

**PORT DOVER SENIORS' GROUP
POLICIES & PROCEDURES**

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***NOTE:** Should a topic appearing in the Policies & Procedures also be addressed in the Group's Constitution and/or By-Laws, the provisions in the Constitution take primary precedence followed by the provisions in the By-Laws.*

A. BOARD OF DIRECTORS

Policy: The Board of Directors (the "Board") shall be responsible for all matters relating to the Port Dover Seniors' Group (the "Group") and will be elected by the membership as provided for in the Group's Constitution.

Procedure:

1. The board will meet once a month and a minimum of 10 meetings every year.
2. Members of the Group are welcome to attend regular board meetings as observers with the prior permission of the president.
3. An agenda for each board meeting made up by the executive should be available the week prior. If a member of the Group wishes to present a special issue at a board meeting, the president should be notified in writing at least 10 days prior to the meeting.
4. It is the responsibility of the board member to advise the president or secretary, if they are unable to attend a board meeting.
5. If a board member has not attended three consecutive board meetings in any given year without providing an explanation for his/her absence, his/her position will then be considered vacant.
6. Any vacancy will be filled following the procedures set out in the Group's Constitution.

B. ACQUISITION and DISPOSAL of EQUIPMENT and FURNITURE

Policy: The acquisition of new and disposal of old or-surplus large items owned or used by the Group, such as furniture or equipment, must be performed in a fair and consistent manner.

Procedure:

1. The board must approve the acquisition or disposal of large items.
2. Prior to the acquisition of a large item, a written proposal must be presented to the board. This proposal must justify the acquisition by stating the need to be fulfilled by the item. The board will determine whether the acquisition is warranted and if so, the best manner in proceeding; that is, whether the county can provide the item or assistance in procuring it, or if a grant is available, or whether Group funds are to be used. If appropriate, the board may establish an ad hoc committee to analyze the acquisition and report back to the board.
3. The method of disposal may be determined by the manner the item was originally acquired:
 - a) If the item was acquired via a grant, the regulations of the grant must be followed for disposal, including obtaining the grantor's permission, if necessary.
 - b) If the item was obtained from the County, it is to be returned to the County for disposal.
 - c) If the item was purchased directly by the Group, they will set the disposal method.

C. DUTIES OF CONVENORS

Policy: A Convener is responsible for the operation of his/her program or activity (the "activity").

Procedure:

1. All Conveners should appoint a co-convener to act in their place in case of their absence.
2. Conveners must sign in and record hours.
3. Conveners must have all participants in their activity sign in and are responsible for confirming the membership status of the participants in their activity.
4. Conveners should have a list of phone numbers of the regular participants in case of cancellations or other emergencies.
5. Activities are for members only, but non-members or guests are allowed to visit three times before being expected to buy a membership. Due to Ontario Gaming Commission Rules, only active members may play Bingo.
6. Conveners, or someone they appoint, must set up and take down all tables and chairs, unless the next activity in the space uses the same set-up. All clean-up must be completed by closing time. Closing times must account for use of the Kinsmen Scout Hut by the Port Dover Sea Scouts while the building is occupied by both groups.
7. No activity can start any later than 30 minutes before closing time.
8. Any activity using the kitchen must leave it clean and tidy.
9. Accident/Incident reports MUST be filled out no matter how minor the incident might be. Reports must be submitted to a board member or designate.
10. Any time the fire alarms ring, conveners are required to ensure all participants in their activity vacate the building in a quick, but orderly manner. Conveners are to take with them the activity's sign-in sheet so they can confirm headcount after leaving the building.

11. The Port Dover Seniors' Group Zero Tolerance Policy requires all members to be treated with dignity and respect. If you experience or witness any unacceptable behaviour or should any disputes arise, conveners are to follow the processes set out in the Group's By-Law #3.
12. Conveners should remind their activity participants that the Group's newsletter and bulletin boards exist for communication purposes and should be checked regularly for updates and new information.
13. All conveners who work with committees should remember that our Constitution states that the president or his/her delegate is an ex-officio member of all committees. Please invite them to your meetings.
14. Should a convener wish to resign, the Board should be advised in writing. The convener should try to find a replacement otherwise the Board will attempt to search for a new convener. Recommendations from the existing convener may be sought.

D. FINANCE POLICY

Policy: The Treasurer shall set up and maintain bookkeeping and banking procedures according to generally accepted accounting principles satisfactory to the appointed auditor.

