West Kelowna Senior Warriors Hockey Club

Procedures

Rev. 0, July 31, 2026, Adopted September 8, 2026

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1. SECTION A ADMINISTRATIVE PROCEDURES

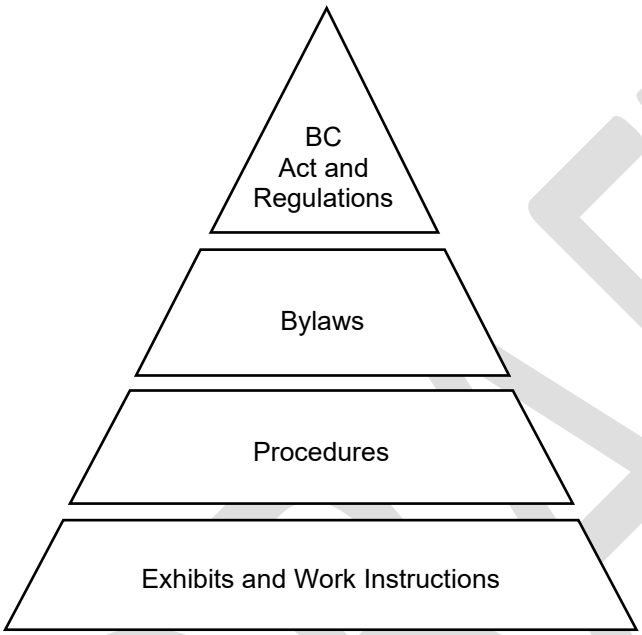
2. INTRODUCTION

2.1. Purpose

2.1.1. The West Kelowna Senior Warriors Hockey Club ("Club") exists in the Province of British Columbia primarily for the benefit of its members.

2.1.2. The Club is engaged contractually with the City of West Kelowna to provide organizational and administrative services to cooperatively implement the City's Senior Hockey Program.

2.2. Document Hierarchy



BC Societies Act and Regulations under Provincial Jurisdiction

WKSW Governance foundation – Changes require member approval at an AGM and must be registered with BC Provincial Registry

WKSW Administration and Operation requirements – Changes require member approval at an AGM

WKSW Operation Details – Changes require approval by the Board of Directors

2.2.1. The *British Columbia Societies Act and Regulations* ("Act") define the legal limits and responsibilities under which the West Kelowna Senior Warriors Hockey Club may exist and operate in the Province of BC and elsewhere.

2.2.2. The West Kelowna Senior Warriors Hockey Club ("Club") Bylaws contain the foundational statements that describe organizational compliance with the *Act.*

2.2.3. The Procedures describe the requirements, methods, directives and structures employed by the Club to fulfill its administrative and operational obligations as referenced in the Club's Bylaws, including its contractual obligations to the City in a comprehensive and rigorous administrative environment.

2.2.4. The Procedures are organized in two sections as follows:

2.2.4.1. Administrative – requirements and instructions required to implement and operationalize the Club Bylaws.

2.2.4.2. Operational – requirements and instructions required to manage the operational aspects of Club Activities.

2.2.5. The Procedures may only be augmented, modified or deleted by an Ordinary Resolution or, as required by the Bylaws, by a Special Resolution at a duly convened General Meeting or AGM as defined in the Legislation, Regulations or Bylaws.

2.2.6. Exhibits and Work Instructions may be created, modified or deleted as determined by the Board, acting in the best interests of the Club and without an Ordinary or a Special Resolution.

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2.3. Definitions

In these Procedures:

"Active" means a Regular or Spare member in good standing and having full Club privileges, including voting rights with respect to the business of the Club.

"Activities" means any activity sanctioned and operated by the Club.

"Board" means the Board of Directors of the Club that is comprised of all currently elected and appointed Directors.

"Bylaws" means the Bylaws of the Club as amended from time to time and filed with the Provincial Registrar.

"Club" means the West Kelowna Senior Warriors Hockey Club; registered as an incorporated, member-funded, non-profit society in the Province of British Columbia.

"City" means the City of West Kelowna – Recreation and Culture department.

"Coordinator" means a member of the Club that is appointed to undertake a specific task or project on behalf of the Club Board.

"Division" means the organization of Active members into two or more groups according to age thresholds that are defined by the City and the Board and may be amended from time to time.

"Exhibits" means examples of pre-designed forms or charts referenced by, or supporting, Procedures and Work Instructions.

"Procedures" mean documents, tables, forms, charts or work instructions used to describe requirements, methods, directives, or structures required to implement the Bylaws and manage Club Activities.

"Applicant" means a new applicant or Wait List Applicant who wishes to become an Active member.

"Regular" means an Active member within a Division that has been assigned up to two (2) playing days per week and may play on those days without further invitation.

"RDCO" means the Regional District of Central Okanagan that represents two unincorporated Electoral Areas of Central Okanagan East and Central Okanagan West, along with the member municipalities of the City of Kelowna, City of West Kelowna, the District of Lake Country, the District of Peachland, and Westbank First Nation.

"Spare" means an Active member in a Division that must wait for an invitation to play on a day that the Club has scheduled Activities.

"Social" means a member in good standing having no voting rights with respect to the business of the Club but having the privilege of association at Club Activities.

"Temporary" means a Spare Active member that is assigned in writing by the Club as a replacement for a Regular Active member for a specific period of time.

"Work Instructions" mean detailed instructions for the consistent completion of specific tasks initiated as a requirement of the Bylaws or Procedures.

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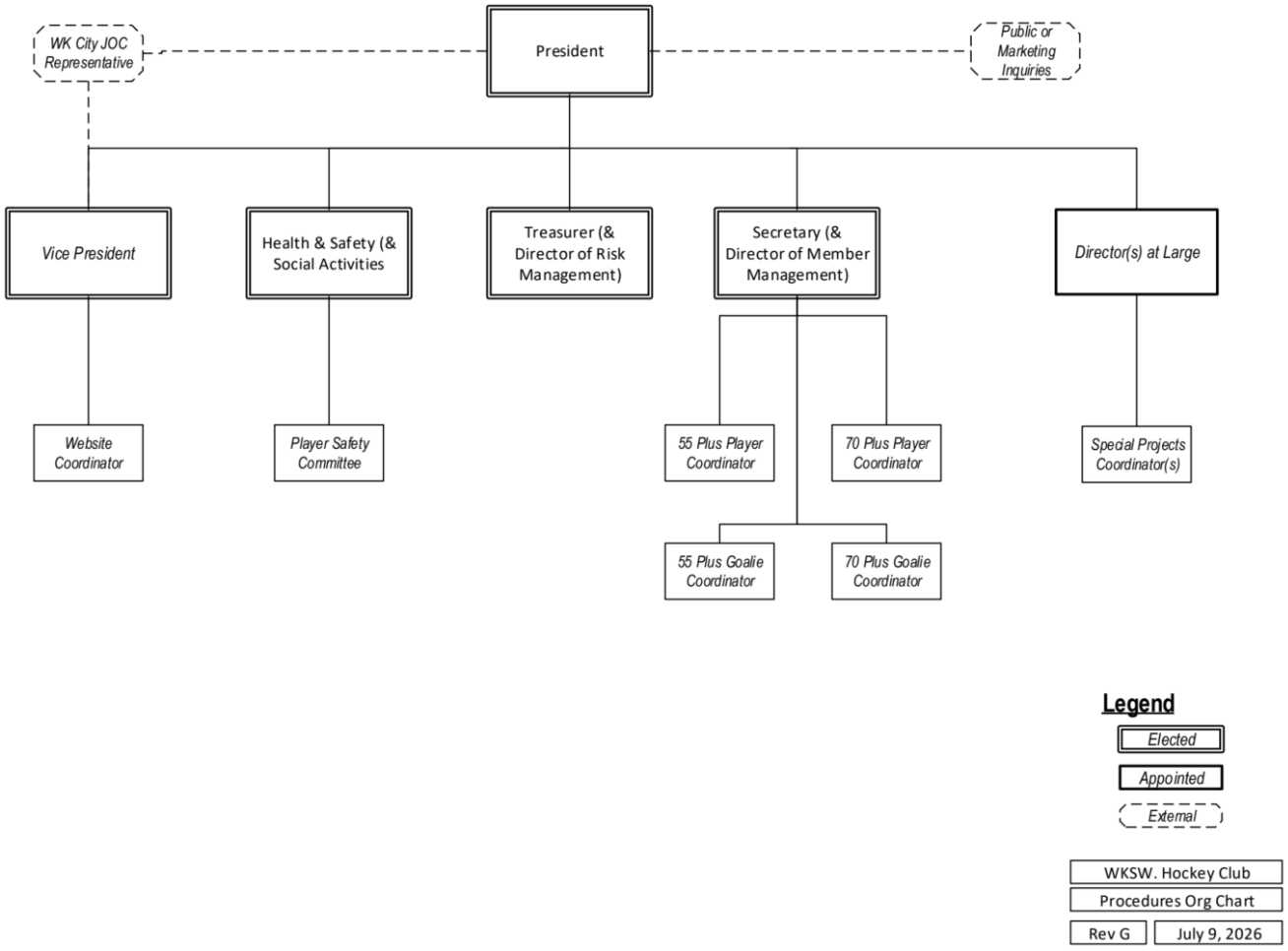
2.5. Organization Chart



The roles of President, Vice-President, Secretary, Treasurer and Director(s) at Large are described in the Bylaws. The Procedures provide roles and responsibilities for Directors having additional responsibilities necessary for the day-to-day operations of the Club.

