

CEDAR HEIGHTS

COMMUNITY ASSOCIATION



Policies and Procedures

Updated January 24, 2019

Foreword

The purpose of this document is to describe the policies and procedures used in managing the Cedar Heights Community Association (“CHCA”). This document also supports the operation of the Cedar Heights Community Centre (“the Centre”).

A Member of the Board of Directors is designated as primary for each policy and is responsible to regularly review the assigned policy(ies) to ensure the needs of the Association are met. Additionally, an annual review of the Policies and Procedures document will be conducted before the fall General Meeting. Proposed changes are to be submitted to the Vice-President for review and submission to the Board of Directors for approval. Approved changes from the previous version are shown in green/italic.

Depending on the nature of each policy, one or more Members of the Board of Directors can also be designated as secondary to support the primary Board Member in reviewing the policies. A matrix showing the primary and secondary designations can be found in Annex A.

Any questions about this document are to be directed to the Vice-President.

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1.0 Business Advertising

1.1 Policy

Local businesses may advertise in three areas within the Association:

- a. The small business exterior advertising board (see policy #10);
- b. The website business directory (see policy #20); and
- c. The exterior electronic sign (see policy #28).

1.2 Procedures

- a. The Board of Directors will set the fees annually, in the fall, for each service.
- b. The service is managed by the Marketing Director.

1.3 Approved by Board of Directors: 27 October 2016

2.0 Directory / Mailing List

2.1 Policy

The use of the CHCA Directory or Mailing List is restricted to the purposes of the CHCA.

2.2 Approved by Board of Directors: 4 June 2007

3.0 Expenses (out of pocket) Incurred by Members

3.1 Policy

The CHCA wishes to reimburse members for necessary and reasonable out-of-pocket expenses they incur that are directly related to CHCA activities.

3.2 Procedures

- a. Definitions:
 1. Directly related expenses are those in which there is the expectation of deriving some current or future benefit for the CHCA.
 2. Necessary and reasonable expenses are those expenses that a thoughtful and prudent person would incur when conducting business on behalf of the CHCA.
- b. Pre-approval by the Director responsible and approval by the President or Vice-President is required when there is expectation of reimbursement of expenses for sums over \$200.
- c. Mileage/kilometers repayment to and from the activity will be made only for pre-approved activities that require travel to locations greater than 50 kilometers from the Centre.
- d. If a member incurs substantial mileage making numerous trips of less than 50 kilometers when carrying their duties on behalf of the CHCA, then a special request for financial help can be made to the Executive through the responsible Director.
- e. If more than one person is taking part in the activity, car-pooling and hotel room sharing is expected.
- f. The amount of the mileage/kilometer repayment will be the same as the automobile allowance rate set annually by the Canada Revenue Agency.
- g. A completed CHCA Financial Form must be approved by the Director responsible before the expense will be reimbursed by the Treasurer.
- h. If the expense was not included in the annual budget, the matter must be brought to the Board of Directors for consideration.
- i. The final decision about reimbursing members for out-of-pocket expenses rests with the Board of Directors.
- j. Members may appeal a decision to the Board of Directors.
- k. Members have the option of receiving an income tax receipt in lieu of reimbursement for authorized out-of-pocket expenses they incur.
- l. All e-transfers require 2 authorizes signatures before execution.

3.3 Approved by Board of Directors: 26 February 2015

– item l. added and approved by the Board of Directors: 24 January 28, 2019

4.0 Facilities

4.1 Policy

The CHCA will comply with all Building Codes and permits (if required), pertaining to British Columbia (re. HVAC, electrical, fire, gas, health, mechanical, plumbing, etc.).

4.2 Procedures

- a. Any modifications to the Centre's infrastructure and systems must be approved by the Centre Director. This is to ensure that we maintain configuration control of the Centre's facilities and to provide a safe building and healthy environment.
- b. If a modification is carried out without the Centre Director's approval, the person(s) responsible will be held accountable for the repairs/damages.
- c. Any major structural changes to the facility shall be done through an accredited Architect/Engineer.

4.3 Approved by Board of Directors: 26 February 2015

5.0 Facilities Maintenance

5.1 Policy

All facilities operated by the CHCA will be maintained in a prudent manner.

5.2 Procedures

- a. A five-year rolling Maintenance Plan will be maintained and reviewed annually. The responsibility for this plan is broken down as follows:
 1. The Centre and parking lots: Centre Director.
 2. Outdoor programs areas: Outdoor Programs Director.
 3. Grounds around the Centre: jointly by the Centre Director and the Outdoor Programs Director.
- b. The Maintenance Coordinator will keep a Maintenance Record Log Book for all work being done on the Centre.
- c. The Centre Director will oversee the cleaning of the Centre based on its usage.
- d. Renters are responsible for cleaning the Centre after use; the Rentals and Scheduling Coordinator is responsible for overseeing this activity.

5.3 Approved by Board of Directors: 27 October 2016

6.0 Financial

6.1 Policy

- a. The CHCA will conduct its financial affairs in a businesslike manner. All monies must be under the control of the Board of Directors through the Board structure. Minimum electronic transactions are \$10.00.

6.2 Procedures

- b. Annual budgets: Annual Budgets (operating and projects) must be approved by a General Meeting. Individual items over \$1,000 must be identified at that time.
 1. Approval of a budget approves those items identified within the budget.
 2. Each director and project manager (as applicable) is responsible to oversee the expenditure of monies approved in their annual operating and projects budgets. Individual item expenditures of \$5,000. or more, except for salaries already approved, must also be approved by the President or Treasurer at the time of the expenditure.
 3. Operating expenses may exceed the budget by 5% upon approval of the Board of Directors.
- c. Projects items: Non-budgeted items over \$2,000. must be approved by a General Meeting.
- d. Expenditures from dedicated accounts and reserve funds must be approved by the Board of Directors.
- e. All rentals fees and program fees must be reviewed and approved annually by the Board of Directors prior to the preparation of the annual budget. Programs operated by CHCA need to be identified as well as which items and space is to be utilized (for CHCA sponsored programs the usage times and space that is available to those programs).
- f. Audit and Finance Committee:
 1. The Board of Directors will appoint an Audit and Finance Committee to hold office for such period as the directors may determine. The Committee shall review the financial results as prepared by the Treasurer(s) and make such inquiries that are deemed necessary to achieve assurance.
 2. The Audit and Finance Committee will be responsible directly to the Board of Directors. The Audit and Finance Committee Chair is selected annually by the Board of Directors during the November Board of Directors meeting.
 3. The Chairman of the Audit and Finance Committee will submit a report annually to the Board of Directors and the membership on the end of year Financial Statements.
 4. Each member of the Audit and Finance Committee shall have the right of access at all times to all records, documents, books, accounts and vouchers of the Association and is entitled to require from the directors and other officers of the Association such information and explanation as may be necessary for the performance of their duties.
 5. The Audit and Finance Committee will also serve in an advisory capacity to the Treasurer(s) in determining policies, procedures and practices.

6.3 Amended and Approved by Board of Directors: January 24, 2019

7.0 Centre Rentals

7.1 Policy

The halls of the Centre, the golf course, the pickleball courts and the bocce courts may be rented by either members or non-members of CHCA, with members receiving a preferential rental rate provided they have been a member for a determined period of time (see Association brochure or website for rental fees and membership timeframe) and the rental is for a personal event.

7.2 Procedures

- a. All Centre rentals are arranged through the Rentals and Scheduling Coordinator with a signed contract.
- b. All renters are responsible for reasonable cleanup after use as outlined by the Rentals and Scheduling Coordinator. This responsibility is part of the rental agreement.
- c. Responsibility of the party using the Centre: all other arrangements for food services and catering are the responsibility of the party requesting the use of the Centre. The cleanup of the kitchen is the responsibility of the renter.
- d. The Board of Directors will review and set the rental fee schedule for the use of the Centre, facilities and equipment on an annual basis in the fall prior to the General Meeting.
- e. All rentals are required to have event liability insurance and a liquor permit if liquor is served at their function and these must be shown before a key to the Centre is issued.

7.3 Approved by Board of Directors: 26 October 2017

8.0 Centre Usage for Memorial Services

8.1 Policy

There will be no charge for the use of the Centre for memorial services for a CHCA member.

8.2 Procedures

- a. All Centre usage is arranged through the Rentals and Scheduling Coordinator who will notify the Housekeeping Coordinator.
- b. Eligibility: Family or spouse of a paid-up member of CHCA, Lifetime Members of CHCA or a Past Member of CHCA who has been actively involved and has contributed to CHCA, but who has been unable to continue doing so, are eligible to receive free use of the Centre for the memorial service. A donation would be appreciated.
- c. What CHCA provides: The CHCA Housekeeping Team will arrange to have tables and chairs set up before and taken down after the service. Table cloths will be provided. Free use of the kitchen is granted, including use of the coffee pots, dishes and tea towels. CHCA will attempt to provide names of local caterers.
- d. Responsibility of the party using the Centre: All other arrangements for food service and catering are the responsibility of the party requesting the use of the Centre. The cleanup of the kitchen is the responsibility of the user.

8.3 Approved by Board of Directors: 26 February 2015

9.0 Information Board – Community

9.1 Policy

CHCA will provide an exterior information board (North side of building, near mailboxes) for the community. This can include items people are selling or information for upcoming dates for various community functions.

