

WINNIPEG TENPIN BOWLING ASSOCIATION POLICY MANUAL

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Purpose:

This Policy Manual supports the WTBA By-Laws. It provides additional information in terms of guidelines, procedures, and specific financial details. The Policy Manual can be changed by a simple majority vote at any Association Board Meeting.

Note: Throughout this document, the terms “Association Manager” and “Executive Director” are used interchangeably, when they are referring to the WTBA Board.

A. ASSOCIATION STRUCTURE

This section covers the topics that form the associations and their leadership - charters, elections, boards, committees and employees.

1. Number of Directors

Proprietors are important to the sport of bowling and CTF encourages associations to have at least one proprietor on their board. However, an Association Board cannot have more than 3 proprietors. The WTBA Bylaws limit the number to one.

2. Eligibility

The eligibility requirements for the Association Board include, but are not limited to:

- (1) Should not be bowling in an unsanctioned league that plays the game of American tenpins.
- (2) Must demonstrate a working knowledge of the sport of bowling and the industry.
- (3) Should demonstrate leadership qualities and the ability to think strategically as it relates to board responsibilities.
- (4) Consideration should be given to ensure that there is a fair and reasonable representation of different leagues, different ages, and different genders on the Board, as much as possible.

Also, the ability to attend regular meetings and to actively participate in association initiatives and duties should be considered, as failures in these regards can be considered grounds for removal from the Board.

3. Elections - Voting

Elections shall be by ballot, except that a voice vote may be taken when the number of candidates does not exceed the number of positions to be filled. The Chair may authorize a voice vote in special circumstances.

4. Elections - Protest

Protests must be filed in writing to CTF within 15 days of the election, or no later than the day before the Association Board members begin their term of office, whichever occurs first.

If CTF rules the election null and void, the association must conduct another election. Any protest of the succeeding election must be filed in writing with CTF within 48 hours after the election. If no timely protest, the election stands.

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5. Board - Associate Members

The Association may have associate members. These individuals would perform a specific duty for the Association and could be invited to board meetings to report on topics, but they would not have voice or vote at Board meetings. Such duties could include committee member, training of league secretaries, bowling clinics, public relations, etc.

6. Board – Officers

The Officers are President, Vice President, and Executive Director. The Executive Director is either employed or selected by the Association Board.

(1) President

The President manages key relationships with CTF and Provincial Association. In addition, he or she acts as spokesperson for the Association.

(2) Vice President

The Vice President would take over the responsibilities of the President due to absence or disability.

(3) Executive Director

The Executive Director is responsible for the day-to-day operations of the association.

7. Committees

(1) Nominating Committee

The committee is composed of 1-3 association members elected by the Association Board and they elect their own chairman. Committee members serve one-year terms.

(2) Finance Committee

The Finance Committee is composed of at least 2 Directors. The committee should meet at least twice annually.

(3) Youth Committee

Because the Provincial Association (Manitoba Bowling Association) operates almost all of the Youth programs for Manitoba, it is not necessary to have an appointed Youth Committee, however it is important to have at least one Director who is aware and/or involved in the Youth Programs to provide updates to the Board.

(4) Other Committees

Other committees and task forces can be formed as needed to implement Association Board approved priorities, such as recognition, tournaments and events, etc. Committees furnish written reports to the Executive Director or Association Board upon request.

8. Employee

An individual may be employed/selected for the Executive Director position. The Executive Director would define a need for additional employees with approval of the Association Board. Should the need for

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additional employees arise, the guidelines for employing, evaluating and firing an employee will be created and placed in the Policy Manual.

9. Executive Director

All associations are required to have an Executive Director employed/selected by the Association Board. Regardless of whether this individual is paid or not, they are an employee of the association and accountable to the Association Board.

The Executive Director directs the day-to-day operation of the Association. He/She receives an annual honorarium of \$2.00 per registered bowler.

The Association Board monitors the performance of the Executive Director and should perform evaluations periodically.

10. Executive Director Job Description

(1) Position Summary

Responsible for overseeing the operations of the WTBA, providing administration support and the coordination of services necessary to comply with CTF Performance Standards. The Executive Director is accountable to the WTBA Board.

(2) Qualifications

The Executive Director should have a knowledge of bowling; office and organization skills; basic computer skills; and good communication skills. Experience with appropriate membership software would be an asset. Multi-year experience on a Bowling Association Board is preferred.

(3) Reports To/Reporting Relationships

- (a) The Executive Director reports to and is employed or selected by the Board, who will allocate additional human and financial resources on a task basis as necessary.
- (b) The Executive Director reports to the Association Board on a regular basis (at least quarterly); to CTF as required; and to the association membership as needed.
- (c) If staffed, the paid clerical assistant will report directly to the Executive Director.
- (d) The Executive Director gets reports from his/her staff.
- (e) Volunteers assigned to support the Executive Director will report to the Executive Director for those tasks assigned by the Executive Director or Association President/Board.

(4) Duties

The tasks for which the Executive Director will be responsible may include, but not be limited to:

- (a) Working in conjunction with the Association Board adheres to CTF performance standards and applies for charter renewal every 5 years or as required by CTF.

