Society does not collect any personal information about individuals browsing our website.

However, the Society does collect statistical information through a log file which indicates number, length, and frequency of page visits, external links redirecting users to our website, and which browser, operating system, and type of device (mobile or desktop) was used to access our website. This information is analyzed to help us develop content that responds to the interests of our website visitors.

The Society's website uses Google Analytics to track usage of our website for assessment purposes. Google Analytics uses first-party cookies to report on user interactions on Google Analytics customers' websites. These cookies are used to store non-personally identifiable information. Browsers do not share first-party cookies across domains. View the Google Analytics [Privacy Policy](#) for further information.

### **E) Accountability**

The Society does its best to ensure that all information is recorded accurately—if you notice any errors in our correspondence with you or if your personal information changes, please contact VCC through the office or email. If you do not wish to be contacted by phone, mail, or email, please contact us and we will ensure that your request is honoured.

Questions about the Society's privacy policy or concerns can be directed to the VCC office.

### SECTION TWO: OPERATIONS POLICIES

#### 2.1 Curler Conduct

<b>Date approved / adopted</b>	Sep 14, 2022	<b>Date most recently reviewed</b>	
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**BACKGROUND:**

VCC members, staff, contract employees, visitors, and volunteers are expected to comply with VCC ByLaws, policies, and regulations. To ensure that all curlers are aware of their responsibilities when playing the game, the VCC has adopted the [Canadian Curling Association’s Codes of Ethics](#). These codes shall be posted on VCC’s website.

**DEFINITIONS:**

Inappropriate behaviour includes but is not limited to:

- a. Verbal confrontation toward staff, members, volunteers, or guests, at the club or while representing VCC in the community (e.g. swearing, bullying, racial slurring, intimidation, etc.)
- b. Physical confrontation toward staff, members, volunteers, or guests
- c. Intoxication by alcohol or drugs while at the club or while representing VCC in the community
- d. Breaking a facility rule or Bylaw (e.g. abusing the ice, smoking within 2m of the building, etc.)
- e. Inappropriate or suspicious use of cell phones, PDAs, cameras, and other recording devices (e.g. taking pictures in a change room or cash handling area)
- f. Engaging in inappropriate sexual conduct which the reasonable person would find objectionable
- g. Damage or destruction of VCC property
- h. Committing a criminal offence (e.g. distribution, use, or possession of illicit drugs causing or potentially causing bodily harm or injury)
- i. Generating or contributing to online or social media content that is harmful toward staff, members, volunteers, or guests of VCC or that is harmful to the image of VCC in the community

**POLICY:**

Inappropriate Behaviour will not be tolerated. Access to the VCC and its programs may be denied to members, volunteers, guests, or individuals representing VCC if they engage in inappropriate behaviour, violate facility rules, or conduct solicitation for personal or business gain.

**APPLICATION:**

This policy statement applies to all members, volunteers, guests, and those representing VCC in the community. It applies to behaviours including interpersonal or those through electronic communication. The General Manager shall have the authority to administer this policy under the oversight of the Board except as identified in Policy 1.4: Complaints, Discipline, and Appeals.

**RELATED PROCESSES:**

See Policy 1.4: Complaints, Discipline, and Appeals for more information on how inappropriate behaviour shall be addressed.

### 2.2 Safe Sport Policies

Keeping curlers safe is a critical responsibility of the VCC and the following three policies (Abuse, Athlete Protection and Screening) describe the policies of the club designed to ensure that to the extent possible, all curlers (but particularly youth curlers) are kept safe. These policies have been excerpted from the Safe Sport policies of Curl BC and Curling Canada and are intended to capture the essence of those policies. For those interested in more detail of the policies or the broader scope of the provincial and national curling associations they are referred to the Curl BC and Curling Canada websites. It is important to note that while curlers are participating in either provincial or national competitions, they must adhere to the policies of those organizations.

#### 2.2a Abuse

<b>Date approved / adopted</b>	Sep 14, 2022	<b>Most recent annual review</b>	
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#### PURPOSE

The purpose of this policy is to outline how the Victoria Curling Club will work to prevent abuse, and how abuse or suspected abuse can be reported to and addressed by the Victoria Curling Club.

