

SECHELT SENIORS ACTIVITY CENTRE

POLICY AND PROCEDURES MANUAL (updated February 2025)

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Mission Statement

The Mission of the Sechelt Seniors Activity Centre Society is to support and enhance the lives of our members, by providing mental and physical stimulation and social experiences.

Core Values

Inclusivity. Accountability. Positivity. Sustainability.

POLICY 1 GOVERNANCE (Bylaws Part 5 Divisions 1 & 2)

The role of the Board will be ensuring the Centre's financial health; ensuring sound relationships; ensuring good performance; communicating effectively; developing and updating a long-term plan and ensuring the existence of a good governance framework.

PROCEDURES

The Board of Directors shall:

1. Develop and maintain a governance framework that reflects our mission and values.
2. Abide by the Societies Act of British Columbia and the constitution, rules, bylaws, policies and procedures of the Sechelt Seniors Activity Centre Society.
3. Establish and maintain a complementary and collaborative relationship with our staff.
4. Establish and follow procedures for the evaluations of our staff.
5. Recruit and orient new Board members.
6. Assess the Board's performance on a regular basis.
7. For all board meetings, adhere to the following **Rules of Order**:
 - a. The Chair will confirm there is a quorum.
 - b. Approve the agenda. Items may be added to the agenda at this time. If there are no additions the Chair will approve the agenda. The final agenda, if amended, will be voted on. Items may only be added to the agenda during the meeting by two thirds vote in favour.
 - c. All motions require a mover and second.
 - d. The minutes of the previous meeting will not be read as they will have been previously distributed to the Board members. (**Note**: agenda items such as executive officer reports, committee reports, and any other background materials will have been submitted to the secretary at least 5 days prior to the

distributed board meeting date and the agenda distributed to the directors at least 2 days in advance of the board meeting.)

- e. The Chair will ask if there are any corrections to the minutes, if none, the Chair will declare the minutes accepted without a vote being taken. If corrections are requested the Chair will ask if there are any objections to the corrections. If there are none the Chair will declare the correction accepted. If there are objections a vote will be taken for each one. After all corrections are completed, the Chair will approve the minutes without a vote being taken.
- f. The minutes of the meeting shall record the time, date, location, attendance of the meeting, motions made, who made motions, results of votes taken (passed or defeated) and any follow up actions to be taken by when and by whom. Any reports which were included with the agenda need not be summarized and repeated in the minutes. Any discussion need not be included in the minutes.
- g. Debate on a motion cannot begin until the Chair has stated the motion in its final form.
- h. A member obtains the floor by being the first to raise a hand.
- i. The member must be recognized by the Chair before speaking.
- j. The member moving the motion is entitled to speak first.
- k. No member can speak twice to the same issue until everyone else wishing to speak has done so.
- l. Debate can only be stopped when there is no one left to speak or by a motion to stop debate. This motion is non-debatable and requires two thirds vote in favour to pass.
- m. All remarks must be directed to the Chair.
- n. The Chair may make motions, debate and vote without leaving the chair.

POLICY 2 MEMBERSHIP (Bylaws Part 3 Division 1)

Membership in the Sechelt Seniors Activity Centre Society will remain open and affordable to all. The Centre, Board members, and volunteers will not distribute personal information about members, including names, phone numbers, addresses, emails without permission of the member.

PROCEDURES

1. Activities are for members only. Non-members may attend and participate in an activity once on a trial basis by paying the activity fee.
2. The Centre's membership list will be kept up to date on the database.

