

# WEST VANCOUVER SENIORS' ACTIVITY CENTRE BYLAWS



Amended: October 14, 2022

## West Vancouver Seniors' Activity Centre: Our Foundation

The West Vancouver Seniors' Activity Centre (the Centre), established and operated by the District of West Vancouver (the District), opened in 1981. The Mayor and Council are committed to the Centre. The Centre is a volunteer-driven, membership-based organization welcoming and inclusive of all people 55+. The Centre is managed by District staff working closely with volunteers and the Advisory Board (the Board).

Activities of the Centre can be summarized under the following categories:

- **Recreation:** programming focused on the 55+ community.
- **Socialization:** providing opportunities for social interactions.
- **Volunteers:** giving volunteers opportunities to contribute to the operation of programs and activities of the Centre, providing services to the community and participating on the Board and its committees.
- **Community Service:** reaching beyond the membership to assist and support members of the community 55+.

### Mission Statement

The Mission of the Centre is to provide a safe, welcoming place that promotes the well-being of persons aged 55+ through participating in recreational activities, socializing, volunteering, and by providing services to help older adults age in place.

### Vision Statement

TBD

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# BYLAWS

## MEMBERSHIP

- 55+ years of age OR a partner of a member in good standing.
- Yearly membership fee.
- Exceptions to the age restriction may be made in special circumstances with the approval of the Youth and Seniors' Services Manager.

## MEETING OF MEMBERS

### Annual general meeting

The Annual General Meeting (AGM) will be organized in cooperation with Centre staff and will be convened for the second Wednesday in March. The outgoing Chair of the Board will conduct the AGM. Notices and Agenda for the AGM will be documented in the Scene Magazine (the "Scene"), posted on social media, and by posters placed throughout the Centre. Such notification will be posted no less than two (2) weeks in advance of the meeting.

### Special General Meeting

- A Special General Meeting may be held when the need arises.
- A Special General Meeting can deliberate and decide only those issues for which the meeting has been called.
- A Special General Meeting may be called by the Board or on the petition of one-third of the membership of the Centre.
- A Special General Meeting shall be convened by providing written notice to members of the Centre at least fourteen (14) days prior to the date of the meeting. Such notice may be delivered personally or by regular mail or by electronic mail.
- A quorum for a Special General Meeting shall be 25% of the members in good standing as of the date of the meeting. Failing a quorum, a Special General Meeting shall be adjourned for fifteen (15) minutes at which time it shall be called to order and be properly constituted regardless of the number of duly qualified members in attendance, but in no event shall the quorum number be less than fifteen percent (15%) of the membership of the Centre.

### Quora

The quorum for the AGM is 10 members at large, plus 50% of the members of the Board.

## BYLAW AMENDMENTS

The Board Executive will recommend amendments when and where necessary. Resolutions to amend the Bylaws will be discussed by the Board and will require two-thirds (2/3) of the votes cast by the Board in favour of the resolution to be carried. The membership is informed of the changes at the next scheduled AGM.

# ADVISORY BOARD

## MEMBERSHIP

The Advisory Board normally consists of ten to twelve (10-12) and no more than fifteen (15) voting members and four (4) non-voting members as follows:

- Ten (10) to fifteen (15) voting members appointed by the Board from the general membership.
- Four (4) non-voting staff members will be the Youth and Seniors' Services Manager, a Recording Secretary, the Recreation Supervisor and a member of District Council.
- The Chair of the Board will serve a one (1) year term.
- The outgoing Chair of the Board shall serve a one (1) year term as past chair. In the event the Chair of the Board does not want to serve as a past Chair the position will remain vacant.
- The Vice Chair will be elected by and from the Board and will assume the role of Chair when the position of Chair is vacated. Nominations from Board members for the Vice Chair position will take place in January. In February, Board members will vote for the Vice Chair position.

## TERM OF OFFICE

- Board Members will commit to serve one (1) three-year term commencing at the close of the AGM when their appointment is confirmed. Where possible, approximately 1/3 of the Board members will be appointed each year.
- In circumstances where there are insufficient candidates to fill the required vacant Board seats, an existing Board member's term of office may be extended for a further term of one (1) year subject to the discretion of the Appointments Committee and the approval of the Board.
- In circumstances where a Board Member, at the end of their three (3) year term, accepts a nomination and is elected vice-chair, their term may be extended accordingly.
- Should a Board member die or vacate his/her office prior to his/her completed term, the Board may, at its discretion, fill by appointment the unexpired portion of his/her term with another qualified Centre member.
- All appointed members of the Board may serve up to a maximum of two (2) consecutive terms. Board members wanting to serve a second consecutive term must reapply as per first time candidates. Board members leaving/retiring from the Board must be absent from the Board for a minimum of two (2) years prior to reapplying.
- Board Members who are in failing health or through circumstances beyond their control are unable to continue to serve on the Board should consider resigning from the Board.

