

Third Age Learning Kitchener-Waterloo Corporate Policy Manual Version 2



TAL-KW

THIRD AGE LEARNING KITCHENER-WATERLOO

Date: June 12, 2023

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1. INTRODUCTION

a) Purpose of this Manual

This TAL-KW Corporate Policy Manual is intended to provide a central repository for all policies for the organization.

b) Introductory Comments

Vision, Mission and Values

TAL-KW's by-laws, policies and activities are firmly guided by the Corporation's Mission, Vision and Values, as approved by the board at its January 12th, 2022 meeting:

Vision

Mature learners pursuing knowledge, exchanging ideas and embracing innovation.

Mission

TAL-KW enriches the lives of its patrons by providing intellectually stimulating programs.

Values

- respect for all perspectives
- accessible and affordable learning
- connection with our community

Hierarchy of Governance Documents

TAL-KW's By-laws provide the highest level of governance for the organization. These are recorded in a separate document *By-laws: Third Age Learning Kitchener-Waterloo*. All additions, changes or deletions to the By-laws must be approved by TAL-KW's membership at an AGM or special meeting of the members prior to becoming effective. Copies of any new by-laws, amendments or repeal of by-laws must be sent to Corporations Canada within 12 months of such changes being confirmed or approved by members. Corporations Canada will not review or approve the new by-laws, but copies will be provided to interested parties upon request.

Policies provide details about how specific by-laws are to be administered or provide direction in those areas where the By-laws are silent. Policies in the *TAL-KW Corporate Policy Manual* are subordinate to the By-laws. Although membership approval is not required, all policy additions, changes or deletions must be approved by the board prior to becoming effective. Policies do not need to be filed with Corporations Canada.

In the event of a conflict between a By-law and a Policy, the By-law takes precedence.

Relationship of Policies to the By-laws

Since many of TAL-KW's policies relate to specific By-laws, the organizational structure of this *TAL-KW Corporate Policy Manual* is the same as the By-laws. Where applicable, policies refer to the related by-law. The last section of this document (Miscellaneous) includes those policies that don't relate to a specific by-law.

As a general rule, the wording of related by-laws isn't repeated in this Policy Manual, except when necessary to provide the appropriate context.

Establishment of this Policy Manual

This Corporate Policy Manual (V1) was developed and became effective at the time of TAL-KW's incorporation. At that time, all of the policies relating to the TAL-KW association (the predecessor organization of the TAL-KW Corporation) were thoroughly reviewed. This process resulted in a number of new policies, as well as revisions to many of the association's previous policies.

The resulting initial collection of corporate policies was approved by the board at its meeting on June 8th, 2022, following incorporation. Policies added or changed following after the initial corporate version are identified with a "Policy Approved" or a "Policy Amended" date.

Procedure for Adding New Policies and Changing/Deleting Existing Policies

As soon as possible after a new policy (or a change to an existing policy) has been approved by the board, the secretary/archivist is responsible for:

- Creating a new version of the Policy Manual by incrementing the version number in the file name by 1 and by updating the date on the cover page and in the page footer.
- Updating the "Record of Revisions" section.
- Updating the policy in the appropriate section of this manual.
- Documenting an "Approved Date" or "Amended Date" at the end of the policy to indicate the date of the board meeting at which time the policy was approved/amended.

- Archiving hard copy and soft copy versions of the updated Corporate Policy Manual according to TAL-KW’s Article 6 Record Retention Policy.

c) Record of Revisions

Date	Manual Updated By	Summary of Updates Made In This Version
Sept 1, 2022	Keith Myra	V1 - Original version
June 12, 2023	Sylvia Ranson	V2 – Updates to article 7b

2. ARTICLE 3: FINANCIAL

a) Donations of Surplus (Reference: By-law 3.03)