3. ROLES AND RESPONSIBILITIES

3.1. Director of Member Management ("DMM")

3.1.1. The DMM is responsible for elements of member management and shall:

3.1.1.1. Compile and maintain a Register of Members.

3.1.1.2. Ensure that personal information available in the Register of Members is limited to:

3.1.1.2.1. Last Name, First Name;

3.1.1.2.2. Preferred phone number (home or mobile);

3.1.1.2.3. Emergency contact number (home or mobile);

3.1.1.2.4. Email address.

3.1.1.3. Publish the Register of Members to all members in good standing at the beginning of each hockey season and near the end of the same season after updates have been integrated.

3.1.1.4. Compile and maintain a database of Member Information that, in addition to the information in the Register of Members, includes:

3.1.1.4.1. Full address and postal code;

3.1.1.4.2. Alternate phone number (home or mobile);

3.1.1.4.3. Name of spouse (as applicable);

3.1.1.4.4. Emergency contact person (if different from spouse;

3.1.1.4.5. Birth date;

3.1.1.4.6. Age.

3.1.1.5. Ensure that information contained in the Member Information database is kept strictly confidential and used only for the purposes of Club planning and management.

3.1.1.6. Conduct or otherwise ensure the review of annual applications for membership and renewals and advise applicants of their membership status.

3.1.1.7. As primary point of contact, receive and process inquiries from new applicants. .

3.1.1.8. Create individual files for each member and maintain member records to contain documentation relevant to their membership and playing history and inform the Player Coordinators as required.

3.1.1.9. Compile and report statistics and other information relating to membership, member participation, facilities utilization and player safety occurrences.

3.1.1.10. Collaborate with the Board and affected Division Coordinators to develop, maintain and confirm compliance with detailed Work Instructions as required for selected tasks.

3.1.2. The DMM, in collaboration and with authorization from the Board, is responsible for appointing a Player Coordinator for each Division as follows:

3.1.2.1. Ensure that candidates for the position of Player Coordinator are members in good standing.

3.1.2.2. Ensure that Player Coordinators have well-defined responsibilities, including written procedures and work instructions for conducting their work and that they understand the requirements for the accumulation and reporting of statistics as required by the Club.

3.1.2.3. Ensure that Player Coordinators have the necessary skills, attributes, availability and technology to reliably assign and monitor the day-to-day organization of teams.

3.1.2.4. Ensure that Player Coordinators implement the required procedures and work instructions to provide the day-to-day organization of teams.

3.1.2.5. Provide functional backup for Player Coordinators if they are unable to perform their appointed role for any reason.

3.1.2.6. Appointing a Discipline Coordinator (DC) to monitor and administrate Member Safety protocols in each Division.

3.1.2.7. Providing written communication of Member Safety Committee rulings to Committee members and affected members.

3.1.2.8. Ensuring a completed copy of the Member Safety Complaint Form and any supporting correspondence is forwarded to the DCM for inclusion in the individual member's file.

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3.1.2.9. Ensuring all documentation generated during an investigation of member conduct is filed in a retrievable manner.

3.2. Director of Risk Management ("DRM")

3.2.1. The DRM is responsible for all aspects of risk management as follows:

3.2.1.1. Determine risk levels (probability X consequence) for various events that could have either a positive or a negative impact on the Club and its members.

3.2.1.2. Formulate and recommend risk mitigation strategies to ensure that the Club's exposure to various risks is within tolerance levels that are determined by the Board.

3.2.1.3. Determine appropriate types of insurance policies, riders and coverage levels for each category of possible negative impact.

3.2.1.4. Identify insurance providers and negotiate insurance contracts in the best interests of the Club and its members.

3.2.1.5. Prior to being signed by the Club, review written contracts for conditions that are either identified or unidentified, that present worthwhile opportunities or unacceptable risks to the Club.

3.2.1.6. Stay abreast of changes in legislation, regulatory or insurance industry practices and make recommendations for changes in Club Bylaws, Procedures, contracts or member applications if required.

3.2.1.7. In collaboration with the Board, develop Procedures and Work Instructions to ensure the effective implementation of risk management initiatives and strategies.

3.2.1.8. Ensure that accepted risk mitigation strategies are implemented by the Club's members, representatives, agents, contractors, sub-contractors and any other entity working on behalf of, or participating in, Club Activities.

3.3. Director of Player Safety ("DHS")

3.3.1 The DHS is responsible for all aspects of Player Safety ("H&S") related to Club Activities and shall:

3.3.1.1. Promote health and safety awareness with the membership.

3.3.1.2. Keep a list of essential H&S equipment and supplies to be made available for use at Club Activities and maintain that equipment in good working condition. Maintenance includes but is not limited to batteries, contact pads, consumable refills, and other accessories required to keep the Club's equipment "action ready" at all times.

3.3.1.3. Review the contents of the first aid kit once per month and replace used and stale dated items with serviceable items.

3.3.1.4. Provide an annual schedule for the maintenance of H&S equipment and member training.

3.3.1.5. Maintain a log of all tests, maintenance activities and inventory inspections completed.

3.3.1.6. Within forty-eight (48) hours, report to the City those identified safety issues, accidents or incidents that have or may reasonably occur in and around City premises where Club Activities occur.

3.3.1.7. Maintain and create records for incidents occurring at Club Activities, including equipment usage and supplies that have been consumed.

3.3.1.8. Compile and report statistics from data gathered on training, injuries and incidents.

3.3.1.9. Ensure that H&S and Automated External Defibrillator ("AED") training is offered to members.

3.3.1.10. Arrange the delivery of health and safety training for the members. At least one training session will be delivered at the beginning of each season.

3.3.1.11. Monitor the H&S budget and report anticipated surplus or shortfall to the Board in a timely manner and annually as a minimum.

3.3.1.12. Provide at least one article or web link per month for distribution to all members. Topics may include but not be limited to exercise, heart health, nutrition, agility, active aging, concussions or hockey safety.

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3.3.1.13. Enlist one (1) and not more than two (2) Active members in each Division that are in good standing and that have relevant experience or credentials to assist with the maintenance and deployment of safety equipment.

3.4. Director(s) At Large ("DAL")

3.4.1. A DAL is responsible for organizing and executing special projects assigned by the Board as follows:

3.4.1.1. Determine requirements and objectives for the Activity or special project such as but not limited to: time, date, facility type and size, item quality, price, permissions or permits, personnel, equipment, training or insurance.

3.4.1.2. Assume the role of Coordinator or appoint a competent member in good standing to organize and execute the Activity or special project.

3.4.1.3. Prepare a list of tasks to be executed with expected duration and start dates.

3.4.1.4. Prepare a list of assigned resources to implement specific tasks.

3.4.1.5. Prepare a list of deliverable goods or services expected as successful outcomes.

3.4.1.6. Develop a budget and schedule for the Activity or special project for approval by the Board.

3.4.1.7. Execute or monitor tasks to accomplish the defined objectives.

3.4.1.8. Provide updated cost and schedule reports to the Board as requested in advance of executing on any initiative.

3.4.1.9. Provide a close-out report to the Board that summarizes events, revenue and profit / (loss).

3.5. Player Coordinator ("PC") (2)

3.5.1. There are two PC's; one (1) for the 55 Plus Division and one (1) for the 70 Plus Division. It is recommended and required that each PC enlist the assistance of a dependable member to act as back-up in the event that the PC is unable to perform his game-day duties.

3.5.2. The PC, in collaboration with the DMM, shall consider and confirm previous hockey experience for new applicants. The PC, in collaboration with the Member Safety Coordinator ("MSC"), shall select up to two (2) additional members in good standing to assist with disciplinary monitoring and represent their age Division on the Member Safety Committee.

3.5.3. Monitor the proficiency of Active members to enable fair team balancing when compiling daily rosters.

3.5.4. The PC for each division shall maintain a system allocating players in each Division up to two playing days per week.

3.5.5. Game day activities shall be conducted in accordance with the latest revision of the Work Instruction PC-01.

3.5.6. The PC's are responsible for planning member availability and planned absences.

3.5.7. The PC's are responsible for monitoring member attendance and maintaining that data in a system to determine and report on member activity over the season as well as the number of games played.

3.5.8. The PC's are responsible for approving or denying requests for Spares from the other division (55 plus or 70 plus) to play in their division.

3.5.9. PC's shall inquire as to member availability when there are multiple "no-show" instances and move those members to the Spares list, if warranted. If the member has become inactive, inform the DMM.

