

SECHELT SENIORS ACTIVITY CENTRE SOCIETY
POLICY AND PROCEDURES MANUAL
REVISED 2017

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Note:

- references to Constitution and Bylaws will be highlighted in green [__]
- references to other policies will be highlighted in blue
- Policies should, as much as possible, refer to the date of the Board of Directors' meeting wherein the Policy was approved

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POLICY 1 THE BOARD

The purpose of Policy 1 is to further explain

1.1 Elections and Term of Office [Bylaws 59 to 68]

- Nomination Committee [Bylaw 61]

- i* Where the Past President is not able or willing to serve as Chair of the Nominating Committee, an alternate will be selected by the Board of Directors;

- ii* Notice of the Board positions and the nominees shall be displayed in the SSAC lobby from mid-January to the Annual General Meeting to inform members of the progress of the nomination process.

1.2 Oath of Office [Bylaw 92]

Board Members shall take the Oath of Office before taking office. [Bylaw 66(2)]. The oath shall be administered by the Chair of the Nominating Committee or his/her designate.

The oath to be administered shall be read to all new Board members at the Annual General Meeting. [As per Bylaw 92] Oath of Office (Constitution - 92 The Oath of Office is as follows:

I do solemnly swear (or affirm) that I will faithfully discharge, to the best of my ability, the duties of the office of Director of the Sechelt Seniors Activity Centre Society in accordance with its Constitution, Bylaws, Rules, and Policies and Procedures.

I further swear (or affirm) that I shall respect member interests by serving as a faithful protector of the Society's assets, and I will abide by majority decisions of the Board, while retaining the right to seek changes in decision through ethical and constructive channels.

The new Board Members shall reply in unison: "I do"

Board Members appointed to fill a vacancy at a time other than the Annual General Meeting will also be required to take the Oath of Office before serving as a Board Member.

1.3 Regular Board Meetings [Bylaw 43(1) - (2)] [New]

Regular Monthly Board meetings are scheduled to meet at 9:30 am in the Craft Room the 2nd (second) Tuesday of each month except July and August.

1.4 Executive Decisions Between Board Meetings [Bylaw 79 (1) - (4)]

From time to time, occasions arise when there is a need to make an executive decision between scheduled Board meetings. Please note, all financial decisions are subject to Bylaw 79

In cases where a decision needs to be made quickly, an Executive Board Member is authorized to make a decision. If time permits, he or she should get telephone approval from at least two other Directors.

In rare cases where an executive decision needs to be made immediately, any Board Member can act.

All above decisions are subject to ratification by the Board at its next meeting.

The above policies and directions are in addition to the following Bylaws: Part 6- Elections and Term of Office, Division 1, Bylaws: 59 - 65 and Part 8 - General, Division 2, Bylaw 92.

POLICY 2 FINANCE Part 7 Bylaw 69 - 82 (NEW)

The purpose of the Financial Policy is to articulate the Financial By-Laws, as stated in the SSAC Constitution and By-Laws, Part 7, Divisions 1, 2, 3.

- 2.1 Financial records must be maintained according to regulations for charitable organizations, as defined by the Canada revenue Agency.
- 2.2 An External Accountant (E.A.) will provide a yearly Financial Statement to the Board, ahead of the Annual General Meeting in February. The SSAC must provide accounting records to the E.A. in a timely fashion to prepare for the Annual report.
- 2.3 GST reports should be filed every 6 months, June 30 and December 31.
- 2.4 Permissive Property Tax Exemptions must be submitted to the District of Sechelt by May 31 of each year.
- 2.5 Bank deposits should be made regularly, two to three times per week and must be made when funds collected are greater than \$1000.00.
- 2.6 Activity chairs, or their delegates, are responsible for collection participants' fees, and submitting these with an accurate activity revenue form.
- 2.7 Use of Square
The Treasurer records daily record of transactions generated by the square
- 2.8 The following forms, pertinent to financial records, must be completed by the designated individuals and maintained as part of the financial record:
 - Activity Revenues forms, all Invoice and Expense forms, Petty Cash, Floats, Bank Deposits, Activity Deposit Records, Coin Deposits, Rental Contracts, Rental Invoices, Damage Deposits
- 2.9 The Finance Committee shall prepare an annual budget of estimated revenues and expenditures, and submit it to the Board for approval before the Annual General Meeting in February of each year. The budget shall be reviewed on a semi-annual basis for the purpose of determining guidelines have been met.
- 2.10 The Day Director, as Office manager, is responsible for ensuring that daily revenue forms for lunches and **all** activities are properly submitted and recorded. The Day Director **shall verify** activity revenue forms agree with activity schedule for the day. Any discrepancies in the counted dollar amount and the revenue form can be verified against the Activity Membership/Attendance Check List records.
See also Policy 10, Activities, Item 10.2 Activity Chairs.

POLICY 3 RISK MANAGEMENT POLICY (NEW)

Objective

- Study & Identify risks whenever a Project, Policy or, Process is introduced, or revised.
- Reduce the risks to a level that is acceptable to the Board.

3.1 Process:

- Document the known risks;
- Decide if they are major or minor in nature;
- Apply remedies & mitigations to the risks;
- At the next Board Meeting present the Risk Assessment;
- The Board will assess the liability & either;
 - i Reject the Project, Policy, or Process changes, or
 - ii Accept that the level of liability is manageable.

3.2 Responsibility

The Legislative and Policy Committee will ensure this function is carried out.

