



CONSTITUTION

1. Reference Terms

- a. Glen Cairn Tennis Club means the same as GCTC or the Club.
- b. City of Ottawa-pertaining to the Department of Parks, Recreation and Culture. The same as The City. This constitution may be overridden by the City of Ottawa's policies and procedures and must conform to the annual *Community Tennis Club Agreement* and *Schedule A, Community Tennis Club Resource Guide*. The City of Ottawa is the rightful owner of the property and clubhouse structure. The Executive manages the day to day operations of the Club.
- c. The season length is May 1 to September 30; however, this may be subject to change.

2. General Information

- a. The Club, as a unit, is responsible to the City of Ottawa and shall not be responsible to any third party. The Constitution shall be filed with the City and re-filed after each amendment (annually at the most).
- b. Extraordinary circumstances- the Club is to adhere to and follow all Guidelines, Policies, Procedures, Laws/Bylaws and recommendations that the City provides. The City supersedes this Constitution.
- c. The Club will maintain appropriate Liability Insurance in accordance with the City of Ottawa *Schedule A, Resource Guide*.
- d. The Assets of the Club shall be the property of the Club. This includes all items purchased with Club money, the contents of the clubhouse and any financial holdings (bank account, GIC's, investments, etc).
- e. The City is responsible for most capital expenses such as the building, fencing, exterior lighting fixtures (but not hydro) and the grounds. From time to time, the Club may be expected to contribute to these or other expenses.
- f. External signage must bear the City of Ottawa's logo and be bilingual where possible. The City must be made aware of any new external signage.
- g. The City is to receive 1-2 copies of all keys designated to the Club.
- h. The Club address is 70 Castlefrank Road in the City of Ottawa, subdivision of Glen Cairn. This address is not

subject to mail delivery and as such, the Club is responsible for obtaining a post office box or designating one of the executive's home address.

3. Purpose/Vision

To promote a healthy lifestyle by providing quality outdoor courts, social interactions and affordable membership fees. All ages are welcome as members.

The Club shall be operated for the benefit of the members, with surplus funds being re-invested in the Club as may be determined from time to time by the Executive, with suggestions from the membership.

4. Guiding Principles

- a. All members should have safe and equitable access to all amenities of the Club.
- b. Each member's input is valued.
- c. Constructive feedback will be given to the court steward first, and then to a member of the Executive if necessary. Feedback may also be given through the website.
- d. Members, Pro, Executive, Stewards and guests will treat each other in a respectful manner.
- e. Court etiquette will be observed (see Court Etiquette section on the website).
- f. The Club values and appreciates the skill and dedication of the Pro and supports that person's efforts to provide lessons, for a fee, at appropriate times.
- g. We believe in promoting physical activity and as such provide members with reasonable seasonal fees in accordance with other area clubs.

5. Goals

- a. To promote the sport of tennis.
- b. To promote physical activity for all age groups.
- c. To provide easy access to courts, club house, pro, and social opportunities.
- d. To support league play and tournaments.
- e. To provide opportunities for feedback through court Stewards, the executive, the website and the Annual General Meeting.
- f. To create a sense of community and shared interest.

6. Membership

- a. The GCTC will be comprised of an Executive, Court Stewards, Club Pro (through National Tennis School) and general members. Fees are collected beginning in April. Guests are welcome for a fee.
- b. No member shall profit from his/her involvement with the Club.

- c. Parents are responsible for minor children (under the age of 12 years). Children 12 years old and older may play on the courts without adult supervision.
- d. Members 18 years or older may vote.
- e. Members are welcome to attend Executive meetings by appointment only. They are to contact the Secretary to have their name and issue submitted to the next agenda. After an issue has been discussed, the member will be asked to leave the meeting in order for the Executive to further discuss or vote on the issue. Members attending do not have a vote.
- f. Honorary Membership is a privilege bestowed upon outstanding members by the Executive. Honorary memberships are for one (1) year only and may be renewed each year by the Executive, at its discretion.