3.5.10. If there are open positions on the Regular member roster due to members being absent over a longer term, replacement members from the Spares list may be assigned Regular play days on a "Temporary" basis for a specific period of time as advised in writing.

3.5.11. If there are no other open positions available when the Regular member returns, the Temporary member will be returned to Spare status at the same seniority level as before.

3.5.12. The PC is responsible for appointing a competent Goalie Coordinator for their respective Division as follows:

3.5.12.1. Ensure that candidates for the position of Goalie Coordinator are members in good standing.

3.5.12.2. Ensure that Goalie Coordinators have well-defined responsibilities.

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3.5.12.3. Ensure that Goalie Coordinators are in possession of a list of available goalies and their contact information.
3.5.12.4. Ensure that Goalie Coordinators have the necessary skills, attributes, availability and technology to reliably assign and monitor competent goalies for each ice time.
3.5.12.5. Provide functional backup for Goalie Coordinators if they are unable to perform their appointed role for any reason.
3.5.13. In the event that a PC is unable or unwilling to fulfill his role, his responsibilities may be assumed by the DMM until the current term expires or until a qualified replacement can be appointed.
3.5.14. Ensure that if a minimum of eighteen (18) skaters and two (2) goalies are not present for any sanctioned hockey ice time, that the ice time shall be cancelled.
3.5.15. Ensure that no member shall participate in more than one (1) ice time per day except in extraordinary circumstances, which is intended to include the elements of s.3.5.14 of these Procedures.

3.6. Goalie Coordinator ("GC")

3.6.1. There are two (2) Goalie Coordinators; one (1) for the 55 Plus Division and one (1) for the 70's Plus Division.
3.6.2. A GC is responsible for maintaining a list of goalies that includes:
3.6.2.1. Name
3.6.2.2. Address
3.6.2.3. Phone number (home and mobile)
3.6.2.4. Email address
3.6.3. A GC must develop, maintain and as appropriate, revise a schedule of goalie play days each month for ice times in their respective division.
3.6.4. A GC must confirm assigned play days with each goalie on the schedule prior to publication.
3.6.5. In the case of a late cancellation by a goalie, the GC must make every effort to locate an alternate goalie for the affected game(s).
3.6.6. The GC must ensure that a current copy of the goalie schedule is provided to the Division PC so it is available in a timely manner for each game.

3.7. Player Safety Coordinator ("PSC")

3.7.1. The MSC, in consultation and authorization from the Board, is responsible for monitoring and administering discipline within the Club in accordance with the Bylaws, these Procedures, specifically Table 1.
3.7.2. The DC is responsible for the selection and appointment of Member Safety Committee Members ("MSCM's").
3.7.3. The DC shall:
3.7.3.1. Ensure rules for member conduct are well defined and communicated.
3.7.3.2. Maintain a documented process for investigating disruptive behaviour or aggressive member conduct in a consistent and impartial manner.
3.7.3.3. In collaboration with the PC's, appoint and train members from both Divisions to serve on the Player Safety Committee
3.7.3.4. Ensure that all matters and investigations are conducted and documented in a thorough, fair and impartial manner.
3.7.3.5. Compile and transmit all relevant incident records to the DMM for each incident conducted.

3.8. Social Coordinator ("SC")

3.8.1. The Social Coordinator is responsible for ensuring social events for the Club are organized. Events may include but are not limited to:
3.8.1.1. Spring Memorial Golf Tournament
3.8.1.2. Summer family BBQ
3.8.1.3. Fall wind-up golf tournament
3.8.1.4. Christmas party

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3.8.2. The SC may recruit and coordinate Social members in good standing or other volunteers to make up the various event committees and ensure that those committees are appropriately resourced, marketed and scheduled to ensure event success.

3.8.3. The SC should endeavour all year round to build and maintain a network of contacts that are willing to donate goods and services to the Club's social events.

3.8.4. The SC may also bring opportunities of interest to the members through the Board. Opportunities may include but are not limited to:

3.8.4.1. Sporting equipment sales events;

3.8.4.2. Merchandise or service discount opportunities;

3.8.4.3. Exhibitions or training events related to hockey or other sports, and

3.8.4.4. Participation in charity events that enhance the Club profile in the Okanagan communities; specifically, West Kelowna

3.9. Website Coordinator ("WC")

3.9.1. The WC is responsible for:

3.9.1.1. the creation and updating of the Club's website design and functionality;

3.9.1.2. posting, updating and removing Club information available to the public;

3.9.1.3. posting, updating and removing information that is only available to members; and

3.9.1.4. implementing and maintaining security protocols necessary to ensure member information and data is secure and protected from unauthorized access.

3.9.2. On approval by the Board, the WC may engage contract consultants as required from time to time to create, maintain, modify and secure the website and all data linked to or accessible from the website.

3.10. Game Day Coordinator ("GDC")

3.10.1. The GDC is responsible for:

3.10.1.1 GDC to be present at the rink in advance of the ice time;

3.10.1.2 prepare playing equipment and emergency kit/bag from storage and place on player's bench;

3.10.1.3 distribute locks and keys to dressing rooms;

3.10.1.4 acts as player safety representative in the absence of the designate;

3.10.1.5 collect and compile City player coupons (tickets);

3.10.1.6 confirm all players have signed the game day waiver;

3.10.1.7 adjust team assignments as required due to absences or other uncontrollable events;

3.10.1.8 Return completed waiver form and City coupons(Tickets) to City Recreation Office, post ice time.

4. BOARD MANAGEMENT

4.1. Nomination of Elected Directors

4.1.1. Candidates for elected Director positions must be suitably qualified and recommended by the Nominating Committee.

4.1.2. In anticipation of elections required as a function of the Annual General Meeting ("AGM"), the Board shall recruit and appoint a Nominating Committee ("NC") approximately sixty (60) calendar days in advance of the AGM.

4.1.3. The NC shall consist of not less than three (3) and not more than five (5) Active members in good standing and shall have proportionate representation from both Divisions.

4.1.4. The members of the NC shall, by consensus, appoint a chair or spokesperson to lead activities and communicate results on behalf of the NC.

4.1.5. Specific to the positions to be elected, the NC shall recruit or recommend candidates for the position of Director based on their qualifying attributes, considering the following:

4.1.5.1. Professional or business experience relative to the position;

4.1.5.2. Proven interpersonal and communication skills;

4.1.5.3. Knowledge of Club structure and history;

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4.1.5.4. Computer systems knowledge and practical competence such as: word processing, spreadsheets and other Club specific software as appropriate to the recommended position;
4.1.5.5. Personal access to a suitable computer and printer;
4.1.5.6. Personal access to high-speed internet services and personal access to a suitable computer and printer, and
4.1.5.7. Physical availability from August to May each expected year in office.
4.1.6. The NC shall provide a written report of its investigations and recommendations no later than thirty (30) calendar days after appointment.
4.1.7. The Board shall review the NC report and where recommended candidates are considered qualified, the Secretary shall include the names of those candidates relative to the available Board positions on the notice of meeting for the AGM.

4.2. Induction and Orientation of Elected and Appointed Directors

4.2.1. Newly elected or appointed Directors shall undergo induction and orientation activities provided by the Board to promote their integration with the Board and enhance their expected productivity; especially in the early days of their office.
4.2.2. Induction and orientation activities shall be provided within fourteen (14) calendar days of a Director's election or appointment.
4.2.3. Induction and orientation of Directors shall be conducted in compliance with Work Instruction ND-01.
4.2.4. Completed records of induction and orientation shall be delivered within seven (7) calendar days to the Secretary for retention in the Club files.

4.3. Board Performance

4.3.1. The President shall facilitate a performance review of the Board of Directors at least once per calendar year; at approximately mid-point in the playing season.
4.3.2. The default format for the review is a round table discussion; however, the President may select another format if required to address prevailing conditions and availability of Directors.
4.3.3. The review shall be conducted in person and at a time and place so that, other than for exceptional circumstances, all Board members are available to attend.
4.3.4. Objectives for the review should include, but not be limited to:
4.3.4.1. Board cohesiveness (competencies, respect, cooperation, inclusiveness, balanced contributions);
4.3.4.2. Director performance (attendance, behaviour, compliance with Procedures specific to their role);
4.3.4.3. Observance of Constitutional principles;
4.3.4.4. Adherence to Bylaws, Procedures and Work Instructions;
4.3.4.5. Fiscal management;
4.3.4.6. Stakeholder satisfaction (members and City)
4.3.4.7. Meeting (frequency and effectiveness) and,
4.3.4.8. Community image (reputation, contribution, recognition)
4.3.5. Where unfavourable results are found, a plan for remediation shall be developed within fourteen (14) calendar days of the Board review.
4.3.6. When required, a remedial plan shall be implemented within a reasonable time frame with consideration given to the nature of the required remediation.
4.3.7. Records of Board performance reviews shall be published to legitimate stakeholders and stored in the Club file system with a purge date not less than seven (7) years from creation.

