

Vic West Lawn Bowling Club

Policy and Procedures Manual

This Manual, ratified by the VWLBC Executive on March 10, 2020 is a “dynamic” document, meaning it can be updated or edited to adjust to changes made by the elected Executive team, as long as motions for changes, additions or deletions are approved at an Executive meeting. All the policy and procedures in the manual are in line with the Club’s Constitution and Bylaws, as required by and filed with the BC Society’s Act. When changes occur in policy or procedures, the general membership will be notified of the changes.

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Personal Information Protection Act: (PIPA)

The Vic West Lawn Bowling Club is subject to the B.C. Personal Information Protection Act (PIPA). The information in this section of the Club's Policy and Procedures' Manual lays out the policies and practices that the VWLBC members consider reasonable and appropriate in order to fulfill its obligations to Bowls BC (BBC) and Bowls Canada Boulingrin, (BCB).

The information collected for each member shall be limited to the following:

- (a) First name (or nickname) and surname.
- (b) Home address including postal code.
- (c) Home telephone number.
- (d) E-mail address
- (e) Date joined.
- (f) Emergency information.
- (g) Date of birth.
- (h) Signed release to permit VWLBC to provide name and phone number to BSI and VWLBC Rosters.

Information in items a-h above is deemed relevant for the proper functioning of VWLBC. No other information should be collected.

Use Made of Information Collected.

The following are the uses to which the information shall be put:

- (a) Communication with members by the Executive and other appropriate members of matters relative to the operation of the VWLBC.
- (b) Registering members as required with BBC and BCB. Addresses released to these organizations for members will be the club address only.
- (c) Publishing a membership list of names, phone numbers and e-mail addresses which shall be available to all club members for the purpose of permitting them to contact each other for personal (i.e. NOT commercial, professional, soliciting or similar) reasons.
- (d) For such other purposes as may be approved by a member's signed release from time to time.

Privacy Administrator (PA) Role and Responsibilities

At VWLBC, and as required by PIPA, Executive has assigned the role of Privacy Administrator to the Club Secretary. The Club Secretary, as the PA, is also responsible for storing the Membership Forms that are on paper. The PA is responsible to the Club for ensuring that the information collected and records maintained by the Club are adequate to enable it to meet its obligations under PIPA.

Upon the completion and signing of the Membership Application Form, the member confirms to the club's Privacy Administrator the accuracy of the information collected by the VWLBC.

Security of Information.

The Privacy Administrator (PA) will retain, maintain, update or change personal information of hard copies provided by members. The PA ensures that information is not released to any person or persons except as permitted herein or as otherwise required by law. Member information retained in either or both written or electronic form and may be made available to those entitled to receive them in either form. Any member misusing information may be subject to expulsion from the VWLBC under the terms of its constitution and bylaws, see Bylaw 6. c. i.

Retention of Information.

VWLBC maintains information to preserve its history. The names of members in each year may be maintained. However, the remaining information shall be deleted by the PA from the records when a member leaves the club.

Processing of Access Requests, Inquiries and Complaints.

All requests for the changing, amendment or correction of personal information shall be made to the PA. Such requests may be in written, electronic or oral form. Upon receiving such requests, the records shall be changed as requested within a reasonable time. Any inquiry as to the content of information shall also be directed the PA.

If a member is not satisfied with the response to a request or inquiry made in accordance with this section, he or she may state their complaint in writing to the Club Secretary for discussion by the Executive Committee who shall then be responsible for the satisfactory handling of the matter.

For those Interested, here's some Personal Information Protection Background.

The Personal Information Protection Act (PIPA) of British Columbia came into effect on January 1, 2004. The basic concept is to give individuals control over their personal

information, the right to ensure that the information is correct and updated, and some control over the manner in which it is used. It also recognizes the need to use the information collected for purposes that are reasonable and appropriate for the organization. "Organizations" as defined by the Act include lawn bowling clubs and associations. Each organization is required to have an appropriate policy that is properly administered, and about which members are informed. It also requires that an individual or individuals be designated who are responsible for compliance with PIPA.

