

VANCOUVER

BRIDGE

CLUB

OPERATIONS MANUAL

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TABLE OF CONTENTS

PURPOSE	1
ANNUAL REVIEW	1
MODIFICATION	1
DOCUMENT MAINTENANCE	1
STANDING POSITIONS	1
A. DEFINITION.....	1
B. SELECTION.....	1
C. REMOVAL.....	1
D. RESIGNATION.....	1
E. DUTIES.....	1
1. Club Manager.....	1
2. Managing Director (Must be a certified director).....	2
3. Event Planner.....	2
4. Building Manager.....	2
5. Tournament Chairperson.....	3
6. Purchaser.....	3
7. Membership Secretary.....	3
8. Web Master.....	3
9. Computer Administrator.....	3
10. Publicity Coordinator.....	3
11. Education Liaison.....	3
12. Hospitality Chairperson.....	4
13. Investment Manager.....	4
14. Discipline/Ethics Chairperson.....	4
F. SPENDING AUTHORITY.....	4
GENERAL POLICIES	4
A. CLUB CLOSURE.....	4
1. Automatic.....	4
2. Other.....	4
3. Notification.....	4
B. CLUB DIRECTORS.....	5
1. Pay Schedule.....	5
2. Arranging Partnerships.....	5
3. Substitutes.....	5
4. Game Receipts.....	5
C. COMMERCIAL ACTIVITIES.....	5
D. EXPENDITURE OF FUNDS.....	5
E. FREE PLAYS.....	6
1. Automatic.....	6
2. Other.....	6
F. INSTRUCTORS.....	6
G. PERSONAL CHECKS.....	6

H. POTLUCKS.....	6
I. PRE-DUPLICATED BOARDS.....	6
1. Source.....	6
2. Preparation.....	6
J. RELIGIOUS AND POLITICAL MATERIALS.....	6
K. LIMITED GAMES.....	6
L. SANCTIONS.....	7
M. SUBSIDIZED PLAY.....	7
N. FULL TIME STUDENTS.....	7
O. MENTOR GAME.....	7
P. STaC Games.....	7
Q. LIABILITY AND INDEMNIFICATION OF BOARD OF DIRECTORS.....	7
APPENDIX.....	9
A. SAMPLE TOURNAMENT BUDGET FORM.....	10
B. VANCOUVER BRIDGE CLUB PLAYER FEE SCHEDULE.....	11
C. PROGRAMMING ANSWERING MACHINE.....	12
D. RECORDER, DISCIPLINARY CHAIRPERSON, DISCIPLINARY COMMITTEE.....	14
1. Qualifications.....	14
2. Duties and Responsibilities.....	14
4. Unit Disciplinary Chairperson.....	15
5. Club Disciplinary Committee.....	15
D. DISCIPLINARY ISSUE RESOLUTION FLOW CHART.....	16
E. NON-DISCIPLINARY ISSUE RESOLUTION FLOW CHART.....	17

PURPOSE

The purpose of the *Operations Manual* is to set forth guidelines for the operation of the Vancouver Bridge Club and to provide documentation pertaining to administrative procedures established to govern the business.

ANNUAL REVIEW

Each Board member will receive a copy of the *Operations Manual* at the first Board Meeting following the election of members of the Board of Directors. It is the Board member's responsibility to review the content for accuracy and relevancy and be prepared to discuss the content at the next Board Meeting.

MODIFICATION

A simple majority vote of the Board members is required to make modifications, including additions, updates, and deletions, to the *Operations Manual*.

DOCUMENT MAINTENANCE

It is the Unit Secretary's responsibility to update the *Operations Manual* whenever the Board of Directors modifies its content.

STANDING POSITIONS

A. DEFINITION

The standing positions are Managing Director, Building Manager, Tournament Chairperson, Purchaser, Membership Secretary, Web Master, Publicity Coordinator, Education Liaison and Ethics/Discipline Committee Chairperson.

B. SELECTION

The Unit Board of Directors will elect a person to each of the standing positions based on a simple majority vote of the Board. It is not a requirement that the individuals selected be a member of the Board of Directors. One person may hold more than one position.

C. REMOVAL

The Unit Board of Directors may remove a person from any one of the appointed positions by a simple majority vote of the Board.