3. Reciprocal Memberships will be reduced by 50% of the membership fee for those who have a membership at another Senior Activity Centre on the Sunshine Coast. Reciprocal Members will have the same rights and privileges as General Members.
4. Life members shall not be required to pay the annual membership fee but shall be required to pay activity fees.
5. The membership is valid for 1 year from the date the membership is issued.
6. Membership Renewals will be one year from the date of renewal or one year from the date the membership expires.
7. Membership has no age restrictions but members under 50 years of age will have no voting privileges.
8. Selection of Life Members
 - a. Nominations for Life Membership will be presented by the Nominations Committee to the Board of Directors for approval at the regular monthly meeting of the Board in November. 2
 - b. At least one member of the Committee must be a current life member.
 - c. Nominees will have served the Centre in an extraordinary way as a member in good standing and as a volunteer for at least five years.
 - d. Nominees will have had a significant positive impact on the Centre's mission while personifying its core values.
 - e. Nominees must voluntarily accept their nominations after their approval by the Board of Directors and before any public announcement.
 - f. The Life Memberships will be presented at the Annual Christmas Dinner.
 - g. A maximum of three Life Members will be selected each year.
 - h. Life members will not be required to pay annual membership fees to the SSAC nor pay for attendance at the Annual Christmas Luncheon.

POLICY 3 COMMITTEES (Bylaw Part 5, Division 4)

The Board shall create, monitor and dissolve committees as required to fulfill its mission and goals. All committees shall report directly to the board, who will have final say on any actions.

PROCEDURES

The Board of Directors shall:

1. Create standing or ad hoc committees from time to time as needed.
2. Clearly define the mandate and term of the committees.
3. Appoint a chair.

4. Maintain the right to change committee structure from time to time in accordance with need.
5. Allow committees to have the power to recommend regulations or policies, or changes of same, to the Board.

Policy 4 HEALTH, SAFETY and SECURITY (Bylaws Part 3 Division 4 & 5)

The Centre shall be a safe place for members, guests and visitors.

PROCEDURES

1. The Board shall maintain a Health, Safety and Security Committee.

The Managers shall:

1. Manage and maintain emergency supplies.
2. Report accidents to the Health, Safety and Security Committee.
3. Ensure that staff, activity chairs and volunteers are aware of and comply with safety rules and procedures.
4. Investigate any complaint regarding non-compliance by any member or guest with the procedures listed below.

SSAC members and guests shall:

1. Comply with safety rules and procedures established by the Health, Safety and Security Committee.
2. Report as soon as possible any accident, injury, unsafe condition, insecure condition or threats to personal security to a manager or if not available, a director.
3. Use properly and care for adequately, protective equipment provided by the SSAC.
4. Use personal protective equipment where required.
5. Not block any exits, doors or passageways in the Centre.
6. Not smoke or vape inside or near any doorways of the Centre.
7. Refrain from coming to the Centre if they know or suspect they have a contagious disease or take appropriate precautions such as masking and hand sanitizing if it is absolutely necessary to enter the Centre in these circumstances.
8. Not wear a scented product inside the Centre.

Health, Safety and Security Committee (bylaws Part 3 Division 1, 4, 5)

The SSAC Health, Safety and Security Committee mandate is to assist in promoting and supporting SSAC staff, members, volunteers and guests in ensuring and maintaining a safe, secure and healthy environment that is in full compliance with all applicable safety and health regulations.

The Committee shall:

1. Write and review health, safety and security policy, procedures and rules for approval by the Board.
2. Provide feedback and input on health, safety and security issues to the managers and the Board.
3. Carry out regular inspections and ensure that remedial action is taken when required.
4. Review WorkSafeBC regulations to ensure that structures, equipment, methods of operation and work practices meet requirements.
5. Consider recommendations from staff and volunteers with respect to health, safety and security matters and recommend implementation, where warranted.
6. Coordinate and deliver health, safety and security training for staff, volunteers, members and activity chairs.
7. Conduct a review of “near misses”, accidents or communicable diseases, their causes and means of prevention.
8. Meet monthly or whenever required.
9. Provide a written report of its meetings to the committee members, the managers and the Board.
10. Create and maintain in the Centre a bulletin board of health, safety and security rules, policies, procedures and other pertinent information.

Security-Sub Committee: Its mandate is to develop and recommend procedures for the protection of all the assets of the Centre to the Health, Safety and Security Committee.