Surplus funds shall be granted to local universities, colleges and not-for-profit entities engaged in, conducting research about, or otherwise advancing the fields of gerontology, geriatrics or diseases affecting the elderly. To the extent that all existing commitments have been satisfied, and in the absence of other viable opportunities in these areas, as determined by the board, surplus funds may be granted to Third Age Network or to local not-for-profit entities that are aligned with the theme of a TAL-KW lecture series, provided they are used to advance issues of benefit to general society.

b) Financial Reviews

A review shall be conducted by a Public Accountant at the end of a fiscal year, based on the following criteria:

- every third year, or
- whenever a change in treasurer occurs, or
- whenever recommended by the board

In those years when a professional review is not required, subject to a unanimous resolution by all members *, two individuals not currently on the Board shall perform a “non-professional” internal review of TAL-KW’s financial statements.

The results of all reviews shall be reported to the Members’ Annual Meeting when the financial statements are presented.

- * The Canada Not For Profit Corporations Act requires that this resolution be adopted unanimously by all members of the Corporation, not solely those members in attendance at a members’ meeting.

c) Budget

At the start of each fiscal year the treasurer shall present an annual budget to the board for approval, to guide financial decisions.

d) Financial Controls

The following financial controls are intended to help protect TAL-KW's financial assets and are consistent with those mandated by most organizations.

When signing cheques:

- Supporting invoices must be presented and compared to the cheque payee and amount.
- Each cheque must be signed by two authorized signing officers.
- Cheques must not be signed in advance and left blank, i.e., the payee and amount must be included when the cheque is signed.

When handling cash:

- Those responsible for handling cash (e.g. treasurer, registrar, others responsible for the sale of day tickets, etc.) must ensure that any cash that is not immediately deposited in the bank is stored in a safe location.
- A Cash Transfer Receipt must be completed and signed whenever cash is transferred from the registrar to the treasurer.
- No payments (for expenses, etc.) may be made from cash. All payments must be made by cheque or credit card.

Credit Cards:

- The treasurer is authorized to hold a credit card on behalf of TAL-KW to facilitate payment of approved expenditures. When necessary, the treasurer may authorize other board members to use the credit card to make a payment for a specific, previously approved expense.
- The maximum credit limit on the credit card is \$5,000. Other than this overall credit limit, there is no maximum on any individual transaction.

Electronic Transfers:

- Due to the requirement for specialized banking applications to support dual signatures, no payments made by TAL-KW to other organizations or individuals may be disbursed electronically. (Payments must be made either by cheque or by credit card.)
- TAL-KW may accept e-transfers from other organizations or individuals, conditional on the TAL-KWs banking arrangements being able to accept them.

Approval for Expenditures:

- Board members must receive prior approval from the Board for any expenses that exceed \$250.
- The treasurer is authorized to make payments of up to \$5,000 for approved transactions.

Approval of Agreements/Contracts:

Two authorized signing officers must approve all contracts/agreements in excess of \$1,000 that bind the organization (e.g. Facility Rental Agreement, Insurance, Speaker Agreements, Ticket Sales Agreements, etc.)

e) Meeting and Travel Expenses

As indicated in the By-law pertaining to board members remuneration, board are entitled to be reimbursed for their travelling and other out-of-pocket expenses incurred by them in the performance of their duties.

When seeking reimbursement for any expenses (except mileage reimbursement), receipts must be presented to the treasurer whenever possible.

Travel Expenses

Travel costs in this organization are rare due to operational requirements, including the use of virtual platforms.

Travel costs to attend Board meetings or lectures are not generally eligible for reimbursement.

Travel and registration expenses incurred by board members attending Third Age Network (TAN) events are eligible for reimbursement. Expenses for overnight accommodation, when required, will normally be reimbursed, but must be approved in advance.

Reimbursement is as follows:

- When travelling by car:
 - Within the Region of Waterloo: no reimbursement, except for repetitive trips, in which case the current CRA rate per km is eligible for reimbursement, provided that the total mileage expenses incurred in a

season (e.g. Spring, Fall, Winter) exceed \$10.00. A mileage log must be kept and submitted to the treasurer when requesting reimbursement.

