

*The Wilson Centre Seniors' Advisory Association*

# WILSON SENIORS

*Policy and Procedures Manual*

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## **MANDATE AND GOALS**

The name of the Society is: The Wilson Centre Seniors' Advisory Association.

1. The purpose of Wilson Seniors is to promote and develop the wellbeing of senior citizens "Seniors" in the Community of Port Coquitlam, BC by:
  - a. Promoting and developing year-round educational and recreational programs and activities that meet the needs of seniors in the community on a free or nominal cost basis, by advising, advocating, promoting, and fundraising to improve the well-being of seniors in the community.
  - b. Providing monetary grants to low-income seniors for the relief of poverty on a confidential basis
  - c. Providing a food service program for seniors in the community, located at the Wilson Centre; and
  - d. Providing volunteers and volunteer services for seniors in the community

The Wilson Centre Seniors' Advisory Association shall adhere to the Purpose as outlined in the Constitution.

## **PHYSICAL LOCATION**

The Wilson Centre Seniors' Advisory Association meets at:

2150 Wilson Avenue

Port Coquitlam BC V3C 6J5

Telephone: 604 927-7972

## **BOARD MEETINGS**

Board Meetings are held monthly on the second Wednesday each month at the Wilson Centre. If the second Wednesday falls on a statutory holiday, the monthly Meeting will be held on the following day or at the discretion of the Board. There will be no meetings held during the summer months of July and August unless a meeting is deemed necessary and would be called at the discretion of the executive officers.

The monthly Board meeting business may continue if there is the required quorum.

If a group wishes to address the Board, they must approach the President and submit a request in writing to be placed on the Board’s agenda.

For a Board of Directors Meeting a quorum shall be a majority of the Directors in office.

Directors are elected for a two-year term, as outlined in the Constitution Part 6 section 6.6 D, of the Bylaws.

If a Wilson Centre member or group wishes to raise an issue, have feedback, or file a complaint, the issue must be in written form and forwarded to the Wilson Centre Seniors’ Advisory Association to be placed on their agenda at least one week prior to the meeting.

### **RESPONSIBILITIES OF THE EXECUTIVE COMMITTEE**

- To assist the President and the Secretary to set the agenda for the regular Board Meetings with input from Board Members.
- Address ongoing business and initiate actions on motions from the minutes of regular meetings.
- Ensure that the year end financial statements be prepared and presented to the Board in accordance with the Society’s Act, so they can presented to the members at an AGM.

### **EXECUTIVE COMMITTEE**

The Executive Officers shall consist of the elected:

President	Treasurer
Vice President	Secretary
Immediate Past President	

The Executive Officers shall be elected for a two-year term at the Annual General Meetings as per the Societies Act Section 42 1, and specified in our By-Laws Section 6.6 a.

### **RESPONSIBILITIES OF THE PRESIDENT**

- Preside at and facilitate all Monthly Board, Executive, and Special Meetings, including the Annual General Meeting.
- Encourage participation by all members in the AGM.

- Guide and advise Committee Directors and cooperate with each Committee Chair to affect regular functioning and reporting.
- Liaison between Wilson Centre staff, Parks and Recreation Department Staff and other civic agencies and/or organizations.
- Develop and maintain liaison with other seniors' Centres, government agencies and charitable organizations.
- Act as a Signing Officer for the Association's bank account cheques.
- Be responsible for writing grants under the direction of the Board.

## **RESPONSIBILITIES OF THE VICE PRESIDENT**

- Carry out the duties of the President during his/her absence.
- Stay informed of current issues with the Association.
- Serve on the Executive Committee of the Advisory Association's Board of Directors
- Update the Policy and Procedure Manual annually.
- Be the Executive representative and oversee committees, projects and activities that may be struck from time-to-time for specific purposes.
- Evaluate and report results and suggestions after each major event to the Board.
- Be the board representative for the Board's webpage and social media.
- Act as a Signing Officer for the Association's bank account cheques.

## **RESPONSIBILITIES OF THE IMMEDIATE PAST PRESIDENT**

- Provide background information on projects and business.
- Provide direction as required on special projects.
- Assist the President as needed.
- Chair the Nominating Committee.

