



West Northumberland Curling Club

Policy and Guidelines Manual

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WEST NORTHUMBERLANDS CURLING CLUB

POLICIES

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INTRODUCTION

The West Northumberland Curling club (WNCC) is a not-for profit, membership directed club that provides a curling facility and service for its membership to enjoy in a safe and social environment. The WNCC is a family oriented, inclusive, community minded facility servicing the west Northumberland County area. The WNCC is committed to providing an affordable and enjoyable curling experience for all ages, with a very active junior program, and all skill levels from the learn to curl program to a competitive league.

This policy and guidelines manual is intended for all members of the West Northumberland Curling Club, WNCC representatives or contract personnel, and WNCC Board of Directors.

The term “worker” in this document refers to any WNCC member, volunteer, employee, or contractor.

The term “employer” refers to the Board or Board representative, such as a coordinator.

1.0 GOVERNANCE

1.1 Board of Directors

The Officers of the Board consists of the President, immediate Past President (ex-officio), Vice-President, Secretary and Treasurer, (or in lieu of a Secretary and Treasurer, a Secretary/Treasurer) and remaining Directors will be at large, with responsibilities to be defined at a Board meeting subsequent to election.

Duties and responsibilities of the Board as outlined in the WNCC By-Laws.

1.2 Board of Directors Code of Conduct

1. The Board commits to ethical, businesslike and lawful conduct, including proper use of authority and appropriate decorum when acting as Directors and employee/volunteers (*Representatives*) of the Club.
2. The Code of Conduct policy is monitored by the Board of Directors, reviewing the organization’s code of conduct, and as necessary suggesting changes in the policy. Changes to the policy shall be communicated immediately to all Representatives and club members.

Code of Conduct Principles

1. The primary obligation of a Director and Representatives is to represent the best interests of the club and the community. This accountability supersedes all other interests.
2. Directors will not attempt to exercise individual authority over the organization.
3. Directors' interaction with the President or with Representatives or members must recognize the lack of authority vested in individuals except when explicitly authorized by the Board.
4. Directors will conduct themselves in a manner which reflects respect and professional courtesy and does not use offensive language in or against the members of the WNCC, WNCC representative Member, contract personnel or any WNCC Board of Directors member.
5. Directors' interaction with the public, press or other entities must recognize the same limitation and the inability of any Board member to speak for the Board except to repeat explicitly stated Board decisions.
6. Any Directors' comments on staff performance will be directed to the President. Directors will also avoid public comment on staff performance.
7. Directors shall ensure that unethical activities not covered or specifically prohibited by the foregoing, or any legislation are neither encouraged nor condoned.
8. Directors will respect the confidentiality of issues that are determined by policy of the Board to be confidential, including but not limited to matters of a deliberative nature.

Each new Representative shall be required to review a copy of this Policy and to acknowledge in writing that they have done so. **Attachment A**

1.3 Conflict of Interest

Further to the WNCC By-Laws, the Board commits to conducting the business of the Curling Club in an ethical and transparent manner. The Conflict of Interest Policy is designed to help Directors and employees/volunteers (**Representatives**) to identify situations that present potential conflicts of interest and to provide a procedure that will allow a transaction to be valid and binding if a Director or employee may have a conflict of interest regarding a transaction.

The Conflict of Interest Policy is monitored by the Board of Directors reviewing the policy and as necessary making changes. Changes must be communicated immediately to Responsible Person.

Conflict of Interest Defined: For purposes of this policy, the following circumstance is deemed to create a Conflict of Interest.

An agreement between the WNCC and an entity in which a Board Member or Family Member has a Material Financial Interest.

A Director with a Conflict of Interest shall:

- Before a board meeting or Agreement or Transaction when in attendance at the meeting shall disclose all facts material to the Conflict of Interest. Such disclosure will be reflected in the minutes of the meeting.
- If not attending a meeting at which they have reason to believe the board will act on a matter in which the person has a Conflict of Interest shall disclose to the President all facts material to the conflict of Interest. The President shall report the disclosure at the meeting and the disclosure shall be reflected in the minutes.
- Not participate in or be permitted to hear the board's discussion of the matter except to disclose material facts and to respond to questions.
- If in attendance when a vote with respect to an Agreement or Transaction not be counted in determining the presence of a quorum for purposes of a vote. Such person's ineligibility to vote is reflected in the minutes of the meeting.
- Not be present for the vote unless taken by secret ballot.

In addition to financial interests, other circumstances may constitute a conflict of interest. Such circumstances shall be subject to review and determination by the Board of Directors on a case-by-case basis.

Each new Representative shall be required to review a copy of this Policy and to acknowledge in writing that they have done so. **Attachment A**

1.4 Board Positions and Coordinators

President

The President shall:

- preside over all Board and Annual Meetings when in attendance;
- provide general direction and active management of the affairs and business of the Club;
- ensure that all orders and resolutions of the Board are carried into effect;
- execute all contracts and agreements authorized by the Board;
- participate as an ex-officio member of all Club committees, team and sub-committees if required;
- ensure that all other directors/coordinators of the Club properly perform their duties; and
- perform such other duties as may from time to time be prescribed by the Board.

Vice-President(s) combined with other positions

The Vice-President shall:

- be vested with all the powers of the Chair and perform all duties of the President in the absence of the President;
- perform such other duties as may from time to time be prescribed by the Board of Directors.

Secretary (may be combined with Treasurer)

The Secretary shall:

- attend all Board and Annual Meetings and provide the agendas for meetings as well as record the minutes of all proceedings. A copy of the minutes is to be displayed within the Club and/or on club website once approved;
- give or cause to be given, in accordance with the Constitution, By-Laws, or Resolutions of the Board, notification of Board meetings and meetings of members when directed to do so by the President or when notice of a meeting is required by said documents; and
- perform such other duties as may from time to time be prescribed by the Board.

Treasurer

The Treasurer shall, in cooperation with Club Administrator:

- attend scheduled Board and Annual Meetings and provide reports as appropriate;
- keep or cause to be kept, full and accurate books of account and accounting records with respect to all Club financial transactions including records of:
 - all monies received and disbursed by the Club and the matters with respect to which receipts or disbursements took place;
 - all sales and purchases of the Club;
 - the assets and liabilities of the Club; and
 - all other transactions which may affect the financial position of the Club;
- supervise the care and custody of all the funds and securities owned by the Club;
- deposit the Club's funds or securities in the name of the Club in a chartered bank or financial institution as the Board may direct;
- render to regular Board meetings and at other such times as required by the Board, an account of all transactions occurring in connection with the affairs and financial position of the Club;

- present to the Annual Meeting, as proposed by the Board of Directors, an annual budget; and
- perform such other duties as may from time to time be prescribed by the Board.

Coordinators

All Coordinator positions shall be filled with active WNCC members. All Coordinators will have computer skills and be responsible for the areas of they are accountable. Where a coordinator is not a member of the Board, a Board member will be assigned as point of contact to the Board. All coordinators will work with their respective committees and teams to fulfil the objectives and responsibilities.

Convenors Coordinator (member of the Board of Directors)

The Convenors Coordinator will fulfill the responsibilities of the role which include:

- communicating with the league convenors on behalf of the Board of directors;
- fill vacant league coordinator positions by communicating vacancy to members;
- communicating to the Board the needs of the various leagues;
- provide reports when requested to the Board of Directors and provide a report for Annual Meeting as appropriate.

House/Facility Coordinator (member of the Board of Directors)

The House Coordinator, with the assistance of a team of volunteers from Club membership, will fulfill the objectives and responsibilities of the team, which include:

- provide reports via Board liaison, when not a Board member, attend Board meeting(s) when requested and provide a report for Annual Meeting as appropriate;
- maintain the Club's fixed assets/infrastructure including building and kitchen equipment
- effect repairs to fixed assets/infrastructure and provide for supervision of workers;
- identify requirements and opportunities to improve the Club's infrastructure resulting in efficiencies and reduced costs;
- maintain an ongoing list of required repairs and capital expenditures;
- maintain an equipment and maintenance record;
- monitor facilities power, gas and water usage;
- monitor facility capital assets, with exception of assets related to ice;
- order in supplies as required including cleaning and kitchen;
- responsible for liaison with the cleaners;
- ensure adhere to health and safety regulations for House/Facility responsibilities; and,
- perform such other duties as may from time to time be prescribed by the Board regarding House/Facility.

Ice Coordinator (does not have to be Board of Directors member)

The Ice Coordinator, with the assistance of a team of volunteers from Club membership, will fulfill the objectives and responsibilities of the team which include:

- providing reports via Board liaison, when not a Board member attend Board meetings when requested and provide a report for the Annual Meeting as appropriate;
- oversee the ice area, and associated equipment;
- responsible for enlisting volunteers to install and remove ice surface;
- coordinate ice preparation when the ice tech is not available;
- effect repairs to refrigeration/ice equipment and provide for supervision of workers;
- identify requirements and opportunities to improve the Club's infrastructure resulting in efficiencies and reduced costs;

- supervise the ice staff;
- maintain an equipment and maintenance record for ice related machinery;
- adhere to health and safety regulations for ice responsibilities; and
- perform such other duties as may from time to time be prescribed by the Board related to ice.

Marketing Coordinator (does not have to be Board of Directors member)

The Marketing Coordinator, with the assistance of a team of volunteers from Club membership, will fulfill the objectives and responsibilities of the team, which include:

- provide reports via Board liaison, when not a Board member, attend Board meeting(s) when requested and provide a report for Annual Meeting as appropriate;
- obtain and maintain business advertisers/sponsors for the signs placed on/in Club assets including ensuring advertisers/sponsors are listed on social media pages;
- develop budget requirements and submit to Board of Directors for approval to carry out responsibilities of the team;
- correspond directly with the business advertisers/sponsors;
- establish guidelines and practices with respect to Club sponsorship and advertising;
- coordinate all advertising within the Club;
- ensure that the Club website is updated as required working with member (s) responsible for website; and
- perform such other duties as may from time to time be prescribed by the Board related to Marketing.