- Other locations: CRA rate per km
- When travelling by bus/train: Actual costs as indicated in an accompanying receipt.

Other Expenses

Expenses incurred by those providing refreshments for Board or Committee meetings are eligible for reimbursement.

f) Financial Record Retention (Reference: By-law 6.02 d)

The treasurer shall maintain seven (7) years of financial records in hard copy or electronic format, in accordance with CRA Publication IC78-10R5. These shall include:

- all bank statements with supporting documents, including copies of cheques, invoices, e-transfers
- all contracts with outside vendors such as ticketing agent, insurance agent and venue provider
- all financial reports provided to the board at their quarterly and annual meetings
- the general ledger that includes a record of all transactions for these years

g) Fixed Asset Inventory

The treasurer shall maintain a current list of assets and equipment owned by TAL-KW for which the purchase price exceeds \$250. This list should include the location where the asset is stored (and/or the named board member who holds the asset and/or is responsible for its safekeeping), a description of the item and other relevant details (e.g. model #, serial #, etc.).

3. ARTICLE 4: MEMBERSHIP AND MEMBERSHIP MEETINGS

a) Nomination Process for Directors (Reference: By-law 4.09)

Serving as a board member is a serious role that requires people, not only willing to make the necessary time commitment, but also with the required experience and skills to serve in specialized areas. It is important that potential candidates be aware of and confident that they are able to fulfil these expectations prior to agreeing to let their name stand.

The Nominating Committee shall include at least three Board members. The

committee shall invite suggestions from members through announcements at lectures and on the website. Suggestions for board nominations received from members must be accompanied by the consent of the person to serve. Prior to being recommended by the Nominating Committee, all applicants seeking election may be interviewed and should receive information regarding the various roles and responsibilities of the board. The slate shall be presented for approval to the last Board meeting prior to the Annual General Meeting.

b) Show of Hands (Reference: By-law 4.15)

Any motion at a meeting of members shall be decided by a show of hands. Upon a show of hands, every member present and entitled to vote has one vote. Whenever a vote by show of hands has been taken upon a motion, a declaration by the chairman of the meeting that the vote upon the motion has been carried, carried by a particular majority or not so carried, is prima facie evidence of the fact without any other proof.

c) Secret Ballots (Reference: By-law 4.15)

Prior to a show of hands having been taken on any motion, the chair may require, or any member present and entitled to vote on the motion may request a secret ballot on such motion, subject to approval by a majority of the members present. For each secret ballot, each member present and entitled to vote has one vote, and the result of the secret ballot is the decision of the members on such motion.

d) Adjournment

Any meetings of the members or the directors may be adjourned, if needed, to another venue or time. Such adjournment may be made even if no quorum is present.

4. ARTICLE 5: DIRECTORS AND MEETINGS OF DIRECTORS

a) General Requirements and Procedures for Board Meetings (Reference: By-law 5.09)

The board of directors shall meet at least quarterly on a regularly scheduled date and time of the month. Meetings may be either in person or virtual. Items shall be scheduled to support board operations and ensure board/membership approval occurs as required. The agenda and associated documents shall be circulated seven (7) days (one (1) week) prior to the Board

meeting. Board minutes shall be circulated within ten (10) working days from the date of the meeting.

b) Procedure for Voting Virtually (Reference: By-law 5.10)

The president may schedule a special virtual meeting of the board of directors to discuss a matter at hand, and when doing so, shall:

- Present the exact wording of the proposed motion under consideration
- Request a mover and seconder

All existing by-laws governing quorums, voting and declaration of interest shall apply to votes taken virtually.