7. Membership Responsibilities

- a. Be committed to the goals and vision of the Club.
- b. Follow court etiquette.
- c. Be respectful to other members.
- d. Handle conflict in a respectful manner.
- e. Return court keys at the following year's registration.
- f. Use court keys for personal use or for paid family members. Court keys are not to be shared with non-members.
- g. Pay for guests.
- h. Respect Court Stewards.
- i. Respect the grounds and clubhouse.
- j. Book a court when stewards are on duty, either by phone or upon arrival.
- k. Use court #4, with the netting closed, when using more than 3 balls to practice or assist young family members. This will diminish interruptions to others and maintain safety.
- l. Attend the Annual General Meeting.
- m. Participate in the election of the Executive.
- n. Contribute where possible (ie-spring clean up, winter readiness).
- o. May provide coaching to family members only. Members may not conduct private lessons (pro bono or for fees) at any time.
- p. Will not share any private information they may acquire (emails, phone numbers, etc.) with others or use this information for personal gain. Will maintain privacy measures as set out in the Municipal Freedom of Information and Protection of Privacy Act of Ontario.

7A Discipline

Continuation of membership privileges depends on adherence to the Club rules/membership responsibilities. Any member of the Executive or a Court Steward may exercise the authority to suspend a member or guest for the balance of the day's play. The Steward will follow up with the Executive. The Executive will follow generally accepted methods of discipline, including giving one verbal warning and two written warnings. The Executive has

the authority to impose penalties for non-observance of these rules, and such penalties may include forfeiture of membership.

*See 13A Threatening and Harassing Behaviour Policy

8. Executive Responsibilities

- a. The Executive will consist of 8-10 members. Should the demands of the club increase or decrease, the Executive will make adjustments as warranted.
- b. Executive members' fees are waived in lieu of their volunteer services.
- c. The Executive will serve without remuneration and no Executive member will directly or indirectly make any profit in any form from their position.
- d. Will promote the services and programs of the Club.
- e. They will conduct themselves in an honest, good faith manner and will direct themselves in the best interest of the Club.
- f. Executive members may not hold any other Club position that involves remuneration.
- g. Sub-committees may be formed at the sole discretion of the Executive.
- h. All Executive members are expected to make every effort to attend and participate in special events.
- i. Should an Executive member resign his/her position or be voted out (by majority) by the Executive, a replacement may be designated for the remainder of the season. The position will then be up for election at the AGM.
- j. Will uphold to the best of their abilities the conditions set out in the Municipal Freedom of Information and Protection of Privacy Act of Ontario.

9. Executive Meetings

- a. Meetings are held a minimum of two (2) times per year or as needed. There will be a winter meeting to plan for the upcoming season and an end of season meeting to wrap up. Other meetings will be called as needed. All members are expected to attend the AGM which occurs in the fall. General Members may request to attend an Executive meeting by contacting the Secretary to make the appointment and must indicate the nature of their request. The Executive reserves the right to closed meetings especially when the issue involves individual discipline, personnel, compensation or topics of a personal nature.
- b. Minutes of the meetings will be stored in a binder in the clubhouse for members to view. Photocopies are not permitted. In keeping with Privacy Legislation, minutes

will not be posted to our public website. Some minutes may be of a private nature and will not be available to members.

10. ROLES AND RESPONSIBILITIES OF EXECUTIVE POSITIONS

All newly elected positions commence on November 1.

All Executive members commit to a two (2) year term. The position may be extended for a second term, if the member is re-elected. A Confidentiality Form must be signed by all.

10 A. President

- a. Calls the Annual General Meeting (Fall).
- b. Calls and chairs meetings. Sets the agenda in consultation with the VP.
- c. Main contact for the City of Ottawa
- d. Addresses the issues/concerns of the members and other executives
- e. Ensures the smooth running of the club
- f. Sends out meeting agenda one week prior to meeting, when possible.
- g. Approves web page content.
- h. Interviews Stewards with Steward Coordinator
- i. Interviews Club Pro with Vice President (VP) and one other Executive member, as required.
- j. Ensures that the "Quick Reference Guide", see Schedule A, is accessible.
- k. Receives incoming emails from club account and addresses in collaboration with the Secretary.
- l. Addresses correspondence from outside organizations, the City, other clubs and businesses.
- m. Has signing authority on the Club bank account.
- n. Develops agreements and contracts for outside sponsors/partnerships, in consultation with the VP.
- o. Media contact person.
- p. Maintains online Membership Registration-updates fee schedule, updates Mail Chimp list.
- q. May from time to time update website content or seeks support to do so.

10 B. Vice President

- a. Assumes President's responsibilities when necessary.
- b. Maintains a clubhouse key registry.
- c. Addresses inquiries from local schools for use of the courts in consultation with the President.
- d. In coordination with the house/grounds keeper, maintains a record of all club property. Makes an annual inspection of all property and advises the other Executive members. Makes suggestions for improvements.
- e. Interviews Stewards with Steward Coordinator
- f. Interviews Club Pro with President and one other Executive member, as required.
- a. Supports the Steward Coordinator when they are unavailable (set schedule, verify and sign timesheets, etc.)
- b. Submits job postings, special events, etc. to local newspapers.
- g. Maintains First Aid Kit.
- h. Has signing authority on the bank account.