D. RESIGNATION

A person may resign from any appointed position by either stating their intention to resign in a letter addressed to the Unit Board of Directors or informing the Unit Board of Directors at a regularly scheduled Board meeting.

E. DUTIES

The person assigned to each standing position may delegate any or all of the tasks allocated to the position. However, the position incumbent is responsible to ensure all assigned tasks are completed.

1. Club Manager

- a. Process annual Club Masterpoint Game Sanction renewal application
- b. Receive all club-related ACBL correspondence
- c. Disseminate information from ACBL to the Managing Director and/or Unit Board
- d. Complete and submit monthly report to ACBL
- e. Pay all fees to the ACBL
- f. Send monthly master point totals to Web Master for posting

- g. Attend all Board of Directors' meetings and provide status report
2. Managing Director (Must be a certified director)
 - a. Assign a director to each regularly scheduled game pending Board approval
 - b. Designate director for special games occurring at a time other than regularly scheduled games
 - c. Establish procedures for special games (e.g., ACBL Charity Game)
 - d. Publish a list of director responsibilities
 - e. Post the game fee schedule
 - f. Review minutes of Board Meetings and apprise directors of any decisions affecting the directors
 - g. Assure a director available for every game
 - h. Assist assigned director in locating a substitute if necessary
 - i. Receive hand records from ACBL and distribute in a timely and appropriate manner
 - j. Distribute game related materials (place in game designated boxes at the club)
 - k. Recommend master point ranges for ACBL sponsored special events (i.e. NAP, GNT)
 - l. Address and resolve, where necessary, issues of other directors
 - m. Schedule and chair directors' meetings for the primary purpose of reviewing procedures and the Laws of Duplicate Bridge
 - n. Provide scheduled training for new and potential directors
 - o. Administer Director Certification Test
 - p. Attend all Board of Directors' meetings and provide status report
 3. Event Planner
 - a. Schedule all
 - (1) Unit Games
 - (2) Tournaments
 - (a) NLM Sectional
 - (b) Senior Sectional
 - (c) Unit Sectional
 - (3) Club special events
 - (4) Unit special events (e.g., Christmas/Member Appreciation Party)
 - (5) ACBL special events (e.g., Charity Game, NAOP)
 - b. Schedule all tournaments with ACBL and District 20
 - c. Obtain sanctions for all special events (Tournaments, ICC, Unit, and STaC games)
 - d. Appoint tournament chairperson
 - e. Prepare and post calendar noting all special events, pertinent tournaments (e.g., Seaside)
 - f. Provide scheduled event information to the Web Master
 - g. Coordinate with Club Manager, Managing Director, Publicity chairperson, and Unit Board of Directors
 4. Building Manager
 - a. Oversight of playing facility including
 - (1) Lease
 - (2) Insurance
 - (3) Furnishings
 - (4) Fixtures
 - (5) Repairs
 - (6) Building maintenance
 - (7) Janitorial services
 - (8) Signage

5. Tournament Chairperson
 - a. Arrange for tournament directors
 - b. Locate playing site
 - c. Negotiate cost of site rental and report to Board of Directors for approval
 - d. Develop event schedule
 - e. Obtain approval of event schedule and stratification ranges from ACBL
 - f. Arrange for all tournament advertising including flyers and posters
 - g. Obtain necessary equipment
 - h. Arrange for food and drink if applicable
 - i. Prepare estimated tournament budget
 - j. Present budget to the Board of Directors for approval
 - k. Meet with tournament Head Director after the final game
 - l. Collect and deposit tournament receipts
 - m. Review event records (i.e., number of tables in play for each event)
 - (1) Discuss any issues the Head Director may have
 - (2) Prepare Profit/Loss Statement
 - (3) Submit report to Board of Directors at the first meeting following the tournament
6. Purchaser
 - a. Purchase all non-game related supplies for Club (i.e., snacks, coffee, plastic cutlery, paper towels)
 - b. Inventory all game related supplies on regular basis
 - c. Order bridge supplies
7. Membership Secretary
 - a. Update ACBL Score with new player information
 - b. Distribute Welcome Package to new members
 - c. Update Roster/Directory and provide the data to the Publicity Chairman
 - d. Provide ACBL with membership information
 - e. Arrange roster printing
8. Web Master
 - a. Maintain Web site
 - b. Update Web Site master point list on weekly basis
 - c. Update master point totals
 - d. Post calendar of events
9. Computer Administrator
 - a. Update ACBL Score database annually using data provided by ACBL
 - b. Back-up Club PC
 - c. Install new software and software upgrades
10. Publicity Coordinator
 - a. Prepare information for *OBTY*
 - b. Submit articles to *Trumpet*
11. Education Liaison
 - a. Coordinate classes
 - b. Obtain instructors
 - c. Acquire instruction materials