9.2 Procedures

- a. The CHCA Information Board will be maintained by the Administrative Coordinator.
- b. Notices for sale items and event advertisements must be dated when posted.
- c. Notices/ads can be posted for a period of up to one month.
- d. Notices/ads for upcoming events will be removed as soon as the event has taken place.
- e. The Administrative Coordinator will check the Information Board on a weekly basis to remove outdated items, to ensure all items can be read and general tidiness.

9.3 Approved by Board of Directors: 27 October 2016

10.0 Advertising Board – Small Business

10.1 Policy

CHCA will provide an exterior advertising board for local small businesses.

10.2 Procedures

- a. The Small Business advertising board is located on the lower level, east side of the Centre.
- b. The Small Business advertising board shall be locked and controlled by the Marketing Director.
- c. The Board of Directors will set a fee for the monthly or yearly use of the Small Business advertising board. Information shall be posted at the top of the Small Business advertising board for advertisers to submit their fee with their posting to CHCA, attention Marketing Director. The fee will be reviewed annually in the fall prior to the General Meeting.

10.3 Approved by Board of Directors: 26 October 2017

11.0 Internet Access

11.1 Policy

The CHCA will provide password protected internet access for use by the Board of Directors and approved programs within the Centre. This policy is to:

- a. Protect CHCA Directors and program participants from being subjected to material that may be inappropriate and that could result in legal ramifications.
- b. Educate users about web-borne threats and how irresponsible browsing can result in malicious packages being unknowingly downloaded.
- c. Enable our community to access the internet world of ideas and information.

The scope of this policy covers the following:

- a. Applies to all users of the CHCA facilities.
- b. Patrons (regular customers and participants of CHCA programs, including renters) who use the Internet in the Centre must agree to abide by this Internet policy.
- c. Patrons are asked to avoid viewing material not appropriate in a public setting.
- d. Failure to use Internet access according to these rules may result in revocation of Internet-use privileges.

11.2 Procedures

Access to the Internet is password protected: Directors and Program Coordinators will be provided with the password code. The code is subject to periodic revisions.

Internet usage is subject to monthly review by Directors and/or Program Coordinators to ensure no unauthorized and/or inappropriate use occurs.

Wireless access to the Internet is available to Directors, Program Coordinators and patrons with their own computing equipment during open Centre hours. Patrons are responsible for configuring and protecting their own equipment. The CHCA is not responsible for any damages arising from its use.

Program Coordinators are expected to offer assistance in creating informed Internet users by:

- a. Helping patrons access printed and online resources that teach how to choose and evaluate internet resources;
- b. Helping patrons identify and use online filtering resources;
- c. Offering classes in email and internet use;
- d. Developing other resources as needed.

The CHCA affirms the right and responsibility of parents/guardians to determine and monitor their children's (under the age of 18) use of the CHCA Internet. Minors are required to have authorization by a parent/guardian to use the CHCA's Internet.

Computer Course providers should offer assistance to parents/guardians of children by:

- a. Being available to help identify appropriate sites for children;
- b. Developing other resources as needed.

Computer, email and internet usage:

- a. CHCA Directors, Program Coordinators and patrons are expected to use the internet responsibly;
- b. All internet data that is composed, transmitted and/or received by CHCA's computer system is considered to belong to the CHCA and is recognized as part of its official data. It is therefore subject to disclosure for legal reasons or to other appropriate third parties;
- c. The equipment, services and technology used to access the internet are the property of CHCA and the CHCA

reserves the right to monitor internet traffic and monitor and access data that is composed, sent or received through its online connections;

- d. Emails sent via the CHCA email system should not contain content that is deemed to be offensive. This includes, though is not restricted to, the use of vulgar or harassing language/images;
- e. All sites and downloads may be monitored and/or blocked by the CHCA if they are deemed to be harmful;
- f. The installation of software onto the CHCA computer without the consent of the CHCA is prohibited.

Unacceptable use of the internet includes, but is not limited to:

- a. Access to sites that contain obscene, hateful, pornographic, unlawful, violent or otherwise illegal material;
- b. Sending or posting discriminatory, harassing, or threatening messages or images on the internet or via the CHCA's email service;
- c. Using computers to perpetrate any form of fraud, and/or software, film or music piracy;
- d. Stealing, using, or disclosing someone else's password without authorization;
- e. Downloading, copying or pirating software and electronic files that are copyrighted or without authorization;
- f. Sharing confidential material or proprietary information outside of the CHCA;
- g. Hacking into unauthorized websites;
- h. Sending or posting information that is defamatory to the CHCA and its membership;
- i. Introducing malicious software onto the CHCA's computer
- j. Sending or posting chain letters, solicitations, or advertisements not related to CHCA business purposes or activities;
- k. Passing on personal views as representing those of CHCA.

The CHCA assumes no responsibility or liability for any such content. Directors and program participants are encouraged to exercise discretion while using the internet content. Parents and children are encouraged to learn more about child safety on the internet. Restriction of a child's access to the internet is the responsibility of the parent/legal guardian.

Using the CHCA's internet service for unlawful activities, including unauthorized online access or "hacking" is prohibited. The unauthorized disclosure, use and dissemination of personal identification information regarding minors are prohibited as well.

The CHCA is not responsible for any liability that may occur as a result of the disclosure of financial or other personal information over the CHCA's computer services. Users should be aware that use of public computers is not a secure medium and that third parties may be able to obtain information regarding user's activities.

11.3 Approved by Board of Directors: 27 October 2016

12.0 Job Descriptions

12.1 Policy

There will be a Job Description prepared for all positions on the Board of Directors (covering the Executive and the Directors) and the Board Coordinators.

12.2 Procedures

- a. The Job Descriptions will be compiled in the CHCA Organization and Job Description document to be reviewed annually prior to the fall General Meeting. This is to ensure that CHCA members can refer to up-to-date Job Descriptions before the annual elections of the Board of Directors and the selection of the Board Coordinators.
- b. The Vice-President will coordinate the annual review of the Job Descriptions.
- c. Preparation and review of Job Descriptions for other positions such as program or activity coordinators is the responsibility of the Directors.

12.3 Approved by Board of Directors: 27 October 2016

13.0 Keys

13.1 Policy

CHCA will control all keys pertaining to the Centre and its facilities.

13.2 Procedures

- a. The Issuance and tracking of all keys will fall under the direction of the Center Director or the Outdoor Programs Director for those activities that fall under the outdoor programs directorship:
 1. A copy of all keys that are required for all CHCA facilities will be kept in the main lock box (Centre's office) and be labeled.
 2. The cutting of all keys will be under the authority of the Center Director.
 3. The signing authority for cutting of any master key, upper sub master key and lower sub master key is assigned to the Center Director, President and the Vice-President. These keys are numbered.
 4. Keys will be issued to those persons requiring regular access to the Centre on an ongoing basis.
 5. Keys will be issued to rentals on a one-time basis for special functions, (if deemed necessary) by the Center Director or the Rentals and Scheduling Coordinator.
 6. No keys will be passed between persons, but must be redirected via the Center Director and/or the Outdoor Programs Director.
 7. When a person's status at CHCA permanently changes and the requirement for the key(s) is no longer necessary, their key(s) will be immediately returned to the Center Director or Outdoor Programs Director.
- b. Key Log Book and Sign-Out Form:
 1. All keys will be recorded in a key log book, maintained and kept by the Center Director. A secondary log book will be maintained by the Outdoor Programs Director, recording the keys needed for outdoor programs.
 2. For CHCA key holders: All keys 'assigned out' will also be recorded in the key log book, by the Center Director. The master keys and sub upper and sub lower keys will be recorded by number and letter. When a key is signed out, the signature of the person receiving the key, is required on a sign out form. When the key is returned, the date the key is returned and the initials of the Center Director are required on the same sign out form.
 3. For renters: The key numbers, as well as the renter's signature are to be noted on the hall rental agreement, when issuing the key(s).
 4. The snooker players have access to the lower level by a lock box which is mounted on the outside wall by the lower east entrance door. There are six (6) keys for the lock box assigned to the snooker group. They are signed out by the Center Director as directed by the snooker coordinator. A copy of who has these keys is kept by the Center Director.

13.3 Approved by Board of Directors: 27 October 2016

14.0 CHCA Sponsored Programs, Activities and Events

14.1 Policy

CHCA sponsors two types of programs, activities and events: one for CHCA Members and one for the public (Members and non-members). A CHCA sponsored program/activity/event is defined as follows:

- a. Has been approved by the Board of Directors.
- b. Is supported by the CHCA in the following areas: use of the CHCA/Centre facilities, procurement of equipment needed to carry out the program/activity, certification of instructors, administrative support, storage facilities, publicity in the CHCA activity calendar, Newsletter, Centre notice boards, electronic sign, accident insurance for volunteers (see Policy 23 for details) and other amenities as deemed appropriate.
- c. Is fiscally responsible to the Board of Directors.

