

Elkwater Park Golf Club

Policies and Procedures Handbook

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This Policy Handbook will be updated periodically.

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1. Governance

1.1 Board Responsibility

In order to meet its responsibilities, the Board will:

- develop plans and policies for the Club
- present an audited Financial Statement each year
- fulfill all reporting requirements for agencies such as CRA, AGLC, Alberta Environment, Sustainable Resources and Service Alberta
- raise funds for the Club (fees, casino, grants, 50/50, special promotions)
- promote the Club (special promotions, advertising, website)
- improve the Club (development and implementation of a long-range improvement plan)
- complete any additional tasks to fulfill its responsibilities as per the Club Bylaws

1.2 Role of Directors

A board member must be willing to work with the rest of the Board. When the Board reaches a consensus, board members should publicly support that consensus, even if they personally disagree.

NOTE: Although it is not specified in the By-Laws, if possible, the Board should not contain Family Members to prevent Vote blocking. This however is just a guideline.

In general terms, directors should not be involved in “micro-managing” or directly involved in the Club’s Day to day work – that is the role of the staff.

It is desirable that every director serve on a committee.

1.3 AGM

The AGM will be held in September. [Note: Bylaw 6.1] The new Board will assume its responsibilities and authority on the first day of November following the AGM. [Note: Bylaw 8.1.3] This will allow the outgoing Board to complete its fiscal year-end, which is the last day of October. It will also allow new directors to become familiar with Board business.

1.4 Business of the AGM

As a minimum, the business of the AGM must consist of the following:

- adoption of the minutes of the previous AGM,
- a review of a current financial statement,
- appointment of an auditor
- election of directors. (Note Bylaw 3.1.1)

1.5 Proxy Ballots

Proxy ballots must be either hand delivered or emailed to the secretary, or mailed to the golf club’s address and must be signed by the member who is allowing someone to vote for him or her. [Note: Bylaw 6.6.2]

1.6 Closed Session

Any director has the right to make a motion to move to “in-camera” at any time to discuss issues that would be more appropriately considered in closed session.

In-camera sessions of the meeting are not open to the public due to the sensitive nature of the information shared. Although in-camera discussions are held in private, decisions or motions are made publicly in the regular portion of the meeting. No minutes or notes are taken during in-camera portions of a meeting.

1.7 Directors’ Attendance via Phone or Internet

A director may participate in a meeting by video conference or telephone conference. Directors participating in a meeting via phone or internet are deemed to be present at the meeting.

1.8 Minutes

Minutes shall be adopted by the Board at its next regular Board meeting and distributed to the membership. A binder with minutes will be kept in the clubhouse for reference.

1.9 Majority Vote

A majority vote means a motion is supported by more than half of the votes cast.

1.10 Revision of Policy

Any policy may be revised by a majority vote of the Board at an executive meeting.

2. Committees and/or Board Representative

2.1 Standing Committees

The following standing committees will be established to manage the work of the Board:

- Clubhouse
- Grounds
- Advertising and Promotion
- Tournaments
- Nominating
- Policies and Procedures/Bylaws

2.2 Committee Chairs

Chairs must be board members.

2.3 Committee Members

Committee members can be appointed from within the board, the general membership and the community at large.

3. General Operations

3.1 RV Stalls

A. To store an RV on golf club property for the season, the owner of the RV must be a paid member in good standing of the golf club.

B. Annual RV Stalls on club property can only be on the gravel pads and will pay a fee to the club as determined annually by the Board.

C. Annual RV stalls can not be re-assigned by the current stall occupant to any other person, except in the case of a Couple assigning one partner to the other. If the Member gives up the stall it reverts back to the club.

D. RV's stall rental for the General Public from 1 to a maximum of 14 days:

Daily RV Stalls (Boondocking) will only be granted for Golfers. Fees shall be paid at the clubhouse for RV's General Public stalls from 1 to 14 days at the rates as determined annually by the Board. Such RV stalls will be to the east side of RV Pads 11 to 18. Park at the post that has been designated.

NO RV storage in front of existing gravel pads will be allowed.

E. Acquisition of RV Stall

A member who desires to have an RV stall site or has an RV stall and wishes to transfer to a different site must make a \$25.00 non-refundable deposit to the golf club. The date on the receipt will serve as documentation for the date on which the request for a stall was received.