- d. Schedule Pro/Am events
- e. Prepare and submit education related advertising material
- f. Advise Unit Board of Directors' of planned classes and Pro/Am events
- g. Schedule and chair meetings with other instructors

12. Hospitality Chairperson

- a. Purchase and send cards as appropriate (e.g., illness, hospitalization, death)
- b. Telephone players who have been absent for an extended period because their regular partner has moved, died, etc. and encourage them to play

13. Investment Manager

- a. Invest the clubs reserve funds in federally insured (FDIC) accounts
- b. Provide a quarterly report to the Treasurer citing
 - (1) Name and address of the institution where the funds are invested
 - (2) Rate of interest, interest amount earned for the quarter and year-to-date
- c. Reinvest these funds in a timely manner

14. Discipline/Ethics Chairperson

- a. Appoints a committee of three club members in good standing, and who are approved by the Board of Directors. These appointments, including that of Chairperson, may not be further delegated. Guidelines for the function of this Committee are included in the Appendix.
- b. Meets as necessary to discuss possible violations of bridge ethics or player discipline issues and reports as required in the Guidelines.

F. SPENDING AUTHORITY

A person holding a standing position is authorized to spend a maximum of \$100 for any single item. Single item purchases in excess of \$100 require prior approval, a simple majority vote, of the Unit Board of Directors.

GENERAL POLICIES

A. CLUB CLOSURE

1. Automatic¹
 - a. Vancouver Sectional
 - b. Week of the Portland Regional
 - c. Friday and Saturday of Portland Sectional
2. Other

The Board, by a simple majority vote, may cancel any other regularly scheduled game.
3. Notification
 - a. Scheduled cancellations will be posted on the Web site and the calendar at the Vancouver and Longview Bridge Club.
 - b. If a director's game is cancelled for any reason, the director is responsible for using the message on the answering machine to notify players of the closure. The director must change the message back to the club's standard message well before the next scheduled

1

game. The instructions for programming answering machine messages are included in the Appendix.

B. CLUB DIRECTORS

1. Pay Schedule

- a. Five or more tables
The rate for a director of a Club game is \$50 plus 25% of the playing fee for every table over ten not to exceed \$100 per session²
- b. One or two tables \$20³
The Club is guaranteed game fees for one table.
- c. Three or four tables \$40⁴
- d. Free Plays
Loss of revenue from free plays is deducted from the Club's portion of the collected fees.
- e. Special events⁵
The director is paid at the standard rate.
- f. Show Up Pay⁶
The director will receive twenty dollars (\$20) compensation when the game is cancelled because there were too few players to meet the ACBL's minimum table requirement (2 ½ tables for an open pairs Game or 2 tables for team or individual game)

2. Arranging Partnerships

The director shall arrange partnerships among those that arrive without a partner and should never turn anyone away for lack of one. The director must not plan in advance to play but shall be available to fill in if necessary. A maximum of two players may be called in to avoid a half table and each player called plays at no charge⁷.

3. Substitutes

When a substitute is required, it is the responsibility of the director assigned to the event to find one. If a substitute cannot be found, the assigned director should contact the managing director for assistance.

4. Game Receipts

- a. It is the director's responsibility to deposit game receipts.
- b. The director is responsible for making up any shortage in game receipts.⁸

C. COMMERCIAL ACTIVITIES

Non-members are barred from conducting any commercial activity inside the club premises.⁹

D. EXPENDITURE OF FUNDS

Except as specified in the Standing Positions, Item F (Spending Authority) section of this document, the expenditure of Club funds requires prior approval of the Board of Directors. Individuals wanting to expend Club funds must present either an oral or a written proposal to the Board for review. The Board will not approve the expenditure of funds after the fact.