## RESPONSIBILITIES

- The Board and District staff have been given the responsibility and authority by Mayor and Council to advise and recommend on matters related to older adults in the community and the effective operation of the Centre. The Board will work closely with the Centre staff in achieving this objective.
- The Board will collaborate with municipal staff providing advice and recommendations regarding the operation of the Centre.
- The Board will work with Centre staff in developing policies to provide for effective member services. Recommended policies should be referred to the designated manager for consideration and implementation.
- Board members are hosts and ambassadors and will endeavour to attend all major Centre events.

## BOARD MEETINGS

- The Chair of the Board will be an ex officio member of all Board committees except for the Appointments Committee.
- The Board shall hold regular meetings no less than eight (8) times within the fiscal year (March to February) of the Board. In the absence of the Chair, the Vice Chair will preside, or in their absence, the past Chair.
- A quorum for all Board meetings will consist of 50% plus one of the voting members of the Board.
- Points of procedure, unless specifically provided for in this resolution, will be decided and determined in accordance with Robert's Rules of Order.
- A recording secretary will take minutes of the Board meetings and they will be posted at the Centre.
- A board meeting may be cancelled at the discretion of the Chair or the Vice Chair in consultation with Centre staff. All Board members will be notified of the cancellation. If the meeting is cancelled for want of a quorum, the Board shall re-schedule the meeting when a quorum can be present, or wait until the next regular meeting, whichever date is sooner.

## REMOVAL OF BOARD MEMBERS

Board Members can be removed from the Board for reasons which include:

- Failure to attend Board meetings in excess of three (3) consecutive meetings without just cause.
- Failing health, resulting in risk to themselves or their colleagues, thus inhibiting the work of the Board.
- Conduct or behaviour which inhibits the work of the Board.
- Conviction of an indictable offence.

### Removal Procedures

- Board Members who are in jeopardy of removal will be advised in writing that their status on the Board is under review and they will be requested to communicate their intentions of disputing the removal to the Chair within two (2) weeks. Failing to comply within the time limit and without acceptable explanations will result in removal.
- Upon receipt of a reply requesting a continuance of service as a Board Member, the Executive Committee will convene a special meeting, inviting the candidate to present reasons for continuance. The Committee will evaluate the merits of the candidate's representations and provide recommendations to the Board, where it will be resolved by secret ballot, requiring 50% plus one of the Board members in favour of said Board member's dismissal.

## COMMITTEES

### CHAIR SELECTION COMMITTEE

This committee will be struck immediately following the annual AGM and will consist of:

- The Past Chair.
- The current Chair.
- The Youth and Seniors' Services Manager (non-voting) or designate.

#### Responsibilities:

Based on their knowledge of the Centre, their experiences with existing board members, and taking account of any committee assignment preferences expressed by board members, this committee will appoint Board members as the Chairs for each standing and subcommittee with the appointments being announced at the first Board meeting following the AGM.

### EXECUTIVE COMMITTEE

The Executive Committee shall consist of no fewer than three (3) voting members and three (3) non-voting member as follows:

- The Board Chair.
- The Vice Chair of the Board.
- The Past Chair of the Board.
- The Youth and Seniors' Services Manager (non-voting).
- A Recording Secretary (non-voting).

The Board Chair will be appointed Chair of the Executive Committee and will call the meetings, as necessary.

#### Responsibilities:

The Executive Committee will:

- Maintain an awareness of SAC operations and issues.
- Dialogue with senior staff regarding their suggestions, challenges, and the needs of staff, volunteers, and members.
- Meet when warranted.
- When needed will follow the process as identified in the Conflict Resolution guidelines to assist staff. (Appendix D)
- Provide briefings to the Board.