Victoria West Lawn Bowling Club Member Guidelines

For your enjoyment of the game of bowling

VWLBC prides itself on being a friendly club and does not have many rules. However, we encourage you to adopt the following responsibilities which will help you enjoy your time spent as a member:

1. Be on time for Club draws and events. It is necessary that you either arrive 15 before the game is scheduled to start or alternatively you have phoned ahead to let the Draw-Master know that you are coming to play. It is important to have your draw tag on the draw board so the Draw-Master can figure out the correct combination of teams since the draw depends on the exact number of people playing.
2. Wear appropriate clothing styled for comfort, safety and action. Layering of clothing will increase your comfort. A hat prevents sunstroke. Whites have been traditionally worn during competitions, but today most teams decide to wear the same-coloured t-shirt. Flat-soled shoes are required. (no heels or cleats) Finely grooved soles no more than 1/8 inch deep are also acceptable. Such shoes help protect the green surface. Care should be taken to protect toes when wearing sandals.
3. Protect the green from damage to its' surface at all times through your bowling delivery or otherwise. Bowling bags should be left on the rubberized area. Use the large green ground sheets cheerfully as required and especially when advised by the Greens-keeper.
4. As volunteers manage and operate all the affairs of the Club, please help willingly and cheerfully when called upon to assist.

For your Safety and Prevention of Injury

Injuries may take away from your continued enjoyment of the game and as in every sport Bowls may have its' share of injuries. The common avoidable ones are:

1. Stepping backward into the ditch may result in ankle, hips, wrist, back or head injury. Please be aware of the ditch location when on the green or bank.
2. Stepping on bowls or tripping over rakes may result in the same injuries listed in 1. Please keep the mat area tidy with the bowls all in one place and the rakes out of the way.
3. Improper bending for bowls or delivery may result in muscle strains and back problems. Please lift with your legs.
4. Not being aware of or refusing to heed drive shot warnings – Runners – may result in foot, ankle or leg injury.
5. Licking fingers may result in sickness due to fertilizers and herbicides transferred from the grass to your bowls and fingers.
6. Other avoidable injury situations include wearing a hat and sunscreen to avoid over-exposure to the sun and help prevent sunstroke, sunburn and dehydration. Drinking water during a game also helps. Be aware of insects: do not use scented products which attract wasps or bees to help avoid insect bites and stings. If you have emergency health- conditions, please make the Club aware of it. Be prepared, carry your medicine with you and please wear your emergency tag.

Practice Friendly Courtesy

Please be aware of basic bowls etiquette. Friendly sporting and welcoming acts towards all members and bowlers are appreciated and often reciprocated. The “Lawn Bowler’s Handbook” contains 16 points to help guide you. Some of the basics are starting and ending the game in a friendly manner; standing well back from others when it is their mat, be still and quiet while they deliver, commend a good shot. Please learn the Laws of the Game and abide by them.

Please recognize that each member is important and be tolerant of each other’s performance both on and off the green. An unfriendly approach or an off-hand remark may easily turn people away from either joining or enjoying their membership experience.

Be a positive factor for your club. It is the individual members combined who make a club. Please play your part by accepting these responsibilities so we can continue to be a good and friendly club. Most of all please have fun and enjoy Victoria West. Good Bowling!

Club Rentals:

Role of Guest Services Coordinator

VWLBC has a long tradition of renting out its facilities to outside groups for a fee in order to maximize the Club's income.

Outside groups fall into 2 categories:

1. Work or Social Groups who want to hold a bowling event for their employees or members in the spring or summertime. The size varies from half a dozen to a practical maximum of 30 (limited by the sets of bowls available.)
 - * Enquiries come from mainly prior contact or via the website. They are sent out terms and conditions, including costs (currently \$10 per bowler and \$200 for a morning or afternoon or evening use of the clubhouse).
 - * Other key conditions are: - no glass or cans outside, - get a liquor license if alcohol is served, - get liability insurance.
 - * These events must be – slotted into available times, - not interfere with tournaments or other Club commitments. Arrangements are normally done by email.
 - * The coordinator will usually be on site for the events, but this can be delegated if necessary, will usually be the first to arrive and last to leave and lock up.
 - * VWLBC provides the volunteers to do the set-up, take down, and coach/supervise the group to ensure they enjoy the experience, and they do not damage the greens or facilities.