5. MEMBER MANAGEMENT

5.1. Membership Application

5.1.1. Any person wishing to join the Club as an Active or Social member shall submit an application to the Board by completing and submitting the latest revision of the form titled "Annual Membership Application - AMA-01".

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5.1.2. The form may be submitted to the Director of Member Management in either digital (PDF) or hard copy format.

5.1.3. If a membership application is deferred or denied, or if an individual applies for Active Class re-instatement, the Board, acting reasonably and without delay, shall determine an allowable re-application date that shall not be less than six (6) calendar months from the date of initial application or, as the case may be, the date of the previous re-application.

5.2. Active Membership

5.2.1. Applicants for Active membership shall:

5.2.1.1. Be a minimum of 55 years of age;

5.2.1.2. Be allowed to apply if the applicant's 55th birthday occurs between September and May in the current playing season if the current membership level is below the upper limit cap as determined by the Board and as amended from time to time;

5.2.1.3. Be free of attributes that render the applicant a danger to themselves or others;

5.2.1.4. Be capable of enduring sustained physical activity at elevated levels, and

5.2.1.5. Have a fixed address within the RDCO.

5.2.2. Equal opportunity to play is given to men and women, depending on facility availability for the segregation of dressing rooms.

5.2.3. Goalies may be younger than 55 years of age, depending on availability; however, goalies 55 years and older will be given preferential ice time over goalies that are not yet 55 years of age.

5.2.4. Clause 5.2.1.2 notwithstanding, individuals that are younger than 55 years old and are specifically invited to play goal may only participate with Active Class members as a Social member.

5.2.5. Depending on availability and demand, goalies may be younger than the threshold age for the Division they are recruited for; however, goalies that have achieved the threshold age for their respective division will be given preferential ice time over goalies that have not achieved the threshold age.

5.2.6. If a spare member is available and cannot be included in more than six (6) consecutive ice times, the Active membership for that Division shall be capped until all Spares are getting equitable opportunities to participate.

5.3. Social Membership

5.3.1. Applicants for Social membership shall:

5.3.1.1. Meet the minimum age of majority in the Province of British Columbia;

5.3.1.2. Have a valid Club affiliation in compliance with the Bylaws and,

5.3.1.3. Have a fixed address within the RDCO.

5.3.2. The Board, acting in the best interests of the Club, shall determine an upper limit cap on Social memberships and may increase or decrease that limit from time to time.

5.4. Waitlisted Applicants

5.4.1. If the membership cap is exceeded, New Applicants are placed on the waitlist according to the date of their application.

5.4.2. Irrespective of the date of application, residents of West Kelowna, Westbank First Nations, Peachland and members of any community that contributes to the tax base of the City of West Kelowna should be given priority over other Applicants in the RDCO.

5.5. Inactive Alumni

5.5.1. Upon retiring from the City's Senior Hockey Program, a previously Active member that does not apply for and be accepted as a Social member will be placed on the inactive alumni list.

5.5.2. Within two (2) calendar years from the last date of their previously Active status, individuals who were a member in good standing when they retired are eligible to request Waitlist status without re-evaluation where:

5.5.2.1. He/she meets the current requirements for Active membership, and

5.5.2.2. He/she has a fixed address within the RDCO.

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5.5.3. If more than two (2) calendar years have elapsed from the last date of his/her Active membership, inactive alumni may be required to demonstrate proficiency commensurate with Active membership.

5.5.4. Without any limitation period, inactive alumni may apply for a Social membership if the current membership level for that Class is below the upper limit cap of membership as determined by the Board and as amended from time to time.

5.6. Application Denied

5.6.1. Rationale for the Board to deny a membership application includes but is not limited to:

5.6.1.1. Applicant does not meet the membership standards for the requested class of membership;

5.6.1.2. Applicant has an unfavourable history with one or more other hockey groups;

5.6.1.3. Applicant has attributes that render the applicant a danger to themselves or others or,

5.6.1.4. Applicant does not have a fixed address within the RDCO.

5.6.2. Applicants that have had his/her application denied shall be removed from the Waitlist.

5.6.3. Applicants that have had his/her application denied shall, without delay, be informed in writing of their application status, including a statement providing the earliest re-application date, if any, and describing the conditions, if any, under which he/she may re-apply.

5.7. Application Accepted

5.7.1. Individuals that have his/her application has been accepted shall, without delay, be informed in writing and shall be provided with, or given electronic access to, the latest revision of a “read-only copy” of the Bylaws, Procedures and supporting Exhibits and Work Instructions.

5.8. Register of Members

5.8.1. Upon acceptance by the Board, members have his/her name recorded in the Register of Members.

5.8.2. In compliance with the Bylaws, the Register of Members shall only include:

5.8.2.1. Last name, First name, Initial (optional);

5.8.2.2. Preferred phone number;

5.8.2.3. Alternate/emergency phone number, and

5.8.2.4. Preferred email address.

5.8.3. The information in the Register of Members shall be updated a minimum of two (2) times per playing season.

5.8.4. Members are responsible for informing the Board of any changes to his/her information in a timely manner.

5.8.5. The Register of Members shall be published to members in good standing after each update and may only be used for member-to-member communication and may not be reproduced or shared for any non-member purpose.

5.8.6. The Register of Members shall be kept strictly confidential within the Club and shall be the official source of member contact information for Club Activities, management and operational purposes.

5.9. Personnel Database

5.9.1. In addition to the information provided for the Register of Members, a Personnel Database shall also be created to preserve member and Alumni information that, due to privacy legislation, cannot be included in the Register of Members and may be required for Club emergency and social purposes.

5.9.2. The Personnel Database shall include but not be limited to:

5.9.2.1. Name of spouse (as applicable) and preferred phone number;

5.9.2.2. Emergency contact name (if different than spouse) and preferred phone number;

5.9.2.3. Address of principal residence (house, street, City, Province, postal code);

5.9.2.4. Date of birth and age,

5.9.3. The Personnel Database shall include personal information for Active members, Social members and Inactive Alumni,

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5.9.4. Personal information from unsuccessful Wait List Applicants and membership applicants shall only be retained for a maximum of three (3) years after which time it shall be expunged.

5.9.5. Information included in the Personnel Database shall be kept confidential with access strictly limited by passcode to:

5.9.5.1. President;
5.9.5.2. Vice-President;
5.9.5.3. Secretary and,
5.9.5.4. Director of Member Management.

5.10. Appeal of Suspension or Revocation

5.10.1. Members may have his/her membership suspended or revoked for reasons prescribed in the Bylaws and Procedures and are entitled to appeal the decision against him/her.

5.10.2. If a member wishes to appeal, he/she must do so in a written submission addressed to the Secretary. Either hard copy or email are acceptable methods of communication.

5.10.3. The member's submission of an appeal must be delivered to the Board within thirty (30) calendar days following the date of the notice informing the member that his/her membership has been suspended or revoked.

5.10.4. The submission of an appeal must be supported by compelling arguments in response to the reasons provided in the suspension or revocation notice.

5.10.5. If an appeal is submitted, the matter shall, without undue delay, be brought to the Board such that the Board meeting shall be convened without delay, specifically for the purpose.

5.10.6. Where the decision of the Board is in favour of the member, the member shall be immediately reinstated as a member in good standing.

5.10.7. Where the decision of the Board is not in favour of the member, the member shall be suspended for a term specified by the Board or as appropriate, his/her membership shall be revoked.

5.10.8. If the decision results in revocation, the name of the individual shall:

5.10.8.1. Have his/her name removed from the Register of Members;
5.10.8.2. Have his/her email removed from any member contact lists;
5.10.8.3. Have a record of the original ruling and the outcome of the Special Resolution included in his/her personal file and,
5.10.8.4. Be prohibited from seeking membership in the Club as an Active or Social member indefinitely.

5.10.9. Personal information recorded in the member database shall be retained by the Club for a period of not less than seven (7) years.

6. MEETINGS

6.1. Meeting Protocols

6.1.1. Except in an emergency, meetings shall have a proposed agenda that is provided to prospective attendees in advance of the meeting.

6.1.2. The proposed agenda may be amended or re-ordered as required by agreement of the attendees

6.1.3. Proxies presented on behalf of an absent voting member must be validated by the meeting secretary prior to the start of the meeting.

6.1.4. Meetings that address a Special Resolution requiring a 2/3 vote shall record an accurate list of attendees, including those represented by proxy.

6.1.5. Social members have no voting rights although they may attend and address organizational meetings to offer historical knowledge or express opinions on a topic at the discretion of the meeting Chair.

6.1.6. Formal meetings such as an AGM or General Meeting shall be conducted under Bourinot's Rules of Order.

6.1.7. Board meetings shall be conducted in compliance with the Club Bylaws.

6.2. Meeting Records

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6.2.1. Every meeting shall have an assigned secretary to take minutes and transcribe them into electronic format within a reasonable amount of time after any meeting.
6.2.2. The assigned secretary shall solicit feedback on errors and omissions from appropriate stakeholders as well as applicable Directors and Coordinators to obtain consensus on the final version.
6.2.3. Minutes of meeting shall be traceable to their electronic file name and shall reference individual page numbers in conjunction with the total number of pages.
6.2.4. If the meeting Secretary is not a Board member, the final version shall be forwarded to the Board of Directors for review, publishing and archiving.
6.2.5. In the case of an AGM or General Meeting, the minutes will be circulated to all members that are in good standing.
6.2.6. Final versions of the minutes of the meeting shall be properly archived in PDF format in the Club's Cloud-based file storage repository.
6.2.7. Records of each AGM shall be forwarded to the Club Secretary who is responsible for filing them with the Provincial Registrar as described in the Bylaws.

