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## FREQUENTLY ASKED QUESTIONS (FAQ) SHEET FOR SECTION REPS

4<sup>TH</sup> JANUARY 2017

### OVERVIEW

This document provides answers to the most frequent questions we at the National Office receive from Section Reps and other members of Section Executives.

### LIABILITY INSURANCE

#### Who is covered under our Liability Insurance Policy?

In short, if there was an accident while an amateur leader was leading on any ACC trip, camp, or course, it would fall under our liability policy. Obviously, we can't predict who would be named if a lawsuit came out of an accident but, for the sake of this scenario, let's say there was a serious injury (rock fall) and the injured party named The Alpine Club of Canada, the amateur leader on their rope, the other participant who knocked rock down on them, and the nearby guide in their lawsuit. Our liability policy would step up to defend all four named parties in this case, as all were acting on behalf of the ACC at the time of the accident. Our liability policy is unique in that it covers participants for liability as well as staff, volunteers, and contractors.

#### Can I see a copy of our Liability Insurance Policy?

No, in order to keep good relations with our insurance provider, we don't send out electronic copies of our policies. However, if you're ever in Canmore and would like to read over the policies, we will be happy to print them for you to read in-house. Furthermore, we will not accept feedback about the pros and cons of the policy. It's a rabbit hole we as an organization do not want to go down or spend time discussing and you can be assured that we have your best interests covered as they are our interests as well!

#### Can I get a Certificate of Insurance or Proof of Insurance for a Section Event?

Yes, absolutely. Contact the Programs Director for the certificate and please give us ample time to have our insurance provider process the certificate. If you require a venue etc. to be added as 'additionally insured' please provide us with:

- The legal name of the venue
- The legal address
- The details of the event (e.g. Banff Mountain Film Fest Screening, Dec 10, '16)

### **Are non-members covered under our liability policy?**

Yes, our 'Prospective Members Orientation Coverage Extension' states:

*"It is hereby understood and agreed that this Policy is extended to include occasional non-members, climbing with members as an orientation for prospective members. The Policy is extended to prospective members as follows: Guests on sanctioned trips that have approval of the trip leader."*

### **Are the members of our Section Executive covered?**

Yes, we have a Directors and Officers policy in place that includes *"any past, present, or future directors, officers, trustees, employees, volunteers, or staff members of the Organization or its Subsidiaries, including any executive board members and committee members, whether salaried or not,"*

### **Can members from the USA join our Trips, camps, or courses?**

Yes, however, USA Nationals are not covered under our Liability policy for trips on USA soil. USA Nationals on trips to Canadian destinations are fine.

### **Can the ACC assist in local crag bolting efforts?**

The ACC supports in principle the fitting of local crags with chain anchors to improve safety for the wider climbing community as well as its members. However, bolting is not an "activity" in which the club partakes, and in a similar vein there are no "ACC" anchors for which the club is responsible for maintaining. The reason for this is the liability issues surrounding fitting and maintenance of such anchors.

The situation in the Bow Valley is that bolts and anchors are fitted by a group of volunteers (TABVAR - The Association of Bow Valley Rock climbers), to whom we in turn provide a small financial contribution each year as their efforts directly benefit our members. In the context of other regions, we recommend arranging something similar, with the Sections supporting local access organizations (which are separate entities to The Club). Alternatively, sections could look at providing a donation for a local guide to complete the work.

### **When do we get our membership dues paid out?**

Each Section's finances get paid out monthly, in the middle of the month via Electronic Funds Transfer (EFT) to your Section bank accounts. If you change your banking information, please contact Kish Stephenson, Finance Manager, at the National Office to inform her.

### **Should I register our Section for GST?**

There are many questions to be asked before this decision should be made based on revenues vs. expenses, just because you may have revenues of \$50k+ does not necessarily mean it makes sense to register for tax purposes. For details, give our Finance Manager, Kish Stephenson, a shout at [kstephenson@alpineclubofcanada.ca](mailto:kstephenson@alpineclubofcanada.ca).

### **What is our CRA number/Business number/charitable status number?**

Each Section has their own Business Registration Number under the ACC's umbrella. Each number will be slightly different but if you need confirmation of your Section's number you can ask our Finance Manager, Kish Stephenson, at [kstephenson@alpineclubofcanada.ca](mailto:kstephenson@alpineclubofcanada.ca).

### **Can members donate directly to our Section?**

Yes! And the donation is fairly simple. Just have the member donate online at <https://admin.alpineclubofcanada.ca/donation>

Under Donation Type choose 'other' and then type the name of your Section into the comment field. We'll pass the funds along to you to be used at your discretion. Kish deposits it monthly with the EFT she deposits for your monthly Section membership.