Each special virtual meeting held shall be recorded and minutes distributed to board members, along with the minutes from the next regularly scheduled board meeting.

c) Procedure for Voting by Email (Reference: By-law 5.11)

1. The president shall obtain a mover and seconder for the motion under consideration.
2. The president shall send a notification email to all directors that includes:
 - The exact wording of the proposed motion under consideration
 - Rational for the proposed motion
 - The names of the mover and seconder
 - Notification that questions, comments and/or proposed amendments may be circulated by email within the next forty-eight (48) hours
3. After forty-eight hours have elapsed, the president shall review all input that has been provided, reformulate the proposed motion as required and call for an email vote on the motion.
4. Directors shall have twenty-four (24) hours following the president's call for the vote to respond by email with their vote.
5. All existing by-laws governing quorums, voting and declaration of interest shall apply to email votes.
6. Each email vote shall be recorded in the minutes of the next board meeting.

d) Duties and Responsibilities

Each position shall have an associated role description.

All new board members shall receive a formal orientation to learn about the Corporation and their role. As part of this orientation, each new member shall receive a document outlining their duties and responsibilities. In addition, a procedure document may be provided to support day to day activities.

It is the responsibility of each officer and board member to:

- Recommend to the board suggestions for duty and responsibility changes.
- Update and maintain the procedural documents associated with their role to support changes to operational requirements.
- Review and update the annual strategic plan on a regular basis.

e) Recognition

Retiring Board members shall be recognized at the end of their service as follows:

- Board members retiring after 3 years of service (but less than 6 years of service) – two complimentary series tickets to future TAL lectures
- Board members retiring after 6 years of service, or more – four complimentary series tickets to future TAL lectures

The president shall inform retiring board members about their complimentary tickets and the process for using them to register for a series.

The registrar shall maintain records of when tickets were awarded, utilized and will expire.

All tickets must be used within three years of exiting the board.

Volunteers shall be recognized in appropriate ways as determined by the board.

5. ARTICLE 6: OFFICERS

a) Record Retention (Reference: By-laws 6.02 c & 5.15)

The secretary shall be responsible for maintaining, updating and archiving key records of the Corporation. This includes:

- i. Maintaining the corporate minute book.
- ii. Updating the By-laws to include new by-laws and or changes or revisions to existing by-laws that are approved by the board.

- iii. Updating the Policy Manual on an ongoing basis to include new policies and changes or revisions to existing policies that are approved by the board. As soon as practically possible, the updated manual should be distributed to the Board, filed on the cloud and with the archives, and posted on the TAL-KW website.
- iv. Reviewing the By-laws and the Policy Manual once each year and recommending changes, if any, to the board.
- v. Filing and sharing with board members and the webmaster. The webmaster shall post electronically, as directed by the board, key documents for patrons and the general public to review.
- vi. Sharing Annual General Meeting and board minutes, By-Laws and Policy Manual and other items that may be of historical significance with the Kitchener Public Library for archival purposes.
- vii. Posting on the cloud an electronic version of all key documents of the board of directors e.g. By-laws, Policy Manual, minutes of meetings, strategic plan, program reviews and other items that may be of historical significance.

6. ARTICLE 9: DISPUTE RESOLUTION

a) Mediation and Arbitration (Reference: By-law 9.01)

Any disputes and controversies among patrons, directors, officers, speakers or volunteers of the Corporation that cannot be resolved shall be referred to the Dispute Resolution Mechanism policy of the Corporation.

b) Dispute Resolution Mechanism (Reference: By-law 9.02)

In areas of potential dispute, leadership by the president or the officers in pushing for a resolution is required to avoid escalating tensions. Legal counsel may be consulted to support a resolution.

A formal dispute resolution process will be initiated to settle disputes and controversies without litigation after all other options have been explored by the parties.

A neutral third-party facilitator, appointed by the president, (e.g. TAN board member, past president of TAL-KW etc.) and respected by those involved, shall work with both sides to reach a resolution of their dispute. If the president is involved in the dispute, then the vice-president shall appoint the neutral third-party.

The impartial facilitator is tasked with reaching a mutually acceptable resolution to the matter. An intervention is initiated assuming that the parties are desirous of reaching a settlement resolving the matter. The facilitator shall initiate the negotiation process through telephone contacts, written correspondence, e-mail, or a series of meetings (virtual or face-to-face).