6.3. Annual General Meeting ("AGM") and General Meetings

6.3.1. Each year, an AGM will be held near the end of the hockey season.
6.3.2. General meetings may be convened at any time during the year and only as required to address specific, time-sensitive issues.
6.3.3. The President, in collaboration with the Secretary and Treasurer, will determine the date, location and time of any AGM and any required General Meetings.
6.3.4. A notice of meeting and agenda for the AGM or General Meeting will be circulated to Active members in good standing not less than fourteen (14) calendar days before the meeting is to be held.
6.3.5. Each member with an email address will be notified electronically. Members without an email address will be contacted by phone and arrangements made to provide hard copy notification of the meeting, agenda and attachments as requested.
6.3.6. In addition, the notice of meeting and agenda shall be made available on the Club's website throughout the period commencing twenty-one (21) calendar days before the meeting and may be removed after the meeting has been held.
6.3.7. No business shall be transacted at an AGM or any General Meeting unless a quorum consisting of twenty percent (20%) of the Active members in good standing are present; either in person or by proxy.
6.3.8. If, within ten (10) minutes of the time appointed for a meeting, a quorum is not present, the meeting shall stand adjourned for fifteen (15) minutes. Where a quorum is not present within five (5) minutes of the revised time for the meeting, the Active players in good standing who are present shall constitute a quorum.
6.3.9. The President shall act as Chair for the meeting. If the President is unable to chair the meeting, then one of the other Directors present shall act as Chair.
6.3.10. The agenda and order of business for the AGM shall generally be in compliance with the Work Instruction MTG-01 and modified, as necessary, to accommodate specific, pre-authorized reports, presentations and resolutions.
6.3.11. The agenda and order of business for any General Meeting shall generally be in compliance with the Work Instruction MTG-02 and structured specifically for the issues at hand.
6.3.12. Where a Special Resolution is included on the agenda, the meeting Secretary must have an accurate count of members in good standing and any approved proxies prior to the vote being taken to determine if the 2/3 threshold is met after the vote is completed.
6.3.13. For routine motions and Ordinary Resolutions, a majority show of hands is acceptable, and a declaration of success or failure by the meeting Chair is evidence of that process.
6.3.14. If a secret ballot is requested, it shall be conducted in whatever manner the meeting Chair deems appropriate, and the result of the ballot for which the poll was required shall be declared verbally by the Chair.
6.3.15. The meeting Chair is not entitled to vote on any matter except, in the case where the result of a vote ends in a tie, either by show of hands or by secret ballot, the meeting Chair shall be entitled to cast a vote in order to break the tie.

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6.3.16. Only Active members in good standing with the Club are entitled to vote. Votes may be registered either in person or by proxy to another Active member that is in good standing.

6.3.17. An instrument providing proxy shall be in writing under the signature of the provider and may be either of a general scope or for a specific resolution stated in the meeting agenda.

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7. SECTION B OPERATIONAL PROCEDURES

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8. ACTIVE MEMBER MANAGEMENT

8.1. Divisions

8.1.1. There are two Divisions that are titled 55 Plus and 70 Plus.

8.1.2. The age threshold for each division may be adjusted from time to time depending on foreseeable demand and demographics but shall remain consistent during the playing season.

8.1.3. Active members in good standing may be assigned up to two playing days per week during the season.

8.2. 55 Plus Division

8.2.1. The 55 Plus Division is for experienced players who have a knowledge of the rules of the game and playing strategies employed in faster-paced hockey.

8.2.2. Active members that normally play in the 70 Plus Division are, by permission of the Division PC, permitted to play as a last priority Spare in the 55 Plus Division if there is a vacancy.

8.2.3. Some low impact physical contact between players is expected, but players must be seen to be pursuing the puck first in all instances, especially where the player in possession of the puck is using his/her body to protect the puck.

8.2.4. Intentional physical impact (body checking) and aggressive pursuit or protection of the puck where another player may be injured is not permitted and may result in a disciplinary warning, suspension, or revocation of membership.

8.2.5. The use of a “snapshot” has been authorized by the CARHA Hockey Rules Committee. The “snapshot” is to bring the stick back behind the puck a maximum of fifteen (15) inches either on or off the ice and to shoot the puck in wrist shot fashion.

8.2.6. Slap shots of any kind, including “fake” slap shots intended to intimidate the defending players, are not permitted. In the case of a slap shot infraction, off-side rules will be applied.

8.3. 70 Plus Division

8.3.1. The 70 Plus Division is for experienced players 70 years of age who wish to extend their playing years in a less competitive, safer playing environment.

8.3.2. Active members that normally play in the 55 Plus Division are, by permission of the PC, permitted to play as a last priority Spare in the 70 Plus Division if there is a vacancy.

8.3.3. The use of a “snapshot” has been authorized by the CARHA Hockey Rules Committee. The “snapshot” is to bring the stick back behind the puck a maximum of fifteen (15) inches either on or off the ice and to shoot the puck in wrist shot fashion.

8.3.4. Slap shots of any kind, including “fake” slap shots intended to intimidate the defending players, are not allowed. In the case of a slap shot infraction, off-side rules will be applied.

8.3.5. Intentional physical contact is not permitted.

8.3.6. Incidental contact or collision resulting from aggressive play is not permitted.

8.3.7. Repeated incidental contact or collision that are attributed to declining physical abilities or conditioning may result in a player being categorized as a danger to him/herself or to others.

8.3.8. Repeated occurrences may be reviewed by the Director of Player Safety and may result in a warning, suspension or revocation of membership.

8.4. Divisional Assignment and Transition

8.4.1. If a new applicant or Wait List Applicant is accepted as an Active member, he/she will be assigned to the appropriate Division.

8.4.2. If a new applicant or Wait List Applicant is accepted and his/her birthday will transect the upper threshold for the 55 Plus Division during the current playing season, the applicant shall automatically be assigned to the 70 Plus Division.

8.4.3. If an Active member is playing in the 55 Plus age Division and has a birthday that transects the upper threshold for the 55 Plus Division and that date falls within the current playing season, he/she has the option of:

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8.4.3.1. Continuing to play out the season full time with the 55 Plus Division;
8.4.3.2. Split his/her playing days between Divisions on an equal basis, or
8.4.3.3. Transfer full time to the 70 Plus Division.

8.4.4. Where an Active member transitions to the 70 Plus Division with one or more assigned playing days, he/she will be transferred into the Division by way of seniority over other players in that Division.

8.4.5. For the purpose of inter-Divisional transfer, "seniority" is determined by the earliest recorded date of registration in the current continuous period of Active participation with the Club, including its predecessor, the Ogopogo Senior Men's Hockey group.

8.4.6. Where an Active player elects to continue playing full time in the 55 Plus Division, he/she shall not acquire assigned days in the 70 Plus Division through the option period.

8.5. Regular Playing Day Assignment

8.5.1. The maximum number of assigned playing days for each Division is capped at thirty (30) Active players in good standing.

8.5.2. For both Divisions, only 28 skaters (9 forwards and 5 defence on each side) can be assigned to a specific ice time.

8.5.3. Active members may be assigned a maximum of two (2) playing days per week.

8.5.4. One or more assigned days classify the individual as a Regular member that is entitled to sign in on his/her assigned days without further invitation.

8.5.5. Regular members that intend to be absent for any future period of time must inform the PC of the period and nature of the intended absence as soon as practical once the date(s) are established.

8.5.6. If a Regular member is required on short notice to be absent on his/her assigned day(s) for any reason, he/she is required to notify the Division PC in writing as soon as practical but in no case later than 12 PM (noon) of the day preceding play. This is to allow the PC reasonable time to locate a replacement if required. Notification later than 12 PM (noon) the preceding day will result in the player recording a "no-show".

8.5.7. Where a Regular member is absent for any reason for more than six (6) cumulative calendar weeks, the DMM, in consultation with the Division PC, may revoke his/her assigned days and the affected player may be consigned to the Spare category and his/her assigned days may be assigned to another member.

8.6. Active Member - Spare

8.6.1. A Spare is an Active member in good standing that does not have any assigned playing days and must wait to be called on a game-to-game basis to fill a vacancy.

8.6.2. Active members are recorded on the Spares list in the order of his/her membership application date.

8.6.3. If a Spare intends to be absent for any foreseeable reason, he/she is required to notify the Division PC in writing as soon as practical so that the PC can focus on available Spares when filling vacancies.