(See also Legal and Legislative Committee as these two policies are inter-dependent, therefore, one references the other)

POLICY 4 CODE OF CONDUCT [Bylaw 9 (a), (b) - Page 8]

This code of conduct shall be posted on Bulletin Boards within the Centre by the Communications Committee.

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

- 4.1 **Respect:** Treat others with respect and courtesy. Bullying or harassment of any kind is prohibited.
- 4.2 **Conduct:** There will be no tolerance for offensive or threatening language, or disorderly or disruptive behavior. Deliberate damage, misuse or theft of Centre property will not be tolerated.
- 4.3 **Safety:** Do **not** block fire exits, building doors or passageways. Be prepared to follow the safety instructions of the Day director or Activity chair or Security Personnel in the case of an emergency. Report any accidents or safety concerns to a Board member.
- 4.4 **Scent-Free:** The Centre strives to be a scent-free environment. No scents are to be worn by members, guests or visitors to the building.
- 4.5 **Smoke Free:** The Centre is a smoke-free environment. No smoking or vaping is allowed in the building or near the entrances to the building.
- 4.6 **Soliciting, fundraising, canvassing, petitioning-for and political campaigning:** Is not permitted within the Centre unless it is for the benefit of the Centre and/or has prior approval of the Board. This policy does not apply to Rentals of Centre by outside organizations.
- 4.7 **Infections:**
If you have an infectious condition, please be considerate of others, and take the following precautions, as required:
 - wash hands frequently, and use the available hand sanitizers;
 - wear a face mask;
 - refrain from physical contact with others;
 - in serious situations, refrain from attending the Centre until symptoms are goneApproved at the Board of Directors Meeting, November 14, 2017

- 4.8 **Offending Behaviour:**
On those rare occasions when a person's behaviour has caused concern and distress to others, or when posted policies are seriously ignored, the following actions will be taken:
 1. 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.
 2. If the behavior persists, a Centre Representative, normally a Board Member, can be asked to intervene. The Centre Representative will state concerns and expectations to the offending person and seek their co-operation.
 3. If the behaviour persists, the offender will be asked to leave. The Centre Representative will complete an incident report, and file it with the most senior Board Member available.

POLICY 4 CODE OF CONDUCT (cont'd)

Offending Behaviour: (cont'd)

4. Any time there is a safety concern, the Police must be called.

5. Depending on the seriousness of the offence, the Board may decide:
 - a) to suspend or expel the Member; [\[Bylaw 18 \(3\), \(4\) \(a\) - \(d\) - Page 10, Bylaw 19 \(1\) \(2\)\]](#)
 - b) to bar a visitor or guest from the premises.

SSAC Constitution and By-Laws and the Policy Manual are available from the Centre's office.

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POLICY 5 MEMBERSHIP [Bylaw 76 (1) - (4)]

- 5.1 Fees - The annual membership fee of \$25.00 was approved at a General Membership meeting on June 21, 2010.
- 5.2 The membership year runs from January 1 to December 31. New memberships will be sold starting from October 1, of each year and will be valid until December 31st of the following year.
- 5.3 Half price Memberships, \$12.50 are available from July 1 to October. Regular yearly Memberships for the subsequent year will be available in early October.
- 5.4 Membership has no age restrictions but members under the age of 50 will have no voting privileges.
- 5.5 Activities are for members only. Non-members are welcome to attend an activity **once** on a trial basis. **User fees apply.** *See Policy 10, Activities, Item 10.5 for more clarification on Activity Fees.*
- 5.6 Privacy *Policy 9, Communications, Item 9.6 for more clarification.*

POLICY 6 LIFE MEMBERSHIP [Bylaw 12 (1) - (2)]

6.1 Eligibility

Life membership is an award of merit and may be given to a member who has made a considerable contribution to the Centre over a period of at least 5 years.

6.2 Selection

Candidates are nominated by any member in good standing with a seconder;

Nominations must be received on appropriate forms, by the Life membership Committee, by October 15 of each year. The Life Membership Committee must post '*Notices for Nomination*' 30 days prior to this deadline.

6.3 Life Membership Committee

This committee will consist of 5 members: the Past President and 4 current Life members, to be appointed by the Past President.

The committee will vote by secret ballot and forward a maximum of two names to the Board for approval before November 8 of each year.

The names will be entered into the "in camera" minutes of the November Board of Directors' meeting. The names will be announced at the Annual Christmas Lunch.

6.4 Privileges of Life Members

No annual membership fee

Special invitation to Annual Christmas Lunch

Family is invited to hold memorial service for the member at the Centre - no charge for room rental.

[See Policy 12 - Rental of Centre Facilities for further clarification](#)

POLICY 7 VOLUNTEER POLICY (NEW)

The goal of the elected Board is to have an informed group of volunteers who, as members of the SSAC, feel supported so they may enjoy their work at the Centre. To enhance this experience, the Sechelt Activity Centre volunteers should expect:

- 7.1 information concerning volunteer opportunities;
- 7.2 recognition and appointment based on the volunteer's interest and capabilities;
- 7.3 access to relevant written information and the policy manual;
- 7.4 an orientation program and training needed to carry out the responsibilities of the position;
- 7.5 an opportunity for input in the planning and decision making relevant to the volunteer's position;
- 7.6 encouragement, guidance and resources necessary for successful performance;
- 7.7 it is the responsibility of the Membership and Volunteer Committee to ensure the above expectations are met;
- 7.8 Volunteer Appreciation Activity

A volunteer appreciation lunch will be held in June prior to the Centre's summer closure. *Current volunteers are expected to have contributed at least thirty (30) hours of time during the year in order to attend this event.* These hours may be spread across the year or be acquired by working on a specific project.

