

Western Ontario Pony Club

POLICY AND PROCEDURES



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NOTE: The policy and procedures in this manual will no way override the Western Ontario Rules and Regulations document nor any of the Canadian Pony Club policies or bylaws. This document is to work within those documents to provide further definition of the processes within Western Ontario Pony Club.

Problem Resolution

The Western Ontario Pony club is committed to sustaining a positive environment in which the volunteers at all levels can work constructively together. The Problem Resolution Policy and process was established as a foundation for ensuring that the environment remains positive and respectful.

The problem resolution policy is intended to:

- Provide the opportunity to resolve a conflict or complaint quickly, fairly and without judgement.
- Improve communication and understanding between branch volunteers and between branch and regional volunteers.
- Ensure confidence in committee and executive members by providing a mechanism whereby decisions can be objectively reviewed.
- Support a positive environment by allocating a process to preventing and resolving conflicts or complaints.

Volunteers who are experiencing a conflict or have a complaint are encouraged to resolve it through discussions with the immediate next chain of command. See Proper Chain of Communication.

All requests for conflict resolution, complaints and appeals shall be fully investigated and a reply will be given as quickly as possible. An e-mail acknowledging receipt of the complaint with an estimated ETA will be provided. The content of the complaint must be respectfully worded.

Proper Chain of Communication

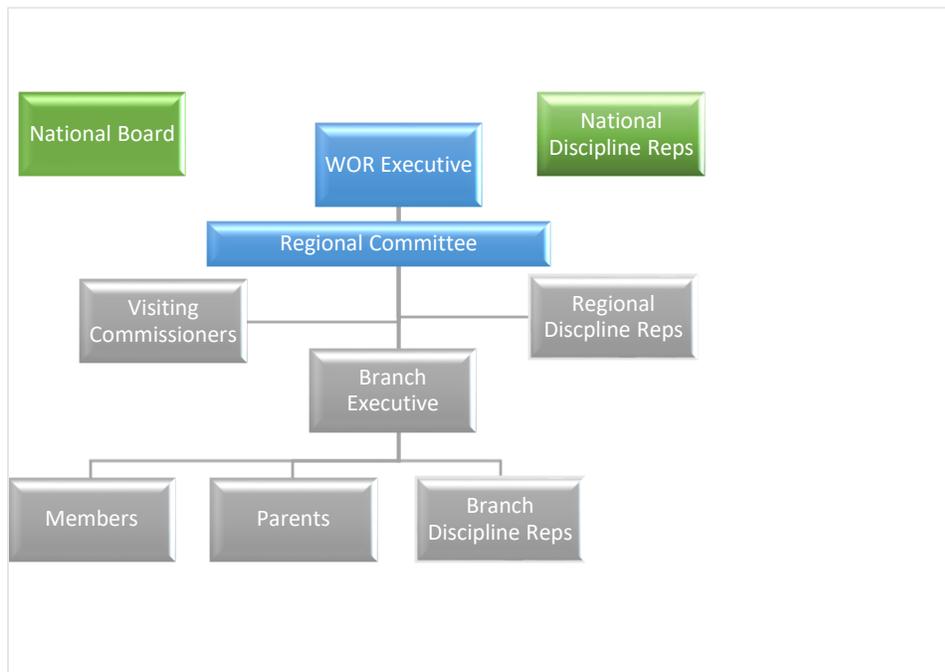
Branch Communications

- Matters specific to a discipline and/or testing, should contact the Branch Rep for that discipline first. They can communicate with their Regional Reps who can involve their National Rep for resolution / guidance. The branch rep should be familiar with the Regional and National rules of that discipline. The branch executive should be made aware of all issues that have been brought forward.
- Members, Parents, Volunteers, Branch Reps should contact their branch executive regarding any matters to be brought to the Region. If there are issues with a member of the Branch Executive, the remaining members of the executive will act as the committee.
- Branch Discipline Reps should work with their Regional Discipline Reps wherever possible around issues with their specific discipline.