F. The Treasurer and Secretary will maintain a list of current RV stall sites and also maintain a waiting list and transfer request list.

G. An RV committee will consist of 3 to 5 RV Members and will field any complains regarding RVers. This Committee will refer to the RV Storage Rules and Procedures.

H. There will be a maximum of 28 seasonal gravel pads made for RV Stalls.

BY PLACING YOUR RV ON THE STALL, YOU ARE DEEMED TO AGREE WITH THE RV STALL AGREEMENT

3.2 "Freebies"

Generally, there are no freebies. All members and board members must pay full price for everything at the golf club, with the exception of those items covered under "Volunteer Appreciation" and "Board Appreciation."

3.3 Appreciation Memberships

As per the discussion at the April 6, 2014 General Meeting, there will be no free memberships issued to anyone.

3.4 Volunteer Appreciation

When we have special work projects and for tournaments, volunteers may receive complimentary drinks and food at the discretion of the head groundskeeper or clubhouse manager. There will be a line in the budget for expenses incurred under this policy.

3.5 Board Appreciation

The golf club will cover the cost of pop or coffee on the day of any Board meeting for each Board member. In no case will alcoholic beverages be paid for under this policy. Expenses will be charged to the "Meeting Expenses" line on financial reports. At the discretion of the president, there may also be an annual dinner meeting for the Board which will be paid for by the Club.

3.6 Keys

The keys or code to the golf course maintenance shop will be held by the Board Representative, Head Groundskeeper and grounds staff. The keys or code to the clubhouse will be held by the Board Representative, Clubhouse Manager and staff who have a morning shift. Any keys given out must be signed for when they are taken and returned.

3.7 Outside Cart Storage

The fee for outside storage of carts will be determined by the Board each year. This must be paid whether or not the owner uses the cart – the fee is for storage.

3.8 Inside Cart Storage

Storage of carts in the cart sheds is restricted to golf club members only. An annual rental fee will be determined by the Board each year and it must be paid by Victoria Day each year to retain the storage stall.

BY PLACING YOUR CART ON THE STALL, YOU ARE DEEMED TO AGREE WITH THE CART STALL AGREEMENT

The Treasurer shall maintain a list of current renters and also maintain a waiting list. Both lists shall be kept in the clubhouse. The wait list will be posted so that all members are aware of the status of stalls in the cart sheds.

A member who wants an additional stall may rent one on an annual basis provided there is no one on the waiting list.

3.9 Acquisition of Inside Cart Storage

A member who desires to have inside cart storage must make a \$25.00 non-refundable deposit to the golf club. The date on the receipt will serve as documentation for the date on which the request for a stall was received.

3.10 Trail Fees

A trail fee is a charge for bringing a cart to the course on a temporary basis – that is, no storage fee is paid. The trail fee will be determined annually by the Board.

3.11 Golf Passes

A director may request golf passes to be given out as a public relations gesture. Passes are not meant to be given to friends and family. The request should be made at a regular Board meeting. All distributions of passes must be noted in the minutes and recorded in the pass book.

- Golf passes that are given out as a promotion or goodwill will have an expiry date placed on the pass.

- Golf passes that are given in trade of work, which therefore, has a monetary value will not have an expiry date on them.

3.12 Playing 18 Holes

The amount of the discounts and or specials will be determined annually by the Board. These specials will be advertised on our Web Page, other means of advertising and be sent by email out to our membership.

3.13 Smoking

Our “no smoking” policy concurs with the “Tobacco Reduction Act.” This is provincial legislation which prohibits smoking within 5 meters of a “doorway, window or air intake of a public place or workplace.”

4. Financial Management

4.1 Accountability

The Club is accountable to the members and to various government agencies and therefore must provide effective and efficient stewardship of its funds, resources and assets.

The Club is required to meet all applicable legislative requirements. These requirements drive the need for timely and accurate financial reporting and effective internal controls.

4.2 Controls

The Club shall conduct its business in a prudent and ethical manner, and will ensure that an adequate system of internal controls is in place to safeguard the assets of the Club. The Board expects that the financial resources of the Club will be managed in accordance with generally accepted accounting practices, in accordance with applicable federal and provincial regulations and in accordance with Club policy.