If the facilitator is unable to reach an acceptable resolution an arbitrator shall be appointed by the president or vice president to remove the decision-making from the parties. The arbitrator shall listen to positions and evidence from each side, and decide the outcome of the dispute.

In areas where litigation is required, the Corporation shall engage its legal counsel.

In support of transparency, the board shall be notified that the dispute resolution process has been initiated, however the proceedings of the intervention shall remain confidential and only its outcome shall be reported to the board. These processes shall not result in organizational decisions or commitments while the process is underway, however, if an agreement is reached, recommendations that may be useful to move forward may be made to the board.

7. MISCELLANEOUS

a) Program Committee (Reference: By-law 5.13)

- i. **Program Approval:** The Program Committee shall present to the board, for its approval, recommendations for its proposed programs, including the following aspects:
 - Topic/theme
 - Timing, i.e. Spring, Fall or Winter season, and dates
 - Length of a series (e.g. 6 or 8 weeks)
 - Registration fee
- ii. **Payment to Speakers:** Speakers shall be paid an honorarium for each lecture they present. Currently the rate is \$400.00. Any change in the rate shall require Board approval.

Reimbursement of speakers' travel expenses may be considered on an exceptional basis. When approved, such payments shall be consistent with the Meeting and Travel Expense Policy (refer to Financial section).

From time to time a subject matter expert may take on responsibility to organize a lecture series at a pre-negotiated rate requiring board approval.

- iii. **Speaker Agreement:** A speaker agreement must be signed by all presenters and subject matter experts. Two signing officers of TAL-KW must also sign the Speaker Agreement. The speaker agreement shall identify date of presentation and general contact information and payment details. The presenter also acknowledges that s/he is primarily responsible for the originality of the material contained in the presentation.

By signing the speaker agreement, the individual declares that he/she is an independent contractor. As an independent contractor, the individual is responsible for determining whether or not to charge HST. Consequently, TAL-KW is not responsible for withholding tax deductions and/or issuing T4/T4A slips.

Speaker Agreements shall be shared by the Program Committee with the treasurer for payment and storage.

- iv. **Presentation Content:** Speakers are responsible for the content of their presentations. Opinions expressed by a speaker are those of the speaker and are not influenced by, nor do they necessarily represent the views of TAL-KW. All presentations, whether made in person or virtually, are the property of the speaker, and subject to copyright laws. A presentation cannot be recorded for replay at another time unless permission has been granted by the speaker and the speaker has ensured compliance with all copyright regulations, either in writing or by email. Some material may be posted to TAL-KW's website following the presentation if the speaker has granted permission.

- v. **Cancellation of Lectures:** Cancellation of a lecture will occur when the speaker is unable to attend. If it is known far enough in advance that a speaker cannot attend, patrons will be informed through one or more of the following ways:

- a prominent notice on the home page of the website
- an email to those who have purchased a series ticket for that lecture and have provided a valid email address
- an announcement on one or more local radio stations.

In general, no refunds will be provided for a cancelled lecture.

- vi. **Evaluation:** After each lecture series, a formal survey will be sent electronically, to individuals registered to obtain their feedback. A formal report summarizing comments will be shared with all members of the Board for review, consideration and future planning.

- vii. **Lecturer Criminal Record Checks** - A criminal record check for a lecturer is not required.

- viii. **Program Committee Budget:** TAL-KW's budget shall include \$250 in each fiscal year to support Program Committee activities for the following expenditures:
- postage and "thank you" cards for speakers and other individuals who help plan a lecture series
 - token "thank you" gifts (to a maximum of \$50.00 each) for those individuals who otherwise received no remuneration, but provided significant input when planning a lecture series (e.g. guidance on lecture topics within a series, names and contact information of potential speakers)

b) Registrar (Reference By-law: 6.02 e)