POLICY 8 CRIMINAL RECORD CHECKS

8.1 Volunteers, Members, Contractors

All SSAC Board Members, Contractors and Bus Drivers must obtain a Criminal Records Check. Returning or re-elected Members do not need to repeat the process. The policy was approved by the Board in 2014, and was adopted for the new Executive elected in February 2014

8.2 Privacy Conditions

A record showing when the Criminal Record Check is completed shall be maintained in the Centre's General Administration files. Originals and any copies of the Criminal Record Check will be returned to the member.

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POLICY 9 COMMUNICATION

The Communications Committee will be responsible for the following media:

9.1 Bulletin Boards, Signage

The Communications Committee will update and manage procedures surrounding Bulletin Board usage within the Centre.

Community Board in the Entry Way: All notices will be read by the Day Director 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. Signed notices will be posted for **one month**.

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."

Outside Sign, Lobby Monitor, Internal Bulletin Boards other than Entry Way: 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.

Bulletin Board and Pamphlet Rack near Lounge are re-designated as the "Community Resource Information B.B.". The Communications Committee is responsible for monitoring the suitability of material. Pamphlets will be dated and kept for three months.

All remaining Bulletin Boards will be consistently labeled and identified as Centre Activities Only and divided and labeled as to type of information.

9.2 Newsletter

The Echo is published monthly, at the beginning of the month, except for July and August. The Echo is published by the Rental and Activity (R&A) Coordinator, who will consult with the Communication Director or a member of the Executive if there are any questions. 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.

9.3 Promotion, advertising

The weekly sponsored CR (Coast Reporter) ad: is the responsibility of R&A coordinator. Full use will be made of all available community resources for advertising and promotion.

9.4 Email list of members

Email notices to be used **only** for notices of General Membership, Annual General Membership and Special Membership meetings, and for emergency notices. This list will be maintained by the Board Secretary or delegate.

9.5 Event and Activity Website Promotion

Any additions, updates or deletions to the SSAC Website content will be primarily maintained by the R&A Coordinator. In the event the Rental Coordinator is not available, the Technical Committee members will be asked to maintain the Website. [See Policy 16, Technical Committee, page 34](#)

POLICY 9 COMMUNICATION (cont'd)

9.6 Privacy - Member Information

The Centre, Board members, or volunteers will not distribute personal information about members, including names, phone numbers, addresses, emails without permission of the member.

9.7 Surveys /Practicum requests

Protocol for Outside Agency Surveys (Board Minutes April 14, 2015)

- Outside Agencies requesting a survey must provide credentials.
- It is imperative those wishing to conduct a survey ask for permission **before** proceeding.
- The survey must be submitted to the Board for review and approval **prior to** commencement.
- Practicum Requests - the Centre regrettably does not have the resources to provide for a practicum placement.

9.8 Branding (from the minutes of 2015 02 10)

Any use of the SSAC name and logo, must be approved by the Board. This will ensure consistency with a standardized logo. Groups can add other designs as long as our logo is there in the correct format.

POLICY 10 ACTIVITIES

10.1 New Activities:

Activities at the SSAC are generally member driven and led. Activities are designed and implemented on the basis of member interest. Generally, the protocol for a member-led new activity is:

- a) consultation between the member, the president (or delegate), and the Rental/Activity Coordinator. A budget must be included if the activity requires expenditures;
- b) an "Interest Sheet" is set up, to canvass support. The members on this list are contacted after a specified period of time, regarding the next step. Following through with this step is the responsibility of the interested member, and is monitored by the R&A Coordinator;
- c) The R&A coordinator is responsible for promoting and advertising the activity.
- d) The new activity appoints a member as chair.
- e) The Board must approve a budget for the new activity if applicable.

10.2 Responsibilities of Activity Chairs:

- a) Collection of activity fees, maintaining attendance records, and monitoring membership.
- b) Maintaining contact with the R&A Coordinator over scheduling.
- c) Providing an activity report for the Annual Report
- d) Open and Close Centre as required.
- e) These responsibilities will be monitored by the Membership Chair

10.3 Activities led by Paid Instructors

- Activities which are to be led by paid instructors must be approved by the Board, based on demand, member interest, and cost effectiveness.
- Contracts for paid instructors must be approved by the Board.
- The above responsibilities for activity chairs apply.

10.4 Fundraising Groups

Groups within the Centre engage in activities which raise revenue for the Centre. To date, these groups have been the theatre production groups, 'The Funtastics', and the 'Chair Actors' group. These groups submit a budget to the Board for approval, which contains their projected activities, revenue, and costs. If approved, the group does not pay activity fees during rehearsals. As of a Board decision October 11, 2016, the Craft group will fall under this designation. They will submit a yearly budget for approval, and may use Centre facilities for their weekly meetings.

POLICY 10 ACTIVITIES (cont'd)

10.5 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 generally \$3.00 per activity with the following exceptions:

- Activities led by paid instructors charge a higher fee to cover instructor expenses. (usually \$5.00.)

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 and will not be used for any other purpose.

Activities 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 Board, before proceeding with the collection of any monies.

10.6 Friendship Tea/Tea at Two

This monthly event is an outreach event for the community at large, and no membership is required, and no activity fee is charged. **Tea at Two** on Tuesdays is a summer activity for the community. A fee is charged to cover materials.