² Board of Directors Meeting March 9, 2011

³ Board of Directors Meeting March 9, 2011

⁴ Board of Directors Meeting March 9, 2011

⁵ Board of Directors Meeting December 8, 2004

⁶ Board of Directors Meeting October 14, 2009

⁷ Board of Directors Meeting January 11, 2006

⁸ Board of Directors Meeting October 29, 2008

⁹ Board of Directors Meeting August 11, 2004

E. FREE PLAYS

1. Automatic
 - a. Welcome package – includes 3 free plays
 - b. Chairperson of the non-restricted Sectional Tournament for entire tournament
 - c. Person called in to play¹⁰
2. Other
The Board of Directors may authorize free plays for any other purpose by a simple majority vote.

F. INSTRUCTORS

Instructors using the Vancouver Bridge Club facility will be assessed a fee of ten percent (10%) of the class receipts for lessons; directors' rules will apply when assessing fees for games.¹¹

G. PERSONAL CHECKS

Personal checks are limited to the playing fee plus \$20.¹²

H. POTLUCKS

The Vancouver Bridge Club will sponsor four potlucks a year. The annual budget to provide the entrée for these events is \$200.¹³ Bringing food to a potluck is voluntary. Members who do not provide food will not be charged to eat.¹⁴

I. PRE-DUPLICATED BOARDS

1. Source¹⁵
Events using pre-duplicated boards will use either hand records provided by the ACBL or those generated by a software program.
2. Preparation¹⁶
Unless the boards are duplicated at the table, the director is responsible for duplicating the boards free-of-charge.

J. RELIGIOUS AND POLITICAL MATERIALS

Petitions and flyers of a religious or political nature are banned from the club premises.¹⁷

K. LIMITED GAMES

Limited games are those where participation is restricted based on specific criteria such as age or master point holding. The Unit Board sets these limits, by a simple majority vote, for club games and sectionals. Directors are required to enforce these limits. However, exceptions may be made for fill-ins and first time ineligible players. The director must notify the ineligible player an exception has been made and further participation in a similarly restricted event is not permitted. Two players

¹⁰ Board of Directors Meeting January 11, 2006

¹¹ Board of Directors Meeting July 9, 2003

¹² Board of Directors Meeting February 8, 2006

¹³ Board of Directors Meeting August 15, 2007

¹⁴ Board of Directors Meeting June 25, 2008

¹⁵ Board of Directors Meeting June 9, 2004

¹⁶ Board of Directors Meeting April 13, 2005

¹⁷ Board of Directors Meeting August 11, 2004

exceeding the maximum master point limit may not play as partners. Players exceeding the game's master point limit are not eligible to receive master points¹⁸.

L. SANCTIONS

The Club will maintain sanctions for the following regularly scheduled games:¹⁹

1. Monday morning
2. Monday evening (0 – 200 Master Points)²⁰
3. Tuesday morning
4. Tuesday evening
5. Wednesday morning
6. Wednesday evening (Mentor Game)
7. Thursday morning (0 – 1500 Master Points)²¹
8. Friday morning
9. Friday evening (0 – 1500 Master Points)²²
10. Saturday at noon
11. Sunday

M. SUBSIDIZED PLAY

Additional fees assessed by ACBL for special games (e.g., ACBL Charity Game), will be added to the regular entry fee. The Vancouver Bridge Club will not subsidize these costs.²³ The Fee Schedule is included in the Appendix.

N. FULL TIME STUDENTS

The playing fee for full time students, is \$1.00

O. MENTOR GAME

A mentor is any player who is a Life Master or who has more than 300 master points. Mentors are prohibited from playing together unless this occurs when someone is called in to play. If two mentors play together during a mentor game, they are not eligible to earn master points.²⁴

P. STaC Games

The Board of Directors will decide, on a case-by-case (STaC Week) basis which of the games will be Open Games and which will be Limited Games..²⁵

Q. LIABILITY AND INDEMNIFICATION OF BOARD OF DIRECTORS

The Board of Directors shall have no liability to the Club for errors of judgment, negligence or otherwise, except for willful misconduct. Each member of the Board of Directors shall be indemnified by the Club against all expenses and liabilities including attorneys' fees, reasonably incurred by or imposed upon the director(s) or in which the director(s) may become involved by reason of having been a member of the Board of Directors, except in such cases wherein the member of the Board of Directors is adjudged guilty of willful misfeasance or malfeasance in the performance of his or her duties.²⁶