8.7. Daily Rosters and Sign In.

8.7.1. The responsible Player Coordinator (PC) will compile the daily roster assignments on a facsimile of the City's sign in / waiver sheet and make the sheet available to all assigned players no later than seven (7) PM on the day before the scheduled ice time.

8.7.2. On game day, the PC will make a hard copy facsimile of the City's sign in/waiver sheet available no later than forty-five (45) minutes before ice time to allow all players, including goalies, to sign in and for players to submit a Hockey Club ticket.

8.7.3. Payment during the regular season must be in the form of a Hockey Club ticket obtained during regular business hours from the City of West Kelowna, Recreation and Culture office located adjacent to the Mt. Boucherie arenas.

8.7.4. The PC is prohibited from handling or accepting cash or any other form of trade value. Only the City's Hockey Club tickets are acceptable for ice time payment.

8.7.5. All players, including goalies, must sign the City's sign in/waiver sheet personally. Any player attempting to delegate their sign in to another player and any player that signs in on

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behalf of another player may be subject to disciplinary action; including a warning, suspension, or revocation of membership.

8.7.6. Game day activities for PC's are included on Work Instructions PC-01 and PC-02

9. RULES OF PLAY

9.1. Game Conduct and Scoring.

9.1.1. Games shall be conducted under the Canadian Adult Recreational Hockey Association (CARHA) rules.

9.1.2. The Club has made local modifications to the CARHA rules to reflect the absence of game officials, timekeepers, scorekeepers, and other administrative limitations.

9.1.3. Game rules apply equally to all age Divisions.

9.1.4. Games begin when the ice resurface gates are closed, with the first five minutes allotted to player warm-up.

9.1.5. Games are typically played in five (5) goal segments with the goalies switching ends after each segment.

9.1.6. The score is reset to zero (0) after each segment is played.

9.1.7. If a five-goal segment is completed shortly before the anticipated end of the ice time, the segment may be extended without switching goalies or resetting the score.

9.1.8. Games end when the ice resurface gates are opened.

9.1.9. Players must ensure the ice surface is clear of personal and Club equipment and then exit the ice surface immediately.

9.2. Game Stoppage

9.2.1. Offsides are as defined according to CARHA rules. The penalty for an offside infraction is to give the puck to the defending team. All attacking players must retreat outside the blue line before any are allowed to return to the attacking zone. An offside infraction will normally be called by the defence players on the bench of the respective blue line.

9.2.2. If the puck is sent outside the playing area, including into the netting, the game puck is given to the defending team, and all attacking players must retreat outside the blue line before any are allowed to return to the attacking zone.

9.2.3. When a player in control of the puck is on a breakaway in the neutral or attacking zone and is fouled (i.e., holding, hooking, tripping) and thus prevented from having a clear shot on goal, he shall be awarded a penalty shot as determined by the current game Player Safety representative for the game. Other skaters on the ice are required to assemble along the boards to ensure they do not interfere with the penalty shot. If the penalty shot does not result in a goal, the puck is given to the defending team, and all attacking players must retreat outside the blue line before any are allowed to return to the attacking zone.

9.2.4. Icing is defined as an instance where a defending player propels the puck from within the defending zone, across both red and blue lines and across the defending goal line without either team being able to touch the puck. Aggressive fore-checking is dangerous to a defending player, especially at or near the end boards. When icing is observed, players from either team, including those on the bench, should call out "icing!" to draw attention to the infraction so that all players are aware of the restriction on fore-checking. In the instance of icing, players may not aggressively pursue the puck past the opposing blue line until an opposition player (including the goalie) has touched it. Once the puck has been contacted by an opposing player, an attacking player may skate with vigour over the opposing blue line toward the opposing puck carrier.

9.2.5. If the "icing" call is not observed, there will be a stoppage in play, the puck is given to the defending team, and all attacking players must retreat outside the blue line before any are allowed to return to the attacking zone.

9.3. Goalie Protection

9.3.1. If the puck is under the control of the Goalie, either by reason of being caught up in equipment or by intentional covering or "freezing" by the Goalie, play shall be halted. The primary purpose is to protect the Goalie from injury. A secondary purpose is to reflect the absence of game officials. In a case where the puck is under control of the Goalie, the

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puck is given to the defending team, and all attacking players must retreat outside the blue line before any are allowed to return to the attacking zone.

9.3.2. If the puck is in the goal crease (blue paint) but not under control of the goalie, play continues until:

9.3.2.1. The goalie controls the puck;

9.3.2.2. The puck is in the net (goal), or

9.3.2.3. The puck is retrieved and directed elsewhere on the ice surface.

9.3.3. A goalie may stop the play at his discretion if he/she is injured, has an equipment malfunction, determines that the post is off or if he/she requires a hydration break. In such cases, the offside rule shall apply.

10. CONDUCT AND DISCIPLINE

10.1. Player Conduct

10.1.1. Each player should have as his objectives exercise and congenial social interaction.

10.1.2. Each player is completely responsible for his own actions, on and off the ice, including how he chooses to react to a perceived infraction of the rules against him. Abusive verbal reactions or aggressive physical reactions are both unacceptable choices.

10.1.3. If a player feels strongly about an incident, he should report the matter to the Director of Player Safety for further action.

10.2. Position Rotation

10.2.1. Aside from goalies, players are expected to be able to play in any required position. No player is allowed to make an exclusive claim on any position, defence in particular, and may be requested to fill a different position.

10.2.2. The PC determines positional assignments and may request positional changes during the course of the game.

10.2.3. Positional requests should be made and received in a gentlemanly manner. Abusive responses or refusal to comply may be subject to disciplinary action, including a warning, suspension, or revocation of membership.

10.2.4. Shift changes should be of a duration not to exceed two (2) minutes and should be aligned with line mate shift change. Active members who persistently overstay shift changes may be subject to penalties determined by the PC, in consultation with the Director of Player Safety.

10.3. Equipment

10.3.1. Players must have at least two jerseys. One must be substantially BLACK and the other substantially WHITE. Some graphics are allowed but should not dominate the background. Sleeves must match the body of the jersey. Socks must be substantially BLACK or WHITE and reasonably match the jersey. Club jerseys are preferred but not mandatory.

10.3.2. Backgrounds other than BLACK or WHITE (such as grey, yellow, red, green) are not allowed as they create ambiguities during play.

10.3.3. All Active members must wear a face shield while on the ice during a hockey game. The shield may be a half shield, full shield or full cage. It is recommended that only CSA-approved shields be worn and attached according to the manufacturer's recommendations.

10.3.4. Cut protection equipment such as socks or neck guards and shoulder pads are strongly recommended but are optional.

10.3.5. Equipment must be maintained in reasonable condition. Damaged skates, cracked helmets, badly scratched or chipped facial visors, cracked or chipped sticks, dangling cloth, tape or strings are not allowed, and offenders may be subject to disciplinary action, including a warning, suspension, or revocation of membership.

10.3.6. Aftermarket or custom additions or modifications to equipment that may be hazardous to the Active member or other Active members are not permitted, and offenders may be subject to disciplinary action; including a warning, suspension, or revocation of membership.

10.3.7. If an Active member cannot repair or replace unauthorized or defective equipment prior to or during a game, he/she may be restricted from participating. Continued participation by

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the affected Active member is at the discretion of the HSC or his/her assistant or, in the absence of a Player Safety representative, the PC.

10.4. Discipline Guidelines

10.4.1. The Discipline Coordinator (DC) shall form a Discipline Committee consisting of the PC from each age Division plus at least one (1) and not more than two (2) additional Active members from their respective Divisions to monitor conduct and implement disciplinary protocols.

10.4.2. The primary goal as hockey players is to resolve disagreements responsibly and rationally at the time. Ideally, those involved in an altercation come to an amicable agreement on the ice, on the bench or in the dressing room after the game.

10.4.3. In situations where a resolution is not forthcoming, the DC or one of the DCM's may intervene immediately or may be contacted by an Active member afterwards.

10.4.4. DCM's present will investigate and verify alleged infractions. Eyewitness reports must be verified in writing. Email is acceptable for statements from other Active members.

10.4.5. In support of disciplinary actions against the offending Active member(s), each investigation must be documented on the Discipline Complaint form (Exhibit 12.2).

10.4.6. To promote consistency of investigative outcomes, it is recommended that investigators follow the Discipline Action Flowchart (Exhibit 12.3) to guide them through the process.

10.4.7. Once the investigation is complete and a course of action determined (warning, suspension, or revocation of membership), the DC and the PC for the Division will sign the form and forward all records of the investigation to the Director of Member Management (DMM) for archiving.

10.4.8. The DMM will inform the offending Active member(s) in writing and ensure a copy is included in the member's personal file.

10.4.9. Documented infractions that are five (5) calendar years or older may be disregarded when considering Active member behaviour regarding subsequent incidents.