10.7 Member – Guests: A member may purchase a strip of 5 tickets, for \$25.00 for out-of town guests or visiting family members. The strip is sold by the Day Director, who records the payment, and the member's number. The guest may then attend the activity with the member. The ticket is placed in the deposit envelope, but not counted in the revenue. The \$25.00 fee is credited to membership. This policy was approved at the Board of directors meeting, May 12, 2015.

10.8 Activity Scheduling

Room use schedules will be rebooked yearly, and the Activity Chairs will be contacted to submit their schedule preferences by May 1st of each year.

10.9 Room Bookings

The Rentals/Activity Coordinator is responsible for all room bookings, and for maintaining an up-to-date record/schedule. Any individual booking must be confirmed by the R&A coordinator.

POLICY 11 BUS TRIPS

- 11.1 **All** bus trips must be registered and recorded on the Bus Trip Sign Up forms, which contain the names, contact information, payment information and membership numbers of all participants. This form is kept in a binder in the office prior to the trip.

On the *day of* the trip, the original is placed in the Bus Trip Activity File and a copy goes with the bus driver. The sign up forms for cancelled trips are placed in the file. This is the responsibility of the Bus Trip Coordinator. These forms are also required for Bus Rentals, but these may be held by the Bus Trip Coordinator and a copy placed in the Rental File.

- 11.2 Eligibility:

Only SSAC members may take part in bus trips except as follows:

A member may, on occasion, under special circumstances, and only if space allows, bring a guest on a bus trip, under the following circumstances: the member may need special assistance, the member may have an out-of-town guest or family member. The guest must pay a \$5.00 surcharge over and above the full bus trip price. A guest is **only** permitted on day long, **not** multiple day, trips.

- 11.3 Payment:

Payment is due **in full** when the member registers for the trip. A deposit payment system may be used for trips lasting multiple days.

- 11.4 Refunds:

The Centre will issue refunds if a trip is cancelled.

If a member cancels their trip, a refund for the bus portion of the trip only will be issued if notice is received more than 48 hrs. prior to the event. Third party refunds will only be issued if the third party has, in turn, refunded the Centre.

- 11.5 AGM/GM:

No bus trips, except Tea and Trumpets, will be scheduled on dates of the Annual General Meetings, or General Meetings.

- 11.6 Rental of Bus to outside organizations:

- The SSAC recognizes that the bus is to be used to further the purposes of the Society, and, as such, rentals to outside groups and organizations must be kept to a minimum number per year;
- Any such rental must adhere to the requirements of the provincial licensing statutes, and of insurance policies;
- A contract must be approved by two members of the Executive;
- The fee charged will include payment for the driver, reasonable overhead charges, and a profit margin that conforms to licensing requirements;
- Rentals will only be to not-for-profit organizations, and not to children's organizations;
- Rentals will not interfere or replace internal activities;
- All rentals **MUST** include an SSAC driver;
- All contracts must include a list of participants and contact information, which is to be kept on file.

POLICY 11 BUS TRIPS (cont'd)

11.7 Bus Coordinator:

In coordination with the Bus Committee, this volunteer position is responsible for:

- Selection and coordinating of appropriate volunteer drivers;
- Organizing suitable trips, based on assessment of member interests, setting costs, monitoring revenue, related duties;
- Keeping appropriate records;
- Coordinating bus maintenance;
- Submitting appropriate expenses.

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POLICY 12 RENTAL OF CENTRE FACILITIES – OUTSIDE GROUPS

It is the primary responsibility of the SSAC Board to generate revenues to support the Centre, and to advocate for the interests of its members. Rentals are a supplementary source of revenue for the SSAC. The policy governing rentals is guided by whether the rental is an appropriate source of revenue within this context. Approved at the Board of Directors Meeting, November 14, 2017

12.1 Displacement of Centre Activities:

It is the responsibility of the Rentals/Activity Coordinator to enforce this policy and to consult with the President or delegate when needed. In case of conflict, the decision should always be in favor of the interests of the SSAC. Approved at the Board of Directors Meeting, November 14, 2017

12.2 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 cost is in favor of the Centre. Approved at the Board of Directors Meeting, November 14, 2017

12.3 Small, One Time Rentals - Administrative Fee

Administrative costs for small, one time rentals are often greater than the revenue, and administrative fees may be charged. The numbers of these *rentals* should be minimized. Longer term rentals should be encouraged, as per 12.6. Approved at the Board of Directors Meeting, November 14, 2017

12.4 Auditorium Rentals on Saturdays:

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, Dance Time and tournaments may be scheduled on Saturdays. SSAC activities can book Saturdays on a week to week basis, if available.

12.5 Requests for Room Rentals

All requests for rental of SSAC rooms must be directed to, and coordinated by, the Rental/Activity Coordinator.

12.6 Contracts

All rentals require a signed contract, specifying rental terms and fees.

Auditorium rental contracts are generally for single occasion. Multiples must be approved by President or delegate, and must be for no longer than a three month period, subject to renewal. This policy was approved by the Board at the Director Meeting May 10, 2016

The ongoing contract with the Latter Day Saints Church will be negotiated between the President and the Latter Day Saints Church.

Other Room rentals are subject to regular Centre scheduling, ie normally January – June, July-August, September- December.

