EMTC – Erin Mills Tennis Club

GENERAL PROCEDURE

Revision History

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| **Rev#** | **Author(s)** | **Approvers** | **Date Approved** | **Change Highlights** |
| 0 | Benoit De La Selle | Jeevan PragasamPatrick KrychowskiBenoit De La Selle |  | Initial issue |
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# EMTC-Erin Mills Tennis Club GENERAL PROCEDURE

# Purpose of the EMTC General Procedure

This procedure provides general rules and guidelines for the operation of the Erin Mills Tennis Club (“The Club”, membership and activities management. It is aimed at supporting a peaceful, respectful and harmonious environment that is conducive to achieving the Club’s purpose as set out in the Club’s constitution.

The rules and guidelines outlined in this procedure shall align and not contradict with the Club’ constitution.

The Club is run by volunteers who donate their time and the diversity of their talents to support the Club’s equipment and activities.

The procedure shall be revised from time to time as deemed appropriate by the Club’s Board.

# Complaint Management

Members, visitors, spectators, individuals, City representatives (Collectively “Stakeholders”) who are dealing with the Club or have entered the Club’s premises must be assured that they can report a complaint, have such complaint acknowledged, be reviewed by the Club, and to expect an answer on how the Club plans to address and eventually resolve the complaint, partially or to the fullest, reasonably and within the resources and capabilities of the Club.

The Club shall provide a tool on its web site where stakeholders can report a concern and be assured that their concern was properly recorded.

The Club shall maintain a ledger of complaints.

The Board shall review newly submitted complaints on a regular basis.

Originators of a complaint shall, upon request, have access to the records associated with the complaint they have initiated.

Complaints shall be reviewed by at least two of the Club’s Directors within thirty days from the complaint submission.

The review process may include requesting further clarification from the originator of the complaint.

In case no meaningful feedback is received from the originator or no contact information was provided with the complaint, the Club’ Board may comment, make a recommendation, which shall be recorded in the complaint ledger and subsequently consider the complaint addressed.

In case the originator has provided contact information and is willing to provide meaningful and constructive feedback to a Club’s request for clarification, then the Club shall try its best to take such feedback into consideration in its deliberations and seek the originator’s concurrence in the definition of a full or partial resolution. Only the final outcome of the resolution shall be recorded in the complaint ledger.

The Board has full authority to take any action, decision, to address the outcome of the complaint in the interest of the Club and its members.

# Membership

Registration. It is a pre-requisite for people to register in order to participate in the Club’s activities.

The registration form describes the registration minimum terms and conditions. It is available on the Club’s web site.

Online registration is encouraged.

Membership fees, terms and conditions to participate to the Club’s activities are defined annually and can be revised without notice. The Club shall make every effort to keep the membership terms and conditions up to date on the Club’s web site.

The Board reserves the right to discount membership fees to individuals or families in need on a case by case basis.

Registration is not complete until full payment is deemed to have been received by the Club.

Registration is final upon and fees are non-refundable.

Registered members must comply with the requirements set by the Club about membership presentation (shoe tags) and any other rule set out in the Club constitution, General Procedure or considered a Club’s usual way of operation.

Members can invite guests up to three times during a season.

# Suspension & Revocation

Membership can be suspended temporarily at the discretion of the Board for a duration decided by the Board. Suspension for misconduct, inappropriate behaviour can be pronounced immediately by three Executive Directors, of which at least two are Key Executive Directors. Suspended members are no longer allowed to enter the Club’s premises and they shall not interfere with other members outside the Club’ premises. It can be appealed from a suspension. Suspended members can be reinstated in their membership, with or without probation or be revoked permanently. Revocation is irrevocable and not subject to appeal. Membership fees are non-refundable in case of membership suspension or revocation.

Any suspension and revocation shall be documented in writing and approved by the Board.

# Practice of Tennis

Members shall practice tennis peacefully, in a fair and respectful manner with regards to other players, spectators and the rules of tennis.

Attire shall be either tennis or sport attire. Jeans are not considered sport attire. Members must wear tennis shoes or sport shoes that do not leave permanent, visible residue on the courts surface.