Membership Coordinator (does not have to be Board of Directors member)

The Membership Coordinator, with the assistance of a committee of volunteers from Club membership, will fulfill the objectives and responsibilities of the committee, which include:

- provide reports via Board liaison, when not a Board member, attend Board and provide a report for Annual Meetings as appropriate;
- establish membership practices with regards to members responsibilities during play;
- develop and implement guidelines with regards to retaining members and attaining new members;
- develop budget requirements and submit to Board of Directors for approval to carry out responsibilities of committee;
- creating social media posts to promote membership at WNCC;
- establish relations and liaise with all media outlets;
- assist members when planning bonspiel including assisting to promote spiel to membership;
- work with committee to develop campaigns to attract new members;
- working with Learn to Curl program to integrate new members with current members;
- ensure that the Club website is updated as required working with member(s) responsible for website; and
- perform such other duties as may from time to time be prescribed by the Board related to Membership.

WNCC Coaching Coordinator (does not have to be Board of Directors member)

The WNCC Coaching Coordinator, with the assistance of a committee of volunteers from Club membership, will fulfill the objectives and responsibilities of the committee which include:

- providing reports via Board liaison, when not a Board member attend Board meeting as requested and provide a report to the Annual Meeting as appropriate;

- provide a comprehensive learning experience using committee of trained Coaches and Instructors for new curlers, (all ages) and for experienced curlers hoping to enhance their game, including Learn to Curl program and Coaches Corner;
- Working with the committee to develop a program that follows the guidelines in Appendix 6 of this document;
- develop budget submission for program requirements to the Board of Directors to carry out responsibilities of the committee;
- ensure that the Club website is updated as required working with member (s) responsible for website;
- perform such other duties as may from time to time be prescribed by the Board related to coaching.

Bonspiel / Rentals Coordinator (does not have to be Board of Directors member)

The Bonspiel Coordinator, with the assistance of a team of volunteers from Club membership, will fulfill the objectives and responsibilities of the team (where defined), which include:

- providing reports via Board liaison, when not a Board member, attend Board meeting as requested and provide a report to the Annual Meeting as appropriate;
- coordinate through a team of volunteers drawn from the membership all club and invitational bonspiels and special events;
- responsible for the ice rentals of the club and maintaining a calendar;
- establish and maintain guidelines for a report for Club sponsored events to ensure the appropriate accounting of Club revenues and disbursements resulting from said events in a timely manner; (may be developed by club administrator if position not filled)
- establish a budget and plan for Club-sponsored events;
- establish and maintain policies and practices with respect to Club-sponsored events; and
- perform such other duties as may from time to time be prescribed by the Board related to bonspiels/rentals.

Note: When there is a vacancy in the Bonspiel Coordinator position, the bonspiel organizer(s) from each bonspiel must ensure that the guidelines are followed. Guidelines to be included as Appendix when developed.

Bar Coordinator (does not have to be Board of Directors member)

The Bar Coordinator, with the assistance of a team of volunteers from Club membership, will fulfill the objectives and responsibilities of the team, which include:

- providing reports via Board liaison, when not a Board member attend Board meetings as requested and provide a report to the Annual Meeting as appropriate;
- ensure compliance with all pertinent rules and regulations of the Liquor License Board of Ontario (LLBO);
- ensure the Club's liquor license is maintained in good standing;
- ensure the orientation, training, and management of bar volunteers/staff takes place;
- perform monthly inventory – can be completed by a volunteer;
- order and restock Bar products and supplies as necessary;
- publish and maintain Square Terminal point-of-sale procedures and publish and maintain the bartender procedures;
- establish policies and practices pertaining to the Bar in compliance with LCBO rules and regulations; and
- perform such other duties as may from time to time be prescribed by the Board related to the bar.

Pro Shop Coordinator (does not have to be Board of Directors member)

The Pro Shop Coordinator, with the assistance of a team of volunteers from Club membership, will fulfill the objectives and responsibilities of the team, which include:

- providing reports via Board liaison, when not a Board member attend Board when requested and provide report to Annual Meeting as appropriate;
- ensure compliance with all pertinent rules and regulations with regards to selling of goods;
- ensure the sales reports are submitted to club's operations;
- ensure the orientation, training, and management of pro shop volunteers takes place;
- with the assistance of the team, perform monthly inventory;
- order and restock Pro Shop products and supplies as necessary including receipt of deliveries;
- create and post a Pro-Shop schedule to be posted within WNCC and on the WNCC website (update hours / schedule within any outside media (Goldline site, etc)
- publish and maintain point-of-sale procedures and publish and maintain the pro shop procedures; and
- perform such other duties as may from time to time be prescribed by the Board related to the pro shop.

Volunteer Coordinator(s) (does not have to be Board of Directors member)

The Volunteer Coordinator, with the assistance of a team of volunteers from Club membership, will fulfill the objectives and responsibilities of the team, which include:

- providing reports via Board liaison, when not a Board member attend Board meetings as requested and provide a report to the Annual Meeting as appropriate;
- responsible for the volunteer of the club, including posting volunteer opportunities and ensuring they are filled appropriately;
- responsible for accumulating/tracking member volunteer hours and providing/authorizing administration with names of member who have earned reimbursement of volunteer fee,
- provide an annual report for the Annual Meeting; and
- perform such other duties as may from time to time be prescribed by the Board related to volunteers.

Fundraising Coordinator – may be combined with other positions when required (does not have to be Board of Directors member)

The Fundraising Coordinator, with the assistance of a team of volunteers from Club membership, will fulfill the objectives and responsibilities of the team, which include:

- providing reports via Board liaison, when not a Board member, attend Board meetings when requested and provide a report to the Annual Meeting as appropriate;
- adhere to all rules and regulations for fundraising in the municipality, province and/or country;
- coordinate, with help from a team, the fundraising activities for the Club which includes grant writing;
- provide an annual report for the Annual Meeting; and
- perform such other duties as may from time to time be prescribed by the Board related to fundraising.

Webmaster (does not have to be a Board of Directors member)

The Webmaster, with the assistance of a team of volunteers from Club membership, will fulfill the objectives and responsibilities of the team, which include:

- providing reports via Board liaison, when not a Board member, attend Board meetings when requested and provide a report to the Annual Meeting as appropriate,
- maintain the WNCC website which can be done with the help of a team, and
- perform such other duties as may from time to time be prescribed by the Board related to the website.

1.5 Formation of Committees and Teams

As per the WNCC By-Laws, the Board may create committees, sub-committees or teams of the Directors/Coordinators to achieve the purposes of the curling club. These committees and/or teams may be on-going or ad hoc meaning they have a finite term.

The Board of the Directors may create committees or teams to achieve the purposes of the organization. The formation of committees may be to act as advisory committees to the Board of Directors while the formation of teams are often action and/or task oriented and formal meetings to accomplish goals do not take place. The formation of the committees and teams is done by putting a call out for volunteers.

Committees include:

- **Membership Committee**
- **WNCC Coaching Committee**
- **Finance Committee**
- **Capital Committee (ad hoc)**
- **Rules Committee (ad hoc)**

Teams include:

- **Facilities**
- **Ice**
- **Marketing**
- **Bar**
- **Pro Shop**

Such committees and teams shall have the power to provide advice, information and recommendations to the Board.

Membership Committee

Reports to: Board of Directors via Board Liaison

Members: Membership Coordinator, active members who have an interest in contributing to the Goals of the Committee

Overall Objectives and Responsibilities:

The purpose of this committee is to work to promote and increase the membership of the curling club. To ensure the long-term wellbeing of WNCC through sustaining a robust membership and promotion of curling to all ages.

Specific Responsibilities:

The Membership Committee will work to:

- Explore events and promotional ideas to increase membership
- Maintain an up-to-date communication at the club including producing a newsletter to be emailed to members featuring upcoming events
- Coordinate and monitor activities related to communication (social media sites and public relations) both outreach to the community and within the club to ensure accurate, professional content in a consistent and tasteful format
- Explore initiatives to retain membership levels as revenue sources for the club.

Communication with the Board of Directors:

The Membership Coordinator, through liaison where required, will provide a report to the Board of Directors at each Board Meeting outlining:

- Planned upcoming events to increase membership
- Ideas and plans for new events

The Board gives this Committee autonomy to follow through on events after approval of the concept.

WNCC Coaching Committee

Reports to: Board of Directors via Board Liaison

Members: Learn to Curl coaches and active members who have an interest in contributing to the Goals of the Committee

Overall Objectives and Responsibilities:

Provide a comprehensive learning experience using trained Coaches and Instructors for new curlers of all ages and for experienced curlers hoping to enhance their game.

Specific Responsibilities:

The WNCC Coaching Committee will work to:

- provide a comprehensive learning experience using a committee of trained Coaches and Instructors for new curlers and for experienced curlers hoping to enhance their game
- develop a program that follows the guidelines in the Appendix of this document

Communication with the Board of Directors:

The WNCC Coaching Coordinator, through liaison where required, will provide a report to the Board of Directors at each Board Meeting outlining:

- Planned upcoming clinics and training programs

- Provide stats at the beginning and end of each curling season on the Learn to Curl program such as number of graduates returning from previous year as WNCC member and enrollment numbers for program.