4.3 Purchasing

The Head Groundskeeper must have Board approval for any expense over \$1000, excluding fuel, fertilizer and reel-sharpening. The Clubhouse Manager must have Board approval for any expense over \$1000, excluding food and beverage purchases.

4.4 Cash Reserve

The Board of Directors will strive to maintain a minimum balance of \$60,000 in the general account.

4.5 Annual Fees

The Board of Directors will review annual fees at its directors financial meeting. At the discretion of board, fee increases at a minimum of Alberta’s Annual cost of living rate, may apply.

5. Members

5.1 Tabs

At the discretion of the Clubhouse Manager, Members may run tabs in the clubhouse. The Clubhouse Manager is responsible to collect such tabs.

5.2 Term of Membership

The previous year's membership will expire when the clubhouse opens for a new season. This means that members must purchase a new membership before they golf, or pay green fees until they purchase a new membership.

5.3 Member Code of Conduct [Note: Bylaw 2.5]

A Golf Club member who engages in unacceptable conduct on Golf Club property as determined by a majority of the Board may be subject to discipline depending on the kind of conduct and the frequency.

- first offence: a verbal or written warning and/or a suspension from the property of one to seven days
- subsequent offences: to be determined by the Board.

An appeal may be filed with the Board.

5.4 Refund of Membership Fees

There will be no discounts or refunds for memberships purchased at any time during the season. Even with our shorter season, the membership fee is extremely reasonable compared to other golf courses.

5.5 Members Investor Certificates.

The Directors will follow the Protocols developed for handling Investor Certificates. For a copy of the Protocols contact the Secretary at secretary.elkwaterparkgolf@gmail.com There will be no more Certificates Sold.

5.6 Member Purchases for Club

Members must have prior approval from the Treasurer and also from either the clubhouse manager or the head groundskeeper when they purchase anything for the Club. This is to prevent unauthorized or "surprise" expenses.

5.7 Volunteer Work on Grounds

Volunteers must have approval from the head groundskeeper prior to doing any work on the grounds.

6. Clubhouse Operations

6.1 Hours of Operation

The Clubhouse will be open each day according to a consistent schedule which is to be communicated to members via the Club website and other means such as a newsletter.

6.2 Food and Beverage Service

Food service, menus and prices will be determined by the Clubhouse Manager and the Board Representative and will be made available to members prior to the start of the season. Bringing in outside alcoholic beverages is a violation of our Liquor Permit. Members are asked to respect this regulation.

6.3 Counter Service

Members and guests cannot go behind the counter and cannot go through the kitchen – they must wait for service from the staff.

6.4 Tee Times

Members can book a tee time up to 4 days in advance.
Non-members can book a tee time up to 2 days in advance.

6.5 Rain Checks

A green fee pass will be issued to any golfer who is unable to complete at least six holes because of inclement weather, such as snow, rain, hail, lightning or extreme wind. Note that in case of lightning, golfers must be advised to leave the course immediately. Rain checks will not be given for the green fee specials.

6.6 Opening and Shutdown

The clubhouse manager is responsible for organizing and scheduling all aspects of the clubhouse opening and shutdown.

6.7 Beverage Cart and Snack Shack

The clubhouse manager will determine the schedule of operation for the beverage cart and snack shack.

6.8 One week after the Clubhouse closes for the season the clubhouse water lines will be blown out.

7. Grounds Operations

7.1 Course Closure

Any course closure, other than for inclement weather or ground conditions, must have a majority approval by the Board. The Head Groundskeeper has the authority to close the course because of frost, wet weather, or extreme weather conditions.

In cases of lightning, any club member or staff member may blow the warning horn.

7.2 Power Carts on Course

In the case of inclement conditions, the Head Groundskeeper will determine when power carts can be used on the course.

7.3 Use of Equipment

No one can use golf course equipment unless they have prior approval from the Head Groundskeeper.

7.4 Decorations

Members can only place decorations in flower beds that they are donating to the club. All decorations on the course become club property. These will be gathered in the fall by grounds staff and put out again in the spring.

7.5 Flower Beds

All flower beds on the course will be planted with perennials only. Flowers will be purchased by the Club or may be donated.

7.6 Adopt A Tee Program

Members may “adopt a tee” or adopt flower planters around the clubhouse to keep these areas maintained. This program will be coordinated through the head groundskeeper.