If a member needs another avenue for donating, there are printable donation forms at <http://www.alpineclubofcanada.ca/financial-donations/>

### **Can national invoices to our Section be paid off internally?**

Yes, and this is an ongoing practice that we're happy to continue. We can deduct the invoice from the monthly membership fee transfer that we send to your Section. It is up to you, though, and how you keep your Section financial books if this is something you'd like us to do.

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## VOLUNTEERS AND LEADERSHIP

### **What 'perks' are there for Section volunteers and leaders?**

The main incentive we offer from National Office is the cORe program. Contact Marketing Manager, Keith Haberl for information on how to get your volunteers and leaders signed up on this OR pro-deal program.

### **Who do we inform if there is a change in our Section Exec?**

Please contact our Office Manager, Micki Chong, if you have a change in your Section Executive contacts. She keeps our most up-to-date list of Section Reps, etc

### **I'd like to recognize one of our members for all the volunteering they do, what is available?**

A list of our volunteer awards can be found at:  
<http://www.alpineclubofcanada.ca/community/volunteer-awards/>

We also have discounts for Section bulk orders on some of our ACC merchandise (t-shirts, water bottles, stickers, etc). Contact our Community Initiatives Coordinator if you'd like to place an order.

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## FACILITIES AND BOOKINGS

### **How do we book huts for Section trips?**

Please contact the front desk team at [info@alpineclubofcanada.ca](mailto:info@alpineclubofcanada.ca) to book any facilities for Section trips. Sections are able to book 13 months ahead of time for Section trips. One trip leader is permitted per trip and they stay free of charge. ACC member rates apply for all other participants.

Once trips are reserved, we ask that they are added to the section website within 2 weeks of booking. If this is not possible, please notify the booking agent of that date it will be posted. We will verify.

### **How do we pay for Section trips & what if we need to cancel or make changes?**

The trip leader is responsible for the booking and making any changes to the reservation. They can pay with their own credit card or with a section cheque (if paying by cheque please include the invoice number in the memo line)

Full payment is due 14 days before the trip date. Changes can be made up to 72 hours prior to the start of the trip at no charge. Any cancellations made within 72 hours of the trip will incur a 50% cancellation fee and the day of travel it is 100% non-refundable.

Note that the Fairy Meadow & Kokanee hut ski weeks are not included in the section trip policies.

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## NATIONAL CAMPS AND COURSE

### **What is the General Mountaineering Camp (GMC)?**

The GMC is an ACC tradition dating back to 1906. The camp runs for five weeks each summer, with the selected location changing every year to a different site in the Canadian mountains. 31 members are able to attend each of the five weeks with a range of different objectives available under the assistance of ACMG guides and ACC Amateur Leaders.

For more information refer to: <http://www.alpineclubofcanada.ca/adventures/general-mountaineering-camp-overview/>

### **What national programs are available to help develop our section's Amateur Leaders?**

Twice annually (winter and summer), the ACC, with generous assistance from The North Face, runs leadership courses exclusively for our volunteer activity organizers from our local sections across the country. These courses are heavily subsidized for participants making them an excellent and affordable way to develop mountain leadership skills.

Offered in the mountains, these courses enhance leadership and decision making skills that are applicable to ACC activities across Canada. For more information, please refer to: <http://www.alpineclubofcanada.ca/adventures/leadership-training/>

### **What other national camps and courses are offered by the National Office?**

There are a wide range of skills courses, camps and adventure programs offered by the National Office. Unlike guiding companies, we as an organization make little to no profit on these activities, making them as affordable as possible to members. Please refer to <http://www.alpineclubofcanada.ca/adventures/> for more information.

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## CLUB COMMUNICATION

### **How can I contribute to the weekly Newsnet newsletter distributed to the ACC membership?**

Please email [NewsNet@AlpineClubofCanada.ca](mailto:NewsNet@AlpineClubofCanada.ca) with the Subject of "NewsNet Submission" with your ideas and suggestions for inclusion in the upcoming newsletters.

**What information do I receive from the National Office regarding my Section membership?**

Each month Micki Chong (Membership Secretary) at the National Office sends an email to all Section Reps with statistics on Section memberships and members including comparisons of month on month, year on year etc.

Section Reps should also have access to the National Office's Merlin system where they can access detailed breakdowns of their Section's membership along with other membership information.

Contact Micki Chong at: [officemanager@alpineclubofcanada.ca](mailto:officemanager@alpineclubofcanada.ca) for more information or ensure you have access to the Merlin system.