2. Other groups, mostly Strata Councils, want to use the clubhouse for meetings that mostly occur in the fall or winter.

- The coordinator will meet with the organizer 20 to 30 minutes prior to their event to help set-up chairs, table, etc.
- These groups will usually be left on their own to hold their meetings.
- At the end of their meeting, the organizer will call the coordinator or delegate to close or lock up once they are done. Often their people will help put the chairs away.
- The clubhouse must be left in the condition it was found before the set-up.

Membership Procedures

Role of the VWLBC MEMBERSHIP COORDINATOR

The Membership Coordinator's (MC) main duty is connecting those interested in trying out lawn bowling with a coach who will provide the 3 lessons plus an introduction to the game.

The following steps are followed:

1. When a potential member emails the Club at: info@vicwestbowls.ca, this email goes automatically to the MC's email.
2. The MC contacts the potential member, and if that person wants a set of lessons, the MC explains that a coach will make contact by email in order to set up a time for the first lesson. Collect the phone number of the person.
3. Instruct the interested person to print off the COACHING SESSION FORM, fill it in and bring it to the first lesson along with payment of \$40. The form and payment is given to the coach.
4. By email, contact one of the coaches in order to give him or her name, email address and phone number of this person(s).
5. If the person decides to become a Full Member of the Club, the attending coach will follow the steps outlined in the section below, Role of COACHES Regarding New Members, and will contact the MC
that the Application Form needs processing.
6. A key to the locked, slotted drawer will be provided to the MC in order to have access to the confidential Membership Application Form(s) if done in printed form.

- a) Check that the application form has been properly filled-in.
- b) Paper Application forms will be added to the website.
- c) Notify by email, with the name, email address, and phone number of the novice(s):
 - The Editor of the Club Newsletter,
 - The Treasurer,
 - The Manager of the Lockers and Name Tags
 - The President
 - The Privacy Administrator (Secretary) for Record Keeping

Role of COACHES Regarding New Members

1. The Club coaches provide 3 lessons. After completing the lessons, the coach will arrange for the student to participate in an open draw game at which the coach will offer help to the student during the game answering any questions and guiding him or her through the game.
2. The Membership person connects the potential novice with a coach. All lessons are scheduled by individual coaches with the novices assigned to him or her. Flexibility with the times of the lessons for both the coach and the novices should expedite the giving and taking of lessons. You may opt to give your lessons in either the morning or afternoon. Hopefully, by having the same coach for all 3 lessons, the novices will 'bond' with the coach so that they feel comfortable at our club and will be eager to bowl in the games we offer each week.
3. **BEFORE starting Lesson 1, please collect the COACHING SESSION FORM that the potential new member, on instructions by the Membership coordinator, should have printed from the Website and filled in. Please keep the form. Also, collect the \$40 fee and place in the locked, slotted drawer.**
4. Coaches and their novices will be given each other's phone numbers. Please continue the practice of phoning your novices the day before their lesson as a friendly reminder.
5. The coach has the prerogative to offer an extra lesson(s) to the novice if the coach deems such action necessary.
6. When the person has completed the lessons, the Coaching Session Form will be put into the locked, slotted drawer for the coaching coordinator.

When the person who has completed the lessons does not become a member, the COACHING SESSION FORM must be given to the Coaching Coordinator who will shred the form. Please notify the Membership Coordinator of this action.

7. If the person decides to become a Full Member of the Club explain that 2 of the necessary forms (Membership Application & Volunteer are found on the website at

<https://vicwestbowls.ca/membership/>

and may be filled in digitally or by a print copy.

- a. Digital Option – The coach will notify the Membership Coordinator of the new member who has chosen to apply digitally. Fee payment may be made by e-transfer to the Coast Capital Savings account found at

vicwestbowlstreasurer@gmail.com

- b. Print Option - Place the print copy in the slotted, locked drawer along with the cheque for the Membership fee. Notify the Membership person of the new novice(s).

8. Annual Waiver Form – Have the new member initial and sign this form. The forms are located in the cupboard above the printer.

This transfer will go directly into the CCS account with notification sent to the Treasurer stating who has made the payment.

