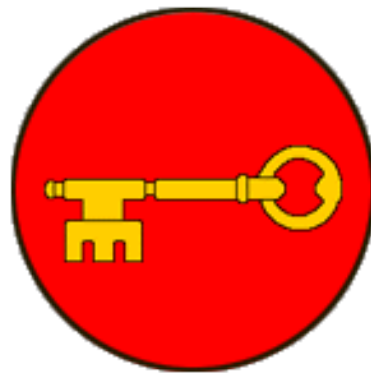




Society for Creative Anachronism, Inc.

Kingdom
of
Trīmaris

» Page



Seneschal's Handbook

May 2001

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Introduction

This is the Policy and Procedures manual for the Seneschal's Office of the Kingdom of Trimaris. All branch seneschals of the Kingdom should familiarize themselves with all the provisions herein, as they will be expected to adhere to them in the performance of their duties while in office.

Welcome

Welcome to the high stress and low pay of the seneschal's office. Let me begin by saying thank you, on behalf of your Kingdom, for volunteering your time and talents to the administration of your group. You will find that being a seneschal can be a task that is both personally rewarding, and advances the health and well being of your own little corner of the Kingdom.

Acknowledgements

Creating this manual has by no means been a solo effort. I wish to extend both thanks and appreciation of the Kingdom, and my personal gratitude to the individuals who made contributions to this project. In particular, I'd like to recognize Baron André Jean Faucon, and Baroness Desirée d'Agincourt for their tremendous involvement. The local seneschals who contributed to the editing and fine-tuning of the contents of this document are to be commended, as well, notably Master Giuseppe, Master Taliesynne, Lord Thomas, Lady Tamsyn, and several others. Thank You.

Martin Lochner
Seneschal, Trimaris

Policies of the Kingdom Seneschal

1 Administration

1.1 Financial Policy

- 1.1.1 All Kingdom and branch financial policies ~~shall~~ *must* be adhered to in their entirety.
- 1.1.2 All approved financial forms must be used.
- 1.1.3 When in doubt about the interpretation of Kingdom financial policy as it applies to your office, contact the Kingdom Seneschal.

1.2 Quarterly Reporting

- 1.2.1 All seneschals shall report quarterly to the Kingdom Seneschal, on the schedule ~~published in the Kingdom newsletter~~ *determined by the Kingdom Seneschal*.
- 1.2.2 All quarterly reports shall include the information requested on the most recent edition of the quarterly reporting form.
- 1.2.3 The Kingdom Seneschal may alter the reporting schedule for any local branch.
- 1.2.4 In the case that a branch does not have a particular officer, the seneschal of that branch shall assume all reporting responsibilities for that office, except as modified elsewhere.
- 1.2.5 All reports shall be submitted in ~~hardcopy~~ *the format requested by the Kingdom Seneschal*.
(See section 3.8)

1.3 Special Reports

- 1.3.1 In the event of circumstances outside the normal function of the branch, the Kingdom Seneschal ~~shall~~ *will* be contacted as soon as possible.
- 1.3.2 In the event that a branch seneschal, at an event their group is sponsoring, and in accordance with Corpora and Kingdom Law, has requested any individual to leave site, the seneschal ~~shall~~ *must* contact the Kingdom Seneschal as soon as possible.
- 1.3.3 The Kingdom Seneschal may request a special written report, covering the relevant information pertaining to the incident in question.

1.4 Event Date Requests

- 1.4.1 All event date requests for the Kingdom calendar must be made by a branch seneschal.
- 1.4.2 All event date requests sent by mail shall be considered valid only if sent independent of any other communication.
- 1.4.3 As a guideline, an event date request that falls within one hundred (100) miles of an already approved event ~~shall~~ *will* be considered invalid, and not accepted, except as noted in sections 1.4.4, 1.4.5, and 1.4.6.
- 1.4.4 All Kingdom events ~~shall~~ take precedence over any local event; No local event ~~shall~~ *will* be scheduled on the same date, regardless of distance.
- 1.4.5 No event date request ~~shall~~ *will* be considered complete without a site listed, and as such, will not invoke section 1.4.3.
- 1.4.6 The group seneschal holding a verified, calendared date may waive the requirements under section 1.4.3, on a case-by-case basis.
- 1.4.7 Event date requests ~~shall~~ *will* be resolved on a first-come, first-served basis.
- 1.4.8 No event date request ~~shall~~ *will* be accepted more the twenty-four (24) months in advance.
- 1.4.9 No event date request ~~shall~~ *will* be considered accepted unless and until the Kingdom Seneschal informs ~~both~~ the Kingdom Chronicler, *the Kingdom Webminister*, and the requesting branch seneschal.
- 1.4.10 All event dates must be published in the Kingdom newsletter as required by Corpora.