The Board gives this Committee autonomy to follow through on events after approval of the concept.

Finance Committee

Reports to: Board of Directors

Members: Treasurer and one other Board member and one active member who has finance/commerce education and business experience and are vetted by the Board of Directors.

Overall Objectives and Responsibilities:

The purpose of this committee is to assist the Treasurer in overseeing the financial health and management of the WNCC. This committee will provides financial oversight, assist the Treasurer and Administrator in developing the budget, monitoring financial performance, and ensuring compliance with financial regulations

Specific Responsibilities:

The Finance Committee will work to:

- Budgeting and financial planning including financial investments
- Monitoring financial performance
- Ensure internal controls are in place

Communication with the Board of Directors:

The Finance committee through the Treasurer, will provide a report to the Board of Directors after committee meetings which may be quarterly or as determined by the committee.

Capital Committee (ad hoc)

Reports to: Board of Directors via Board Liaison

Members: Capital Coordinator, active members who have an interest in contributing to the overall committee and have some finance background and are vetted by the Board of Directors

Overall Objectives and Responsibilities:

The purpose of this committee is to create a multi-year capital plan for the curling club that will continue to meet the current and future needs and is achievable and sustainable.

Specific Responsibilities:

The Capital Committee will:

- Develop and maintain a Capital Asset plan to address the current and future asset requirements
- Develop a multi-year capital forecast based on priorities

Communication with the Board of Directors:

The capital committee will provide a report to the Board of Directors after committee meetings. This committee will serve as an ad hoc committee which will be recalled on a yearly basis to review the forecasted capital plan.

Rules Committee (ad hoc)

Reports to: Board of Directors via Board Liaison

Members: Board representative, league coordinators from Monday Night Mens', Tuesday Mixed Competitive and Thursday Night Open and Monday Morning Women as well as a convenor from a social league.

Overall Objectives and Responsibilities:

The purpose of this committee is to review and maintain the WNCC Curling Rules as required.

Specific Responsibilities:

The Rules Committee will:

- Review and update, as appropriate, the WNCC League Rules and recommend it to the Board of Directors

Communication with the Board of Directors:

The rules committee will provide a report to the Board of Directors after committee meeting making any recommendations for rule updates.. This committee will serve as an ad hoc committee which will be recalled on an as needed basis to review and updated the rules of the curling club

Facilities Team

Reports to: Board of Directors

Members: House /Facilities Coordinator active members who have an interest in contributing to the goals of the team

Overall Objectives and Responsibilities:

To ensure a safe, clean, organized and inviting environment for all WNCC members and visitors. The purpose of this team is to ensure the curling club building including locker rooms and upstairs lounge and kitchen as are maintained to a high standard of quality and safety.

Specific Responsibilities:

Facilities will work to:

- Ensure necessary repairs are made to facilities for safety and aesthetic
- Prepare a list of necessary upgrades with possible dates and estimates
- Contact suppliers and contractors for quotes
- Develop a team of volunteers to address maintenance issues as volunteer skills allow
- Develop ways the club can promote responsible environmental practices (i.e. recycling)

Communication with the Board of Directors:

The Facilities Coordinator will provide a brief report to the Board of Directors at each Board Meeting outlining:

- Repairs ongoing and necessary
- Needs to be considered for budgetary purposes

The Board gives Facilities autonomy to follow through on repairs and contracts following a motion of approval of the concept. All purchasing policy and guidelines must be followed.

Ice Team

Reports to: Board of Directors

Members: Ice Coordinator, Ice Techs, active members who have an interest in contributing to the Goals of the team

Overall Objectives and Responsibilities:

To provide the best possible quality curling conditions for members and guests at WNCC. The purpose of the Ice team is to work with the Ice Techs to provide a well-prepared ice surface and maintain consistency for our club membership and any guest using the curling facility. Communication with the Ice Techs re the use of the curling facility will ensure that the ice surface will be properly prepared for each event.

Specific Responsibilities:

Ice team will:

- Ensure a qualified Ice Technician with minimum Ice Tech Level 1 or equivalent is in position
- Ensure the Assistant Ice Technician receives required training to carry out the required responsibilities
- Ensure that Health and Safety Procedures are in place related to ice and its associated equipment
- Be familiar with all operating ice related equipment

The Coordinator will work with the Ice Techs to:

- Provide support for upgrading certification.
- Ensure a proper ice maintenance schedule is followed
- Ensure all operating equipment is in good working order

- Develop a trained volunteer crew that is available when additional help is required
- Monitor the condition of the curling rocks
- Ensure proper maintenance of areas that have an impact on the curling facility (i.e. vacuuming rink area carpet, snow shoveling at the doorways)
- Complete a season-end Performance Appraisal of the Ice Technician

Communication with the Board of Directors:

The Ice Coordinator will provide a brief report to the Board of Directors at each Board Meeting outlining:

- The state of operating equipment, problems and repair status.
- Any future required equipment purchases and applicable budgetary information
- Provide input to the condition of the curling rocks
- Ongoing informal evaluation of Ice Tech performance providing support for upgrading certification.

The Board gives Ice autonomy to implement emergency repairs to the plant. Large capital expenditures are made with a Board approved motion and/or a motion by full membership if required.

Marketing Team

Reports to: Board of Directors via Board Liaison

Members: Marketing Coordinator, active members who have an interest in contributing to the Goals of the team

Overall Objectives and Responsibilities:

The purpose of this team is to sell advertising in the club creating and maintaining a source of revenue. The team will present a professional image to the public in all WNCC business endeavours.

Specific Responsibilities:

Marketing will work to:

- Develop and maintain information packages for advertisers
- Maintain an up-to-date social media presence (i.e. Facebook, twitter etc.) for advertisers

Communication with the Board of Directors:

The Marketing Coordinator via the liaison will provide a brief report to the Board of Directors at Board Meetings outlining:

- Planned upcoming communications
- Ideas and plans for new communiqué

The Board assigns this team the responsibility to follow through on initiatives after approval of the concept.

Bar Team

Reports to: Board of Directors via Board Liaison

Members: Active members who have an interest in contributing to the Goals of the team.

Overall Objectives and Responsibilities:

To provide the members and visitors to the WNCC a pleasant and welcoming experience in the WNCC lounge. Bar operations shall ensure compliance with all pertinent rules and regulations of the Liquor License Board of Ontario (LLBO).

Specific Responsibilities:

Bar will work to:

- ensure the orientation, training, and management of bar volunteers/staff takes place
- perform monthly inventory
- restock Bar products and supplies as necessary
- establish and maintain policies and practices pertaining to the Bar in compliance with LLBO rules and regulations including a comprehensive how-to manual for bar operations.

Communication with the Board of Directors:

The Bar Coordinator, through liaison where required, will provide a brief report to the Board of Directors at each Board Meeting outlining:

- the bar sales and any other pertinent information
- provide stats on product as requested

Pro Shop Team

Reports to: Board of Directors via Board Liaison

Members: Active members who have an interest in contributing to the Goals of the team

Overall Objectives and Responsibilities:

To provide the members and visitors to the WNCC pro shop a pleasant and welcoming experience while shopping for their curling needs.

Specific Responsibilities:

Oro Shop will work to:

- ensure compliance with all pertinent rules and regulations with regards to selling of goods
- ensure the orientation and training of pro shop volunteers takes place
- perform monthly inventory
- ensure Pro Shop products are ordered and stocked as necessary
- establish and maintain point-of-sale procedures and comprehensive pro shop how to manual

Communication with the Board of Directors:

The Pro Shop Coordinator, through liaison where required, will provide a brief report to the Board of Directors at each Board Meeting outlining:

- the pro shop sales and any other pertinent information
- provide stats on product as requested

1.6 Job Descriptions

1.6.1 WNCC Club Administrator Job Description

The WNCC Club Administrator manages the operation and maintenance of the West Northumberland Curling club, and directs the rental, scheduling and staffing of the facility. Duties of the position include the following:

A: Administration

Receive and respond to member inquiries about the club and activities
 Maintain and manage all contacts, correspondence, and inquiries for the club including letters, phone calls, voicemails, and emails
 Have a working knowledge of the club's by-laws and maintain a master copy to be available to members as necessary
 Coordinate and assemble emailers to club members,
 Prepare and maintain annual club roster, by updating membership records
 Maintain locker assignments
 Attend board meetings,
 Prepare various other reports as required

B: Accounting

Prepare invoices for payment
 Maintain accounting controls and provide documentation to satisfy an audit trail and maintain internal controls
 Ensure timely billing of revenues, advertising and various other areas
 Responsible for accounts receivable collection when necessary in consultation with the Treasurer/Board of Directors.
 Coordinate the receipts and collection of reports for Bonspiels and other Club functions
 Provide recommendations for annual budget
 Prepare financial reports

Ultimately, the Curling Club Administrator is central to promoting the enjoyment of the West Northumberland Curling Club to members, prospective members, and visitors. From time to time, achieving this goal may require additional activities not outlined in this document.

1.6.2 Ice Technician(s) Job Description

Duties and Responsibilities

The Ice Technician duties shall include, but not be limited to:

Establish and maintain positive working relationship with team members, club members, and guests

Train as required the Assistant Ice Technician and prepare weekly work schedules

Be available to provide ice maintenance duties, as required for the operation of the club.