7.7 Memorials

Going forward, all memorials must be approved by the Board.

7.8 One week after the Clubhouse closes for the season the grounds water lines will be blown out.

8. Personnel

8.1 Employment Standards

The Club will adhere to the Government of Alberta Employment Standards Act.

8.2 Hiring

At the discretion of the Board, new employees may be subject to a current Criminal Records Check.

8.3 Termination

According to Alberta Employment Standards, termination notice is not required for employees who:

- have been terminated for just cause;
- have been employed for three months or less;
- are employed for a definite term or task of less than 12 months
- are employed on a seasonal basis, and on the completion of the season the employment is terminated;

8.4 Employee Tabs

Employees may run a tab for meals, and must settle their accounts every 2 weeks. The clubhouse manager must keep a written record of all charges and payments. Employees should retain receipts when tabs are paid.

8.5 Clubhouse Staff Payments

When clubhouse staff make a payment to the Club (food, drink, tournament fee, etc) they must make the payment to another staff member and obtain a written receipt (in a duplicate receipt book) which is signed by the other staff member.

8.6 Tips

Tips will be shared equally among clubhouse staff at the end of each shift. When volunteers are working, they will not share the tips. Volunteers will not be compensated except as noted under the "Volunteer Appreciation" policy.

8.7 Drugs and Alcohol

Employees who are under the influence of drugs or alcohol during their shift will be subject to immediate dismissal at the discretion of their supervisor.

8.8 Smoking

The "Tobacco Reduction Act" is provincial legislation which prohibits smoking within 5 meters of a "doorway, window or air intake of a public place or workplace." A workplace includes the shop and any enclosed cab of a truck or tractor.

8.9 Emergency and Safety Training

All employees must be provided with training on how to deal with emergencies. This will be provided by the Clubhouse Manager and the Head Groundskeeper.

This includes how to turn off the gas and power, how to use fire extinguishers and how to report our address to 911 dispatch in case of an emergency. Staff will also be trained on how to use the defibrillator (AED). Grounds staff will receive training in equipment operation and workplace safety.

8.10 Workplace Safety

Workers must immediately report to their supervisor any situation they see as a safety hazard. Safety must always come first.

8.11 Timesheets

Employees will record their timesheets daily, have them initialled by a supervisor daily and have them signed by a supervisor before they are submitted to the Treasurer.

8.12 Overtime

Alberta's overtime pay rate is 1½ times an employee's regular pay rate. Employees in Alberta qualify for overtime pay after working more than eight hours in a day or more than 44 hours in a week (whichever is greater). It will not be banked or traded in any form of 'In Lue of'.

8.13 Grievances

Employees who have a grievance must first attempt a resolution with the Clubhouse Manager or Head Groundskeeper. If this fails, they may take their grievance to the board of directors.

8.14 Job Description

Formal written job descriptions will be provided for each position and follow a standard format. Each job description will include the following: title, qualifications, reporting relationships, duties, responsibilities and authority.

Employees will be provided with a written job description by the Clubhouse Manager or the Head Groundskeeper on or before their first day of employment. Copies will be placed in personnel files.

8.15 Perks

Employees will receive one meal for half price per each eight-hour shift.

All staff working over 20 hours per week may golf and use a golf cart free of charge from Sunday twilight to Thursday. On long weekends it will be Monday twilight to Thursday.

8.16 Harassment

If an employee feels that or she is being harassed at the workplace, the employee should report the issue to a supervisor as soon as possible. If the supervisor is part of the issue, then it should be reported to a board member.

8.17 Working Alone

When an employee must work alone, he or she must have ready access to a means of communicating with assistance (a phone, 2-way radio or satellite emergency transmitter).

8.18 Mileage

Employee's who pick up supplies for the Golf Course/Clubhouse will be re-imbursed the going annual Government of Alberta Rate. If the supplies are being picked up on the employee's days off then the Club will only pay for 1 way mileage. The board will monitor mileage submitted by employees.

9. Tournaments

9.1 Tournament Committee

The Committee has full responsibility for organizing and running all aspects of Club tournaments, including setting schedules, fees, and prizes. Tournament meals will be determined in consultation with the Clubhouse Manager.

The tournament committee will decide whether to use the beverage cart and/or the snack shack for any particular tournaments. Any tips received on the cart or shack become part of the tip pool for staff.