Your name will be entered into the Historical Records of the Club, and will also be provided to both Bowls BC and Bowls Canada.

Your Opportunities to Volunteer Form will be provided to a Club member(s) who is involved in the area(s) that you have indicated on the form.

Your Annual Waiver Form will be held at the Club in perpetuity or until the Public Health Authority advises that the forms can be destroyed

Membership Fees

Annual Fees are due by March 31st.

Fees are non-refundable.

Goodwill Ambassador Role

Victoria West Lawn Bowling Club provides a safe sport environment as outlined in Bowls Canada BoulinginSafe Sport Policy 101.

If a club member believes he/she is being impeded from enjoying said safe sport environment by the behaviour/actions of another club member, the Goodwill Ambassador can act as a facilitator in resolving the roadblock.

Complaints by a Member against another Member

The following outlines a step-by-step process used at the Club to ensure complaints are addressed in a prompt and fair manner.

Background: Beginning in 2021, Bowls Canada has mandated that all clubs implement ***Bowls Canada Bowling Safe Sport Policy 101*** which includes detailed guidelines for bowling clubs under the BCB umbrella to follow to ensure that....“Physical and emotional safety, which includes concussion and injury prevention, and environments free from bullying, abuse, harassment, discrimination, and other forms of maltreatment.....We all deserve to participate in sport environments that are accessible, inclusive, safe, and free from all forms of Maltreatment by others. To reach this goal, sport organizations must ensure safe sport environments. Also, every participant plays a role in ensuring safe sport”.

Per Club by law 6. C.i and 6.c.ii, the Club has established the following process to administer the Safe Sport Policy 101, and to follow the BC Bowls directive to have a process in place to resolve complaints at the Club level. If unresolved at the club level, guidance will be sought from BC Bowls, and may be referred to a higher level, as per BC Bowls and the BC Universal Code of Conduct. South Island (BSI) has informed clubs that we will be using the BC Universal Code of Conduct (BCUCC) for definitions and process should any bullying or harassment complaints ***remain unresolved after we at the club follow our complaint process for resolving complaints***. Legal matters, like physical abuse, or sexual interference must be referred immediately to the police and will not be engaged at the club level.

The complainant and the respondent should have the benefit of a clear, fairly conducted and impartial process that affords them both an opportunity to air and resolve their differences; and the process must permit the Executive Committee to arrive at decisions about the situation in an effective, transparent, timely and fair manner. A short list of suggested consequences is included below.

Step 1. The member with the grievance about another member, called the Complainant, should be asked to lodge the complaint with the Secretary in writing as soon as possible.

Step 2: The secretary will ensure that the full content of the written complaint is made available to the other member, called the Respondent. The Respondent will be told to prepare a written response within 7 days and to submit it to the club secretary.

Step 3: The secretary will advise the members of Executive that a complaint has been received, that the complaint in full has been made available to the Respondent, and that

a written reply to the complaint has been requested within 7 days. At this point, and to remain neutral, Executive has not seen the written complaint or the names of the Complainant or Responder.

Step 4. The Responder's written response is made available in full to the Complainant by the Secretary, as soon as possible.

Step 5. At this time the complaint and the response are shared by the Secretary to members of the Executive. Executive duty is to establish an Assessor (s) to report to Executive on their recommendations to resolve the situation. To do this, Executive will suggest 2 members in good standing, one of whom may be a member of Executive, and these names will be given by the secretary to both Respondent and Complainant for consideration and acceptability. The process will be repeated if either is in disagreement with the named Assessor (s).

Step 6. Full opportunity will be given to both the complainant and the respondent to voice their positions. The Assessors will also be given opportunity to share their points of view of the situation. All conversations are confidential to only the complainant, responder and Assessor (s) at this point.

Step 7. Within 7 days, the Assessor (s) will prepare a written report to the Secretary at the conclusion of the proceedings in Step 6, with recommendation for resolving the situation. The recommendation will be given at an in-camera meeting as soon as possible.

Step 8. The Executive will then decide what further action should be taken in light of these recommendations, if any, and the Secretary will inform both parties in writing, within 24 hours of the decision.