14.2 Procedures

- a. All CHCA sponsored programs must use the designation "Cedar Heights" in front of their program name; for example, Cedar Heights Keep-fit, Cedar Heights Bocce, etc. Additionally, the "Cedar Heights Community Association" logo must be used on all program publicity such as posters, flyers, etc.
- b. In setting their fees, all programs/activities/events must generate sufficient revenues to not only cover the program/activity/event expenses but also to generate reasonable net revenues to cover the operating expenses of the CHCA and Centre.
- c. The coordinators/organizers of CHCA sponsored programs/activities/events are responsible to the Indoor Programs Director/Social Coordinators (as applicable) for indoor social/recreational programs/activities/events and to the Outdoor Programs Director for outdoor programs/activities/events, and have the following responsibilities:
 1. Manage the program/activity/event in a fiscally responsible manner.
 2. For event organizers, submit an event report within one month of the event date using the format at Annex C.
 3. Submit an annual budget in September (exact date to be set by the Treasurer) of each year.
 4. Submit program/activity/event income using the CHCA Financial Form to the Treasurer at least monthly (as applicable).
 5. Submit all expense receipts using the CHCA Financial Form to the Treasurer at least monthly (as applicable).
- d. The CHCA sponsored programs/activities/events conditions and list are shown below (the list will be updated annually to reflect new or deleted sponsored programs/activities/events). The specific terms or each program/activity/event are approved by the Board of Directors as part of the annual budget and calendar of activities approval process and can be obtained from the program/activity/event coordinators/organizers.

14.3 Approved by Board of Directors: 26 October 2017

For CHCA Members	
Conditions	
1	All individuals or families must have a valid CHCA membership and pay the approved fee for that program/activity/event. The fee can be a program/activity/event membership fee and/or a per attendance activity fee.
2	Non-members and occasional guests can try out any Indoor program (see those marked with a #), if space is available, but must pay a higher activity fee (see Association brochure for fee) until they become Association members.
List	
Outdoor Programs	
1	Golf membership
2	Pickleball membership
3	Bocce membership
Indoor Programs	
4	Snooker (#)
5	Keep-fit
6	Duplicate bridge (#)
7	Social bridge (#)
8	Seniors' Theatre (#)
9	<i>Canasta</i> (#)
9	Carpet Bowling (#)
10	Ukulele Orchestra (#)
Miscellaneous	
11	Voting at General Meetings
12	Holding office in the CHCA
13	Hawaiian Pig Roast

For CHCA Members and Non-Members	
Conditions	
1	Does not require a CHCA membership to participate.
2	If there is a fee, may be a member and a non-member attendance fee.
List	
Outdoor Programs / Events	
1	Golf drop-in
2	Pickleball drop-in
3	Bocce drop-in
4	Golf tournaments
5	Pickleball tournaments
6	Bocce tournaments
Indoor Events / Miscellaneous	
7	Movie Night
8	Potlucks (guests invited by a Member)
9	Catered dinners (including Christmas)
10	Lobsterfest
11	Chronic Pain Management
12	Plant sale
13	Newcomers Wine and Cheese
14	Christmas Artisan Market
15	Kids Only Christmas Shopping
16	<i>Fashion Show</i>
17	<i>Seniors' Theatre Events</i>
18	<i>Ukulele Orchestra</i>
19	<i>Canasta</i>

15.0 Recognition

15.1 Policy

The CHCA will formally recognize the service performed by its volunteers.

15.2 Procedures

a. Levels of Recognition:

The volunteers will be recognized by the presentation of certificates recognizing the individual's involvement with the CHCA. There are three levels of recognitions available as detailed in the table below.

b. Recommendations:

The Vice-President will request nominations from CHCA membership in early September for the Certificate of Outstanding Service and the Certificate of Lifetime Achievement awards. After review and verification, the Vice-President and second nominated board member will make recommendations to the Board of Directors for approval at their October Meeting. Framed Certificates will be presented during the Fall General Meeting in November with a write-up justifying the recognition to be read at that time and subsequently published in the CHCA Newsletter. These recognitions are presented on behalf of the Board of Directors and the membership in recognition of long term ongoing service as described in the justification below.

c. Ongoing volunteerism needs ongoing informal recognition. As such, the Board of Directors, and program/event/activity coordinators and organizers are requested to express their appreciation to volunteers following an event or activity. This can take the form of cards, emails and verbal recognition.

15.3 Approved by Board of Directors: March 22, 2018

Recognition		Justification	<u>SUGGESTED</u> Timeframe (years)
1	Certificate of Outstanding Service	Completion of service as Executive/Director/Board Coordinator (cumulative terms in one position) or as a coordinator/organiser or key volunteer for a CHCA event, activity, program or project with performance consistently beyond the regular workload and expectations.	More than 5 years
2	Certificate of Lifetime Achievement	a. Completion of service as Executive/Director/Board Coordinator (cumulative terms in one or more positions) and/or as program/project coordinator/manager with performance and dedication consistently beyond the regular workload and expectations.	More than 10 years
		b. Active involvement in the activities of the CHCA for an extended period with extensive participation as a volunteer.	More than 10 years
3	Ongoing Informal Recognition	No approval is required by the board for this type of recognition. Board members, coordinators, and other member organizers are encouraged to express their appreciation in the form of cards, emails and verbal thank-yous.	Upon completion of event or activity

16.0 Rental / Lending of Movable Assets Outside the Centre

16.1 Policy

The CHCA does not rent or lend Association movable assets such as dishes, glasses, video projector, popcorn machine, etc., for personal use, except for the lower level tables and chairs which can be rented only to members. However, in the interest of goodwill and mutual benefit, movable assets can be rented or lent to **other local community associations** subject to the approval of the President or Vice-President (or designate). This excludes electronic assets (e.g. computers, projector). If applicable, the Rental and Scheduling Coordinator will set the fee.

16.2 Procedures

The tables and chairs can be rented based on the following conditions:

- a. Only the tables and chairs located in the lower hall storage room will be rented.
- b. Tables and chairs will be rented only to CHCA members.
- c. The needs of the CHCA are met first.
- d. The renters are responsible to cover the cost of damages to the tables and chairs resulting from the rental.
- e. The renters are responsible for picking-up and returning the assets, tables and chairs.

The Rentals and Scheduling Coordinator will manage this activity. The rental fee will be established annually, in the fall, by the Board of Directors prior to the General Meeting.

16.3 Amended and approved by Board of Directors: 24 January 2019

17.0 Recruitment of Board Members and Coordinators

17.1 Policy

In order to have a functional Association, the CHCA needs members to fill the various Board Directors and Coordinators positions. The Past President oversees this recruitment effort.

17.2 Procedures

a. Advertising vacant positions:

1. This would consist of internal advertising at meetings, at activities, on notice boards, the newsletter and word of mouth.
2. Create a desire to become involved by stressing the positive impact that involvement has on the total community
3. Have available packages for positions inclusive of job descriptions, time commitments and assistance available.

b. When Candidates are identified:

1. Arrange a visitation with the candidate and review the position including expectations with the candidate. This also gives the candidate the opportunity to clarify and ask questions on the position and the workings of the Board of Directors.
2. Once recruited their name is put on the list for election at the November General Meeting. If a position is not filled at the General Meeting, then recruitment would continue and when a candidate is identified a visitation would be arranged at that time. Once recruitment of the candidate occurs their name would be put forward to the next Board of Directors' meeting for approval by the Board. Once approved by the Board the individual becomes a member of the Board of Directors and the membership is advised.
3. After being in the position for a few months the new Director would meet with their direct supervisor, usually the President, to review the job description and cover any concerns that have come up.

17.3 Approved by Board of Directors: 27 October 2016

18.0 Request for Program Fee Refund

18.1 Policy

If a member who has joined a CHCA program and cannot continue for whatever reason up to one month after joining, he/she will be eligible for a return of one half of the fee paid. Annual Association membership dues are not refundable.

18.2 Procedure

The coordinator of the program involved will advise the Treasurer if the individual is eligible for a refund. The Treasurer will issue a refund cheque to the eligible individual.

18.3 Approved by Board of Directors: 27 October 2016

19.0 Social Event Prices

19.1 Policy

Non CHCA members should pay more for their tickets to CHCA Social Events than members.

19.2 Procedures

Social event organizers are to apply this policy when determining ticket prices.

19.3 Approved by Board of Directors: 26 February 2015

20.0 Website

20.1 Policy

CHCA will provide a website for the benefit of the public, members of CHCA and Board Directors/Coordinators to provide information on CHCA programs, activities, policies and culture.

20.2 Procedures

- a. Website content:
 1. The website shall not contain offensive content.
 2. The website shall not contain political or religious information unless it is to provide information of general interest to CHCA members.
 3. The content of the website shall, at all times, accurately reflect the culture of the CHCA.
 4. Care shall be taken that the grammar, spelling and punctuation be accurate.
 5. The website shall always remain aesthetically pleasing and project a visual identity in keeping with CHCA and to that end, be updated, not in an ad hoc manner, but by a webmaster whose work reflects professionalism.
 6. One member of the Board of Directors shall be designated as the intermediate agent between the Board and the webmaster.
- b. **Server space:** Server space (if deemed necessary) will be made available to Board Members to use as space in which to exchange, store and back-up information:
 1. The password to this space will be changed at the beginning of each calendar year.
 2. Documents stored on this space shall be updated regularly so all of the Directors have access to current information at all times.
 3. Each document on this space is to be created and maintained by a Director who has been designated as the intermediate agent between the Board of Directors and the webmaster. The documents posted on the website shall be for information purposes only. Under no circumstances shall anyone other than the Director designated as the intermediate agent between the Board and the webmaster make changes in these documents.
- c. **Mailing lists:** The purpose of the various mailing lists is to enable communication.
 1. **Board of Directors' Mailing List.** This mailing list is designed to allow the Directors to communicate with other Directors. Each email that is sent through the list is distributed to each of the Board Members.
 - i. Addresses belonging to the Members of the Board of Directors are the only addresses allowable on the Board of Directors' Mailing List.
 - ii. Only emails originating from the email address on the Board of Directors' Mailing List will be delivered by that list.
 - iii. Attachments can be distributed through this list.
 - iv. Each response to an email on this list will be delivered to every member on the list.
 2. **CHCA Members' Mailing List:** This mailing list is designed to allow communication from the Directors to the members of the CHCA.
 - i. Only specific designated Members of the Board of Directors or their designate will have access to post emails through these lists.
 - ii. The members' email addresses are for the use of CHCA Board of Directors only and must not be shared with any other group, person, organization or business.