- i. **Board Member Registration Fees:** Board members must register, i.e. pay for, one series each fiscal year, and have the option of attending all other series during the fiscal year for free. Payment is due at registration time for the fall series.
- ii. **In-Person Series Tickets**
- a. Refunds are not permitted after tickets have been purchased.
 - b. Subject to availability, a Virtual series ticket may be exchanged for one in-person series ticket for the same lecture series.
 - c. A lost series ticket will be replaced, provided that the registrar is able to verify that the individual purchased a ticket initially.
 - d. Tickets that a patron purchased, but unable to use for a specific lecture, may be transferred to another individual (patron or other).
 - e. Prior to the start of each hybrid lecture series, an email link to the series will be emailed to each purchaser. Ticket holders may attend each lecture virtually or in-person.
 - f. If a series is switched to virtual only, in-person ticket holders will be asked to attend virtually. A rain cheque may be issued upon request at the discretion of the Registrar only under special circumstances. Rain cheques are valid for one calendar year from their date of issue.

iii. Virtual Series Tickets

- a. Refunds are not permitted after tickets have been purchased.

- b. Tickets for the entire lecture series will be available for purchase. Tickets to individual virtual lectures will not be available.
- c. Prior to the start of each lecture series, an email link to the series will be emailed to each purchaser. Each ticket to a virtual lecture series entitles the purchaser to log into each lecture using one device (laptop, phone, tablet etc.). The purchaser may have family or friends view the lecture on the purchaser's device.
- d. If the lecture series is to be shared with a wider audience (e.g. in the common room of a seniors' facility) by the purchaser, at least one ticket must be purchased for every five people expected to attend.
- e. To prevent abuse TAL-KW may:
 - monitor attendance,
 - collect statistics on potential ticket fraud, and
 - follow up with unregistered email addresses.

iv. Promotion of TAL-KW Lectures

For printed material (brochures, etc.), mailings may be sent to each household that has provided a mailing address, provided that within the last 36 months at least one member of the household has purchased a ticket or requested to be added to the mailing list. Alternative timeframes may be considered (e.g. 24 months, 48 months, etc.).

For email blasts, mailings will be sent to each household that has provided a valid email address, subject to current Canadian anti-spam regulations.

Names shall be removed from hardcopy and email mailing lists upon request.

- v. **Complimentary Tickets:** Lecturers for a particular series may attend the other lectures in that series free of charge. In addition, the immediate family of a lecturer may attend that specific lecture free of charge.

c) Technology

- i. **Email Addresses:** All officers, the technology services director and the communication/marketing director shall have an e-mail address associated with the

TAL-KW email account (tal-kw.ca) to support operational logistics. Other email addresses may be assigned with board approval.

- ii. **Physical Assets:** The treasurer and technology lead will each have use of a TAL-KW computer to support operational requirements.
- iii. **Electronic Storage:** All board members shall have read-only access to key corporate documents maintained on cloud storage. Update/delete authority for these documents shall be restricted to the secretary, treasurer and registrar/assistant registrar.

d) Promotion Of Other Organizations

TAL-KW's Privacy Policy prohibits the organization from making its list of patrons available to any other organizations.

TAL-KW shall not promote activities or events for any for-profit group.

Subject to approval by the president, TAL-KW may promote/announce selected research surveys related to seniors and permit representatives from the sponsoring organization to meet with and distribute information during a lecture at an agreed upon time.

Although TAL-KW permits other not-for-profit groups to place items (brochures, posters, etc.) on the display table at in-person lectures for participants to access, TAL-KW shall generally not announce the availability of specific items or make reference to specific causes or groups.

On the day(s) of their lecture(s), speakers are permitted to promote items directly related to their lectures such as books, travel or other lectures.

TAL-KW is a member of the Third Age Network (TAN) in Ontario. From time-to-time TAN chapter members request TAL-KW to promote their activities. This shall be accommodated by using the website to link to the TAN site for details on chapter member offerings for the public to access.

e) Marketing and Promotion

At the direction of the Board, printed material (brochures, posters etc.) may be developed for marketing campaigns and promoting lecture series and the need for volunteers.