Complete ice scrapes as required. Scheduled time allowed should be one hour and thirty minutes

Pebble and nip between draws if time permits. Scheduled time allowed should be fifteen minutes

Be responsible for the monitoring and safe operation of the refrigeration plant which includes but is not limited to:

-> check the condition of all belts, hoses, pipes, fluid levels, lubrications, etc, including the preparation and addition of brine to the system as necessary

-> maintain the written log as required for compliance of provincial regulations

-> be responsible for the continued operation and shutdown of the refrigeration equipment by contacting and supervising appropriate service personnel as required

Be responsible for the ongoing maintenance of the ice during the curling season

Start of Day

Ice to be scraped and pebbled at the start of each day

Rocks are not to be put on the carpet unless they are on their side

Ample time is to be allowed for any necessary repairs

Ice is to be ready no later than 15 minutes and not earlier than 30 minutes prior to the draw

Between Games

Dry mop the ice to pick up debris

Pebble and nip

Remove scores for each sheet

Daily Responsibilities

Complete the log books

Vacuum the carpet on the bumpers once a week

Hone blade as required

Periodic Responsibilities

Periodic flooding of the ice as necessary

Ice maintenance as required during the Christmas break
Provide routine maintenance on all ice making equipment
During scheduled work days, be responsible for ensuring that the Club doors are open at least 45 minutes prior to any regular league play or any club events
During scheduled work days clear snow from main entrance at beginning of the day and from emergency exits as time permits during the day
During scheduled work days, be responsible for ice preparation of ice rentals
Be responsible for the ordering, receiving, storage and monitoring of the stock of all supplies required for the ice surface of the Club
In the event of an emergency situation, abnormal expenditures require the approval of the President and / or Treasurer
Any other duties assigned by the Ice Chair and or designate

1.7 Urgent Decision protocol

The Urgent Decision protocol is to be enacted when a decision by the Board of Directors is required that cannot wait for the next scheduled board meeting.

Examples of Urgent Decisions are:

- a situation where the continuous operation of the club would be at risk
 - an urgent situation that could impact health or safety of employees, members or visitors
 - a situation where an opportunity could be missed that could have a positive or negative impact the club (financially or socially)
 - a discipline situation, where postponement could lead to escalation or harm reputation of the Club
1. When a Director is (made) aware of a situation that might need a board decision and cannot wait until the next scheduled meeting he/she must notify both the President and the Secretary, or in one of their absence the Vice President, and provide necessary details. The notification must be in writing or via email.
 2. The President will, in coordination with the Director who initiated the process and with the Secretary, determine if
 - a. this is a situation that requires a decision by the board, and if so, how soon
 - b. an alternative solution exists, or an action can be taken that would allow the decision to be delayed until the next scheduled meeting
 3. If a decision by the board is warranted, the President, in coordination with the Secretary, will choose one of the following options:
 - a. call an in-person emergency meeting, with a video conferencing option
 - b. call a video conference meeting
 - c. reschedule the first coming Board Meeting to an earlier date
 - d. call a vote by email
 4. The Secretary will organize the meeting, formulate an agenda, distribute supporting documentation and ensure that all Board Members are aware of the issue.
 - a. For a vote by email, a motion must be drawn up ahead of time, with a mover and seconder.
 - b. The Secretary will keep minutes of the proceedings and distribute them as Minutes of Board Meetings, to be approved at the following board meeting.

1.8 Policies and Procedures Review

1. The Board will review all governance policies every three (3) years. A governance review team made up of member of the Board of Directors, namely the President, Secretary and Past President or additional Director, may do review prior to a full Board review.
2. The Directors at any regular Board Meeting may amend these policies. Additions, changes or deletions of these policies can be made at any meeting or by email addressed to all Directors. Any such additions, changes or deletions will be passed by a majority vote in order to become effective.
3. All additions, changes, or deletions to these policies will come into effect immediately after a majority vote.
4. Updated Policies and Guidelines Manual to be communicated to the membership once approved by the Board of Directors and posted on the WNCC website.

1.9 Risk Management

The Board oversees the risk management systems and programs of the organization ensuring that they are developed, implemented and effective in identifying, monitoring and managing strategic risks affecting the organization.

1. The Board shall purchase Directors and Officers Liability Insurance, Asset Policy Protection and other risk management Insurance Policies as determined by the Board.
2. Insurance Policies shall be reviewed by the President and Club Administrator and renewed annually.

1.10 Purchasing Policy

A purchase order (P.O.) must be prepared for all goods and services prior to the purchase with the exception of utility services and statutory payment with a total value of over \$200.00.

1. Purchase Order Preparation:

The purchase order will describe the item(s) to be purchased and the work to be performed if of a service nature or the type of rental. The purchase order will show quantity, description, account code, price (extended to include all taxes) and the person requesting and authorizing the purchase.

Where an exact price is not available, the best estimate obtainable will be used and should be noted as such.

Where a purchase order relates to a contract, the approved total cost of the contract and the billing periods should be specified in addition to the above information. It is also recognized that certain products/services are specialized and may only be offered by one supplier.

2. Purchase Order Preparation:

- | | | |
|--------------------|-----------------------|--|
| A Copy | <input type="radio"/> | to be forwarded to the to the Board (President) |
| Second Copy | <input type="radio"/> | to be kept by the supplier |
| Third Copy | <input type="radio"/> | to be forwarded to the Administrator signed off by the person ordering immediately following goods received. |

3. Responsibility of Person requesting Purchase Order:

- 1) Purchase Orders must be requested through and/or approved by the President and/or Board.
- 2) Purchase Orders over \$10,000.00 must be authorized by the Full Membership and signed by signing authorities of the WNCC.
- 3) Standing purchased orders for recurring orders ie bar supplies can be authorized by the signing authorities.

The person requesting the P.O. must:

- (a) ensure that monies are available in the approved current year budget;
- (b) ensure that the necessary quotations and approvals have been obtained and granted;
- (c) ensure that the goods and/or services are received and are satisfactory, and
- (d) ensure that all bills of lading, packing slips, etc. are correct and forwarded to the administrator.

1.11 WNCC Volunteer Program

WNCC was built by volunteers and volunteering is a cornerstone of club operations and values. The success of the club is dependent on volunteers and spreading the workload across club membership. To that end, the club has established procedures that promote and support the volunteer process in the club.

Minimum Volunteer Hours

Except for juniors and Learn to Curl (LTC) members, all club members pay a deposit fee which is recovered based on reaching the established threshold of minimum volunteer hours. An established member of the club (2 or more years with the club) needs to volunteer for a minimum of 10 hours to earn back their deposit. First year members need to volunteer for a minimum of 5 hours to earn back their deposit. Juniors and LTC are not required to pay a deposit and therefore are not required to volunteer for a minimum number of hours in order to earn back a deposit. The conditions for deposit and earn back apply to the full year for an LTC member including cases when the member signs up as a regular player in club leagues during that LTC year. If the LTC member joins as a regular member in the next curling season, they will be considered a first-year player and will only need to volunteer for a minimum of 5 hours to earn back their deposit.

Volunteer duties are a yearly commitment and partial completion of minimum volunteer hours is not carried over to the next year. Failure to complete the minimum volunteer hours will result in the member not recovering the deposit that was made at time of enrolment.

There is no limit on volunteer hours committed and the club encourages members to volunteer as much as they are comfortable with. It is also permissible in the case of a couple that one person completes the total number of hours for their significant other and the hours count towards the two people.

Reimbursement of deposit, as a result of meeting the minimum hour threshold occurs throughout the year, as administrator time permits, and will not likely occur immediately after meeting the threshold.

Volunteer Hour Qualification

Convenors of leagues and bonspiels normally identify what volunteer support is necessary to operate their event. This is communicated to the club volunteer coordinator who canvasses membership through mass email to find the necessary volunteers. Convenors can also go directly to their league to identify volunteer needs and to find volunteers. The convenor is the arbiter of what qualifies as volunteer work and this is generally anything necessary to operate the event. Other than LTC, playing in a curling game does not normally count toward volunteer hours unless approved by the convenor. The club board can also make a call out for volunteers to support at large club functions such as parties, facility operations, OCA events, public invites to try curling, etc.

Volunteer hours worked at events should be communicated to the club volunteer coordinator in order to update the official record of volunteer hours committed.

Scheduling of volunteers is assigned on a first come first served basis, by the club volunteer coordinator, in response to the mass emails.

1.12 Membership Fee Refund

The WNCC recognizes that unforeseen circumstances may prevent members from participating in the curling season as planned. To ensure fairness while maintaining the integrity of club operations, the following refund policy applies:

1. Eligibility for Refunds

- Refunds may be requested in cases of **injury, illness, or other unforeseen circumstances** that prevent a member from participating.
- All refund requests must be submitted **within 30 days** of the injury or circumstance occurring.

2. Full Refunds

- A **full refund** will be provided if the member has not yet begun the curling season.

3. Prorated Refunds

- If a member has started the season, a **prorated refund** may be provided based on the remaining portion of the season at the time of the request.

4. Discretion of the Board

- All refunds are **subject to the discretion of the Board of Directors**, whose decision will be considered final.

2.0 HEALTH AND SAFETY POLICIES

2.1 Health and Safety

The Board and its workers recognize their corporate and individual obligations to provide a safe working environment by enacting regulations set out in the Ontario Occupational Health and Safety Act. The board is committed to a workplace that provides a healthy and safe environment.

All workers, which includes employees, members, volunteers and service contractors, are required to work safely and to know and follow the guidelines for safe work procedures.

The Board is responsible for:

- Providing a safe and healthy environment
- Must take every reasonable precaution in the circumstances for the protection of workers.
- Addressing unsafe situations in a timely, effective manner.
- Ensure training opportunities for Club employees as per Ontario Regulation 297/13
- Providing a health and safety orientation to new workers
- Providing ongoing training to workers
- Ensure regulation inspections take place and investigations when necessary
- Reporting any safety or health hazards

Workers' responsibilities include:

- Work in compliance with OH&S acts and regulations
- Use personal protective equipment and clothing as directed by the employer
- Report workplace hazards and dangers
- Work in a manner as required by the employer and use the prescribed safety equipment.

