

Third Age Learning Kitchener-Waterloo Policy Manual Version 7

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1. Introduction

a) Purpose

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

b) Comments Regarding Policies

By definition, TAL-KW's Bylaws provide the highest level of governance for the organization. These are recorded in a separate document. As such, they require approval by the membership (usually at an AGM) prior to becoming effective.

As a general rule, Bylaws are not included in this Policy Manual.

Exception: Specific Bylaws that relate to a Policy may be included in this Policy Manual when necessary to provide the appropriate context.

Policies in TAL-KW's Policy Manual are subordinate to the Bylaws and require approval of the Board prior to becoming effective.

Policies provide more detail on how specific bylaws are to be administered or provide direction in those areas where the Bylaws are silent.

In the event of a conflict between a Bylaw and a Policy, the Bylaw takes precedence.

This Policies Manual should be updated to reflect new policies or changes to existing policies as soon as possible after they are approved by the Board.

c) History of Revisions

Date	Manual Updated By	Comments Re Amendments
August 28, 2017	Keith Myra	V1 - Original Version
October 7, 2017	Keith Myra	V2 - Included amendments made at September 21, 2017 Board Meeting
January 5, 2018	Keith Myra	V3 – Added new policies for Member Assistance and Medical Emergency as approved at January 5, 2018 Board Meeting
Sept, 2018	Keith Myra	V4 – Amended Member Assistance Policy to incorporate CNIB and Easter Seals Access 2 cards as approved at September 18, 2018 Board Meeting
Oct, 2019	Keith Myra	V5 – Added Board Recognition Policy as approved at May 9, 2019 Board Meeting
August 12, 2020	Sylvia Ranson	V6 - Added Accessibility Policy as approved at August 12, 2020 Board Meeting
January 21, 2021	Sylvia Ranson	V7 – Added: Policy 12 d) Tickets to Virtual Lectures as approved at December 3, 2020 Board Meeting Policy 13 a) Promotion of Lecture Series; Policy 9 e) Presentation Content-- approved Jan. 21, 2021

2. Board Nomination Policy

TAL-KW's Bylaws stipulate that the Board is responsible for appointing a three person Nominating Committee from among themselves to recommend to the board a slate of nominees to fill board vacancies at each annual meeting.

Prior to being recommended by the Nominating Committee, all candidates seeking election to the Board and board committees (e.g. Technical Team, Program Committee) should receive a copy of a Job Description for the role they are seeking. The Job Description should include expectations of the role and required capabilities/experience.

Rationale: Serving as a board member is a serious role that requires people with not only the time but also 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.

Policy Approved:

Nominating Committee - March 2, 2004 (TAL KW Bylaws)

Job Description – September 21, 2017 (Board Meeting)

3. Board Recognition Policy

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

- Board members retiring after 3 years of service – two series tickets to future TAL lectures
- Board members retiring after 6 years of service – four series tickets to future TAL lectures

Rationale: Provides a form of recognition for the extensive commitment of time and talent that has been made by retiring Board members during their term of office. Board members serve in a voluntary capacity.

Policy Approved: May 9, 2019 (Board Meeting)

4. Donation Policy

Funds declared beyond the needs of TAL-KW may by resolution of the Board be granted to local not-for-profit entities engaged in conducting research about, or otherwise advancing the fields of, gerontology, geriatrics, or diseases affecting the elderly.

Rationale: Not-for-profit organizations such as TAL-KW are not permitted to accumulate cash surpluses beyond those that are required to carry out their primary purpose. (TAL-KW's primary purpose is to offer continuing education challenges for seniors interested in a post-secondary learning experience.) Allocating any surpluses that may be realized from time to time to the types of causes specified in this policy relates to TAL-KW's purpose (interest in the wellbeing of seniors) and is consistent with the demographics (local residents, primarily seniors) and interests of TAL-KW's membership base.