Procedure:

1. The Fiscal year shall begin April 1st and end March 31st.
2. Cheques must be signed by any two of: the President, the Treasurer, and one other member of the Board as authorized by the Board provided that members who are married, cohabit or are related by blood cannot co-sign cheques.
3. Purchases over \$100.00 must have prior Board approval.
4. All monies collected during fund-raising events must be counted by two members, signed, dated and put in a sealed envelope and handed to the Treasurer or designate.
5. There are no refunds to members of the Seniors' Group for membership dues, programs, and events.
6. Members who pay by cheque are responsible for any NSF fees that arise from a cheque that does not clear. Memberships may be suspended until the balance is paid.

E. HONORARY LIFE MEMBERSHIPS

Policy: An Honorary Life Membership may be granted to acknowledge a member's long term exemplary contribution and dedication to the Group.

Procedure:

1. The granting of Honorary Life Memberships is an extraordinary happening that does not have to happen each year.
2. No more than four may be granted in any calendar year.
3. The Group's membership will be able to nominate candidates for the award.
4. During its June meeting, the Board will create an ad hoc Honorary Membership Committee consisting of three individuals, only one of whom can be from the Board.
 - a) The Committee members should have longstanding membership with the Group since the Committee's task will be to review the nominations submitted and/or to suggest their own candidates.
 - b) The Committee will report to the Board during the November Board meeting. They will present their recommendations for recipients, to a maximum of four, of the Honorary Life Memberships. This list should include detailed explanations of how each candidate, if any, satisfies the qualifying criteria.
 - c) After receipt of the Committee's list of candidates, a motion needs to be made to accept the list as presented. Discussion concerning the candidates can then transpire followed by a vote by the Board members to pass or reject the motion.
 - i) Should the motion carry, then the Honorary Life Memberships shall be awarded as recommended by the Committee.
 - ii) Should the motion fail to carry, then a vote via secret ballot must be conducted. The ballots will contain only the candidates recommended by the Committee. A candidate must receive a minimum number of votes equal to the Board of Directors quorum (currently 5) in order to be verified as a recipient of the award.

5. The following criteria shall be used when assessing the merits of each nominated member:
 - a) A current or past member with a minimum of 10 years Group membership.
 - b) Major involvement on committees and/or the Board, and/or special events, and/or fund-raising events.
 - c) Frequent/extreme dedication to the Group.

F. MEMBERSHIP POLICY

Policy: Participants of regular programs must be members of the Group, with the exception of occasional guests or prospective members.

Procedure:

1. Membership dues run from April 1st to March 31st. Any renewals paid after April 30th will be subject to a \$5.00 late penalty.
2. All participants, both members and guests, of all regularly scheduled activities are required to sign in.
3. Guests who come to any activity must be introduced to the convener.
4. Conveners and all other volunteers must sign in.

G. DONATIONS

Policy: The Group can accept and make donations.

Procedure:

1. The Group will issue a receipt for donations received, however since the Group is not incorporated as a charitable organization, it cannot issue a charitable tax receipt.
2. Upon notification of the death of a current or past member or one of their immediate family, the Group may send a memorial donation to an appropriate charity.
3. The Treasurer will receive donations, issue income tax receipts, and write donation cheques.
4. The Board of Directors reserves the right to refuse any donation.

H. PROCESS FOR BECOMING A BOARD MEMBER

Policy: Members in good standing who have belonged to the Group for at least one year may be nominated for election to the board. For obvious reasons, members of the inaugural board are exempt from this policy.

Procedure:

1. The Group's newsletter will specify the election dates, the board positions to be filled, and advise where nomination forms will be available.
2. Nomination forms are to be completed by, or have the consenting signature of, the nominee plus the names and signatures of two supporters.
3. Nominations must be received by the board secretary one week in advance of the AGM.
4. In the absence of enough nominations to fill vacant positions, a motion of nomination may be made from the floor at the AGM.
5. The list of candidates will be posted on the bulletin board and in the newsletter.
6. Board members will be elected to vacated positions at the AGM.
7. Election results will be posted on the bulletin board and in the newsletter.

I. RULES OF ORDER FOR GENERAL MEETINGS

Policy: General Membership meetings are to be conducted in a business-like manner using Robert's Rules of Order.

Procedure:

1. Notice of the Annual General Meeting (the "AGM") shall be published in the Group's newsletter for two consecutive issues prior to the meeting and such notice will include the minutes of the last AGM.
2. Notice of an Special General Meeting shall be published in the Group's newsletter for one issue prior to the meeting.
3. Discussion topics from the membership should be submitted in writing to the President's attention 10 calendar days prior to the General Meeting.
4. All members attending a General Meeting must sign in.
5. The President or his/her designate will preside over General Meetings.
6. The Secretary is responsible for recording minutes of General Meetings. The Secretary is also responsible for all papers including their distribution and safekeeping, except for financial documents which are the Treasurer's responsibility.
7. Any member attending a General Meeting may make a motion.
 - a) Every motion must be entered in the minutes with full names of mover and seconder.
 - b) There will not be any debate on a motion until properly seconded.
 - c) Every member, including the presiding officer, should be given a chance to debate or comment on the motion.
 - d) Anyone wishing to speak must be recognized by the presiding officer and must address only the presiding officer.
 - e) Prior to being voted upon, the motion must be read back by the Secretary to ensure correct wording.