11. RULE INFRACTIONS

11.1. Danger to Self or Others

11.1.1. When witnessed by the PC and confirmed by other Active members, an existing Active member may be deemed to be a hazard to themselves or others when behaviours are observed and documented that include but are not limited to:

11.1.1.1. Failing to wear required equipment;

11.1.1.2. Wearing or carrying equipment that is modified or damaged so that it is deemed to be unsafe;

11.1.2. Complaints shall be documented on the Discipline Complaint Form.

11.1.3. Active members providing eyewitness confirmation of the dangerous situation must be traceable to the sign-in sheet for the referenced date.

11.2. Verbal Abuse

11.2.1. Verbal abuse between any Active member and another Active member or any Active or Social member and a Westside Recreation facility employee or others, either on or off the ice.

11.2.2. Verbal abuse in hockey is defined as "any behaviour that is considered rude, unpleasant, inappropriate, or unprofessional and is offensive to others. It can include verbal of physical taunts or gestures that cause harm to the reputation of the game".

11.3. Physical Abuse

11.3.1. Physical abuse such as fighting or roughing will not be tolerated.

11.3.2. Fighting is defined as throwing a punch, with or without gloves, mauling, wrestling or the continuation of a minor roughing incident.

11.3.3. Roughing is defined as deliberate high sticking, cross checking, spearing, sustained pushing, pulling, shoving or otherwise trying to injure a player or cause a player to fall.

11.4. Aggressive Play

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11.4.1. Aggressive play will not be tolerated. Aggressive play includes body checking, boarding, charging, holding, cross checking, hooking, slashing, tripping or the intentional interference, slap shots or “fake” slap shots and the reckless endangerment of other players.

11.4.2. In addition to CARHA 2022, Rule 80, any forceful or powerful chop with the stick on an opponent’s body, the opponent’s stick, or on or near the opponent’s hands that is not an attempt to play the puck, shall be interpreted as slashing.

11.5. Table 1 – Discipline Penalties

Infraction	1st Offense	2nd Offense	3rd Offense
Danger to Self/Others	Warning	Membership Revoked	
Verbal Abuse	Warning	1 game	Membership Revoked
Physical Abuse			
Roughing	7-day Suspension	14-day Suspension	Membership Revoked
Fighting	14-day Suspension	Membership Revoked	
Aggressive Play	Warning	7-day Suspension	Membership Revoked

Note: Day suspensions include Regular assigned days and all Spare days for both Divisions

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12. EXHIBITS

12.1. Roberts Rules of Order

THIS WORK INSTRUCTION IS

UNDER DEVELOPMENT

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12.2. Player Safety Complaint Form

THIS WORK INSTRUCTION IS

UNDER DEVELOPMENT

DRAFT

12.3. Incident Action Plan Flowchart

THIS WORK INSTRUCTION IS

UNDER DEVELOPMENT

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12.4. Improvement Suggestion Form

	West Kelowna Senior Warriors Hockey Club	Page:	1 of 1
		Date:	June 7, 2025
	Procedures	Rev:	A

I suggest the following revision (insertion, deletion or change of wording) to the:

Bylaw: _____ **Procedure:** _____ **Exhibit or Work Instruction:** _____

Page Number: _____ **Section:** _____ **Paragraph:** _____

Suggested Revision (attach additional pages if necessary):

Name: _____ **Date:** _____

Signature: _____ **Telephone:** _____

Email: _____

Please submit to the Director of Member Management c/o West Kelowna Senior Warriors Hockey Club by email or hardcopy.

13. WORK INSTRUCTIONS (SAMPLES ONLY)

13.1. AMA-01 – Annual Membership Application (SAMPLE) (Requires updated form to be inserted)

West Kelowna Senior Warriors Hockey Club - 2025/2026
Membership Application and Release

Last Name:				**First Name:**		
Street:					**Apt. / Unit #:**	
City:				**Province:**	**Postal Code:**	
Birth Date:	mm: _____ dd: _____ yyyy: _____			**Email:**		
Member Category:	Hockey: _____ Social: _____			**Main/Cell Phone:**		
55 Plus Ice Times Arena - RLP	Monday 8 AM – 9:15 AM	Wednesday 8 AM – 9:15 AM	Friday 8 AM – 9:15 AM	**Emergency Phone:**		
70 Plus Ice Times Arena - RLP	Monday 11:15 AM – 12:30 PM	Wednesday 11:15 AM– 12:30 PM	Friday 1:30 PM– 2:45 PM	**Emergency Contact:**	Name:	Relationship:

Hockey experience for new applicants only			**RLP** = Royal LePage **JL** = Jim Lind
Youth hockey programs	_____ yrs.	Position:	LW: _____ C: _____ RW: _____ Def.: _____ Goal: _____
Junior level or higher	_____ yrs.	Shoots:	Left: _____ Right: _____
Recreational hockey	_____ yrs.	Ice Cost:	Appropriate **BLUE** WKRC ice hockey ticket only. **NO CASH ACCEPTED**. Fees are payable at time and place of sign-in. A strip of 10 tickets is available at the WK Recreation and Culture office.

By completing this application, I agree to comply with the Bylaws and Procedures of the West Kelowna Senior Warriors Hockey Club that can be viewed at www.wkswhockey.ca

Assumption and Acceptance of Risk, Release of Liability, Waiver of Claims and Indemnity ("Release")

I acknowledge, I am aware, and I accept that ice hockey involves certain risks, dangers and hazards, including, without limitation:

- Body-to-body contact;
- Stick on body contact;
- Contact with the ice surface, boards including glass, and connected and other apparatus, fixtures and equipment;
- Body contact with a puck; and
- Other unidentified events or incidents of every kind and nature.

I acknowledge that my participation as a member of the West Kelowna Senior Warriors Hockey Club ("Club") in any and all activities sanctioned and operated by the Club ("Activities") includes known and unanticipated events that could result in negative impacts including, but not limited to the risks, dangers and hazards ("Risks") as noted above that may result in physical injury, emotional injury, death or damage to myself, my property or third parties.

I expressly agree and affirm that I have considered the Risks of participating in any and all Activities of the Club, and therefore, I, without hesitation, reservation, inducement or duress, accept and assume all Risks of participating in any and all Club Activities. My participation in any and all Activities is entirely and expressly voluntary, and I elect to participate in any and all Club Activities, notwithstanding any and all Risks, whether identified, not identified or unanticipated. Further, I acknowledge that this Release has been provided to me in advance and confirm that I understand the terms and conditions contained herein. This Release is published on the Club's website, and I have had the opportunity to consider the Risks of participating in any and all Club Activities. I acknowledge that I have had the opportunity to obtain independent legal and, where applicable, medical advice before agreeing to the terms and conditions contained herein and executing this Release.

I hereby agree to indemnify and hold harmless the Club and its directors, members, coordinators, agents, representatives, employees, contractors and sub-contractors from any and all liability arising out of any and all occurrences and matters arising at any and all Club Activities from any and all claims, demands, actions or judgements of every kind and description which may occur as the result my participation in any and all Club Activities. By executing this Application, including this Release, I acknowledge that I may be found by a court of competent jurisdiction to have waived my rights to commence litigation and seek damages of any kind and nature against the Club and its directors, members, coordinators, agents, representatives, employees, contractors and sub-contractors.

_____ Date: _____

Applicant Signature (dd/mm/yyyy)

BOARD USE ONLY

Application Status:	Accepted		Declined		Signature	

13.2. DELETE THIS INSTRUCTION

13.3. DMM - 01 – Member Communications (SAMPLE)

DRAFT

13.4. MTG-01 – Annual General Meeting (SAMPLE)

	West Kelowna Senior WarriorsHockey Club Work Instruction	WI #:	MTG-01
		Date:	July 14, 2025
	Annual General Meeting (AGM)	Rev:	C

1. **Requirements:**

1.1. Indoor seating for a minimum of fifty (50) persons.
1.2. A small reception table with at least one chair.
1.3. At least one presentation table with a minimum of six (6) foot length.
1.4. At least two, and up to four, hard back chairs.
1.5. Available audio system and visual display technologies are preferred.
1.6. A hardcopy of this Work Instruction.
1.7. A hardcopy of Bourinot's Rules of Order.
1.8. A copy of the *Societies Act [SBC 2015] CHAPTER 18* of British Columbia and *Societies Regulation*
1.9. A copy of the most recent revision of the Club Bylaws.
1.10. A copy of the most recent revision of the Procedures.