- i. Maintains Constitutional updates.
- j. Coordinates Intro to Tennis with local community resource centre.
- k. Provides support in maintaining and updating the online membership registry, Mail Chimp and website.

10 C. Social Convener

- a. Plans and books social events.
- b. Purchases items/food for socials.
- c. Arranges for refreshments at meetings.
- d. Stocks refrigerator with water, pop, etc.
- e. Coordinates spring clean up with House and Grounds rep and the President.
- f. Will strike up and lead a sub-committee as needed for events.
- g. Advises House and Ground when paper supplies are needed.
- h. Update website announcements for special events.

10 D. Treasurer

- a. Maintains up to date and accurate accounts.
- b. Maintains bank account.
- c. Pays bills (insurance, hydro, repairs, credit card, etc).
- d. Processes Direct Deposit pay for Stewards.
- e. Deposits income (memberships, donations, etc.).
- f. Reimburses Executive or members who purchase supplies for socials, repairs, other.
- g. Supplies Executive with financial statements at each meeting.
- h. Submits Year End financials with the City.
- i. First signature on cheques. Second signature is required on all cheques.
- j. Maintains Personnel files for any paid positions such as Stewards.
- k. Prepares Invoices and tracks and collects money owing.

10 F. Secretary

- a. The Secretary has charge of the official Club documents and maintains any necessary records.
- b. Keeps and distributes copies of the current Constitution.
- c. Takes accurate minutes of meetings.
- d. Presides at a General Meeting whenever both the President and Vice-President are absent. In this event, the Secretary appoints another Executive Member to act as recording secretary at that meeting.
- e. Disseminates minutes prior to Executive Committee Meeting.
- f. Makes adjustments to minutes as required following "approval of last minutes".
- g. Provides copies of the minutes for the binder which will be kept in the clubhouse.
- h. Receives and responds to general email inquiries
- i. Maintains the bulletin board.
- j. Prepares and disseminates timely messages to the membership and the general public (registration notices, social events, closures, articles of interest). Advises the President or VP of notices going out.

- k. Provide support for website, Mail Chimp or online membership registry, as needed. Advertises for steward positions.

10 G. Steward Supervisor

- a. Reviews steward job description annually.
- b. Receives and screens steward applications.
- c. Conducts interviews with applicants (with President or VP).
- d. Checks references of the applicants.
- e. Ensures all stewards provide the Club with a current Police Records Check, CPR and First Aid certificate.
- f. Provides orientation and training.
- g. Sets the shift schedules.
- h. Oversees steward's performance.
- i. Addresses concerns/issues stewards bring forward from the membership.
- j. Reviews submitted timesheets and signs off on them.
- k. Submits completed steward timesheets to Treasurer.
- l. Contact person for all stewards.
- m. Provides stewards with up-to-date membership list.

10 H. House and Grounds

- a. Arranges for spring clean up of the courts and club house, nets, screens (with the social coordinator).
- b. Maintains and purchases supplies (cleaning supplies, kitchen supplies, etc.)
- c. Works with the City of Ottawa on any joint projects/tasks.
- d. Coordinates general maintenance as required (small repairs of nets, screens, courts, interior repairs).
- e. Responsible for replacing locks and keys, annually and as needed.
- f. Works with VP to maintain club inventory.
- g. Completes winter closure procedures.

10 I. Playing Chair

- a. Coordinates club leagues (sign ups, registrations, fees, etc.).
- b. Coordinates with other clubs for scheduling purposes.
- c. Books club courts as required for league play.
- d. Liaison of the club for league needs.
- e. Arranges payment for league fees.
- f. Organizes the annual Club tournament.

11. Decision Making

1. The elected Executive will make decisions in the best interest of the club and not for personal gain. A majority vote will rule (50% +1). Where there is a conflict of interest, the Executive member will be excused from any decision making processes and voting.
2. In the event of an even vote of the Executive, the President will make the deciding vote.
3. Court Stewards and the Pro do not have executive voting/decision making rights.
4. At times, the membership will be asked to participate in decision making processes. This may be through email surveys, AGM or posted questionnaires.
5. The membership elects the Executive at the AGM.