POLICY 5 FINANCE (Bylaws Part 7, Div. 1,2 & 3)

The purpose of the finance policy is to ensure the Centre’s financial stability.

PROCEDURES

The Treasurer shall ensure that:

1. Financial records are maintained according to regulations for charitable organizations, as defined by the Canada Revenue Agency.
2. An External Accountant (E.A.) provides a yearly Financial Statement to the Board, ahead of the Annual General Meeting in March.
3. The SSAC provides accounting records to the E.A. in a timely fashion to prepare for the Annual report.
4. GST reports are filed every 6 months, June 30 and December 31.
5. Permissive Property Tax Exemptions prepared by the Secretary are submitted to the District of Sechelt by May 31 of each year.

6. Bank deposits are made regularly, two to three times per week.
7. The following forms, pertinent to financial records, are completed by the designated individuals and maintained as part of the financial record: Floats, Bank Deposits, and Cash on Hand.
8. The Treasurer prepares an annual budget of estimated revenues and expenditures and submits it to the Board for approval before the Annual General Meeting in March of each year. A preliminary budget needs to be prepared for the Fall General Meeting.
9. The budget is reviewed on a semi-annual basis for the purpose of determining guidelines have been met.
10. The Office Manager shall ensure that volunteer Meal vouchers are kept and recorded.

POLICY 6 FUNDRAISING AND DONATIONS

Fundraising and donations are needed in order for the Centre to fulfill its mission and goals. Honesty, respect and appreciation for donors and contributors shall be exercised during any fundraising activity.

Groups within the Centre may engage in activities which raise revenue for the Centre. These groups shall submit a budget to the Board for approval, which contains their projected activities, revenue, and costs. If approved, the group will not pay activity fees during rehearsals.

Food kitchen services shall not be used to raise funds but rather operated on an overall break-even basis as a service to the community.

PROCEDURES

The Fundraising Committee shall:

1. Meet monthly and report to the Board.
2. Implement strategies for raising funds for the Centre.

POLICY 7 HUMAN RESOURCES

The Centre will build and maintain a safe and healthy environment where staff, volunteers and members feel respected, supported and engaged. The HR Committee will be responsible for establishing procedures and guidelines for staff and volunteers, including Board Members for the Centre to operate efficiently and safely. These guidelines will focus on the selection, training, evaluation and recognition of those individuals required at the Centre.

1. PROCEDURES:

The Committee shall:

- 1) Utilize the Centre's organization chart to identify and manage risks.
- 2) Identify paid/volunteer jobs that require a Criminal Record Check and Confidentiality Statements.
- 3) All Directors shall obtain a Criminal Records Check within 30 days of their election for the first time or if they are re-elected after a one-year absence from the Board.
- 4) All staff members shall obtain a Criminal Records Check as a condition of employment.
- 5) The Board may require a Criminal Records Check for certain volunteer positions.
- 6) Any expenses incurred in the obtaining of Criminal Records Checks shall be covered by the SSAC.
- 7) Prepare a process for the selection of new volunteers to ensure they are matched to a role that reflects their skills and expertise. (Volunteer Application Form)
- 8) Ensure job descriptions are prepared for every staff and volunteer position.
- 9) Assist with the advertising, recruiting and selection of staff and volunteers.
- 10) Prepare guidelines/forms to assist supervisors/managers with the tools required to ensure staff/volunteers:
 - A - receive the required information and training to be successful in carrying out their responsibilities. (Orientation Package/Benefits Overview/Training Plan).
 - B - receive guidance/supervision to successfully perform their duties. (Job Description and setting Goals and Expectations, 1st part of Performance Review).
 - C - receive an evaluation of their performance on a regular basis and have the opportunity to provide feedback. (2nd part of Performance Review).
 - D - Maintain HR records for all volunteer and paid staff.

VOLUNTEER OF THE MONTH

Purpose: to recognize individual volunteers monthly for their valuable service to the SSAC.