POLICY 12 RENTAL OF CENTRE FACILITIES – OUTSIDE GROUPS (cont'd)

Rental Contracts:

- a) All pages of the contract will be kept on record, digitally, or hard copy
- b) Terms and conditions (T&Cs) not applicable will be annotated as such
- c) Renters acceptance of T&Cs will be initialed by them.
- d) Contracts **will** specify maximum numbers of attendees, and renters are responsible to enforce these limits.

12.7 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 considered to have sub-let a space to others when compensation is provided to the Renter for the use of the space by a third party. The Renter is to be informed that this practice is not allowed. Approved at the Board of Directors' Meeting, November 14, 2017.

Use of open flame candles is **not** permitted.

12.8 Room Rentals to Non-Profit Organizations and Members in Good Standing:

Memorial service: The auditorium 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 half price **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, are charged half price 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.

12.9 Damage Deposits:

A damage deposit of \$500.00 may be charged, depending on factors such as number of attendees, facilities/resources being used, and will be charged on all rentals over \$500.00

All monies received as damage deposits will be deposited into the bank. 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.

POLICY 12 RENTAL OF CENTRE FACILITIES – OUTSIDE GROUPS (cont'd)

12.10 Borrowing Centre Equipment:

Only members may borrow SSAC equipment for use off-premises. Use of SSAC equipment on premises is covered in the rental agreement.

The loan of any Centre equipment by a member must be authorized and documented by the Day Director. An Equipment Loan Record, with the appropriate forms to be completed, is kept in the office. All items must be checked by the Day Director when returned.

FINAL

POLICY 13 RECORDS MANAGEMENT (NEW) [Bylaw 84 - 87]

13.1 Annual Reports

Annual Reports are prepared at the end of each financial year, the purpose being to provide meaningful information to the Membership. It will be distributed to the membership at the Annual General Meeting held in February.

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
- Committee Reports (alphabetically)
- Activity Reports (alphabetically)

Committee Annual reports will cover:

- Vision for the year
- Members of the committee and the format and frequency of meetings
- Challenges faced during the year, including unusual expenses
- Recommendations for consideration by the incoming Board

Activity Annual reports will cover:

- Format, ie, day and time the activity took place and the average numbers of members attending each session
- Participation in any special event, including any donations made to that event
- Challenges faced during the year, including unusual expenses
- Goals for the coming year
- Recommendations for the incoming Board

13.2 Filing Index [Bylaw 84 (1) - (3)]

- A file Index shall be prepared for each year;
- New filing labels and new filing folders shall be prepared for each file, each year
- All File Labels will indicate the current year, the retention period and/or the year in which the file may be destroyed or sent to the Sechelt Archive repository.
- New files will only be opened upon discussion with the Board Executive
- Files will only contain documents that can be identified as pertaining to the file name and provides relevant information concerning the file name
- The File Index for each year will be retained in the current year 'File Index - P-00' file folder for easy access.

Please also see the Record Keeping and Filing System guide in the 'File Index P-00' file folder.

13.3 Minutes of Meetings [Bylaw 86 (1) - (3)]

- Minutes of each Board Meeting, and Draft Minutes of Annual Fall Meeting and Annual General Meeting will be filed in the SSAC's records, in the corresponding year with attached reports and supporting documents;
- Approved Minutes of Board Meetings only, will also be sent to the Web Master for inclusion on the SSAC Web page;
- The minutes shall also be kept 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.]

POLICY 13 RECORDS MANAGEMENT (cont'd)

13.4 Register of Members [Bylaw 85 (1)]

- Membership List records shall be maintained forever;
- Current year membership application forms shall be retained for three (3) years on the premises;
- Older membership application forms shall be destroyed by shredding;
- Membership List records shall be sent to Archives at the appropriate time for storage. These lists will eventually become part of the Management and Administration Database;

13.5 Manuals [Bylaw 87]

- Manuals containing more detailed instructions and available forms will also be maintained and become part of the Management and Administration Database.
- Manual preparation will be overseen by the Legal and legislative Committee to ensure Bylaws are adhered to.

13.6 Retention of Electronic Non-Statutory Records (*Dated April 2014 the following was found*)

Charities have faced claims for damages relating to wrongful criminal acts by their employees and investigations of records would have been useful. In addition, we live in a time when people are inclined to sue and seek compensation for loss - real or perceived. A simple process resulting in record retention will improve the chance of showing due diligence in all situations.

- Finance records - reside with and are retained by the Treasurer
- Maintenance Records - reside with and are retained by the Maintenance Director
- Rental Records and contracts - reside with and are retained by the Rental Coordinator
- General records - reside with directors and volunteers and may be found on personal computers.

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

File emails - First, by date; Second, by clear subject heading. File Return or forwarded emails under the original subject heading.

On leaving the Centre or when space is required - delete unnecessary files and drafts files. Down load remaining files on to a flash drive, label with relevant dates, i.e. from 2012 01 01 to 2014 04 04 and attach name and position to the stick and store at the Centre in the appropriate place.

POLICY 14 INVENTORIES

- 14.1 The Inventory control of the Centre is to be conducted on an ongoing basis as directed by the Board;
- 14.2 Inventory Records will be managed by the *'Inventory Administrator'*
- 14.3 Inventory Record data will include the following information which will be provided to the Inventory Administrator by the Purchaser, i.e. the Maintenance Director, Activity Chair etc.:
- Description of the Asset;
 - Model Number & Serial Number, if applicable;
 - Area where the Asset will be used;
 - Location where the Asset will be stored;
 - Purchase price of the Asset;
 - Copies of User Manuals and Warranty/Registration documentation;
 - Owner, where the Asset is not owned by the SSAC, (If no owner is defined the owner will default to SSAC)

An annual Inventory Report will be printed. This Inventory Report will be reconciled against yearly capital purchases and current equipment records maintained under the Administration and Maintenance umbrellas.