Policy Approved: March 3, 2016 (TAL KW Bylaws)

5. Financial Policies

a) Financial Control Policies

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.

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.

Approval for Expenditures:

Board members must receive prior approval from the Board for any expenses that exceed \$250.

Policy Approved: May 9, 2017 (Board Meeting)

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.)

Rationale: These controls are consistent with those mandated by most organizations and help to protect TAL KW's financial assets.

Policy Approved: Unless Indicated Otherwise Above – September 21, 2017 (Board Meeting)

b) Meeting and Travel Expenses

Expenses incurred by those providing refreshments for Board or Committee meetings are eligible for reimbursement. 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 \$.40 per km is eligible for reimbursement, provided that the total

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

- Any location in the GTA area: \$100 per round trip
- Other locations outside of the Region of Waterloo: 40 cents per km
- When travelling by bus/train: Actual costs as indicated in an accompanying receipt.

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

Rationale: As indicated in the Remuneration Bylaw, board members are entitled to be reimbursed for their travelling and other out-of-pocket expenses incurred by them in the performance of their duties.

Policy Approved: September 21, 2017 (Board Meeting)

6. Medical (or Other) Emergency Policy

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

1. Call 911.
2. Inform the RIM Park Office (the glass-walled office on the main floor in the front foyer opposite the main door).

Rationale: This policy is consistent with RIM Park's policies and expectations. Calling 911 initially ensures that emergency responder response times are minimized. RIM staff have been trained to deal with emergency events and are able to provide general assistance, including directing emergency responders to the specific scene of the emergency when they arrive.

Policy Approved: January 5, 2018 (Board Meeting)

7. Accessibility Policy

TAL-KW endeavours to support accessibility for its membership and participants who may include the elderly, a person with a disability or someone in need of assistance. TAL-KW listens to accessibility concerns raised by our members and follows up on them.

a) Accessible Facility Policy

TAL-KW is committed to promoting a safe environment for our members and guests to enjoy our lectures. We host events at RIM Park, one of the City of Waterloo's facilities. The City promotes a high level of accessibility, aligned with the Accessibility for Ontarians with Disabilities Act¹².

RIM Park provides accessible parking, accessible entrances, accessible washrooms, and elevators. Members with walkers or wheelchairs enjoy front or end row seating. TAL-KW works with RIM Park to identify and improve service requirements need to promote quality lectures e.g., speaker repairs, enhanced lighting and hearing devices.

Rationale: This policy is consistent with TAL-KW's desire to serve its members and guests to the best of its abilities. It is also consistent with RIM Park's policies and expectations. RIM staff regularly meet with TAL KW Executive members to discuss matters including accessibility supports.

b) Member Assistance Policy

1. Transportation to and from TAL lectures is the responsibility of the member. TAL will not be responsible for driving those attending lectures to/from sessions or for matching riders with those needing rides.
2. Each person attending a lecture who requires the services of a caregiver (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 car/parking lot and the lecture hall.
3. TAL honours the CNIB Card and the Easter Seals Access 2 for accompanying persons. Members or guests with disabilities who present valid cards from either of these two programs will receive a complimentary ticket for their support person. In addition, all professional caregivers will receive a complimentary ticket upon request.
4. If TAL becomes aware of a member attending lectures who appears to require accompaniment, TAL will attempt to contact a family member to discuss a viable solution.
5. Service animals (e.g. dogs) are permitted in the lecture hall for those TAL members requiring them.
6. TAL uses a variety of communication tools e.g. website and Canada post to support members' preferences. The website is aligned to support accessibility needs and potential use of closed captioning is an accessibility option for our virtual sessions.

² City of Waterloo Accessibility Standards, June 20, 2016.

Rationale: This primary purpose of this policy is to ensure the personal safety of our members. With an aging membership it is too onerous for TAL to support and generally be responsible for those attending lectures who would otherwise require the services of a caregiver. Recognizing that the individual (or family) needs to pay a professional caregiver for accompaniment during lectures, this policy provides some financial relief by waiving admittance fees for these types of caregivers.

