

# **WESTEND SENIORS ACTIVITY CENTRE**

## **DRAFT POLICY MANUAL**

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# **INTRODUCTION TO THE POLICIES OF THE WESTEND SENIORS ACTIVITY CENTRE**

## GENERAL INTRODUCTION TO THESE POLICIES

The Policies of the Westend Seniors Activity Centre get their authority from the Bylaws of this Organization and they comply with these Bylaws. Article 6 of the Bylaws deals with Policies and policy making, and section 6.1 of these Bylaws lays out the requirements for approving, amending, and repealing Policies. These requirements include recording each new Policy and each change to an existing Policy in a master index before it takes effect in order to ensure proper tracking.

These policies are organized as follows:

- a. In each part of the basic policy comes first.
- b. Clarifications and additional materials come second.

## GENERAL DEFINITIONS

Some words and terms used in these Policies have specific definitions which are presented in this Policy Manual to ensure that they are properly understood. Some definitions only apply to one Board Policy and these definitions are given in the Board Policy which uses them. Other definitions apply to two or more Board Policies and these definitions are presented below rather than being repeatedly defined in each Board Policy which they apply to.

In these Policies the following words and terms are defined as follows:

- **“Administration”** means the Executive Director and the other employees of the Westend Seniors Activity Centre.
- **“Administrative guidelines”** means written directives established by the Executive Director in accordance with subsection 5.2.1 or subsection 5.3.2 of the Bylaws regarding staff responsibilities or setting out conditions and restrictions regarding participation in the Organization’s programs, services, and activities, regarding using the Organization’s facility, or regarding other matters as appropriate.
- **“Annual General Meeting”** means the regular annual meeting of the members of this Organization held in accordance with sections 3.1 and 3.2 of the Bylaws.

- **“Board”** means the Board of Directors of this Organization.
- **“Business day”** means any day other than Saturday or Sunday which is not a statutory holiday.
- **“Bullying”** means any physical, verbal, or other behavior intended to intimidate, offend, degrade, or humiliate an individual or individuals or a group or groups.
- **“Bylaws”** means the Bylaws of the Westend Seniors Activity Centre which have been approved by its Members and registered by the Registrar in accordance with section 15(2) of the Societies Act.
- **“Conflict of Interest”** means a situation where personal, occupational, or financial considerations may affect, or reasonably appear to affect, the objectivity, the judgment or the ability of a Board member or another person in authority to act in the best interests of the Organization. A conflict of interest may be real, potential, or perceived.
- **“Discrimination”** means any consequential unequal treatment of individuals or groups on the basis of race, religious beliefs, colour, gender, physical or mental disability, age, ancestry, place of origin, marital status, source of income, family status, or sexual orientation.
- **“Expulsion”** means terminating a Member’s membership in this Organization and permanently banning him or her from accessing or using the Facility. This shall only be carried out under the provisions of subsection 2.4.3 of the Bylaws.
- **“Facility”** means any real property owned, leased, or rented by the Westend Seniors Activity Centre for the purpose of serving the Organization and its Members.
- **“Harassment”** means repeated actions which disturb, pester, or trouble an individual or individuals or a group or groups.
- **“Lifetime Members”** means those Members of this Organization who currently meet all the requirements of subsection 2.1.3. of the Bylaws.
- **“Major Suspension”** means the exclusion of a Member from the Facility for a specified period of at least 15 days and no more than one year. The Executive Director has the authority to order such a suspension but the suspended Member may appeal this suspension to the Board. The return of a suspended Member shall be subject to the Member fulfilling the conditions specified by the Executive Director if return conditions are specified when the suspension is ordered.



- **“Members”** means those persons who are either Lifetime Members of this Organization or else Ordinary Members of this Organization.
- **“Minor Suspension”** means the removal or exclusion of a Member from a class, from other specified activities or events of the Organization, or from the Facility for a specified period of up to and including 14 days. The Executive Director has the authority to order such a suspension.
- **“Nomination Day”** means the last day on which the Returning Officer will accept nomination forms from candidates seeking election to the Board at the upcoming Annual General Meeting or else from their nominators.
- **“Officers of the Board”** means the President, Vice President, Treasurer and Immediate Past President of this Organization, plus such other Board members as may be designated as Officers by the Board in accordance with the Organization’s Governance Policies.
- **“Ordinary Members”** means those Members of this Organization who have met all the requirements of subsection 2.1.1 of these Bylaws and who currently meet all of the requirements of subsection 2.1.2 of these Bylaws.
- **“Organization”** means the senior governed, not-for-profit society called the Westend Seniors Activity Centre.
- **“Policy”** means a measure or a set of measures consistent with the Bylaws and approved in accordance with Article 6 of the Bylaws in order to give more specific direction regarding the programs, services, activities, or duties of this Organization.
- **“Public Document”** means any of the following documents of this Organization:
  - the Bylaws,
  - any of the Policies currently in effect,
  - the Organization’s current budget,
  - the Organization’s most recent audited and accepted financial statements,
  - the minutes of the most recent Annual General Meeting with approved minutes,
  - the minutes of the most recent Special General Meeting with approved minutes,

- the minutes of any of its ten most recent Board meetings with approved minutes, or
  - any other document designated a Public Document in the Policies.
- ***“Robert’s Rules of Order”*** means the Second Edition of “Robert’s Rules of Order Newly Revised in Brief” by Henry M. Robert III, Daniel H. Honemann, and Thomas J. Balch (Philadelphia: Da Capo Press, 2011).
  - ***“Special General Meeting”*** means a meeting of the members of this Organization which is called under special circumstances and held in accordance with sections 3.1 and 3.3 of the Bylaws.
  - ***“Special Resolution”*** means a resolution passed by a three-quarters (3/4) majority of the Ordinary and Lifetime Members present and voting at an Annual General Meeting or at a Special General Meeting of this Organization after at least twenty-one (21) days notice of the meeting has been provided. This notice must include the specific wording of this resolution. Such a resolution is required to approve new Bylaws, to rescind or amend existing Bylaws, to borrow money by issuing a debenture, or to dissolve the Organization.

# **BOARD POLICIES PART A:**

## **FRAMEWORK POLICIES**



## **INTRODUCTION TO THE FRAMEWORK POLICIES**

The purpose of these policies is to clarify what the Organization exists to do, who the Organization serves, and why. Beliefs about the Organization's place in the community are reflected through framework policies that guide the Board's actions. Framework policies foster stability and continuity for the Organization. They also address the Organization's mission, vision, values, goals and objectives, which assists the orientation of new Board members and staff.

In addition these policies help interested Members to better understand this Organization and how it is performing.

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## BOARD POLICY A 1 - OBJECTS

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The name of our society is *Westend Seniors Activity Centre* (WSAC), and its objects are:

- a. To give seniors and friends of all ages an opportunity to meet for discussions, recreation and activities which develop and enhance the worth of those seniors.
- b. To acquire lands, by purchase or otherwise, erect or otherwise provide a building or buildings to serve as a centre for seniors, particularly those who reside in West End of the City.
- c. To encourage and promote amateur games and exercises.
- d. To carry on a literary and debating club for the discussion of topics of general interest and to encourage the practice of public speaking among its members.
- e. To facilitate discussion on social, educational, political, economic and other subjects, and arrange musical and dramatic entertainments.
- f. To establish and maintain a library and reading room.
- g. To provide all necessary equipment and furniture for carrying on its various objects.
- h. To sell, manage, lease, mortgage, dispose of, or otherwise deal with the property of the society.

The objects of the Westend Seniors Activity Centre can only be altered through a two part process:

1. approval of a Special Resolution by the Members, and
2. subsequent approval and publication of these alterations by the Province in accordance with the requirements of section 16 of the Societies Act.

BOARD POLICY A 1 - OBJECTS	
Effective Date:	Date of Last Amendment:
September 19, 2019	Next Scheduled Review:

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## **BOARD POLICY A 2 - MISSION, VISION AND VALUES**

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### **A 2.1 MISSION**

To be a community based hub for seniors providing services, programs, information and activities that support the healthy and active aging of seniors.

### **A 2.2 VISION**

- a. Serve the physical, social and mental well-being of seniors in Edmonton.
- b. Enhance the quality of life for seniors.
- c. Maintain a sense of community and inclusion for seniors.
- d. Provide a safe and secure environment for seniors.
- e. Become an integral component of the community.

### **A 2.3 VALUES**

- a. Respect
- b. Trust
- c. Appreciation
- d. Inclusion
- e. Engagement
- f. Wellness

<b>BOARD POLICY A 2 – MISSION, VISION AND VALUES</b>	
Effective Date:	Date of Last Amendment:
September 19, 2019	Next Scheduled Review:

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## **BOARD POLICY A 3 - GOALS AND OBJECTIVES**

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### **A 3.1 GOALS**

- a. The Westend Seniors Activity Centre (WSAC) is recognized by the community as a hub for seniors.
- b. WSAC provides programs and services that are responsive to the needs and interests of seniors.
- c. WSAC actively recruits new members.
- d. WSAC embraces the diversity of seniors.
- e. WSAC utilizes effective communication practices.
- f. WSAC is properly maintained and has sufficient space to meet its needs.
- g. WSAC uses current technology where appropriate in its operations and Programs.
- h. WSAC has a strong volunteer base and skilled staff to meet needs.
- i. WSAC is financially sustainable and secure.
- j. WSAC has a workplace health and safety management system (HSMS) in place which fully complies with all applicable provincial Occupational Health and Safety (OHS) requirements.

### **A 3.2 OBJECTIVES**

- a. Maximize programming opportunities based on space availability.
- b. Expand programming into the evening and weekends.
- c. Implement evidence based seniors programming.
- d. Continue to increase the number of seniors served.
- e. Address the diversity of seniors.
- f. Increase self-generating revenue.
- g. Increase the involvement of Members in volunteerism opportunities.
- h. Increase and expand the profile, visibility and awareness of the Westend Seniors Activity Centre.

<b>BOARD POLICY A 3 - GOALS AND OBJECTIVES</b>	
Effective Date:	Date of Last Amendment:
September 19, 2019	Next Scheduled Review:

# **BOARD POLICIES PART B:**

## **GOVERNANCE POLICIES**





## **INTRODUCTION TO THE GOVERNANCE POLICIES**

The Governance Policies of the Westend Seniors Activity Centre supplement the Bylaws by providing guidance in the following critical areas:

- a. the structure, responsibilities, and procedures of the Board of Directors,
- b. how Members elect the Board of Directors,
- c. the roles and responsibilities of Board Members,
- d. the relationship between the Board of Directors and the staff,
- e. risk management,
- f. access to and use of the Organization's property, and
- g. volunteerism.