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- (b) Implementing and monitoring the strategic/action plan of the association and their progress.
- (c) Reporting on progress toward specific goals to the Association Board quarterly.
- (d) Responsible for the overall finance of the association. This would include preparing a budget for board approval and staying within the budget.
- (e) Overseeing volunteer activities.
- (f) Responsible for all Association correspondence.
- (g) Overseeing the use of appropriate membership software to enter and transfer information to CTF.
- (h) Notifying each league secretary, in writing, of the programs and services offered by the association.
- (i) Submitting reports to CTF and the Provincial Association as requested.
- (j) Responsible for the operation of the annual tournament, either as tournament manager or supervisor of the tournament director.
- (k) Train an individual to be a backup in case of emergency. Set up computers in both houses (Executive Director and the backup person).
- (l) Responsible for maintaining good communication with the Provincial Association.
- (m) Prepare an annual budget for the upcoming season.
- (n) Perform Recording Secretary duties for all WTBA meetings.
- (o) Responsible for performing lane inspections as per CTF procedures for all centres within the WTBA's jurisdiction (including Winkler) and forwarding the results to CTF.
- (p) Responsible for ordering supplies for all leagues.
- (q) Responsible for creating league kits and distributing them to the league secretaries. The kit may include sanction forms, membership cards, award forms, informational letters, etc.
- (r) Responsible for scheduling of the Presidents-Secretaries meeting in August, and notification letter to all league Presidents and Secretaries.
- (s) Order and maintain a stock of CTF awards for the upcoming season.
- (t) Setup an account(s) for the WTBA at a financial institution, including signing authorities.
- (u) When the bowling season starts gather all completed sanction forms, Registered Participant applications, and registration fees received.
- (v) Enter all registered participant and sanction information into computer program.

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- (w) Process all bowler award applications and distribute the awards in a timely manner.
- (x) Responsible for producing a year-end financial statement for audit (usually at the end of April).
- (y) Near the end of the season, send out average request forms to league secretaries so that the annual yearbook can be processed.
- (z) Responsible for producing the annual average yearbook.
- (aa) Responsible for meeting room reservations at Sport Manitoba for the upcoming season for the WTBA meetings.
- (bb) Responsible for ensuring that all trophies required for the annual meeting are ordered.
- (cc) Notify all annual meeting award/trophy winners, inviting them to the annual meeting.
- (dd) Collect scores from all tournament directors for each tournament. Enter these scores into a Tournament Average program and regularly distribute tournament average reports to various bowling houses (local, rural and to the USA) for average verification purposes when WTBA members bowl in their tournaments.
- (ee) Responsible for the implementation of the CTF performance standards.
- (ff) Other duties as prescribed by the WTBA Board and in the CTF Policy Manual

(5) Standards

To the extent possible, each assigned task should have measurable standards, which will gauge performance. Some examples include completion of strategic plan, membership goals met and compliance with financial procedures (maintain budget). When CTF establishes standards for any task assigned, the standards set by the Association shall be at least as high as those set by CTF.

(6) Qualifications/Skill Requirements

- (a) Office and organization skills
- (b) Good communication skills.
- (c) Knowledge of tenpin bowling.
- (d) Inter-personal relationship skills.
- (e) Basic computer skills

Desirable, but not mandatory skills:

- Multi-year experience on a Bowling Association Board.

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- Experience with the CTF Membership computer program would be an asset

11. Location of Association Office

The location of the Association office would be determined by the Association Board and is usually at the residence of the Executive Director.

12. Name of Association

In order to change the name of the association, the Board must first pass a motion to do so, but the new name cannot be adopted until it is approved by the CTF National Office. This is to ensure that there is no duplication of association names.

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B. DUE PROCESS – SUSPENSION & REINSTATEMENT

This section will expand on topics not covered in the Bylaws - Due Process or “athletes” and “regular registered participants”

1. Athlete

CTF provides due process which is in compliance with Canadian Olympic Committee requirements as applicable.

2. Regular Registered Participants

The following procedures have been established by CTF to ensure due process for any CTF Registered Participant against whom a complaint may be filed or whose right to CTF membership may be challenged, or who may be seeking reinstatement of membership. Upon written request, a copy of the file may be forwarded to the defendant and/or complainant.

Note: CTF has adopted the USBC (formerly ABC/WIBC/YABA) due process procedures.

3. Association Hearings

Provincial and local associations must comply with the following procedures when conducting a hearing. (The procedure does not apply when considering a tournament protest or an appeal from a league's decision). The CTF Executive Director may cause action to be instituted when an association does not conduct a hearing or the requested information is not submitted to CTF.

3.1 Filing a Complaint

- (1) A complaint may be filed only in the current season or the season immediately following the alleged violation.
- (2) The complaint shall be in writing and set forth in detail the charges against the registered participant(s) hereafter referred to as the defendant(s), and the CTF rule(s) involved.
- (3) The complaint shall be signed by the person(s) making the charges and be filed with the Association Manager or another officer of the association if the manager is involved in the complaint.
- (4) When a CTF registered participant(s) files charges against another individual(s) and fails to appear, without sufficient cause, to testify at the hearing, the complaining registered participant(s) shall be liable for suspension of CTF membership.

3.2 Receipt of Complaint

Proceedings must be started after a written statement of charges has been received.