1. One new choice per month.
2. Selections would be from nominations by members or the selection committee and be based on information from the *myssac* database and an assessment of the positive impact on the SSAC by the candidates.

3. Photo and write-up to be posted in the ECHO.
4. The three-person selection committee of Life Members will be the same committee that selects the Life Members.

POLICY 8 COMMUNICATION

The Centre requires an effective strategy of communication procedures for the membership, visitors and the local community.

PROCEDURES:

The Communications Committee will be responsible for the following media:

1. The Communications Committee will update and manage procedures surrounding Bulletin Board usage within the Centre.
2. Community Board in the Entryway - all notices will be read by the Activities and Engagement (A&E) Manager to ensure the content is not immoral or offensive and will be signed and dated (with current date). Unsigned notices will be removed and discarded. This Community Board will have the following notice posted at the top: "The SSAC does not endorse any product or service promoted through this medium."
3. Outside Sign, Lobby Monitor, Internal Bulletin Boards other than Entryway are **only** used to promote SSAC events and activities. These **may not be used** by non-members, or by anyone promoting 'for-profit ' advertising or promotion.
4. The Bulletin Board and Pamphlet Rack near and in the entryway are re-designated as the "Community Resource Information B.B.". The Communications Committee is responsible for monitoring the suitability of material.
5. All remaining Bulletin Boards will be consistently labeled and identified as Centre Activities Only and divided and labeled as to type of information.
6. The Echo Newsletter is published monthly, at the beginning of the month. The Echo is coordinated by the A&E Manager. Proofreading is the responsibility of the Communications Committee. Notices in the Echo may be posted by the Centre and by members. 'For-profit ads' by members, and material from outside individuals/groups are charged according to established rates.
7. Full use will be made of all available community resources for advertising and promotion. The weekly sponsored CR (Coast Reporter) ad is the responsibility of the A&E Manager.
8. Email notices to be used **only** for notices of General Membership, Annual General Membership and Special Membership meetings, and for messages approved by the president or delegate. Any additions, updates or deletions to the SSAC Website content

will be maintained by the A&E Manager or delegate. In the event the Manger is not available, the Technical Committee members will be asked to maintain the Website. See Policy 16, Technical Committee, page 34

9. Outside Agency Surveys requesting a survey must:
 - A. provide credentials.
 - B. submit their survey to the Board for review and approval **prior to** commencement.
10. Any use of the SSAC name and logo, must be approved by the Board. Groups can add other designs as long as the SSAC logo is there in the correct format.

POLICY 9 ACTIVITIES

According to its constitution one of the main purposes of the Centre is the provision of activities for the benefit of seniors of all abilities. To achieve this there will need to be a focus on physical and financial accessibility and quality leadership by activity chairs. Activities at the Centre are generally member driven and led. They are designed and implemented on the basis of member interest. They should generally operate at no net financial loss to the Centre unless the benefit warrants a financial loss.

PROCEDURES

The A&E Manager shall oversee the Centre's activities.

1. New Activities:

Activities at the SSAC are generally member driven and led. Activities are designed and implemented on the basis of member interest. Members can propose new activities they would like to see and possibly lead to the Manager.

2. Responsibilities of Activity Chairs:

- Collection of activity fees, maintaining attendance records, and monitoring membership for after-hours activities.
- Maintaining contact with the Manager over scheduling.
- Providing an activity report for the Annual Report when required.
- Open and Close Centre as required.

3. Activity Fees:

- Activities are for members only. Non-members are welcome to attend an activity once, on a trial basis. User fees apply.
- User fees are currently \$4.00 per activity led by volunteers.
- Activities led by paid instructors charge a higher fee to cover instructor expenses, which is currently \$6.00.

Some activities may collect an extra fee at the beginning of the activity which will be used strictly for prize money for that activity on that particular day. This extra fee will be collected by the group at the start of the activity. All money collected will be disbursed for prizes at the end of the activity, or given back to the Centre, and will not be used for any other purpose.