The Maintenance Director and the Treasurer, or other delegated person(s), will accomplish the reconciliation.

For consistency purposes and for the convenience of all Day Directors and Board Members, these records will be part of the file index as well accessible from the Data Base File.

Inventories will be carried out by committees and activity groups, as directed by the Board, of any assets/items purchased by the Society. This data will then be presented to the Board in the manner prescribed by the Board.

POLICY 15 Database Management (NEW)

15.1 Purpose

The Centre is in the process of developing database information to manage several of our ongoing day to day routines. A centralized data base is an efficient way for several people to access accurate information. The advantage of a data base is there is only one 'copy' and it can be quickly updated.

When several paper copies of instructions exist, there is a risk outdated instructions might be used and, therefore, would not comply with the current policies and processes. Retaining outdated hard copies must be eliminated in order to reduce waste when revisions are made.

15.2 Management and Additional Database Functions

Databases reside on the following PC's: Maintenance Administration - Storage area; Inventory Database - Storage Area; Centre Administration Policy, Constitution, Records and Forms Database - Day Director' Desk; Membership Database - Treasurer's Desk. Master copies of all Databases reside with the maintenance Director, or the Technical Committee Chair.

15.3 Forms Database

The instructions for the Forms Data are compiled into a paper manual and is kept in a Duo Tang folder on the Day Director's Desk.

Management of the Administrative Database System comes under **the jurisdiction of the Secretary or delegate.**

POLICY 16 COMMITTEES (NEW) [See Bylaw 56]

- 16.1 The SSAC is run primarily by volunteer committees. The Board may create committees, describe their duties, powers and responsibilities assigned to each committee and dissolve a committee at any time.
- 16.2 At the first regular Board meeting after the Annual General Meeting, Directors will set up and staff such committees as are deemed necessary for the current operation of the SSAC.
- 16.3 The President and vice President are ex-officio members of all committees. [Bylaw 57.5]
- 16.4 Structure: unless otherwise specified, a committee will include a Chair, at least one Board member, who may or may not be the Chair, members with specific expertise/responsibility in the committee area and a mix of Board members and General Membership.
- 16.5 The Board maintains the right to change committee structure from time to time in accordance with need. Committees will have the power to recommend regulations or policies, or changes of same, to the Board.
- 16.6 The current committees of the Board are:

- Bus Committee
- Communication Committee
- Finance Committee
- Fundraising, Grants and Special Events Committee
- Kitchen Committee
- Legal and Legislative Committee
- Maintenance Committee
- Membership and Volunteer Committee
- Technical Committee

The current AD hoc committees are:

- Syrian Refugee Committee
- Planning Committee
- Emergency Relief Committee

BUS COMMITTEE

Structure:

The Committee Chair will be chosen by the members of the committee. Failing If no candidate comes forward, the Chair of the Committee will fall to the Board Representative.

The Committee Chair will

- chair all meetings
- call meetings monthly or as often as deemed necessary
- present recommendations to the Board for approval
- Apprise the Board of any issues of an unusual nature they need to be aware of

The committee may also appoint a secretary who will

- maintain and file minutes of meetings,
- prepare recommendations to the Board
- prepare, by December 15, each year, an approved submission for the Annual Report
- prepare monthly submissions on upcoming bus trips for the Echo and our Web Page
- provide recommended financial records to the Treasurer for financial recording

Mandate:

The Mandate of the Bus committee is to research and organize interesting bus trips for the members of the Sechelt Seniors Activity Centre.

Responsibilities:

The Bus committee is responsible for:

- Overseeing the work of the Bus Coordinator in arranging the bus trip schedule
- Overseeing the operation and maintenance of the vehicle
- Such other matter as the Board deems necessary
- Providing a budget of revenues and expenditures for each trip, as well as for the year
- Monitoring each trip manifest for membership compliance and payment
- Conduct an inventory of assets coming under the purview of the Bus Committee

COMMUNICATIONS COMMITTEE

This committee deals with external communications.

Structure:

This committee shall be chaired by a Board member and include the following members: The Echo Editor, the Web Master, the Rentals and Activities Coordinator and others involved in advertising and promotional activities.

The Committee Chair will

- chair all meetings
- call meetings monthly or as often as deemed necessary
- present recommendations to the Board for approval
- Apprise the Board of any issues of an unusual nature they need to be aware of

The committee may also appoint a secretary who will

- maintain and file minutes of meetings,
- prepare recommendations to the Board
- prepare, by December 15, each year, an approved submission for the Annual Report
- prepare monthly submissions on upcoming bus trips for the Echo and our Web Page
- provide recommended financial records to the Treasurer for financial recording

Mandate:

The mandate of the Communications Committee is to coordinate all external communications with the public to ensure consistency of the message.

Responsibilities:

The communication committee shall be responsible for:

- coordinating Publicity and Public relations
- monitoring all external advertising and promotion
- assisting with publications
- preparing reports as required
- other duties as required by the Board

[See also Legal and Legislative Committee](#)

FINANCE COMMITTEE

Structure:

This Committee shall be chaired by the Treasurer, and include the President, Vice-President and Maintenance Director.