#### ZERO TOLERANCE STATEMENT

The Victoria Curling Club has zero tolerance for any type of abuse. Individuals are required to report instances of abuse or suspected abuse to the General Manager or to the appropriate public authorities.

#### DEFINITIONS:

##### 1. Individuals

- a. *“Vulnerable Individuals”* – Includes Children / Youth (Minors) and Vulnerable Adults (people who, because of age, disability or other circumstance, are in a position of dependence on others or are otherwise at a greater risk than the general population of being harmed by people in positions of trust or authority);
  - b. *“Individuals”* – All categories of membership defined in Victoria Curling Club’s Bylaws, as well as all individuals employed by, or engaged in activities with Victoria Curling Club including, but not limited to, volunteers, managers, administrators, committee members, athletes; and
  - c. *“Minor”* – any Individual who is under the age of majority (19 years of age) at the time where the alleged breach of any Victoria Curling Club policy has occurred.
2. **Minor Abuse:** Abuse includes the violence, mistreatment, or neglect of a child or adolescent while in the care of someone they depend on or trust. Different forms of abuse that a child may be subjected include:
- a. **Physical abuse** involves single or repeated instances of deliberately using force against a child in such a way that the child is either injured or is at risk of being injured.
  - b. **Sexual abuse** and exploitation involve using a child for sexual purposes
  - c. **Neglect** involves failing to provide what a child needs for his or her physical, psychological, or emotional development and well-being.
  - d. **Emotional abuse** involves harming a child’s sense of self-worth. It also includes exposing the child to violence.

#### 3. Vulnerable Adult Abuse

- a. **Psychological abuse** includes attempts to dehumanize or intimidate vulnerable adults. Any verbal or non-verbal act that reduces their sense of self-worth or dignity and threatens their psychological and emotional integrity is abuse.
- b. **Financial abuse** encompasses financial manipulation or exploitation, including theft, fraud, forgery, or extortion. It includes using a vulnerable adult's money or property in a dishonest manner or failing to use a vulnerable adult's assets for their welfare.
- c. **Physical abuse** includes any act of violence regardless of whether it results in physical injury. Intentionally inflicting pain or injury that results in either bodily harm or mental distress is abuse. All forms of sexual abuse are also applicable to vulnerable adults

#### **POLICY: ABUSE PREVENTION**

Abuse in any form will not be tolerated at the VCC or off-site at any event or location where individuals are representing the VCC. The VCC has measures aimed at preventing abuse. These measures include screening, training, practice, and monitoring.

- a) **Screening:** Individuals who coach, volunteer, officiate, deliver developmental programs, accompany a team to an event or competition, are paid staff, or otherwise engage with Vulnerable Individuals involved with the VCC will be screened according to the organization's *Screening Policy*.
- b) **Training:** The VCC may require training of those Individuals who have access to, or interact with, Vulnerable Individuals. The orientation and training, and their frequency, will be based on the level of risk, as described in the *Screening Policy*. Training may include, but is not limited to certification courses, online learning, mentoring, workshop sessions, webinars, on-site demonstrations, and peer feedback. At the conclusion of the orientation and training, Individuals will be required to acknowledge, in written form, that they have received and completed the training.
- c) **Practice:** When Individuals interact with Vulnerable Individuals, they are required to enact certain practical approaches to these interactions as outlined in the Athlete Protection Policy.
- d) **Monitoring:** The VCC will regularly monitor those Individuals who have access to, or interact with, Vulnerable Individuals. The monitoring will be based on the level of risk, as described in the *Screening Policy*.

#### **APPLICATION:**

While all individuals have the responsibility to ensure abuse does not occur, Coaches and supervisors have a particular responsibility to ensure emotional maltreatment, neglect, and physical maltreatment do not occur.

