

Crestwood Curling Centre Policies & Procedures Manual

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1. Governance Policy

Policy Statement:

The Crestwood Curling Centre (CCC) is governed by a Board of Directors elected in accordance with the Alberta Societies Act and the Centre's Bylaws. The Board is responsible for ensuring sound governance, financial accountability, and strategic direction.

Procedures:

1. The Board shall consist of a minimum of seven (7) and a maximum of 13 directors not including the President, elected by the membership at the Annual General Meeting (AGM).
2. Each Board member must:
 - Act in the best interest of the Centre.
 - Disclose any conflicts of interest.
 - Abide by the Centre's Code of Conduct.
3. The Board will hold at least ten (10) meetings annually, in addition to the AGM.
4. A new Director Orientation will be conducted annually, including:
 - Review of Bylaws, Policies & Procedures, and Strategic Plan.
 - Roles, responsibilities, and fiduciary duties.
 - Overview of financial reporting and budget management.
5. The Board is responsible for ensuring all policies are reviewed annually and revised as needed. To be determined if an ad hoc policy committee be formed. The General Manager should prepare to ensure this is actioned after each new board election at the

first board meeting.

2. Code of Conduct & Ethics Policy

Policy Statement:

All members, staff, volunteers, and guests of the Crestwood Curling Centre are expected to conduct themselves with respect, courtesy, and integrity. The Curling Canada “Curlers’ Code of Ethics” shall be the guiding standard.

Procedures:

1. Members and participants shall:
 - Demonstrate sportsmanship both on and off the ice.
 - Treat fellow members, staff, and volunteers with respect.
 - Refrain from abusive, discriminatory, or harassing behaviour.
 - Abide by facility rules and safety guidelines.
 2. Breaches of conduct will be addressed as follows:
 - First Offense: Verbal warning from GM or Board Compensation Committee
 - Second Offense: Written warning and possible suspension from play.
 - Third Offense: Review by the Board with possible expulsion from membership.
 3. Any incident requiring disciplinary action must be documented in writing and reported to the Board Secretary.
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3. Complaint Handling Policy

Policy Statement:

The Crestwood Curling Centre is committed to addressing complaints in a fair, respectful, and timely manner, ensuring that all members and participants feel heard.

Procedures:

1. Complaints must be submitted in writing to the General Manager or Board President. Anonymous complaints will not be acted upon.
2. GM will handle complaints and escalate to Board Compensation Committee if necessary.
3. Complaints will be acknowledged in writing within seven (7) days of receipt.
4. The Board, or a delegated committee, will review the complaint and investigate where appropriate.
5. A written resolution or response will be provided to the complainant within thirty (30) days, unless additional time is required.
6. If the complainant is dissatisfied, they may request a formal appeal to the Board, whose decision is final.
7. All complaints and outcomes will be kept confidential, with records maintained by the Secretary for a minimum of three (3) years.

4. Health & Safety Policy

Policy Statement:

The safety of members, guests, and staff is a top priority at the Crestwood Curling Centre. All activities and facility operations shall be conducted in a manner that minimizes risk and complies with applicable health and safety standards.

Procedures:

1. All curlers under the age of twelve (12) must wear CSA-approved helmets while on the ice.
2. The General Manager will maintain an up-to-date Emergency Response Plan, including evacuation routes, muster points, and contact numbers.
3. First aid kits and an Automated External Defibrillator (AED) will be available on-site, with staff trained in their use.

4. Any accident or injury must be reported immediately to staff and documented in an Incident Report Form.
 5. Safety notices and signage shall be clearly posted in locker rooms, ice areas, and lounge spaces.
 6. The General Manager, in consultation with the Board will review safety protocols annually and update as needed.
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5. Safe Sport & Inclusion Policy

Policy Statement:

The Crestwood Curling Centre (CCC) is committed to providing a safe, inclusive, and respectful environment for all participants. CCC adheres to Curling Alberta's Safe Sport Certification framework, ensuring that members, staff, and volunteers are protected from abuse, harassment, discrimination, and maltreatment.

Procedures:

1. The Centre shall adopt and maintain the full suite of Curling Alberta Safe Sport policies.
2. All Board members, staff, instructors, and league convenors must complete Safe Sport training within 60 days of assuming their role. The General Manager or designate shall be responsible for ensuring this is completed and accurate records are kept.
3. A Safe Sport Committee shall be established, composed of at least three (3) members, responsible for:
 - Reviewing Safe Sport complaints.
 - Monitoring compliance and training.
 - Reporting annually to the Board.
4. All allegations of misconduct shall be reported immediately to the Safe Sport Committee and, when applicable, escalated to Curling Alberta or external authorities.
5. The Centre promotes diversity, equity, and inclusion by ensuring:

- Accessible programming for all ages and abilities.
 - Gender-inclusive participation in leagues and events.
 - Accommodations for participants with disabilities.
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6. Instruction & Coaching Policy

Policy Statement:

The Crestwood Curling Centre values skill development and ensures qualified instruction is available for all curlers, from youth to adults.

Procedures:

1. A roster of certified curling instructors will be maintained by the General Manager.
 2. Instructors must hold valid coaching certifications recognized by Curling Alberta and complete Safe Sport training.
 3. All instruction programs (Learn-to-Curl, Junior Programs, School Groups) will be reviewed annually by the General Manager.
 4. The General Manager will oversee scheduling, advertising, and administration of instruction programs.
 5. Instructors may not provide paid instruction at the Centre without approval from the GM.
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7. League & Competition Rules Policy

Policy Statement:

All curling activities at CCC shall be governed by the Curling Canada Rules of Curling for General Play, with Centre-specific modifications as outlined below.