## **RESPONSIBILITIES OF THE TREASURER**

- Maintain accurate accounting records of the activities of the Wilson Centre Seniors' Advisory Association (the "Advisory Association") and its related programs and maintain the records of account for the appropriate time period by regulation and law.
- Design and refer to the Board of Directors for acceptance and implement internal control procedures that will help to reduce risk and ensure the accuracy of the accounting records.
- Prepare an annual operating budget for the Advisory Association and its related programs for presentation to and approval by the Advisory

Association Board of Directors. The annual operating plan should include a projection of cash needs and cash requirements monthly.

- At each monthly meeting of the Board of Directors, present a monthly Board report showing financial activities for the month and the cash position of the Advisory Association at the end of the month, and address any associated questions with respect to the comparison report.
- Maintain an ongoing relationship with the external accountant and recommend to the Board of Directors the appropriate level of engagement for the external accountant each year. The agreed upon level of engagement should be reviewed and approved at the AGM of the membership.
- Prepare the draft annual financial statements including notes, and the working paper file in support of the annual financial statements for delivery to the external accountant.
- Maintain the ongoing relationship with the banking institution(s) and recommend changes in the banking arrangements to the Board of Directors.
- Act as a Signing Officer for the Association's cheques.
- Reconcile all bank accounts of the Advisory Association monthly.
- Invest all surplus cash in appropriate short-term money market instruments, considering anticipated cash requirements in conjunction with the annual operating plan.
- Regularly check the contents of the Advisory Association's safe, making required deposits and follow up on all correspondence relating to finances, received.
- Handle all monies deposited into the office safe by various members from fund-raising activities.
- Serve on the Executive Committee of the Advisory Association's Board of Directors.
- Keep all regulatory filings and remittances up to date as needed by law;
- Work with Wilson Senior's Advisory Association and other Board of Directors on an as needed basis to support grant applications and reporting on how grant monies received were disbursed.
- Maintain and balance all petty cash funds approved by the Advisory Association's Board of Directors.
- Issue any official charitable donation receipts that are required, including acknowledgement letters and keep a record of all charitable donation

receipts issued for annual CRA filing purposes. A copy of the acknowledgement letter should be provided to the secretary for the Advisory Association's permanent files.

## **RESPONSIBILITIES OF THE SECRETARY**

- Set up all agendas for meetings after consultation with the President.
- Notify Advisory Board Members of any meetings including sending out the agenda 2 or 3 days prior to the Board Meetings.
- [Serve on the Executive Committee of the Advisory Association's Board of Directors](#)
- Take accurate and pertinent Minutes of Executive, Monthly and Annual General Meetings, as well as any special meetings called by the President.
- Prepare and submit all received correspondence for the Advisory Board.
- Prepare and mail out all correspondence as required by the Board.
- Keep and maintain records of the Association in chronological order including records of Advisory Board Meetings, addresses and telephone numbers and dates of elections.
- Advisory Board Minutes shall be distributed to the web page, to all Board Members and made available upon written request from members of the Wilson Centre.
- Ensure that a list of all meetings will be published and distributed to Board Members. This is to occur at the first Advisory Board Meeting in November, following the Annual General Meeting in October.
- Keep Certificate of Incorporation and updated copies of Constitution, Bylaws, Policies and Procedures Manual.

## **DIRECTORS**

[The Directors shall: formulate and oversee implementation of policies and activities consistent with the purpose of the Association.](#)

## **QUALIFICATIONS OF DIRECTORS**

- [Interest in the field of service.](#)
- [Tact and ability to work with others.](#)
- [Skills and knowledge to support Board management process.](#)
- [Have a current membership in Wilson Centre Seniors' Advisory Association.](#)



- Time and willingness to serve.
- New members of the Board will be required to obtain a **Vulnerable Sector Check** from the local RCMP detachment.

## **REMOVAL OF A DIRECTOR**

- If a Director is absent for three (3) consecutive meetings without cause, the Advisory Board may ask the Director to step down and appoint a replacement.

## **ACTIVITIES OF DIRECTORS**

- Attend and participate in Advisory Board meetings.
- Read minutes and reports and be aware of the Association's activities.
- Actively help the Board to reach group decisions on policies.
- Advocate for the Association in the Community.
- Listen to and evaluate opinions with an open mind.
- Be knowledgeable and responsible regarding finances of the organization.
- Support and participate in fund-raising.
- Communicate with Membership at large with a positive attitude.
- Demonstrate support for decisions voted on and carried by the Board.