Workers have the following three basic rights:

- To refuse unsafe work
- To participate in the workplace health and safety activities
- To know, or be informed about, actual and potential dangers in the workplace

In addition, representatives and members

- Identify hazards and obtain information about them
- Recommend corrective actions
- Assist in resolving work refusal cases
- Participate in accident investigations and workplace inspections
- Make recommendations to the management regarding actions required to resolve health and safety concerns

- Follow Concussion Protocol (Policy 2.2)
- Work with Club Administrator to complete Incident Report

A worker can refuse work if they believe that the situation is unsafe to either themselves or their other individual.

1. The representative must report to the Club Administrator or WNCC President that they are refusing to work and state why they believe the situation is unsafe
2. The representative and Club Administrator or WNCC President will investigate
3. The representative returns to work if the problem is resolved with mutual agreement
4. If the problem is not resolved, a government health and safety inspector is called
5. Inspector investigates and gives decision in writing.

2.2 Policy for Falls

WNCC takes seriously the health of all curlers and is committed to ensuring the safety of participants and providing a safe curling environment.

In the event of a fall where a curler's head or helmet impacts the ice, a curling stone, or any hard surface 911 (EMS) **must be called**.

Procedures:

In the event of a fall where a curler's head or helmet impacts the ice, a curling stone, or any hard surface the participant (if able), coach, or other curler shall:

1. Initiate Emergency Action Plan and call 911. The injury should be considered to be serious.
2. Inform the parent/guardian if the person is under the age of 18 years.
3. The curler must not resume play.
4. Stay with the injured participant until a parent/guardian and emergency personnel arrives.
5. Monitor and document any physical, emotional and/or cognitive changes.
6. Complete a WNCC Incident Report and give to the WNCC Administrator for distribution to the board and filing.

For someone who is Unconscious: Assume there is also a possible head and/or neck injury and, only if trained, immobilize the individual before ambulance transportation to hospital. Do not remove athletic equipment (e.g. helmet) unless there is difficulty breathing.

League convenors and instructors are encouraged to stress safety while on the ice.

Safety Tips:

Always step on the ice Gripper foot first

Be aware of what's happening in your surroundings

It is recommended that curlers wear hard shelled helmets with chin straps firmly secured, in particular new curlers and senior curlers.

WNCC is committed to implementing the requirements in Rowan's Law legislation.

2.3 Concussion Prevention

Objective:

This policy will provide guidance in preventing concussions among curling participants at WNCC.

Policy:

WNCC recommends that curlers, including, but not limited to, novice, beginning and developing curlers:

- Use double grippers when on the ice and not delivering a stone
- Wear a helmet or other head protection

WNCC requires that all curlers under the age of 13 years:

- Use double grippers when on the ice and not delivering a stone
- Wear a helmet or other head protection

WNCC encourages all curlers, coaches, officials, volunteers, and other curling participants to recognize and be aware of potential falling hazards and behaviours.

Examples are, but not limited to:

- Improper footwear
- Unaware of position of curling stones on ice during play
- Proximity to the boards during play
- Stepping on to the ice surface
- Water on the ice
- Sweeping

2.4 Harassment

The Board and its representatives recognize their corporate and individual obligations to provide a working environment in which individuals are treated with respect and dignity.

Workplace harassment will not be tolerated from any person in the workplace.

“Harassment” means any objectionable conduct, comment, or display by a person that:

- Is directed at a worker
- Is made on the basis of race, creed, religion, colour, sex, sexual orientation, marital status, family status, disability, physical size or weight, nationality, ancestry or place of origin: and
- Constitutes a threat to the health or safety of the worker

Harassment may also relate to a form of discrimination as set out in the Ontario Human Rights Code.

Harassment can take many forms but generally involves conduct, comment or display that is insulting, intimidating, humiliating, hurtful, demeaning, belittling, malicious, degrading or otherwise cause's offence, discomfort, or personal humiliation or embarrassment to a person or group of persons.

Examples of harassment include:

- a) Unwelcome remarks, jokes, nicknames, innuendo, or taunting
 - b) Written or verbal abuse or threats
 - c) racial or ethnic slurs;
 - d) Displays that may cause offence and are related to prohibited grounds, such as sexual, racial, ethnic or religious posters or graffiti
 - e) Use of terminology that reinforces stereotypes
 - f) Vandalism or physical assaults motivated by prohibited grounds
 - g) Condescension, paternalism or patronizing behaviour that undermines self-respect or adversely affects performance or working conditions.
1. Every worker is entitled to a working environment that is free of harassment. A worker may include a Director, member, officer, and/or employee.
 2. The Board is committed to following the Health & Safety Program as laid out by Curling Ontario.

2.5 Workplace Violence

The Board and its representatives recognize their corporate and individual obligations to provide a working environment in which individuals are safe from workplace violence. Every worker is entitled to a working environment that is free of physical violence. (A worker may include a Director, member, officer, and/or employee.)

Workplace violence is defined as:

- The exercise of physical force against a worker, in a workplace, that causes or could cause physical injury
- An attempt to exercise physical force against a worker that could cause physical injury to a worker
- A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against a worker that could cause physical injury.

Examples of workplace violence include but are not limited to:

- a) Verbally threatening to attack a worker
- b) Leaving threatening notes at or sending threatening e-mails to a workplace
- c) Shaking a fist in a worker's face
- d) Wielding a weapon at work
- e) Hitting or trying to hit a worker
- f) Throwing an object at a worker
- g) Sexual violence against a worker
- h) Kicking an object, the worker is standing on such as a ladder
- i) Trying to run down a worker using a vehicle or equipment.

The Board is committed to following the Health and Safety Program as laid out by Curling Ontario.

Attachment A

Confidentiality Declaration

As a Director or representative of the West Northumberland Curling Club, I acknowledge that any and all information disclosed to, or acquired by myself, as a result of my connection to WNCC, is confidential. I acknowledge that all such information shall be held in strict confidence and that I will not disclose, or otherwise make available any information, to any party not privy to the acquisition of this knowledge.

I further acknowledge that I am bound by the “Code of Conduct Policy” Governance Policy 1.2 from the Policy Manual.

I further acknowledge and understand that breach of this confidentiality is grounds for dismissal, if I am a representative or contractor and /or grounds for resignation or removal from the Board, if I am a Director. In addition, breach of confidentiality may also result in legal action.

Signature _____ Date _____

Conflict of Interest Declaration

As a Director or representative of the West Northumberland Curling Club (WNCC) I confirm that I have reviewed the “Conflict of Interest Policy” Governance 1.3 and I am bound by the tenets of the Policy. I agree to refrain from letting personal and /or financial interests and external activities from coming into opposition with the WNCC’s interest.

I further acknowledge and understand that failure to disclose a conflict of interest is grounds for dismissal, if I am a representative or contractor and /or grounds for resignation or removal from the Board, if I am a Director. In addition, failure to declare Conflict of Interest may also result in legal action.

Signature _____ Date _____

Appendix 1

Rowan's Law Protocol

As required by Rowan's Law all coaches, instructors of curlers under the age of 26 years and all curlers under the age of 26 years, and parents/guardians of curlers under the age of 18 years shall:

- Review any one of Ontario's official Concussion Awareness Resources before curling at WNCC
- Confirm that you have reviewed this every year. A receipt of Review of Concussion Awareness Resources must be completed, and a copy held by WNCC
- Review the WNCC Concussion Code of Conduct
- Confirm that you have reviewed this every year. A receipt of Review of Concussion Code of Conduct must be completed, and a copy held by WNCC

As required by Rowan's Law, the Return-to-Sport Protocol requirements for curlers under the age of 26 years is:

To return to training, practice or competition the curler or, if the curler is under 18 years of age, the curler's parent or guardian provide confirmation to WNCC that,

- The curler has undergone a medical assessment by a physician or nurse practitioner and has not been diagnosed as having a concussion, and
- has been medically cleared to return to training, practice or competition by the physician or nurse practitioner.

Follow a diagnosed concussion curler must follow the Graduated Return To Physical Activity steps as outlined by a medical professional

- WNCC coaches parents/guardians, and curlers will commit to supporting the return-to-curling process and collaboratively implement the Return to Physical Activity (R2P) plan as outlined by a medical practitioner

Appendix 2

Common Signs and Symptoms of a Concussion

| Possible signs observed A sign is something that will be observed by another person | Possible Symptoms reported A symptom is something the curler will feel/ report |
|--|--|
| <p>Physical</p> <ul style="list-style-type: none"> ➤ Vomiting ➤ Slurred speech ➤ Slowed reaction time ➤ Poor coordination or balance ➤ Blank stare/glassy-eyed/dazed or vacant look ➤ Decreased playing ability ➤ Loss of consciousness or lack of responsiveness (call 911 immediately) ➤ Lying motionless on the ground or slow to get up ➤ Amnesia ➤ Seizure or convulsion (call 911 immediately) ➤ Grabbing or clutching of head | <p>Physical</p> <ul style="list-style-type: none"> ➤ Headache ➤ Pressure in head ➤ Neck pain ➤ Feeling off/ not right ➤ Ringing in the ears ➤ Seeing double or blurry/loss of vision ➤ Seeing stars, flashing lights ➤ Pain in physical site of the injury ➤ Nausea/ stomach ache/pain ➤ Balance problems or dizziness ➤ Fatigue or feeling tired ➤ Sensitivity to light or noise |
| <p>Cognitive</p> <ul style="list-style-type: none"> ➤ Difficulty concentrating ➤ Easily distracted ➤ General confusion ➤ Cannot remember things that happened before or after injury ➤ Does not know time, date, place, type of activity in which they are participating ➤ Slowed reaction time | <p>Cognitive</p> <ul style="list-style-type: none"> ➤ Difficulty concentrating or remembering ➤ Slowed down, fatigue or low energy ➤ Dazed or in a fog |
| <p>Emotional/Behavioural</p> <ul style="list-style-type: none"> ➤ Strange or inappropriate emotions (crying, laughing, getting angry easily) | <p>Emotional/ Behavioural</p> <ul style="list-style-type: none"> ➤ Irritable, sad, more emotional than usual ➤ Nervous, anxious, depressed |

Signs and symptoms can appear immediately or may take hours or days to emerge. Signs and symptoms may be different for everyone.