- iii. Attachments may be distributed through this list with approval of the Director designated as the intermediate agent between the Board of Directors and the webmaster.
- iv. This is a no-reply mailing list and the recipients of these emails will not be able to reply to these emails or be able to send messages to the Directors through the website www.cedarheightscommunity.ca

d. **Business Directory:**

Businesses can advertise on the website business directory. The Marketing Director manages this service.

20.3 Approved by Board of Directors: 27 October 2016

21.0 Use of Association Credit Card

21.1 Policy

The CHCA Board of Directors will ensure the Association's credit card is used for Association business only and that controls are established for its day-to-day use.

21.2 Procedures

- a. No personal expenditures shall be charged to the Association credit card.
- b. The credit card will only be available to members of the Association who need to make purchases which support the events/activities/programs of the Association and its facilities.
- c. Members will be authorized to use the credit card after signing a "Use of Association Credit Card Agreement" (see next page for form). The use of the credit card will be withdrawn if an authorized user ceases to be a member of the Association or no longer occupies a position within the Association which requires the use of the credit card.
- d. For making online purchases, the Treasurer will provide the authorized users with the necessary credit card information. For store purchases, the Treasurer will provide the authorized users with the credit card and other necessary information. The credit card is to be returned to the Treasurer after use.
- e. Members using the credit card for online or in store purchases must still submit the applicable receipts/proof of payment to the Treasurer using the Association Financial Form.
- f. No cash advances are permitted with the credit card.
- g. The Treasurer will ensure that the monthly outstanding credit card balance is paid by the due date.
- h. The Treasurer will manage the Association credit card program and maintain a register of the authorized users and when members sign out and return the credit card.

21.3 Approved by Board of Directors: 24 September 2015



Use of Association Credit Card Agreement

I hereby certify that I have read and understood the policy and procedures governing the use of the Cedar Heights Community Association credit card and will abide by their provisions.

The credit card information is not to be shared with other Association members or non-members.

Any issues encountered when using the credit card are to be reported to the Treasurer immediately.

My use of the credit card will be withdrawn if I cease to be a member of the Association or no longer occupy a position within the Association which requires the use of the credit card.

Signature of Member

Date

Member name (print)

Signature of Treasurer

Date

Note: Treasurer files original. Copy provided to member.

Form revised: 24 September 2015

22.0 Cedar Heights Restrictive Covenants

22.1 Policy

Restrictive Covenants were put in place on all properties developed by the Cedar Heights Development Co. Ltd. In Cedar Heights and are attached to the land titles of these properties. Since the CHCA has no legal authority to enforce compliance of the Restrictive Covenants affecting the Cedar Heights properties, the Association will only take an informational position.

22.2 Procedures

The Association will have an information letter available on the website for residents of Cedar Heights who have concerns with non-compliance, outlining the avenues open to them to enforce compliance.

22.3 Approved by Board of Directors: 27 October 2016

23.0 Accident Insurance for Volunteers

23.1 Policy

Volunteers are the lifeblood of our Association. Countless hours and major effort are expended in order to ensure the attainment of our mission. Effective 1 January 2016, The Board of Directors has approved a compensation program (insurance) for accidents occurring to authorized Association volunteers while carrying out their duties. The maximum benefit is \$100,000. depending on the extent of the injury (or death).

23.2 Procedures

The coverage applies to Association members while performing volunteer activities assigned and authorized by the Board of Directors in support of Association projects and sponsored programs/events:

- a. Members of the Executive and Board of Directors.
- b. Board Coordinators.
- c. Project Managers/Coordinators and team members for Association facilities/Cedar Heights Community Centre renovation, improvement, rehabilitation and new construction projects.
- d. Program coordinators, administrators, instructors and team members.
- e. Sports/recreational/social/fundraising events organizers.
- f. Casual helpers who assist during programs or sports/recreational/social/fundraising events, clean-ups and other supporting activities (when soliciting casual helpers, program/event organizers need to maintain a list of the helpers).

All volunteers are to ensure they are using the necessary personal protective equipment (PPE) when performing Association related volunteer activities.

The Association rests easier knowing that in case of accident, relief is provided for volunteers and their families.

23.3 Approved by Board of Directors: 26 October 2017

24.0 Newsletter

24.1 Policy

The newsletter is the Association's most valuable communications tool and will be published on the Association's website and emailed to members. It is the primary information link with the membership as well as the best and most consistent way to keep members informed of the Association's activities.

24.2 Procedures

a. When is the newsletter published?

The newsletter is updated on the first Monday of each month or when needed to convey important time sensitive information to the membership.

b. What will be published?

Part 1 – Association Activities

1. Information/outcome of Association social, recreational and sports activities listed on the Association's activity calendar.
2. Information about Association sponsored programs.
3. Board of Directors Meetings highlights.
4. Notice and agenda of General Meetings.
5. General Meetings highlights.
6. Updates on Association facilities/Centre maintenance/capital projects.
7. Notification of new/updated Association governing documents (such as Constitution, By-laws, Policies and Procedures, Organization and Job Descriptions).

Part 2 – Community Service Announcements

1. Information about local community events of specific interest to the members (such as flu shot clinic, regional/provincial/federal elections all candidate meetings, local Canada Day activities).
2. Information about activities/programs of non-commercial and non-profit/charitable organizations who are regular renters of the Centre (i.e. outside organizations who have made the Centre their home).

c. What will not be published?

1. Commercial advertisement (a Business Directory is available on the website for this purpose).
2. Public service announcements not directly affecting the Cedar Heights, Blind Bay and Sorrento area except when the message is considered of vital importance to the membership.
3. Inappropriate writings and pictures.

d. In case of ambiguity, the final decision as to what will or will not be published in the newsletter rests with the Editor (Newsletter Coordinator) and the President (if necessary). The newsletter will be kept to a reasonable length and Part 1 Association Activities will have priority.

e. How to submit an entry?

1. All entries must be delivered via e-mail to the Editor (Newsletter Coordinator) directly or via the Association's Contact Us on the website.
2. The entry must be delivered in the following ways:
 - i. In the body of the e-mail; or
 - ii. As a file attachment to the e-mail (MSWord for text and JPEG for pictures).
1. f. When to submit an entry?
2. Submissions will be accepted up to noon the Friday immediately preceding the Monday publication.

24.3 Approved by Board of Directors: 26 October 2017

25.0 Liquor Service

25.1 Policy

The Association abides by the BC liquor laws and regulations. This policy applies to all events held on the Association premises (including the Centre), whether organised by the Association, renters or any other users of the premises.

A Special Event Permit (SEP) is required when liquor is served or sold in a public place; the Association premises are considered a public place. The License fee is a combination of an application fee plus PST prepayment on the mark-up (profit) if the liquor is sold above the purchase price at the store. Event hosts are considered liquor licensees and are responsible for the safety of their guests. "Bring your own booze" (BYOB) events are not authorized and guests cannot bring their own liquor to an event whether or not liquor is served or sold.

25.2 Procedures

a. What are the two categories of Special Occasion Licenses?

CATEGORIES APPLICATION FEES	EVENTS	WHO CAN ATTEND	WHO CAN APPLY
Private Special Event Permit \$25.00 per day* *Current as of September 2017.	Family related events (such as a wedding, birthday party, anniversary, family reunion, retirement or memorial). A social, cultural, recreational, religious, sporting or community event, or a tasting to acquaint people with the product of a winery, brewery or distillery.	Family and friends (but not open to the public). The organization's members and invited guests or ticket holders (tickets must be sold or given away before the event begins).	Host of the event (an individual). Host of the event (i.e. designated representative of the non-profit organization, club or group).
Public Special Event Permit \$100.00 per day* *Current as of September 2017.	Community or public event (such as a community festival or outdoor concert). Tasting event so a liquor manufacturer can showcase their product. Any event that contributes to the cultural or social life of the community.	Open to anyone (including the public at large) who wishes to participate or buy a ticket, either at the door or in advance of the event.	Host of the event (i.e. designated representative of the non-profit organization, club or group).

Association events where liquor is served or sold, such as potlucks, catered meals, Lobsterfest, Christmas dinner and Wine & Cheese, fall in the **Private Special Event Permit category (application fee of \$25.00)**.

b. More information about who can apply for the Special Event Permit?

1	Must be at least 19 years of age.
2	Must be a resident of British Columbia.
3	Must be a Canadian Citizen.
4	The host of the event (or designated representative). Caterers, paid or unpaid managers or event coordinators cannot apply on the host's behalf.
5	"Special Event Server (SES)" certification: If applying as a representative of a club or group, you and any paid managers or servers must have the certification before applying for the Special Occasion License.