Regional Communications

- Branch Executive who need assistance rectifying issues within their branch could ask for assistance from the WOR Executive and / or the Visiting Commissioners.
- If it is determined that the allegation is beyond the scope of local controversy and is thus of a regional nature or involves regional members or volunteers, the allegation must be made to a Regional Officer. The Officer receiving the allegation will contact the Regional Chair who will be the formal recipient of the allegation and will preside over all the Region's considerations of the allegation which may be done by the full Regional Committee or a subcommittee assigned by the Regional Committee for that purpose.
- If the Regional Chair is the accused, this responsibility shall be transferred to the Regional Vice Chair or if one does not exist to the Regional Director if they are not also the Regional Chair in which case to the Regional Treasurer.

- Communication to a Regional Committee is made by contacting any one of the Region’s Officers (Chair, Vice Chair, Director, Deputy Director, Secretary, or Treasurer).
- Matters should be brought forward to the Regional Executive outside of the Regional Meeting. The best approach to start the communication is either an e-mail outlining the details of the issue, parties involved and what outcome you are seeking or the request for a meeting with the executive to discuss the matter but still outlining the nature of the request.
- Communication to the National Board is made by contacting the National Director for WOR or in their absence the National Deputy Director.



Procedures

NOTE: Although not required, volunteers are encouraged to follow the informal approach to problem resolution prior to making a formal complaint.

Informal Complaint Process

An informal complaint process involves discussing the issue with the appropriate contact based on the Proper Chain of Communication above so that all parties may collaboratively understand and work to resolve the related issues.

1. Volunteers who experience a conflict or who have a complaint should first attempt to discuss the matter with their immediate chain of command. In some situations, this may be difficult or inappropriate. In these cases, the volunteer may request a meeting with the next level of command to discuss the problem.
2. The person contacted about the issue will analyze the merits of the conflict resolution request or complaint and will contact the complainant to inform them of the proposed plan of action. This research should always include the accused party to gain full knowledge of both sides of the story.
3. If the volunteer is not satisfied with the informal resolution of the problem, they may proceed informally to the next level of command or proceed with the formal complaint process.



Formal Complaint Process

A formal complaint process involves making a formal written complaint to the proper "problem resolution manager". In the case of Branch issues, this would be a member of the Branch Executive. In the case of Regional issues, this would be a member of the Regional Executive. This individual, will involve the remaining members of the executive and will then conduct an investigation of the complaint and recommend a resolution.

1. Volunteers who have a complaint or require additional assistance in relation to a conflict and wish to initiate the formal problem resolution process must prepare written documentation, with supporting details, of the conflict situation or complaint and submit it to the proper executive member(s). This documentation should include the outcome they are requesting.
2. The executive members will investigate the merits of the conflict resolution request or complaint. The investigation should include meeting with the party accused in the complaint to gather both sides of the situation.
3. Once the executive members have completed the investigation, they will prepare a written response. This response will be forwarded along with a request that the volunteer sign and date the copy to confirm he or she has received the reply and agrees or disagrees with the plan of action.
4. If the conflict or complaint has not been resolved to the volunteer's satisfaction or if the executive cannot resolve the issue, the executive will forward the complete file accompanied by \$50 non-refundable payment, including the conflict resolution request or complaint, documentation of relevant factual information, analysis of the information, the conclusion, and the recommended resolution, to the next chain of command. In the case of Regional issues, this will be the Regional Committee.
5. If the Regional Committee is involved, the executive will brief the committee at the next regional meeting and look for guidance on resolution. Resolution may include bringing all parties together at a meeting for a joint resolution. It may include appointing a team to conduct this meeting and/or bringing all parties together at a regional meeting open to the Regional Committee only for resolution.
6. The next chain of command will investigate any relevant issues in the file and any newly discovered evidence or information that may arise during the problem resolution process. The next chain of command will forward a response to the volunteer either concurring with the previous resolution or proposing an alternative resolution.
7. If the complaint has not been resolved, the volunteer can request the complaint be investigated by the most senior executive team. This request must be made through the Regional Executive members and not directly to the National Office. The decision and recommendations made by the most senior level will be final.