12. ELECTION PROCESS

1. Executive positions will be elected at the Annual General Meeting (AGM) by secret ballot and absentee ballots.
2. The date of the AGM will be chosen by the Executive. The AGM will be held near the end of the season. An Election Committee of three Executive members, whose positions are not up for re-election, will be formed. It will be their responsibility to execute the following process.
3. The General Membership will be notified regarding the upcoming vacant positions and the date of the AGM at least two (2) weeks in advance. Notification will be made to the General Membership via email, posting in the clubhouse and on the Club website.
4. Nomination Process
 - a. The Election Committee will receive the names of interested adult members who wish to serve on the Executive. Names of candidates must be submitted and received at least one (1) week prior to the AGM. Deadline dates will be posted.
 - b. Members in good standing may put forth their own name or have another member in good standing put forth his/her name.
 - c. The Committee will verify with the nominated member that they wish to have their name put forth.
 - d. One (1) week prior to the AGM, the Election Committee will post to all members via email and the bulletin board, the names of the nominated members.
 - e. Those not able to attend the AGM may vote by absentee ballot. Members are to present themselves to the steward or executive member for an absentee ballot. Absentee ballots must be received by the committee 24 hours prior to the AGM.
 - f. President and Vice-President positions will not be up for election at the same time. They will be staggered to ensure continuity for the Executive committee.
5. Election Day
 - a. Members aged 18 years or older are eligible to vote.
 - b. Family Membership "children" are not eligible to vote, no matter their age.
 - c. The member's name must appear on the Membership List and that member must be present to vote, unless an absentee ballot has been received by the election committee.
 - d. The President will supply an up to date listing.
 - e. The Election Committee will receive and count ballots cast in person or by absentee ballot.
 - f. Nominations from the floor will not be accepted.
- g. Voting at the AGM
 - h. One vote per member.
 - i. Each eligible voting member will receive one ballot.
 - j. The official ballot will contain the names of all candidates nominated.
 - k. Ballots and absentee ballots will be placed in a covered container.
 - l. The committee will count all of the ballots.
 - m. The committee will announce the successful candidates.

7. Acclamation
- a. Should only one name be put forth for a position, that person shall be acclaimed.
 - b. The committee will make the announcement at the AGM.

- The victim will have input into how the situation is handled.
- Anyone has the right to call 911 if they feel that their safety and wellbeing is compromised.

13. Conflict Resolution

- a. When issues or disagreements occur between members, these members will try to resolve this through respectful ongoing discussions and dialogue in order to enhance a shared understanding of the issues/disagreements.
- b. Should members not be able to resolve a conflict themselves, they must seek the advice of the Court Steward on duty.
- c. When this fails or there isn't a Court Steward on duty, a written complaint/explanation of the conflict should be addressed to the Executive. This may be handwritten or sent via email. The Executive member who receives the notice will consult with the rest of the Executive and respond to the member/s within 7 days.

13 A. THREATENING AND HARRASSING BEHAVIOUR POLICY

Glen Cairn Tennis Club does not tolerate any form of inappropriate behavior, violence or aggressive behavior by staff, volunteers, guests, members and/or Executive members. This is defined as the non-acceptance of behaviours (words or actions) which may be harmful or threatening to anyone, whether real or perceived.

This may include, but is not limited to:

- Any threat- real, implied or perceived;
- Intimidation;
- Loud, angry, vulgar or abusive language;
- Verbal aggression that turns to physical aggression or intent;
- Threatening harm to others or self, or property;
- Unrequested touching of someone's person (body);

Depending on the circumstances, a *Serious Occurrence form* (City of Ottawa) will be completed and submitted to the manager of Parks and Recreation. A police report may also be required. In this circumstance, the Executive will follow the direction set out by the city manager or police services. All other circumstances will be investigated by the Executive.

Staff (court stewards) will report to the Steward Coordinator, or any Executive member, who will report to the President.

Members or guests will report to the President or Vice-President.(or we can say Executive member)

Action may be required.

- Any accusations will be investigated by the Executive and or the City of Ottawa Parks and Recreation manager and or Ottawa Police Services (as stated above).
- The current, and potentially future, membership may be revoked.

14. PAID POSITIONS

14 A. All paid positions will be advertised to the membership, and in other locations, such as Indeed or other internet forums. The President and or Vice President along with at least one other Executive member will interview the candidates. The Steward Supervisor will interview steward candidates along with the President and or Vice President.

14 B. When the actions or behaviour of the Pro or the Stewards come into question, one of the Executive members will speak to the individual and document the event in their personnel file. Direction will be given to improve the behaviour in question and a time deadline will be set. Should the directions not be followed, a written notice will be given. When the Executive deems that this person is not improving they will be let go. Immediate dismissal may occur for such reasons as stealing, lying or harassment.