	The Special Event Server certification is an abridged training program for Special Event Permit holders. The certification is valid for 5 years. Individuals with a Serving it Right (SIR) certification do not require the Special Event Server certification. The Serving It Right certification is also valid for 5 years.
NOTES	For all Association events , the Bar Coordinator (or alternate) will apply for the Special Event Permit. For all rental or other events , the host or designated representative will apply for the Special Occasion License.

In the case of rentals, the Special Occasion License must be obtained by the organization hosting the event and renting the premises; the Association cannot apply for the Special Event Permit on behalf of the renter in order to provide liquor service to the rental organization. The Association may provide its bartender or other of its staff to work for the Special Event Permit holder as part of the rental agreement or under a separate arrangement.

c. Where can you purchase the liquor?

1. You must purchase the liquor from a BC Liquor Store or another source approved by the Liquor Distribution Branch.
2. You may only provide (serve not sell) home made beer, cider or wine under a private family Special Event Permit.

When you purchase the liquor at the store, you will pay 10% PST & 5% GST.

d. How much can you charge when selling the liquor?

A Special Event Permit is not intended to provide an opportunity to make money; it is to allow liquor service at a special event. The price charged for liquor is intended to cover the “operating costs” of selling the liquor. Operating costs include the liquor, mix, glasses, ice and taxes but do not include costs such as hall rental, entertainment or security. The maximum prices you are allowed to charge are (current as of September 2017):

#	LIQUOR	SERVING SIZE	MAXIMUM PRICE (including PST)
1	Spirits	Per 1.5 oz. (43 ml)	\$5.00
2	Beer, cider or cooler	Per Can or bottle up to 12 oz. (340 ml)	\$5.00
3	Beer, cider or cooler	Per 12.0 oz. glass (340 ml)	\$5.00
4	Wine	Per 5.0 oz. glass (115 ml)	\$7.00

You must charge 10% PST on the sale price of the liquor. The PST can be included in the sale price or charged separately.

Drink prices must remain the same for the duration of the event. Licensees are not permitted to offer “Happy Hour” specials or to sell stock at a reduced price towards the end of the event.

The BC Liquor Control and Licensing Branch discourages the practice of recovering the costs associated with the service of liquor by charging an “all inclusive” entry fee and providing liquor free of charge, because it may lead to over-service, intoxicated patrons and difficulty refusing service.

e. Can the liquor be sold for a donation instead of a fixed price?

No. Liquor may not be sold by “donation” (the price being the purchaser’s voluntary donation) rather than at a set price, because it is impossible to estimate the projected revenue, to know if the liquor was being sold at unreasonably low or high prices, or to ensure no element of coercion or undue pressure to donate was being applied.

The licensee may, however, set up a donation box at a location well separated from the place from which the liquor is being served for donations to assist with the cost of the full event. The licensee may also “pass the hat” for donations during the event to help defray the costs.

f. When can the event be held?

#	LOCATION OF EVENT	HOURS
1	Indoors	Between 9:00 am and 2:00 am the following day.
2	Outdoors	Between 9:00 am and 10:00 pm the same day.

g. Where do you apply for a Special Event Permit?

You can apply for a Special Occasion Licence online (refer to para 25.2, m, #1). In addition to the license fee, the form will automatically calculate a PST prepayment (based on the estimated number of patrons and number of drinks to be sold). This PST prepayment is on the mark-up (i.e. the difference between the price you pay for the liquor at the store and the selling price during the event) if you will be selling the liquor above the price you paid at the store. **There is no PST prepayment when the liquor is:**

1. Served but not sold (open bar).
2. Sold below the price you paid at the store.
3. Sold at the same price you paid at the store.

If the actual liquor sales are greater than estimated, the actual selling price was less than estimated or the event is cancelled, refer to para. 25.2, m, #5.

An organisation may not apply for more than three Special Event Permits per month for a maximum of 24 per year.

h. Is gambling/gaming allowed when liquor is being served or sold?

Gambling/gaming is defined as playing or gaming for money or other stakes, on an uncertain event or outcome. It involves chance and the hope of gaining something more than the amount paid to participate. Gambling/gaming is allowed subject to the following conditions:

#	MINORS	TYPE OF GAMBLING/GAMING ALLOWED
1	If minors are not allowed in the event.	All forms of gaming licensed by the BC Gaming Policy and Enforcement Branch are permitted.
2	If minors are permitted in the licensed area.	The only permissible form of gaming is a ticket raffle. Raffles, including 50/50 draws, meat draws, sports pools, sports player drafts, rubber duck races and other similar events require a license from the BC Gaming Policy and Enforcement Branch.

i. What is your duty of care?

Event hosts are considered liquor licensees and are responsible for the safety of their guests. Once you have a Special Event Permit, if you serve alcohol to someone who becomes impaired as a result, you may be held liable for that person's subsequent behavior.

As a licensee, you have duty of care which means that you must protect patrons at your event and others from harm that may be associated with the activity of drinking. This includes harm which may occur on the premises of your event, as well as harm which may occur after the patron has left the premises.

You must not sell or serve liquor to an intoxicated person, or allow an intoxicated person to remain in the area covered by the Special Event Permit. If a person becomes intoxicated, you must take reasonable steps to ensure that the person does not harm himself/herself or others.

Minors (under age 19) are generally allowed at licensed special events but may not drink or serve, liquor or sell drink tickets. However, minors are not permitted into tasting Special Event Permit events because the primary purpose of a tasting event is liquor consumption.

You must supply a reasonable amount of food and non-alcoholic beverages at your event.

j. Do I need insurance?

Yes. For Association events where liquor is served or sold, the Association is covered by its building/liability insurance as long as the events are listed on the Association's annual Activity Calendar when we renew our insurance policy (copy of annual Activity Calendar must be provided to the insurer at time of renewal). If an extra event is held which was not originally listed in the annual Activity Calendar, we must notify the insurer and provide information about the event; there may be an additional insurance charge for the extra event. For individuals, groups or organizations renting or using the Association facilities/Centre, they MUST obtain their own insurance and provide a copy of the policy to the Association Rentals/Scheduling Coordinator before receiving the key to the facilities/Centre.

k. What about advertising?

No advertising for a private or public special event is allowed that indicates that liquor will be sold or served at the special event. Text or graphics that either depict or imply the availability of liquor are also not permitted. For example, advertisements may not show wine glasses or beer steins or mention that there will be a "wine tent" or "beverage garden" as part of the special event. The licensee may promote the special occasion by advertising the name of the event, its location, a description of any entertainment provided, and the hours in which food or refreshments will be available. **"Refreshments are available"** is permitted in the advertising.

l. Do you need to post the License?

Yes. The Special Event Permit must be posted in a visible location in the bar area. Magnets are provided on the side of the upper level bar cooler to post the permit. It is a public document and must be shown to anyone on request.

m. Where do you go for more information?

#	TITLE	WEBSITE
1	Online application for a Special Event Permit	https://solo.bcladb.com
2	Special Event Permit brochure	http://www.bcliquorstores.com/files/attachm ents/pdfs/solo_brochure_2015_web.pdf
3	Special Event Permit Policy manual	http://www.pssg.gov.bc.ca/lclb/docs-forms/lclb208-policy-specialevent.pdf
4	BC Liquor Control and Licensing Board Website	http://www.pssg.gov.bc.ca/lclb/
5	BC Ministry of Finance Bulletin PST 300	http://www.sbr.gov.bc.ca/documents_library/bulletins/pst_300.pdf
6	BC Gaming and Enforcement Branch Website	https://www.gaming.gov.bc.ca/

25.3 Approved by Board of Directors: 26 October 2017

26.0 Food Service

26.1 Policy

The kitchen at the Cedar Heights Community Center is inspected and approved by the Interior Health food safety department. When food is being served in the Center, Interior Health food safety rules and permit processes must be adhered to. Additionally, there must be at least one-person present holding a valid Food Safe certification. A list of Food Safe members is attached to a cupboard to the left of the main sink.

If the function is limited to our own members and invited guests, no permits are required. If the function is served by licensed caterers, the caterer is responsible for obtaining all applicable permits.

26.2 Procedures

The Center Director (or their designate) is responsible for determining what permits are required and to obtain them. Any questions with regards to food service should be directed to the Center Director. The following is a guideline to the permit process.

The following foods are exempt and do not require a permit. If you are only serving these foods, the Center Director will print off the Permit Exempt. The rest of this document will provide you with best practices that should be followed where appropriate.

- Baked Goods: muffins, cake, buns, breads, pies, tarts, cookies (no dairy or cheese or cream filling)
- Cotton candy
- Donuts / bannock (no dairy/meat fillings or toppings)
- Fresh fruit or vegetable (whole)
- Hard candy
- Lemonade, iced tea, shaved ice, hot chocolate, coffee (commercial mixes)
- Muffins (commercial source, no dairy filling)
- Pancakes / waffles (no whipped cream topping)
- Popcorn
- Popsicles / freezies / novelty ice-creams (commercial)
- Pre-packaged shelf-stable foods (commercial source, sold in package)
- Squares (no dairy/meat fillings or toppings)

The following foods are considered lower risk and a permit is required. If you are only serving foods from this list, the Center Director will complete the Lower Food Risk application form.