Policy Approved: August 12, 2020 (Board Meeting)

8. Privacy Policy

TAL-KW will keep confidential all personal information which may have been provided to it by its members 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.

Rationale: This policy conforms to the requirements of applicable legislation and regulations (e.g. PIPEDA).

Policy Approved: September 21, 2017 (Board Meeting)

9. Program Committee Policies

a) Cancellation of Lectures

A lecture will be cancelled only if the speaker is unable to attend. If it is known far enough in advance that a speaker cannot attend, members 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
- an announcement on one or more local radio stations

Policy Approved: September 21, 2017 (Board Meeting)

b) Lecturer Criminal Record Checks

A criminal record check for a lecturer is not required.

Rationale: TAL-KW members are not considered to be a vulnerable population. Furthermore, it would be rare for a member to have one-to-one interaction with a speaker

Policy Approved: January 7, 2016

c) Lecturer Honouraria and Agreements

Lecturers will receive a \$400 honourarium for each lecture they present.

Those subject matter experts responsible for organizing a series will receive a \$500 honourarium (pro-rated as applicable for those responsible for a portion of a series) provided that significant organizational effort was required.

Any lecturer or organizer who is eligible to receive honouraria totalling more than \$500 must sign a Speaker Agreement. Any two of the President, Vice President, Treasurer or Program Director may sign the Speaker Agreement on behalf of TAL.

Rationale: Honouraria payments recognize in a small way the time and effort that is required by those responsible for planning or presenting lectures. 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 and TAL-KW is not responsible for withholding tax deductions and/or issuing T4/T4A slips.

Policy Approved: Speaker Agreement – September 10, 2015 (Board Meeting)
Honourarium Rates – September 21, 2017 (Board Meeting)

d) Speaker Expenses

Travel costs incurred by speakers from outside of Waterloo Region are eligible for reimbursement as per the rates specified in the Meeting and Travel Policy.

Expenses incurred by a board member when meeting with a prospective speaker over lunch or other refreshments are eligible for reimbursement.

Policy Approved: September 21, 2017 (Board Meeting)

e) 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.

Rationale: This policy honours a speaker's rights for independence in being able to express his/her own ideas and protection of his/her intellectual property, while ensuring necessary protections for TAL-KW.

Policy Approved: January 21, 2021 (Board Meeting)

10. Promotion of Other Organizations

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

Although TAL-KW permits other not-for-profit groups to place items (brochures, posters, etc.) on the display table that is set up during lectures, it will 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.

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 refreshment break.

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

Rationale: TAL-KW receives numerous requests to promote other organizations. This policy is intended to allow TAL-KW to be a good corporate citizen and to serve our members by providing opportunities for them to become aware of related events that may be of greatest interest to them while not deluging them with information from numerous organizations.

Policy Approved: Promotion of items by speaker: September 10, 2015 (Board Meeting)

Other: September 21, 2017 (Board Meeting)

11. Record Retention Policies

The Bylaws stipulate that archives of TAL-KW are to be deposited at regular intervals in the archives of local history at the Kitchener Public Library.

Unless otherwise identified, the Secretary shall also serve as Archivist.

The following items should be archived: Bylaws, Policy Manual, AGM Minutes, Board Meeting Minutes, brochures for the Fall & Winter Series and any other items that may be of historical significance.

Policy Approved: Bylaw: March 2, 2004 (TAL KW Bylaws)
Policy: September 21, 2017 (Board Meeting)

12. Registrar Policies

a) Board Member Registration Fees

Board members must register, i.e. pay for, at least one series per season. Those board members purchasing tickets for only one series in a season have the option of attending the other series for free.

Rationale: This policy recognizes that in order to perform their duties (e.g. introducing speakers, day ticket sales, hospitality, technical support, etc.), most board members are required to attend most lectures regardless of their personal interest in the topic and/or potentially limited financial resources.

