POLICIES & PROCEDURES

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Table of Contents

MISSION STATEMENT 2

UNACCEPTABLE BEHAVIOR AT PCVG ACTIVITIES 3

NOMINATION & ELECTION OF OFFICERS & ACTIVITY DIRECTORS 4

OFFICER SPECIAL ELECTION 7

COMPLAINT PROCESS 8

REMOVAL OF BOD MEMBERS 10

PCVG DATA USAGE & TECHNOLOGY SECURITY POLICY 11

MISSION STATEMENT

The Pickleball Community of The Villages (PCVG) is committed to supporting a welcoming pickleball environment for residents of The Villages, Florida. As a not-for-profit organization, all PCVG programs and activities are organized, led, and overseen by volunteers who support the growth and accessibility of the sport.

PCVG activities are designed to encourage participation and help players of all skill levels learn, improve, and enjoy the game.

PCVG's mission is to strengthen the pickleball community by offering high-quality instruction, meaningful opportunities for play and competition, and a supportive volunteer driven structure that encourages connection, improvement, and lifelong enjoyment of the sport.

All PCVG activities are created and supported by our coordination and cooperation with The Villages Recreation & Parks Department.

UNACCEPTABLE BEHAVIOR AT PCVG ACTIVITIES

The PCVG is committed to maintaining a positive, respectful, and safe environment for all participants and volunteers. To uphold this standard across every PCVG-supported activity, the following conduct guideline has been adopted:

A player may never, under any circumstances, verbally harass, demean, insult, belittle, physically threaten, or use profanities toward any PCVG representative conducting a PCVG activity or toward any participant.

Definition of Minor and Major Incidents

The PCVG representative overseeing the activity is responsible for determining whether an incident constitutes a *minor* or *major* violation. This determination is based on the **severity of the behavior**, the **player's response to correction**, and the **impact on the continuation of the activity**. The following guidelines are provided to support consistent decision-making:

A **minor incident** is an instance of unacceptable behavior that can be immediately corrected once addressed by the PCVG representative overseeing the activity. A minor incident requires that the offender acknowledge the behavior, accept the correction, and adjust their conduct so the activity may continue without further disruption.

A **major incident** occurs when the offender does not acknowledge the correction, does not adjust their behavior, or when the behavior is sufficiently severe that continuation of the activity is no longer possible. In these cases, the PCVG representative will request assistance from the on-site Recreation Department Manager, who will remove the offender from the courts.

Procedures for Addressing Unacceptable Behavior

Depending on the severity of any behavior deemed unacceptable by the PCVG representative concerned, the following actions will be taken:

- **First offense – Minor Incident:** If the behavior is considered *minor*, the PCVG representative will issue a verbal warning to the player. The warning will state that any repetition of the behavior will result in the player being removed from the activity.
- **Escalation of a Minor Incident:** If the warning is not received in the spirit in which it was given, or if the player does not acknowledge that the behavior was unacceptable, the incident becomes *major*. The player will be immediately removed from the activity by an on-site Recreation Department Staff member.
- **First offense – Major Incident:** If the behavior is considered *major* at the outset, the player will be told they have been removed from the activity. The PCVG representative will immediately notify the on-site Recreation Department Staff member.

Second Offense Within One Year

If a second incident of unacceptable behavior occurs within one year of the first offense whether it be minor or major, the player will not be allowed to participate in any PCVG activity for one year from the date of the second offense.

Incident Documentation and Reporting

Violations must be reported in writing as soon as reasonably possible following the incident. The PCVG Activity Leader will document the incident and the final outcome, then forward the documentation to their respective Activity Director, who will ensure it is stored on PCVG's secured drive.

NOMINATION & ELECTION OF OFFICERS & ACTIVITY DIRECTORS

The following process establishes the procedures for nominating and electing Officers and Activity Directors of the Pickleball Community Village Group (PCVG) BOD.

Once the candidate slate is finalized, both the Nominating Committee and the Tellers Committee will be established. Anyone on the BOD (voting and non-voting members) can serve on these two Committees. Candidates who intend to run for a position cannot serve on either of these two Committees.

The Nominating Committee is responsible for verifying willingness to run and obtaining additional information on the candidates for BOD members.

The Tellers Committee is responsible for tabulating, recording, and certifying the results of elections. The Tellers Committee consists of three BOD members who are not running for a position.