Anyone wishing to hold social events, tournaments, etc. will submit a description of the event, an estimate of budget and expenses (if applicable) for the approval of the Manager, before proceeding with the collection of any monies.

4. Friendship Tea:

This monthly event is an outreach event for the community at large, and no membership is required, and no activity fee is charged.

POLICY 10 RENTAL OF CENTRE FACILITIES (Bylaws Part 7 article 77)

Rentals are a source of revenue which can be used to cover the operating financial cost of the Centre. When considering rental requests, first opportunities to rent shall be given to members. When considering a rental request, the financial benefits must be weighed against the benefits of regularly scheduled activities for members.

PROCEDURES

1. The A&E Manager shall enforce this policy and to consult with the President or delegate when needed. All requests for rental of SSAC rooms must be directed to, and coordinated by, the Manager.
2. **Competition with Centre Activities:** Rentals should not compete with Centre activities, except in cases where there is a clear benefit to members, and the Centre does not suffer a revenue loss. Therefore, an SSAC activity may not change status and become a rental EXCEPT in rare cases when the net benefit is in favour of the Centre.
3. **Small, One Time Rentals** - Administrative Fee Administrative costs for small, one-time rentals are often greater than the revenue. The numbers of these rentals should be minimized. Longer term rentals should be encouraged.
4. **Auditorium Rentals on Saturdays:** Regular activities are not scheduled on Saturdays, and this day is reserved for bookings by outside groups. Special SSAC activities, such as theatre productions, dances and tournaments may be scheduled on Saturdays. SSAC activities can book Saturdays on a week-to-week basis, if available.
5. **Contracts:** All rentals require a signed contract, specifying rental terms and fees. Auditorium rental contracts are generally for a single occasion. Multiples must be

- approved by the President or delegate and must be for no longer than a three-month period, subject to renewal. **Rental Contracts:** All pages of the contract will be kept on record. **Rental Conditions:** An SSAC representative is required to be present for the duration of any function that serves alcohol, including set up and take down. The Renter is responsible for this cost. A Renter is not allowed to sublet to a third party. Use of open flame candles is not permitted.
6. **Room Rentals to Non-Profit Organizations and Members in Good Standing Memorial service:** The space is provided free of charge for Life Members, and at half price to families of Members in good standing. **Members in good standing:** Receive room rentals at a discounted rate ONLY for not-for-profit activities. Rentals for business ventures are full price. Other fees are charged at full price. **Non-profits:** Registered not-for-profit in B.C, with valid registration number, receive a discounted rate for room rentals. Other fees are charged at full price. **Free of charge (FOC) rentals:** In exceptional circumstances, rooms may be rented free of charge for a single event. Cases will be assessed on an individual basis depending on factors such as funding sources, the value of the service to our members and the community. These must be approved by the President or delegate and one other executive member. Multiple day, FOC rentals must be approved by the Board. All FOC rentals must have a contract.
 7. **Damage Deposits:** A damage deposit of \$500.00 may be charged, depending on factors such as number of attendees, facilities/resources being used. If damage occurs, or if there are any monies outstanding, these will be deducted from the damage deposit. Damage which is assessed as higher than the amount of the deposit will be the responsibility of the renter, and they will be invoiced for the amount.
 8. **Borrowing Centre Equipment:** Only members may borrow SSAC equipment for use off-premises. The loan of any Centre equipment by a member must be authorized and documented by the A&E Manager. An Equipment Loan Record, with the appropriate forms to be completed, is kept in the office. All items must be checked by the Manager when returned.

POLICY 11 RECORDS MANAGEMENT (Bylaw Part 8, Div 1)

The Centre shall maintain its non-financial records to meet or exceed the requirements of the Societies Act of British Columbia in order to fulfill its legal obligations, protect its assets, and provide meaningful information to the Board and the membership of the Centre.

PROCEDURES:

The Secretary, Office Manager and the Treasurer or delegate shall:

1. **Prepare Annual Reports** at the end of each financial year, the purpose being to provide meaningful information to the Membership. They will be distributed to the membership at the Annual General Meeting held in March.