## STANDING COMMITTEES

The Standing Committees may be:

- Appointments
- Cafeteria
- Communications
- Finance
- Outreach
- Program
- Volunteer Advisory

### Common Procedures:

The following points are common practice for all standing committees:

- Chairs of Standing Committees must be members of the Board.
- Committee members will consist of and be drawn from the Board and from the general Centre membership.
- Voting members will serve a minimum of two (2) years to a maximum of four (4) years.
- Committees will meet at the discretion of the Chair of the Committee and will take minutes of their meetings and provide a copy to the Board.
- A quorum will consist of 50% plus one of the voting members on the committee.
- If a meeting is cancelled for want of a quorum, the committee shall re-schedule the meeting when a quorum can be present, or wait until the next regular meeting, whichever date is sooner.
- Points of procedure unless specifically provided for in this resolution, will be decided and determined in accordance with Robert's Rules of Order.



## APPOINTMENTS COMMITTEE

The Vice Chair of the Board will be appointed Chair of the Appointments Committee and the Committee will consist of the following:

- The Committee Chair.
- The Board Chair.
- Two to three (2-3) additional Board members recruited by the Chair of the Appointments Committee.
- One (1) staff representative who will normally be the Youth and Seniors' Services Manager (non-voting).

### Responsibilities:

The Appointments Committee will:

- Organize and conduct the Board member appointment process and do so in an honest and forthright manner.
- Publicize appointments to Centre members.
- The Appointments Committee Chair will provide regular status reports to the Board.

### *Appointments Committee General Timeline:*

#### **September**

- Ask the Communications Committee to put a notice in the November/December edition of the "Scene" regarding Board vacancies.

#### **October**

- Set up advertising of Board vacancies, e.g., e-blast to members, posters for Centre.

#### **January**

- January 31 deadline for applications.

#### **February**

- Contact applicants.
- Forward Bylaws to applicants.
- Schedule interviews and book rooms for interviews and committee debriefing.
- Forward names of recommended candidates to the Board Chair.
- Inform candidates in writing of their application status after Board approval.
- Revise the candidate information documents (see appendix B) as needed.

#### **March**

- New members will be appointed to the Board annually during the AGM in March.
- A general announcement of the Board and new members will be posted once known and introductions made at the March AGM.

### *Combined appointment process:*

Keeping in mind the limits on the size of the board, the number of vacancies and the skills and knowledge required to serve in the various roles Board members must fulfill, the Appointments Committee shall, at the February Advisory Board meeting, recommend to the Board, for their consideration, candidates for appointment to the Board. The successful candidates will normally be appointed or re-appointed effective from the date of the AGM.

- Re-appointments

Not later than Jan 1<sup>st</sup> in each year, Board members whose first term is due to expire and who are wanting to serve a second term shall submit a request in writing to the Chair of the Appointments Committee. The Appointments committee shall invite the candidates for an interview.

- New Appointments

The Appointments committee may at the same time invite eligible members of the Centre to apply for membership on the board. Applicants shall receive an appropriate package of

materials to ensure they understand the Centre and the role of the Board. Candidates may be invited for an interview.

- Off-Cycle appointments

At any time, the Board may by majority vote determine that additional board members are urgently required (e.g., incapacity, deaths, resignations, moves, or the need for a board member or members with special skills and knowledge). In such cases, the board may authorize the Appointments Committee to initiate recruitment of suitable candidates and the Board may approve the appointment of recommended candidates at any time.

## CAFETERIA COMMITTEE

The Cafeteria Committee will consist of no fewer than three (3) voting members and two (2) non-voting staff representatives as follows:

- One (1) Board Member, who shall be appointed Chair of the Cafeteria Committee.
- No fewer than two (2) representatives at large from the general Centre membership. At least two (2) of these representatives must be cafeteria volunteers.
- Two (2) staff representatives who will normally be the Food Services Coordinator and the Assistant Volunteer Program Coordinator (non-voting).

### Responsibilities:

The Cafeteria Committee will:

- Collaborate and recommend, in consultation with staff: adjustments to fees and menus; changes in service, general suggestions regarding other items; and will present these items to the Youth & Seniors' Services Manager and discuss them with the Board where appropriate.
- Present to Centre staff the recommendations and suggestions of the membership regarding café services.
- Communicate with the Food Services Coordinator regarding the general operation of the cafeteria.

## COMMUNICATIONS COMMITTEE

The Communications Committee will consist of no fewer than three (3) voting members and at least two (2) non-voting staff representatives as follows:

- One (1) Board member who shall be appointed Chair of the Communications Committee.
- One (1) Enhance Representative.
- One (1) Community Liaison Representative.
- Additional members appointed from the Board or from the general Centre membership as required.
- Two (2) staff representatives who will normally be the Recreation Supervisor, and the Marketing Coordinator (non-voting).