The Committee Chair will

- chair all meetings
- call meetings monthly or as often as deemed necessary
- present recommendations to the Board for approval
- Apprise the Board of any issues of an unusual nature

The committee may also appoint a secretary (if required) who will

- maintain and file minutes of meetings,
- prepare recommendations to the Board
- prepare each year, an approved submission for the Annual Report
- provide recommended financial records to the Treasurer for financial recording

Mandate

The role of the finance committee is primarily to provide financial oversight for the organization. Typical task areas include budgeting and financial planning, financial reporting and the creation and monitoring of internal controls and accountability policies.

Responsibilities:

1. Budgeting and Financial Planning
 - a. Develop an annual operating budget
 - b. Approve the budget within the finance committee
 - c. Monitor adherence to the budget
 - d. Set long-range financial goals along with funding strategies to achieve them
 - e. Develop multi-year operating budgets that integrate strategic plan objectives and initiatives
 - f. Present all financial goals and proposals to the board of directors for approval.

Effective finance committees fully engage in an annualized budgeting process and it may be advantageous to include non-board members with financial expertise on the committee as well as meeting with other committee chairs and activity chairs as required.

In addition to developing an annual budget, the committee should also set long-term financial goals. These goals might include the creation of a working capital or cash reserve fund and the creation of a fund for maintaining or replacing equipment. If the organization has a strategic plan, the finance committee will work with the required committees to determine the financial implications of the plan and will plot them into a multi-year organizational budget that will financially support the implementation of the strategies.

2. Reporting

- a. Develop useful and readable report formats
- b. Work with the board of directors to develop a list of desired reports noting the level of detail, frequency, deadlines and recipients of these reports.

FINANCE COMMITTEE (cont'd)

2. Reporting (cont'd)

- c. Ensure board and committee members understand the implications of the reports
- d. Present the financial reports to the full board

3. Internal Controls and Accountability Policies

- a. Create, approve, and update policies that helps ensure the assets of the organization are protected;
- b. Ensure policies and procedures for financial transactions are documented in a manual and the manual is reviewed annually and updated as necessary;
- c. Ensure approved financial policies and procedures are being followed.

Although the entire board carries fiduciary responsibility for the organization, the finance committee serves a leadership role in this area, making sure appropriate internal control procedures for all financial transactions are documented in a manual and followed by staff. The committee should also determine and update the bank account signatories and make sure that all legal and government deadlines have been met.

Approved at the Board of Directors' meeting, November 14, 2017

FUNDRAISING, GRANTS AND SPECIAL EVENTS COMMITTEE

Structure:

This Committee will be chaired by a member of the Executive. Members shall include representatives of all fundraising groups in the organization, the Special Events Coordinator and the Grants Coordinator.

The Committee Chair will

- chair all meetings
- call meetings monthly or as often as deemed necessary
- presenting recommendations to the Board for approval
- Apprise the Board of any issues of an unusual nature they need to be aware of

The committee may also appoint a secretary who will

- maintain and filing minutes of meetings,
- prepare recommendations to the Board
- prepare, by December 15, each year, an approved submission for the Annual Report
- prepare monthly submissions on upcoming events for the Echo and our Web Page
- provide recommended financial records to the Treasurer for financial recording

Mandate:

This Committee's mandate is to coordinate all the Special Events during the year, assist with the completion of Grant Applications and monitor Fundraising events to ensure they follow the SSAC goals for the year.

Responsibilities:

The Fundraising and Special Events committee shall be responsible for:

- Assisting the **S.E. Coordinator** with managing the major Special Events as designated by the Board. Currently these are: the Christmas and Volunteer Appreciation Lunches, the Spring Garage Sale and the Christmas Craft Fair
- Overseeing the SSAC **fundraising** activities by
 - ensuring consistency in promotion and branding
 - maintaining good relationships with donors
 - controlling budgets and expenditures
 - assessing effectiveness of various methods of fundraising
 - reporting to the board on individual activities.
- Overseeing and coordinating all **grant** applications by:
 - assessing and determining the need to grant applications
 - presenting rationale and budgets to the Board
 - monitoring and reviewing individual applications
- Such other matters as the Board deems necessary.

KITCHEN COMMITTEE

Structure:

The Committee Chair will be chosen by the members of the committee. If no candidate comes forward, the Chair of the Committee will fall to the Board Representative.

The Committee Chair will

- chair all meetings
- call meetings monthly or as often as deemed necessary
- presenting recommendations to the Board for approval
- Apprise the Board of any issues of an unusual nature they need to be aware of

The committee may also appoint a secretary who will

- maintain and file minutes of all meetings,
- prepare recommendations to the Board
- prepare, by December 15, each year, an approved submission for the Annual Report
- prepare reports on menus for the Echo and our Web Page
- provide recommended financial records to the Treasurer for financial recording

Mandate:

This Committee's mandate is to ensure the smooth functioning and running of the kitchen in the preparation of weekly meals for Members and Guests of the SSAC.

Responsibilities:

The Kitchen committee shall be responsible for:

- Providing and maintaining an appropriate list of volunteer staff for the kitchen;
- Monitoring safety and security issues in the kitchen and dining room;
- Investigating and resolving complaints;
- Reviewing ideas for new products and services;
- Conduct an inventory of assets coming under the purview of the Kitchen Committee
- Such other matter as the Board deems necessary.