Appendix 3

WNCC Concussion Code of Conduct

Curlers and coaches/instructors will help prevent concussions by:

- Wearing the proper equipment for curling and wearing them correctly.
- Respecting the rules of curling.
- Develop skills and strengths so that curlers can participate to the best of their abilities.
- Commitment to fair play and respect for all curlers.

Curlers and coaches/instructors will care for the health and safety of themselves and others by taking concussions seriously, and understand that:

- I will respect the other curlers, coaches and instructors by following the WNCC Concussion Policy regarding mandated calls to 911.
- A concussion is a brain injury that can have both short- and long-term effects.
- A blow to the head, face or neck, or a blow to the body that causes the brain to move around inside the skull may cause a concussion.
- Loss of consciousness is not required to have had a concussion.
- A person with a suspected concussion should stop participating immediately.
- A commitment to concussion recognition and reporting, including self-reporting of possible concussion and reporting to WNCC when an individual suspects that another individual may have sustained a concussion.
- I will not hide concussion symptoms and will encourage fellow curlers not to hide their symptoms.
- To participate in further training, practice or competition with a possible concussion increases my risk of more severe, longer lasting symptoms, and increases my risk of other injuries.
- After a concussive injury time is required for a full recovery.
- All curlers under the age of 26 years must follow the Return to Sport Protocol as outlined in Appendix I.

Appendix 4

Workplace Violence Procedures

Definition

Workplace violence is defined as:

- The exercise of physical force against a worker, in a workplace, that causes or could cause physical injury
- An attempt to exercise physical force against a worker that could cause physical injury to a worker
- A statement or behavior that is reasonable for a worker to interpret as a threat to exercise physical force against a worker that could cause physical injury

Worker Right

Every worker is entitled to a working environment that is free of violence

Employer Obligation

This employer will ensure that no worker is subjected to violence at this place of employment

Worker Obligation

No worker shall cause or participate in violence against another worker

Imminent Danger – Immediate Reporting

Any worker who finds or considers themselves or someone else to be in imminent danger while on the property of the West Northumberland Curling Club, or while engaged in any Club approved activity, can summon immediate assistance by contacting:

- Police at 911 (emergency)

Violent Incidents/Threats of Violence

Workers who become involved in or witness a violent incident or a threat of violence or who receives a report of such an incident are required to:

- Ensure their own safety (remove yourself from situation)
- Do what is safely possible to ensure a victim's safety
- Call 911 if necessary
- Make a formal report/statement to the Club Administrator or to a person designated by the Board of Directors to receive complaints of violence

Non-Urgent Threats

Incidents involving statements or behaviours that do not present an immediate risk of physical harm, but make the worker feel threatened or otherwise concerned for his/her safety must be reported immediately to the Club Administrator or a person designated by the Board of Directors to receive complaints of violence.

Reporting Requirements

All workers are required to immediately report acts of violence, threats or possession of weapons on Club property or during Club approved activities to the Club Administrator.

All workers are encouraged to report persons of concern to the Club Administrator.

Documenting a Report of Workplace Violence

The Board of Directors must assign a competent person to do the investigation. This person should be objective. The investigation should be completed as soon as possible.

The investigating party must communicate with the parties in writing throughout the process and include the outcome of the investigation.

Responding to Reports of Violence

All reports will be taken seriously and investigated. No reprisals will be taken against any worker who makes a report in good faith.

The Club Administrator and/or the Board will promptly carry out an investigation as noted above.

Appendix 5

Workplace Harassment Procedures

Definition

1. "Harassment" means any objectionable conduct, comment or display by a person that:

(i) is directed at a worker (A worker may include a Director, member, volunteer, officer and/or employee.)

(ii) is made on the basis of race, creed, religion, colour, sex, sexual orientation, marital status, family status, disability, physical size or weight, age, nationality, ancestry or place of origin; and

(iii) constitutes a threat to the health or safety of the worker.

Worker right

2. Every worker is entitled to a working environment that is free of harassment.

Employer obligation (Employer defined as WNCC Board of Directors)

3. This employer will ensure that no worker is subjected to harassment at this place of employment.

Worker obligation

4. No worker shall cause or participate in the harassment of another worker.

Procedure

5. Workers are encouraged to address alleged incidents of harassment internally.

6. A worker who believes that he or she has been subjected to harassment is encouraged to clearly and firmly make known to the alleged harasser that the harassment is objectionable and must stop.

7. Where circumstances prevent a worker from taking action; or the action taken is unsuccessful worker should report the alleged harassment to the manager or to one of the following persons designated by the Board of Directors to receive complaints of harassment:

(Name, position)

(Name, position)

Once a person designated by the Board to receive complaints of harassment receives a complaint, that person shall immediately bring the complaint to the attention of the Board.

Investigations should:

- Be undertaken promptly and diligently and be as thorough as necessary
- Be fair and impartial

- Be sensitive to the interests of all parties and remain confidential
 - Be focused on finding facts and evidence
- Incorporate any need or request for assistance for all parties during the process

Process:

The purpose is to determine what happened, allowing all parties to express their view and provide evidence to the investigator.

The details of incidents or complaints should be gathered and recorded using “The Harassment Investigation Form.”

8. Steps

Step 1: Review the workplace policy statement and procedures on harassment

Step 2: Meet with each party separately to explain the investigation process

- Expected timetable
- Overall process (interviews, review of documented evidence)
- Roles and Responsibilities of anyone involved in the investigation
- Confidentiality of the investigation (who will receive the report)
- Interim measures to limit the harassment if required.

Step 3: Select an investigator

- An investigation must be fair and impartial.
- May be an internal or external person

The investigator will notify the alleged harasser of the complaint; provide the alleged harasser with information concerning the circumstances of the complaint; and undertake a confidential investigation

Step 4: Gather evidence

Speak separately with all parties, if they agree on the details of what happened, move on to Step 5. If they do not agree, interview witnesses or other parties.

- What happened? Describe the incidents.
- What specific words or behaviour is the source of the complaint?
- What words were used by the respondent?
- What impact did the words or behaviour in question have on the complainant?
- When did this happen?
- Where did the alleged incidents occur?
- Is there any written or other physical evidence?
- Did anyone witness the incident?

Step 5: Review the evidence and make a decision.

Step 6: Discuss the findings

- The investigator, employer, club administrator or supervisor could meet separately with all parties and explain the investigation's findings.

Step 7: Take corrective action

- The employer must aim to fully address the incident and ensure the future harassment is prevented.

Step 8: Keep a record

- The employer must aim to fully address the incident and ensure the future harassment is prevented.

Resolution and corrective action

Where harassment has been substantiated, the employer will take appropriate corrective action to resolve the complaint. Action may include written or verbal apology, termination of employment, or suspension of membership.

Where harassment has not been substantiated, no action will be taken against a worker who has made a complaint in good faith.

Confidentiality

This employer/WNCC will not disclose the identity of the worker or the circumstances of the complaint, except where disclosure is necessary for the purposes of investigating or taking disciplinary action in relation to the complaint, or where such disclosure is required by law

External complaints

Nothing in this Harassment Policy Statement shall discourage or prevent a worker from filing an application with The Human Rights Tribunal of Ontario on a matter related to Ontario's Human Rights Code within one year of the last alleged incident. A worker also retains the right to exercise other legal avenues that may be available.

Appendix 6

WNCC Coaching Program (Learn to Curl, Clinics, Little Rocks and Juniors)

Objective:

Provide a comprehensive learning experience using trained Coaches and Instructors for new curlers of all ages and for experienced curlers hoping to enhance their game.

Each Class/Clinic will create and follow a written guideline, which will be published in the Education Binder, and will follow Curling Canada, WNCC rules and safety policies.

The following programs are currently in place:

- **Learn to Curl** - to be conducted by Curling Ontario Trained Club Coaches and in-house trained instructors.
- **Coaches Corner** - enhancing the Learn to Curl League - to be conducted by Curling Ontario Trained Club Coaches.
- **Little Rocks** - to be conducted by Curling Ontario Trained Club Coach and in-house trained instructors. All coaches and Instructors will have vulnerable sector check.
- **Juniors** - to be conducted by Curling Ontario Trained Club Coach and in-house trained instructors. All coaches and Instructors will have vulnerable sector check.
- **Vice and Skip Clinics** - to be conducted by Curling Ontario Trained Club Coaches.
- **Stick Curling Basics** - to be conducted by a Curling Ontario Trained Club Coach and in-house trained instructors, specializing in stick delivery, and in-house trained instructors.

Each program will be reviewed by the Board of Directors, and at least One Trained Club Coach before implementation.

Appendix 7

Pro Shop Procedures

The Pro Shop is a store that is operated by the members of the West Northumberland Curling Club (WNCC) on a voluntary basis.

