

Stepping Stone Senior Centre Inc.

Procedures

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1. Activities

Any queries on Centre activities should be directed to the Centre's Administrator.

2. Code of Conduct

a) Disputes and Violations

Any incident in violation of the policy should be reported in writing to any member of the Executive Committee, who will take it to the full Committee. The Committee shall conduct an investigation of the alleged violation or dispute, bringing in outside expertise when necessary, and report their findings and recommendations to the Board.

Appropriate remedial action will be taken for any proven violation of this policy, and may include revocation of membership in the Centre and attendance at any program provided by the Centre.

b) Handling Complaints/Concerns

When an SSSC member has a complaint or concern relating to anything other than to a violation of the Code of Conduct policy, he or she can report it to any member of the Executive Committee, who will take it to the full Committee for appropriate action.

3. Emergency Plan

There is an Emergency Plan in place which is easily accessible by volunteers at the Reception Desk. The plan is reviewed annually by the Facility Committee.

Exit maps should be posted in every room.

An emergency drill is scheduled once a year. The designated warden(s) for the drill will be identified by a hard hat.

4. Facilities Administration

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

In accordance with city policy, the Stepping Stone Senior Centre is a non-smoking and non-vaping facility; there is no smoking or vaping permitted on the property.

The Centre promotes a scent free environment.

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

b) Parking

Options for parking:

- The Stepping Stone parking lot
- The public parking lot between the Lawn Bowling Club and the Centre building
- City-designated parking on Saunders Street and Odell Avenue.

When special events such as the FREX are held nearby, the Administrator shall arrange for extra signage and/or barriers to denote that the Stepping Stone parking lot is for member use only.

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c) Security

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

In the absence of a staff member, a key holder will unlock the doors, disarm the alarm, and be responsible for ensuring that the Centre is locked up.

A current list for alarm call-out with contact information will be maintained by the Administrator and a copy given to the security company under city contract.

5. Financial Administration

a) Charitable Tax Receipts

Charitable tax receipts for all donations must be signed by one of the signing officers or the Administrator.

b) Fundraising

i) Friends of the Stepping Stone Senior Centre

This annual program is broken down into 4 categories reflecting a range in charitable donations from members or others wishing to support this program:

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

Friends of the Stepping Stone Senior Centre will be recognized at the Annual General Meeting through an attachment to the President's annual report and a plaque with their names. Only those contributors who have authorized such recognition will be listed. The categories will not reflect the dollar range on the report or plaque.

A letter will go out to all members of the Centre from the President of the Board, preferably in early September. The letter should re-emphasize our charitable status and highlight those areas where donations can make a difference. A description of the program will accompany the letter with a tear-off section to be completed by the contributor with personal details, amount contributed, and recognition preference. This tear-off section is to be retained at least until the next AGM.

An annual register will be maintained and treated confidentially, listing all contributors, amount contributed, date, recognition preference and receipt number.

Receipts for tax purposes, accompanied by a letter of appreciation signed by the President, will be mailed out to contributors or passed to them directly on a visit to the Centre.

ii) Other

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

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All other fundraising proposals and proposed purchases of promotional materials must be brought to the Board for approval prior to announcement and implementation.

c) **Grants**

All grant applications shall be prepared by the Administrator and a designated member and signed by the President or another designated signing officer.

d) **Lottery and Liquor Licences**

Lottery licenses must be obtained for all 50/50 draws. Only one annual licence is required for the recurring monthly draws.

Any special events requiring lottery or liquor licences require Board approval. Acquisition of such licences is the responsibility of the Events Committee.

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

e) **Petty Cash**

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

After a purchase is made, the sales receipt must be provided. Ideally the purchase should be the only item on the receipt.

f) **Photocopying**

All photocopying must be recorded on the usage record provided. Cost of photocopying for personal use is 10 cents per copy, single or double-sided.

g) **Rentals**

All procedures are included in the Rental Contract which is available from the Administrator.

h) **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 mileage rates and meal allowances will be paid for such travel.

6. **Hours of Operation / Emergency Closures**

a) The Centre is open Monday to Thursday from 8:30 AM to 8:00 PM and Friday from 8:30 AM to 4:00 PM for regular programs/events.

b) The Centre is closed on all Government statutory holidays.

c) The Centre may be open for designated programs outside the regular hours of operation as authorized by the Board.

d) Closures for Storms and Unforeseen Circumstances

i) *Storms and school closures*

When the decision is made to close the schools due to a storm, the Centre will announce publicly a delayed opening until noon. A voice-mail message will be put on the telephone as well. Following this, a decision will be made for the remainder of the day and evening and the telephone message will reflect this decision.

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When schools are not in session, the decision will be made in the same manner. If the storm occurs on a weekend or holiday and the Centre has planned openings, the decision will be made by a designated Board member and the Volunteer assigned to open the Centre.

ii) *Sewer back-up*

As soon as the back-up is discovered Property Services shall be called at 460-2124. This is normally done by the Administrator or a staff member during regular hours of operation. The Centre will be closed immediately for professional sanitization.

iii) *Power failure*

The emergency lighting only has a 30 minute capability. If the power does not return within that timeframe the Centre must be closed until power is restored.

iv) *City-wide closure*

When the City declares a City wide closure the Centre must follow the order.

7. Membership

- a) All adults fifty (50) years and over may join the Centre.
- b) Each person must be a member to participate in the Centre's programs. However, sessions such as the Forum, Coffee and Conversation and most fundraising events are open to the general public, as determined by the Board.
- c) Guests may participate in the activities of the Centre for a period of two consecutive weeks without taking out a membership.
- d) Membership dues for the term January 1 to December 31 are set by the Board. The membership should be informed of any changes to dues in a timely manner.
- e) No dues will be collected for the current year after November 11.
- f) For statistical purposes, everyone entering the Centre is required to sign into the Centre on each visit.

8. Operational Training

The Administrator shall take part in WHMIS Training as well as defibrillator and CPR Training. In addition, it is beneficial that some active members of the Centre be trained on procedures such as CPR, use of the defibrillator, food safety, etc. The Centre shall cover the cost of such training. The Administrator will maintain a list of certifications, which the Board will review annually.

9. Programming

All procedures are included in the following documents, which are available from the Administrator or the Chair of the Program Committee:

- Procedures for Facilitators
- Request for Program and/or Workshop

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10. Senior of the Year Award

Every December, the Nominating Committee will solicit nominations for Senior of the Year.

A Nomination Form will provide the Member's name, a brief write-up on the nominee with reasons for the nomination, and be signed by the nominator.

The Nominating Committee will decide from among the nominations who will receive the Senior of the Year Award. A person will not be constrained in winning the award because he/she has been a previous winner.

The Nominee will be recognized by having his/her name added to the Awards plaque. This Award will be presented by the President at the Annual General Meeting.

APPROVED by Board
February 10, 2020