¹⁸ Board of Directors Meeting July 12, 2006

¹⁹ Board of Directors Meeting November 10, 2004

²⁰ Board of Directors Meeting June 6, 2007

²¹ Board of Directors Meeting February 11, 2009

²² Board of Directors Meeting February 11, 2009

²³ Board of Directors Meeting May 14, 2003

²⁴ Board of Directors Meeting September 12, 2007

²⁵ Board of Directors Meeting June 6, 2007

²⁶ Board of Directors Meeting March 9, 2011

APPENDIX

A. SAMPLE TOURNAMENT BUDGET FORM

EVENT	ENTRY FEE	ESTIMATED NUMBER OF PLAYERS	ESTIMATED REVENUE	ACTUAL NUMBER OF PLAYERS	ACTUAL REVENUE	NOTES
REVENUE						
Friday Afternoon Stratified Open Pairs						
Friday Afternoon 299er Pairs						
Friday Evening Stratified Open Pairs						
Friday Evening 299er Pairs						
Saturday Afternoon Stratified Open Pairs						
Saturday Afternoon 299er Pairs						
Saturday Evening Stratified Open Pairs						
Saturday Evening 299er Pairs						
Sunday 2 Session Swiss Team						
TOTAL REVENUE						
EXPENSES						
	SESSION	NUMBER OF SESSIONS	COSTS			
Director						
Mileage						
Per Diem						
Surcharge						
Sanction Fees						
Fliers						
Hospitality						
Caddy						
Hand Records						
Print Outs						
Rent						
TOTAL EXPENSES						
PROFIT/LOSS						

B. VANCOUVER BRIDGE CLUB PLAYER FEE SCHEDULE

Entry	Game			
Fee	Type	Game Description		Notes
5.00	Regular	Club Masterpoint games		1
5.00	C.C.	Club Championship (one per sanctioned session each quarter)		
5.00	Upgraded C.C.	Granted by ACBL for membership recruitment (10 new members)		
5.00	C.A. Pairs	Club Appreciation (special C.C. games held in October, 1 per sanctioned session)		
5.00	C.A. Teams	Club Appreciation (special C.C. games held in October, 1 per sanctioned session)		
5.00	Membership	All pairs must be ACBL members in order to win masterpoints		
5.00	Unit Game	Sponsored by the Unit, up to 16 games per year.		2
6.00	Charity C.C.	Game proceeds alternate between the ACBL and local charities.		3
6.00	I.C.C.	Inter Club Championship (ACBL-wide games)		4
6.00	NAP	North American Pairs (qualifying games in June, July, August)		5
7.00	GNT	Grand National Teams (qualifying games in September-February) *		6
7.00	STaC	Sectional Tournament at Clubs (week-long event 3 times per year)		7
	Notes on fees:	1 ACBL fees are \$1.25 per game plus \$0.74 per table unless noted otherwise.		
		2 \$1.20/table fee is payable to the ACBL for Unit games.		
		3 \$1/player goes to charity, either the ACBL Charity Fund or to a chosen local charity.		
		4 \$1/player is the ACBL surcharge for ICC games.		
		5 \$1/player is the ACBL surcharge for NAP club qualifying games.		
		6 \$7/table fee is payable to District 20 in addition to \$1.25 to the ACBL.		
		7 \$7/table fee is payable to the Western Conference for STaC games, includes ACBL.		

C. PROGRAMMING ANSWERING MACHINE

The club has a new answering machine. The message the machine gives to callers can be changed remotely, from your home phone, or by coming into the club. If a director's game is cancelled for any reason, the director is responsible for using the message on the answering machine to notify players that the club is closed. **REMEMBER THAT YOU HAVE TO CHANGE THE MESSAGE BACK TO THE CLUB'S STANDARD MESSAGE WELL BEFORE THE NEXT SCHEDULED GAME.**

How to Change the Message by Coming into the Club

At least an hour before the scheduled game time, check for messages that need attention, and then do the following:

1. Press **ANNC** until you hear 'Announcement'. Press **PLAY** or press **RECORD**.
2. Press **RECORD**. After you hear 'Record after the tone, press **STOP** when you are done', followed by a beep, speak toward the telephone base to record an announcement up to 90 seconds long. A suggested format is: *This is the Vancouver Bridge Club and today is (give current date). Due to inclement weather, the game scheduled for 10:30 am today has been cancelled. Please call an hour before the game scheduled for 7 pm tonight to verify whether that game will be cancelled.*
3. Press **PLAY/STOP**. The system plays back your recorded message.
4. Press **ANCC** to exit the menu.