Respectful language, attire and behaviour is expected from the stakeholders on and off the courts.

A tennis courts booking board shall be available for members. Courts can be booked up to one hour in advance.

# Teams

Team captains are appointed by the Board on the proposal from the Executive Director in charge of Tennis activities.

# Club’s Pro

From time to time, the Club may hire a tennis professional (The “Pro”) on a contractual, annual basis, for a fee or at not cost. The services provided by the Pro in residence shall have a contract approved by the Board.

# Activities

The Club may from time to time provide activities such as Juniors training, Ladies league, Lakeshore league teams, House League teams, Free clinics, Round Robins, Tournament(s), ladder, membership appreciation events.

# Safety

Safety concerns shall be addressed with the highest possible priority.

A Director for tennis equipment and maintenance shall be appointed on an annual basis by the Board. The Director for tennis equipment and maintenance shall make sure the courts and tennis equipment is safe for the practice of tennis and take any prevention, containment or remedial action, with no delay, when a safey hazard is identified on the Club’s premises.

Members can park their car on the South Common Community Centre parking. Drivers must respect speed limits and be mindful of pedestrians safety around the Club area.

The Club shall maintain a first aid kit available inside the court fence for immediate access by members.

A defibrillator is available in the South Common Community Centre building.

# Communications

The Club communicates with its members using the Club’s web site available at [www.erinmillstennis.ca](http://www.erinmillstennis.ca) and from time to time directly to the members by email.

# Relationships with stakeholders

The Club maintains ongoing relationship with the City officials and the various City department administrators as necessary.

City representatives shall be notified of the Club’s General Annual Meeting and to any other meeting as deemed necessary by the Board.

# Finances

The Club’s fiscal year is from January 1st to December 31st of each year.

Every year, the treasurer shall prepare and have approved by the Board, a budget, a presentation of the accounts at the end of the year, a financial update at the Annual General Meeting and interim updates as requested from time to time by the President or the Board.

The Treasurer shall define, revise the membership fees and seek approval from the Board.

Operating expenses are subject to a two-executive-directors sign off. Cheques or bank transfers above three thousand dollars outside the Club’s accounts shall be approved by the Board.

The Club’s bank is the Toronto Dominion Bank located 2200 Burnhamthorpe Road West. Mississauga Ontario, L5L 5Z5.

The Club shall maintain a positive financial balance. The Treasurer must inform the Board with no delay when the profitability of the annual fiscal year becomes uncertain.

The Club must invest its financial reserves exclusively in safe, short term investments instruments such as Guaranteed Investment Certificates (GIC) and Canadian Government Bonds.

# Board governance

Board members presence at Annual General Meetings, Special General Meetings is mandatory and an absence shall be sufficient to justify a Board member dismissal. A Board member presence rate at Board meetings called during the year shall be at least fifty percent and an absence rate of more than fifty percent shall be sufficient to justify a Board member dismissal.

Board members, Board members candidates shall declare to the Board, with no delay, any potential conflict of interest caused by a) an appointment with an organization, whose interest might be perceived as adverse, of the Club’s mission, reputation, image, membership growth, financial and legal interests.

Any management or board membership in another tennis organization must be declared under the conflict of interest annual declaration. Board membership in another tennis organization shall not be allowed in conjunction with a Club’s executive director mandate. Consequently, members in such a situation shall resign or be dismissed from the Club’s directorship.

The Board shall be staggered with three levels of directors in order to ensure long term continuity while ensuring an apprenticeship opportunity for new directors for the renewal of directors: Level one shall be for executive directors and allow an executive director to stay in the same position of up to 5 years. Level two shall be for non-executive directors and allow a non-executive director to stay in the same position of up to 3 years.

The Board shall maintain a list of Directors positions.

From time to time, the Club may appoint Project Managers Project Managers shall not have the right to vote for Board decisions.

Annual General Meetings convocation. The President shall notify members, City representatives and any other stakeholder as deemed necessary about the date, the agenda and the venue of a Annual General Meeting or Special General Meeting in compliance with the constitution.