#### **RELATED PROCESSES: REPORTING ABUSE**

Individuals who receive reports of abuse that are shared confidentially by a Vulnerable Individual shall report the incident to the Victoria Curling Club General Manager or the Club President in accordance with VCC's Policies on *Complaints, Discipline, and Appeals* and *Investigations - Discrimination, Harassment, and Abuse*. Depending on the nature of the alleged abuse, Victoria Curling Club shall determine if the matter must be reported to the police or another public authority.

### 2.2b Athlete Protection

<b>Date approved / adopted</b>	Sep 14, 2022	<b>Most recent annual review</b>	
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#### **BACKGROUND:**

This Athlete Protection Policy describes how Persons in Authority as defined in the Code of Conduct and Ethics Policy, shall maintain a safe sport environment for all Athletes.

#### **DEFINITIONS:**

- a) Persons of Authority:
- b) Rule of Two: guidelines outlining how Persons of Authority may interact with athletes to ensure protection. The Coaching Association of Canada describes the intention of the rule as follows:
  - i) a coach must never be alone or out of sight with a minor athlete
  - ii) Two NCCP trained or certified coaches should always be present with an athlete, especially a minor athlete, when in a potentially vulnerable situation such as a locker room or meeting room
  - iii) All one-on-one interactions between a coach and an athlete must take place within earshot and in view of a second coach, except for medical emergencies. One of the coaches must also be of the same gender as the athlete.
  - iv) Should there be a circumstance where a second screened or certified coach is not available, a screened volunteer, parent, or adult can be recruited

#### **POLICY:**

VCC requires that all Persons in Authority adhere to the “Rule of Two” where possible. Where the “Rule of Two” is not possible, interactions between Persons in Authority and Athletes must respect the following:

- a) The training environment should be open to observation so that all interactions between Persons in Authority and athletes are observable;
- b) private or one-on-one situations must be avoided unless they are observable or within earshot of another adult or athlete; and
- c) vulnerable Individuals must not be in any situation where they are alone with a Person in Authority without another athlete or screened adult present unless prior written permission is obtained from the Vulnerable Individual’s parent or guardian.

In addition to respecting the minimum requirements described above, it is strongly recommended that:

- a) Teams or groups of athletes always have at least two Persons in Authority with them;
- b) For mixed gender teams or groups of athletes, there will be one Person in Authority from each gender; and
- c) Screened parents or other volunteers will be available in situations when two Persons in Authority cannot be present.

### RELATED PROCESSES

#### COMMUNICATIONS

Communications between Persons in Authority and athletes should respect the following:

- a) Group messages, group emails or team pages are to be used as the regular method of communication between Persons in Authority and athletes.
- b) Persons in Authority may only send personal texts, direct messages on social media or emails to individual athletes when necessary and only for communicating information related to team issues and activities (e.g., non- personal information). Any such texts, messages or emails shall be professional in tone.
- c) Parents and guardians of Vulnerable Individuals may request that their child not be contacted by a Person in Authority using any form of electronic communication and/or to request that certain information about their child may not be distributed in any form of electronic communications
- d) d) Communication concerning drugs or alcohol use (unless regarding its prohibition) is not permitted
- e) No sexually explicit language or imagery or sexually oriented conversation is permitted.
- f) Persons in Authority are not permitted to ask athletes to keep a secret for them

#### PHOTOGRAPHY / VIDEO

Any photograph or video involving athletes shall respect the following:

- a) Photographs and video may only be taken in public view, must observe generally accepted standards of decency, and be both appropriate for and in the best interest of the athlete.
- b) If any photographs or videos will be used on any form of public media, an Image Consent Form (**Appendix A – Image Consent Form**) must be completed before any images are taken and used

#### PHYSICAL CONTACT

It is recognized that some physical contact between Persons in Authority and athletes may be necessary for various reasons including, but not limited to, teaching a skill or tending to an injury. Any physical contact shall respect the following:

- a) Unless it is otherwise not possible because of serious injury or other justifiable circumstance, a Person in Authority must always clarify with an athlete where and why any physical contact will occur prior to the contact occurring. The Person in Authority must make clear that he or she is requesting to touch the athlete and not requiring physical contact
- b) Infrequent, non-intentional physical contact during a training session is permitted
- c) Making amends, such as an apology or explanation, is encouraged to further help educate athletes on the difference between appropriate and inappropriate contact
- d) Hugs lasting longer than five (5) seconds, cuddling, physical horseplay, and physical contact initiated by the Person in Authority are not permitted.

