



PROCEDURE MANUAL

September 2022

Stepping Stone Senior Centre

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Procedures

1. Activities

Any queries on SSSC activities should be directed to the Coordinator.

2. Code of Conduct

See SSSC Code of Conduct and SSSC Discipline Policy documents for details.

3. Emergency Plan

There is an Emergency Plan in place which is easily accessible by volunteers at the front desk. All Board members shall have a copy. The plan is reviewed each year by the Board.

Exit maps shall be posted in every program room.

An emergency drill should be scheduled once a year. The designated wardens should be easily identified.

4. Facility Administration.

a) Equipment Inventory

The equipment inventory will include all equipment valued under \$1,000.

b) Equipment Handling

Hand held devices will not be taken out of the SSSC without the approval of the Coordinator. Training for the use of equipment will be provided.

c) Non- Smoking/Non- Vaping/ Scent Free/ No Alcohol

In accordance with City of Fredericton policy, the SSSC is a non-smoking and non- vaping facility. There is no smoking or vaping permitted on the property.

The SSSC promotes a scent free environment.

No alcohol is permitted on the premises except at events approved by the Board and the City of Fredericton and for which appropriate licenses have been obtained.

c) Parking

Options for parking:

- The SSSC parking lot
 - The public parking lot between the Lawn Bowling Club and the SSSC building
 - City designated parking on Saunders Street and Odell Avenue
- When special events are held nearby the SSSC, the Coordinator shall arrange for extra signage and/or barriers that the SSSC parking lot for member use only.

d) Security

Individual key holders will have separate codes for the Alarm . system. A current list of key holders, with their contact information and individual codes, will be maintained by the Coordinator. All key holders will return their key when it is no longer required. Copies of these keys is not permitted.

In the absence of a staff member, a key holder will be designated to unlock the doors, disarm the the alarm, and ensure the SSSC will be locked up.

A current list of members designated for alarm call out with their contact information will be maintained by the Coordinator and a copy provided to the Alarm Company under contract with City of Fredericton.

5. Financial Administration

a) Acceptable Methods of Payment

SSSC will accept payment by cash, cheque, or E-transfer (as per 5b).

b) E-Transfers

SSSC will maintain an e-transfer account with the TD Bank for the purpose of receiving monies. The paying mechanism will be: steppingstoneseniorcentre@ rogers.com e-mail address. The Coordinator will manage which transactions would/would not require an initial surcharge for the use of e-transfers in consultation with the Executive. SSSC will not use e-banking for payments

c) Charitable Donation Tax Receipts

Charitable tax receipts for all donations must be signed by one of the following members of the SSSC: President, Vice-President, Treasurer or the Coordinator.

d) Fixed Asset Inventory

All purchases, with a minimum value of \$1,000 and a use life of more than 3 years, must be approved by the Board. The requester will work with the Coordinator and at least one signing Officer to decide on the item. Once purchased, the item will be add to the Fixed Asset Inventory and be depreciated as applicable.

e) Fundraising

i) Friends of the SSSC

This program runs annually with 4 categories for donations:

- Companion- \$10 to \$99
- Supporter- \$100 to \$249
- Patron- \$250 to \$499
- Benefactor- \$500+

Recognition will occur at the AGM as an attachment to the President's report. A plaque with the names of contributors

by category ,who have authorized that they be recognized, will be displayed within SSSC. The categories will not reflect the dollar range in the report or on the plaque.

A letter, from the President, will go out to members of SSSC in early September and include the following:

- Reminder of charitable status
- Highlight the areas where donations make a difference
- A description of the program
- A tear off portion for the contributor to complete and return with their donation. (This section is retained until the next AGM).

A confidential annual register will be maintained which includes: list of contributors, amount contributed, and recognition preference and Charitable Donation Tax Receipt number.

The tax receipts and a thank you, signed by the President, will be sent to or given directly to the contributors.

ii) Lotto Factory

The Board will monitor the activity of the Lotto Factory 50/50 on an ongoing basis.

iii) Other

Established fundraisers organized by the Events/Fundraising Committee do not require Board approval.