- (1) The Association President or, in his/her absence or involvement, the officer in charge shall set a date for a hearing, which date should not be later than 30 days from receipt of the complaint.
- (2) Written notice of the time and place of the hearing shall be sent to the defendant(s) and complainant(s) at their last known addresses not less than 10 days prior to the

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date set for the hearing. The notice shall be sent by certified mail with return receipt requested or delivered by special messenger. A copy of the complaint shall be sent to each defendant with the notice (Sample Letters are included at the end of the Policy Manual).

- (3) The notice shall inform the defendant(s) and complainant(s) of their right to have counsel present and to produce witnesses in their behalf. The defendant(s) shall also be notified that he/she may file with the Association Manager a written answer to the complaint prior to the hearing.
- (4) Each member of the Association Board or committee shall be given WRITTEN notice to attend the hearing. Notice should be given not less than 10 days prior to the date of the hearing.

3.3 Withdrawal of Complaint

Charges may be withdrawn at any time prior to the hearing

3.4 Hearing Procedure

Hearings shall be conducted by the Association Board or the association may establish a committee of not less than 7 Association Board members to conduct such hearings. The committee must include the Association Manager and the Association President who serves as chairperson. Hereinafter, any reference to the Association Board or committee will be referred to as the "fact-finding board" of the Provincial or Local Association, as the case may be.

- (1) It shall be a closed hearing; therefore, the meeting place should afford privacy and comfortably accommodate the group. Adequate waiting room facilities should be available for witnesses.
- (2) A thorough report and well-documented information must be developed. The association can use a court reporter, a tape recorder or have the minutes taken in shorthand. A transcript of the testimony and proceedings shall be sent to CTF. The transcript should contain a factual report of the questions and answers.
- (3) If a member of the fact-finding board is either a complainant or a defendant, she shall not act as a member of the Association Board, but may be counted toward a quorum.
- (4) **A QUORUM MUST BE PRESENT.**
- (5) The fact-finding board should meet early on the hearing date to review the charges and the CTF rule(s) involved. It shall be decided at this time whether witnesses for the defendant(s) and complainant(s) will be allowed to remain in the hearing room or shall be called as needed.
- (6) The hearing shall proceed whether or not the defendant(s) appears. Proof must be established that proper notification of the hearing was given.
- (7) The defendant(s) and complainant(s) shall be called into the hearing. They should be present at all times with their counsel, if any. Counsel may be present at all times, regardless if the defendant or complainant appears.
- (8) The chair then states the procedure to be followed:

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- (a) The chair will read the specific charges to the defendant(s) together with the CTF rule(s) involved.
 - (b) The complainant(s) will be asked if these are the charges which were preferred.
 - (c) The defendant(s) will be asked if he/she understands the charges.
 - (d) Only one person may speak at a time and the name of each person shall be clearly stated for the record.
 - (e) All persons may speak only on and ask questions pertinent to the charges.
 - (f) The chair will rule them out of order if these rules of procedure are not observed.
 - (g) Each complainant will be heard individually and given the opportunity to introduce further written or oral evidence. After each complainant is heard, his/her counsel, if any, will be given the opportunity to ask questions, followed by the defendant, the defendant's counsel, if any, and the members of the fact-finding board. Witnesses for the complainant will be called for questioning by the complainant, the complainant's counsel, if any, the defendant, the defendant's counsel, if any, and the members of the fact-finding board.
 - (h) Each defendant will be given the opportunity to be heard, present any evidence pertinent to the charges and introduce rebutting testimony or evidence. After each defendant is heard, his/her counsel, if any, will be given the opportunity to ask his/her questions, followed by the complainant, the complainant's counsel, if any, and the members of the fact-finding board. Witnesses for the defendant will be called for questioning by the defendant, the defendant's counsel, if any, the complainant, the complainant's counsel, if any, and the members of the fact-finding board.
 - (i) Witnesses may attend, regardless if the defendant or complainant appears.
- (9) The chair then conducts the hearing according to the stated procedure.
- (10) When all of the testimony and evidence have been submitted, the complainant(s) and defendant(s) shall be informed of the following by the chair:
- (a) The fact-finding board will study the testimony and evidence presented and sends its recommendation to CTF, Attention: Executive Director, for review by the CTF Association Board or a committee established to review membership issues.
 - (b) Within 10 days from the date of the hearing, they will be notified in writing of the recommendation agreed upon.
 - (c) Membership privileges of the defendant(s) remain unchanged, whether or not an appeal is taken, until the CTF Executive Director sends written notification of the CTF Board/committee's decision to the defendant(s) at his/her last known address. However, if the defendant admits in writing or

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in the hearing he/she misused funds or other property entrusted to him/her, he/she may be removed from office immediately by the fact-finding board.

- (d) Either the defendant(s) or the complainant(s) may appeal within 15 days of the date of the letter notifying them of the recommendation by filing a notice of appeal and a statement of reasons for the appeal to the CTF Executive Director.
 - (e) The CTF Executive Director will advise them by letter of the decision of the CTF Board/Committee.
- (11) All persons present, except the members of the fact-finding board, are then excused from the hearing. If a member of the fact-finding board is either a defendant or a complainant, he/she is also excused at this time. The fact-finding board then meets in executive session to review the testimony and evidence.
- (12) After thorough discussion, a ballot vote concerning each defendant shall be taken. As many ballots as are necessary shall be taken to obtain the required two-thirds vote. The fact-finding board can recommend:
- (a) Dismissal.
 - (b) Not guilty.
 - (c) Guilty - warning. Imposition of penalty is withheld. Individual has a record; similar to probation. Individual can compete in sanctioned competition.
 - (d) Removal from office.
 - (e) Indefinite suspension.
 - (f) One year suspension.
 - (g) Not to hold office (one year or indefinite).
 - (h) Never to hold office.