## **RESPONSIBILITIES OF DIRECTORS:**

Directors may be asked to help in any of the following initiatives or they may volunteer for any of the initiatives:

## **DISPLAY CASE AND RECOGNITION BOARD**

- Responsible for the display case and may solicit items to be donated to the case.
- Keep a logbook for the display case items, to record date received, name of crafter/donor, description of the item, and the price assigned.
- Check the receipt book for Display Case sales and record the sale in the logbook, showing the date and price when sold and initials of the seller.

Write out a receipt when selling an item and leave both copies of the receipt in the receipt book.

- Attach a label to the donated item showing the logbook number, description, price, and the name of the crafter/donor to acknowledge their contribution.
- Encourage all craft groups to donate craft items for the display case.
- Keep the “Recognition Board” up to date, ordering additional honour plaques as required.

### **FUND RAISING**

- Assist in coordinating all fund-raising events authorized by the Board.
- Participate in seeking other sources of funding.
- Work with food services for fund-raising authorized by the Board.

### **KITCHEN VOLUNTEERS**

- Arrange with the staff, and food service workers, for periodic consultative meetings with kitchen volunteers.
- Act as a liaison between members, the Board, staff and designated food service workers with the kitchen volunteers.
  - Communicate and report suggestions and needs of the kitchen to the Advisory Board.

### **LIAISON**

- Act as a liaison with all programs and report any issues requiring action to the Board, as well as accomplishments of the various program groups.

### **NEW MEMBERS**

- Call and welcome all new members to Wilson Centre with the assistance of the office staff.
- Send a letter of welcome to each new member and include birthday invitations. Send out appropriate response cards when necessary.
- Attend new members Tea and offer information regarding benefits of membership in Wilson Seniors’ Centre.
- Help new members when needed and when possible.

### **PLANNING**

- Assist in planning and evaluating training workshops.

- Communicate and report the evaluations, statistics of participants and suggestions of programs, at the Advisory Board Meetings.
- Research and obtain relevant information on topics of interest to seniors.

## **SOCIAL MEDIA**

Our webpage has three levels of security, one for members, one for Directors and one for Administrators of the Webpage. To access the webpage for documents available to members only an individual ID will be needed. Each level of security will have a different access level as appropriate. Members may request an ID, which would be approved by the Director responsible for the website.

Our Facebook page is open to all seniors in Port Coquitlam, but to post and to actively participate you must be a member of the Facebook page. To join a person must agree to the rules of the Facebook page and be approved by the administrator of the Facebook page.

## **ROLE OF THE CITY OF PORT COQUITLAM**

Wilson Centre is housed in the Port Coquitlam Recreation Center, which is a civic building, and as such is subject to the policies as determined by the City of Port Coquitlam regarding its operation. The Association shall act only in an advisory capacity to the City and help to raise money to cover expenses that are not provided for in the City's operating budget for Wilson Centre.

## **ROLE OF CITY PARKS AND RECREATION STAFF & COORDINATORS**

The staff has the responsibility to organize, implement and coordinate all programs, events, activities and policies that affect operations at Wilson Centre. Staff may attend all Board of Director Meetings, affording the opportunity to exchange ideas, and to provide a monthly report that updates the Board on promotions, programs, changes and new activities. They have no voting rights.

## **POLICY FOR ACCESS TO INFORMATION, INSPECTION, AND DISCLOSURE OF INFORMATION**

- The official records of the society pursuant to section. 20(1) of the Society's Act will be open to the inspection of the members.
- Members and other persons do not have the right to access any other official record of the Association, including the directors' meeting minutes

and accounting records, without the board's approval at their sole discretion.

## **REQUEST FOR INFORMATION**

- If there is a request for information, the board must review the records for third party personal information and redact accordingly.
- The Board must follow its privacy policy and use considerable care in handling a request for records.
- The Board can refuse access if the request for the Membership Registry would be harmful to the Association.

## **ACCESS TO RECORDS POLICY**

To access the records of the Association a member must

- Always state the reason for their request.
- The request must be in writing.
- The requestee may have access to the records requested during business hours with a director present.
- The Association will respond to all requests for information within 14 days, as per the Act.