To review your announcement (or to check what announcement is currently recorded on the machine), do the following:

1. Press **ANNC** until you hear 'Announcement. Press **PLAY** or press **RECORD**'.
2. Press **PLAY/STOP**, the system plays the current announcement.
3. Press **play/stop** again to stop the current announcement, and then press **ANCC** to exit.

IMPORTANT REMINDER. After your game would have been complete3d, i.e. 2:30 PM as an example, you should check for messages and then re-program the answering machine with the standard announcement. You have 90 seconds of recording time. An example would be:

Hello, you have reached the answering machine for the Vancouver Bridge Club. Our address is 6503H Mill Plain Blvd in Vancouver. Our website address is:

www.geocities.com/vancouverbridgeclub/index. *There is a schedule of all our games at this website. If you are looking for help finding a partner for a game, please call ½ hour before game time to let the director know.*

We offer bridge lessons from time to time and various special events. If we can be of assistance, please leave your name and number and the appropriate person will return your call. Or, you may call back during our hours of operation.

How to Use Remote Access to Change the Message or Perform Other Functions

Remember, you must change the message 1 hour before game time, and then change it back to the standard message shortly after your game would have ended. It is suggested that you check for messages each time before you change the message, so that you can return calls as needed. Do **NOT** delete messages that still need action taken.

The following is copied from the owner's manual for the telephone answering machine. **NOTE: the remote code access is 18. DO NOT CHANGE THIS ACCESS CODE WITHOUT EXPLICIT PERMISSION FOR THE BOARD OF DIRECTORS OF THE UNIT.**

note

Answering system operation

Remote access

You can access many features of your answering system remotely from a touch tone phone.

1. Dial your telephone number.
2. When the system answers, enter your remote access code. If the memory is full, it announces *'Memory is full'* before asking for your remote access code.
3. To end remote access, simply hang up the phone.

To advance or recede the remote access code number by increments or decrements of ten, press and hold the **SKIP** or **REPEAT** key.

Remote access command

Function:	Command
Play messages	Press 2 to play all messages. Press 2 to play messages. If there are no new messages, the system plays old messages.
Repeat a message	When a message is playing. Press 4 to repeat current playing message from beginning or press 4 during the message to back up previous message.
Stop	If no key is pressed within three seconds of entering remote access, the voice menu will be announced.
Help	After the voice menu announcement, if no key is pressed within 20 seconds, the remote access call will automatically end.
Save messages	When a message is playing. Press 3 or after help menu to delete all old messages.
Delete message	When a message is playing. Press 3 or after help menu to delete all old messages.
Record Announcement	Press 1 , beep, record announcement, stop. System plays back announcement.
Turn system off	System announces, <i>'Calls will not be answered.'</i> Press 0 again to turn the system back on.
Turn system on	When system is off, it answers after 10 rings and announces, <i>'Please enter your remote access code'</i> . Enter your remote access code, then press 0 to turn the answering system on.
End Call	Press 8 .

If you need any assistance using the new phone and answering machine, the users' manual will be stored in a drawer of the desk at the club.

CLUB DISCIPLINE

Club management will deal promptly and fairly with all cases of improper conduct and unethical practices that occur during an ACBL-sanctioned masterpoint game in the club. When possible, the Game Director or the Managing Director will resolve these problems. If the Club Manager is unable to resolve the issue, the problem is submitted to the Club Disciplinary Chairperson.

Incidents reported by a player must be in writing; email is acceptable.