3.5 Procedure at Conclusion of Hearing

Within 5 days from date of the hearing, the defendant(s) and complainant(s) shall be notified in writing of the recommendation to CTF. This notice shall be sent by certified mail with return receipt requested or delivered by special messenger. (Sample letters are available at the end of the Policy Manual)

NOTE: When money is involved, the fact-finding board shall make every effort to establish and document the amount due. If necessary, it must conduct an audit using the league/association records to determine the exact amount of shortage. The recommended penalty should then include the provision that \$_____ must be paid before reinstatement will be considered.

A report of the hearing shall be submitted within 15 days from the date of the hearing (unless an extension of time is granted by the CTF Executive Director) to the CTF Executive Director, for a decision by the CTF board or committee, acting for the CTF Board, which decision shall be final.

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The report shall include the following:

- (a) Copy of the original complaint.
- (b) Date the complaint was received by the association.
- (c) All correspondence pertaining to the case.
- (d) Minutes of the hearing.
- (e) Fact-finding board's recommendation and a record of the vote.
- (f) Original return receipts of certified mail as proof proper notice of the hearing and recommendation has been given to the defendant(s) and complainant(s).
- (g) List of members of the fact-finding board, indicating thereon those present at the hearing and advising the required quorum was present.

3.6 Appeal

Either the defendant(s) or the complainant(s) may appeal within 15 days of the date of the letter notifying them of the recommendation by filing a notice of appeal and a statement of reasons for the appeal to the CTF Executive Director.

3.7 Reinstatement

Applications for reinstatement must be filed in writing to the CTF Executive Director. (See Article B, Section 7(4) in this Policy Manual for nonpayment of league fees reinstatement procedure.) If CTF determines a reinstatement hearing is necessary, the association having original jurisdiction must follow these procedures:

- (1) The application should be considered within 30 days from date of receipt and must be acted on at a meeting of the fact-finding board.
- (2) The defendant shall be given written notice of his/her right to appear and be provided the opportunity to speak on his/her own behalf.
- (3) A quorum must be present and a majority vote of those present and voting is required for the recommendation to be forwarded to CTF.
- (4) Following the hearing, the association shall notify each applicant, in writing, of the association's recommendation. Such notice to include:
 - (a) The decision will be announced by CTF.
 - (b) The applicant's status is unchanged until a decision to reinstate is announced by CTF.
 - (c) The applicant has the right to appeal the recommendation of the association in writing to the CTF Executive Director within 15 days of the recommendation.
- (5) Within 10 days from the date the application is considered, the following shall be sent to the CTF Executive Director:

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- (a) Copy of letter requesting reinstatement.
 - (b) List of members of the fact-finding board, indicating thereon those present at the meeting and, if the required quorum was present.
 - (c) Recommendation, reason for the recommendation and a record of the vote.
 - (d) Copy of the letter notifying the applicant of the Association's recommendation.
- (6) The status of the applicant shall remain unchanged until he/she is notified, in writing, by the CTF Executive Director of the decision.

4. Association Worthless Cheque/Credit Card

If an informal request to the offending party for proper reimbursement does not yield positive results, then the WTBA must comply with the following procedures when handling a worthless cheque for registered participant dues. (The following procedure does not apply to cheques issued by individuals for other purposes or personal cheques issued by a league secretary for payment of registered participant dues for the league.) **NOTE:** The WTBA has the right to refuse any personal cheques submitted for registered participant dues, but at this point, there is no such restriction.

The WTBA does not accept credit card remittances for registered participant dues.

Upon notification of a bad cheque, and if an informal request for reimbursement is unsuccessful, these procedures must be followed:

- (1) The issuer is provided with written notice, which must be sent by certified or registered mail. The notice must include:
 - (a) Amount and number of the returned cheque(s)/charge draft(s).
 - (b) Amount of bank/service fees, if any.
 - (c) Total amount due.
 - (d) Notification of ineligibility to participate in any CTF competition.
 - (e) Payment must be made within a specified time period.
 - (f) Personal cheque/credit card is not an acceptable method of payment (cash, money order or cashier's cheque only.)
 - (g) Failure to make payment may result in disciplinary action under CTF Rule 17b(3).
- (2) The league(s) must be notified that the individual is not a registered participant and cannot participate in CTF competition.
- (3) If no response by the specified date, forward the following to CTF Executive Director:
 - (a) A copy of the front and back of the cheque or credit card draft returned.

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- (b) The certified receipts and a copy of the notice sent to the individual requesting payment.
- (c) Documentation of bank/service fees incurred.
- (d) Copy of the registered participant application.
- (e) Any other correspondence.

5. Special Procedures

The CTF President may appoint a special committee, which may include CTF Board members and non-CTF Board members to conduct a hearing or investigation within an association. At the conclusion of the hearing, the committee shall make a report and recommendation to the CTF Board/committee for a decision, which shall be final.

6. Bonding

The CTF Executive Director shall cause action to be instituted against an Association or league officer due to losses under CTF's bonding program. CTF may, if necessary, require that action be taken when misuse of funds or property is involved.