- Hot dogs, smokies (commercially prepared) Bacon
- Hamburgers (commercially precooked)
- Meats (commercially precooked)
- Chicken burgers (commercially precooked)
- Burritos (commercially precooked)
- Soup (commercially precooked)
- Sandwiches (no meat, egg, dairy or cooked vegetable fillings)
- Wraps – raw vegetable filling only
- Cut fresh fruits and vegetables
- Pizza (commercially precooked)
- Chili (commercially precooked)
- Dairy based fruit smoothies
- Pancakes (whipped cream toppings)
- Jams and jelly (commercially prepared)
- Corn on the cob

- French fries
- Fudge
- Bacon

If you are serving **any foods not listed above, then you will need to complete the High Risk Application.**

The table on the following page shows sample events and what permits are required.

26.3 Approved by Board of Directors: 28 April 2016

#	Food Events	Attendance		Notes	Permit Exempt	Low Risk Permit	High Risk Permit
		Members & invited guests	Public				
1	Movie night		X	Popcorn, drinks, ice cream novelties, packaged snacks	X		
2	Dinner & movie		X	Pizza & hotdogs/smokies (commercially pre-cooked)		X	
3	Lobsterfest	X			X		
4	Catered dinners (including Christmas dinner)	X		Caterer responsible for own permit			
5	Potluck	X			X		
6	Spring Wine and cheese (and AGM)	X			X		
7	Pancake breakfast		X	Bacon, ham and sausage the same		X	
8	Christmas Artisan market		X	Soup and bun			X see note 1
			X	Bake sale	X see note 2		
9	Golf tournaments dinners	X			X		
10	Pickleball tournaments lunches/dinners	X			X		
11	Pie /Perogy Baking		X				X see note 2
12	Pig Roast	X			X		
13	Newcomers Wine and Cheese		X		X		
14	Fashion Show		X		X		

Note 1: soups must be prepared at an approved kitchen. No home preparation is allowed.

Note 2: This falls under the Temporary Food Market rules. Generally low risk foods do not require a permit but the

guideline must be consulted to ensure the specific foods qualify. Perogies and certain pies fall under high risk foods.

27.0 Safety and Accident

27.1 Policy

In cases of injury to individuals or damage to CHCA property that occur on CHCA property, or on a site where a CHCA activity is being held, the Board expects volunteers to adhere to the Safety and Accident Policy.

27.2 Procedures

- a. In the case of an accident occurring in the Centre, on the grounds, or at a CHCA function whenever or wherever held, an Accident/Incident Report Form must be completed. Accident/Incident Report Forms are available in the upper and lower level literature racks as well as the outdoor programs kiosk. Instructions for completion are printed on the form.
- b. The Accident/Incident Report Form must be completed immediately if possible and at most within twenty-four (24) hours and given to the Safety Coordinator or Vice-President (when the Safety Coordinator is not available). For breaches of the Association's Code of Conduct, the form is to be given directly to the Vice-President (see Policy # 29).
- c. Whenever an Accident/Incident Report Form is received by the Safety Coordinator or the Vice-President, they shall inform the President immediately.
- d. In the case of a serious accident requiring emergency treatment, the volunteer should take the action s/he thinks is required for treatment including calling 911.
- e. Every accident of a serious nature, or potentially serious nature, must be reported immediately to the Safety Coordinator by phone and if that individual is not available, to the President.
- f. Accidents that result in damage to the Centre or CHCA property must also be reported on the Accident/Incident Report Form.
- g. Upon receipt of the completed form, the Safety Coordinator will investigate incidents dealing with accidents/safety and report his findings to the Vice-President. The Vice-President will investigate incidents dealing with breaches to the Association's Code of Conduct and report his findings to the Executive.

27.3 Approved by Board of Directors: 27 October 2016

28.0 Electronic Sign

28.1 Policy

The upper parking lot electronic sign is the primary outdoor means to advertise Association events. Updates to the sign are managed by the Centre Director; sale of advertising space is managed by the Marketing Director. The fee structure will be approved annually by the Board of Directors in the fall prior to the General Meeting.

28.2 Procedures

- a. What can be advertised at no cost (non-commercial)?
 1. Information about Association social, recreational and sports activities listed on the Association's activity calendar.
 2. Information about Association sponsored programs.
 3. Notice of General Meetings.
 4. Information about local community events of specific interest to the members (such as flu shot clinic, regional/provincial/federal elections all candidates meetings, local Canada Day activities, CSRD meetings).
 5. Information about activities/programs of non-commercial and non-profit/charitable organizations who are regular renters (minimum of six consecutive months) of the Centre (i.e. outside organizations who have made the Centre their home).
 6. Information about non-commercial renters such as family reunions or weddings.
 7. Public service announcements not directly affecting the Cedar Heights, Blind Bay and Sorrento area but considered of vital importance to the membership.
- b. What can be advertised at a cost (commercial)?
 1. Commercial advertisement.
 2. Private advertisement.
- c. What will not be advertised?
 1. Inappropriate ads and pictures.
 2. In case of ambiguity, the final decision as to what will or will not be advertised on the electronic sign rests with the Marketing Director and Centre Director as applicable.
- d. How to submit a request for advertising
 1. Non-commercial: send to Centre Director.
 2. Commercial: send to Marketing Director.

Format: All ads must be sent via e-mail. The ad can be in the body of the e-mail or as a file attachment to the e-mail (MSWord for text and JPEG for pictures).

Ads can be submitted at any time.

28.3 Approved by Board of Directors: 26 October 2017

29.0 Code of Conduct

29.1 Policy

The Association offers a variety of programs and events for the benefit of the members and the community. Volunteers strive to reflect and respond to the members' needs. Our programs are the result of the hard work of a large number of Association volunteers. In order for the membership and community to fully enjoy the Association's amenities in a healthy and safe environment, all members must adhere to the Association's Code of Conduct which guides all behavior and activities related to the Association. This Code of Conduct forms the basis for good citizenship within the Association.

29.2 Procedures

a. Code of Conduct:

1. Association members and guests will treat all other members, guests, visitors and contractors with respect, courtesy and inclusiveness. Any form of bullying or harassment (such as emotional, physical, racist, sexual, homophobic, technological or verbal) will not be tolerated.
2. Association members will promote collaboration, cooperation and partnership with each other and with other community groups.
3. Association members, guests, visitors and contractors will treat the physical properties of the Association with due care and respect, and shall not knowingly cause damage.
4. Association members will inform their guests of all provisions of this Code of Conduct.
5. Association volunteers will work towards the good of the Association and not for personal benefit.

b. Reporting:

3. Any Association member who experiences or witnesses a breach of the Code of Conduct by another Association member, guest, visitor or contractor shall immediately inform the Vice-President in writing using the Association Accident/Incident Report Form available in the upper and lower level literature racks as well as the outdoor programs kiosk.
4. The Vice-President will investigate the incident and report his findings to the Executive.

c. Resolution:

1. The Executive will review the findings and determine the best course of action to address the breach such as mediation, removal of Association responsibilities (if applicable), membership revocation, litigation, etc.
2. In the case of membership revocation, Board of Directors approval is required.

d. Confidentiality:

All discussions and documentation pertaining to breaches or alleged breaches of the Code of Conduct will be handled in a confidential manner by all parties.

29.3 Approved by Board of Directors: 27 October 2016.

30.0 Policy to Safeguard Children and Youth

30.1 Policy

Cedar Heights Community Association seeks to provide a safe and secure environment for the children and youth who participate in our programs and activities. By implementing this policy, our goals are to protect the children and youth participating in our organization from any harm and provide a clear path of response for staff and volunteers in the event of suspected abuse or neglect.

30.2 Procedures

- a. Adequate supervision and accountability must be in place for CHCA programs involving minors.
 1. At minimum, two approved staff or volunteers must be present with the children during programs and activities and remain present until all children are back with their parent/guardian. At least one staff or volunteer must be an adult (age 18 or older).
 2. The purpose is to avoid one-on-one interactions between adults and minors that are not easily observable by others. If individual meetings with a minor must be held in a room the door must be kept open. Closed-door meetings must only be conducted when another adult is put on notice of the meeting and the door remains unlocked.
 3. Discipline: No physical discipline (hitting, slapping) may be used. When a child misbehaves, an adult may use redirection and/or verbal means to guide the child's behaviour.
 4. Physical touch: Be sensitive to the way children interpret physical contact. All physical contact should be gentle and appropriate. Children have the right to refuse physical contact.
 5. Bathroom Help (guidelines for helping children use the bathroom)
 - i. Bathroom help: an adult must accompany Children who use the bathroom. The adult should make sure the restrooms are unoccupied by non-participants before allowing children in the restroom and then remain outside the door. If the child requests help or the parent has noted that the child needs help, the door must be left open to assist the child.
 - ii. For the protection of all, workers should never be alone with a child in a bathroom with the door closed and never be in a closed bathroom stall with a child.
 6. Accidents, First Aid and Incident Reporting
 - i. All adult staff and volunteers can administer minor first aid to injuries such as small cuts, bumps, and bruises.
 - ii. When possible use gloves when dealing with blood. In case of a more serious injury, deal with the immediate need (i.e. apply pressure to stop the bleeding) and then contact 911 and your supervisor/lead as appropriate to assist.
 - iii. Any time a child is hurt, an accident/injury report needs to be filled out. This form can be found in the upper and lower levels literature racks and should be given to the Safety Coordinator once completed.
 7. Breaks for Staff and Volunteers
 - i. Sometimes interactions with children can become very frustrating. If you ever find yourself in a situation where you are getting angry with a child or a class, take a break. Contact your event coordinator and take a break. Ensure you are calm and no longer angry before returning to the children.