D. RECORDER, DISCIPLINARY CHAIRPERSON, DISCIPLINARY COMMITTEE

1. Qualifications

- a. Unimpeachable ethics, integrity, honesty, and demeanor
- b. Ability to discuss all matters including the most serious ethical concerns with a subject without giving offense to an innocent individual
- c. Acknowledged bridge ability
- d. Ability to act in an apolitical manner
- e. Familiarity with the *Laws of Duplicate Contract Bridge* and the *ACBL Code of Disciplinary Regulations*
- f. Any member in good standing who is not a member of the Board of Directors; the Recorder may not serve as the Disciplinary Chairperson nor as a member of the Disciplinary Committee.

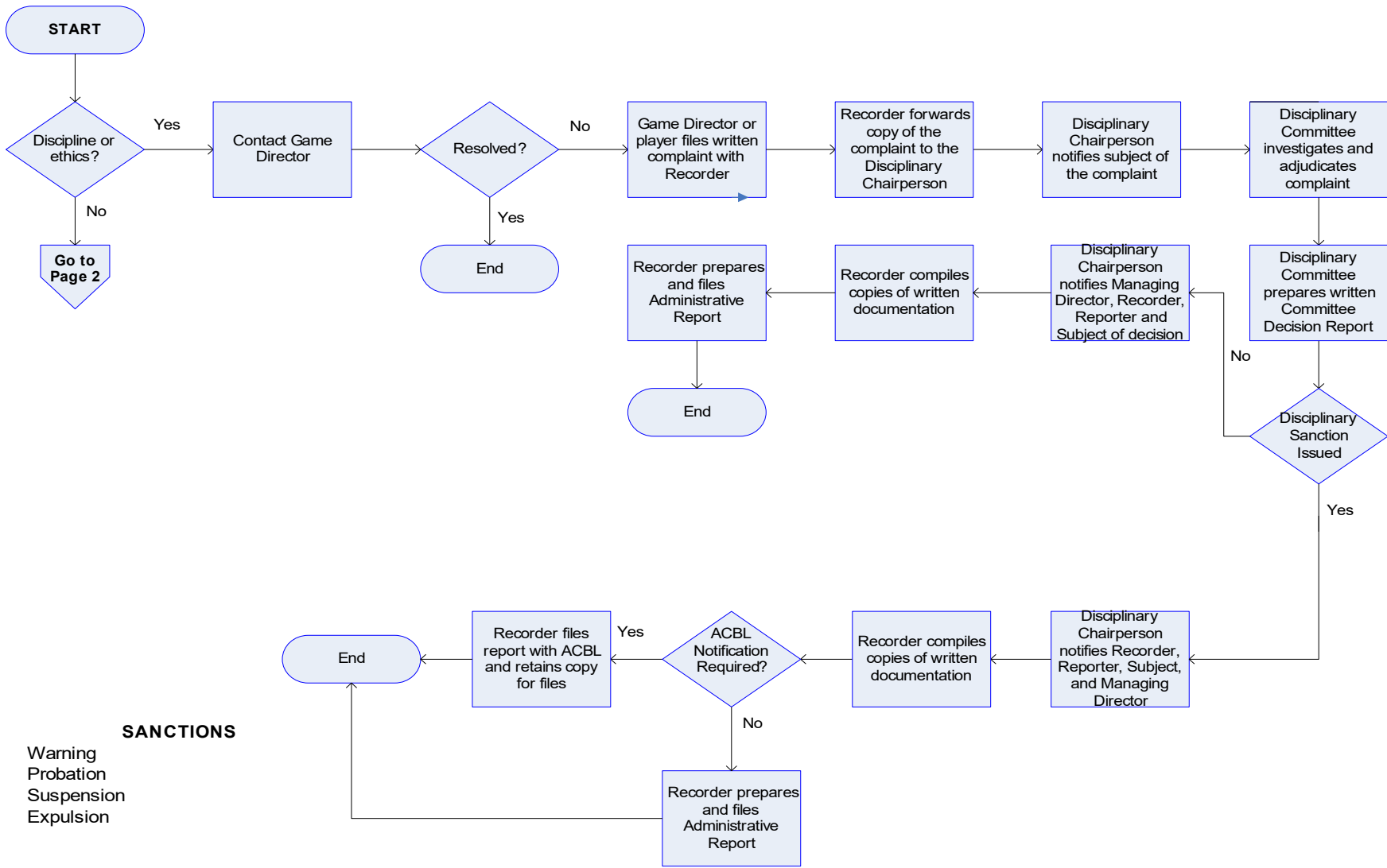
2. Duties and Responsibilities

3. Recorder

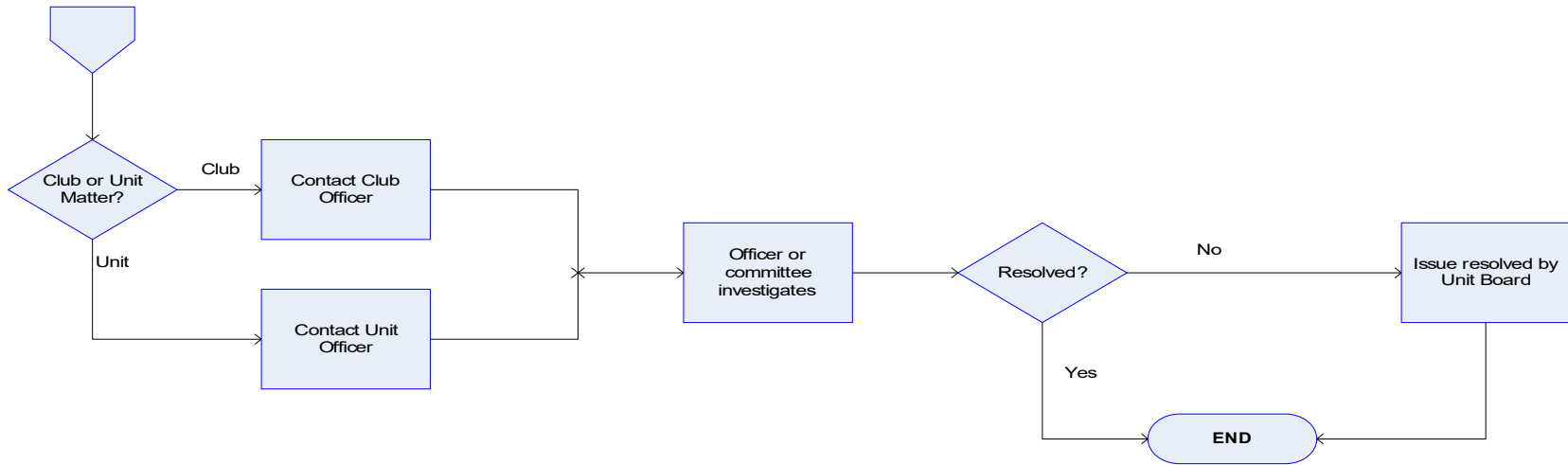
- a. Receive written complaint from either a game director or a player
- b. Forward copy of the complaint to the Disciplinary Chairperson
- c. Maintain administrative files of reported incidents and their resolution
- d. Prepare administrative reports
- e. File reports with ACBL when appropriate

4. Unit Disciplinary Chairperson
 - a. Select a three-member Disciplinary Committee and submit nominees to the Board for approval