Policy Approved: May 9, 2017 (Board Meeting)

b) Day Ticket Sales

In absence of Registrar/Assistant Registrar sales of day tickets should be handled by a board member (other than the Treasurer) whenever possible.

Rationale: Board members are most familiar with TAL fees, policies, procedures and resource people (e.g. other directors). They are also assumed to be trustworthy and have the best interests of the organization at heart. Making the Treasurer ineligible helps ensure segregation of responsibility (receivables vs. payables), an important financial principle.

Policy Approved: September 21, 2017 (Board Meeting)

c) Ticket Exchanges, Refunds, Replacements & Transfers

A series ticket may not be used for any lectures for the alternate series in that season, i.e. no “mix and match” between Tuesday and Thursday lectures.

No refunds are permitted after tickets are purchased. However, at the start of the season, a ticket for a series (e.g. Tuesday) may be exchanged for the alternate series (Thursday).

A lost series ticket will be replaced provided that the Registrar is able to verify that the individual purchased a ticket initially.

Tickets that a member purchased but is unable to use for a specific lecture may be transferred to another individual (member or non-member).

Policy Approved: September 21, 2017 (Board Meeting)

d) Tickets to Virtual Lectures (2021 Winter Pilot Series)

The 2021 Winter Series is the first series TAL-KW provided virtually for a fee. Our intent is to set a policy for the series, review the results once the series has been concluded, and update the policy, as necessary.

If a lecture series is available virtually (i.e. live stream), then tickets for the entire lecture series will be available for purchase. Tickets to individual virtual lectures will not be available.

Each ticket to a virtual lecture series entitles the purchaser to log into each lecture using one device (laptop, phone, tablet etc.). A link to the lecture series will be emailed to each purchaser prior to the start of the lecture series.

If the lecture series will be shared with a wider audience (e.g. in the common room of a Seniors' Facility) by the purchaser, then we will ask the purchaser to buy at least one ticket for every 3 people expected to attend.

Rationale: Individual Ticket Sales. The purchase of individual tickets to virtual events provides an undue level of process complexity and expense for our volunteer organization.

Ticket Fraud. Just as our paper tickets to in-person TAL-KW lecture series are open to abuse, so are our e-tickets to our virtual lecture series.

Risk 1: The purchaser may invite others to their home to attend the series. We estimate that given the current pandemic, this risk is relatively low.

Risk 2: The purchaser shares the lecture series links with other people who have not purchased tickets. Given that the tool we are using to stream the lecture does not provide practical functionality to prevent this, we will monitor attendance and collect statistics on this type of abuse.

Risk 3: People purchasing for wider audiences buy too few tickets for their audience size because they are (1) unaware of our policy or (2) ignore our policy. Given the lack of advertising targeted to these groups, we estimate that this risk is low.

Policy Approved: December 3, 2020 (Board Meeting)

13. Marketing Policy

a) Promotion of Lecture Series

For printed material (brochures, etc.), mailings will be sent to each household that has provided a mailing address, provided that at least one member of the household has purchased a ticket for at least one of the previous four series or requested to be added to the mailing list in the last two years.

For email blasts, mailings will be sent to each household that has provided a valid email address, provided that at least one member of the household has purchased a ticket for at least one of the previous eight series or requested to be added to the mailing list in the last four years.

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

Rationale: This is a cost-effective policy that strikes a good balance between ensuring that all interested households are informed while minimizing annoyance to those who are no longer interested or able to participate in TAL-KW's programs.

Policy Approved: January 21, 2021 (Board Meeting)

14. Policy Manual Maintenance Policy

The Secretary is responsible for maintaining the Policy Manual. This includes:

- Updating the manual on an ongoing basis to include new policies and changes to existing policies that are approved by the Board.
- Reviewing the manual once each year and recommending changes, if any, to the Board.

Policy Approved: September 21, 2017 (Board Meeting)