### Responsibilities:

The Communications Committee will:

- Promote programs, activities, and events for members and non-members.
- Be active and innovative in publications, promotions, and media for the Centre and its members.
- Work with centre staff on diversity and inclusion in marketing to those 55+ in the community.
- Work with Centre staff to retain current members and actively recruit new Centre members.
- Undertake a quarterly review of information about the Centre and the Board posted on the District website to ensure the information is correct and up-to-date.

## FINANCE COMMITTEE

The Finance Committee will consist of no fewer than three (3) voting members and up to three (3) non-voting staff representatives as follows:

- One (1) Board member who shall be appointed Chair of the Finance Committee.
- One (1) member who is the Chair of the Fundraising Subcommittee.
- One (1) member from the SAC's on 21st Subcommittee.
- Additional members from the general Centre membership.
- Up to three (3) staff representatives who will normally be: the Youth and Seniors' Services Manager, the Recreation Supervisor, and a recording secretary (non-voting).

### Responsibilities:

The Finance Committee will:

- Oversee the Fundraising, and SAC's on 21st subcommittees.
- Provide advice and recommendations to the Board and Centre staff on matters pertinent to the financial well-being of the Centre.
- Be included as required or requested in the annual budgetary process.
- Manage and implement the fundraising policies of the Board. Be advised of and if requested, provide input on applications for grants, subsidies, bequests and all other forms of assistance.
- Be advised of legacies and bequests received by the Centre and when appropriate provide input on how the funds should be directed.
- Report quarterly on the Trust Account activity and provide this information to each Trust Club and supervise and recommend Trust Account spending.
- Review the annual audited financial statements of the Centre.
- Receive the annual situational analysis along with quarterly updates from staff.
- The Finance Committee may make recommendations on budget inclusions that may be approved by the Board and forwarded to the designated manager.

## FUNDRAISING SUBCOMMITTEE

This committee is a subcommittee of the Finance Committee and will consist of no fewer than three (3) voting members and one (1) non-voting staff representative as follows:

- One (1) Finance Committee member who shall be appointed Chair of the Fundraising Subcommittee.
- One (1) SAC's on 21st Subcommittee member.
- Additional member(s) appointed from the Board and from the general membership of the Centre.
- One (1) staff representative who will normally be the Recreation Supervisor (non-voting).

### Responsibilities:

The Fundraising Subcommittee will:

- Function as a fundraising arm of the Centre.
- Provide leadership in creating and implementing projects to attract the financial participation of the corporate community.
- Develop plans and programs to enhance endowments of the Centre.
- Pursue, as appropriate, all sources of potential revenue available to the Centre such as flea markets, pop-up sales, sundry revenue generating events, grants, bequests, donations, and subsidies.
- Generate, assist, and support fundraising plans and projects.
- Enlist and recruit the members' participation in fundraising activities of the Centre.

## SAC'S ON 21ST SUBCOMMITTEE

This committee is a subcommittee of the Finance Committee and will consist of no fewer than three (3) voting members and one (1) non-voting staff representative as follows:

- One (1) Finance Committee member who shall be appointed Chair of the SAC'S on 21st Subcommittee.
- No fewer than two (2) additional members appointed from the Board or general membership of the Centre.
- One (1) Seniors' Centre staff member (non-voting).

### Responsibilities:

The SAC's On 21st Subcommittee will:

- Raise funds for the Centre.
- Operate SAC's on 21st with volunteers.
- Recruit customers and build relationships with the community.
- Promote/advertise the store.
- Report to the Finance Committee on a regular basis.

## OUTREACH COMMITTEE

The Outreach Committee will consist of no fewer than three (3) voting members and five (5) non-voting staff representatives as follows:

- One (1) Board member who shall be appointed Chair of the Outreach Committee.
- One (1) member who will be the Intergenerational Representative.
- Additional members appointed from the Board, the general membership of the Centre, or community service professionals.
- Five (5) staff representatives who will normally be: the Seniors' Activity Centre Seniors' Advocate, the Recreation Supervisor, the Keeping Connected Coordinator, the Youth and Seniors' Services Manager, and a Recording Secretary (non-voting).