## **PRINCIPLES OF GOVERNANCE**

The Board will incorporate the following key governance principles into its operations:

- a. The Board articulates and communicates the Organization's vision.
- b. The Board focuses on strategic planning and direction setting and it defines the parameters within which the Organization operates through its Policies.
- c. The Board focuses on the whole Organization and not just on issues of interest to the Board or to individual Board members.
- d. The Board is a corporate body, and must work as a whole. No individual Board member, including the President, or a committee or group of individuals, has the authority to direct the Organization and its staff.
- e. The Board speaks with one voice. Once the Board has approved an action through a motion, it becomes the Organization's official position. All Board members are bound by it, even if they disagree with it. If the decision is of major importance, and if a Board member cannot accept the decision of the majority, the Board member will resign.
- f. The Board directs the Organization's work, largely by developing and approving Policies and monitoring their impact.
- g. The Board is primarily responsible for its own management, in consultation with the Executive Director. This includes Board member orientation and training, agenda development, program evaluation, and financial management.

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## **BOARD POLICY B 1 - POLICY MAKING**

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### **B 1.1 GENERAL EXPECTATIONS**

The Board, given the authority under the Societies Act of Alberta for the governance of the Westend Seniors Activity Centre, is responsible for the development of framework, governance, membership, financial, and advocacy policies.

The Board believes that Policies provide effective parameters and guidelines for Board members, Members, committees and staff. The Board expects that individual Members will familiarize themselves with the Policies affecting their conduct and activities.

The Board will seek Executive Director input on Board policies.

In fulfilling its responsibility for policy making, the Board will:

- a. define the functions of the Board, the Organizational framework, Board governance, operations and advocacy,
- b. ensure that all Policies comply with relevant legislation and the Organization's Bylaws,
- c. work from broad and general statements of policy when establishing particular Policies,
- d. ensure that Policies approved by the Board are available to the Board, the Members, and staff,
- e. regularly review Policies for the purpose of revising them or developing additional Policies,
- f. ensure that the Executive Director assists the Board in the development of new Policies and the revision of existing Policies, and
- g. ensure that the Executive Director is responsible for implementing the Policies, with the exception of the Policies governing Board processes.

### **B 1.2 MEMBER CONSULTATION REQUIREMENTS**

The Board must provide adequate opportunity for interested Members to be advised about, consider, and provide comments regarding any new Policy, any existing Policy which is under formal review, or the repeal of any existing Policy.

Members must be provided adequate opportunity to provide this input during the formal review of any existing Policy before this review is completed. However, because the approval of a new Policy or the repeal of an existing Policy may be urgent, the opportunity for Member input may follow the approval of the new Policy or the repeal of the existing Policy, but if this occurs the following conditions must be met:

- the Members must still be given adequate opportunity for input, and
- the consultation process must be completed and the resulting Member input must be considered by the Board no later than six months after the approval of the new Policy or the repeal of the existing Policy.

The actual process of obtaining Member input regarding a new Policy, during the review of an existing Policy, or regarding the repeal of an existing Policy may be delegated to a Board Committee. However, if this occurs the report and recommendations of the Board Committee must be considered and voted on by the Board as a whole.

The Board may follow the process specified above regarding the approval of a new Policy in order to obtain Member input regarding an amendment or amendments to an existing Policy if the Board considers that this level of Member consultation and use of this process would be appropriate.

<b>BOARD POLICY B 1 - POLICY MAKING</b>	
Effective Date:	Date of Last Amendment:
September 19, 2019	Next Scheduled Review:

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## **BOARD POLICY B 2 - BOARD AUTHORITY AND EXPECTATIONS**

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The Board of Directors (Board) is responsible for the Organization's highest level of decision-making and legal authority. The Board has, by law, the ultimate accountability for and the authority over the Organization's resources and activities. The Board defines, through policy, the operational parameters of the Organization. The Board is accountable to the membership for the Policies and operation of the Organization.

### **B 2.1 KEY RESPONSIBILITIES**

See Bylaw subsection 4.1.2

### **B 2.2 GENERAL RESPONSIBILITIES**

Westend Seniors Activity Centre (WSAC) utilizes a Governance Board. Board members will have responsibilities in the following areas:

#### **Fiduciary**

- at least annually, reviewing and approving WSAC's long term and short term plans, and at least annually, reviewing management's performance in achieving them,
- reviewing, revising if appropriate, and approving Policies,
- being informed of WSAC's financial position and operations,
- ensuring WSAC has Policies which address conflicts of interest and confidentiality,
- recommending to the members at the Annual General Meeting who to appoint as WSAC's independent auditor, and
- ensuring WSAC is complying with all relevant legislation;

## **Organizational**

- keeping informed on Organizational matters and participating in decisions related to policy and other matters when necessary,
- ensuring that the Organization's resources and employee base will support current and long-range goals,
- ensuring that management succession is attended to through staff development,
- reviewing the performance of the Board annually, and
- reviewing the performance of the Executive Director annually;

## **Operational**

- approving and taking the steps needed to ensure that WSAC has sufficient resources to operate and implement its plans,
- providing constructive comments, questions and feedback during Board and committee meetings, and
- providing advice on major changes in programs and services of WSAC;

## **Evaluation**

- completing a self-evaluation and a Board evaluation annually and participating in discussions designed to improve the Board and individual performance;

## **Stewardship**

- serving the Members, stakeholders and the broader community, and protecting the integrity and reputation of WSAC; and

## **Public Awareness**

- drawing attention to important issues of concern to Edmonton seniors and seniors related organizations by engaging key stakeholders and policy makers in active processes intended to shape public perceptions and achieve change.

## **B 2.3 MEETINGS**

### **The Annual General Meeting (AGM)**

The AGM is held in March, after the Auditor's report on the previous year's financial data has been received. It must be conducted in accordance with the applicable requirements of the Bylaws, the Policies, and Robert's Rules of Order. Sections 3.1, 3.2, and 4.2 of the Bylaws and Board Policy B 8 are the Bylaw and Policy provisions that normally apply to the proceedings of the Annual General Meeting.

### **Board Meetings**

Board meetings are usually held on the third (3rd) Thursday of each month at 9:30 am.

Meetings are held monthly except in July or August, but can be held more often if needed.

The first Board meeting following the AGM will include an organizational portion.

### ***Guidelines for Regular Meetings***

- There will be timely distribution of agendas in advance of all meetings and any additions to the agenda will be invited and discussed. This is the responsibility of the President.
- Background materials for the meeting will be distributed in advance whenever possible.
- Directors agree to review the agenda and materials before each meeting and come prepared to participate in discussion.
- The meetings will begin and end at the scheduled times.
- Members' opinions and observations will be respected.
- When a decision is required efforts will be made to reach consensus. If this is not possible a majority vote will prevail. The President votes only to break a tie.
- Minutes will be distributed to all Board members in a timely fashion after each meeting.

## **Requirements for Emergency Meetings**

In an emergency the Board members do not have to meet in person. They may use such vehicles as teleconferencing, videoconferencing, or e-mail to discuss issues and vote on motions. However, if this occurs, the procedures specified below will be followed:

- Notice of each emergency meeting and its agenda will be provided to each Board member. Information on how to participate in the proceedings such as passwords, dial-in numbers, etc., will also be provided to each Board member requiring same if this information is required for the Board member's participation in the meeting.
- Before or during the meeting, each Board member will also be provided with the wording, mover, and seconder of each motion to be voted on.
- The names of those voting for and against each motion voted on will be noted.
- The minutes of the meeting will at least include the date of the meeting, the presiding officer, the names of all those participating, the wording of all motions voted on and the names of their movers and seconders and the number of those voting for and against each motion.
- These minutes will be approved at a subsequent Board meeting.

## **Board Committee Meetings**

Board Committees meet as required.

### **B 2.4 COMPOSITION OF THE BOARD**

Refer to Bylaw subsection 4.1.3

### **B 2.5 TERMS OF OFFICE**

Refer to Bylaw clauses 4.1.4 (c), (d) and (e)

### **B 2.6 OFFICERS OF THE BOARD**

Refer to Bylaw section 4.4

## **B 2.7 BOARD OFFICER VACANCIES**

Refer to Bylaw subsection 4.3.2.

The following provisions apply when any Board Officer vacates or is removed from his or her position:

- If the President does not complete a full term of office the Vice President will become President for the remainder of the term. This shall count as the new President's first term of office if the remainder of the former President's term of office is 180 days or longer.
- If the position of the Vice President becomes vacant, the Board will appoint a replacement.
- If the position of the Treasurer becomes vacant, the Board will appoint a replacement as soon as feasible.
- The Vice President or the Treasurer may resign his or her office with or without resigning from the Board.
- If the position of the immediate Past President becomes vacant, the Board will not appoint a replacement.

## **B 2.8 EXPECTATIONS OF BOARD MEMBERS**

Expectations of Board Members include:

- knowledge and skills in one or more areas of Board governance: policy, planning, finance, program development, workplace health and safety, and advocacy,
- willingness to serve,
- attendance at monthly Board meetings,
- attendance at Annual and Special General Meetings, and
- support for other WSAC events.



## **B 2.9 ORIENTATION OF BOARD MEMBERS**

- An orientation session will be offered after the Organization's Annual General Meeting.
- Orientation may include an overview of Bylaws, Policies, the strategic plan, programs and services offered, and Directors' roles and responsibilities.
- Additional Board training may be offered.

## **B 2.10 BOARD MEMBER CODE OF CONDUCT**

All Board members will conduct themselves in a manner which:

- supports the objectives and serves the overall best interests of the Organization,
- brings credibility and goodwill and respects the principles of fair play and due process,
- demonstrates respect for diverse viewpoints,
- demonstrates due diligence in preparing for meetings and special events,
- demonstrates good faith, prudent judgment, honesty, transparency and openness in activities,
- ensures that financial affairs are conducted in a responsible manner,
- avoids real and perceived conflicts of interest,
- respects that much of the information received as a Board member is confidential,
- conforms to the Bylaws and Policies approved by the Board, and
- promotes a workplace that is free from harassment, discrimination and bullying.

In addition:

- Board members will not use their positions to obtain or influence employment with the Organization for themselves or their family members.
- Board members will not directly or indirectly receive any profit from their position.
- Board members do not have authority to speak for the Organization except as authorized by the President.
- Board members shall act in the best interests of the Organization rather than in the interests of a particular individual, group, or community.

#### **B 2.11 BOARD MEMBER EXIT INTERVIEWS**

The President may conduct exit interviews with members leaving the Board.