1.5 Waivers

- 1.5.1 All branch seneschals ~~shall~~ *must* read, understand, and follow all provisions of the Corporate Policies of the SCA, sections IV, V, and VI (Waiver Policy). Note specifically that the Waiver Policy, section VI.E states,

~~“All original executed waivers shall be sent to the Member Services Office by each branch on a monthly basis. Waivers should be separated by function and each grouping clearly labeled with the following information: name of the branch, name of the function, date of the function. Copies of the waivers need not be kept at the local or Kingdom level.”~~

“Each Kingdom shall have a single responsible officer (“Waiver Secretary”) as a deputy to the Kingdom Seneschal to ensure that all required waivers, rosters, and sign-in sheets are collected and safely stored within a reasonable time after each event. The Waiver Secretary shall ensure that waivers for each event can be located and provided to the appropriate authorities in the event a specific waiver is required.”

- 1.5.2 *All branch seneschals will ensure that all waivers for any event that their group has hosted are delivered to the Waiver Secretary within ten (10) business day of the conclusion of the event.*

1.6 Files

- 1.6.1 All branch seneschals shall keep appropriate records in an organized and orderly fashion.
- 1.6.2 All records of the group shall be maintained for a period not less than seven (7) years.
- 1.6.3 In the event that a paid member submits a written request to view the branch records, that paid member shall be granted reasonable access to the records at the branch seneschal's convenience. In no case shall records of a medical nature be subject to review.
- 1.6.4 All requests to view branch records shall include a copy of the member's membership card, showing expiration date, and a picture ID.
- 1.6.5 The branch seneschal, or their designee, ~~shall~~ **must** be present for the duration of the review.
- 1.6.6 In no case ~~shall~~ **will** copies of branch records be made, nor ~~shall~~ **will** they be altered, amended or removed.

1.7 Turnover of Property

- 1.7.1 At the conclusion of the seneschal's tenure, all branch seneschal files and properties of the office ~~shall~~ **must** be turned over to the incoming seneschal within thirty **(30)** days.
- 1.7.2 Files and properties of the office ~~shall~~ **will** be considered received once in the possession of the incoming seneschal, or their designated agent.

2 SCA Functions

2.1 Definition

- 2.1.1 The Kingdom of Trimaris ~~shall~~ defines official SCA functions as any SCA gathering consistent with the definition stated in Corpora, section II.A, and subject to the restrictions of Corpora, sections II.A through II.F. Please note the following, from Corpora, section II.A:

“All Society events must be sponsored by branches of the Society, registered with the Seneschal of the sponsoring branch, publicized at least to the members of the branch, and conducted according to Society rules.”

2.2 Alcohol Policy

- 2.2.1 All branch seneschals ~~shall~~ *must* read, understand, and follow all provisions of the Corporate Policies of the SCA, Inc., section VIII (Alcohol Policy). Specifically, the Alcohol Policy states,

“The use of any SCA funds for the purchase of potable alcohol, except for quantities as may be necessary for cooking, is prohibited in the United States and its territories.”

2.3 Legal Representative

- 2.3.1 At any official SCA function, the sponsoring branch seneschal or their designated legal representative ~~shall~~ *must* be present.
- 2.3.2 In the case where the legal representative is not the branch seneschal, the legal representative ~~shall~~ *must* be a paid member.
- 2.3.3 The legal representative ~~shall be~~ *is* subject to all the requirements for holding office in the SCA, Inc.
- 2.3.4 The legal representative ~~shall~~ *will* have all the authority and responsibilities of the sponsoring branch seneschal for the extent of the official SCA function, until relieved.