Step 1: Nominate and Elect BOD Officers: Overview & Timeframe

The four BOD Officer positions will be the first positions to be nominated and elected to serve two-year terms. The nomination and election period runs from September 1 through October 15. It is recommended that the timeline allow 7 days for nominations, 7 days for BOD questions to be submitted, 7 days for candidates to reply to those questions and voting-form creation, 7 days for voting, and 2 days for vote validation. The Officers will be named and announced to the BOD no later than the November BOD meeting.

Note: Timeframes may be adjusted as necessary.

Step 2: Nominate and Elect BOD Activity Directors: Overview & Timeframe:

After the BOD Officers have been nominated, elected, and announced, the BOD Activity Directors will be elected to serve one-year terms. The nomination and election period for Activity Directors takes place in October. It is recommended that the timeline allow 7 days for nominations, 7 days for candidate finalization and voting-form creation, 7 days for voting, and 2 days for vote validation. The chosen Activity Directors will be announced to the BOD no later than the November BOD meeting.

Note: Timeframes may be adjusted as necessary.

Nomination Process Defined

The process to nominate the PCVG BOD Officers and the Activity Directors is defined below.

1. BOD members (voting and non-voting members) will submit nominations for the open Officer positions via an *Officer Nomination Form* which will feed the results to an online spreadsheet.

Activity Leaders express their interest in being an Activity Director via the *Activity Director Candidate Form*.

2. A BOD member can nominate more than one name for each Officer position.
3. After nominations close, each person nominated will be contacted by the Nominating Committee to confirm their desire to have their name placed on the ballot. If a person is nominated for more than one position, he/she will be asked to choose which position they want placed on the voting ballot. In summary, the same person cannot run for multiple positions.

   Note: If there is not a candidate(s) for a position(s), the nomination period may be extended. The Nominating Committee will work to ensure that each position has at least one nominee. If the nomination period is extended, this may have an impact on when the elections begin.

   During the nomination process, nominees may ask the Nominating Committee about other nominees—for example, which positions someone is pursuing. The Nominating Committee may share this information only when they believe it is necessary to help a nominee decide which position to pursue. All information handled by the Nominating Committee must remain strictly confidential.
4. The finalized candidates may be asked to provide a biography and a head shot photo.
5. The Nominating Committee will inform the BOD of the slate of candidates and invite BOD members to submit any questions they would like the candidates to address.
6. The Nominating Committee will review the submitted BOD questions and has the discretion to consolidate them or include additional questions. Once finalized, the questions will be sent to the candidates for their responses.
7. The Nominating Committee will inform the Chair and the Vice-Chair once all voting materials are finalized.

Election Process Defined

1. The Chair, Vice-Chair, or an assigned individual will prepare the voting form, which will contain each candidate's name, photo, biography, and responses to the submitted questions. The form and its associated response file will be saved on PCVG's secured drive.
2. The Chair will send the email requesting a BOD vote unless the Chair is a candidate, in which case the Vice-Chair will send the voting request. The *Officer Voting Form* is sent to the entire BOD. The *Activity Director Voting Forms* are sent to the appropriate Activity Leader groups.
3. The PCVG BOD votes for their preferred candidate for each Officer position.

   The Activity Leaders vote for their preferred Activity Director.

Each member will complete his or her electronic ballot within the designated timeframe. Members cannot edit their vote once it has been cast.

4. If during the election process a slated individual removes their name from the ballot, only the remaining candidates' votes are tallied. If there is only one candidate for the position and they remove their name, the nomination process will be reinitiated.
5. The voting responses are automatically sent to a spreadsheet that is accessible by the Tellers Committee.
6. The Tellers Committee follows the process outlined below to tabulate, record, and certify the election results. They must complete the following tasks within 5 days after the election closes.
    - Members of the Teller's Committee will count the votes the day after the election closes.
    - Votes will be checked repeatedly to ensure validity, ensuring only the voting BOD members casted a vote. Duplicate ballots shall be declared invalid.
    - Election is by majority (50% +1 vote). Should a given round of balloting not result in a majority victor, the top two candidates will participate in a runoff election. If a tie occurs a second time, the presiding Chair, as defined in the Bylaws, uses a coin toss to choose the winning candidate if there is a two-way tie. In a three-way tie, the presiding Chair will draw a name to determine the winning candidate.
    - The number of votes for each candidate and the number of invalid votes (i,e, duplicate votes) will be recorded on the Election Report.
    - The Election Report shall be certified as correct by the Tellers Committee. The Election Report must be completed within eight days after the election closes. The Election Report will be saved on PCVG's secured drive.
    - Immediately after certifying the Election Report, the Tellers Committee will provide the final results to the Board Chair or Vice-Chair.
7. Once all candidates have been notified, the BOD Chair or Vice-Chair will communicate the results to the Executive Committee via email. At that time, the Election Report will be communicated—formalizing and finalizing the election process.
8. The BOD Chair or Vice-Chair will then communicate the results to the BOD.