#### **B 2.12 PROTECTION AND INDEMNITY OF DIRECTORS AND OFFICERS**

Refer to Bylaw subsection 5.1.1

#### **B 2.13 GIFTS**

Board Members shall not directly or indirectly offer or accept cash payments, gifts, gratuities, privileges or other personal rewards which are intended to influence the activities or affairs of the Organization.

#### **B 2.14 EXPENSES AND REIMBURSEMENT**

Board members may be reimbursed for reasonable expenses incurred in the performance of WSAC duties. Board Policy D 1 - Financial Authority provides the specific requirements for reimbursement.

<b>BOARD POLICY B 2 - BOARD AUTHORITY AND EXPECTATIONS</b>	
Effective Date:	Date of Last Amendment:
September 19, 2019	Next Scheduled Review:

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## **BOARD POLICY B 3 - BOARD AND EXECUTIVE DIRECTOR RESPONSIBILITIES**

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The most critical relationship in the governance of a non-profit organization is the one between the Board and its Executive Director. As there are few clear guidelines as to where Board oversight leaves off and executive management begins it is very important that policies and practices be established to guide the ongoing relationship. Essentially, the Board of Directors governs the Organization and delegates the management of the Organization to the Executive Director.

- The Board of Directors shall hire, provide direction to and evaluate the Executive Director. The Board may delegate the hiring and/or the evaluation process to a committee, although the Board has final approval of the selection and/or the evaluation.
- The Board is responsible for ensuring that an annual performance review of the Executive Director is conducted in accordance with the Board policy. The Board must approve any recommendation related to remuneration and benefits. The performance review is an opportunity for the Board and the Executive Director to work together to establish annual performance goals for the next year that are clear and achievable.
- The Executive Director works within the limits of policy established by the Board.
- The Executive Director manages the day-to-day operations of WSAC.
- The Executive Director will serve as a professional advisor to the Board. There is also the expectation that the Executive Director will advise the Board on policy matters that require their attention and will regularly update the Board on all of the activities of WSAC.
- The Executive Director reports to the President who provides direction on behalf of the Board.

### **B 3.1 RELATIONSHIP BETWEEN THE PRESIDENT AND THE EXECUTIVE DIRECTOR**

The relationship between the President and the Executive Director will generally set the tone for all other Board and Executive Director interactions. Developing an effective working partnership will require the following characteristics:

- **TRUST AND RESPECT**

The President and the Executive Director work to develop and maintain the trust and respect for each other that builds the mutual confidence that each is committed to the success of the other.

- **REGULAR COMMUNICATIONS**

It is important that there be regular communication between the President and the Executive Director, and that early in the term of the President a preferred style of communication (frequency, in-person, e-mail or phone) is established. The President and the Executive Director will maintain ongoing open communications.

- **WILLINGNESS TO LEARN**

The President and the Executive Director will share a willingness to learn, so that the President gains a better understanding of the Organization and the Executive Director draws upon the expertise and experience of the President.

- **ABILITY TO DISAGREE CONSTRUCTIVELY**

It is important that the President and the Executive Director communicate different points of view and then discuss these differences in a respectful manner. In some situations the President and the Executive Director may choose to discuss issues in confidence and arrive at a shared understanding.

<b>BOARD POLICY B 3 - BOARD AND EXECUTIVE DIRECTOR RESPONSIBILITIES</b>	
Effective Date:	Date of Last Amendment:
September 19, 2019	Next Scheduled Review:

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## **BOARD POLICY B 4 - ROLES AND RESPONSIBILITIES OF THE EXECUTIVE DIRECTOR**

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- The Executive Director is the Chief Executive Officer of the Organization and is responsible to the Board for managing all of its property, operations, and programs. In meeting these responsibilities the Executive Director shall establish administrative guidelines regarding use of the Organization's facility and participation in the Organization's programs, services, and activities.
- The Executive Director shall be responsible for the operation of WSAC's workplace health and safety management system (HSMS) and its compliance with all applicable provincial Occupational Health and Safety (OHS) requirements. This responsibility includes establishing and overseeing an effective Joint Workplace Health and Safety Committee with appropriate staff and volunteer representation and participation.
- The Executive Director may establish operating committees to assist with program delivery, facility maintenance, and program monitoring as well as other operational issues. Board members may serve on operating committees, but only as individual members of the Organization and not in their capacity as Board members.
- The Executive Director is the only employee of the Organization who reports directly to the Board through the President, and is accountable to the Board for providing leadership and direction to the Organization's employees and volunteers.
- The Executive Director speaks for the Organization when the President or another Board member designated by the President does not. The Executive Director is accountable to the Board for this.
- The Executive Director is responsible for ensuring that the Bylaw provisions and the Board's Policies regarding the operation of the Organization are appropriately implemented.
- The Executive Director is responsible for the overall condition and safety of the Organization's building and all its other property.

- The Executive Director is responsible for accurately tracking the Organization's revenues and expenditures, for the preparation of monthly and annual reports of its revenues, expenditures, and its balance sheet, and for the timely identification and correction of any errors or omissions regarding same.
- The Executive Director hires, supervises and releases all other employees.
- The Executive Director is responsible for the maintenance and safekeeping of the Organization's seal, its architectural plans and drawings, and the books and records of the Organization, including its minutes, its membership register, its personnel and financial records, and its contracts.
- The Executive Director is responsible for making suitable arrangements for the members of the Organization to inspect the public records of the Organization. The Executive Director will also ensure that the Organization complies with the Personal Information Protection Act and the Societies Act with regard to access to and use of personal information, including membership registration information.
- The Executive Director is responsible for dealing with complaints from or regarding staff, volunteers, or Members by investigating them directly or through staff, and for taking appropriate action.

<b>BOARD POLICY B 4 - ROLES AND RESPONSIBILITIES OF THE EXECUTIVE DIRECTOR</b>	
Effective Date:	Date of Last Amendment:
September 19, 2019	Next Scheduled Review:

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## **BOARD POLICY B 5 – HUMAN RESOURCES**

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The Westend Seniors Activity Centre will maintain safe, healthy, fair and equitable work conditions for its employees. The Executive Director is responsible for ensuring that the administrative guidelines regarding Human Resources are appropriate and up to date.

<b>BOARD POLICY B 5 – HUMAN RESOURCES</b>	
Effective Date:	Date of Last Amendment:
September 19, 2019	Next Scheduled Review:

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## **BOARD POLICY B 6 - BOARD STANDING AND AD HOC COMMITTEES**

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The WSAC Board is responsible for establishing standing and ad-hoc committees that will assist with meeting the needs of the Organization. Each committee will keep the Board informed regarding its work. The President is an ex officio member of all committees.

### **B 6.1 PURPOSE**

The purpose of the Board committees is to strengthen the decision-making of the Board by discussing and reviewing specific matters or concerns in detail, and then developing recommendations for consideration by the full Board. The work of committees is also important for the efficient and effective use of the specialized skills and interests of Board members and to provide opportunities for newer Board members to gain valuable insights into the operation of WSAC.

### **B 6.2 PROCEDURES**

The WSAC Board will prepare Terms of Reference for each committee, which may include the following components:

- Purpose
- Key Responsibilities
- Composition and Appointment
- Meetings
- Resources
- Reports
- Review and Evaluation

### **B 6.3 EXECUTIVE COMMITTEE TERMS OF REFERENCE**

#### **1. PURPOSE**

The purpose of the Executive Committee is to work with the President to prioritize and coordinate the work of the Board, and to identify where Policies should be developed or revised.



## **2. KEY RESPONSIBILITIES**

The Executive Committee shall be responsible for assisting the President in accomplishing the following:

- preparing the agenda for Board meetings,
- assessing the progress of the Board and the Organization on key initiatives,
- identifying and implementing appropriate measures to increase the progress of the Board or the Organization on key initiatives where progress has not been satisfactory,
- attending to policy development and review,
- assessing and adjusting the allocation of resources among key initiatives,
- conducting business between meetings as required, and
- completing a risk assessment related to key responsibilities and identifying potential remediation plans to the Executive Director.

## **3. COMPOSITION AND APPOINTMENT**

The Executive Committee shall consist of the President, who shall be its chairperson, the Vice President, and the Treasurer.

## **4. MEETINGS**

The Committee meets as required to fulfill its responsibilities.

## **5. RESOURCES**

The Executive Director shall provide administrative support to the Committee as required by supplying the committee with sufficient background information, attending meetings, and assisting with administrative duties.

## **6. REPORTS**

Reports of the Committee are presented to the Board for approval.

## **7. REVIEW AND EVALUATION**

The Committee reviews and evaluates its performance and terms of reference annually. The purpose of the evaluation is to ensure that the Committee structure continues to serve the needs of the Board and the membership.

## **B 6.4 PLANNING COMMITTEE TERMS OF REFERENCE**

### **1. PURPOSE**

The purpose of the Planning Committee is to provide ongoing leadership in relation to the strategic plan.

### **2. KEY RESPONSIBILITIES**

The Planning Committee shall be responsible for the following:

- drafting the Organization's strategic plan (including identifying the key opportunities, challenges, and problems the Organization is facing), proposing appropriate strategies and approaches to respond to these opportunities, challenges and problems, and for submitting this draft strategic plan to the Board for approval,
- annually reviewing the strategic plan and the Organization's progress in implementing the strategic plan,
- making recommendations to the Board regarding changes to the strategic plan, changes to the Organization's implementation measures, or changes to both if the Committee considers that such changes are appropriate, and
- completing a risk assessment related to key responsibilities and identifying potential remediation plans to the Executive Director.

### **3. COMPOSITION AND APPOINTMENT**

The Planning Committee shall consist of the Vice President, who shall be its chairperson, two other Board members appointed by the Board, the Executive Director, and up to two other Members of the Organization appointed by the Board.

### **4. MEETINGS**

The Committee meets as required to fulfill its responsibilities. If consensus cannot be reached, decisions will be made by majority vote.

### **5. RESOURCES**

The Executive Director shall provide administrative support to the Committee.

### **6. REPORTS**

Reports of the Committee are presented to the Board for approval.

## **7. REVIEW AND EVALUATION**

The Committee reviews and evaluates its performance and terms of reference annually. The purpose of the evaluation is to ensure that the Committee structure continues to serve the needs of the Board and the membership.

### **B 6.5 FINANCE COMMITTEE TERMS OF REFERENCE**

For information of this Board Committee see Policy D 1 - Financial Authority.

### **B 6.6 HUMAN RESOURCES COMMITTEE TERMS OF REFERENCE**

#### **1. PURPOSE**

The purpose of the Human Resources Committee is to:

- manage the processes and make recommendations to the Board on the selection, performance, remuneration and benefits of the Executive Director,
- assess and report on the performance of the Board, and
- monitor the Organization's Human Resources practices.