2.4 Removing Sanction

- 2.4.1 In the extreme case that sanction must be removed from an SCA function, the officer sponsoring the event ~~shall~~ *will* use whatever means are necessary to contact the Kingdom Seneschal as soon as possible.
- 2.4.2 Any branch seneschal removing sanction from an SCA function ~~shall~~ *must* prepare a written report of the circumstances pertaining to the incident, and mail the report to the Kingdom Seneschal by the close of the next business day.

2.5 Contacting Mundane Authorities

- 2.5.1 Only the branch seneschal, or the designated legal representative may contact the mundane authorities on behalf of the SCA, Inc., except as noted in section 2.5.2.
- 2.5.2 In the case of a medical emergency, a warranted chirurgion may contact the emergency medical service providers on behalf of the SCA, Inc.
- 2.5.3 In the case where mundane authorities must be called, each such incident ~~shall~~ *must* be reported to the Kingdom Seneschal *as soon as possible but no later than*, ~~by~~ the end of the next business day.

3 General

3.1 Use of SCA Name

- 3.1.1 Per the Policies of the Society Seneschal's Office,
"No seneschal may commit higher levels of the SCA to do anything, and no agreements may extend the use of the SCA's name to an outside group or individual."
- 3.1.2 No branch seneschal ~~shall~~ *may* delegate the authority to sign contracts in the name of the SCA, Inc. without the express written consent of the Kingdom Seneschal.

3.2 Public Relations

- 3.2.1 The branch seneschal, *territorial Nobility*, or their designee ~~shall~~ *must* be the point of contact for any public event, demonstration, or release of information to the media.
- 3.2.2 The branch seneschal, or their designee must report any media contact to the Media Relations Deputy as soon as possible, but no later than the next business day.*

3.3 Branch Borders

- 3.3.1 The Kingdom Seneschal shall maintain a listing of all branch borders within the Kingdom.
- 3.3.2 All questions of branch boundaries shall be referred to the Kingdom Seneschal.

3.4 Religion

- 3.4.1 All branch seneschals ~~shall~~ *must* read, understand, and follow all provisions of Corpora, section II.F (Policy on Religion). The Policy on Religion states, in part,

“...the Society shall neither establish nor prohibit any system of belief among its members.”

3.5 Non-Profit Status

- 3.5.1 At no time shall any branch, through action or inaction, give the impression of performing services for fee.

3.6 Deputy Positions under branch Seneschals

- 3.6.1 All branch ministers of ~~children~~ *youth* shall *must* report on a regular basis to the branch seneschal *and to the Kingdom Minister of Youth*.
- 3.6.2 All branch ministers of ~~children~~ *youth* shall render such cooperation as is appropriate to assist the Kingdom Minister of ~~Children~~ *Youth* in the performance of their duties.
- 3.6.3 All branch constables shall *must* report on a regular basis to the branch seneschal *and the Kingdom Constable*.
- 3.6.4 All branch constables shall render such cooperation as is appropriate to assist the Kingdom Constable in the performance of their duties.
- 3.6.5 All branch hospitallers shall *must* report on a regular basis to the branch seneschal *and the Kingdom Hospitaller*.
- 3.6.6 All branch hospitallers shall render such cooperation as is appropriate to assist the Kingdom Hospitaller in the performance of their duties.

3.7 Electronic Communications

- 3.7.1 Electronic communications with officers of the Kingdom shall be allowed to the extent that they choose, ~~but shall not be considered an official communication as defined in section 3.8.~~
- 3.7.2 In no case shall a member or participant be required to communicate with an officer through electronic means.

3.8 Official Communication

- 3.8.1 Official communication shall be defined as any *written* communication. ~~written on paper, subject to the restrictions noted below.~~
- 3.8.2 All official communication shall *must* include the name and return address of the correspondent.
- 3.8.3 All official communications received by a branch seneschal soliciting a response shall be responded to as required by Kingdom Law.

3.8.4 Anonymous communications of any kind will not be accepted.

Procedures

Administration

Meeting Procedures

There are several factors to remember when conducting the meetings for your local branch. First and foremost, you must at all times remember that your local meeting meets the requirements of an official SCA function as defined in the policies above. As such, you, another officer, or your designated representative must always be present. It is your responsibility to make sure that this procedure is always followed. Please also be aware that the business meetings of the group are subject to the same rule as the normal meetings; they must be publicized, and anyone may attend.