POLICY 16 COMMITTEES (cont'd)

LEGAL AND LEGISLATIVE COMMITTEE

This Committee deals with internal communications

Structure:

This Committee shall be chaired by the Secretary, and include the President and Vice-President, and Maintenance Director. Additional members will be chosen from the general membership.

The Committee Chair will

- chair all meetings
- call meetings monthly or as often as deemed necessary
- presenting recommendations to the Board for approval
- Apprise the Board of any issues of an unusual nature they need to be aware of

The committee may also appoint a secretary who will

- maintain and file minutes of all meetings,
- prepare recommendations to the Board
- prepare, by December 15, each year, an approved submission for the Annual Report
- prepare reports on menus for the Echo and our Web Page
- provide recommended financial records to the Treasurer for financial recording

Mandate:

The mandate of this committee is review all policies and procedures to ensure they follow the content of our bylaws and meet any legal obligations of the Centre.

Responsibilities:

The Legal and Legislative Committee shall be responsible for:

- Reviewing and developing Rules, Policies, and Procedures of the Society for any matter;
- Recommending adoptions and revisions to the above to the Board;
- Recommending amendments to the Constitution and By-Laws to the Board;
- Reviewing the level of risk and, or liability in accordance with Policy 3;
- Preparing manuals and guidelines as directed by the Board; (Director Meeting September 2015)
- Overseeing the control of Forms and Documents used to implement policies and procedures to ensure the latest and up-to-date forms and procedures are being followed
- Such other matter as the Board deems necessary.

(See also Risk management Policy 3 [page 8] as these two policies are inter-dependent, therefore, one references the other)

MAINTENANCE COMMITTEE

Structure:

This Committee will be Chaired by the Maintenance Director. The Vice Chair will step in when the Maintenance Director is absent. Members of the committee will be recruited from members showing an interest in the committee.

The Committee Chair will

- chair all meetings
- call meetings monthly or as often as deemed necessary
- presenting recommendations to the Board for approval
- Apprise the Board of any issues of an unusual nature they need to be aware of

The committee may also appoint a secretary who will

- maintain and file minutes of all meetings,
- prepare recommendations to the Board
- prepare, by December 15, each year, an approved submission for the Annual Report
- prepare reports or updates for the Echo and our Web Page
- provide recommended financial records to the Treasurer for financial recording

Mandate:

The mandate of the Maintenance Committee is the maintenance and upkeep of all property owned or rented by the Society and to provide a safe, reliable facility that meets the Memberships' requirements.

Responsibilities:

The Maintenance committee shall be responsible for:

- manage & record maintenance activities carried out in & around the Activity Centre;
- schedule routine, regular inspections & preventive maintenance tasks to ensure the safety & reliability of the building plus it's systems;
- Act upon deficiencies reported to the Committee by Members, outside Contractors, or Regulatory Inspection Representatives;
- Report the current status of the entire property to the Board & Membership on a regular basis;
- Monitor activities of security team
- supervision of janitorial and other maintenance services
- Conduct an inventory of assets coming under the purview of the Maintenance Department
- Coordinate Inventory deletions, additions and corrections of inventory.

MEMBERSHIP AND VOLUNTEER COMMITTEE

Structure:

This Committee will be Chaired by a Board Director, and members of this committee will include the Board Secretary and Volunteer Coordinator. Other members of the committee will be recruited from members showing an interest in the committee.

The Committee Chair will

- chair all meetings
- call meetings monthly or as often as deemed necessary
- presenting recommendations to the Board for approval
- Apprise the Board of any issues of an unusual nature they need to be aware of

The committee may also appoint a secretary who will

- maintain and file minutes of all meetings,
- prepare recommendations to the Board
- prepare, by December 15, each year, an approved submission for the Annual Report
- prepare reports or updates for the Echo and our Web Page
- provide recommended financial records to the Treasurer for financial recording

Mandate:

The mandate of this committee will be to ensure the Constitution and Bylaws pertaining to membership are followed thereby avoiding any irregularities

Responsibilities:

The Membership Committee shall be responsible for:

- Processing membership applications
- Coordinating membership renewals
- Maintaining membership records (Secretarial duties)
- Promoting the Society
- Recruiting and coordinating volunteers
- Recommending membership policies to the Board
- Overseeing Volunteer Orientation and training
- Such other matter as the Board deems necessary.

TECHNICAL COMMITTEE

Structure:

The Committee will consist of the Committee Chair, and members who have demonstrated skills and knowledge of technical systems.

The Committee Chair will

- chair all meetings
- call meetings monthly or as often as deemed necessary
- presenting recommendations to the Board for approval
- Apprise the Board of any issues of an unusual nature they need to be aware of

The committee may also appoint a secretary who will

- maintain and file minutes of all meetings,
- prepare recommendations to the Board
- prepare, by December 15, each year, an approved submission for the Annual Report
- prepare reports or updates for the Echo and our Web Page
- provide recommended financial records to the Treasurer for financial recording

Mandate:

To provide technical and audio visual training and assistance to users of these systems

Responsibilities:

- Assist users, internal & external, of the correct operation of the Audio/Visual system;
- produce User Guides to assist users. ([Reference the Audio Visual User Manual](#)); (copy of which must be kept in the office)
- Assist in the Personal Computer orientation sessions if qualified & able;
- When available; assist at the Centre during events if required;
- Advise the Board on purchases of software, audio-visual and computer equipment;
- Conduct an inventory of assets coming under the purview of the Technical Committee
- Maintain the SSAC Website as required. ([See Policy 9, Communications, Item 9.5 for details](#))