OFFICER SPECIAL ELECTION

The following process will be used when an Officer position becomes vacant for any reason, including resignation, removal, or inability to serve.

1. **When an Officer Special Election Is Required**

   A Special Election is triggered when:

   - An Officer resigns, is removed, or cannot continue to serve *(Bylaws Article IV.C)*
   - A BOD member is removed under Article XV, creating an immediate vacancy.

   The presiding Officer (Chair or Vice-Chair) announces the vacancy and initiates the process.

2. **Temporary Coverage**

   Until the election is completed:

   - The Vice-Chair presides if the Chair position is vacant.
   - The EC may temporarily assign duties to another Officer.

3. **Term of Office**

   The elected individual serves **the remainder of the original term**, not a new full term.

COMPLAINT PROCESS

Any person who wishes to pursue a formal complaint against any participant in a PCVG event, any PCVG volunteer, or any PCVG Board member must follow the process outlined below in order for the complaint to be considered by the PCVG Board of Directors. No other complaints will be considered by the Board.

Requirements for a Complaint

In order for any complaint to be considered by the PCVG Board, it must meet the following requirements: 1. The person making the complaint must have a direct interest in the matter and must have been adversely affected in some way; 2. The person making the complaint must have first-hand knowledge of the matters addressed in the complaint and that first-hand knowledge must be reflected in the complaint; 3. The complaint must involve a significant violation or have had a significant adverse impact on one or more persons; 4. It must meet the standard that, assuming all of the facts as stated in the complaint are true, there is a significant violation of the Board's Code of Conduct, the Bylaws, or another standard governed by the PCVG Board; and 5. The Complaint must be filed within 30 days of the alleged violation. If the complaint fails to meet any of these criteria, it will be dismissed, and the complainant will be informed of the basis for the dismissal.

Step 1

In order to initiate a complaint under this process, an individual must complete the Complaint Form. When the Complainant submits the completed form, each member of the Executive Committee will be notified. The Complainant will receive an acknowledgement of receipt. The person or persons who are the subject of the complaint (Complainee) will be entitled to receive a copy of the complaint form and will have the opportunity to provide a full response to the allegations.

Step 2

Following receipt of the Complaint Form, the Chair or another member of the Executive Committee of the Board (Mediator) will contact the Complainant and initiate a mandatory mediation process. The Complainant must actively participate and fully cooperate in the mediation process. Failure to do so will result in the dismissal of the complaint.

The Mediator will conduct an initial meeting in person or by telephone with the Complainant to gather the facts and alleged violations related to the complaint. The Complainant will have the opportunity to present copies of all relevant documents and identify any witnesses. The Mediator will communicate with any witnesses who the 1 Mediator believes can provide relevant information. Additionally, the Mediator will reach out to the Complainee and allow the Complainee to submit any pertinent documents and to identify witnesses who may have information related to the complaint.

The Mediator will determine when the mediation process ends. The mediation process will end in one of the following ways: 1. The Complainant and the Complainee agree to a mediated

resolution, which may include a voluntary sanction against the Complainee or the Complainant; 2. The parties are unable to reach an agreement through mediation, and the Mediator determines that the complainant may proceed to the next step; or 3. The Mediator determines that the mediation process has concluded and that the complaint does not warrant further action. The Complainant will be notified that they may not proceed with a formal written complaint, and the matter will be considered closed. There shall be no right of appeal based on the outcome of the mediation process.

The mediation process shall be completely confidential, and no party involved may discuss the process with any other person or disclose copies of any documents to any other party. Breach of this confidentiality requirement may result in a sanction, up to and including, a complete ban from holding any position with the PCVG or participating in any activities of the PCVG.

Step 3

For any complaint that is allowed to proceed following the mediation process, the Board will establish a Committee made up of disinterested Executive Board members. Depending on the subject matter of the Complaint, the Board may decide to include an individual who is completely independent of the Board to sit on the Committee.