The Pro Shop is located within the WNCC and provides a service to all WNCC members as well as non-members.

All equipment /merchandise in the Pro Shop is the property of the WNCC. All of the profit from the sales in the Pro Shop goes to the WNCC.

Supplier/Wholesalers

There are two (2) suppliers of curling equipment in the WNC Pro Shop.

Goldline
6620 Kitimat Road, Unit #6
Mississauga, ON L5N 2B8
www.goldlinecurling.com
Contact: Andrew Brett (Vice President)
Cell: 416-909-5504
Email: andrew@goldline.ca

Ordering and Receiving Procedure:
Orders are emailed to Goldline and products are shipped to the WNCC, usually within 3 days.

There are no deliveries on weekends and Goldline will not deliver to a P.O. box.

Balance Plus Curling Equipment
99 Hooper Road, Unit #1
Barrie, ON L4N 9S3
www.balanceplus.com
Contacts: Kate or Dale
Phone: 705-725-0080 ext. 201

Ordering and Receiving Procedure:
Orders are placed via the Balance Plus on-line order form and the products are shipped to WNCC, usually within 3 days.

There are no deliveries on weekends and Balance Plus will not deliver to a P.O. box.

Pricing

All retail pricing in the Pro Shop is at the MRSP (Manufacturer's Suggest Retail Price).

The Pro Shop provides a 10% discount on all items supplied by Goldline and Balance Plus.

Exceptions: There is no discount on reduced items.

There is no discount on toe coating. Toe coating is a service to WNCC members. Goldline provides this service and the Pro Shop charges the same cost that the Pro Shop pays for the service, plus HST.

Goldline and Balance Plus provide the Pro Shop, through the WNCC operations administrator, updated cost and retail pricing for the upcoming seasons. Product lists and retail pricing are programmed in "Square" by a Pro Shop volunteer.

All products, costs and retails are on a spreadsheet which is entered by a Pro Shop volunteer.

Inventory

A full product inventory is taken three (3) times per year.

1. Prior to the season opening.
2. Early January.
3. At end of season.

The formula for calculating the gross profit on sales is built into the inventory spreadsheet. The gross profit will be available once all the inventory is entered.

Cost and Sales Related to Pro Shop

All invoices are paid by the club operations administrator who also keeps a record of Pro Shop sales.

Where possible "cost of doing business" supplies are paid by one of the WNCC members who holds the WNCC credit card and these supplies are charges to the Pro Shop. If the credit card is not available, the expense may be paid by a Pro Shop volunteer who will be reimbursed via an expense claim which must include the receipt.

Pro Shop Hours of Operation

The operations of the Pro Shop is dependent on the number of volunteers available to be scheduled.

Pro Shop Team Purchases

A Pro Shop team member or any employee that wish to purchase items from the Pro Shop may only do so with another volunteer/worker present. This is common practice in most retail establishments.

Appendix 8 - WNCC – League Rules

June 2025. Unless otherwise specified, OCA Rules for Curling for General Play apply.

Regular Season Play

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| Speed of Play | <ul style="list-style-type: none"> • If the time clock is not at the 1:40 mark after the last rock of the present end comes to a complete stop, two more ends can be played. After the 1:40 mark only one more end can be played. • Multiple draws: for the first draw, the time will start at the assigned time (as long as the ice is ready). Late draw would use the time that their ice is ready for a reference point for 1:40 (1 hr. 40 mins). • Teams not ready to play will forfeit 1 point and 1 end at the 5-minute mark from when the game was assigned to start; increased to 2 points and 2 ends at the 15-minute mark; and forfeit the game at the 30-minute mark. Non-offending teams will have the hammer and choice of colour. • Exceptions: There is no speed-of-play rule for Tag Leagues with rotating positions. For Playoff Games, see the note below. |
| Advancement / Flights | <ul style="list-style-type: none"> • Teams will advance flights according to their accumulated points. No team can advance or drop more than 1 flight each round. • Convenors will submit the Flight structure for the remainder of the regular season before the end of the first draw. • Ties for advancement will be decided by: (a) the team in the higher flight will remain there, (b) head to head competition, (c) coin toss. |
| Substitutes | <ul style="list-style-type: none"> • These substitute rules apply to competitive leagues with play-offs (wins/losses matter); otherwise convenor's discretion. • A team shall include a minimum of two players from the original team. • A substitute can play any position up to and including the position they are replacing. • In gender specific leagues, the spares must be of the same gender as the person they are replacing. |
| Player joining game in progress | <ul style="list-style-type: none"> • A team may start / play a game with three players, with the first two players throwing 3 rocks each. • The fourth player may enter an end already in progress providing they are able to deliver a stone within the team's established rotation. • Prior to the next end the team may re-declare their delivery rotation. (You must throw a rock, in order to sweep in that end.) |
| Mixed Competitive League | <ul style="list-style-type: none"> • A Substitute player must be of the same gender as the absent player. • A mixed team may play with three players, using a 3,3,2 throwing rotation. • The Vice-Skip must be opposite gender to the Skip (incl. 3 player teams). |
| Touched Moving Stones | <ul style="list-style-type: none"> • If a moving stone is touched between the tee line at the delivering end and the hog line at the playing end, it is to be removed from play immediately by that team. Retouching of a stone prior to the delivering hog line is not an infraction. • If a moving stone is touched inside the hog line at the playing area by the team to which it belongs, all stones are allowed to come to rest. The non-offending team has the option to remove the touched stone and replace all stones that were displaced after the infraction to their original positions, or leave all stones where they came to rest. |
| Free Guard Zone | <ul style="list-style-type: none"> • Any stationary stone belonging to the opposition located in the FGZ shall not be removed from play by the delivering team prior to the delivery of the 6th stone of the end. Any infraction, the delivered stone must be removed from play and other displaced stones replaced. |

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| No Tick Rule applies to Monday Men, Tuesday Mixed and Thursday Open competitive leagues only | <ul style="list-style-type: none"> • If, prior to the delivery of the sixth stone of an end, a delivered stone causes either directly or indirectly, an opposition stone in the Free Guard Zone (FGZ) which is touching the centre line to be moved to an off-centre line position or to a position outside the FGZ, the non-offending team has the option to: • (i) Remove the delivered stone from play, and replace all stones that were displaced to their positions prior to the violation taking place; or • (ii) Leave all stones where they came to rest. • If the stone is moved from the centre line to an out-of-play position, then the FGZ rule applies. |
| Scheduling of Games | <ul style="list-style-type: none"> • The league convenor is responsible for creating the league schedule, including the playoff schedule. Games shall be played as scheduled. • Teams may reschedule with the mutual agreement of both skips. Games may not be rescheduled from the late draw to open ice in the early draw. • Rescheduled games are subject to the availability of ice as per the posted practice ice time schedule, and must be played by the conclusion of the last night of play for that draw. • If a mutually agreeable time cannot be found, the team that wanted to change times will default the game and their opponents will be awarded a win. |
| Length of Game | <ul style="list-style-type: none"> • No game will be less than 6 ends unless mutually agreeable by both teams. |
| 5 Person Teams | <ul style="list-style-type: none"> • Teams will be allowed to field 5-person teams with all members paying a full share of a membership as per that particular league. • Only those members of a 5-person team that have played 3 or more games throughout the regular season will be eligible to play in any position in the Playoffs. If not, they will be considered a spare and be eligible for Front-end only. |
| Stick Curling | <ul style="list-style-type: none"> • Stick Delivery : OCA rules apply to stick curling. • In addition, a person delivering the stick must declare which hack they are starting in and use that hack for the entire game. As well, the person delivering the stone may choose to use one or two hands when holding the stick to deliver. |
| Appeals | <ul style="list-style-type: none"> • Curling Members may appeal a ruling or request a ruling from Board of Directors of WNCC. • Appeals must be made in writing to the Chair of the Board within 4 days of the incident. A copy of the appeal should also be sent to the Vice-Chair. • The Board of Directors may act as a final arbitrator in the appeal process. |

Play-Offs

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| Leagues that have playoffs | <ul style="list-style-type: none"> • All teams will be eligible for playoffs. • Playoff formats will be posted before the conclusion of the first draw, or within 5 weeks from the start of league play. • The playoff structure should ensure the format is in the best interest of the Club. • At the convenor's discretion the Speed-of-Play rule can be waived for the playoffs. The decision to apply or waive this rule must be determined and announced before the start of the first playoff game. |
| Substitutes – Playoffs | <ul style="list-style-type: none"> • Until teams are eliminated from playoffs, league games substitute rules are in effect. • Once teams have been eliminated from playoffs, substitutes must be selected from those teams eliminated, and must be from your flight. • If a substitute is needed for a front-end player, then the spare must be a player who regularly plays Front End. • A Skip / Vice-Skip may substitute for an absent Skip / Vice-Skip, and call the game, but they must throw front-end rocks. |

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| Open Championship League | <ul style="list-style-type: none"> • The WNCC Championship Trophies shall be awarded to the winners of the playoff round for each flight. • Teams will be divided into flights according to how they finish after the final draw. • Additional nights may be required, or playing two games in a night, depending on the ice schedule. • The finals for all Flights will be on Championship Day. |
| Championship Day | <ul style="list-style-type: none"> • All leagues that have “set” teams will play their finals on Championship Day. • Representative from other leagues will be invited to play on Championship Day when the Organizer of Championship Day has set the schedule. • As players may be involved in Championship Games from various leagues, the schedule will be determined during the playoffs to ensure all participants can play their games. |
| Club Champion | <ul style="list-style-type: none"> • The Club Champion will be determined by the team (male, female or mixed) finishing first in the A-Flight of the Thursday night Open League, after the playoff round. |
| OCA Curling Club Championships | <ul style="list-style-type: none"> • Representatives to the OCA Curling Club Championships will be the highest placed all-male team and highest placed all-female team after the playoff round of the Thursday night Open League. • If the highest placed male/female team is unable to attend the OCA Curling Club Championship, the next highest ranked team, after the playoffs, will be eligible. |

Appendix 9 - Junior Program Funding Support

The West Northumberland Curling Club (WNCC) will provide funding to the Junior program to support the enjoyment of the junior program. The junior program holds two events, a holiday season event and a year-end event, during the season for the members of the junior league. The club will also support Junior curlers/teams who wish to participate in recreational events that will assist with skill development.