1. *Choose a location*

You should choose a meeting location so as to maximize the opportunity for the populace at large to attend. You should also try to select a location that will give you some level of public exposure – we do like to have new members, and this can be one way to get them.

2. *Publicize the meeting*

In publicizing your meetings to the populace, it is not necessary to publish the meeting time and place if the group always meets there. In the case where the meeting place will be changed, you may publicize the fact by announcing the change as soon as you are aware of it, and for every meeting preceding the change of venue.

3. *Create an Agenda*

Even if your agenda is very loosely organized, you should have an agenda for your meetings, and a procedure that allows members of the populace to request time in the meeting to speak. Having an agenda ensures that you will not forget anything, such as the announcement of demos, etc., and that all officers of the group will have an opportunity to report on the status of their offices.

4. *Conduct the Meeting*

Often, there is a tremendous desire not to interfere in the normal flow of interaction at meetings. Resist this phenomenon. Providing some guidance for your meetings can help you avoid arguments and rambling, and allow you to get the necessary business completed.

5. *Close the Meeting*

When the meeting is closed, be sure to announce the fact to the populace. This lets everyone know that the business of the group is finished, and those that choose to go home, socialize, or the like. Once you've announced that the meeting is over, this also means that *you* can go home, subject to any agreements you've made with the owner of the meeting place, like locking up.

Event Date Requests

For most branch seneschals, getting an event on the Kingdom calendar can seem like a daunting task. The steps to do so, however, are not many, or complex, and when followed correctly can result in a fairly painless experience. A key point to remember is to get your event date requests in early. As you've probably already noted, the calendar fills up quickly.

1. *Consult the Kingdom calendar.*

Before submitting an event date request, consult the Kingdom calendar to see what events are going on in the time frame your group is interested in. Often, you may discover some 'down time' in the Kingdom where you are unlikely to run into scheduling conflicts.

2. *Select a Site*

As noted above, an event request that does not include site information is not complete, and as such does not invoke the one hundred (100) mile blackout policy. Furthermore, even after your event is on the calendar, if you have not submitted site information to the Kingdom Chronicler, including directions to the site, within sixty (60) days of the event, you run the risk of having your groups event pulled from the Kingdom calendar. No business may be conducted at an event that has lost its official status, including the giving of awards, or the turnover of offices.

3. *Contact the Kingdom Seneschal*

Once you have selected a date for your event, and a site, contact the Kingdom Seneschal to have your event put on the Kingdom calendar. For event date requests, you may submit them to the Kingdom Seneschal by mail, or by telephone. When submitting event date requests by mail, do not include them with your quarterly reports, as you run the risk of having them overlooked. Do not submit event date request by email, unless the Kingdom Seneschal has announced that they will accept them in this format.

4. *Verify the Date*

Once you have contacted the Kingdom Seneschal to have your event added to the Kingdom Calendar. In the case of requests by mail, follow up that request with a telephone call approximately one week later. Telephone requests are processed immediately, and should be considered verified once the Kingdom Seneschal tells you they have added it to the calendar.

5. *Submit a Flyer to the Kingdom Chronicler*

Once your event date has been verified, submit a flyer to the Kingdom newsletter. This is the final step in making your event official, and eligible for the conduct of business. Please note that it is the responsibility of the branch seneschal to ensure that the flyer for an event is submitted to the Kingdom newsletter at least sixty (60) days prior to the event.

Reporting

Quarterly Reports

Quarterly reporting is without question the most arduous and time consuming task a branch seneschal faces. Please remember in performing this duty that it is very important to the health and well being of the Society, and a regular and consistent record of group business helps us to solidify our standing as an educational organization with the appropriate federal and state agencies.

1. *Collect information throughout the reporting period*

You will find that it is extremely difficult to try and remember all the activities of your group over the last three months when you are sitting down to write your report. Get in the habit of making notes on the activities of the group throughout the reporting period. Attendance rosters at your meetings, copies of event flyers, and your local newsletter are all excellent resources to help you in this.