 - b. Choose at least two of the three members to serve on the Disciplinary Committee for any single incident
 - c. Oversee the Disciplinary Committee
 - d. Schedule Disciplinary Committee meetings
 - e. Notify subject of complaint
 - f. Prepare Disciplinary Committee Decision Report
 - g. Notify Managing Director, Recorder, Reporter, and Subject of the result of committee deliberation
5. Club Disciplinary Committee
 - a. Investigate reported issues of unethical or improper conduct
 - b. Communicate, as appropriate, with those involved with a reported incident
 - c. Adjudicate all incidents submitted to the committee

D. DISCIPLINARY ISSUE RESOLUTION FLOW CHART



E. NON-DISCIPLINARY ISSUE RESOLUTION FLOW CHART



CLUB OFFICERS

Managing Director	Rich Carle
Building Manager	Garland Wilson
Supplies Purchaser	Shelley Housley

UNIT OFFICIALS

President	Kathy Mather
Vice President	Rich Carle
Secretary	Sue Maly
Treasurer	Kathy Vasks
Education/I/N Liaison	Roger Hallum
Hospitality Chairperson	Shari Unger
Membership Chairperson	Mary Spilde
Publicity Coordinator	Charlotte Enberg
Webmaster	Gary Todd
Recorder	Janie Percy
Disciplinary Chairperson	Mary Lou Mansfield