Annual Report Format

The Annual Report will contain a Table of Contents in the following order:

- President's Reports
 - Treasurer's Report, including a Profit and Loss Statement
2. **Minutes**
 - Send Approved Minutes of Board Meetings to the Web Master for inclusion on the SSAC Web page;
 - Keep the minutes in a Minute Book which will be maintained in the office and made available to members to see. The Minute Book shall not be removed from the office. [Please see Bylaw 86 (2) (a) - (f) to see what is included in the Minute Book.]
 3. **Register of Members**

Maintain Membership List records.
 4. **Manuals**

Maintain copies of the Constitution, Bylaws, Rules, Policies and Procedures of the Society.
 5. **Retention of Electronic Non-Statutory Records**
 - Finance records - Managed and are retained by the Treasurer.
 - Maintenance Records - are retained by the Maintenance delegate.
 - Rental Records and contracts - Managed and are retained by the A&E Manager.

To show due diligence and facilitate investigation of claims and challenges, non-statutory records will be retained for 10 years from the date received.

Before deleting any record, consider if these records would assist if future claims of illegal activities or claims for loss were made - if so, retain.

POLICY 12 INVENTORIES

The Centre shall maintain an up to date and accurate inventory of all of its physical assets. Only those assets which have a current or foreseeable need shall be retained in its possession.

PROCEDURES: TBA

POLICY 13 DATABASE MANAGEMENT and MY SENIOR CENTER (MSC)

The Center shall maintain an up to date and accurate single database.

Procedures:

1. The President or Board delegate shall:
 - Oversee report management.
 - Update and correct.
 - Manage Archiving.
2. Treasurer will manage the financial side of MSC with strict oversight of the Wallet.

POLICY 14 FOOD SERVICES

The committee's mandate is to ensure the smooth functioning of the kitchen and its services as well as food, staff and volunteer safety and security.

1. Structure

- The committee Chair will be nominated by the committee members.
- The Board Liaison shall recommend the committee members and Chair to the Board for approval by April 15 of each year.
- The Chair will (a) call meetings as needed; (b) ensure that minutes are kept of every meeting and (c) that an annual report is submitted to the Board Secretary by February 15 each year for the previous calendar year; (d) communicate regularly with the Kitchen Manager.

2. Responsibilities

- Cooperating with the SSAC Health Safety and Security Committee.
- Maintaining an appropriate list of volunteers.
- Monitoring personnel safety and security issues.
- Monitoring security of equipment supplies and stored foods.
- Conducting an annual inventory of all assets of the food services of the SSAC.

3. Food Services Manager (formerly chef)

The Food Services Manager shall:

- (a) direct the annual inventory;
- (b) ensure that volunteers are adequately trained;
- (c) manage disputes between volunteers;
- (d) address client and volunteer suggestions and complaints;

(e) cooperate with the SSAC Health and Security Committee.

POLICY 15 CODE OF CONDUCT (ref. bylaws 9, 16, 18 and 19)

The Board wishes to promote a safe and harmonious environment among members and guests. In order to ensure the Centre is a respectful and friendly place, members, guests and visitors are required to follow the posted policies, rules and procedures.

Soliciting, fundraising, canvassing, petitioning-for and political campaigning is not permitted within or on SSAC property unless it is for the benefit of the Centre and has prior approval.

PROCEDURES:

On those occasions when a person's behaviour has caused concern and distress to others, or when posted rules, policies or procedures are ignored, the following actions will be taken:

- If it is safe to do so, the offended person should speak directly to the offender, describing the offending behaviour, and ask them to stop.
- If the behaviour persists, a Manager or a Centre Representative, can be asked to intervene.
- The Centre Representative will state concerns and expectations to the offending person and seek their cooperation.
- If the behaviour persists, the offender will be asked to leave.
- The Centre Representative will complete an incident report.
- Any time there is a safety concern, the Police must be called.