2. *Use the reporting form as a guideline.*

The reporting form lists all the information that is needed, and should be used as a reference when collecting information about the group. It is only a guideline, however. If you have more to say, by all means, write it up! Do not feel constrained to include only the information requested; if there are great things happening in your group, let the Kingdom Seneschal know. This can often lead to recognition of your outstanding members by the crown.

3. *Submit your reports on time.*

Submitting your reports in a timely manner means that the Kingdom Seneschal can make their reports to the Society Seneschal in a timely manner, as well. Unfortunately, this seems to be an area where many seneschals have difficulty. Please be aware that a consistent pattern of late or missing reports can result in administrative sanctions from the Kingdom Seneschal.

Domesday Reports

The procedure for completing the Domesday report for your local branch is not that much different from the procedure for quarterly reporting. Unlike the quarterly's, however, this report must summarize the activities of your group through an entire year. As such, you should begin preparing to complete this report almost as soon as your third quarter report is done; this will provide you sufficient time to adequately address the information needed on the report.

1. *Collect Information*

This will mainly involve referring to your quarterly reports to refresh your memory of the activities of your group.

2. *Use the reporting form as a guideline*

Again, feel free to expand beyond the requirements on the form to include in information you feel is necessary or important about your group.

3. *Submit your reports on time*

Of all the reports you will submit in a year, the Domesday is the one that is most critically needed on time. The Kingdom Seneschal uses your report in compiling the Domesday Report for the entire Kingdom; this only works if the branch seneschals get their reports in as soon as possible.

Special Reports

On occasion, you may find yourself in the position of having to write a special report to the Kingdom Seneschal, such as in the unfortunate event that one of your members is injured at an event, and is transported to the hospital. Aside from emergency situations, you may also need to file a special report to document an ongoing problem in your group, such as a member being disruptive in your meetings. I will not try to list all the possible situations that call for filing a special report, but there are some simple steps to follow when doing so.

1. *Document early*

If you must write a special report, either for the Kingdom Seneschal or for the files, try to do so as soon after the incident as possible. The longer you wait to write things down, the more likely that important details may be forgotten. In the case where mundane action must be taken, you may also be limiting the options of the SCA, Inc. by choosing to wait.

2. *Be thorough*

Try to provide as much context as is necessary to completely understand the event leading up to the report. If this is the culmination of a series of ongoing problems, be sure to mention that fact, and cite specific examples, and reports, if filed. The more information you can get down, the more likely that a successful resolution to the incident may be reached.

3. *Limit yourself to factual information*

Often in writing a report, there is a tendency to record 'he-said, she-said' information that is too slanted in perception to be of much use. Try to limit yourself to stating the factual information, as you know it. Where you must provide 'witness accounts' or supposition for completeness, make sure to note it as such.

4. *File quickly*

The faster your report gets filed, the faster appropriate actions may be taken. Even in the case where you're just 'adding a note to the files', try to get them in quickly. Often, you may find yourself putting things off until they are forgotten entirely.

Files

Despite its reputation as a difficult and time consuming task, keeping the files for your group should be a fairly simple and straightforward assignment. In order to file effectively, however, you must make it part of the routine of your office. The steps necessary to complete this process successfully are outlined below.

1. *Collect Filing Materials*

Collect all the materials that are of operational or historic significance to your group and the office of seneschal, including all event bids, contracts, and official correspondence. Make especially sure that you collect all reports you generate for filing; this can save a lot of time if your quarterly or domesday report is lost or damaged in transit.

2. *File Regularly*

Develop a schedule by which you file all the paperwork you have collected. As with many other processes in the seneschal's office, the longer you put off doing this, the more likely it is that something will get lost. This can also be a good opportunity for you to get your successor up to speed on what goes on behind the scenes, and thereby assist them in making a smooth transition.

3. *Review the Files Regularly*

Take some time now and then to look back through the files and make sure that everything that should be there, is there. This can help you to identify items you've forgotten to file, or that have been filed incorrectly. This can also allow you to spot long term trends of the group that need your attention, such as a decline in membership.

Insurance Certificates

In order to facilitate prompt response when ordering insurance certificates; please follow the steps outlined below. Please allow at least **30 (thirty)** days for completion of your request.

HOW TO ORDER INSURANCE CERTIFICATES

Use a separate sheet of paper for the required information for each certificate requested. Please use only the format listed below. If you have questions, please call the Corporate Office at 1-800-789-7486 for clarification.