#### ENFORCEMENT

1. Any alleged violations of this *Athlete Protection Policy* shall be addressed pursuant to Victoria Curling Club's *Complaints, Discipline and Appeals Policy*.

### 2.2c Screening

<b>Date approved / adopted</b>	Sep 14, 2022	<b>Most recent annual review</b>	
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#### PURPOSE

The purpose of this policy is to provide a framework for the screening of personnel and volunteers whose position with the VCC is one of trust or authority which relates to finances, supervision, or Vulnerable Individuals.

#### DEFINITIONS:

The following terms have these meanings in this Policy:

- a) *“Criminal Record Check (CRC)”* – A search of the RCMP Canadian Police Information Centre (CPIC) system for adult convictions
- b) *“Vulnerable Sector Check (VSC)”* – a detailed check that includes a search of the RCMP Canadian Police Information Centre (CPIC) system, local police information, and the Pardoned Sex Offender database
- c) *“Vulnerable Individuals”* – A person under the age of 19 years old and/or a person who, because of age, disability or other circumstance, is in a position of dependence on others or is otherwise at a greater risk than the general population of being harmed by people in positions of trust or authority
- d) *“Young Person”* - someone who is younger than 19 years old.

#### POLICY:

- a) All volunteers dealing with youth or vulnerable individuals must complete a Screening Disclosure Form and obtain a VSC
- b) Board members and staff dealing with financial transactions must complete a Screening Disclosure Form and obtain a CRC or VSC
- c) Young People may submit up to two (2) letters of reference in lieu of obtaining a VSC; VCC may not request to see a young person’s **youth record** but may request a VSC if the VCC suspects that the young person has an adult conviction and subsequent *criminal record*
- d) The General Manager shall review all documents submitted and, based on the review, will make decisions regarding the appropriateness of individuals filling positions within VCC

#### APPLICATION:

This policy applies to all individuals participating in the activities of the VCC who are in a position of supervision or trust of human or financial resources. In the case of those athletes, coaches, officials, or volunteers involved with activities of CurlIBC, Curling Canada, or the World Curling Federation, the screening procedures for those organizations supercede those of the VCC. The implementation of this policy is the responsibility of the VCC General Manager.

#### RELATED PROCESSES:

##### 1) POST-SUBMISSION DISCLOSURE

If, after submitting a CRC or VSC, an individual receives a charge, conviction for, or is found guilty of an offense, they will report this circumstance immediately to the VCC General Manager.

#### **2) MISLEADING, FALSE, OR INACCURATE DISCLOSURE**

If VCC learns that an individual has provided false, inaccurate, or misleading information, the individual will immediately be removed from their position and may be subject to further discipline in accordance with the VCC's *Complaints, Discipline, and Appeals Policy*

#### **3) CONSULTING**

In carrying out its duties, the General Manager may consult with independent experts including lawyers, police, risk management consultants, volunteer screening specialists, or any other person.

#### **4) RENEWAL**

The General Manager may request that an individual provide a VSC at any time. Such request will be in writing and reasons will be provided for the request.

### Screening Disclosure Form (Page 1 of 2)

<b>Legal First Name</b>		<b>Preferred Name</b>	
<b>Middle Name</b>		<b>Gender</b>	
<b>Last Name</b>		<b>Birth Date (MMDDYY)</b>	
<b>Email</b>		<b>Club</b>	VCC

### CURRENT PERMANENT ADDRESS:

<b>Street Address</b>		<b>City</b>	
<b>Province</b>		<b>Postal Code</b>	

1. Have you ever been disciplined or sanctioned by a sport governing body or by an independent body (e.g., private tribunal, government agency, etc.) or dismissed from a coaching or volunteer position? If so, please complete the following information for each disciplinary action or sanction. Attach additional pages as necessary.