30.3 Recognizing Suspected Child Abuse:

- a. Definition and categories of abuse.

- i. **Physical abuse** – any physical injury to a child that is not accidental, such as beating, shaking, burns, and biting.
 - ii. **Emotional abuse** – emotional injury occurs when the child is not nurtured or provided with love and security; such as in an environment of constant criticism, belittling and persistent teasing.
 - iii. **Sexual abuse** – any sexual activity between a child and an adult or between a child and another child at least four years older than the victim, including activities such as fondling, exhibitionism, intercourse, incest, and pornography.
 - iv. **Neglect** – depriving a child of his or her essential needs, such as adequate food, water, shelter, and medical care.
- b. Cedar Heights Community Association recognizes that training is necessary for staff and volunteers to recognize child abuse and understand how to report it.
- c. Therefore, Cedar Heights Community Association will host an in-person training twice a year, with the expectation that all staff and volunteers who work with children will attend one of the two trainings offered. The Vice-President will organize the training sessions.

30.4 Reporting Suspected Child Abuse:

- a. The Child, Family and Community Service Act (CFCSA) requires that anyone who has reason to believe that a child or youth has been or is likely to be abused or neglected, and that the parent is unwilling or unable to protect the child or youth, must report the suspected abuse or neglect to a child welfare worker. Phone **1 800 663-9122** at any time of the day or night.
- b. Reporting Steps:
 - i. If child abuse is suspected, it must immediately be reported to a child welfare worker or if the child is in immediate danger, to the police.
 - ii. After making the report, notify the Vice-President that you have made a suspected child abuse report.
 - iii. When making a report to a child welfare worker, it is helpful to include your name, your phone number and your relationship to the child or youth. But you can make an anonymous call if you prefer. The child welfare worker will want to know:
 - The child's or youth's name and location;
 - Whether there are any immediate concerns about the child's or youth's safety;
 - Why you believe the child or youth is at risk;
 - Any statements or disclosures made by the child or youth;
 - The child's or youth's age and vulnerability;
 - Information about the family, parents and alleged offender;
 - Information about siblings or other children or youth who may be at risk;
 - Whether you know of any previous incidents involving, or concerns about the child or youth;
 - Information about other persons or agencies closely involved with the child, youth and/or family;
 - Information about other persons who may be witnesses or may have information about the child or youth;
 - Information about the nature of the child's or youth's disabilities, his or her mode of communication, and the name of a key support person; and
 - Any other relevant information concerning the child, youth and/or family, such as language or culture.
 - iv. All this information is not needed to make a report. Just tell the child welfare worker what is known. Time is of the essence in responding so, do not delay.

- v. The individual who makes the report to Child Welfare Services must also complete an incident report as soon as possible. This report must be forwarded to the Vice-President, immediately who will inform the President.
- vi. The President must immediately notify our insurance company as soon as practicable (HUB insurance in Salmon Arm)

30.5 Selection or Recruitment Process:

- a. All persons who desire to work/volunteer with the children participating in CHCA programs and activities will be screened. Except for section **iv**, below, this screening includes the following:
 - i. **Written Application:** All persons seeking to work or volunteer with children must complete and sign a written application in a form to be supplied by CHCA. The application will request basic information from the applicant and will inquire into previous experience with children, references, as well as disclosure of any previous criminal convictions. The application form will be maintained at the office.
 - ii. **Background/Reference Checks:** The following certifications are required: Report of criminal history from Police or authorized agent.
 - iii. **Personal Interview:** Upon completion of the application, a face-to-face interview must be scheduled with the applicant to discuss his/her suitability for the position.
 - iv. For a single one-day event such as the Christmas Shopping for Children where the child's parents are present in the building, volunteers shall submit their names, phone numbers and addresses to the coordinator prior to participating in the event. The requirement for criminal records search and references is waived for this event. Volunteers must complete and submit the Form in Appendix A.

30.6 Responsibility of Renters Who Provide Programs Approved By CHCA

- a. It is the responsibility of renters to ensure that they have appropriate insurance, policies and procedures in place to safeguard children and youth.
- b. In the event of an incident, the renter must notify the CHCA President.
- c. The President must follow up with the renter and shall report the incident to the CHCA Executive.

30.7 Other Considerations:

- a. The employee or volunteer alleged to be the perpetrator of the abuse or misconduct will immediately be placed on leave pending an investigation and instructed to remain away from CHCA premises during the investigation. He or she must be instructed to have no contact with the victim or with witnesses.
- b. CHCA will fully cooperate with the investigation of the incident.
- c. The insurance company will be notified, and the organization will complete an incident report. Any documents received relating to the incident and/or allegations will immediately be forwarded to the insurance company.
- d. The organization will designate a spokesperson (Vice-President) to the media concerning incidents of abuse or neglect. The advice of legal counsel will be sought before responding to media inquiries or releasing information about the situation to the membership. All other representatives of the organization should refrain from speaking to the media.

30.8 Approved by Board of Directors: 23 November 2017

APPENDIX A

Acknowledgement Form: Policy to Safeguard Children and Youth

I acknowledge that I received and read the Policy to Safeguard Children and Youth and/or had it explained to me. I understand that it is my responsibility to abide by all rules contained in the policy. I also understand how to report incidents of sexual abuse or misconduct as set forth in the policy, including retaliation against any employee or volunteer exercising his or her rights under the policy.

I acknowledge that I will be alerted when changes and updates are made to the Policy to Safeguard Children and Youth and will be responsible for reading and complying with these updates.

Employee / Volunteer Printed Name

Witness Printed Name

Employee / Volunteer Signature

Witness Signature

Date

Date

31.0 Charity and Non-Charity Partnerships

31.1 Policy

To ensure that any partnerships entered into with a non-charity are compliant with CRA guidelines and effective tools for achievement of the CHCA charitable mandate as specified in the CHCA Constitution.

31.2 Procedures:

- 5. Criteria: before a charity non-charity partnership between Cedar Heights Community Association and a non-charity can be considered, the following criteria must be met:*
 - 1. The work of the non-charity is considered charitable.*
 - 2. The work of the non-charity aligns with our charitable mandate.*
 - 3. The activities of the non-charity fall under our approved charitable activities*
- b. When entering into partnership agreements with non-charities their leadership will meet with the CHCA Executive to determine the terms of the partnership and the Executive will report to the board for approval.*
- c. All charity non-charity partnership must be approved at the board level. Board approval will be dependent upon:*
 - 1. a clear outline of the activities of the non-charity*
 - 2. agreement of services and supports provided by each partner*
 - 3. agreed upon administrative costs, if any, aligned with the services provided*
 - 4. an outline of the staffing/reporting structure*
 - 5. an assessment of liability and insurance coverage in place*
 - 6. a comprehensive risk/benefits analysis*
 - 7. a written agreement outlining the terms of the partnership*
 - 8. a Proposed Budget and/or high-level project plan*
- d. Partnerships will not be considered where there is:*
 - 1. a conflict of interest*
 - 2. a risk to the reputation of our organization*
 - 3. political activities outside of those accepted by CRA*
- e. Signed Agreement:*
 - 1. Upon approval by the Board, the two parties will complete the signed Agreement attached to this Policy as Appendix A - Agency Agreement for Charitable Activities*
- f. Responsibilities of non-charity partner*
 - 1. The non-charity will be required to report to the CHCA board on a quarterly basis. This report will include a financial report as well as a report on activities completed and outcomes achieved.*
 - 2. Funds will be dispersed to the non-charity on an agreed schedule.*
 - 3. Receipts for funds spent will be required prior to the release of funds.*
 - 4. All materials produced must acknowledge the CHCA as a partner either in text or through a logo.*
 - 5. A representative from the CHCA will sit on the project committee.*
- g. Partnerships will be terminated if the following occur:*
 - 6. a lack of financial accountability by the partner organization.*
 - 7. a lack of reporting and regular communication.*
 - 8. the use of funds for activities that are illegal or not considered charitable.*

31.2 Approved by Board of Directors: 28 June 2018

Annex A – Policy Assignment Responsibilities

POLICIES (S: secondary) (P: primary)		BOARD OF DIRECTORS									
		President	Vice-President	Treasurer	Secretary	Past-President	Indoor Prg Director	Centre Director	Outdoor Prg Director	Marketing Director	Directors-at- Large
1	Business Advertising						S		P		
2	Directory/ mailing list				S				P		
3	Expenses (out-of-pocket) incurred by members			P							
4	Facilities						P				
5	Facilities maintenance						P				
6	Financial			P							
7	Centre rentals						P				
8	Centre usage for memorial services						P				
9	Information board - community	P									
10	Advertising board small business								P		
11	Internet access		S				P				
12	Job descriptions		P								
13	Keys					S	P	S			
14	Programs and activities					P		P			
15	Recognition	S	P								
16	Rental/lending of movable assets outside the Centre						P				
17	Recruitment of Board Members/Coordinators	S	S		P						
18	Request for program fee refund			P		S		S			
19	Social event prices					P					
20	Website				S				P		
21	Use of credit card	S		P							
22	Restrictive Covenants	S	P								
23	Accident Insurance	S								P	
24	Newsletter	S							P		
25	Liquor Service					P	S				
26	Food Service					S	P				
27	Safety and Accident	S	P								
28	Electronic Sign						P		S		
29	Code of Conduct	S	P								
30	Policy to Safeguard Children and Youth	S	P								
31	<i>Charity and Non-Charity Partnerships</i>	<i>S</i>	<i>P</i>								