Guidelines

- Any member of the WNCC Juniors and Little Rocks is eligible
- Members must list the West Northumberland Curling Club as their home club on the entry form of the event

Funding

Funding will be contingent upon those funds being made available through the fundraising efforts of the WNCC through 50/50 events. All requests must be in writing to the Board of Directors.

The WNCC will provide up to \$300.00 funding towards each of the two events held to assist the junior celebrate the season.

The WNCC will provide a maximum of \$40 per junior league member/season towards the registration of a curling bonspiel/curling competition. Other expenses incurred are not covered by these monies. It will be the responsibility of the convenor(s) to keep records of funds provided to curlers and be prepared to provide records to the Board of Directors if requested.

Provincial Championships:

The Board supports and encourages any players from the junior league to strive to represent the Province of Ontario at curling competitions. Should a team or any member of the WNCC junior league be successful at playing at this level, the WNCC shall provide \$250.00 per player towards the expenses per season for this event. All requests are subject to Board approval.

Any other funding or sponsorship to be considered is outside of this policy and shall be considered on a case-by-case basis and shall not be considered precedent setting.

Appendix 10 - Code of Ethics

To ensure that all curlers are aware of their responsibilities when playing the game, Curling Canada has adopted the following Code of Ethics as an official supplement to the Rules of Curling.

Curling: Curlers' Code of Ethics

- I will play the game with a spirit of good sportsmanship.
- I will conduct myself in an honourable manner both on and off the ice.
- I will never knowingly break a rule, but if I do, I will divulge the breach.
- I will take no action that could be interpreted as an attempt to intimidate or demean my opponents, teammates, or umpires.
- I will interpret the rules in an impartial manner, always keeping in mind that the purpose of the rules is to ensure that the game is played in an orderly and fair manner.
- I will humbly accept any penalty that the governing body at any level of curling deems appropriate if I am found in violation of the Code of Ethics or rules of the game.

Coaching Code of Ethics

- The coach shall act with integrity in performing all duties owed to athletes, the sport, other members of the coaching profession and the public.
- The coach shall strive to be well prepared and current in order that all duties in their discipline are fulfilled with competence.
- The coach shall act in the best interest of the athlete's development as a whole person.
- The coach shall accept both the letter and the spirit of the rules that define and govern the sport.
- The coach shall accept the role of umpires in providing judgment to ensure that competitions are conducted fairly and in accordance with the established rules.
- The coach's conduct toward other coaches shall be characterized by courtesy, good faith, and respect.
- The coach shall maintain the highest standards of personal conduct and support the principles of Fair Play.

Fair Play

- Fair Play begins with the strict observance of the written rule; however, in most cases, Fair Play involves something more than even unfailing observance of the written rule. The observance of the spirit of the rules, whether written or unwritten, is important.
- Fair Play results from measuring up to one's own moral standards while engaged in competition.
- Fair Play is consistent demonstration of respect for teammates and opponents, whether they are winning or losing.
- Fair Play is consistent demonstration of respect for umpires, an acceptance of their decisions and a steadfast spirit of collaboration with them.
- Sportsmanlike behaviour should be demonstrated both on and off the ice. This includes modesty in victory and composure in defeat.

Any violation of any of the above shall be reported to the Board of Directors.

Appendix 11 - Closing Procedures for the WNCC

Late Draw Safety Protocols 2025-26

The procedures that follow are for closing the curling club and are meant for use by anyone closing the club. These have been written for club convenors, however, as stated can be following by any person closing the curling club.

Please check the five (5) Outside Doors that are around the lower- level perimeter of the ice-surface to ensure the safety bar is in place.

Check all women/men's bathrooms/changerooms in lower level. Check the women/men's bathroom as well as the coatroom in the main foyer.

Check the second-storey women/men's washroom as well as the kitchen.

Please check the washroom stalls carefully.

Turn off the lights on the ice slightly down the hall to the east of the ice technician's room next to Ice E.

Please check the main entrance door as well as the secondary door (leading from the second storey) to ensure the safety bar is in place.

The Convenor or Team Players (as assigned) can **Print their Surname** on the Safety Protocol Sheet along with required information located within the main entrance area near the WNCC Office to indicate all the above checks have been verified.

PLEASE NOTE:

Convenors when creating their league schedule, can highlight ONE Team each week on the late Draw to do the closing and follow the above Safety Protocols.

Working in pairs to do the safety protocol is also recommended.

The Late Draw Safety Protocols will be attached on the clip-board for everyone's perusal.

As League Convenor, I wish to thank all club members for their due diligence to ensure our club remains a safe environment for WNCC members, in-club guests and friends.

FORMS

PROXY FORM

This form can be used if the member assigning their vote prefers written form rather than emailed instructions to the Club Administrator or recording secretary.

Instructions

Print this form.

Print your name (absentee voter) and the name of your designated voter. Your designated voter need not be a member of the West Northumberland Curling Club and should be someone you trust to vote according to your wishes.

Sign and date.

To be valid, this proxy must be presented by the designated voter to the Recording Secretary or Club Administrator prior to the start of the meeting.

PROXY

I, the undersigned, hereby acknowledge that I am a member in good standing in the West Northumberland Curling Club and that the person designated below has the authority to vote for me at the _____ WNCC Annual Meeting.
(date to be inserted)

Date: _____

NAME OF THE DESIGNATED VOTER: (please print)

NAME OF THE ABSENTEE VOTER: (please print)

Signature of Absentee Voter

West Northumberland Curling Club

WAIVER AND RELEASE OF LIABILITY

(To be signed by participants of the age of majority and over)

By signing this form you give up important legal rights. Please read carefully.

This is a binding legal agreement. As a participant in the programs, activities and events of the West Northumberland Curling Club, the undersigned acknowledges and agrees to the following terms.

Disclaimer

The West Northumberland Curling Club, their directors, officers, members, representatives, volunteers, and representatives (the "Organization") are not responsible for any injury, damage or loss of any kind suffered by a participant during, or as a result of, any program, activity or event, caused in any manner whatsoever including, but not limited to, the negligence of the Organization,

Description of Risks

The consideration of my participation in such programs, activities and events, I hereby acknowledge that I am aware of the risks and hazards associated with or related to curling. The risks and hazards of curling include, but are not limited to:

- Executing strenuous and demanding physical techniques in curling;
- Exerting and stretching various muscle groups;
- Being struck by a broom, brush or curling stone;
- The failure to properly use any piece of equipment or from the mechanical failure of any piece of equipment;
- Physical contact with other participants, spectators and equipment;
- Running or sliding on the ice surface;
- Falling while delivering the curling stone, skipping or sweeping;
- Falling because of slippery ice or uneven or irregular ice surfaces;
- Spinal cord injuries which may result in permanent paralysis;
- Stepping onto the ice surface from the walkway or onto the walkway from the ice surface;
- Weather conditions which may result in hypothermia;
- Travel to and from events.

Furthermore, I am aware:

- That injuries sustained in curling can be severe;
- That I may come into close contact with other participants, including the possibility of accidental contact;
- That I may experience anxiety while challenging myself during the activities, programs, and events;
- That my risk of injury is reduced if I follow all rules established for participation; and
- That my risk of injury increases as I become fatigued.

Release of Liability

In consideration of the Organization allowing me to participate, I agree:

- a) To assume all risks arising out of, associated with or related to my participation; and
- b) To be solely responsible for any injury, loss or damage that I might sustain while participating; and
- c) To release the Organization from liability for any and all claims, demands, actions and costs that might arise out of participating, even through such risks, injuries, loss, damage, claims, demands, actions or costs may have been caused by the negligence of the Organization.

Acknowledgement

I acknowledge that I have read this agreement, that I have executed this agreement voluntarily, and that this agreement is to be binding upon myself, my heirs, executors, administrators and representatives.

Name of Participant Signature Date

Note: This waiver will be in effect for 1 year from date of signature.

West Northumberland Curling Club

INCIDENT REPORT

(Personal injury; Property damage; Accident)



Instructions:

Address for 911 call is 206b Furnace Street (Jack Heenan Arena)

Non-emergency police phone # 905 372-6821

Incident report to be completed in the event of any injury, damage, or accident involving any person/equipment/building/property in the WNCC facility or on the grounds and parking lot of the facility. Please complete the form and leave in the administration office or mailbox. Thank you.

Date and Time of Occurrence:

Location of Occurrence (if on ice indicate sheet# and location):

Person's name: _____ Email or phone: _____

Witness / Other persons involved:

Emergency Contact name & email/phone

Description of personal injury incident: (use reverse if additional space is required)

Did the person hit their head: Yes / No

Ambulance Called: Yes / No

Date & Time: _____

Emergency Contact called/emailed: Yes / No

Note: if injured party refuses to go in the Ambulance, the emergency contact must be contacted.

Description of damage, theft or other incident:

Police Called Yes / No

Date & Time: _____

Name of person completing report: _____ Email or phone: _____