14 A. Stewards

- a. Acts as an Ambassador for the Club; greets and welcomes guests and members.
- b. Reports directly to Steward Supervisor.
- c. Must hold a valid CPR/First Aid certificate and AED Defibrillation training as available.
- d. Must provide club with recent Police Records Check.
- e. Is paid an hourly rate for services rendered.
- f. Fills in a weekly/bi-weekly timesheet.
- g. Submits timesheet to supervisor.
- h. Is aware of and uses the "Quick Reference Guide" as needed (Claim and Incident Reporting).
- i. Takes in-person or telephone court bookings.
- j. Turns court lights on, and off as needed.
- k. Coordinates social nights (court scheduling).
- l. Handles general inquiries by phone or in person and records them in the Telephone Log book.
- m. Distributes court keys.
- n. Gives new members an orientation of the club.
- o. Puts garbage out the night before collection.
- p. Follows the daily and weekly Task List.
- q. Waters flowers.
- r. Cleans bathrooms daily.
- s. When not busy: pulls weeds from court, sweeps courts, inspects nets for damage, tidies clubhouse, picks up garbage around the area and other duties as assigned.
- t. Monthly inspection of First Aid Kit. Will advise VP on First Aid Kit status.
- u. Not a member of the Executive.
- v. Has membership fee waived.

14 B. Club Professional (Pro)

National Tennis School will provide the Club with Pro services

- a. Certified to provide teaching/coaching services.
- b. Copy of certification must be provided to club.

- c. Must obtain an annual Police Records Check and have a copy on file.
- d. Coordinates his/her lessons and camps in accordance to the court schedule and in consultation with Executive.
- e. Receives authorization from Executive prior to initiating any camps, clinics, change in fees, etc.
- f. NTS manages all fees (lessons and camps).
- g. Must provide the club with verification of personal Liability Insurance coverage when appropriate.
- h. Will be available for Club events as designated and may be compensated for such.
- i. Cannot be Executive members.

14 C. Webmaster

From time to time it may be necessary to hire a web designer to upgrade the website and or perform some maintenance.

15. Personnel Files (Stewards)

The Treasurer will maintain these files. The files are to be kept in a locked location. The files will include: resume, references and feedback comments, timesheets, copies of Police Records Check and any disciplinary action.

16. Commitment to the Community

The Club appreciates and welcomes community partnerships and usage of the Club facilities. Where the event (not tournaments) requires a fee to participate, the Club shall reserve the right to request a minimum fee of \$50.00 for usage. This will offset clubhouse supplies and usage. This fee may be waived by the Executive.

Current partnerships:

AY Jackson Secondary School: use of the courts only for school physical education classes. The court times are to be set out in advance and will not interfere with existing club activities. The school supplies their own balls and rackets. Students are to wear appropriate footwear and conduct themselves appropriately.

The school may, from time to time, use the courts for their tennis team practice times and tournaments. Scheduling will ensure the least impact to members.

Should there be damage to Club property as a result of usage by partners; the partners will compensate the Club for repairs done.

17. Amendments

The Constitution shall be reviewed annually from the date of approval, generally, at the AGM. When amendments to the constitution are deemed necessary by the Executive prior to the AGM, they will be disseminated to the membership by email and posted in the clubhouse for feedback and or voting purposes. The membership will have 2 weeks in which to voice, in writing, any disagreements to the changes. Changes will be adopted by a majority vote. The Executive may call a special meeting to discuss the proposed changes.

Date of approval: September ____, 2020

18. Documents on file: Schedule A and Agreement (City)
Quick Reference Guide, Claim and Incident Reporting
Terms of Membership
Membership Fee Schedule
Job Descriptions
Court Etiquette
Court Schedule
Club Brochure
National Tennis School

Club website: www.glencairtennis.ca

19. Important dates to consider: from Schedule A

- a. By November 1 →
 - a. Maximum membership fees approved, in consultation with The City's Parks and Recreation Branch.
- b. By April 1 →
 - a. Parks and Recreation Branch to send Club's Agreement for the next season.
- c. By December 1 →
 - a. **A)** The Club provides Community Services the current year actual budget and a projected budget for the following season.
 - b. **B)** The Club provides Community Services with its membership fee structure for the next season.
- d. By May 3 →

A) Submission of an insurance certificate to Corporate Risk Management. **B)** Completion of the key holder agreement form.