### Responsibilities:

The Outreach Committee will:

- Receive and review regular reports from staff to maintain awareness of the strengths and weaknesses of existing programs.
- Advocate for programs dedicated to vulnerable seniors.
- Recommend changes to existing programs and the creation of new programs to better serve vulnerable seniors.
- Promote integration of vulnerable seniors to the Centre and community activities.
- Consult with members of the community to develop awareness of unmet needs among vulnerable seniors.
- Identify seniors' issues in the community.
- Advocate for appropriate services at the Centre for vulnerable seniors in our community.
- Create Community Partnerships.
- Share knowledge of resources among partners.
- Work together with partners to provide needed services for seniors in the community.
- Advocate for seniors in the community to support them with aging in place.

## PROGRAM COMMITTEE

The Program Committee shall consist of no fewer than three (3) voting members and one (1) non-voting staff representative as follows:

- One (1) Board member who shall be appointed Chair of the Program Committee.
- Additional members appointed from the Board or general membership of the Centre.
- One (1) Seniors' Centre staff member (non-voting).

### Responsibilities:

The Program Committee will:

- Research programs and make suggestions regarding potential new programs and services.
- Work with staff regarding existing program challenges and issues.
- Present to staff recommendations and suggestions from the membership regarding programs.
- Remain informed about significant changes to programs (e.g., fee increases, the roster of current programs, whether a program has been added or dropped, etc.).

## VOLUNTEER ADVISORY COMMITTEE

The Volunteer Advisory Committee will consist of no fewer than three (3) voting members and three (3) non-voting staff representatives as follows:

- One (1) Board member who shall be appointed Chair of the Volunteer Advisory Committee
- Additional members appointed from the Board or general Centre membership
- Three (3) Seniors' Centre staff members who will normally be: the Volunteer Program Coordinator, the Assistant Volunteer Program Coordinator, and the Recreation Supervisor

### Responsibilities:

The Volunteer Advisory Committee will:

- Work collaboratively with the staff Volunteer Program Coordinator and Assistant Volunteer Program Coordinator.
- Improve the visibility of the committee by planning for the future of volunteering and the creation of a sustainable volunteer model.
- Function as a liaison between the staff and volunteers.
- Empower volunteers by breaking down barriers of communication.
- Be role models and mentors for volunteers.
- Provide advice and support for volunteer recruitment, retention, scheduling, training, and leadership.
- Advise on volunteer schedules, events, and appreciation.

## AD HOC COMMITTEES

Ad Hoc Committees will be constituted from time to time as needed and will consist of one (1) Board Member who will be appointed Chair of the Committee and as many other members as required. They will be formed when appropriate.

Ad Hoc Committees, unless otherwise stipulated, will meet at the discretion of the Chair of the Committee, will take minutes of their meetings, and will provide a copy of the minutes to the Board.

Ad Hoc Committees shall be provided with the necessary support and assistance by all cooperating departments, committees, and the Board to facilitate achieving their mandate.

## BUILDING COMMITTEE

This ad hoc committee will consist of no fewer than five (5) voting members and two (2) non-voting member as follows:

- One (1) Finance Committee member who shall be the Chair.
- One (1) additional member of the Finance Committee and a minimum of four (4) members appointed from the general membership of the Centre .
- Youth and Senior Services Manager (non-voting).
- Recreation supervisor (non-voting).

### Responsibilities:

- The Building Committee will be responsible for liaising with the District, membership and professionals in the development, expansion and improvement of the Seniors' Centre.

## VISIONING COMMITTEE

This ad hoc committee will consist of no fewer than three (3) voting members and two (2) non-voting staff representatives as follows:

- Two (2) members of the Advisory Board.
- Additional members appointed from the general membership of the Centre .
- Two (2) staff representatives who will normally be: the Youth and Seniors' Services Manager, and the Recreation Supervisor (non-voting).

The chair of the Visioning Committee will be chosen from the committee members.

### Responsibilities:

- The Visioning committee will be responsible for liaising with the Centre membership, and professionals in the area that the committee is involved in.