When charges of misusing funds or a bond claim have been filed against an association or league officer, the individual charged continues to be eligible to bowl in CTF competition, but CTF shall temporarily suspend the officer from all offices held until such matter has been considered by the CTF Board/committee acting on behalf of the Association Board. The Association Board shall appoint another officer to perform the duties of the officer who is under temporary suspension. This procedure applies in all such cases except when an appeal is made to the CTF Executive Director who may authorize the officer to resume the duties, pending action by the CTF Board/committee. The following rules apply.

(1) Fund Shortages

When a fund shortage occurs due to misuse in a CTF league or certified Provincial or Local Association, the following applies:

- (a) The CTF league officer, adult supervisor or coach, or Association Board member who was entrusted with the funds shall be subject to indefinite suspension of registration.
- (b) The officer required to make monthly verifications of the account may also be liable for indefinite suspension of registration if found guilty of not performing this duty.
- (c) When false statements are deliberately made or filed with the bonding company in order to collect a larger sum than due under the bond, those responsible will be subject to suspension of CTF registration.

(2) Suspension Action

When CTF is advised, after appropriate investigation, that a registered participant who is covered under the CTF bonding program was guilty of acts within the meaning of items (a) or (b) or both under Section (1) Fund Shortages above, CTF shall cause the following action to be instituted:

- (a) The person(s) involved shall be notified that suspension charges are being preferred.

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- (b) Such notification shall be sent by certified mail and shall specifically state the cause of the action. The method and time limit for filing an appeal shall also be included.
- (c) The local association and appropriate league officers shall be notified that action has been initiated.
- (d) All available information shall be forwarded to CTF Executive Director.

(3) Reinstatement

An application for reinstatement in cases where a suspension has been imposed under this rule must be filed with CTF and shall include proof of payment. If CTF determines a reinstatement hearing is necessary, the association having original jurisdiction must follow the procedures as specified in Section 3.7. The status of the applicant shall remain unchanged until the CTF Executive Director notifies him/her, in writing, of the decision of the CTF Board/committee.

7. Nonpayment of League Fees

The following procedures shall be applicable in all cases of nonpayment of league fees and/or improper withdrawal.

(1) League Action

A charge against a member for failure to pay league fees shall be filed only with the league, and the league shall follow the procedures outlined in Rule 115b.

(2) Association Action

Upon receipt of a recommendation from a league board of directors pursuant to Rule 115b, the Association Manager shall, within 30 days of receipt of said recommendation, furnish the CTF Executive Director with a copy of the minutes, league rules and all documents and materials considered at the league meeting.

(3) CTF Action

Upon receipt of said material from an Association Manager, the CTF Executive Director will notify the league member that he/she has 30 days to request a hearing on the charge by submitting a written request to the CTF Executive Director. When a hearing is requested, the CTF Executive Director will direct the Local Association to handle the complaint in accordance with the association hearing procedure outlined in Section 3.4. If the member does not request a hearing within the time set forth, the file will either be processed and administratively finalized or sent to the CTF Board/committee for a decision.

(4) Reinstatement

Applications for reinstatement in cases of nonpayment of league fees must be filed in writing with the CTF Executive Director, and shall include proof of payment. The status of the applicant shall remain unchanged until he/she is notified in writing by the CTF Executive Director of the decision of the CTF.

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8. Re-rating of Averages

The Hearing Committee, consisting of not less than FIVE members, appointed by the Association Board for that purpose, may re-rate the league average of any registered participant of the Association, when there is evidence that this average does not represent the bowler's true ability. The bowler must report and use the re-rated average for all handicapped or classified competition until he/she has established an average in league play, which is higher than the re-rated average.

After the re-rate has been in effect for a 12-month period, the bowler may apply to the average re-rate committee for an adjustment if he/she has not established a higher league average and he/she can also provide sufficient documentation to support a re-rate adjustment.

The following procedures must be used to re-rate any registered participant of the association:

- (1) The bowler must be notified of the contemplated re-rate action by certified mail with return receipt requested at least 10 days prior to the meeting.
- (2) The bowler shall be given the opportunity to appear before the committee and present any testimony or evidence to show why such re-rate actions should not be taken.
- (3) When a bowler has been re-rated he/she must again be notified of the re-rated average by certified mail with return receipt requested.
- (4) The bowler shall have the right to appeal to the CTF Executive Director from the association's action providing the appeal is filed within 15 days after he/she is notified of the re-rated average. If no appeal is filed within the 15-day period, the re-rated average shall stand.

NOTE: Before conducting a re-rate hearing, contact the CTF Executive Director for further information.

C. OPERATIONS

This section covers many of the day-to-day functions where an association is responsible for (RF), supporting national (S) along with some optional (O) programs, such as average maintenance, budget and meetings.

1. Averages (RF)

The CTF national organization would be charged with maintaining individual bowler averages.

The WTBA is responsible for providing individual league averages, to CTF.

2. Budget

The association is responsible for preparing and operating an annual budget under the direction of the chair of the finance committee.

3. Finance

The association financial procedures include but are not limited to:

- (1) Funds must be deposited within 7 days in a government insured bank or credit union in the name of the association.