#### **2. KEY RESPONSIBILITIES**

The Human Resources Committee shall be responsible for the following:

- reviewing the position description of the Executive Director annually and making recommendations to the Board on changes,
- assisting the Board in developing performance expectations for the Executive Director,
- assisting the Board in assessing the performance of the Executive Director and making recommendations as to remuneration and benefits,
- assisting the Board in the recruitment and selection of a new Executive Director,
- conducting an annual performance review of the Board,
- making recommendations regarding new or revised Human Resources practices, and
- completing a risk assessment related to key responsibilities and identify potential remediation plans to the Executive Director.

#### **3. COMPOSITION AND APPOINTMENT**

The Human Resources Committee shall consist of the President, who shall be its chairperson, the Treasurer, and one other Board member appointed by the Board.

#### **4. MEETINGS**

The Committee meets as required to fulfill its responsibilities. If consensus cannot be reached, decisions will be made by majority vote. All recommendations of the Committee are presented to the Board for approval.

#### **5. RESOURCES**

The Executive Director will provide administrative support to the Committee as required. The Committee may seek expert external advice to assist it in meeting its responsibilities.

#### **6. REPORTS**

Reports and recommendations of the Committee are presented to the Board.

#### **7. REVIEW AND EVALUATION**

The Committee reviews and evaluates its performance and terms of reference annually. The purpose of the evaluation is to ensure that the Committee structure continues to serve the needs of the Board and the membership.

##### **B 6.6.1 - PROCEDURE FOR THE PERFORMANCE REVIEW OF THE EXECUTIVE DIRECTOR**

1. The current year's Strategic Plan, the Executive Director's monthly reports to the Board, surveys of Board members, staff members and selected volunteers, and other relevant material will be used by the Human Resources Committee as primary sources of information for the completion of the performance review.
2. The Committee will establish a timeline for conducting the performance review. The process will begin in December and will conclude with a report to the Board no later than March.
3. In December the Executive Director will submit self-appraisal information in relation to the accomplishment of the goals stated in the Strategic Plan, a report on the results achieved in the growth plan from the previous performance review, and any other self-assessment data deemed appropriate. In addition the Executive Director will provide the Committee with a current copy of the Borland Scale.

4. Committee members will review the goals from the current Strategic Plan, will review reports provided to the Board by the Executive Director throughout the year, and will give consideration to other data deemed to be relevant, including survey data.
5. Each committee member, individually, will review the performance of the Executive Director in relation to each goal in the Strategic Plan, the monthly reports, and other information being considered, including survey data.
6. The Committee will meet to share and discuss the results of their individual reviews, and to compare these with the self-appraisal information provided by the Executive Director.
7. In addition the Committee will discuss areas for growth in relation to the work of the Executive Director.
8. The Committee will discuss the potential for adjusting the remuneration package for the Executive Director.
9. At this point the Committee will determine the content of the Performance Review Report.
10. The Committee will prepare and present a report to the Board highlighting how the review was conducted and providing the following information: results of surveys, overview of performance results, growth areas for the upcoming year, a comparison of the Borland Scale with existing remuneration, and recommendations for adjustments to remuneration. At the end of the presentation of the report the Board will be asked to consider a motion to receive the report of the Committee.
11. Following the meeting of the Board, the President will meet with the Executive Director to share the Performance Review Report as authorized by the Board, to further discuss growth areas and to discuss adjustments to remuneration. The President will provide the Executive Director with a written report summarizing the findings of the Human Resources Committee.
12. Once the Executive Director has received the Performance Review Report, the President and the Executive Director will sign the report and each will retain a copy.
13. The President's copy of the report will be retained in a confidential file.

14. The procedure concludes with the President sending a letter to the Accountant/Bookkeeper authorizing adjustments (if any) to the remuneration package for the Executive Director.

## B 6.6.2 - WSAC STAFF SURVEY OF EXECUTIVE DIRECTOR PERFORMANCE

### WSAC STAFF MEMBER SURVEY EXECUTIVE DIRECTOR PERFORMANCE

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
The Executive Director provides appropriate leadership for the staff team.				
I receive feedback on my job performance that is both timely and constructive.				
The Executive Director supports me in accomplishing the responsibilities of my job.				
The Executive Director is readily available to me to provide assistance.				
What key strengths do you believe the Executive Director brings to his or her position at WSAC?				
What can the Executive Director do to help you in your position?				
Do you have any other comments regarding the Executive Director's performance?				

**B 6.6.3 - WSAC VOLUNTEER SURVEY OF EXECUTIVE DIRECTOR PERFORMANCE**

**WSAC VOLUNTEER SURVEY  
EXECUTIVE DIRECTOR PERFORMANCE**

	<b>Strongly Agree</b>	<b>Somewhat Agree</b>	<b>Somewhat Disagree</b>	<b>Strongly Disagree</b>
I perceive the Executive Director to be WSAC's leader.				
The Executive Director communicates effectively with volunteers at the Centre.				
The Executive Director makes me feel appreciated as a volunteer at the Centre.				
What can the Executive Director do to make our Centre a better place for seniors?				
Do you have any other comments regarding the performance of the Executive Director?				



**B 6.6.4 - WSAC BOARD SURVEY OF EXECUTIVE DIRECTOR PERFORMANCE**

**WSAC BOARD MEMBER SURVEY  
EXECUTIVE DIRECTOR PERFORMANCE**

	<b>Strongly Agree</b>	<b>Somewhat Agree</b>	<b>Somewhat Disagree</b>	<b>Strongly Disagree</b>
I receive sufficient information from the Executive Director to enable me to properly perform my duties as a Director.				
The Executive Director communicates appropriately to the Board regarding trends in the senior sector.				
The Executive Director provides appropriate input at Board meetings to help the Board make good decisions.				
The Executive Director is an effective leader for seniors.				
What can the Executive Director do to help you in your Board position?				
Do you have any other comments regarding the Executive Director's performance?				

#### **B 6.6.5 - WSAC BOARD ASSESSMENT**

The Board Assessment Survey is comprised of two sections, self-assessment and Board assessment. Each Director and the Executive Director is asked to place a checkmark in the column that best reflects their response to the statements on the left.

The Human Resources Committee will collect and collate the survey data. The collated information will be presented at the February Board Meeting for an open discussion.

## B 6.6.5.1 - BOARD ASSESSMENT SURVEY

### WSAC BOARD ASSESSMENT SURVEY SECTION 1 – SELF ASSESSMENT

	Strongly Agree	Agree	Disagree	Strongly Disagree	Comments
I understand the role of the Board, including the legal and ethical responsibilities of a Board Member.					
I prepare for meetings.					
I actively participate in Board Meetings.					
I am interested in and willing to participate in Board development activities.					
I am an objective decision maker who considers the effect of Board decisions on WSAC members and staff.					
I actively support the mission and vision of WSAC.					
I demonstrate support for the work of the Executive Director.					

## B 6.6.5.2 - BOARD ASSESSMENT SURVEY

### WSAC BOARD ASSESSMENT SURVEY SECTION 2 – BOARD ASSESSMENT

	Strongly Agree	Agree	Disagree	Strongly Disagree	Comments
The Board functions in accordance with the WSAC Bylaws and Board Policies.					
The Board effectively utilizes committees to accomplish its tasks.					
The Board represents the needs and interests of WSAC members.					
The Board has access to the information necessary to monitor the overall performance of WSAC.					
Board Meetings allow adequate time for the exchange of ideas.					
There is a climate of mutual respect and trust between the Board and the Executive Director.					
The President acts at the direction of the Board.					

## **B 6.7 - NOMINATIONS COMMITTEE TERMS OF REFERENCE**

For more information on this Board Committee go to Policy B 7 - Nominations and Elections.

## **B 6.8 - FUNDRAISING COMMITTEE TERMS OF REFERENCE**

### **1. PURPOSE**

The purpose of the Fundraising Committee is to oversee, in accordance with the policies determined by the Board of Directors, the fundraising activities of Westend Seniors Activity Centre. This includes the coordination, development, execution and maintenance of fundraising, publicity, and other promotional activities related to fundraising. In addition, this includes advising the Board of Directors on matters concerning the Centre's activities in these areas.

### **2. KEY RESPONSIBILITIES**

The Fundraising Committee shall be responsible for the following:

- developing and maintaining fundraising policies and strategy, including goals, timelines, donor recognition and the image the Centre presents to potential donors,
- developing, executing and maintaining, in conjunction with the Executive Director, the fundraising activities of the Centre,
- providing the Executive Director with information on contacts who might be potential supporters,
- providing advice to the Executive Director in making applications and presentations to potential donors,
- advising the Board of Directors regarding opportunities for WSAC to partner with other agencies in joint fundraising initiatives,
- reporting to the Board of Directors, and where appropriate the Finance Committee, on matters relating to the Centre's fundraising initiatives,
- requesting, where appropriate, an allowance for expenditures from the Board of Directors to advance an initiative, and
- completing a risk assessment related to key responsibilities and identifying potential remediation plans to the Executive Director.

### **3. COMPOSITION AND APPOINTMENT**

The Committee shall be chaired by a Board member and shall consist of up to three Board members appointed by the Board. The Chair of the Committee shall select other representatives from the general membership. The Board may appoint former Board members to the Committee.

All Members serve for a term of one year, from March to March, but may be reappointed by the Board for additional terms, up to a maximum of six years.

### **4. MEETINGS**

The Committee will meet as required to fulfill its responsibilities. If consensus cannot be reached, decisions will be made by majority vote.

### **5. RESOURCES**

The Executive Director or a staff designate will provide administrative support to the Committee as required.

### **6. REPORTS**

Reports of the Committee are presented to the Board for approval.

### **7. REVIEW & EVALUATION**

The Committee reviews and evaluates its performance and terms of reference annually. The purpose of the evaluation is to ensure that the Committee structure continues to serve the needs of the Board and the membership.

<b>BOARD POLICY B 6 - BOARD STANDING AND AD HOC COMMITTEES</b>	
Effective Date:	Date of Last Amendment:
September 19, 2019	Next Scheduled Review:

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## **BOARD POLICY B 7 - NOMINATIONS AND ELECTIONS**

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The Nominations and Elections Policy is to ensure that the opportunity to run for a position on the Organization's Board of Directors is open to each Ordinary or Lifetime Member who meets the requirements of the Bylaws and to ensure that the Board of Directors elections are conducted fairly.

### **B 7.1 PURPOSE**

To ensure that the nomination and election processes for Board of Director positions are fair.

### **B 7.2 NOMINATIONS COMMITTEE TERMS OF REFERENCE**

#### **1. PURPOSE**

The Nominations Committee will inform the membership of upcoming Board of Directors elections, encourage suitable Members to run for Board positions, and will conduct one or more candidate forums.