Yes       No

<b>Name of Disciplining or Sanctioning Body:</b>		<b>Date of Discipline, Sanction, or Dismissal:</b>	
<b>Reasons for Discipline, Sanction, or Dismissal:</b>			
<b>Penalty or Punishment Imposed:</b>			
<b>Further Explanation:</b>			

2. Are criminal charges or any other sanctions, including those from a sport body, private tribunal or government agency, currently pending or threatened against you? If so, please complete the following information for each pending charge or sanction. Attach additional pages as necessary.

Yes       No

<b>Name or Type of Offense</b>	
<b>Name and Jurisdiction of Court / Tribunal:</b>	
<b>Name of Disciplining or Sanctioning Body:</b>	
<b>Further Explanation:</b>	



# OPERATIONS POLICIES

## 2.2c Safe Sport: Screening

Screening Disclosure Form (Page 2 of 2)

### PRIVACY STATEMENT

By completing and submitting this Screening Disclosure Form, I consent and authorize the Victoria Curling Club to collect, use and disclose my personal information, including all information provided on the Screening Disclosure Form as well as my Criminal Record Check or Vulnerable Sector Check for the purposes of the implementation of the Victoria Curling Club's *Screening Policy*.

### CERTIFICATION

I hereby certify that the information contained in this Screening Disclosure Form is accurate, correct, truthful and complete.

I further certify that I will immediately inform the Victoria Curling Club of any changes in circumstances that would alter my original responses to this Screening Disclosure Form.

**Note: Failure to disclose truthful information in this form may be considered an intentional omission and the loss of volunteer responsibilities or other privileges**

<b>Name (Print)</b>		<b>Date</b>	
<b>Signature</b>			

2.3 Whistleblower

<b>Date approved / adopted</b>	Sep 14, 2022	<b>Most recent annual review</b>	
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**DEFINITIONS:**

- a) *Individual*: An individual who is engaged in activities Victoria Curling Club, including but not limited to; athletes, coaches, employees, contractors, officials, volunteers, parents/guardians of minor athletes, or spectators of the Victoria Curling Club.
- b) *Wrongdoing* includes:
  - i) Violating the law;
  - ii) Intentionally or seriously breaching of VCC’s Code of Conduct & Ethics;
  - iii) Intentionally or seriously breaking VCC’s policies for workplace violence and harassment;
  - iv) Committing or ignoring risks to the life, health, or safety of a participant, volunteer, or other individual;
  - v) Directing an individual to commit a crime, serious breach of a VCC policy, or other wrongful act; or
  - vi) Fraud

**POLICY:**

Individuals can disclose incidents of wrongdoing at the VCC discreetly, safely, and without fear of unfair treatment or reprisal.

**PLEDGE:**

VCC pledges not to dismiss, penalize, discipline, retaliate, or discriminate against any individual who discloses information or submits, in good faith, a report against an Individual under the terms of this policy. Any individual affiliated with VCC who breaks this pledge will be subject to disciplinary action.

**APPLICATION:**

This policy only applies to Individuals who observe, incidents of wrongdoing committed by other Individuals. Incidents of wrongdoing or misconduct observed or experienced by participants, volunteers, spectators, parents of participants, or other individuals not employed or contracted by VCC shall be reported under the terms of VCC’s *Complaints, Discipline and Appeals* Policy.

**RELATED PROCESSES: Reporting Wrongdoing**

An Individual who believes another Individual has committed an incident of wrongdoing shall prepare a written report that includes:

- a) A description of the act or actions that comprise the alleged wrongdoing, including the date and time of the action(s);
- b) The names and roles of all individuals involved;
- c) An explanation of why the act or action should be considered as wrongdoing; and
- d) How the wrongdoing affects the Individual submitting the report (if applicable).

Reports shall be submitted to the appropriate person identified under the VCC *Complaints, Discipline, and Appeals* Policy.