- f) Motions will be voted on by a show of hands; firstly, of those in favour of the motion, then of those against the motion. The number of votes in favour and against must be recorded in the minutes.
- g) The Secretary will record whether the motion is adopted or rejected.

J. STANDING COMMITTEES

Policy: The Group has Standing Committees comprised of the following functional areas:

Building & Maintenance Finance
Governance Review
Health & Safety
Program & Space Allocation
Special Events

Procedure:

1. Each committee will have a designated chair who reports to the board.

K. ZERO TOLERANCE POLICY AND PROCEDURES FOR RESOLUTION OF HARASSMENT, BULLYING AND VIOLENCE

Policy: Port Dover Seniors Group believes in the prevention of harassment, bullying and violence and promotes a violence-free organization in which all people respect one another and participate together to achieve the mission of the organization. Port Dover Seniors Group is committed to taking all reasonable steps to ensure the health, safety and dignity of all members, conveners and board members in its organization. Members, conveners and board members have the right to participate in a safe and respectful environment, free of violence. Any act of organization violence committed by or against any member, convener, board member or visitor to/of Port Dover Seniors Group, is unacceptable conduct that will not be tolerated.

The Port Dover Seniors Group is committed to:

- a) investigating reported incidents of organization harassment, bullying and violence in an objective and timely manner;
- b) taking any necessary action to respond to those incidents;
- c) providing support for complainants; and,
- d) proactively assessing the risk, or potential risk, of organization violence.

Procedure:

1. The Port Dover Seniors Group will assess the risk of organization violence that may arise from the nature of the organization, the type or the conditions of participation.
2. The Port Dover Seniors Group will control the risks identified in the assessment of the organization.
3. Immediate assistance will be provided when organization violence occurs or is likely to occur, or when a threat of participate-place violence is made.
4. Members, conveners and board members will report incidents or threats of organization violence to the Port Dover Seniors Group or supervisor.

5. The Port Dover Seniors Group will investigate and deal with incidents, complaints or threats of organization violence.

RISK ASSESSMENT AND CONTROL PROCEDURE

A 'Violence in the Organization Risk Assessment' is to be conducted on an annual basis, and based on the results, appropriate control mechanisms will be documented, communicated and implemented.

IMMEDIATE ASSISTANCE PROCEDURE

For emergencies that require immediate response or that pose serious/immediate threats, including but not limited to:

- i. Assault: The intentional use of physical injury, (impairment of physical condition or substantial pain) to another person, with or without a weapon or dangerous instrument.
- ii. Criminal Mischief: Intentional or reckless damaging of the property of another person without permission.
- iii. Disorderly Conduct: Intentionally causing public alarm or recklessly creating a risk thereof by fighting (without injury) or in a violent or threatening behavior or creating hazardous conditions by an act which serves no legitimate purpose.
- iv. Harassment: Intentionally striking, shoving or kicking another or subjecting another person to physical contact, or threatening to do the same. ALSO, using abusive or obscene language or following a person about in a public place, or engaging in a course of conduct which alarms another person.
- v. Menacing: Intentionally places or attempts to place another person in fear of imminent serious physical injury.
- vi. Reckless Endangerment: Subjecting individuals to danger by recklessly engaging in conduct which creates substantial risk of serious physical injury.
- vii. Robbery: Forcible stealing of another's property by use of threat of immediate physical force.
- viii. Sex Offence: Public lewdness, sexual abuse, rape.

- a) Leave the area immediately if you can and go to a safe area.
- b) Call 911 from the nearest telephone/mobile phone and report the emergency to the police.
- c) Report the incident to the convener and President of the Board of Directors as soon as possible. In the event that neither are available, report the incident to any available board member who will escalate the incident to the President.
- d) In the event of potential life threatening or serious injury situations, call 911 immediately (if possible) and then report the incident to President. If they are unavailable, report the incident to an available board member.

The President is to be contacted for help and advice regarding any questions, concerns or complaints regarding organization harassment, bullying or violence. Information will be kept confidential except in the case of an imminent physical threat in the organization.

COMPLAINT REPORTING PROCEDURE

All incidents of organization violence will be investigated. Prior to filing a formal report of the incident, anyone subjected to organization violence (the complainant) should let their objections to the behaviour be known to the alleged offender (the respondent), directly or with the assistance of a third party (convener or board member). The complainant may ask for support from the convener or a board member to communicate their objections to the incident and/or to prepare and submit a formal complaint.