#### **2. KEY RESPONSIBILITIES**

The Nomination and Elections Committee shall be responsible for the following:

- a. posting notices in the building and on the Organization's website in early January regarding the upcoming Board of Directors election (these notices will include the candidate eligibility requirements, the deadline for submitting Nomination Forms (see sections B 7.3 and B 7.4), and how to contact the Nominations Committee for more information),
- b. providing timely information to interested Ordinary and Lifetime Members about the responsibilities of the Board, the work of Board members, and the specifics of the nomination process,
- c. encouraging suitable Ordinary and Lifetime Members to run as candidates for the Board of Directors,
- d. organizing and publicizing one or more timely candidate forums after Nomination Day for the Board of Directors positions (these may be general candidate forums or separate Director and Presidential forums),

- e. inviting each candidate for each contested Board position to each candidate forum unless there are separate Director and Presidential forums (if there are separate forums each Director candidate will be invited to each Director forum and each Presidential candidate to each Presidential forum),
- f. ensuring that a Nominations Committee member or a suitable alternate chairs each candidate forum, and
- g. completing a risk assessment related to key responsibilities and identifying potential remediation plans to the Executive Director.

### **3. COMPOSITION AND APPOINTMENT**

As stated in the Bylaws, the Committee consists of three to five members appointed by the Board, of which the chair and up to one other shall be Board members, up to two may be Past Presidents, and up to three may be Ordinary or Lifetime Members of WSAC who are neither Board Members nor Past Presidents. All Members serve for five months, from December to May.

### **4. MEETINGS**

The Committee meets as required to fulfill its responsibilities. If consensus cannot be reached, decisions will be made by majority vote.

### **5. RESOURCES**

In addition to being the Returning Officer, the Executive Director will provide administrative support to the Committee.

### **6. REPORTS**

Reports of the Committee are presented to the Board for approval.

### **7. REVIEW AND EVALUATION**

The Committee reviews and evaluates its performance and terms of reference annually. The purpose of the evaluation is to ensure that the Committee structure continues to serve the needs of the Board and the membership.





## B 7.3 WSAC PRESIDENTIAL NOMINATION FORM

### **NOMINATION OF THE CANDIDATE**

I, \_\_\_\_\_, nominate \_\_\_\_\_ for the position of President of the Board of Directors of Westend Seniors' Activity Centre. I certify that \_\_\_\_\_ is either a Lifetime Member of Westend Seniors' Activity Centre or has been an Ordinary Member of Westend Seniors' Activity for at least a year. I also certify that I am a member of Westend Seniors' Activity Centre. My membership (fob) number is \_\_\_\_\_.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### **ACCEPTANCE BY THE CANDIDATE**

I, \_\_\_\_\_, accept this nomination for the position of President of the Board of Directors of Westend Seniors' Activity Centre. I certify that I am either a Lifetime Member of Westend Seniors' Activity Centre or that I have been an Ordinary Member for at least a year. My membership (fob) number is \_\_\_\_\_. I agree that if I am elected I am prepared to serve as President and chair the Board of Directors of Westend Seniors' Activity Centre. Since WSAC will need to contact me, my contact information is:

Phone Number(s): \_\_\_\_\_

E-mail / Text: \_\_\_\_\_

Other (specify): \_\_\_\_\_

Signature \_\_\_\_\_ Date: \_\_\_\_\_



## B 7.4 WSAC DIRECTOR NOMINATION FORM

### **NOMINATION OF THE CANDIDATE**

I, \_\_\_\_\_, nominate \_\_\_\_\_ for the position of Director of the Board of Directors of Westend Seniors' Activity Centre. I certify that \_\_\_\_\_ is either a Lifetime Member of Westend Seniors' Activity Centre or has been an Ordinary Member of Westend Seniors' Activity for at least a year. I also certify that I am a member of Westend Seniors' Activity Centre. My membership (fob) number is \_\_\_\_\_.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### **ACCEPTANCE BY THE CANDIDATE**

I, \_\_\_\_\_, accept this nomination for the position of Director of the Board of Directors of Westend Seniors' Activity Centre. I certify that I am either a Lifetime Member of Westend Seniors' Activity Centre or that I have been an Ordinary Member for at least a year. My membership (fob) number is \_\_\_\_\_. I agree that if I am elected I am prepared to serve as a Director on the Board of Directors of Westend Seniors' Activity Centre. Since WSAC will need to contact me, my contact information is:

Phone Number(s): \_\_\_\_\_

E-mail / Text: \_\_\_\_\_

Other (specify): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## **B 7.5 TAKING OFFICE**

A newly elected, acclaimed, or selected President or Board member shall not take office until he or she is sworn in. The timing of this swearing in shall be as follows:

1. The President and each other Board member who is elected or acclaimed shall be sworn in immediately after the conclusion of the Annual General Meeting if this is possible. Any new Board member who cannot be sworn in immediately after the conclusion of the Annual General Meeting shall be sworn in as soon afterwards as practical.
2. If a President is selected or one or more other Board members are selected in accordance with clause 4.2.4(b), clause 4.2.4(c), clause 4.3.2(e), or clause 4.3.2(f) of the Bylaws he, she or they shall be sworn in as soon after the conclusion of his, her, or their selection as practical.

If clause 4.2.4(b) or clause 4.2.4(c) of the Bylaws applies it is the Board members who have been recently elected or acclaimed, plus the Directors who have recently completed their first year in office and the Immediate Past President (if there is one), who shall select the President or the additional Directors or both.

These provisions are intended to accomplish the following:

- to clarify when new Board members take office,
- to clarify who selects the President, the additional Board members, or both, if clause 4.2.4(b) or clause 4.2.4(c) of the Bylaws applies, and
- to minimize the period when the Board is not functioning or is compromised by vacancies.

<b>BOARD POLICY B 7 - NOMINATIONS AND ELECTIONS</b>	
Effective Date:	Date of Last Amendment:
September 19, 2019	Next Scheduled Review:

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## **BOARD POLICY B 8 - RETURNING OFFICER**

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The Returning Officer is the Executive Director or designate. The Returning Officer is responsible for most of the mechanics of the nominations and election process, including vetting the eligibility of nominees and preparing and counting ballots, coordinating the nominations process with the Nominations Committee and coordinating the balloting process with the President (or the presiding officer at the Annual General Meeting if another presiding officer is designated).

### **B 8.1 RETURNING OFFICER RESPONSIBILITIES**

1. The Executive Director will be the Returning Officer. While the Executive Director may designate one or more staff members to carry out some or all of his or her Returning Officer duties the Executive Director will remain responsible for ensuring that all of the Returning Officer duties are appropriately carried out.
2. The Returning Officer will ensure that a sufficient supply of Presidential Nomination Forms and a sufficient supply of Director Nomination Forms are available at the front desk at least two weeks before Nomination Day and that these supplies are replenished whenever necessary.
3. The Returning Officer will review the eligibility of the candidate and the nominator as soon as possible after receiving each Nomination Form, clarify any uncertain points with the candidate or the nominator, and accept the Nomination Form if the candidate and the nominator meet the requirements of the Bylaws and the Nomination Form is received on or before 4:30 p.m. on the Nomination day; but reject it otherwise. The Returning Officer will advise the candidate and the nominator of this acceptance or rejection and will also advise the candidate and the nominator of the reason or reasons for rejection if the Nomination Form is rejected.
4. The Returning Officer will update the Nominations Committee at least weekly regarding who has been validly nominated for the position of President and who has been validly nominated for the Director positions, starting by the third Business Day in January.
5. The Returning Officer will complete the acceptance or rejection of all the Nomination Forms and the notification of all candidates and nominators by the end of the third Business Day after Nomination Day. Candidates or nominators can be notified in person or by telephone but all notifications must be made or confirmed by mail or e-mail.

6. The Returning Officer will notify the Nominations Committee of all accepted Presidential candidates and all accepted Director candidates by the end of the fourth Business Day after Nomination Day so that election forums can be set up.
7. The Returning Officer will have Presidential ballots prepared prior to the day of the Annual General Meeting if the Presidential position is contested and will have Director ballots prepared prior to the day of the Annual General Meeting if the Director positions are contested.
8. Prior to the day of the Annual General Meeting the Returning Officer will arrange for a suitable room for ballot counting during the Annual General Meeting if the Presidential position, the Director positions, or both are contested. This room must be suitably furnished for ballot counting and must be of sufficient size for the Returning Officer, the ballot counters, and one process observer appointed by the Board of Directors to do their work.
9. If any Board positions are contested then prior to the day of the Annual General Meeting the Returning Officer will arrange for suitable staff to be present to count ballots during the Annual General Meeting. If there are not enough suitable staff available to count ballots quickly and fairly then suitable volunteers may also be used.
10. If any Board positions are contested the Returning Officer will make and implement suitable arrangements with the President or other Officer of the Board presiding at the Annual General Meeting to distribute ballots to the Ordinary and Lifetime Members present and to have them place their marked ballots in the ballot box during the scheduled time for balloting at the Annual General Meeting.
11. The Returning Officer will then collect the ballots and supervise the vote counting during the Annual General Meeting if any Board positions are contested.
12. If both the Presidential position and the Director positions are contested the Returning Officer will conduct the Presidential vote count first and immediately advise the President or the other Officer of the Board presiding at the Annual General Meeting of the results of the Presidential vote count even if it is a tie.
13. If both the Presidential position and the Director positions are contested and the winning candidate for President also ran for a Director position the Returning Officer will ensure that the votes he or she received for a Director position are not counted. The Returning Officer will conduct the vote count for the Director positions with this modification if applicable and immediately advise the President or the other Officer of the Board presiding at the Annual General meeting of its results even if there is a tie.

14. If only the Presidential position or the Director positions are contested the Returning Officer will conduct the vote count and immediately advise the President or the other Officer of the Board presiding at the Annual General Meeting of its results even if there is a tie.
15. The Returning Officer will destroy the ballots after the conclusion of the Annual General Meeting.

<b>BOARD POLICY B 8 - RETURNING OFFICER</b>	
Effective Date:	Date of Last Amendment:
September 19, 2019	Next Scheduled Review:

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## BOARD POLICY B 9 - RISK MANAGEMENT

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Risk management is an ongoing process to protect the health and safety of our Members, volunteers, staff, and contractors, as well as others who enter our property, and to protect the Organization and its property (including its data and records) from loss and damage. Hazards must be identified, assessed, and prioritized, and the higher priority hazards must be eliminated where practicable or responded to with appropriate risk mitigation measures where not.