Reminder of our Code of Ethics

Members, volunteers and employees agree;

- a) to focus efforts solely on the aims and goals of the Club with no interest in personal gain;
- b) to operate the Club in the best interest of all people that it serves;
- c) to be accountable for their own behaviour, decisions and directions;
- d) to respect the integrity of those who serve the Club;
- e) to do nothing to violate the trust of those elected to the Club's positions of responsibility;
- f) to approach all issues with an open mind;
- g) to foster honest, fair and open communication;
- h) to communicate with others with dignity and respect;
- i) to keep in confidence all information that is confidential;
- j) to make informed decisions in the best interest of the Club;
- k) to promote the ideals of the Club;
- l) to save the Club and its reputation from harm, litigation and tarnish;
- m) to promote the ideals of the Club in any and all material that exposes it to the public.



Financial Policies

The following are the financial policies followed by the Regional Treasurer as well as the other signing officers within the Western Ontario Region.

Signing Officers

At this time, the following are the current signing officers for the Western Ontario Region.

- Regional Treasurer
- Regional Chair

Authorized Payments

- Payments up to \$500 require only 1 authorized signature.
- Payments of \$500 or more require 2 authorized signatures.

Electronic Payments

Wherever possible, Electronic Payments are avoided due to bank charges incurred. However, sometimes there is a requirement for an electronic payment. Electronic payments could be e-mail Transfers or automatic direct deposit payments.

All electronic payments are approved by 2 signing officers. This approval is done either in person or via e-mail. If by e-mail, the e-mail will be sent by the Treasurer to the other signing officer asking for written approval of the expenditure. The other officer will reply to the e-mail authorizing the payment before the payment will be made. This e-mail will be attached with the voucher and any other financial documentation as proof of the payment and approval for the expenditure.

Financial Statements / Documents

Budgets will be prepared by the discipline chairs at the beginning of the year. They will be incorporated into the monthly Profit / Loss statement showing Actuals to forecast prediction.

Bank reconciliations are to be prepared monthly and stored with the financial records. They are available for viewing on request.

A Balance Sheet and Profit / Loss Statement are to be distributed before or at the Regional Meeting.

Testing Mileage

In an effort to share the cost of mileage for examiners executing branch tests, mileage from the examiners is submitted to the Regional Treasurer. The Regional Treasurer will pay the examiners their mileage (branches will pay the examiner the test fees directly). At the end of the year, the Regional Treasurer will total all of the branch test mileage and divide it amongst all of the branches that had members test at the club level. Invoices to each branch will be issued and must be paid back to the Region as their share of examiner mileage fees for that year.

Calculation is number of members x number of tests conducted in the year / total mileage for examiner for branch tests. Each branch is invoiced for their total share for their members. If the test has more than 1 examiner, each member testing during that test counts as their test multiplied by the number of examiners. i.e. 2 examiner, that member counts as 2 tests towards the branch.

Example: \$1,200 in total mileage for the year and 10 branches had members test. 10 invoices will be issued. Total number of tests conducted at the branch were 20. So, $\$1,200 / 20 = \60 is the cost per test.

Branch A had 3 members test ... their total is \$180. Branch B had 2 members test but one member tested twice in the year ... their total is also \$180



Travel Policy

Below is the policy for Regional funding of competitors, chaperones/coaches attending National and International events.
 NOTE: Prior to producing the Policy and Procedures manual, this document was a separate document last revised in 2009.