Procedures:

1. The General manager will ensure League rules are reviewed and approved by the Competition Committee annually prior to the start of each season.
 2. Mixed leagues shall follow the rule of two male and two female players per team, with alternating stone delivery by gender.
 3. Teams must be ready to begin play at the scheduled time. Failure to begin within twenty (20) minutes shall result in a default.
 4. Substitutions/spares must comply with league-specific rules and be recorded with the league convenor.
 5. The Board reserves the right to amend league rules mid-season if necessary for fairness or safety.
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8. Membership Recognition Policy

Policy Statement:

The Crestwood Curling Centre recognizes and honours long-standing members who have made significant contributions to the Centre and the sport of curling.

Procedures:

1. Life Membership may be awarded to members who meet the following criteria:
 - Minimum age of 60 years.
 - At least 25 years of membership or service.
 - Demonstrated outstanding contribution to the Centre as a curler, volunteer, or builder.
2. Nominations must be submitted in writing to the Lifetime Membership Committee.
3. Nominations will be reviewed in confidence by the Lifetime Membership Committee.
4. Successful nominees will be recognized every ten years at the Annual General Meeting and on the Centre's Honour Roll.

5. Life Members are entitled to:

- Waiver of annual membership dues.
 - Voting privileges at AGMs.
 - Continued access to member communications and recognition events.
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9. Practice Ice Scheduling Policy

Policy Statement:

Practice ice at the Crestwood Curling Centre will be made available to members whenever possible, without disrupting scheduled leagues, rentals, or events.

Procedures:

1. Practice ice will be scheduled on a first-come, first-served basis through the online booking system.
 2. Priority will be given to:
 - Leagues preparing for playoffs.
 - Junior and competitive teams.
 - Instructional programs.
 3. Non-members may book practice ice for a fee, subject to availability.
 4. The General Manager shall communicate available practice ice times weekly.
 5. Practice ice bookings must be cancelled with at least 24 hours' notice, or fees may be applied at the GM's discretion.
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10. Privacy & Data Security Policy

Policy Statement:

The Crestwood Curling Centre is committed to protecting the privacy of its members, staff, and volunteers by complying with Alberta's Personal Information Protection Act (PIPA).

Procedures:

1. Personal information (name, contact information, payment details) shall only be collected for the purposes of membership administration, program registration, and communication.
 2. Personal information will not be sold, rented, or shared with third parties without consent.
 3. Access to member data shall be restricted to authorized staff and Board members.
 4. All digital records will be stored securely, with password protection and encryption where applicable.
 5. Paper records will be stored in locked filing systems and securely destroyed after seven (7) years.
 6. Members may request access to or correction of their personal information by submitting a written request to the General Manager.
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11. Refunds & Withdrawals Policy

Policy Statement:

The Crestwood Curling Centre provides refunds for membership or league fees only under exceptional circumstances such as illness, relocation, or other unforeseen hardships.

Procedures:

1. All refund requests must be submitted in writing to the General Manager.
2. Requests must include a clear explanation of the circumstances.
3. Refund eligibility:
 - Before Season Start: 100% refund less a \$25 administration fee.
 - Within First 4 Weeks of Play: Prorated refund, less a \$25 administration fee.

- After 4 Weeks of Play: No refunds will be issued.
4. Special consideration may be given for medical reasons with supporting documentation.
 5. Refund decisions will be made by the General Manager and confirmed by the Board Finance Committee.
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12. Representation & External Relations Policy

Policy Statement:

The Crestwood Curling Centre shall appoint representatives to Curling Alberta and other governing bodies to promote the interests of the Centre and ensure alignment with broader curling initiatives.

Procedures:

1. The Board shall appoint at least one representative annually to Curling Alberta meetings.
 2. Representatives shall be reimbursed for approved expenses (travel, meals, accommodation).
 3. Representatives must submit a written report of each meeting to the Board within 30 days.
 4. The Centre's official position on matters presented by the Representative shall be determined by the Board in advance, and representatives shall vote accordingly.
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14. Facility Etiquette & Rules Policy

Policy Statement:

All members, guests, and visitors are expected to respect the Crestwood Curling Centre facility, ensuring its cleanliness, safety, and longevity.

Procedures:

1. Only clean, indoor curling shoes are permitted on the ice surface. Street shoes are prohibited.
2. Food is not permitted on the ice.
3. Members shall treat the ice, rocks, and equipment with care. Deliberate damage may result in suspension or fines.
4. Teams shall wish each other Good Game before and after each game as a demonstration of sportsmanship.
5. Players shall be on time for games and play at a reasonable pace to maintain schedules.
6. The lounge and locker rooms shall be kept tidy. Personal belongings must not obstruct walkways or exits.
7. Smoking, vaping, and cannabis or any other illegal substance use are prohibited inside the facility.

15. Policy Review & Maintenance Policy

Policy Statement:

All policies and procedures of the Crestwood Curling Centre shall remain current, relevant, and effective through a regular process of review and updating.

Procedures:

1. The Board Secretary shall maintain the master copy of the Policies & Procedures Manual.
 2. Each policy shall include the date of adoption and the date of most recent revision.
 3. Policies shall be reviewed annually by the Board or assigned committees.
 4. Suggested changes to policies may be submitted in writing by any member.
 5. Approved revisions will be communicated to members within 30 days and posted on the Centre's website.
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65. Appendices Policy

Policy Statement:

Supporting documents, forms, and resources shall be attached as appendices to this manual for ease of reference.

Procedures:

1. Appendices may include but are not limited to:
 - Emergency Response Plan.
 - Incident Report Form.
 - Membership Nomination Form (Life Membership).
 - League-Specific Rules and Schedules.
2. The General Manager shall ensure that appendices are kept current and accessible.

3. Appendices may be updated as required without Board approval, provided the changes do not alter the intent of the associated policy.