# APPENDICES

## **APPENDIX A**

### **TRUST ACCOUNT AND CLUB OPERATIONAL PROCEDURES POLICY**

(Amended: August 2022)

#### ***Preamble***

All Centre clubs, groups, associations, and regular activities, which in the course of their operations generate revenue, may establish a trust account to be held by the municipality into which all funds will be deposited. Such accounts shall be operated in accordance with the guidelines as stated below. Trust Accounts were created to allow clubs, or groups of members within the Centre with a common activity interest to: fundraise for the group; fundraise for an activity taking place at the Centre or an offsite program organized by the Centre; and fundraise for the general enhancement of the Centre. The Trust Accounts are a vehicle by which a club can deposit fundraised money, receive interest, and provide tax donation receipts where appropriate. Without the written approval of the club, the Municipality may not expend or release any money from these accounts. The Club may expend or release money from these account in accordance with the guidelines set out herein.

#### ***Policies for Club Operational Procedures:***

1. Any group of members of the Centre with a common interest, which is compatible with the Bylaws of the Centre, may apply to the Board in writing setting out objectives and requesting permission to operate within the Centre as a club. Clubs are expected to fundraise for their general purchase of supplies for their club activity needs. Once approval to operate as a club is given, a Trust Account may be created for the club to use.
2. Each group must elect a chairperson, secretary, and treasurer (formal) or appoint a signature (informal) to sign expenditures to release funds from Trust Accounts. They may hold club meetings as they determine necessary. Copies of the minutes of these meetings shall be forwarded to the Board and the Youth and Seniors' Services Manager.
3. In the case of a group or club which does not wish to have a formal structure, those groups/clubs shall hold a yearly meeting of all members to review the financial statement and discuss club activity over the previous year and to plan activities for the next year.
4. The Centre will provide a minute taker to record the meeting. As the clubs will be enjoying the use of the Centre and its administration a portion of any money raised by the group should be donated to the Centre each year, if possible. If a donation is not made an explanation must be given (e.g. the club is saving up for a major purchase). If a club requires equipment, supplies, or services beyond their ability to fund, then they may apply to the Board for funding through the Finance Committee.
5. The Board and the Youth and Seniors' Services Manager must approve major fundraising projects or initiatives.

#### ***Policies for Trust Accounts:***

1. A club may request the establishment of a Trust Account for the purpose of holding fundraised monies. The Board may limit the number of Trust Accounts and will ensure that all Trust Accounts are set up with the purpose of fundraising for their own activities or the Centre.
2. Fundraised monies will be deposited to their trust account which will be administered by the District of West Vancouver in an interest-bearing account and to which the group will receive quarterly statements.

3. Each group may maintain a petty cash float of up to \$200 for their sundry needs. Any expenditure over \$500 must be submitted to the Finance Committee who will then forward their recommendation to the Board and the Youth and Seniors' Services Manager.
  - a. Where the club chooses to hold its own petty cash float, they will collect receipts for a period of time and when its petty cash needs to be replenished they will submit all receipts to program staff who will request reimbursement for the amount of receipts submitted. All receipts for the year need to be submitted by December 1 to meet the fiscal year deadlines of the District.
  - b. Where a group chooses not to hold its own petty cash, it may submit receipts for supplies, equipment, and services to program staff and will be reimbursed for those amounts. Receipts should be submitted in the year in which they were expended and no later than December 1 to meet the fiscal year deadlines of the District.
  - c. Where a club is proposing an expenditure that includes the purchase of any mechanical, electrical, or other equipment or supplies that could impact the safe and orderly operation of the Centre, approval must be obtained from the Youth and Seniors' Services Manager or his/her designate.
4. Trust Account funds can be used for activities connected to the Centre and may, on approval of the Finance Committee, Board, and Youth and Seniors' Services Manager, be used for other district projects or outside charitable organizations.
5. If a group ceases to operate, the remaining funds will be returned to the General Trust and the Board will designate its allocation. The Finance Committee will be advised. Equipment and supplies of the club remain the property of the Centre.