The most important area of risk management is workplace health and safety, and the Board is responsible and accountable for WSAC's health and safety performance. This requires implementing and operating a formal workplace health and safety management system (HSMS) to protect our staff, contractors, volunteers, Members, and others who enter our property. It also means developing and maintaining a risk management culture where our staff, volunteers, Members, and all others who regularly use our facility note and report hazards, and where the reported hazards are followed up on in a thorough and timely fashion.

Our goal is a healthy, injury free workplace for everyone at WSAC.

### B 9.1 DEFINITIONS

- **“Hazard”** means a situation, condition, or thing which may be dangerous to the health or safety of people, which could lead to loss of or damage to property, or which poses threats to both people and property.
- **“Hazard assessment”** means an evaluation of the nature of the hazard, the magnitude of the injury, illness, loss, and/or damage that this hazard could reasonably cause, and the likelihood of this hazard actually causing this level of injury, illness, loss, and/or damage.
- **“Joint Workplace Health and Safety Committee”** means an administrative committee overseen by the Executive Director which works to ensure that hazards at WSAC are identified, assessed, and prioritized on a timely basis, and that hazard assessments and hazard elimination and risk mitigation strategy recommendations are submitted promptly to the Executive Director. This Committee shall have from four to six members, at least half of whom shall be WSAC staff members or volunteers.

- **“Risk”** means the potential for people suffering injury or illness, the potential for property (including data and records) suffering damage or loss, or the potential for a combination of some or all of injury, illness, property damage or loss.
- **“Risk management measures”** means the actions taken to identify and assess hazards to ensure that the higher priority hazards are eliminated wherever practicable, and to ensure that the risk mitigation strategies used to deal with the remaining higher priority hazards are efficient and effective.
- **“Risk mitigation strategies”** means the actions taken to reduce the expected consequences of the identified hazards or the likelihood of these consequences occurring, or else to reduce both the likelihood and the expected consequences of the hazards.

## **B 9.2 EXECUTIVE DIRECTOR RESPONSIBILITIES**

The Executive Director is responsible to the Board for the establishment and effective operation of our workplace health and safety management system (HSMS), including compliance with all applicable provincial Occupational Health and Safety (OHS) requirements and the establishment and effective operations of the Joint Workplace Health and Safety Committee.

The Executive Director is also responsible for the development, implementation, and review of appropriate risk management measures related to each of the following:

- a. alcohol, cannabis, tobacco and illicit drugs,
- b. building access,
- c. surveillance camera protocols,
- d. financial management, and
- e. document and data management and security.

The Executive Director will report to the Board on the above matters as required.





### **B 9.3 PERSONAL INFORMATION PROTECTION ACT (PIPA, 2003)**

The personal information collected from Members and Outreach clients by WSAC is protected under the Personal Information Protection Act of Alberta (this Act and related documentation can be accessed on the Queen's Printer website – [www.qp.alberta.ca](http://www.qp.alberta.ca)). The information collected from Members is used to provide information to Members and for program planning, administration, and evaluation. It may also be used for satisfaction surveys. The information collected from Outreach clients will be used for the effective management and progression of the individual Outreach case, and for the purposes of evaluating our services and programs and reporting to our funders. If members or Outreach clients have any concerns about the collection of personal information, they should be directed to contact:

The President  
Westend Seniors Activity Centre  
9629-176 St NW  
Edmonton, Alberta T5T 6B3

The nature of WSAC means the requirements of the Personal Information Protection Act (PIPA) are somewhat less difficult to comply with than might otherwise be the case. PIPA allows organizations to collect information for reasonable purposes. Names, addresses, phone numbers and birth dates on registration forms are reasonable information to collect for purposes of membership. Birth dates are considered to be sensitive information which could be used for criminal purposes; however, if birth dates are given voluntarily they do not present any special problems. Birth dates must be made optional on all forms and therefore any birthdates given would be considered voluntary. If a person refuses to reveal his or her birthdate, WSAC is permitted to verify that the person is at least the minimum age to qualify for membership.

With regard to data collected in Outreach case files, most or all data is collected from the client but some data may also be passed on to us as part of a referral from another agency. In the case of data given to us as part of a referral it is assumed that the referring agency gained the client's consent to do so. All information given to us by a client is for the purpose of effectively progressing the client's Outreach case, and must be given voluntarily. Emergency contact information is also collected on a voluntary basis.

All paper forms will be kept in a secure location accessible only by authorized persons. All electronic records will be password protected.

## **B 9.4 ANTI-SPAM COMPLIANCE**

WSAC complies with Canada's Anti-Spam Legislation (CASL) as enacted on July 1, 2014. Reference: [www.CRTC.gc.ca/antispam](http://www.CRTC.gc.ca/antispam).

Members shall have the opportunity to provide, on the application form, their consent or non-consent for WSAC to send electronic communication.

Information contained in emails may also be used to collect data for satisfaction surveys, for evaluations and for program planning.

Members shall have the ability to unsubscribe from receiving these emails at any time.

## **B 9.5 DATA MANAGEMENT AND SECURITY**

All of the Organization's records, whether in printed or electronic form, must be securely stored at all times.

Records shall be securely stored in accordance with all legal requirements.

Any information that may or will still be needed must be retained and any information that has no future value may be shredded and disposed of.

Board Members are in possession of many confidential documents. Each Board Member is responsible for keeping these documents that are in his/her possession in a secure location and for shredding and discarding these documents on a regular basis.

## **B 9.6 IPAD OWNERSHIP AND USE**

iPads will be issued to Board Members for their use in carrying out Board duties.

These iPads remain the property of WSAC.

Board Members will:

- a. ensure the care and safekeeping of the iPad,
- b. maintain the security of the information contained in the iPad, and
- c. report the loss or damage of the iPad promptly.

At the end of the Board Member's term the Board Member will return the iPad.

## **B 9.7 CONFLICT OF INTEREST**

While conflict of interest is a major consideration for both staff and Board members of WSAC, the following provisions pertain to Board Members.

1. During their term of office, Board Members will openly disclose any potential, real or perceived conflict of interest as soon as the issue arises.
2. If the Board Member is not certain whether he/she is in a conflict of interest position, the matter may be brought before the President for advice and guidance.
3. If there is any question or doubt about the existence of a real or perceived conflict, the Board will determine by majority vote if a conflict exists. The Board Member who is potentially in a conflict of interest will be absent from the discussion, will not attempt to personally influence the outcome, and will not vote on the issue.
4. It is the responsibility of other Board Members who are aware of a real, potential or perceived conflict of interest on the part of a fellow Board Member to raise the issue for clarification, first with the Board Member in question and, if still unresolved, with the President.
5. The disclosure and decision as to whether a conflict exists shall be duly recorded in the minutes of the meeting. The times that the Board Member in question left and returned to the meeting shall also be recorded.

Staff conflicts of interest will be dealt with under the Organization's administrative guidelines.

<b>BOARD POLICY B 9 - RISK MANAGEMENT</b>	
Effective Date:	Date of Last Amendment:
September 19, 2019	Next Scheduled Review:

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## **BOARD POLICY B 10 – FACILITY ACCESS AND EVACUATION**

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The Executive Director has the authority to restrict or prohibit access to the building on little or no notice if in the Executive Director's judgment the situation warrants this.

The Executive Director also has the authority to require that the building be evacuated on little or no notice if in the Executive Director's judgment this is required for safety or security reasons.

The authority may be exercised by the person designated as the Acting Executive Director.

The Executive Director is required to develop administrative guidelines regarding facility access, facility evacuation, and the posting of evacuation notices to give guidance to staff, contractors, volunteers, Members, and other building users on these important matters.

<b>BOARD POLICY B 10 – FACILITY ACCESS AND EVACUATION</b>	
Effective Date:	Date of Last Amendment:
September 19, 2019	Next Scheduled Review:

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## **BOARD POLICY B 11 - ALCOHOL, CANNABIS, TOBACCO AND ILLICIT DRUGS**

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The use of alcohol, cannabis, tobacco and illicit drugs is not permitted in WSAC's facility.

The exceptions are that the Executive Director is required to develop administrative guidelines regarding the distribution and consumption of alcohol authorized by Alberta Gaming, Liquor and Cannabis permits in our facility and regarding the use of medically prescribed cannabis in our facility.

<b>BOARD POLICY B 11 - ALCOHOL, CANNABIS, TOBACCO AND ILLICIT DRUGS</b>	
Effective Date:	Date of Last Amendment:
September 19, 2019	Next Scheduled Review:

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## BOARD POLICY B 12 - FACILITY RENTALS

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The Westend Seniors Activity Centre offers rentals of various rooms in its facility.

WSAC reserves the right to refuse any rental booking.

The Executive Director will develop administrative guidelines regarding facility rentals.

BOARD POLICY B 12 - FACILITY RENTALS	
Effective Date:	Date of Last Amendment:
September 19, 2019	Next Scheduled Review:

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## **BOARD POLICY B 13 - VOLUNTEERS**

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The Westend Seniors Activity Centre values the contributions of its volunteers and will actively work to provide safe, healthy, and meaningful volunteer experiences for interested Members and non-members.

<b>BOARD POLICY B 13 - VOLUNTEERS</b>	
Effective Date:	Date of Last Amendment:
September 19, 2019	Next Scheduled Review:

# **BOARD POLICIES PART C:**

## **MEMBERSHIP POLICIES**



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## **BOARD POLICY C 1 - MEMBERSHIP FEES**

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The year's membership fee for those Members subject to an annual membership fee will be established by the Board of Directors before the end of the previous year. If the Board of Directors neglects to set this membership fee before the end of the previous year, the annual membership fee will be the same as the previous year's membership fee.

Members joining the Organization between August 1 and December 31 of one year will be offered the option of becoming Ordinary Members until December 31 of the following year by paying the current annual membership fee plus \$10.00.

For information on Membership classes refer to Bylaw section 2.1

<b>BOARD POLICY C 1 - MEMBERSHIP FEES</b>	
Effective Date:	Date of Last Amendment:
September 19, 2019	Next Scheduled Review:

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## **BOARD POLICY C 2 - DISCRIMINATION, HARASSMENT, BULLYING, AND OTHER MISCONDUCT**

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The Westend Seniors Activity Centre (WSAC) strives to provide a supportive environment wherein staff, volunteers, and Members are treated with respect and dignity. In accordance with WSAC's workplace health and safety management system and current legislation, all reasonable efforts will be made to ensure that employees, contractors, volunteers, and Members are not subjected to discrimination, harassment, or bullying as they work or participate in WSAC activities, and that appropriate action is taken when such behaviour is reported.