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- (2) Withdrawals require the signatures of 2 authorized board members, which could include the Association Manager.
- (3) Two members of an immediate family cannot co-sign for withdrawals from any association account.
- (4) The president must verify the account(s).
- (5) Funds received, raised, or designated for the Youth National Hosting Fund will be turned over to the MBA, who manage this fund.

Audits must be conducted annually - quarterly audits are recommended. The audits should be conducted either by a committee or audit firm.

4. Meetings

Associations are encouraged to have as many board meetings as are necessary to ensure the smooth running of the association and service to the members.

Only one membership/delegate meeting is required annually. However, the association should conduct more meetings as necessary to keep the registered participants/delegates informed of association matters.

5. Registered Participant Options/Categories

This section will contain the registered participant categories established by CTF, for example, but not limited to:

Category	National Dues	Local Dues	Prov'l Dues
Regular	\$25.00	\$4.00	\$1.00
Affiliate	\$550.00	\$0.00	\$0.00
Collegiate	TBD	N/A	N/A
Hall of Fame	TBD	N/A	N/A
International	TBD	N/A	N/A
Lifetime	TBD	N/A	N/A
Member Emeritus	TBD	N/A	N/A
Permanent	TBD	N/A	N/A
Honourary	TBD	N/A	N/A
Spring League	\$15.00	\$4.00	\$1.00
Youth	\$25.00	\$4.0	\$1.00

6. Collect Membership and Facilitate Processing (Local RF)

As stated in the Performance Standards, the WTBA shall transmit registered participant information and dues via appropriate software weekly. This would include league sanctioning information, as well as additional registrations.

Beginning with the 2004-05 season, the CTF Board will set national dues, the Provincial Association Board will set the provincial dues and the Local Association Board will set the local dues. The starting maximum dues are as follows: National \$20.00, Provincial \$4.00, Local \$8.00 (see Article IV, Section B – Dues in the CTF National Bylaws.)

The CTF Board will not set Provincial and Local dues; however, each level will have the fiduciary responsibility to determine what is needed to best serve its members (see Article IV, Section B – Dues in the CTF National Bylaws). National, provincial and local levels will be mutually dependent of each other to provide the best programs and services to the member at the lowest cost.

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The Association Board, by two-thirds vote, determines the amount of Association dues. Any change in dues, and the reason for the change, will be reported at the next delegates/registered participant meeting. Additionally, associations must inform league secretaries of the amount of dues to be collected for national, provincial (if applicable) and local, for regular registrations and each category established by CTF.

7. Performance Standards (RF)

To preserve the health and integrity of the organization, and to ensure consistent delivery of services, the association will be evaluated based on the performance standards detailed below.

- (1) Conduct an annual association championships tournament. All CTF registered participants must have equal opportunity to participate in tournaments of equal design and quality.
- (2) Transmit registrations (local), tournament scores, awards and Association Board data to CTF via Appropriate software as required by CTF.
- (3) Complete and submit an annual self-assessment.
- (4) Complete and submit a strategic/action plan.
- (5) Prepare and operate under an annual budget, perform an audit or have one completed by an outside source; file all required corporate forms (if incorporated); and provide full financial disclosure to registered participants annually.
- (6) Develop, maintain and submit a registered participant retention and development plan. This plan could be submitted as part of the strategic/action plan listed in item d (above).
- (7) Develop and implement a communication plan.

The Association must maintain CTF charter requirements by meeting performance standards. If performance standards are not achieved and maintained CTF will counsel with the Association, which could include "on site" visits to help the Association. Associations that meet these requirements will have their charters renewed.

8. Self Assessment (RF)

CTF will provide assessment forms as well as guidance regarding strategic/action plan. Associations will be expected to report actions taken to address areas in need of improvement from previous assessments.

- (1) Complete an association self-assessment yearly.
- (2) Evaluate results and set appropriate goals through the association's strategic plan.
- (3) Quarterly reporting of progress to the Association Board as related to specific goals based on the association's strategic plan.
- (4) Participation in the assessment by at least 3 individuals, a combination of board members and non-board members, is required.
- (5) Submit the assessment to CTF yearly, which documents the association's achievements of their goals.
- (6) Categories will include, but may not be limited to:

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- (a) Tournaments.
- (b) Transmission of data.
- (c) Finances.
- (d) Youth committee.
- (e) Registered Participant retention and development.
- (f) Communication.
- (g) Awards.
- (h) Training.

9. Promotion of Bowling (S,O)

Associations will be encouraged to develop supplemental provincial/local promotional programs that add to or enhance those developed by CTF.

10. Growth of Sport - Recruitment/Retention (Local RF)

The Local Association will be responsible for working with proprietors to increase registrations by adding new registered participants and retaining existing ones. They are also responsible for increasing sanctioned competition and required to implement programs provided by the National organization. Finally, the Local would be responsible for developing leagues/registrations, working to ensure youth transition and for building all bowlers' interest in the sport.

11. Charitable Activities (S, O)

The WTBA may run special events in order to raise money for charitable activities. It is encouraged to develop our own charitable activities and to participate in provincial and national charitable fundraisers.

12. Supplies (Local RF)

- (1) CTF would ensure the availability of supplies necessary to support activities. These would range from no cost to fee-based in nature.
- (2) Associations would facilitate the ordering and distribution of supplies.

D. PROGRAMS & SERVICES

This section will provide the association with programs and services that an association is responsible for (RF), supporting national (S) along with some optional (O) programs associations should provide.