Note: The Corporate Office contact information is: P.O. Box 360789, Milpitas, CA 0789, Fax 408-263-0641

1. Name and physical address of the site.
2. Dates and times of the event.
3. Certificate holder's name and address. (This is not your local group -- it is the church, park department, or other site owner who is requesting the certificate).
4. Additionally Insured Wording. (The exact wording that the Certificate Holder wants on the certificate. They will provide you with the wording.)
5. Fax number (if the certificate is to be faxed).
6. Routing name for the fax (if applicable).
7. Event Coordinator (autocrat or branch seneschal): name & daytime phone number.

ORDERING FEES FOR INSURANCE CERTIFICATES

GENERAL LIABILITY POLICY & INTERNATIONAL POLICY:

If there is to be a named "additional insured", the fee is \$40 **50**. If no "additional insured" is requested, the certificate is free. **FEE MUST BE RECEIVED WITH REQUEST. PROCESSING WILL NOT BEGIN UNTIL FEE HAS BEEN RECEIVED.**

EQUESTRIAN POLICY:

Each time the Equestrian Policy is activated, whether there is an "additional insured" or not, the fee is \$40 **50**. **FEE MUST BE RECEIVED WITH REQUEST. PROCESSING WILL NOT BEGIN UNTIL FEE HAS BEEN RECEIVED.**

LATE FEE:

If the **30 (thirty)** day ordering period is not adhered to, there will be a **\$100 late ordering fee** charged. (*Note: Changed from \$25 11/99*). Occasionally, the site will delay requesting a certificate until less than a month before the event. In that case, the fee may be waived by providing the Corporate Office with a letter from the site owner (on letterhead) detailing the cause of the delay. However, the late fee will need to be paid with the certificate fee, and will be refunded after the site owner's letter has been reviewed.

EMAIL:

Certificates may now be ordered via patsca@pacbel.net. The 30-day advance notice still applies, and all "additionally insured" and Equestrian certificates must include payment with a Visa/MasterCharge account# and expiration date.

SCA Functions

Local Event Procedures

Events are the certainly going to be the activity with the highest profile for your group, and it behooves you to spend the time to make sure that everything runs as smoothly as possible. This is an area that, done well, usually goes unnoticed, but when there is a problem, can be very damaging to the group. Make sure that you completely understand all relevant policies and procedures that may affect the successful implementation of your group's events.

1. *Ensure Financial Policy is adhered to*

At all times, you must ensure that the Society, Kingdom, and Group Financial policies are strictly adhered to. In practical terms, this means that you must ensure that proper cash controls are implemented so as to minimize the possibility of financial irregularity. Your group's exchequer should be your first resource in making sure that all event-related financial functions are performed correctly.

2. *Have Corpora, Financial Policy, and Kingdom Law*

As per the Corporate Policies of the SCA, Inc., section VI.D,

“The local Seneschal, or other officer in charge of any function at which waivers will be required, is responsible for ensuring that a copy of the Kingdom's Law and the current Organizational Handbook are available at the function.”

This means every event you hold, whether official or not. This also includes fighter practices, as well. You should make sure to inform you group's marshal of this policy, as well, so that it can be implemented at fighter practice.

In the case of events, you should also have financial policy available as a reference.

3. *Ensure proper waiver procedures are be used*

I cannot stress enough how important it is that your group applies all the requirements of the SCA Waiver Policy. In the event that there is a problem, and your group was found to be out of compliance with the Waiver Policy, *you* will be held responsible.

Waivers

1. *Make sure a waiver is signed before entering site*

Before anyone is allowed on site, they must prove to you that they have properly executed a waiver with the most recent text as defined by the corporate office. The only acceptable forms of proof of waiver ~~are~~ *is* a current valid *blue* membership card, ~~a current newsletter label, a post card or letter from the member services office, or a listing on an SCA membership list.~~

If any person wishing to enter site cannot meet the burden of proof of waiver, they must execute a waiver at registration before being allowed to enter site. If a roster waiver is being used for this purpose, it must have the *complete* text of the SCA waiver, without alteration.