Mailings to patrons shall be administered as outlined in the section “Promotion of TAL-KW Lectures” (refer to Miscellaneous – Registrar Policies).

Electronic promotions shall be emailed to each household that has provided a valid email address, subject to current Canadian anti-spam regulations.

Wherever possible, the TAL-KW logo should be incorporated into all TAL-KW equipment, materials, documents and communications. The use of the logo is restricted to board members only.

f) Privacy

This policy conforms to the requirements of applicable legislation and regulations (e.g. Personal Information Protection and Electronic Documents Act (PIPEDA)).

TAL-KW will keep confidential all personal information which may have been provided to it by its patrons or any other persons and will not disclose such information except to its auditors as requested and to its directors for the purpose of operating its programs.

g) Emergency

In case of accident, medical emergency or when the safety of a patron is in question (e.g. lost and wandering in the parking lot) a board member (or other attending patron) must carry out the following steps in this order:

1. Call 911.
2. Inform the venue administration.

Following the incident, the board will review the circumstances regarding the situation to determine if any preventative measures or actions are required.

h) Accessibility

TAL-KW endeavors to support its patrons, membership, volunteers, and guests while promoting dignity, independence, integration and providing equal opportunities in a respectful manner. TAL-KW listens to accessibility concerns and follows up on them to allow individuals to participate in lectures and volunteer opportunities such as participation as a member of the Board of Directors. All board members and those volunteers interacting

with patrons are required to complete training designed under the *Accessibility for Ontarians with Disabilities Act (AODA)* to support customer service. These individuals are required to access Customer Service Standard training module (approximately 30 minutes) at [accessforward.ca](https://www.accessforward.ca). Certificates of participation are provided once modules are completed. Individuals must retain their certificate for audit purposes and report to the vice president that their training has been completed.

i. Accessible Facility Policy

TAL-KW is committed to promoting a safe and accessible environment for its patrons and guests to fully enjoy in-person lectures by removing barriers impacting individual's participation. For example, in-person sessions will be delivered only in accessible facilities e.g. RIM Park, one of the City of Waterloo's facilities. The City promotes a high level of accessibility, aligned with the *AODA* noted in its Accessibility Plan.

Specifically, venues contracted by TAL-KW must provide ample accessible parking, accessible entrances, accessible washrooms, allow service animals and have elevators. Patrons with walkers or wheelchairs are able to enjoy front or end-row seating if they wish.

TAL-KW works with venue staff and participants to identify and improve service requirements needed to promote quality lectures e.g., speaker repairs and sound, enhanced lighting and hearing devices.

ii. Assistance Policy

Transportation to and from lectures is the responsibility of the individual. TAL-KW will not be responsible for driving those attending lectures to/from sessions or for matching drivers with those needing rides.

Each person attending a lecture who requires the services of a support person (e.g. professional caregiver, spouse, family member, friend, etc.) must be accompanied by that caregiver before, during and after the lecture to ensure their safety. This includes accompaniment during the entire lecture (including the break period), visits to the washroom and trips between the vehicle/parking lot and the lecture hall. TAL-KW honours the CNIB Card and the Easter Seals Access 2 for accompanying persons. Patrons or guests with disabilities who present valid cards from either of these two programs will receive a complimentary ticket for their support person. All professional caregivers

will receive a complimentary ticket upon request.

If TAL-KW becomes aware of a participant attending lectures who appears to require accompaniment, TAL-KW will attempt to contact a family member/friend to discuss a viable solution.

iii. Communication Policy

TAL-KW uses a variety of communication tools (e.g. email, website, telephone and Canada Post) supporting patrons' preferences, and primarily conveys information through the website tal-kw.ca. Improvements to the website continues as TAL-KW optimizes opportunities for change. Alignment with the accessibility requirements outlined in the AODA will be supported by Web Content Accessibility Guidelines 2.0 (WCAG) www.w3.org/WAI/WCAG2.0/quickref.

Closed captioning is an accessibility option available to individuals participating in virtual sessions.

END OF POLICY MANUAL DOCUMENT