Step 9. All club paperwork pertaining to the situation will be collected by the Secretary and destroyed, other than the final Executive decision. Club paperwork includes any notes taken during step 6 above. Respondent and Complainant notes are not included. The matter should not be discussed as an agenda item at regular Executive meetings.

Suggestions for consequences may include:

- restricting both or either member from representing Vic West at inter-club BSI) tournaments for one season
- restricting both or either member from participating in Club tournaments for one or more tournaments

Coach Confirmation Policy

Safe Sport and the BCUCC include the requirement for all coaches to have local and current criminal record checks completed, ***prior to being named as Coaches*** at the club. Coaches at our club will be asked to confirm that they have a current criminal record check on file with police by signing a Coach's Criminal Record Check Tracking Sheet. This club record is held in care of the Club Secretary. To be clear, we are not asking for the results of the criminal records check just that it has been recently done. The club's executive agreed that if any cost is incurred for getting the criminal record search/check done that the club will reimburse the coach. (Note: residential jurisdictions vary; some charge some do not charge, depending on your home address).

Marketing

The commercial businesses that the Club uses for the marketing projects are:

The Black Press – vpos@blackpress.ca

Coffee News – 250-381-5543 - sales@myCoffeeNews.ca

Times Colonist Go page, published on Thursdays – free

Seniors 101 – contact Roy at seniors101@shaw.ca

Staples – 250-383-8178

Please refer to the Marketing section in the VWLBC Volunteers' Guide for more information.

Perfect End Pins

Bowls Canada Boulingrin acknowledges the achievement of bowling perfect ends during competition play for singles, pairs, triples and quaddie games. The acknowledgement includes a Perfect End pin, (currently \$7 each) and a mention in the Bowls Canada newsletter.

We cannot pre-purchase pins to keep at the Club. Instead, a Form must be completed and submitted to the club Secretary. Please include \$7 for each eligible pin.

If you or members of your pairs, triples or quaddie team bowl a perfect end and would like a pin(s) to celebrate your achievement, please pick up a form from the Clubhouse, complete it and put it in an envelope with your \$7 (per pin). The Secretary will ensure it gets to Bowls Canada. Pins are mailed back to the Club, attention Secretary.

Tournament Entry Lists and Player Responsibilities

When members sign up for a competition, except where shared entry is permitted, doing so shall be taken as an agreement to play in all scheduled games in that competition under the conditions set by the Games Committee. The sole responsibility rests with the player for ensuring that his/her name is entered on the sign-up sheets, or removed should she/he decide to withdraw.

Sustainability Action Plan

In 2021, the executive approved the Sustainability and it was adopted by the Membership at the October 2021 AGM. It is a 'dynamic' document – comprised of 9 Guiding Principles and 27 Action Items – that demonstrate the Club's commitment to social and cultural equity (our members and community); environmental stewardship (our impact on the environment); and economic health (our financial prosperity)

The document is to be **reviewed and updated once a year by Executive** to ensure 'Action Items' are completed, revised or added. At each October AGM, an Environmental Monitor (volunteer) is elected from the Membership or Executive to help support the Plan and the implementation of the Action Items. The Monitor is responsible to update the Sustainability Action Plan and the Club Website. **(see heading in Website About Us – Sustainability and Environment)**

Personal Effects

Members who leave their bowls and other personal effects in the clubhouses, whether they are secured or not, do so at their own risk. The club does not accept the responsibility for the safekeeping of personal effects.

No Smoking Policy:

The Club house, greens and grounds are all non-smoking areas.

Consumption of Beverages

All alcoholic and non-alcoholic beverages consumed outside of the Club House are to be in a plastic cup or the member's personal drink cup, (non-glass). FYI, if a member has an accident while intoxicated, that member will not be covered by the Club's insurance.

Individual Fundraising

Any organized activities at the club that require the use of the clubhouse, greens or grounds are subject to the approval of the Executive Committee. Any funds generated from such activities should be for the general benefit of the club and its members, with the exception of club sanctioned charities. Posters with information about events that are not connected to club activities or approved charities is not permitted in the clubhouse or on the premises unless authorized by the Executive.

Pets

Pets are not permitted in the club house, on the greens or on the grounds. Registered Aid dogs are exempt from this policy.