# OPERATIONS POLICIES

## 2.4 Safety & Injury Response

### 2.4 Safety & Injury Response

Date approved / adopted	In Progress	Most recent annual review	
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# OPERATIONS POLICIES

## 2.5 Ammonia Warning

### 2.5 Ammonia Warning

Date approved / adopted	In Progress	Most recent annual review	
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2.6 Social Media

<b>Date approved / adopted</b>	Sep 14, 2022	<b>Most recent annual review</b>	
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**BACKGROUND:**

VCC is aware that Individual interaction and communication occurs frequently on social media. VCC cautions Individuals that any conduct falling short of the standard of behaviour required by Curling Canada’s *Code of Conduct and Ethics* will be subject to the disciplinary sanctions identified within VCC’s *Complaints, Discipline, and Appeals Policy*

**DEFINITIONS**

- a) *“Social media”*: Catch-all term that is applied broadly to computer-mediated communication media including, but not limited to blogs, YouTube, Facebook, Instagram, Tik Tok and Twitter.
- b) *“Individuals”*: Those employed by, or engaged in activities with VCC including, but not limited to, employees, athletes, coaches, convenors, referees, officials, volunteers, managers, administrators, committee members, parents/guardians of athletes, and spectators.
- c) *“Complaint Recipient”*: The person(s) appointed by VCC to oversee management and administration of complaints, as applicable.

**POLICY:**

All conduct and behaviour occurring on social media may be subject to VCC’s *Curler Conduct Policy* and *Complaints, Discipline, and Appeals Policy* at the discretion of the Discipline Chair or Case Manager.

**APPLICATION**

This Policy applies to all Individuals as defined in the Definitions.

**INDIVIDUALS’ RESPONSIBILITIES**

1. Individuals acknowledge that their social media activity may be viewed by anyone, including VCC members, staff, volunteers, and guests.
2. If VCC accounts engage with an Individual on social media (such as by retweeting or sharing a photo online) the Individual may, at any time, ask VCC to cease this engagement.
3. Removing content from social media after it has been posted (either publicly or privately) does not excuse the Individual from being subject to VCC’s *Complaints, Discipline, and Appeals Policy*.
4. An individual who believes that an Individual’s social media activity is inappropriate or may violate VCC’s policies and procedures should report the matter to VCC in the manner outlined by the *Complaints, Discipline, and Appeals Policy*

### 2.7 Spare Players & Spare Fees

<b>Date approved / adopted</b>	Sep 14, 2022	<b>Date most recently reviewed</b>	
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#### BACKGROUND:

Curling teams ideally should have the requisite number of players; when a player cannot participate, a mechanism is required to enable teams to proceed with a game. If curlers anticipate infrequent attendance, the norm is to create a five or six-person team to ensure that a full team can be fielded each week. In circumstances where this is not possible, a spare player may act as a substitute. Given the need for spares, this policy aims to balance costs and benefits to the club and leagues (fairness) with that accrued to an individual while ensuring that there is an incentive for spare curlers to become members.

#### DEFINITIONS:

- a) **Members:** Members are those who pay for at least one league in any term (Fall or Winter) and may spare in any league that term in which they qualify (based on age or gender).
- b) **Non-members:** Curlers who have not registered and paid league fees are not members but may spare on a limited basis. Registered spares are also registered for benefits and liability insurance from Curl BC and Curling Canada and may utilize VCC facilities such as food and beverage services and purchase practice ice.

#### POLICY:

VCC will support curling leagues to field full team participation on a regular basis while providing opportunities for curlers to spare on a limited basis.

#### APPLICATION:

If applicable, teams should look to curlers on a “Bye” week within their league for first choice of spares and otherwise select a spare from the VCC Spare Registry. Team members are responsible for finding their own Spare as circumstances require.

#### RELATED PROCESSES:

##### FEES:

- a) There are no spare fees for VCC members
- b) Non-members must register as a spare and pay spare fees each term (Fall and Winter).
  - i) Curl BC and Curling Canada fees, unless previously paid at VCC or another club (documentation required), will be added to the spare fee.
  - ii) Spares must document games and pay the fee-per-game invoice at the end of each term.
  - iii) Spare fees will be posted on the VCC website and are currently set at \$25 per term plus \$7.50 per game played.