## **PRIVACY POLICY**

### **COLLECTION OF INFORMATION**

The Association collects personal information only from: attendees who sign up for our activities (directly or indirectly), donors, members, volunteers and others who have shown an interest in the Association.

This information is collected by a variety of methods: phone, fax, mail, email, online, or in person.

### **USE OF INFORMATION**

The Association uses personal information to better serve our members and to expand our community of support. This includes using the information:

- To deliver services to provide information about events, membership and donations.

- To thank members, and donors and issue tax receipts.
- To invite members to special events,
- To sell, tickets and solicit donations.
- For service phone calls and e-mails
- For audit purposes

The Association is committed to using personal information in a respectful and useful way.

The Association is also committed to making sure members do not receive more than a reasonable number of emails, letters or phone calls.

## **DISCLOSURE OF INFORMATION**

The Association treats its obligations with respect to the use and disclosure of personal information very seriously. Generally, we will only use or disclose personal information for the primary purpose that it was collected or for a purpose related to the primary purpose that you would reasonably expect it to be used.

The Association will not sell, rent or share your personal information.

The Association will

- Make reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure, copying, modification, disposal or destruction.
- Ensure only authorized people have access to any personal information.

## **STORAGE OF INFORMATION**

Personal information is stored in a database(s) on a secure server and in hard copy files. Only authorized Association personnel have access to this information. The Association uses personal information to better serve our members and to expand our community of support.

## **ACCOUNTABILITY**

The Association does its best to ensure that all information is recorded accurately—if you notice any errors in our correspondence with you or if your personal information changes, please contact us to update your file.

If you do not wish to be contacted by phone, mail or email, please contact us and we will ensure that your request is honoured.

If you have any questions about the Association's privacy policy or concerns about the way that your information is being used, please contact us.

## **ONLINE PRIVACY**

A range of data specific to the online environment can be considered personal data under specific circumstances, for example:

- location information, including GPS data.
- device identifiers such as IP and MAC address.
- click stream data, browser history, bookmarks.
- user generated social network data, such as comments, ratings, likes and dislikes, and Twitter streams.
- customer service interactions

The Association is committed to protecting the privacy of those who use our website. The Association does not systematically collect any information about the identity of individuals searching our site. We do collect statistical information through a log file which indicates which pages were visited and how frequently. This information is analyzed to help us develop content that responds to the interests of site visitors.

The Association's website uses Google Analytics to track usage of our website for reporting and evaluation purposes.

Google Analytics uses first-party cookies to report on user interactions on Google Analytics customers' websites. These cookies are used to store non-personally identifiable information. Browsers do not share first-party cookies across domains. For further information on the privacy policy concerning Google Analytics, please see <https://safety.google/privacy/privacy-controls>

## **POLICY MEMBERSHIP REGISTRY**

Section (20)(1)(h) of the Society's Act states that the society's must keep a register of members organized by different classes of member, if different classes exist, including contact information provided by each member;

- Our Membership Registry contains names of all members of the Association and a piece of contact information that must be disclosed to other members.
- The Membership Registry has 2 pieces of information your name and one piece of contact information such as an email account.

## **VULNERABLE SECTOR CHECK**

It is a requirement that all persons who volunteer or have jobs or positions where they are in a position of trust or authority over children or vulnerable persons will be required to obtain a **Vulnerable Sector Check**.

- Vulnerable persons are people who, because of their age, disability or other circumstance, are more vulnerable than others.
- Being in a position of trust or authority goes beyond just having contact with a vulnerable person and serving on the Wilson Centre Seniors' Advisory Board meets that criterion.
- New members of the Board will be required to obtain a **Vulnerable Sector Check** from the local RCMP detachment.

**FORMS**

**CONFLICT OF INTEREST**

*Section 20(1)(g) of the Society’s Act requires the Board to keep a copy of each record evidencing a conflict-of-interest disclosure by a director or senior manager;*

**Conflict of Interest Form**

Name	Date	Nature of the Conflict	Outcome dealing with the Conflict



**CONSENT TO ACT AS A DIRECTOR FORM**

I give my consent to serve as a director and I meet all of the requirements of a Director as defined by the Board’s Policy and Procedures.

Name of Director	Date Signed