



*Pacific Heights Community Association*

Articles of Incorporation

And

Bylaws

Enacted: October 9, 2012

Revisions: \_\_\_\_\_

# Pacific Heights Community Association

## Articles of Incorporation

Article 1 – Name of Corporation

Article 2 – Registered Office

Article 3 – Class of Membership

Article 4 – Right to Transfer Membership Interests

Article 5 – Number of Directors

Article 6 – Type of Corporation

Article 7 – Activities of Corporation

Article 8 – Dissolution of Corporation

## Bylaws:

### Preamble

Bylaw 1 – Boundaries

Bylaw 2 – Membership

Bylaw 3 – Board of Directors

Bylaw 4 – Powers of the Board of Directors

Bylaw 5 – Meetings

Bylaw 6 – Voting

Bylaw 7 – Elections

Bylaw 8 – Financial Affairs

Bylaw 9 – Pledging of Credit

Bylaw 10 – Amendments

Bylaw 11 – Dissolution

Policies and Procedures

## **Section 2.0 Pacific Heights Community Association**

### ARTICLES OF INCORPORATION

#### ARTICLE 1 – Name of Corporation:

The name of the organization shall be: “Pacific Heights Community Association Inc.”, hereinafter called “The Association” or “PHCA”.

#### Article Two – Registered Office

2.01 3130 Laurier Drive  
Saskatoon, Saskatchewan  
S7L 5J7

#### Article Three – Class of membership

3.01 There shall be two (2) classes of membership

- a. Resident
- b. Associate (Non Resident)

3.02 Resident membership shall be open to any family, individual or household whose principle residence, resides within the boundaries of the Association upon payment of any required fees. A member is entitled to the rights and privileges of the Association, including holding office.

3.02 Associate membership may be granted to any family, individual or household outside of the Association boundaries upon a majority vote of the Board and payment of any required fee. Associate Members shall have no voting privileges, including holding office.

#### Article Four – Right to Transfer Membership Interests

4.01 None

#### Article Five – Number of Directors

5.01 Minimum of 5 and maximum of 10

## Article Six – Type of Corporation

6.01 The corporation is a Saskatchewan Charitable Corporation.

## Article Seven – Activities of the Corporation

7.01 To promote, and assist educational, recreational and social programs, as well as assist and promote the welfare of the person in the community.

7.02 To work in co-operation with the City of Saskatoon, Community Services, community Development Branch as well as other government and private organizations, to organize and develop Sport, Culture and Recreation programs and resources within the community.

7.03 To promote and carry out any fund raising which may be required to further these objectives.

## Article Eight – Dissolution of the Corporation

8.1 Upon dissolution or the liquidation of the corporation, all the remaining assets of the corporation after payment of all debts and liabilities shall be donated to;

- a.) A charitable corporation
- b.) A registered charity within the meaning of the income tax act (Canada)
- c.) A municipality
- d.) The Government of Canada or a Government of any Province or an agency of any of those governments
- e.) Any combination of the bodies described in clauses A to D

8.2 Any motion towards dissolution must meet the requirements in accordance to the Non-Profits Corporations Act.

8.3 Any motion which would authorize dissolution of the Association must be approved by 2/3 majority of eligible voters present before it can be implemented.

8.4 In the event that dissolution is approved, a panel of at least three (3) trustees must be appointed to oversee the wind up of all outstanding financial affairs of the Association in accordance with the following guidelines:

- (a) The trustees shall take all steps legally necessary to ensure repayment of any outstanding debts for which the Association may be accountable.
- (b) Assets such as sports equipment acquired with major financial assistance from another organization shall revert back to that organization if it is still in existence.

8.5 Any motion for dissolution requires at least ninety (90) days' notice and publication in at least three (3) newsletters.

# **Association Bylaws**

## **Preamble**

Unless the context otherwise requires, words importing the singular include the plural and vice versa, and words importing the masculine gender include the feminine.

In the event of any dispute as to the meaning of any bylaw or resolution heretofore or hereinafter passed, the interpretation of the Board of Directors shall be final, subject to review at Annual General Meetings.

## **Bylaw 1.0 - COMMUNITY BOUNDARIES**

1 The Pacific Heights community shall include all the area that lies within these boundaries:

In the City of Saskatoon, Saskatchewan:

Bounded on the north and east side of Diefenbaker Drive and on the west by the western most alleys of Michener Place and Michener, Cockburn and Devonshire Crescents and on the south side by 22<sup>nd</sup> Street.

1.0.1 Mailing Address:

Box 28013, RPO Westgate  
Saskatoon, Saskatchewan  
S7M 5V8

## **BYLAW 2.0 - MEMBERSHIP**

2.01 Definition of Members

- a. Persons 18 years of age or older must hold an individual membership. or,
- b. A family consisting of two adults and up to 7 children may hold a membership.

2.02 Membership fees shall be set annually at the Annual General Meeting. Memberships will be valid from September 1 to August 31 of each year.

2.03 Any family or individual failing to pay the required fee shall cease to be members, but may reapply at any time.

2.04 Membership cards will be issued.

2.06 PHCA will honor current valid memberships from other Community Associations.

**BYLAW 3.0 - BOARD OF DIRECTORS**

3.01 The Business of the Association shall be managed by the Board of Directors duly elected for a two year term from the membership of the Association and shall consist of not less than 5 or more than 10 directors on a rotational basis.

<b>Odd Years</b>	<b>Even years</b>
President	Vice President
Secretary	Director of Finance
Director at Large (#1)	Director at Large (#2) Optional

3.02 Only members in good standing of the Community Association may hold office.

3.03 The immediate Past President shall also serve on the Board of Directors should they so desire, in order to maintain continuity.

3.04 The Executive shall appoint Task Force Leaders as required and as set out in the Bylaws for a two year term. The Task Forces may consist of the following positions appointed on a rotating basis.

<b>Even Years</b>	<b>Odd Years</b>
Indoor Program Coordinator	Membership
Newsletter	Webmaster
Rink & Equipment	Soccer Coordinator
Social/Fun Day Coordinator	Citizen Patrol
School Liaison GSCS Division	School Liaison SPS Division

3.03 All Task Force Leaders shall have a vote.

3.04 Any position can be a co-position / shared position, equaling one vote:

3.05 Half of the sitting Board plus one shall constitute a quorum for meetings of the executive.

3.06 Each director or Task Force Leader is required to submit a proposed budget at the beginning of each fiscal year for approval by the Board of Directors.

3.07 Each School in the Community may have a delegated staff member attend executive meetings.

3.08 A School Community Council (SCC) representative from each School may attend executive meetings and have one (1) vote.

3.09 All motions put before the Executive shall be passed by a majority vote. In the event of a tie, the President shall have the deciding vote.

3.10 The City of Saskatoon Community Services, Community Consultant shall be ex-officio member of the Board.

**Bylaw 4.0 - DUTIES OF THE BOARD:**

- a) **PRESIDENT:**
  - 1) Chair all meetings of the Board and the Association.
  - 2) Be an ex-officio member of all committees.
  - 3) Be bondable and act as a signatory on documents and cheques drawn on Association funds, as required in the conduct of Association affairs.
  - 4) Be liaison officer between the Association and various government officials.
  - 5) Performs such other duties as ordinarily pertain to this office.
  - 6) Prepares the agenda for each meeting according to parliamentary Procedures (i.e. Roberts' Rules of Order) and present it to the secretary for distribution prior to the meeting.
  
- b) **VICE PRESIDENT:**
  - 1) Act in an advisory capacity to the Board of the Association.
  - 2) Perform the duties of the President, when the President is absent or a vacancy occurs.
  - 3) Be bondable and act as a signatory on documents and cheques drawn on Association funds, as required and if needed in the conduct of Association affairs.
  - 4) Be responsible for chairing a nominating committee for the Annual General Meeting.
  
- c) **SECRETARY:**
  - 1) Record accurately and preserve the minutes of Association meetings.
  - 2) Record attendance of directors at Board meetings.
  - 3) Distribute agenda and previous meeting minutes to the Board members prior to the next meeting.
  - 4) Receives and distributes all correspondence as directed by the Board.
  
- d) **DIRECTOR OF FINANCE:**
  - 1) Be treasurer of the Association and keep regular books and records of Association finances.
  - 2) Present the budget and financial statement of all accounts at the Annual General Meeting and Board meetings.
  - 3) Be bondable and act as signatory on documents and cheques drawn on all Association funds, as required in the conduct of Association affairs.
  - 4) Plan, implement and supervise cash handling control and procedures for all Association activities.
  - 5) Perform such other duties as usually pertain to the Association financials.
  
- e) **DIRECTOR AT LARGE:**
  - 1) Assist other Board members as may be required.

**BYLAW 5.0 - DUTIES OF TASK FORCE LEADERS:**

- a) INDOOR ACTIVITIES:
  - 1) Be responsible for the management and coordination of indoor sport, culture and recreation programs.
  - 2) Present a budget and financial statement of all programs when held.
  
- b) NEWSLETTER:
  - 1) Be responsible for the preparations of the newsletters and publications. The number of newsletters per year will be set by the Board.
  - 2) Arrange and manage a distribution system.
  - 3) Be responsible for obtaining advertisements and collecting fees there from.
  - 4) Present a budget and financial statement to the Board for the year's activities.
  
- c) RINK & EQUIPMENT:
  - 1) Be responsible for the coordination of the community rink operations for the year.
  - 2) Liaison between the Association and the Community Services Department regarding rink funding opportunities.
  - 3) Coordinate the yearly rink budget to the Board.
  
- f) SOCIAL / FUN DAY ACTIVITIES:
  - 1) Be responsible for organizing social activities for members and the community.
  - 2) Present a budget and financial statement of each social activity held when requested by the Board.
  
- g) SCHOOL LIAISON:
  - 1) Be liaison between the Association and the School Community Council and or Administration.
  - 2) Attend association meetings as needed.
  
- h) MEMBERSHIP:
  - 1) Be responsible for the coordination of the Membership including, recruitment, retention and recognition for the Association.
  - 2) Present a yearly budget to the Board.
  
- h) WEBMASTER:
  - 1) Be responsible for the coordination and operation of the Association Website.
  - 2) Maintain a up to date website.
  - 3) Present a yearly budget to the Board.
  
- h) SOCCER:
  - 1) Be responsible for the coordination and operation of the Association Soccer program.
  - 2) Liaison between the Minor Soccer Association and the Community.
  - 3) Present a yearly budget to the Board.
  
- h) CITIZEN PATROL:
  - 1) Be responsible for the coordination and operation of the Association Community Watch/Citizen Patrol Program.



2) Present a yearly budget to the Board.

i) VOLUNTEERS

1) Provide management, recruitment, training and orientation for volunteers.

**BYLAW 6.0 MEETINGS:**

- a) The Annual General Meeting shall be held on October or November of each year.
- b) Quorum at general or special meetings of the Association is deemed to be not less than 50% plus one of the sitting Board of Directors and one or more members personally present.
- c) Notice of the time and place of the Annual General or Special meetings must be given by sending to members of the Association and the neighbourhood, a notice in writing, delivered by postage or by personal delivery or other media source or electronically. This notice must be given not later than fifteen (15) days and not more than Ninety (90) days before the date of the said meeting.
- d) A special general meeting must be called by the President when requested in writing by not less than five percent (5%) of the association members and those petitioning for the meeting shall be responsible for the costs of publicity and all other costs, including those incurred by the Association in the preparing and dealing with the meeting.

6.01 MEETINGS OF THE EXECUTIVE AND TASK FORCE LEADERS

- a. Call to order – adoption of agenda
- b. Minutes of previous meeting
- c. Business from minutes
- d. Correspondence
- e. President’s Report
- f. Treasurer’s Report
- g. Task Force Reports
- h. Committee Reports
- i. New Business
- j. Adjournment

**BYLAW 7.0 - VOTING**

- a) Every member in good standing, eighteen (18) years of age or over is entitled to one vote.
- b) There shall be no voting by proxy at meetings.
- c) Questions before all meetings of the Association shall follow Roberts Rules of Order.

- d) The business of the Association shall be by majority vote of voting members present at the meeting as indicated by a show of hands with the exception of:
  - a) Amendments to the constitution, must be passed by at least two-thirds (2/3) majority of those members present.
  - b) Voting shall be by secret ballot when requested by any one member of the association.

### **BYLAW 8.0 – ELECTIONS**

- a) The nominating committee shall be coordinated and chaired by the Vice President.
- b) The committee shall fully recognize the need for comprising a well balanced slate of Directors.
- c) The proposed slate of candidates shall be put forward by the Nominating Committee at the Annual General Meeting for elections and any additional nominees shall be received from the floor.

### **BYLAW 9.0 – FINANCIAL AFFAIRS**

All fees, revenue and grants payable to the Association shall be kept in an account kept in the name of the Association at such a bank as the Board may determined and all financial obligations incurred by the Board in the name of the Association shall be paid there from.

- 9.01 All cheques, drafts, and other negotiable, or non-negotiable instruments shall be sufficiently signed with two signatures, one of which must be President or Treasurer.
  - a) Signing Authority shall be given to the President, Treasurer and one Director named by the executive by resolution.
  - b) The annual financial statement shall be prepared within two months after each year and the directors shall meet to approve the financial statements and shall evidence their approval by the signature of the Treasurer and the President.
  - c) A copy (hard or electronic) of financial statements shall be available to each member in good standing upon request.
  - d) A yearly written report of the reviewed financial activities of the Association shall be presented each year to the Corporate Registry, Information Services Corporation.
  - e) A monthly, written financial statement shall be presented at each meeting of the Board of Directors.
- 9.02 All property of the Association shall be the responsibility of the Board and the executive shall see that a correct inventory of property is kept.
- 9.03 The fiscal year of the Association shall be September 1 to August 31.
- 9.04 The Board shall, before the end of each fiscal year, appoint an auditor or qualified person under the non-profit corporations' act, who is not a member or relative of the Board. It shall be the duty of this person to examine all books and records of the Association and prepare a financial review engagement for the Association, to be approved by the Board and submitted to the membership at the AGM.

- 9.05 For purposes of simplifying Association book keeping, any purchases above \$100.00 must be approved by the Board prior to expenditure.
- 9.06 Purchase over \$5000 must be taken to the general membership for approval.
- 9.07 Financial responsibility to directly sponsored groups shall be as follows:
- a. All fund raising for any group sponsored solely by the Association must have the prior approval of the Board.
  - b. Any group failing to do so may be suspended by the Association indefinitely.
  - c. All major functions of the Association (e.g. Fun Day, Dances, sport tournaments), that are conducted by the Board shall be presented for financial reconciliation to the Board on Form A, within thirty (30) days of the end of the function.
- 9.08 A grant may be made available to each School Community Council (SCC) which participates with the Association in activities during any one year. Such grant to be paid by December of each year, and to be paid concurrently with a report on how last year's grant was spent. Other options for donations to the Schools are as follows:
- a. A grant of \$200.00 plus \$0.50 per enrolled students, as of September 30, may be made available to each School Community Council (SCC) as determined by the Board.
  - b. Fun Night Profits may be shared as follows;
    - 60% to the Association
    - 40% to the Schools, L.B. Pearson and Father Vachon, with their share being determined according to the September 30 School enrollments.
    - Should one school decline to participate in the current year, their 20% share shall be shared equally between the Association and remaining School
    - Should both schools decline to participate, the association will vote to either postpone Fun Night to the following year or the Association may proceed with 100% profits going to the Association.

### **BYLAW 10.0 PROGRAMS**

- 10.01 Memberships from other community associations will be honored for people signing up with PHCA programs. If a person does not hold another association's membership they shall purchase a PHCA membership to enroll in Association programs.

### **BYLAW 11.0 PLEDGING OF CREDIT**

Notwithstanding any other provision of the Governance Documents, shall be deemed to empower or enable the Board or any director, member, or members of the Association to pledge the credit of the Association or to enter into any contract or agreement on behalf of the Association until such commitment has been specifically authorized by resolution at a Special Meeting.

## **BYLAW 12 - AMENDMENTS**

Proposed amendments to the Articles of Incorporation must be in writing and presented to the Secretary not less than twenty (20) days prior to the Annual General or Special Meeting of the Association. Full details of the proposed amendments must be made available to the community.


## **BYLAW 13 - DISSOLUTION**

- a) Upon the approval of a motion to dissolve the Corporation all outstanding debts and liabilities must first be resolved.
- b) All remaining assets must be kept in trust for two complete operating years, or until it is determined that a new successor organization will be responsible for the funds.
- c) After two years, if no successor organization is found the trustees be dissolved in accordance with the current Saskatchewan Non Profit Corporations Act.



## **Policies and Procedures**

1. Personal Information Protection and Electronic Documents Act (Attached)
2. Cost as a Barrier (Attached)
3. Newsletter Advertising Policy (Attached)
4. Registration Policy (Attached)
5. Refund Policy (Attached)
6. Job Descriptions (Attached)

	<p style="text-align: center;"><b>POLICIES &amp; PROCEDURES</b></p> <p><b>TITLE:</b>  <b>Personal Information Protection and Electronic Documents Act</b>  (PIPEDA Privacy Legislation).</p>
<b>Pacific Heights  Community Association</b>	<p><b>DATE REVISED:</b>  DATE EFFECTIVE:</p>

We respect the need for privacy and have created and implemented the policies and procedures required by organizations to ensure issues are addressed. This document is to ensure our compliance under the privacy requirements of PIPEDA which is the Personal Information Protection & Electronic Documents Act (Privacy Legislation).

### *Sharing of Information*


*The Association will share only pertinent information with coaches and parents in order to meet the requirements of program registration.*

*Personal information is shared with the Membership Director of the Board of the Association, and the program leaders as dictated by their program participants.*

### *Association Principles*

- **Consent** – we require your knowledge and expressed or implied consent for the collection, use or sharing of your personal information.
- **Access** – upon request, we will give you access to your personal information collected by the Association.
- **Safeguards** – we will protect your personal information through appropriate storage, policies, and safeguards.
- **Purposes** – we will always provide the purposes for which your personal information is to be used or disclosed.
- **Limits** – we will limit the collection of your personal information to the purposes outlined to you.
- **Retention** – we will retain your personal information only as long as necessary to fulfill identified purposes.

**By enrolling your child or yourself in Association’s programs; you are hereby giving consent to the collection, use and disclosure of personal information as needed.**

	<p style="text-align: center;"><b>POLICIES &amp; PROCEDURES</b></p> <p><b>TITLE: COST AS A BARRIER POLICY</b></p>
<p style="text-align: center;"><b>Pacific Heights Community Association</b></p>	<p><b>DATE REVISED:</b> <i>DATE EFFECTIVE:</i></p>

**Purpose**

The Community Association (herein called the “Association” or “PHCA”) in conjunction with the City of Saskatoon offers Cost as a Barrier financial assistance in an effort to ensure everyone who wants to participate in a program can, despite financial hardships.

**Policy**

Cost as Barrier is available as a full or partial subsidy. There is a limit of one (1) program per session per adult or child. Cost as a Barrier does not include memberships which must be purchased. All inquiries are kept confidential.

**Procedures**

Information on the cost as a barrier policy will be distributed immediately prior to the fall and winter registrations via the community newsletter and other distribution may occur through but not limited to, the website and other media formats as deemed necessary.

The request for financial support will be reviewed by the appointed individuals designated by the Association Board of Directors and recommendations and/or decision is made at that time. Through this initiative, the community association will fund one program per family or child, per session.

Financial support will be considered for families whose annual income is at or below the Low Income Cut-Off (LICO) level as set by the Federal Government.


Families will still be required to purchase a Community Membership.

This policy will be reviewed annually.

**Newsletter Advertisement:**

Pacific Heights Community Association  
Cost as a Barrier (CAB) Policy

The PHCA in conjunction with the City of Saskatoon offers Cost as a Barrier financial assistance in an effort to ensure everyone who wants to participate in a program can, despite financial hardships. Please note there is a limit of one (1) program per session per adult or child. CAB does not include Association memberships which must be purchased. Cost as a Barrier is available as a full or partial subsidy. To apply, please call \_\_\_\_\_. All inquiries are kept confidential

	<b>POLICIES &amp; PROCEDURES</b>  <b>TITLE:                      Newsletter Advertising Policy</b>
<b>Pacific Heights Community Association</b>	<b>DATE EFFECTIVE:                      May 12, 2008</b> <b>DATE REVISED:</b>

**Purpose**

A newsletter shall be produced to provide community information to Association members.

**Policy**

1. The newsletter shall be published a minimum of three times per year.
2. Distribution shall be made available to members of the association and neighbourhood residents, by means of a paper (hard copy) or electronic form or combination thereof.
3. Newsletters that advertise the main fall and winter program session shall contain the cost as a barrier advertisement.
4. The City of Saskatoon and Neighbourhood School Divisions shall have the opportunity to advertise information in each newsletter as space permits, at no charge.
5. No political campaign advertisements shall be permitted for election purposes.
6. The Association retains the right to refuse any submissions or ad they deem to be offensive or inappropriate.
7. The right to appeal is available if the applicant chooses to attend the next following Association meeting to present their case. The final decision remains with the Board of Directors.

**Procedures**

**A. Newsletter Rates:**

Business Card size	\$ 25
¼ Page	\$ 50
½ Page	\$ 85

**B. Website Rates:**

The Association also provides advertising opportunities on our website [www.pacificheights.ca](http://www.pacificheights.ca). Either \$50 per month or \$100 for three (3) months for an ad; 303" x 3.3" ad space in a rotation of 7 ads and the site averages 18,000 hits per month.

**C. Deadlines:**

- All Submissions (including advertising) are due the 15<sup>th</sup> of each month prior to the next publication date.



- Payments for advertising is due the 15<sup>th</sup> of the month prior to the next publication date – NO EXCEPTIONS – Cheques to be made payable to CPCA.
- Submissions from charity or non-profit groups will be promoted for free, as space permits. Community news and paid advertising are give priority in limited space circumstances.

**C. Receipts**


- Copies of the newsletter as well as a payment receipt will be dropped off or mailed to the advertiser after the publication.

**D. Cost as a Barrier Notice**

- The cost as a barrier ad will be published in the newsletter for the major program sessions in the fall and winter seasons.
- Newsletter Advertisement:

Confederation Park Community Association  
 Cost as a Barrier (CAB) Policy

The CPCA in conjunction with the City of Saskatoon offers Cost as a Barrier financial assistance in an effort to ensure everyone who wants to participate in a program can, despite financial hardships. Please note there is a limit of one (1) program per session per adult or child. CAB does not include Association memberships which must be purchased. Cost as a Barrier is available as a full or partial subsidy. To apply, please call \_\_\_\_\_. All inquiries are kept confidential

	<p style="text-align: center;"><b>POLICIES &amp; PROCEDURES</b></p> <p><b>TITLE: Registration Policy</b></p>
<p><b>Pacific Heights Community Association</b></p>	<p><b>DATE REVISED:</b> <b>DATE EFFECTIVE:</b></p>

**Purpose**

The Association provides opportunities in sports culture and recreation programming for residents of the neighbourhood at a reasonable cost to maximize participation of all age groups.


**Policy**

1. To participate in any program participants must have a current valid Association membership.
2. Registration Rates:
 

Family	\$ 10
Individual	\$ 10
3. The Association honors memberships from other Community Associations.
4. The Association offers a Cost as a Barrier subsidy. Please see the associated policy.
5. No early registrations accepted
6. Registrations accepted after the registration nights will be subject to a late fee. No exceptions.
7. Payment must be made by cash or cheque **only** for memberships and program registrations.
8. The Board of Directors or their designate has the right to refuse program participation to anyone, notwithstanding current judicial regulation. The right to appeal is available if the applicant chooses to attend the next following Association meeting to present their case. The final decision remains with the Board of Directors.

**Procedures**

- A. The indoor coordinator is responsible for planning, advertising and execution of Association program plan.
- B. The Treasurer is responsible to assist the Indoor Coordinator with provision of an adequate cash float for registration fee payment.
- C. All program participants shall fill out a registration form and will be provided with a receipt for any fees paid to the association.
- D. All monies related to registration fees shall be counted by the indoor Coordinator and one other person, verified and balance to the registration forms at the end of each registration session.
- E. All monies shall be given to the Treasurer for deposit the Association financial accounts immediately.

	<p style="text-align: center;"><b>POLICIES &amp; PROCEDURES</b></p> <p><b>TITLE: Refund Policy</b></p>
<p><b>Pacific Heights Community Association</b></p>	<p><b>DATE REVISED:</b> <b>DATE EFFECTIVE:</b></p>

**Purpose**

The Association understands that members and participants in programs may for various; reasonable needs withdraw from a program. This policy outlines the circumstances and practices for which a refund will be issued.

**Policy**

1. Membership fees are not refundable (no exceptions)
2. Program fees will be fully refunded to participants in the event a program is cancelled by the Association.
3. Participants have until the end of the program to initiate the refund process.
4. Registration fees paid by cheque will be refunded once the participant’s cheque has cleared the bank.
5. The Indoor Coordinator or Treasurer should be contacted and must verify requirements if a refund will be provide. Please provide your name, mailing address and phone number for a refund.
6. All refunds will be provided by cheque drawn on the association’s financial account. (No Exceptions)

**Procedures**

- A. A refund request received prior to the start of a program will receive a 100% refund.
- B. A 50% refund for requests received after the course started and no more than 20% of the course is complete.
- C. After 50% of the course is completed no refund will be remitted, notwithstanding a medical reason.
- C. A pro-rated refund will be issued for requests with medical reasons. (Medical certificate required).
- D. Due to the new fitness Tax Credit, the original receipt must be returned to the Association before any refunds will be processed.
- E. The right to appeal is available if the applicant chooses to attend the next following Association meeting to present their case. The final decision remains with the Board of Directors

## Director of Volunteers

### Role:

Provide management, recruitment, training and orientation for volunteers in the Association.

### Responsibilities:

1. Interview prospective volunteers – try to place them in position that they show an interest in and they would do a good job.
2. Orientate and train new volunteer using training manual.
3. Constantly provide assistance to newer volunteers and keep in contact with other Executive through telephone, email, registrations, etc.
4. Initiate and circulate a sign-up sheet to provide refreshments at meetings. Provide those who have signed up with a copy and phone call before meeting to provide a reminder.
5. Set up volunteer table at all registrations and circulate amongst the members - this provides high visibility. Have volunteer registry forms available and hand out.
6. Newsletter – provide information material 1 or 2x year on what the community association is all about. Put in a volunteer registry form in 2x year.
7. Advertise for volunteers and vacant positions through the newsletter.
8. Provide Welcome Wagon with brochures to hand out to new residents.
9. Ensure brochures are available (and replenish) at all 4 schools, 2 high schools, Cosmo Civic Centre and local businesses.
10. Assist with membership drive ensuring all areas are blitzed. Produce a brochure and drop off at the same time.
11. Encourage all Executive to recruit their replacement and have the new recruit shadow the present executive member.
12. Marketing – encourage Executive to constantly promote the association's positive image through: newsletters, brochures, volunteer thank you, and paraphernalia (mugs, pens, etc.).
13. Remind Executive that the best recruiters are volunteers who keep their eyes open for people who express an interest in becoming involved. Word of mouth from you will carry a lot of weight in recruiting new volunteers.
14. Encourage volunteer recognition – e.g. socials, t-shirts, mugs, etc.
15. Ensure job descriptions are updated regularly.
16. Attend month Executive Meetings.

**Time Commitment:** Moderate (when job sharing)

<b>Skills:</b>	Organization	Communication
	Telephone skills	Public relations
	Ability to place and train volunteers	Knowledge of ways to motivate
	Knowledge of the community	Diplomacy
	Commitment	