**SPECIAL PERMISSION:** As part of the curling community nationally and internationally, VCC will provide an opportunity for a visitor that is sponsored by a VCC member to curl without cost for up to 2 games. The VCC member is responsible for the visitor and must ensure that a liability waiver is signed and delivered to the office prior to on-ice participation and that the visitor adheres to the curling code of conduct while on the premises. The visitor is provided access to the club facilities only while accompanied by the VCC member.



# OPERATIONS POLICIES

## 2.8 Parking & Permits

### 2.8 Parking & Permits

Date approved / adopted	In Progress	Date most recently reviewed	
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# OPERATIONS POLICIES

## 2.9 Practice Ice

### 2.9 Practice Ice

<b>Date approved / adopted</b>	In Progress	<b>Date most recently reviewed</b>	
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# OPERATIONS POLICIES

## 2.10 Advertising

### 2.10 Advertising

<b>Date approved / adopted</b>	In Progress	<b>Date most recently reviewed</b>	
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## OPERATIONS POLICIES

### 2.11 Tendering of Contracts

#### 2.11 Tendering of Contracts

Date approved / adopted	In Progress	Date most recently reviewed	
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## OPERATIONS POLICIES

### 2.12 Commercial Enterprises

#### 2.12 Commercial Enterprises

Date approved / adopted	In Progress	Date most recently reviewed	
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# OPERATIONS POLICIES

## 2.12a Commercial Enterprises: Pro Shop

### 2.12a Pro Shop

Date approved / adopted	In Progress	Date most recently reviewed	
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# OPERATIONS POLICIES

## 2.12b Commercial Enterprises: Food Services

### 2.12b Food Services

Date approved / adopted	In Progress	Date most recently reviewed	
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# OPERATIONS POLICIES

## 2.12c Commercial Enterprises: Bar Facilities

### 2.12c Bar Facilities

Date approved / adopted	In Progress	Date most recently reviewed	
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# OPERATIONS POLICIES

## 2.12d Commercial Enterprises: Facilities Rental

### 2.12d Facilities Rental

Date approved / adopted	In Progress	Date most recently reviewed	
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## POLICY REGISTRY APPENDICES

### SECTION THREE: Appendices

#### APPENDIX A: Constitution

The [VCC Constitution](#) can be found on the VCC website.

#### APPENDIX B: Director Orientation

[In progress]

#### APPENDIX C: HONORARY LIFE MEMBERS

- George Bombezin
- Barry Rankin

**APPENDIX D: IMAGE CONSENT FORM**

1. I hereby grant to the Victoria Curling Club (the “Organization”) on a worldwide basis, the permission to photograph and/or record the Participant’s image and/or voice on still or motion picture film and/or audio tape and/or through electronic media (collectively the “Images”), and to use the Images to promote the sport and/or the Organization through traditional media such as newsletters, websites, television, film, radio, print and/or display form, and through social media such as Instagram, Facebook, YouTube, and Twitter. I understand that I waive any claim to remuneration for use of audio/visual materials used for these purposes. This consent will remain in effect in perpetuity.
2. I hereby fully release, discharge, and agree to save harmless the Organization, for any and all claims, demands, actions, damages, losses or costs that might arise out of the collection, use or disclosure of the Images or taking, publication, distortion of the Images, negatives, and masters or any other likeness or representation of the Participant that may occur or be produced in the taking of said Images or in any subsequent processing thereof, including without limitation any claims for libel, passing off, misappropriation of personality or invasion of privacy.
3. I UNDERSTAND AND AGREE, that I have read and understood the terms and conditions of this document. On behalf of me, my heirs, and assigns, I agree that I am signing this document voluntarily and to abide by such terms and conditions.

<b>Participant Name (Print)</b>		<b>Date</b>	
<b>Signature</b>			
<b>Signature of Parent/Guardian (if participant is younger than the age of majority)</b>			



# POLICY REGISTRY APPENDICES

## Appendix E: Membership Extensions

Member Name	Date of Application	Date of Approval	Extension Expiry Date