All other fundraising proposals for or with SSSC, must be brought to Board for approval prior to announcement and implementation.

f) Grants

All grant applications will be prepared by the Coordinator and a Board member and signed by the President.

g) Lottery and Liquor Licenses.

Lottery licenses must be obtained from Service NB for all in-house 50/50 draws. Only one annual license is required for

the recurring monthly draws.

Any special events/ fundraisers requiring lottery or liquor licenses require Board approval. Acquisition of such licenses is the responsibility of the Events/Fundraising Committee.

The Coordinator will keep the volunteers at the Reception desk informed as to the procedures for collection of monies for all lottery ticket sales.

h) Petty Cash

The Coordinator will maintain a standing float to be used for petty cash. The maximum amount is to be determined by the Treasurer.

After a purchase is made for SSSC, the sales receipt must be provided. The purchase(s) must be the only item(s) on the receipt.

i) Photocopying

All photocopying must be recorded on the usage record provided in the photocopy room. Cost of photocopying for members personal use is 10 cents per copy(single or double- sided).

j) Rentals

Rentals are handled by the Coordinator. The procedure for for rentals is included and covered under the SSSC Rental contract.

k) Travel Expenses

It is recognized that to use one's vehicle, there are overhead costs as well as the actual cost of gasoline. Therefore a rate to match the City's current rate will be paid for such travel. Should the travel necessitate a meal, the reasonable cost of the meal, accompanied by receipts will be reimbursed.

6. Hours of Operation

- a) The SSSC will be open from 8:30 to 4:30, Monday to Friday. Evening and weekend hours will be in place to accommodate scheduled programs and activities.
- b) The SSSC is closed on all Government statutory holidays, fundraisers, or rentals outside of regular hours of operation.

c) Storms and Unforeseen Closures

i) Storms and School Closures

The SSSC will be closed when Anglophone West- District6 Schools are closed on storm days. When schools are not in session, eg March break, the closure decision will be made between the Coordinator and the President.

ii) Sewer Back-up

As soon as a back-up is discovered, Property Services shall be called at 460-2124. This call would normally be handled by the Coordinator during regular hours. The SSSC shall be immediately closed and everyone must leave to allow for professional sanitization.

iii) Power Failure

In the case of a power failure, the emergency lighting only has a 30 minute capacity. If the power does not return within that time frame, the SSSC shall be closed until power is restored.

iv) City Wide Closure

When the City declares a City-wide closure, the SSSC must follow the order.

7. Membership

- a) All adults fifty(50) years and over may join the SSSC.
- b) Each person must be a member to participate in the SSSC's scheduled programs. However, sessions such as Forums, Coffee and Chat, and fundraising events are open to the Public.
- c) Membership dues for the term January 1 to December 31 are set by the Board. The membership shall be informed, in a timely manner, of any change in dues.
- d) The membership fee during the last 3 months of the year, October 1 to December31, will be \$10.
- e) For safety and statistical purposes, everyone upon entering the SSSC, is required to be signed in each visit.

8. Operational Training

- a) The Coordinator shall participate in Work Safe NB training as well as CPR and AED training. In addition, it is beneficial that several active members also be trained in CPR and the operation of AED. SSSC shall cover the cost of such training.
- b) Members who volunteer in food preparation should have Food Safety training.
- c) The Coordinator will maintain an updated list of these such certifications for Board's review.

9. Programming

- a) All procedures for Programs are included in the following documents which are available from the Coordinator and/or the Chair of the Program committee. These documents are updated by the Program Committee:
 - Procedures for Facilitators
 - Request for Program and/or Workshop
- b) Electronic mechanisms, such as Zoom, may be an option for

programming. This format is to be requested by the Facilitator and administrated by the Coordinator.

10. Volunteer of the Year Award

Every December, the Nominations Committee will solicit Nominations from the membership for this Award. A form will be provided that includes the member's name, a brief write-up on the nominee, reasons for the nomination, and signed by the nominator(s).

The Nominating Committee will review the nominations and make the final decision.

A person will not be constrained in winning the Award because of being a previous winner.

The winner of the Award will be recognized by the President at the AGM and have their name added to the Award Plaque.