9.2 Tournament Organizers

Organizers of tournaments must be appointed or approved by the Tournament Committee and must be prepared to meet the guidelines and expectations of the Committee.

Organizers should communicate with the Tournament Chair to keep him or her up to date with plans for the particular tourney.

9.3 Financial Accounting

The organizer of a tournament will provide a financial statement for each tournament to the Board within one month of the tournament.

9.4 Tournament Volunteers

Tournament volunteers may receive complimentary drinks and meals at the discretion of the tournament organizer.

9.5 Gratuities

Gratuities will be shared equally among staff. Volunteers do not share in tips.

9.6 Inclement Weather

When there is or may be inclement weather for a Club tournament, (1) the Tournament Organizer and Tournament Chair may make a decision about postponement or cancellation in advance or (2) on the day of the event, the Tournament Organizer and Tournament Chair may ask participants whether to go ahead with the tournament. If they don't go ahead, participants will determine a new date.

9.7 Weekend Tournaments

Tournaments will usually not be booked on Saturdays in July or August.

9.8 Sign-up Sheets

Sign-up sheets shall be posted 2 to 4 weeks in advance of a tournament. The sheet should contain details about the cost, the maximum number of entrants, meals and tee-off time.

9.9 Outside Tournaments

It is desirable to have an agreement in writing and a deposit equal to the cost of ordering food for the event. If the tournament brings at least 44 golfers to the course, the course will be closed to other golfers for the duration of the tournament.

- Tournaments must use our food and beverage service or a caterer that is arranged through the Club. Outside food and beverages cannot be brought in.
- Tournaments that are cancelled because of inclement weather can (1) book an alternate date, (2) still have the meal and receive a pro-rated refund for golf or (3) lose their deposit.

9.10 Member Discounts

Club members will receive a discounted entry fee for club tournaments and events.

10. Clubhouse Committee/ Representative

10.1 Hiring

The clubhouse manager is responsible for making recommendations to the Board about hiring clubhouse staff.

10.2 Long Range Improvement Plan

The Club House Manager, working with the Clubhouse Director, is responsible for making recommendations to the Board about the development and implementation of a Long-Range Improvement Plan for the Clubhouse.

11. Grounds Committee/ Representative

11.1 Hiring

The Head Groundskeeper is responsible for making recommendations to the Board about hiring grounds staff.

11.2 Long Range Improvement Plan

The Head Groundskeeper, working with the Grounds Director, is responsible for making recommendations to the Board about the development and implementation of a Long-Range Improvement Plan for the golf course.

12. Advertising & Promotion Committee/Representative

12.1 Responsibilities

Is responsible for making recommendations to the Board for all communications including advertising, newsletter, AGM announcements, maintenance of the Club website & Facebook page, sending tournament posters and packages, developing a Club calendar, special promotions and linkages with other area businesses and tourism agencies.

This responsibility is shared by the Web/Facebook page developer, The Secretary and the Advertising Representative.

12.2 Budget

An annual Advertising budget will be set by the Board.

13. Tournament Committee/ Representative

13.1 Schedule

The Tournament Chair is responsible for making recommendations to the Board about a schedule for all Club tournaments and outside tournaments. All outside tournament inquiries should be forwarded to the Clubhouse Manager.

13.2 Tournament Planning

The Tournament Chair is responsible for making sure all tournaments are well planned and financially accountable.

13.3 Tournament Organizer

The Tournament Chair is responsible for having an organizer for each Club tournament.

13.4 Responsibilities of Organizer

The organizer must demonstrate an ability to do basic event planning and to be financially accountable. The Tournament Chair and/or Board may ask for progress reports.

14. Nominating Committee

14.1 The Committee will consist of 3 Members in Good Standing. 1 must be a board representative who is not up for re-election and/or running for re-election.

14.2 Members of the committee will follow the Nomination Terms of Reference Guidelines.

15. Policies and Procedures Committee/Representative

15.1 Responsibilities

Responsible for making recommendations to the Board about policy and communicating it to the members.

15.2 Policy Handbook

A current copy of the Policy Handbook will be available in the clubhouse for reference.

15.3 Review

The secretary will make notes of policy changes made by the board and have a recommended update for the Board to review. This Review should take place at maximum every 3 years.