2. *Minor waiver forms must be notarized*

There are some extremely important things to remember about minor waivers. First, if a minor is attending an SCA event with their parent, but does not have a membership card, they must execute a minor waiver to enter site. Roster waivers are *not* acceptable for this purpose; individual minor waivers must be used. The most current minor waiver may always be found in the Kingdom newsletter.

If a minor wishes to attend an SCA event in the company of someone who is not their parent or legal guardian, they must present a minor waiver that has been both signed by their parent *and notarized*, and this form must be signed by the adult attendee accepting responsibility for the minor.

Additionally, a Medical Authorization Form for Minors *must* be signed by their parent and notarized. The form must list an adult attendee of the event as the person able to authorize medical treatment in the case of emergency. Should the person so named leave site for any reason, the minor must do so also.

3. *Send completed waivers to the waiver deputy*

At the conclusion of your event, make sure that all waivers executed at the event are sent to the Kingdom Seneschal, or to a deputy warranted for that purpose. These must be the original waivers; photocopies will not do. At your discretion, you may choose to keep copies of the waivers, but are not required to do so.

Removing Sanction

Removing sanction from an event is one of the most serious actions you can take as a branch seneschal, and one that has far reaching consequences, both for you and for the SCA. It is profoundly hoped that you never have to employ it; it is worth noting that unnecessarily removing sanction from an event is grounds for the revocation of *your* membership. In same rare cases, however, it may be necessary to do so. If you find yourself in this unfortunate position, follow as closely as possible the steps outlined below.

1. *Explore every other avenue of redress*

Before removing sanction from any event, always exhaust every other possible solution to the problem. This includes using whatever resources are at your disposal, including other officers, territorial nobility, and the Crown, if present.

2. *Provide a warning*

If you are unsuccessful in dealing with the problem, warn any officers, hosting territorial nobility, and the Crown, if present, that a serious threat to the Society exists, that you have been unable to resolve it, and that if you or they cannot do so, you will be forced to remove sanction from the event. You may find that in doing so, an alternate solution can be found.

3. *Notify the site owner, if possible*

If you are unable to resolve the issue in any other way, remove sanction from the event by notifying the site owner, if available, that the SCA, Inc., is no longer associated with this event, that all SCA participants should leave, and that the SCA's insurance will no longer cover the activities of any person who chooses to stay.

4. *Announce that sanction is being removed*

Next, you must announce through out the site that the SCA's sanction of that event has been removed, and that all persons who choose to stay on site do so of their own accord, without the protection of the SCA's insurance, and subject to all relevant trespassing laws.

5. *Report immediately to the Kingdom Seneschal*

Call the Kingdom Seneschal immediately, and give them a verbal report of the circumstances leading to the removal of sanction; ideally, this should be within hours. Be as thorough as possible in describing the events. If possible, have the names and phone numbers of any interested parties available so that the Kingdom Seneschal may contact them, as well.

6. *Prepare a written report*

Write down the entire chain of events leading to the removal of sanction from the event. Again, be as thorough as possible. Include all relevant supporting information. Once completed, this should be mailed to the Kingdom Seneschal by the end of the next business day.

Contacting Mundane Authorities

Occasionally, you may find it necessary to contact the mundane authorities. When doing so, remember that only the hosting branch seneschal or a legal representative has the authority to speak on behalf of the SCA. Do not allow anyone to contact the authorities for you.

1. *Contact the mundane authorities as appropriate*

Do not attempt to take on the role of an emergency service provider. If there is a fire, call the fire department; don't try to do this yourself, as you may only add to the problem. When it becomes clear to you that the mundane authorities must be contacted, do not hesitate.

2. *Provide whatever assistance is required*

Provide whatever assistance the mundane authorities ask for. In the case of a medical emergency where an ambulance is called, make sure the route the ambulance will have to take is clear. If possible, have a constable or volunteer direct the ambulance to the site of the emergency.

3. *Contact the Kingdom Seneschal immediately*

Once the emergency is over, contact the Kingdom Seneschal immediately. Have the details of the emergency, including the names of all interested parties, if available, and any information received from the mundane authorities.

4. *Prepare a written report*

Write down the entire chain of events leading to the point at which the mundane authorities were contacted. Again, be as thorough as possible. Include all relevant supporting information. Once completed, this should be mailed to the Kingdom Seneschal by the end of the next business day.