The complainant will carefully record details of the incident including the date and time of the incident, the nature of the harassment or violence, and names of people who may have witnessed the incident. This document is the complainant's personal record and property.

The complainant will file a formal complaint that documents their concerns to the President and complete the Incident Report Form.

INVESTIGATION PROCEDURE

1. All complaints of Organization violence will be investigated. Upon receipt of a written formal complaint of organization violence, the President or delegate will initiate an investigation and will:
 - a) Advise the respondent(s) of the investigation and nature and specifics of the complaint.
 - b) Advise the complainant(s) of the investigation.
 - c) Assign the investigation to a Review Team (board member, convenor and member).
2. The Review Team will ensure that the composition of the team is representative of the internal structure of Port Dover Seniors Group. They must ensure that the team is balanced, reflecting the sensitivities of the complaint. In certain circumstances, an external person, in place of the Review Team, may be contracted to investigate the complaint.
3. The Review Team/external investigator will:
 - a) Advise all parties to the investigation that they have the right to be accompanied by a representative of their choice at all times.
 - b) Conduct the investigation fairly.
 - c) Explore all allegations by interviewing the complainant(s), the respondent(s) and any others who may have knowledge of the incident(s) or circumstances that led to the incident.
4. The Review Team/external investigator will prepare a written report of the investigation's finding (sufficient evidence to support a finding of violation of this policy; insufficient evidence to support a finding of violation of this policy; or no violation of this policy) and forward the report to the President. Investigations of serious incidents will be commenced immediately and a report completed within 48 hours. Investigations of other incidents will be investigated within 5 days of the initial complaint and the report produced within one week of completion of the investigation.

5. The President and a quorum of the board will make a decision regarding any disciplinary action, including termination of membership or role, or follow up to the report. They will also advise the complainant(s) and respondent(s) of any decisions and next steps.
6. The Board will determine the extent of the action, taking into account:
 - a) The impact of the incident on the complainant
 - b) The nature of the incident
 - c) The degree of aggressiveness and physical contact
 - d) The period of time and frequency of the incidents
 - e) The vulnerability of the complainant
 - f) Mitigating circumstances, if any.
7. The following actions/disciplinary measures may be considered depending on the particular incident and the factors noted in Item 6:
 - a) Apology
 - b) Suspension
 - c) Termination of membership or participation
 - d) Legal action

In the event that the President is the subject of the complaint or complainant, the formal complaint procedure will be led by the Vice-President.

DOCUMENTATION

All documents pertaining to the investigation will be kept on file in a secure location by the Secretary, for two years.

FALSE ACCUSATIONS

Any malicious or vexatious complaint or act will be subjected to appropriate disciplinary measures, including termination of membership. Such an action is considered a violation of the policy.

CONFIDENTIALITY

Confidentiality is required and expected to investigate an incident and to offer appropriate support to all parties involved. Any individual who becomes aware of an incident of violence should not disclose the details of the incident to any third party without prior consultation with the complainant. Those with questions or concerns about an incident should speak to the convener and/or President.

NO REPRISAL

All persons involved in the complaint process will ensure that the complainant is neither penalized nor subjected to any reprisals as a result of making a complaint. Disciplinary action will be taken against any person who takes any reprisal against a person who reports organization violence. Anyone who submits a complaint in good faith, even where the complaint cannot be proven, has not violated the policy.

CONFIDENTIALITY POLICY

Honesty and integrity are central to the reputation and success of Port Dover Seniors Group in full-filling its mandate and vision in the community. To this end confidentiality of member, donor and stakeholder information is imperative to our success. Information about donors, members and the affairs of Port Dover Seniors Group is confidential. Members, conveners and board members shall not knowingly take advantage of, or benefit from, information that is obtained in the course of their official duties and responsibilities, and that is not generally available to the public.

All members shall carefully preserve the confidentiality of information about donors, members, conveners and board members and recipient organizations, divulging only such information about such affairs as may ordinarily be public information, be required by law, or authorized for disclosure by the person or organization in question.

L. MEMBERSHIP FEE POLICY

Policy: The annual membership fee to be paid by all members other than Honorary Life Members will increase over time according to the provisions of this policy.

Procedure:

1. The annual membership fee will be determined by the board by January 1 and communicated to the membership by February 15.
2. At any time during any year, the Board may adjust the then current or subsequent membership fees in response to unforeseen and/or extraordinary special circumstances. Membership Fee increases caused by such special circumstances require the approval of the general membership at the next Annual General Meeting or at a Special General Meeting convened for that purpose.

M. DECLARATION

The Port Dover Seniors' Group Policies & Procedures were drafted and agreed to by the Group's Transition Team, which was appointed by the Port Dover Board of Trade.

Signed by:

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Witnessed by: Sign

Date