## **APPENDIX B**

### **SERVING ON THE CENTRE ADVISORY BOARD**

#### ***General Information for Applicants***

- Anyone who has been a member of the Centre for a minimum of two years, excluding staff members, are eligible for appointment to the Board.
- There is no West Vancouver residency requirement.
- The appointment process is usually conducted in February each year.
  - Advisory Board members are appointed to serve a three-year term and may reapply to remain on the Board for one additional three-year term.
  - Once a Board member leaves the Board, an interval of 2 years must pass before this member is eligible for an additional Board appointment.
  - The terms of members are staggered to ensure continuity on the Board.
  - Candidates are normally identified by January 31st and the Appointments Committee interviews applicants during the month of February.
  - Suitable candidates are recommended to the Board for approval at the February Board meeting. Appointments commence immediately after the AGM in March.
- Prior to the new Board member announcement, the Appointments Committee Chair will notify applicants regarding the decision about their applications.
  - Notification to successful candidates and a general announcement of new members will be made after approval by the Board.
  - Success candidates will be introduced at the March AGM.
  - Should a vacancy arise during the year and the Board determines it must be filled, an appointment may be made at that time.
  - There is no requirement for all Board positions to be filled.
- As Board members we work together. Any Board member can be assigned to be a Chair of any committee or subcommittee.
- Board members are expected to attend Centre events and help out where needed.
- New Board members will have an orientation and a one-year debrief with the Board Chair or designate.
- New Board members may have a mentor if they wish.

Application:

Name of Applicant \_\_\_\_\_

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

Email Address \_\_\_\_\_

Number of years you have been a member of the Centre: \_\_\_\_\_

**1. Why are you interested in joining the Board?**

**2. What do you believe you can contribute to the Centre by joining the Board?**

**3. Describe the skills and/or experience you will bring to the Board.**

**4. Have you volunteered at the Centre? If so, briefly describe those volunteer activities.**

**5. What programs and/or activities have you participated in at the Centre?**

**6. Any other pertinent information you wish to bring to our attention.**

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Signatures of two current members of the Seniors' Activity Centre**

**Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

## **APPENDIX C**

### **CODE OF CONDUCT**

Note: this Code of Conduct document is also available in Farsi, Korean, and Simplified Chinese.

**WEST VANCOUVER COMMUNITY SERVICES**

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# **CODE OF CONDUCT**

**Our goal is to provide a safe and friendly environment for everyone in our facilities: participants, staff, and volunteers.**

**Everyone at our facilities has the right to:**

- be treated with respect, courtesy, fairness and equality;
- feel safe in an accessible and welcoming environment;
- be free from harassment, discrimination and physical or verbal abuse.

**Everyone at our facilities has a role to:**

- treat each other with respect, courtesy, fairness and equality;
- respect everyone regardless of diversity or ability;
- use the facility and equipment in a safe and respectful way;
- follow District health and safety guidelines and procedures.

**If you have any questions or concerns, please do not hesitate to speak to a staff member.**

**BYLAW NO. 4999, 2018 (AS AMENDED)**



## APPENDIX D

### CONFLICT RESOLUTION

#### General

- When an issue/incident is referred to the Executive Committee, the Committee will review and assess member disagreements, behaviours or conflicts arising within the Centre, or sponsored activities and events and render a decision and develop an action plan to resolve the issue. The Executive committee will be guided in this process by the By Laws, Mission and Vision Statements and the District Code of Conduct.
- Decisions are determined by a unanimous vote of the Executive committee.
- All documentation and deliberations are confidential. Documentation will be stored in the office of the Youth and Seniors' Services Manager.