Annex B – Summary of Policy Approval Dates

Policies		Approval Date (see note)		
		Day	Month	Year
1	Business advertising	27	October	2016
2	Directory/ mailing list	4	June	2007
3	Expenses (out-of-pocket) incurred by members	26	February	2015
4	Facilities	26	February	2015
5	Facilities maintenance	27	October	2016
6	Financial	26	October	2017
7	Centre rentals	26	October	2017
8	Centre usage for memorial services	26	February	2015
9	Information board - community	27	October	2016
10	Advertising board - small business	26	October	2017
11	Internet access	27	October	2016
12	Job descriptions	27	October	2016
13	Keys	27	October	2016
14	Programs and activities	26	October	2017
15	Recognition	27	October	2016
16	Rental/lending of movable assets outside the Centre	26	October	2017
17	Recruitment of Board Members/Coordinators	27	October	2016
18	Request for program/activity fee refund	27	October	2016
19	Social event prices	26	February	2015
20	Website	27	October	2016
21	Use of Association credit card	24	September	2015
22	Cedar Heights Restrictive Covenants	27	October	2016
23	Accident Insurance for Volunteers	26	October	2017
24	Newsletter	26	October	2017
25	Liquor Service	26	October	2017
26	Food Service	28	April	2016
27	Safety and Accident	27	October	2016
28	Electronic Sign	26	October	2017
29	Code of Conduct	27	October	2016
30	Policy to Safeguard Children and Youth	23	November	2017
31	<i>Charity and Non-Charity Partnerships</i>	<i>28</i>	<i>June</i>	<i>2018</i>

NOTE: Original approval date or date of last update (whichever is the most current).

Annex C – CHCA Event Report

1.	Name of event:			
2.	Date of event:			
3.	Number of participants:			
4.	Summary of event:			
5.	Number of total volunteer hours:			
6.	Funding:			
		Actual	Budget	Difference
	Revenue			
	Expenses			
	Balance			
7.	Comments / recommendations:			

Event Organizer

Date Submitted

NOTE: Submit to Social Coordinator, Indoor Programs Director or Outdoor Programs Director (as applicable) within one month of date of event.

Annex D – Agency Agreement for Charitable Activities

This Agreement made effective as of the date referred to below (the Effective Date)

Between the Cedar Heights Community Association

(Hereby called the Charity)

And

(Hereby called the “Agent”)

Background:

- A. *The Charity is a registered charity under the Income tax Act (Canada). Its charitable purposes are set out in Schedule “A”.*
- B. *The Charity agrees to work with the Agent to carry on certain of the Charity’s charitable activities so as to further the charitable purposes of the Charity.*

Now therefore in consideration of the mutual covenants and premises herein contained, the parties agree as follows:

Section 1 – Definitions

- 1.1 *“Agreement” means this agency agreement, including any schedules attached.*
- 1.2 *“Budget” means the approved budget.*
- 1.3 *“Effective Date” means the date on which the Agent signs the agreement.*
- 1.4 *“Charitable Funds” means the money under this Agreement provided by the Charity to the Agent for the purposes of carrying on the activities specified below.*
- 1.5 *“Specified Charitable Activities” means the activities described below.*

Section 2 – Charity Agent Relationship.

- 2.1 *The Charity, on the request of the Agent, will act as the host for the Agent to carry on the Specified Charitable Activities to further the Charity’s charitable purposes in accordance with the terms, provisions and conditions of this Agreement.*
- 2.2 *The Agent will carry on its duties and obligations of this Agreement so as to strictly comply with the charitable nature of the purposes of the Charity.*
- 2.3 *The Agent does not have the authority to do any act on behalf of the Charity or to bind the Charity except as specifically authorized by the terms of this Agreement.*
- 2.4 *The Agent is not an employee of the Charity and will not represent itself as such.*
- 2.5 *This Agreement constitutes the entire Agreement between the Charity and the Agent. This Agreement may be amended or modified only by means of a written agreement executed by authorized signatories of the Parties.*

Section 3 – Term of the Agreement

- 3.1 *The Term of this Agreement will start on the Effective Date and continue in effect until the deadline for the completion of the Specified Charitable Activities or terminated with respect to Section 9 which ever event occurs first.*
- 3.2 *In consultation with the Agent, the Charity might revise the implementation schedule to reflect changes to the Charity’s operations. Where at the end of the calendar year, Charitable Funds have been advanced to the Agent and*

have not been spent or committed for Specified Charitable Activities of that calendar year, that money, at the Charity's sole discretion, shall be returned to the Charity or held by the Agent and treated as an advance in respect of the revised schedule amended in respect of the next calendar year.

Section 4 – Currency

4.1 *All amounts payable under this Agreement will be in Canadian currency.*

Section 5 – Transfer of Charitable funds

- 5.1 *The Agent will use any of the Charity's money, entrusted to it, only to carry out the Specified Charitable Activities to advance the Charity's charitable purposes and in accordance with the Budget.*
- 5.2 *The Charity will transfer the Charitable Funds to the Agent by way of the installments based on whether the Charity is satisfied that the funds and resources provided in the previous installment have been applied to the Specified Charitable Activities.*
- 5.3 *The Charity has the right to withdraw or withhold funds at its sole discretion. The Charity's intention is to exercise this right where it is necessary to ensure that the Charity complies with the requirements of the Income Tax Act respecting the obligations of registered Canadian charities.*

Section 6 – Accounts and Records

- 6.1 *The Agent will:*
- 6.1.1 *Submit all invoices to be paid by the Charity.*
- 6.1.2 *Keep all funds and resources transferred by the Charity to the Agent separate from the Agent's own funds and resources.*
- 6.1.3 *Keep bookkeeping and accounting records of all funds received from the Charity and disbursed by the Agent segregated from the Agent's records.*
- 6.1.4 *Keep copies of all documents, including correspondence related to the carrying on of the Specified Charitable Activities.*
- 6.1.5 *Keep detailed expenditure statements together with copies of all vouchers and invoices.*

Section 7 – Progress Reports and inspections

- 7.1 *The Agent will provide written interim progress reports to the Charity on request as well as a final report thirty days after the date for completion of the Specified Charitable Activities. All of these reports are to be in a form and contain any information that the Charity may stipulate or require.*
- 7.2 *The Charity has the right, on reasonable notice, which may be short, to inspect the work carried out on behalf of the Charity, and records maintained by the Agent with respect to the same.*

Section 8 – Termination

- 8.1 *Either party may terminate this Agreement without cause by giving ninety (90) days advance written notice to the other party.*
- 8.2 *The Charity may terminate this Agreement at any time upon notice to the Agent effective immediately in the event of a default by the Agent of any of the terms of this Agreement. Without limitation, the Charity may terminate this Agreement if there is any change in the control or management of the Agent that is unacceptable to the Charity or where the Agent through those acting on its behalf, employees or others, conducts itself in a manner that the Charity, acting reasonably, considers inconsistent with this Agreement.*
- 8.3 *Either party may terminate this Agreement without notice if the performance of the Agreement is frustrated by an unforeseeable circumstance of a lasting nature.*
- 8.4 *In the event of any termination of this Agreement, the Agent will immediately stop carrying on the Specified Charitable Activities and acting for the Charity. The Agent will immediately refund to the Charity all money entrusted*

with the Agent and not spent in accordance with the budget. The Agent will also report to the Charity concerning the status of any uncompleted Specified Charitable Activities and provide access to any records relating to these activities as may be required by the Charity.

Section 9 – Indemnification

9.1 The Agent will indemnify the Charity against all actions, liability proceedings, claims, demands, loss, costs, damages and expenses whatsoever which may be brought forward against or suffered by the Charity or which it may sustain, pay or incur as a result of or in connection with the performance or non-performance of the Agreement by the Agent.

Section 10 – Assignment

10.1 Neither this Agreement nor any or all rights, duties or obligations under this Agreement may be assigned, charged, subcontracted or delegated by the Agent without the prior consent in writing of the Charity, provided that the Agent will be entitled to use its own employees, volunteers and consultants for the purpose of carrying out the Specified Charitable Activities.

Section 11 – Compliance with Law

11.1 The Agent represents and warrants that neither this Agreement, the relationship created by it nor the performance of it is contrary to the current laws, rules or requirements of the local jurisdiction.

11.2 The Agent will comply with all laws and regulations in the local jurisdiction that apply to this Agreement and all transactions and activities contemplated to be performed under this Agreement and will keep the Charity informed of any laws or regulations which may affect the Charitable Activities to assure the Charity will not breach any such laws or regulations through lack of awareness thereof.

11.3 This Agreement will be interpreted in accordance with and governed by the law of the Province of British Columbia and the Agent specifically acknowledges the jurisdiction of the courts of the Province of British Columbia.

Section 12 – Severability

12.1 Any invalidity, in whole or in part, of any provision of this Agreement will not affect the validity of any of its other provisions.

The Charity and the Agent have each signed this Agreement on the date below the signature of its duly authorized representative below.

For the Charity

Date

For the Agent

Date