### **C 2.1 CODE OF CONDUCT**

The Code of Conduct for Westend Seniors Activity Center (WSAC) outlines the behavioral expectations for members. Members are expected to:

- a. behave in a courteous and respectful manner toward others,
- b. be tolerant and patient with the limitations and weaknesses of others,
- c. be respectful of the individual and cultural differences of others,
- d. be considerate of the feelings of others,
- e. respect the personal belongings of others,
- f. act honestly and ethically in relationships with others, and
- g. promptly follow all safety instructions given by staff, instructors, or first responders.

### **C 2.2 DEFINITIONS**

The definitions used in this Policy are provided in the General Introduction to the Policies on pages 7 to 10.

### **C 2.3 DISCRIMINATION, HARASSMENT, BULLYING, AND CODE OF CONDUCT VIOLATIONS**

- a. The Executive Director will annually remind WSAC Members of the Code of Conduct.
- b. WSAC Members will abide by the Code of Conduct.
- c. When an instructor or a staff member believes it necessary to have a Member suspended for an incident related to discrimination, harassment, bullying, or a Code of Conduct violation, he or she will immediately refer the matter to the Executive Director.
- d. A Member who believes he or she has been subjected to discrimination, harassment, bullying, or a Code of Conduct violation, will make his or her objection clearly known to the offender and to the Executive Director.
- e. Complaints will be treated in confidence and the Executive Director will immediately conduct an investigation into the complaint. The involved Member or Members will be given an opportunity to explain.
- f. The Executive Director will initiate immediate and appropriate action in substantiated cases. When the Executive Director suspends a Member:
  - 1. The consequences for misbehavior will be reasonable, and appropriate, progressive, enforceable, timely and corrective.
  - 2. The Member will be informed in writing of the terms of the suspension, the reason(s) for the suspension, and the steps to appeal it (if this is applicable).
- g. In the event of discrimination, harassment, bullying, or a Code of Conduct violation involving the Executive Director, the President will be informed and will appoint an independent officer to investigate the matter.
- h. In the event of discrimination, harassment, bullying, or a Code of Conduct violation complaint involving the Board of Directors, the Executive Director will immediately appoint an independent officer to investigate the matter and recommend action.

## **C 2.4 CEASING MEMBERSHIP/EXPULSION**

If after investigating the matter the Executive Director deems a complaint about a Member's behaviour serious enough, the Board will schedule an expulsion hearing and invite the Member in question, the complainant or complainants, the Executive Director, and other parties that the Board considers advisable to attend.

The Board will then conduct a hearing to determine whether or not expelling the Member is just and reasonable.

A Member who has received an invitation to an expulsion hearing from the Board may not give written notice of the intent to end his or her membership without also giving the Board his or her written consent not to reapply for membership.

A Member who has received an invitation to an expulsion hearing from the Board will not be deemed to have ended his or her membership through non-payment of membership fees, unless he or she gives the Board his or her written consent not to reapply for membership.

The refusal of a Member, being considered for expulsion, to attend or participate in one or both of following:

- the Board expulsion hearing and/or
- the debate of the expulsion motion at a Special General Meeting or an Annual General Meeting

will not be sufficient reason not to proceed with the expulsion hearing or the vote for expulsion.

If a Member is expelled and the individual's membership fee for the year has already been paid in full, a full or partial refund may be paid to the former Member.

## **C 2.5 APPEALS TO THE BOARD**

The purpose of the appeal process is to ensure that WSAC decisions and actions are made in a fair and responsible manner and in the best interests of the membership. It is expected that significant efforts will be made to resolve disputes and conflicts through conversation, discussion and problem solving. In instances where this is unsuccessful, the following matters may be appealable:

- a. decisions of the Executive Director regarding major suspension, or
- b. decisions or actions of the Board contrary to Board Policies.

## **REQUIREMENTS FOR APPEALS TO THE BOARD**

- a. A request for an appeal to the Board will be made through the Executive Director.
- b. A request for an appeal to the Board will be in writing, stating the basis for the appeal and will include a copy of the written decision(s) being appealed.
- c. Directors of the Board who are in conflict of interest, or who believe that their judgment is unduly biased, will withdraw from the appeal process.
- d. The Board will appoint an Appeal Committee made up of three Directors to hear the appeal.
- e. A Board appeal hearing will be held and a written decision rendered, stating reasons for the decision, within 15 business days of receipt of the request for an appeal.
- f. The appeal hearing will provide an opportunity for all parties to speak to the issues in dispute and to present pertinent documents. The appeal process is designed so that disputing parties will not require legal counsel. However, a person making an appeal may choose to be accompanied by a support person. If any party is to be represented by legal counsel, all parties must be notified in advance of the hearing.

Hearings will proceed in accordance with the following process:

- a. All parties are asked if they are prepared to proceed. If a party is not prepared to proceed the Chair will ask the party for reasons. The Chair will reschedule the hearing if he or she considers the reasons offered for postponement are sufficient.
- b. The Chair of the appeal hearing will introduce all parties and will state the purpose of the hearing, including a description of the decision under review.
- c. The Chair of the appeal hearing will provide an opportunity for each party to make representation in support of their position.
- d. The Chair of the appeal hearing will provide an opportunity for each party to respond to representations made by the other.
- e. The Chair of the appeal hearing will ask questions for clarification and will also invite the other hearing participants to ask questions.

- f. The Chair of the appeal hearing will adjourn the proceedings with thanks and will explain that the forthcoming decision of the Board will be final.

In closed session the Appeal Committee will discuss the information provided and render a decision.

The Chair of the hearing will inform all parties of their decision.

<b>BOARD POLICY C 2 - DISCRIMINATION, HARASSMENT, BULLYING AND OTHER MISCONDUCT</b>	
Effective Date:	Date of Last Amendment:
September 19, 2019	Next Scheduled Review:

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## **BOARD POLICY C 3 – TREATY SIX ACKNOWLEDGMENT**

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The Westend Seniors Activity Centre will acknowledge Treaty Six Territory to honour the history of the land where the Centre is located in the following ways:

- by placing a written acknowledgement on a prominent wall at the Centre, and
- by including a verbal acknowledgement of Treaty Six Territory at each Annual General Meeting and at other suitable Member events including our Older, Bolder, Better events and our Remembrance Day observances.

The verbal acknowledgement shall be worded as follows:

“The Westend Seniors Activity Centre Recognizes, Respects, Honours, and Acknowledges Treaty Six Territory, the traditional and sacred lands of many Indigenous people, including the Cree Nehiyaw, Ojibway Anishinabe, Sioux Nakota, Metis, and all other indigenous Nations on which the Westend Seniors Activity Centre is situated. We also honour the Chiefs and Elders, Past, Present, and Future.”

The written acknowledgement shall read as follows:

“Westend Seniors Activity Centre  
Recognizes, Respects, Honours, and Acknowledges  
**Treaty Six Territory**  
the traditional and sacred lands of many Indigenous people, including  
the Cree Nehiyaw, Ojibway Anishinabe, Sioux Nakota, Metis, and all other  
Indigenous Nations upon which the Westend Seniors Activity Centre is situated.  
We also Honour the Chiefs and Elders  
Past, Present, and Future”

These acknowledgements are in accordance with the *United Nations Declaration of the Rights of Indigenous Peoples* (Article 37) – “Indigenous peoples have the right to the recognition, observance and enforcement of treaties...to have States honour and respect such treaties...” It is also in accordance with the *Truth and Reconciliation Principles of Reconciliation* (Principle 6) – “All Canadians, as Treaty peoples, share the responsibility for establishing and maintaining mutually respectful relationships.”

<b>BOARD POLICY C 3 – TREATY SIX ACKNOWLEDGEMENT</b>	
Effective Date: September 19, 2019	Date of Last Amendment:



# **BOARD POLICIES PART D:**

## **FINANCIAL POLICIES**

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## **BOARD POLICY D 1 - FINANCIAL AUTHORITY**

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On behalf of the Board, the Executive Director and the Finance Committee ensure financial internal controls are in place and provide quality assurance to all Members that revenues and expenses are handled in a responsible manner. The Organization's fiscal year shall be the calendar year. Budgets shall be prepared for each fiscal year. Audited Annual Statements are prepared by an external accounting firm that can attest to the correctness of the financial data. The Finance Committee monitors all financial activity.

The purpose of the Financial Policies is to ensure sound financial management of the Organization.

### **D 1.1 FINANCE COMMITTEE TERMS OF REFERENCE**

#### **1. PURPOSE**

The Finance Committee is responsible to the Board of Directors for the overall direction, control and audit of the finances of Westend Seniors Activity Centre.

#### **2. KEY RESPONSIBILITIES**

The Finance Committee shall be responsible for the following:

- developing policies and procedures for budgeting, reporting and control of finances of the Organization,
- interacting with other Board committees and the Executive Director to ensure awareness of matters affecting finance for the development of long and short term financial plans,
- working with the Executive Director in preparing the annual budget for Board approval,
- recommending to the Board on the investment and disposition of funds, monitoring all of the invested funds, and reporting to the Board on a regular basis regarding the status of the Organization's investments,

- monitoring monthly expenditures and revenues in relation to the budget allocations,
- developing contract policy and reviewing contracts for amounts equal to or exceeding \$50,000 for Board approval,
- ensuring that an independent financial audit is conducted annually by a Certified Professional Accountant,
- reporting to the general membership on the financial condition of the Organization at the Annual General Meeting,
- keeping the Board informed regarding all financial matters important to the Organization, and
- completing a risk assessment related to key responsibilities and identifying potential remediation to the Executive Director.

### **3. COMMITTEE COMPOSITION AND APPOINTMENT OF MEMBERS**

The Finance Committee shall consist of the Treasurer, who shall be its chairperson, the Executive Director, the President, the Vice President, and up to two (2) other Board members appointed by the Board.

### **4. MEETINGS**

This committee shall have at least ten (10) monthly meetings per year. If the Treasurer is not present at a meeting, those members who are present shall elect a chairperson for that meeting. Every effort will be made to reach a consensus. If a consensus cannot be reached, each Committee member present will have one vote. In the case of a tie vote, the motion is considered lost.

### **5. RESOURCES**

The Executive Director shall provide administrative support to the Committee.

### **6. REPORTING AND TARGET DATES**

A Financial Report is to be submitted at each regular Board meeting. The budget is to be reviewed by the Finance Committee and approved by the Board prior to the Annual General Meeting. The audited Financial Statement is to be reviewed and approved at the Annual General Meeting.

## **7. REVIEW AND EVALUATION**

The Committee reviews and evaluates its performance and terms of reference annually to ensure that the Committee structure continues to serve the needs of the Board and the membership.