Once the Committee has been formed, it will conduct a thorough investigation of each of the alleged violations in the Complaint. The Committee will interview the Complainant and give the Complainant the opportunity to provide copies of any document that may be relevant to the claims. The Committee will also interview the Complainee as well as any witnesses identified by either party whom the Committee deems to have relevant information. Upon completion of the investigation, the Committee will prepare a written report that includes its findings and recommendations to the Board. The Board will then vote on the recommendations. The Board may vote electronically or in person.

If the Board votes not to accept one or more of the Committee’s recommendations, it retains the authority to adopt an alternative decision.

Within a reasonable time following the Board's final decision, the Complainant and Complainee will be notified in writing of the Board's decision. There will be no appeal from this decision.

REMOVAL OF BOD MEMBERS

BOD members (voting and non-voting) may be removed, with or without cause, by a two-thirds (2/3) vote of the entire EC.

“For cause” removal shall be based on misconduct, failure to perform required duties, violation of governing documents, or other legitimate grounds.

“With or without cause” removal permits the EC to remove a BOD member when confidence has been lost, leadership direction has changed, or working relationships have broken down, even in the absence of misconduct.

The Vote of No Confidence shall be conducted anonymously by paper ballot. Each ballot shall contain only a “YES” or “NO” checkbox to prevent identification through handwriting.

After the ballots have been tallied and the result recorded, all paper ballots shall be immediately destroyed.

PCVG DATA USAGE & TECHNOLOGY SECURITY POLICY

Guidelines to Ensure Safe and Responsible Utilization of PCVG Data & Systems

Introduction

The following policy outlines the expectations and requirements for the secure and responsible use of PCVG's (Pickleball Community Volunteer Group) data and technology systems. This policy aims to protect sensitive data and safeguard organizational assets against unauthorized access and distribution.

1. Access Control

- Role-Based Access: Access to PCVG systems and data should be granted based on volunteer job responsibilities, following the principle of least privilege.
- Data & System Administrators: User accounts must be reviewed regularly and immediately disabled or deleted upon termination of volunteer role.
- Login IDs and Passwords: A master list of PCVG system login IDs and passwords will be maintained. This list will also include those who have current access to the data and systems. This master list will be:
  - Accessible only to the PCVG Chair and Secretary.
  - Stored in a secure location.
  - Kept strictly confidential, with no distribution beyond designated roles.
  - Updated as needed to reflect system changes including login ID and password changes and volunteer transitions.

2. Data and System Protection

- Data Storage: Personal and confidential information should only be stored in approved, secure locations. Unauthorized local storage is prohibited.
- Data Retention: Data accessed or processed via PCVG technology must be retained only as long as necessary, according to organizational requirements.
- As outlined in #1, system login and password information will be kept confidential and stored in a secured location.

3. Acceptable Use:

- PCVG technology should only be used for authorized volunteer related activities. Personal use is strictly prohibited.
- Reporting Incidents: Users must immediately report any suspected security incidents, breaches, or suspicious activities to the PCVG Media & Marketing Director.

4. Prohibited Use

Unacceptable actions include:

- Accessing data for personal gain or curiosity.
- Sharing login and password credentials or bypassing security protocols.
- Modifying, deleting, exporting, or distributing data without authorization.
- Using administrative access to monitor or target individuals.

5. User Responsibilities

- Users must have antivirus software installed on their personal devices and ensure security updates to their devices are performed on a regular basis.
- Users must comply with all requirements stated in this policy.

6. Training

Volunteers who work with PCVG data and use its systems will be trained by the appropriate PCVG Activity Director or Activity Leader. At that time, the volunteer will be informed of the processes needed to protect the data and the systems and will be required to sign this policy.

7. Compliance and Enforcement

- Legal Compliance: All use of PCVG technology must comply with applicable laws, regulations, and industry standards.
- Policy Adherence: Failure to comply with this policy will result in volunteer removal and termination of access to PCVG technology. It may also result in revoking one's PCVG participation.

Conclusion

Adhering to this Data Usage & Technology Security Policy is essential for protecting organizational data and ensuring the responsible use of PCVG technology. All Data Administrators must sign this acknowledgment form confirming they understand and agree to comply with this policy. Users are encouraged to seek guidance from the PCVG Media and Marketing Director if they have questions or require clarification regarding this policy.

Volunteer Name (please print)

_____

Volunteer Signature and Date

_____

PCVG Activity Director Signature and Date