General

Grievance Procedure

Unfortunately, you are likely to spend a certain amount of your tenure as seneschal resolving disputes between your members. This society of ours can be a very involving activity, and sometimes even persons of good conscience can lose patience with one another. There will be times, however, when the nature of a dispute between the interested parties does not seem to be able to be resolved. At all times, you should be aware of the grievance procedures of the Kingdom, and suggest them to those members that do not seem to be able to solve their differences any other way. For completeness, they are listed below.

1. *Try to work things out face to face*

When someone does something that interferes with your appreciation of the Society in a way you can't ignore, or that seems to be contrary to the rules, talk it over. Explain the problem as you see it, and listen to the reply. (Likewise, if someone comes to you, listen carefully before you frame your answer.) With luck and good will, the problem will go away. You'll find ways to reduce the level of irritation, you'll stop real rules violations, or you'll come to understand why things you thought were violations were actually legitimate activities. If you can't communicate, ask someone you and the other party both respect to help, either by relaying messages or by moderating a meeting between you. Try not to go to an officer in charge of the area in question, as such an officer may be tempted or compelled to make a ruling instead of letting you reach an informal agreement.

2. *Write to the person you're having difficulty with*

Describe the way you feel you're being damaged, without indulging in insults or threats. Ask for the action you feel would set things right, and indicate how long you feel you can wait for a reply before making further distribution of the complaint. Keep a copy of the letter, but do not send it to anyone but the addressee at this time. The written word is often more effective than the spoken word, so there's a good chance that this letter, or a series of direct letters and replies, will eventually lead you to a solution. As long as you feel you're making progress either in understanding or in getting your way, do not go on to step 3.

3. *Write a more formal letter to the other party*

Outline any new points you may have thought of and refer to your previous correspondence. Send a copy to the officer in charge of the area in question, OR to the royalty or royal representative nearest the level where you have a dispute. Depending on the situation, it may be a good idea to send copies of the letters you've already written or received on the matter with the copy of the current letter you send to the superior; if you are doing so, be sure to mention it in your letter. (It is very important to proceed openly as you pursue your complaint; things are tense enough already without adding a new--and justified--charge of sneakiness to the general dispute!) Again, set a reasonable time for a reply, and consider it carefully when it arrives. As with step 2, continue at this level as long as it looks like there's any progress.

4. *Write directly to the officer in charge of the area in question*

Include copies to the subject of the dispute, the next higher officer, and the appropriate royalty or royal representative, if any. Explain how you feel you're being mistreated, and ask for specific help. Include the entire previous correspondence, if you have not already shared it with the officer--and mention the enclosures in the text. Evaluate the reply or replies before you decide to go forward.

5. *Repeat step 4, moving up the organization*

Include everyone you've involved on your copy list. Follow your correspondents' advice as to whether or not anyone else at or below their level needs to be consulted. Eventually, you run out of levels.

6. *Contact the Board of Directors*

If no one else has managed to find a solution, the Board will do so. However, there is no guarantee that you will like what they come up with, and there is nowhere else to turn. Even if you get something resembling what you originally asked for, the effect on the Society may well be regrettable, as the Board finds it almost impossible to deal with a specific situation without touching anything else.

Communication

1. *Get releases before making public any personal information*

Currently, the SCA requires written consent before printing anyone's personal information. This includes name, address, and phone number. As such, when you are collecting this type of information, either for phone trees, local directories, etc., make sure to get signed releases from everyone who is participating.

2. *Contact the Kingdom ~~Chronieler~~ **Webminister** for official Web-site policies*

The SCA has extensive policies and guidelines on the construction of web sites. Make sure that prior to putting up your group's web site, that you have checked with the Kingdom ~~Chronieler~~ **Webminister**.

Unfilled Offices

1. File Regular Reports

You are responsible for ensuring that the other officers on your group are filing their reports. Likewise, you are responsible for filing the reports for offices that are not filed in your group, even if it's to say that there is no activity. For deputy seneschal positions, i.e. minister of ~~children~~ *youth*, constable, and hospitaller, make reports directly to the Kingdom counterparts. For offices under the other great officers, report directly to them.