1. Awards (RF)

Local Associations would be required to distribute national and provincial awards. Both Provincial and Local Associations would develop a procedure for timely distribution and presentation of all awards.

2. Association Programs.

CTF will encourage associations to have their own awards program other than the awards established by CTF. Distribution of all local, provincial or national awards should be in a timely manner.

3. Recognition (RF)

- (1) The WTBA is responsible for maintaining historical recognition for halls of fame for its membership, including the listing of Life Members, Honorary Members and Members Emeritus, if any. The WTBA is also responsible for developing and maintaining local

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programs for recognition of performance, contributions and participation. The WTBA is responsible for submitting names for recognition from its membership to the MBA and to the CTF.

4. Tournaments - Association (RF)

The WTBA must conduct tournaments for men, women and youth registered participants, and may, if desired, conduct one or more open events for men and women.

5. Lane Certification and Inspections (Local RF)

CTF has the primary responsibility for developing the certification/inspection process that includes, but is not limited to training registered inspectors. The WTBA will identify interested volunteers to form the association's inspection committee/team. CTF must be notified of the Chair and it is the Chair's responsibility to ensure inspections are being done and results are reported to CTF. The committee/team must report its activities to the Association Board.

There is a stipend of \$10.00 per lane which is divided appropriately amongst the committee members doing the lane certification work. The certification is valid for two years.

6. Communications (RF)

The WTBA shall have a Communications Director who is responsible for distributing information to and from the national and provincial organizations. As well, the Communications Director is required to communicate national and provincial news to the membership utilizing available communication tools, i.e., association newsletter, association Website, association meetings, etc.

7. Training and Education (S)

CTF is responsible for delivering quality, standardized programs to associations to ensure consistency across the country.

- (1) The WTBA will be responsible for delivery of training, education and course work as applicable.

8. Workshops (Local RF, Provincial O)

The WTBA should conduct workshops for league officers as required.

9. Coaching (S)

Coaching - Competency Based Educational Training (CBET) - is the key to developing new bowlers and maintaining interest at all levels of participation. Coaching could be available to every bowler at every level in every center. The coaching program will be designed to develop professionals in specific levels of expertise. Associations will support the national program.

10. Scholarship Grants (O)

CTF will develop scholarship fund management and opportunities for scholarships from elementary to adulthood. This also will include grant opportunities. The WTBA will support this program and, where possible, assist CTF by researching, creating, and managing local grant opportunities.

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E. MISCELLANEOUS

This section covers a wide range of topics.

1. Charter

Every 5 years, the WTBA must renew its charter. The application along with supporting documentation must be submitted to CTF prior to the expiration of the charter.

Once chartered, the WTBA must abide by the bylaws, policies, procedures and performance standards as outlined by CTF. CTF will assist the WTBA in meeting these requirements, which could include "on site" visits.

2. Tournaments - Additional

The WTBA will run additional tournaments over and above the mandated Annual Tournament. The number of tournaments and their formats will be recommended by the Tournament Committee and must be approved by the Board

3. Appropriate Membership Software

Process the following through appropriate software:

- (1) Registered participants, names - addresses/address changes.
- (2) League information - start/end, officers, etc.
- (3) Averages of registered participants from leagues.
- (4) National awards.
- (5) WTBA awards (if any)
- (6) Officers/Directors - titles/title changes, addresses/address changes - terms of office.
- (7) Date of last/next meeting.
- (8) Delegates to the CTF Annual Meeting.
- (9) WTBA Annual tournament scores.

4. Funding Requests

The WTBA has created general policies regarding requests for funding:

- (1) The WTBA intends to assist other Manitoba bowling associations with their fundraising efforts and scholarship-related tournaments.
- (2) The WTBA will contribute to worthy charities.
- (3) All funding requests must be in writing.
- (4) All requests must be approved by the Board.

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5. CTF AGM Delegate Expenses

The following defines the WTBA policies regarding expenses related to sending delegates to the CTF Annual General Meeting:

- (1) When two Delegates are attending the CTF AGM, they will share accommodations whenever possible.
- (2) CTF Delegate expenses will be shown as a separate line item in the WTBA Financial Statement.

6. CTF Delegate Nomination Slate

The Nomination Slate for the election of the CTF Delegates will automatically be the President and the Executive Director for the delegates, and the Vice-President for the Alternate delegate (in case one of the delegates cannot attend). The reason for this is that these officers have the best knowledge of the WTBA ongoing operations, so it is logical to have them as our delegates at the CTF AGM. An additional Alternate delegate will be selected by the Board just in case one is needed for any reason.

7. Life Members

Selection Criteria:

1. Nominee should have made a significant contribution to the sport of bowling over an extended period of time (at least 5 years) in an administrative capacity.
2. List the positions held in the bowling organization; how many years in each position.
3. Detail the way they made a significant contribution to the sport of bowling.
4. How has their contribution been a benefit to the sport of bowling locally and/or nationally?
5. Meritorious service and builder of bowling locally and/or nationally.

A few examples of distinctive contributions to the sport of bowling:

- Director WTBA, Executive Director MBA, Canadian Tenpin Federation (CTF), MBA Coaches Association (at least 5 years)
- Delegate to CTF Annual Meeting & Tournament
- Volunteer of the year
- Volunteer at tournaments
- Athlete Development Program
- Manitoba Tenpin Bowling Coaching (at least 5 years)
- Hall of Fame

F. VOLUNTEERS

This section covers volunteer roles, expectations and opportunities.