2. Annual General Meeting

2.1. Prior to the meeting, proxies shall be validated as legitimate representation instruments specific to the meeting.
2.2. The order of business for the Annual General Meetings may be modified to accommodate the topics addressed, the order they are addressed and, if applicable, the availability of presenters but should generally be as follows:
- 2.2.1. Election of a Chairman. The President shall act as Chair for the meeting. If the President is unable to chair the meeting and none of the other Directors present are willing to act, the meeting shall elect a Chair from the Active members in good standing who are present at the meeting.
- 2.2.2. Appointment of a meeting Secretary. The Chairman shall appoint a Secretary to record all proceedings of the meeting.
- 2.2.3. Call to order by the meeting Chairman and establish a quorum
- 2.2.4. Verify proof of notice of meeting
- 2.2.5. Reading and disposal of any unapproved minutes of previous meetings
- 2.2.6. Reports of committees
  - 2.2.6.1. President
    - 2.2.6.1.1. Legal Correspondence
    - 2.2.6.1.2. Regulatory Correspondence
    - 2.2.6.1.3. Board Performance
  - 2.2.6.2. Secretary
    - 2.2.6.2.1. Correspondence
  - 2.2.6.3. Member Management
    - 2.2.6.3.1. 55 Plus Coordinator
    - 2.2.6.3.2. 70 Plus Coordinator
    - 2.2.6.3.3. Discipline
  - 2.2.6.4. Health and Safety
  - 2.2.6.5. Directors at Large
    - 2.2.6.5.1. Special Task Committees
    - 2.2.6.5.2. Social Committees
- 2.2.7. Financial report and approval of the financial statements
- 2.2.8. Resignation of those Directors whose term has matured
- 2.2.9. Report of the Nominating Committee
- 2.2.10. Election of the incoming Director(s)
- 2.2.11. Unfinished business
- 2.2.12. New business
- 2.2.13. Adjournment

2.3. The Secretary for the meeting shall ensure that accurate minutes are recorded and are prepared and turned over the Board of Directors for review, publication and archiving.

SAMPLE

13.5. MTG-02 – General Meeting (SAMPLE)

	West Kelowna Senior WarriorsHockey Club Work Instruction	WI #:	MTG-02
		Date:	July 14, 2025
	General Meeting	Rev:	C

1. **Requirements:**

1.1. Indoor seating for a minimum of fifty (50) persons.
1.2. A small reception table with at least one chair.
1.3. At least one presentation table with a minimum of six (6) foot length.
1.4. At least two, and up to four, hard back chairs.
1.5. Available audio system and visual display technologies are preferred.
1.6. A hardcopy of this Work Instruction.
1.7. A hardcopy of Bourinot's Rules of Order.
1.8. A copy of the *Societies Act [SBC 2015] CHAPTER 18* of British Columbia and *Societies Regulation*
1.9. A copy of the most recent revision of the Club Bylaws.
1.10. A copy of the most recent revision of the Procedures.

2. General Meeting

2.1. Prior to the meeting, proxies shall be validated as legitimate representation instruments specific to the meeting.
2.2. The order of business for the General Meetings may be modified to accommodate the topics addressed, the order they are addressed and, if applicable, the availability of presenters but should generally be as follows:
- 2.2.1. Election of a Chairman. The President shall act as Chair for the meeting. If the President is unable to chair the meeting and none of the other Directors present are willing to act, the meeting shall elect a Chair from the Active members in good standing who are present at the meeting.
- 2.2.2. Appointment of a meeting Secretary. The Chairman shall appoint a Secretary to record all proceedings of the meeting.
- 2.2.3. Call to order by the meeting Chairman and establish a quorum
- 2.2.4. Verify proof of notice of meeting
- 2.2.5. If the meeting is a continuation of a meeting that was prematurely adjourned and then re-convened, reading and disposal of any unapproved minutes of meeting.
- 2.2.6. Ordinary Resolutions (simple majority)
- 2.2.7. Special Resolutions (2/3 majority)
- 2.2.8. Adjournment

2.3. The Secretary for the meeting shall ensure that accurate minutes are recorded are prepared and turned over the Board of Directors for review, publication and archiving.

SAMPLE

13.6. ND-01 – New Director Introduction and Orientation (SAMPLE)

	West Kelowna Senior WarriorsHockey Club Work Instruction	WI #:	ND-01
		Date:	Apr. 20, 2025
	New Director Induction and Orientation	Rev:	A

1. **Requirements:**

1.1. . The Director responsible for new Director induction and orientation must have a personal computer with internet access and a scanner. A scanned copy of the completed form must be provided to the Secretary in .PDF format for inclusion in Club records.

Inductee Name: _____

2. Induction

ACTIVITY	PURPOSE	INIT.	DATE	BOARD
Board roster review	Identify individuals and contact coordinates.			
Review organization chart	Identify individuals, positions and responsibilities			
Provide awareness and access to file system	Provide understanding for information access and file upload / download of flies.			
Provide access to Club website	Provide understanding of information access.			

3. Orientation

ACTIVITY	PURPOSE	INIT.	DATE	BOARD
Review Constitution	Refresh comprehension of founding principles			
Review Bylaws	Refresh understanding of access, revision protocols (AGM and BC Registries)			
Review Procedures	Refresh understanding of access, types of documents, purpose of each type and revision protocols (Board and AGM)			
Review Risk Management	Review Risk model and how to apply it. Review Insurance policies Review Risk Register purpose and current status of open items			
Review Banking and Finance	Review bank location, account name and number and signing protocols where applicable. Review BC Registry and CRA reporting requirements.			
Review Member Management	Refresh understanding of member rights, responsibilities and discipline			
Review City Contract	Provide understanding of purpose, terms and conditions to uphold.			
Review Joint Operating Committee	Provide understanding of purpose, Terms of Reference and representation requirements.			
Review Budget	Provide understanding of chart of accounts, City funding, Club funding.			
Review digital tools	Provide understanding of software programs, purposes, licence maintenance and usage			
Review data security protocols	Provide understanding of security protocols for member data management, file protection and email best practices.			

SAMPLE

13.7. PC-01 – Game Day Instructions for PC (SAMPLE)

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	West Kelowna Senior WarriorsHockey Club Work Instruction	WI #:	PC-01
		Date:	July 14, 2025
	Game Day Instructions for Player Coordinators	Rev:	C

1. **Requirements:**

1.1. Each PC and his/her back-up must have access to a key to the equipment room and knowledge of the combination to the lock on the Club storage locker within the premises.
1.2. Each PC and his/her back up must have a personal computer with internet access and a printer.
1.3. Each PC and his/her back up must have a digital camera or photo-capable mobile phone.

2. **Game Day Roster:**

2.1. The PC shall ensure that players with assigned playing days are aware that they must advise the PC not later than noon on the day prior if they are unable to play on their assigned day.
2.2. When players advise the PC that they are unable to play, the PC shall then contact players from the Spares list to fill the position.
2.3. Using the daily sign in sheet (waiver), make player assignments to each team (lights / darks); balancing the known skills of each player against a player of similar position and skill.
2.4. The PC is responsible for publishing the game day sign-in sheet for a given day not later than 7 PM on the day prior to play.
2.5. If there are open positions on the daily roster due to short term absence of Regular players, assign Spares to the open positions for that specific day.
2.6. Ensure that uninvited spare players and suspended players are prevented from signing in or playing.

3. **Game Day Activities:**

3.1. Arrive at the rink well before ice time to make the sign in sheet available.
3.2. Get equipment out of the storage locker. Equipment includes: dressing room locks / keys, pucks and defibrillator / first aid kit.
3.3. Distribute keys and locks to appropriate dressing rooms.
3.4. Inspect the dressing room to confirm that it is reasonably clean, dry and well maintained. Immediately report noteworthy discrepancies or safety hazards to the DMM via email (no SMS text)
3.5. Ensure that every player has paid with Hockey Club ticket prior to entering the ice surface. Note: CASH CANNOT BE ACCEPTED.
3.6. Ensure that every player has printed their name on the back of the ticket for the purpose of sign in reconciliation.
3.7. Reconcile the number of tickets against the number of players on the sign in sheet and I equal, sign the sheet.
3.8. Capture an image of the completed sign in sheet and forward the image (.jpg or .pdf) to the DMM for archiving in the appropriate file folder located on the Club's "MS 365 Cloud" storage site.
3.9. If any first aid supplies are used on game day, inform the DMM and the Health and Safety Coordinator so that the items used can be replaced in a timely manner. Email or SMS text is acceptable.
3.10. Inspect the dressing rooms to ensure that debris (tape, paper, bottles or player property) is removed, leaving the rooms reasonably clean.
3.11. Ensure that equipment taken from the storage locker is returned and that the lock on the locker is securely closed.
3.12. Ensure the sign in sheet and tickets are delivered to the West Kelowna Recreation and Culture reception desk.

SAMPLE

13.8. PC-02 – Game Records for PC (SAMPLE)

THIS WORK INSTRUCTION IS

UNDER DEVELOPMENT

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13.9. PE-01 – Prospect Evaluation (SAMPLE) (Ensure entire Work Instruction is deleted)

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14. APPENDICES

14.1. Revision History

REVISION	DETAILS	DATE
Rev A	Initial development version	April 4, 2025
Rev B	Major editorial changes. Added more sections and forms. Sent for stakeholder review.	June 7, 2025
Rev C	Integration of stakeholder mark ups.	June 23, 2025
Rev D	Integration of stakeholder mark ups	July 10, 2025
Rev E	Integration of stakeholder mark ups	July 14, 2025
Rev F	Integration of stakeholder comments. Sent to members for information only	August 03, 2025
Rev G	Integration of Board review comments. Refer to document titled “Procedures – Rev G Markup – Summary of Comments – July 8, 2026” for details	July 14, 2026

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