#### Conflict Resolution Process

##### *Request for Executive Committee Intervention*

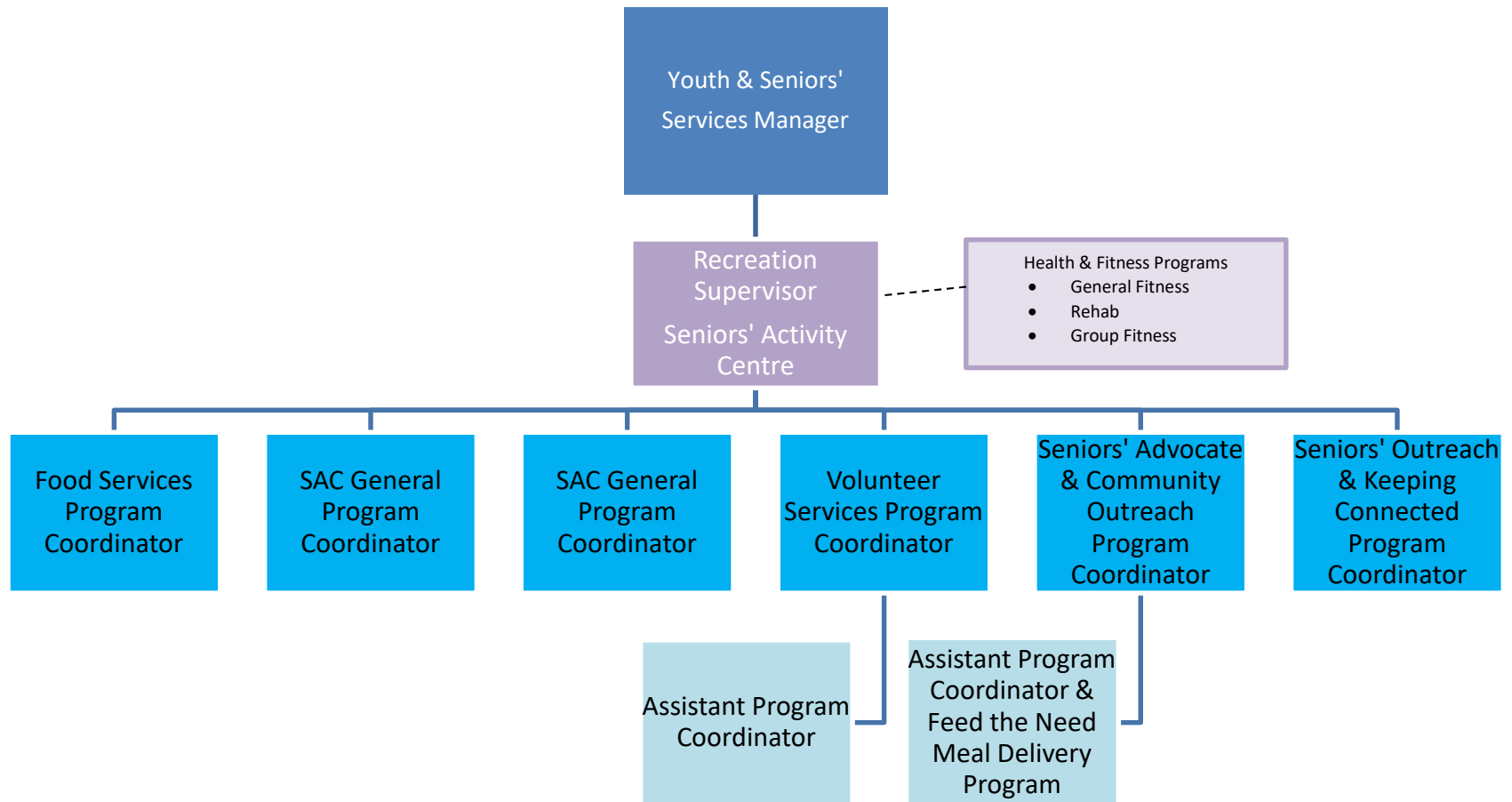
- Centre staff/senior staff person will advise the Chair of the Executive Committee.
- Clearly define/explain the problem/conflict.
- Indicate what the member and Centre staff have done in an attempt to resolve the problem/conflict.
- Provide the outcome of actions and why the issue should now come before the Executive Committee.

##### *Meetings and Tasks*

- When the Executive Committee Chair is made aware of an incident that requires intervention, she/he will call a meeting of all available executive committee members immediately to discuss the issue and decide who will meet with the individual/s involved in the incident.
- Two executive members and 1 staff person to meet with the incident individuals.
- If more than one (1) person participates in the incident, each will be interviewed separately.
- Following the interviews and receipt from the incident individuals regarding a plan to resolve the issue, a meeting of the full executive is called to share information and decide the plan and decisions.
- The executive involved in the interview process meet with the persons involved in the incident and let them know of the plan.
- Should a translator be required the committee will appoint one.
- Depending on the situation, the involved persons may bring a support person to the meeting. Bringing a support person will be decided by the Executive Committee on a 'case by case' basis. If a support person is in attendance, this person is to remain quiet. No legal representation will be in attendance. (This does not deter a member seeking legal advice. Such a situation would be dealt with by Senior staff or the District.)
- The meeting will take place in private, but with the knowledge of other staff for potential safety reasons.
- After interviewing the individuals involved, the Executive Committee will develop and implement a plan with the individuals to resolve the issue.
- The implementation of the plan will be evaluated and adjusted, as necessary.
- If the plan is unsuccessful, it will be revised, re-implemented, and evaluated.
- If the conflict remains unresolved after the implementation of a revised plan, the issue will be referred back to the senior staff person.
- When the conflict is resolved, or not, the Executive Committee Chair will inform all involved.

# APPENDIX E

## STAFF ORGANIZATION CHART



# APPENDIX F

## SENIORS' ACTIVITY CENTRE ADVISORY BOARD & COMMITTEE STRUCTURE