1. Role of the Volunteer

In most membership organizations, the volunteer is the driving force, and a special effort must be made to recruit and motivate interested individuals. The role of the volunteer in CTF would match the volunteer's expertise, commitment and passion for the sport with programs and projects that directly affect the volunteer.

Volunteers would enhance the organization's relationships among members, non-members and bowling center proprietors. Among other possible activities, they would:

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- (1) Promote and advance the sport of bowling.
- (2) Help recruit and retain registrations.
- (3) Assist and participate in educational seminars and workshops.
- (4) Promote and assist at tournaments.

2. Volunteer Accountability

- (1) Accountability must be measurable.
- (2) Tasks to be clearly defined/with a timeline.
- (3) Volunteers will receive training, mentoring and follow-up (i.e., task specific, show them how to do the task) and the needed materials.
- (4) Talents of volunteers need to meet the task.
- (5) Executive Director will have ultimate responsibility for completion of the task.
- (6) Committee members report to and must communicate their needs to the Executive Director (i.e., non-performing members).
- (7) Executive Director should provide a quarterly report to the Association Board on status of all approved projects and events in reference to volunteer assignments (does not preclude immediate board notification as needed).
- (8) All actions are tied into the strategic plan.

3. Volunteer Expectations/Measures - Examples

- (1) Tournaments. Measurement standard could be increased participation.
- (2) Membership. Recruit/retain registrations, joint promotions (cooperative effort between proprietors is a value they can bring to the new organization, to promote bowling).
- (3) Clinics. Different skill sets required for this topic, such as, learn to bowl, improve skills.
- (4) Public Relations. Communication (press releases), sports groups, (sports councils), institutions (schools, businesses), media attention (other communication), image of bowling (part of the responsibilities or reflection of the committee's efforts).
- (5) Promoting. Visiting the settee area, welcoming new bowlers.
- (6) Scholarships. Soliciting funds, selecting and judging.
- (7) Awards. Presentation and delivery in a timely manner.
- (8) Events. Hall of Fame, Charities, Fundraisers.
- (9) Committees. Attend meetings and report to the Association Board regularly and membership as needed.

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Update History

- Jan 10, 2008
 - i. C.5 – Modified this section to coincide with the new CTF fee structure.
 - ii. C.6 – Modified this paragraph to coincide with the new CTF fee structure.
 - iii. E.2 – Updated the list of WTBA-run tournaments.
 - iv. A.9 – Updated the annual honorarium of the Executive Director (from \$1.50 to \$2.00 per registered bowler).
 - v. E.4 – Added new policy for addressing funding requests.
 - vi. E.5 – Added new policy regarding Delegate expenses.
 - vii. E.6 – Added new policy to automatically make the President and Executive-Director as the two delegates, and the Vice-President as the alternate delegate.
- Feb 26, 2008
 - i. Purpose – corrected spelling of “interchangeably”
 - ii. B.9. – removed an extra “e” that shouldn’t have been there
 - iii. D.3.1 – changed “Emeritae” to “Emeritus”
- Aug 16, 2018
 - i. Multiple housekeeping changes regarding the use of “registered participants” instead of “members”, “registrations” instead of “membership”, etc.
 - ii. Updated the CTF National, Local, and Provincial fee structure to bring it up to date.
 - iii. Updated the fee schedule for lane inspections (from \$4 to \$5 per lane)
 - iv. Updated list of tournaments that WTBA runs each season.
 - v. Miscellaneous housekeeping updates, such as removing references to WINLABS membership software, ensuring consistency with the use of “he/she”, etc.

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- vi. Update the policy regarding sending delegates to the CTF Annual Meeting..
- Jan 2, 2025
 - i. A.1 – Added reminder that the WTBA Bylaws only allow a maximum of 1 proprietor on the Board.
 - ii. A.2.1 – Changed “Must” to “Should” regarding board members not bowling in unsanctioned leagues.
 - iii. A.2.4 – Added a statement to always consider having a good representative mix of bowlers on the Board.
 - iv. A.3 – Added a sentence to indicate that the President can call for a voice vote in special circumstances.
 - v. A.7.3 – Removed the necessity of having a Youth Committee as one of our Standing Committees because the MBA does everything regarding the youth.
 - vi. Removal From Office – removed this procedure from the policies as it is no longer relevant after changing the Bylaws to reflect a simpler process.
 - vii. C.1 – Averages: Removed any requirement to submit tournament scores to CTF. This has never been done and CTF does not track tournament scores. However, we do this locally.
 - viii. C.3.4 – Removed the word “monthly” from the requirement for the President to review the finances.
 - ix. C.5 – Updated the registration fees for the various membership categories.
 - x. C.7.6 – Removed the requirement for a Youth Committee.
 - xi. D.5 – Updated the fees for the lane certification inspection and added a comment to say that the inspection certification is good for 2 years.
 - xii. E.2 – Modified the Tournaments section to remove the requirement to list every one of our tournaments. For flexibility, added a comment to say that the WTBA will run additional tournaments based on the Tournament Committee recommendations and Board approval.
 - xiii. E.7 – Added the Life Membership selection criteria to the Policy Annual (moved it from the Bylaws).

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