### **D 1.2 SIGNING AUTHORITY**

The Board shall designate six (6) signing officers (one of which is a staff member and all the others are Board members) to sign cheques, orders to pay, contracts, and other written instruments on behalf of the Organization. The Board shall also designate replacement signing officers promptly when one or more signing officers is or are unable or unwilling to act in this capacity. Two (2) individuals with signing authority are required to sign or authorize any written instrument on behalf of the Organization.

No individual may sign or authorize a written instrument on behalf of the Organization if that individual could or would benefit directly or indirectly from doing so unless one or more of the following conditions apply:

- a. the benefit or benefits which that individual would or might receive are specifically authorized in the Bylaws or Policies,
- b. the benefit or benefits which that individual would or might receive will be available to all Members or all interested Members of the Organization, or
- c. the benefit or benefits which that individual would or might receive will be minimal.

The requirement that two individuals with signing authority must sign can be waived for reimbursements of out-of-pocket expenses and mileage provided that the requirements of the Reimbursement provisions of this Policy and the requirements of all relevant administrative guidelines and procedures are met.

### **D 1.3 REIMBURSEMENT**

Any individual who pays an expense and/or incurs mileage on behalf of WSAC is entitled to be reimbursed.

The individual requesting the reimbursement will complete, sign and date the request form provided by WSAC.

## D 1.3.1 FORM

This form is available in two formats. One is to be filled out digitally and the other is to be printed and filled out manually.

### REQUEST FOR REIMBURSEMENT OF OUT-OF-POCKET EXPENSES AND MILEAGE

Amount payable to:

Please state your status (select from): Executive Director, Staff, President, Board Member, Volunteer, Member, Non-Member

Please tell us how we contact you when your payment is ready.

Phone:  
Cell:  
Email:  
Text:  
Mailing:

- All expense claims must be supported by appropriate documentation. Only original receipts are accepted.
- Every effort must be made to ensure that the supporting documentation does not include any items that do not apply to the request. Requests that do not meet this condition will be denied unless it is impossible to comply with this condition.
- Receipts are not required for mileage claims; however, they must be supported by appropriate documentation. Mileage reimbursements are on a “per kilometer” basis using the posted rate currently being used by the Canada Revenue Agency (CRA).
- Requests for reimbursement should be made within thirty (30) days from the date the expense was incurred. Whenever possible accumulate expense claims to a minimum of fifty dollars (\$50). Subject to the above, all expenses incurred in a calendar year must be submitted within the first week of January of the following year.

All Items Except Mileage					
Date (for month use letters)	Paid To	Purpose	Cost of Item(s)	GST at 5 %	Account Code
Totals					

- Items exempt from GST, eg. Food

Please continue on Page 2

## REQUEST FOR REIMBURSEMENT OF OUT-OF-POCKET EXPENSES AND MILEAGE

Please use the space in the box below to provide any additional information or explanation needed to support your claim.

Mileage (claimed in kilometers)						
Date (for month use letters)	From	To	Purpose of Trip	Kilometers	Cents Per Km	Amount Claimed
Totals						

### Summary of Claim

Cost of Purchases, from Page 1 \_\_\_\_\_

GST, from Page 1 \_\_\_\_\_

Mileage, per above \_\_\_\_\_

Total Amount Claimed (the total of the amount(s) listed above) \_\_\_\_\_

\_\_\_\_\_  
Signature of Claimant

\_\_\_\_\_  
Date

\_\_\_\_\_  
Approved by

\_\_\_\_\_  
Date

	Confidential when completed	Reimbursement Form	
	Effective Date: June 2018	Last Review: June 2018	

## **D 1.4 BANKING**

At least one account will be established with an approved financial institution to facilitate financial transactions on behalf of the Centre. Additional accounts may be established with the approval of the Board.

The Board shall approve any change of the financial institution utilized.

## **D 1.5 ORGANIZATIONAL CREDIT CARD**

One credit card is available for the Executive Director. A second person authorized to use the account is the kitchen coordinator, who is allowed to have another card on the same account.

The Board approves the maximum limit on the credit card. All expenses on the card must include appropriate receipts.

## **D 1.6 INVESTING**

The Finance Committee is responsible for recommending suitable avenues to invest surplus funds. Such investments must protect the principal and be approved by the Board.

## **D 1.7 DONATIONS**

All receipts for donations must be pre-numbered and be kept secure in the administration offices.

Only the Executive Director or his or her designate shall sign the tax receipts.

Tax receipts are issued only when a donation of at least \$10.00 is received.

There are no provisions for in-kind donations.

## **D 1.8 ANNUAL BUDGET**

The Treasurer will submit the budget to the Board of Directors for approval in January or February of the fiscal year to which it applies.

The budget will reflect the Board's financial priorities and will address both capital and operating expenditures.

The budget will be presented with a comparison to the previous year's budget and the previous year's actual revenues and expenditures.

The budget will provide appropriate details to facilitate the monitoring of revenues and expenditures in comparison to the revenues and expenditures forecasted in the budget and will facilitate the annual audit of the Organization's accounts for the fiscal year.

The budget will propose the expenditure of only those funds that are conservatively expected to be received unless the Organization's financial situation clearly warrants a deficit budget.

## **D 1.9 FINANCIAL REPORTING**

The Treasurer is responsible for reviewing all monthly financial statements and is required to provide an account of revenue and expenditures to the Board. Monthly statements shall be distributed to the Board in a timely manner and be available for the monthly Board meeting.

### **D 1.10 ANNUAL FINANCIAL AUDIT**

The Treasurer is responsible for ensuring that an audited financial statement is prepared for submission to the Annual General Meeting (AGM). The annual financial audit is conducted by a professional accounting firm which is appointed annually at the AGM.

### **D 1.11 DISTRIBUTION OF FINANCIAL INFORMATION**

The audited financial statement shall be distributed on request to members and funders.

### **D 1.12 STORAGE OF FINANCIAL INFORMATION**

All financial information is highly confidential, and whether in printed or electronic form, must be securely stored at all times: locked up, or in some other generally accepted secure storage facility.



Financial information must be securely stored for 7 years, after which it must be examined and any information that may or will still be needed must be retained and any information that has no future value may be shredded and disposed of.

<b>BOARD POLICY D 1 - FINANCIAL AUTHORITY</b>	
Effective Date:	Date of Last Amendment:
September 19, 2019	Next Scheduled Review:

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## BOARD POLICY D 2 - FUNDRAISING

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WSAC is committed to ensuring that fundraising activities are carried out in an ethical manner.

The purpose of this Policy is to clarify WSAC's fundraising practices and to document the standards expected in raising funds from the broader community, including corporations and the general public.

- a. All fundraising activities will support WSAC's stated mission, vision, values, goals, and objectives.
- b. WSAC will not share personal information regarding any of its Members or donors with any other organizations except as required by law.
- c. Nobody directly or indirectly employed by or volunteering for WSAC shall accept any type of personal benefit for his or her fundraising activities on behalf of WSAC.
- d. WSAC reserves the right to refuse a donation from any source.
- e. Donors will be publically acknowledged unless the donor requests that the donation be anonymous.

Fundraising activities should not be undertaken if they will expose WSAC to significant foreseeable risk.

BOARD POLICY D 2 - FUNDRAISING	
Effective Date:	Date of Last Amendment:
September 19, 2019	Next Scheduled Review:

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## **BOARD POLICY D 3 - CONTRACTS**

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Contracts are a part of doing business for the Organization and no contracts will be negotiated that will place the Organization in financial jeopardy. All contracts will be awarded with openness, equal access to information and competitive opportunity.

### **D 3.1 GUIDELINES**

1. The Organization enters into contracts with due diligence, including ensuring that the contractor is reliable and that conditions such as hold backs and proper documentation such as WCB coverage are included.
2. Contracts must be consistent with the mission of the Organization and within the approved budget.
3. In the event that particular goods or services are available from only one or two suitable suppliers, the requirements of this Policy may be waived.
4. For projects of \$50,000 or more, the Organization will attempt to obtain a minimum of two (2) quotes. The lowest quote will not necessarily be taken; however, reasons for accepting a higher quote or for not obtaining more than one quote must be documented and kept on file.
5. The Finance Committee reviews all contracts for \$50,000 or more and prepares a recommendation to the Board for approval.
6. Any Board member who, directly or indirectly, is personally involved in bidding on a contract must withdraw from both discussion and voting on the contract.
7. The Executive Director may choose to request proposals from one or more parties to provide professional services to WSAC.
8. The Executive Director and the contractor will sign and date two (2) original contracts.
9. The Executive Director will ensure that the contractor knows, understands, and agrees to abide by WSAC's workplace health and safety management system.
10. The Executive Director will approve all changes to contracts, including changes to completion dates.

11. The Executive Director monitors the delivery of the service.

<b>BOARD POLICY D 3 - CONTRACTS</b>	
Effective Date: September 19, 2019	Date of Last Amendment:
	Next Scheduled Review:

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## BOARD POLICY D 4 - PURCHASES

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All purchases will be financially responsible.

Purchases costing less than \$50,000 can be approved by the Executive Director.

Purchases costing \$50,000 or more require Board approval.

BOARD POLICY D 4 - PURCHASES	
Effective Date:	Date of Last Amendment:
September 19, 2019	Next Scheduled Review:

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## BOARD POLICY D 5 – RESERVE FUNDS

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WSAC has two internally restricted reserve funds, the Sustainability Fund and Building Fund. These have been established by the Board of Directors to help ensure the financial sustainability of the Organization.

The Sustainability Fund is intended to help cover the cost of the Organization's programs and activities for a period of up to two fiscal years if the Organization encounters extraordinary operating expenditures, a significant loss of operating funding, or both.

The Building Fund is intended to help cover the cost of renovations of and additions to the Organization's building and other capital improvements. It is also intended to help cover the cost of replacing the Organization's building and other capital improvements.

The Organization's main capital asset (the building) is amortized annually. The Organization's annual contribution to the Building Fund for each year when its operating surplus equals or exceeds that year's capital amortization amount shall at least equal the capital amortization amount. No contributions to the Building Fund are required for any year when the Organization does not have operating surplus or when the Organization's annual operating surplus is less than that year's capital amortization amount.

The Finance Committee is responsible for monitoring both of these reserve funds and for recommending contributions to, withdrawals from, and transfers between them.

All contributions to, withdrawals from, and transfers between these two reserve funds require Board approval.

The assets of these two reserve funds shall be held in a chartered bank, a trust company, a credit union, or the Treasury Branches, and these assets shall be invested in securities acceptable to the Board.

BOARD POLICY D 5 – RESERVE FUNDS	
Effective Date:	Date of Last Amendment:
September 19, 2019	Next Scheduled Review: