



Stepping Stone Senior Centre

Activities for the 50+

POLICIES & PROCEDURES MANUAL

Policies Table of Content

In this document SSSC stands for Stepping Stone Senior Centre.

1. Emergency Plan
2. Code of Conduct
3. Conflict of Interest Policy
4. Discipline Procedures - Infractions & Sanctions
5. Facility Administration
 - a. Equipment Inventory
 - b. Furniture & Equipment Handling
 - c. Non-Smoking/Non-Vaping/Scent Free/Alcohol Free
 - d. Parking
 - e. Security
6. Financial Administration
 - a) Acceptable Methods of Payment
 - b) Charitable Donation Tax Receipts
 - c) Fixed Asset Inventory
 - d) Fundraising
 - e) Grants
 - f) Lottery and Liquor Licenses
 - g) Petty Cash
 - h) Photocopying
 - i) Rentals
 - j) Travel Expenses
7. Hours of Operation/Emergency Closures
8. Membership
9. Operational Training
10. Programming
11. Volunteer of the Year Award
12. Disclosure & Compliance Statement

1. Emergency Plan

To prevent personnel injury, minimize loss, and reduce damage to the facility and contents.

2. Code of Conduct

SSSC maintains a zero tolerance for abuse of any nature.

3. Conflict of Interest

SSSC is committed to protecting the Centre's interests.

4. Discipline Procedures – Infractions & Sanctions

Outline the responsibilities and obligations that members take on to balance the benefits and privileges of membership and specify the consequences of not observing said policies.

5. Facility Administration

- a. *Equipment Inventory* – SSSC shall maintain an inventory of all equipment not included under Fixed Assets.
- b. *Furniture & Equipment Handling* – Use of any equipment owned by SSSC must be arranged through the Centre's Coordinator.
- c. *Non-Smoking/Non-Vaping/Scent-Free* – These are not permitted on the premises. Alcohol is only permitted for events approved by the Board and the City of Fredericton. Appropriate licenses and permits must be obtained prior to event.
- d. *Parking* – The City designated parking for SSSC is the lot on the side of the building closest to Odell Avenue (to the east of the building).
- e. *Security* – The Board will ensure the security of the building, assets, members, and staff.
Only the President can make duplicates of keys and a list is to be maintained of those who have keys and their contact information.

6. Financial Administration

- a. *Acceptable methods of payment* – Cash, cheque, e-transfer.

- b. ***Charitable Donation Tax Receipt*** – Must be completed in compliance with CRA Charities Directorate directives. These will be issued for monetary donations of \$10+. Tax receipts cannot be issued for the value of “in-kind” gifts.
 - c. ***Fixed Asset Inventory*** – SSSC shall maintain an inventory of all fixed assets. Purchases with a value of \$1,000+ and a life of 3 years or more, must be approved by the Board.
 - d. ***Fundraising*** – The Board shall identify and explore potential sources of funding for the SSSC ensuring that the funds do not behold the SSSC to the funding source.

The annual Friends of the SSSC fundraiser encourages all members to make a tax-deductible contribution.

The SSSC is registered with the local funeral homes as a recipient of charitable donations.
 - e. ***Grants*** – The Board may apply for grants from funding agencies as well as from provincial and federal government programs, as long as such grants do not behold SSSC to the funding source.
 - f. ***Lottery & Liquor Licenses*** – The SSSC will comply with provincial licensing requirements.
 - g. ***Petty Cash*** – The SSSC will maintain a Petty Cash system that is self-balancing on a monthly basis.
 - h. ***Photocopying*** – A nominal charge will be excised to members who wish to make personal copies. Copies for the purpose of SSSC business are free of charge.
 - i. ***Rentals*** – All rentals are to be arranged through the Centre’s Coordinator. Programs and activities initiated by SSSC for its members have priority over rentals.
 - j. ***Travel Expenses*** – Travel expenses of volunteers and staff will be paid upon application for travel requested by the Board to conduct business on behalf of SSSC.
7. **Hours of Operation / Emergency Closures** – The hours of operation and emergency closures are authorized by the Board.

8. **Membership** – See Article 5 of By-laws.
No person shall be denied membership in the SSSC because of inability to pay the membership fee. The decision to grant membership in such circumstances will be at the discretion of the President.
9. **Operational Training** – The Board will support programs that provide training that lead to the safe operations of the SSSC.
10. **Programming** – Programs and activities of SSSC are to be developed in accordance with Article 4 of the By-laws.
11. **Volunteer of the Year Award** – The SSSC will honour current or recent members who have demonstrated a commitment to the SSSC through their involvement and/or leadership.
12. **Disclosure & Compliance Statement** - Every new member of the Board and Employee must sign this form which continues to be in effect for as long as the person is on the board or employed by SSSC.

Procedures Table of Contents

In this document SSSC stands for Stepping Stone Senior Centre.

1. Emergency Plan
2. Code of Conduct
3. Conflict of Interest Policy
4. Discipline Procedures - Infractions & Sanctions
5. Facility Administration
 - a. Equipment Inventory
 - b. Equipment Handling
 - c. Non-Smoking/Non-Vaping/Scent Free/Alcohol Free
 - d. Parking
 - e. Security
6. Financial Administration
 - a. Acceptable Methods of Payment
 - b. Charitable Donation Tax Receipts
 - c. Fixed Asset Inventory
 - d. Fundraising
 - e. Grants
 - f. Lottery and Liquor Licenses
 - g. Petty Cash
 - h. Photocopying
 - i. Rentals
 - j. Travel Expenses
7. Hours of Operation/Emergency Closures
8. Membership
9. Operational Training
10. Programming
11. Volunteer of the Year Award
12. Disclosure & Compliance Statement

1. Emergency Plan

Easily accessible by all members and staff at the front desk.

Every member of the Board receives a hard copy.

Exit maps are posted in every program room.

The Program Committee will organize an emergency drill in conjunction with the Fire Department, once a year. The designated wardens will be identified by an emergency vest.

2. Code of Conduct

Please refer to actual document.

3. Conflict of Interest Policy

Please refer to actual document.

4. Discipline Procedures – Infractions & Sanctions

Please refer to actual document.

5. Facility Administration

- a. *Equipment Inventory*** – The yearly inventory will include all equipment valued at \$1,000+.
- b. *Equipment Handling*** – No equipment shall be taken out of the SSSC without the approval of the Coordinator.
- c. *Non-Smoking/Non-Vaping/Scent Free*** – In accordance with City of Fredericton policy smoking, vaping, and scents are banned from the SSSC property. There is no alcohol permitted on the premises except at events approved by the Board and the City of Fredericton and for which appropriate licenses have been obtained.
- d. *Parking*** – Members and participants of the Centre can park in the designated SSSC parking lot, in the public lot to the west of the Centre, and on City designated parking on Saunders Street. When special events are held nearby the SSSC, the Coordinator shall arrange

for extra signage and/or barriers to indicate that the SSSC parking lot on the east of the building is for members use only.

- e. **Security** – Individual key holders will have unique codes to disarm the alarm system.

A current list of key holders, with their contact information and individual codes, will be maintained by the Coordinator and an up-to-date copy provided to the alarm company.

All key holders will return their key when they no longer require it. In the absence of a staff member, a key holder will be designated to unlock the doors, disarm the alarm system, and ensure the SSSC is locked up at the end of the day or event.

6. Financial Administration

- a. **Acceptable Methods of Payment** – SSSC receives payment in cash, cheques, or e-transfers. SSSC does not use e-banking for making payments.
- b. **Charitable Donation Tax Receipt** – These receipts must be signed by one of the following: President, Vice-President, Treasurer, or the Coordinator.
- c. **Fixed Asset Inventory** – Once purchased, items will be added to the Fixed Asset Inventory and depreciated as applicable. The Treasurer is responsible for the Inventory.
- d. **Fundraising:**
 - i. **Friends of SSSC** – This program runs annually with 4 categories for donations: Companion = \$10 - \$99, Supporter = \$100 - \$249, Patron = \$250 - \$499, and Benefactor = \$500+. Recognition will occur at the AGM each year as an attachment to the President's Report. A plaque with the names of contributors, by category, who have authorized their recognition, will be displayed within the SSSC. The plaque will not contain information about the amount contributed. A letter from the President will go out every year in early

September including: description of the program, reminder of charitable status, highlight the areas where donations make a difference, a tear-off portion for the contributor to complete and return with their donation. A confidential annual register will be maintained which includes: list of contributors, amount contributed by each, recognition preference, and tax receipt number. The tax receipt and a Thank You note, signed by the President, will be provided to each contributor.

- ii. **Other Fundraisers** – Established fundraisers organized by the Fundraising & Events Committee do not require Board approval. All other fundraising proposals must be brought to the Board for approval prior to announcement and implementation.
- e. **Grants** – All applications will be prepared by a Committee including the President, the Treasurer, and the Coordinator.
- f. **Lottery and Liquor Licenses** – Licenses must be obtained from Service NB for all events dealing with a draw or serving alcohol.
- g. **Petty Cash** – The Coordinator will maintain a standing “float” and the amount is to be determined by the Treasurer. A purchase for the SSSC must be justified by a receipt in order to be reimbursed. The purchase must be the only item on the receipt.
- h. **Photocopying** - All photocopying must be recorded on the Usage Record provided in the photocopier room. Single or double-sided copies for personal use of a member is charged at \$0.10 each.
- i. **Rentals** – The procedure for rentals is covered in the SSSC Rental Agreement.
- j. **Travel Expenses** – To reimburse a volunteer or staff for using their own vehicle as well as for meals and/or accommodation/travel the rate used will match the City of Fredericton’s current rate.

7. Hours of Operation & Emergency Closures

- a.** The SSSC will be open from 9:00 – 4:00, Monday to Friday. Evening and weekend hours will accommodate scheduled programs, activities, and rentals.
- b.** SSSC will be closed on all government statutory holidays.
- c.** Storms and Unforeseen Closures
 - i.** SSSC will close when Anglophone West School District 6 closes for storms. When schools are not in session (March or Christmas break) the closure decision will be made between the President and the Coordinator.
 - ii.** As soon as a sewer back up is discovered, the City of Fredericton is notified and the Centre is evacuated and closed.
 - iii.** In the case of a power failure, the emergency lighting will come on automatically and illuminate for 30 minutes. If power has not returned after that time, the Centre shall be closed.
 - iv.** If the City of Fredericton declares a city-wide closure of their buildings, the SSSC must follow the order.

8. Membership

- a.** Adults 50 years of age and over may join the SSSC.
- b.** Each person must be a member to participate in the SSSC scheduled programs. However, sessions such as Forums, Coffee & 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 will be informed, in a timely manner, of any change in dues.
- d.** The membership fee during the last three months of the year (after October 1) will be reduced.
- e.** For safety and statistical purposes, everyone entering the SSSC is required to be recorded.

9. Operational Training

- a.** The Coordinator shall participate in WorkSafe NB training as well as be yearly certified as a provider of CPR and AED. Several active members (front desk volunteers and facilitators) need to be trained in CPR and the operation of AED. SSSC will cover the costs of such training.
- b.** Members who volunteer in food preparation must have Food Safety Training.
- c.** The Coordinator will maintain an updated list of these such certifications.

10. Programming

- a.** The documents Procedures for Facilitators and Request for Program are updated regularly by the Program Committee. They contain all the procedures for the addition of a program or activity.
- b.** Electronic mechanisms, such as Zoom, are an option delivery and/or participation in a program. This format is administered by the Coordinator.

11. Volunteer of the Year Award

- a.** Every fall, board will strike an Ad Hoc Nominating Committee to soliciting nominations from the membership for this award. The form will request the following information:
 - i.** The name of the member being nominated
 - ii.** A brief write-up on the nominee
 - iii.** Reasons for the nomination
 - iv.** Signature by the Nominator
- b.** The Nominating Committee will review the nominations and make the final decision.
- c.** A person will not be constrained in winning the award because of being a previous winner.

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

12. Disclosure & Compliance Statement

As a new member joins the board or an employee is hired, a copy of this signed document will be kept on file.