1. Funding subsidy will be paid to selected chaperones/coaches and to Pony Club members in good standing, who have met the Code of Conduct for Western Ontario Region and Canadian Pony Club and the qualifications of their discipline as verified by their Branch District Commissioner and the Discipline Chair.
2. Funding subsidies shall be budgeted on the basis of the allowable participation of Regional members at National/Zone and International Events (see item #4). Subsidy for competitions held in Central Ontario and Western Ontario Regions will be restricted to entry fees only, up to \$75.00 maximum.
3. Subsidies for National/Zone competitions shall be based on the cost of entry fees up to \$75.00 and travel up to 20% of lowest reasonable direct transportation costs as determined by the discipline Chair, excluding travel in Western Ontario and Central Ontario Regions. Entry fee subsidies for International Competitions shall be as for National/Zone; travel shall be up to 25% of lowest reasonable direct transportation costs. Cancellation insurance is MANDATORY. Receipts Required.
4. National and International events:

	NATIONAL/ZONE	INTERNATIONAL
Rally	4 competitors + 1 chaperone	Inter Pacific (every 2 years by application) Funding limited to 2 competitors maximum.
Tetrathlon	7 people <ul style="list-style-type: none"> • 6 competitors • 1 chaperone 	International (every 2 years by application) Funding limited to 2 competitors maximum.
Quiz	10 people <ul style="list-style-type: none"> • A/B team (4 members + 1 chaperone) • 1 C team (4 members + 1 chaperone) 	International by application Funding limited to 2 competitors maximum.
PPG	12 people <ul style="list-style-type: none"> • 1 A Division team (5 members + 1 chaperone or coach) • 1 Masters team (5 members + 1 coach or chaperone) • Up to 2 applicants for International tryouts – max. \$100.00 each. 	International (every year) by application Funding limited to 2 competitors maximum.
Dressage	3 people <ul style="list-style-type: none"> • 2 Competitors • 1 Chaperone 	
Show Jumping	2 people <ul style="list-style-type: none"> • 1 competitor • 1 Chaperone 	



NATIONAL/ZONE

INTERNATIONAL

* Other events as may be recognized by CPC

5. If a reduction in the overall payment has to occur due to lack of available funds, then a set percentage to be determined will be deducted from all who benefit from the fund.
6. Prior to the March Regional meeting, a committee comprised of the Chairs of Dressage, Quiz, PPG, ABC Rally, Show Jumping, Tetrathlon and the Regional Treasurer and Chair may meet and prepare a travel cost estimate for that year. The estimate shall apply to costs identified in Item #3 and be based on the anticipated maximum number of representatives per Discipline National/Zone and International competition as outlined in Item #4.
7. Food booths run at all Regional events will donate 25% of any profits to the Travel Fund, National/Zone food booths are excluded.
8. The available funds allotted to each Discipline shall be distributed equally among all approved individuals who travel and not necessarily restricted to the numbers used for budgeting purposes. The allotted funds may include a limited number of individuals as per the chart in point 4 above. Discipline Chairs shall report to the Region regarding the proposed disbursement of travel funds including all receipts for the competitor and chaperones. This package submitted should include a summary to the Regional Treasurer. The signing officers of the Region will confirm the requested payments abide by the policy before approving the payment.
9. Profits generated at Regional events may go towards the Travel Fund if required in any given year, providing the Region can maintain a working balance of at least five thousand dollars (\$5,000.00). This \$5,000.00 is excluding funds allocated to the Travel Fund (to be reviewed annually).
10. Discipline-specific fund raising shall be permitted providing solicitations are not in conflict with Regional efforts and other disciplines. Discipline fund raising shall not affect budgeted Regional subsidies.
11. Where travel to a National or International competition is done via vehicle for any of the approved competitor, coach or chaperones, distribution of travel funds for this mode of travel will still be done based on the lowest air fare. In this case, the Regional Discipline Chair must be notified of this travel and a receipt at that time of a comparable airfare to the same destination provided to be used as consideration for reimbursement for the mileage expense.
12. National & International Travel funding by the Region will be limited per discipline event and competitor as follows:
 - Once for the lower division (i.e. C/D Team in Quiz, Masters in PPG, etc.).
 - Twice for the upper (or only) division

NOTE: This does not impact the competitor's ability to attend the event just the funding provided by the region for them to do so.

13. The Region will cover the WOR Competitor's contributive costs towards the travel and landing fees for the Coach & Chaperone for International Events. Depending on the discipline, National will cover a portion of these fees and the remaining portion is divided amongst the competitors. (Motion – 2013)