



OAKVILLE

Seniors Services

Terms of Reference

June 2022

Oakville Seniors Services

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Town Council is responsible for all municipally owned operations and has the final say in all decisions affecting Town of Oakville Recreation and Culture Department, Seniors Services including staff and facilities. Staff are employees of the Town of Oakville and are responsible for the overall management of the centres. Senior Services members will play a role in decision-making for the centres in partnership with staff.

The Town of Oakville currently offers Seniors Services programming at five locations:

- Trafalgar Park Older Adults Centre (TPOAC)
- Sir John Colborne Recreation Centre for Seniors (SJC)
- Iroquois Ridge Older Adults Centre (IROAC)
- River Oaks Mature Adults Club at the River Oaks Community Centre (ROMAC)
- Queen Elizabeth Park Older Adults Centre (QEPOAC)

In addition to the Seniors Services registered programs, the centres offer a variety of drop-in programs, workshops, day trips and volunteer opportunities for all levels of interest and ability. A wide variety of programs and services suitable for older adults are offered at all Recreation and Culture facilities in addition to the specific Seniors Services programming.

Vision

To be Centres of Purpose and Possibility for Adults 50+.

Mission Statement

To provide a welcoming, accessible and supportive environment for Oakville seniors that embodies social, educational, recreational, health and wellness activities.

Programs and services are unique and dynamic, supporting the continuous well-being of seniors and responding to their changing needs.

Membership

A valid Seniors Services membership is required to register for Seniors Services programs and to participate in all registered and drop-in programs. Membership is open to all adults 50 years of age and over.

Policy Review Committee

The Policy Review Committee addresses governance concerns common to all Senior Services locations. The Policy Review Committee, in partnership with staff, recommends policies and procedures for implementation by the Advisory Committees. Agenda items are compiled and submitted for inclusion by Town staff, individual Policy

Review committee members or individual Centres Advisory Committee members or as they arise from member inquiries.

Composition - Twelve current Seniors Services members and ex-officio:

- (4) Representatives, TPOAC
- (4) Representatives, SJC
- (1) Representative, ROMAC
- (1) Representative, IROAC
- (1) Representative, QEPOAC
- (1) Secretary
- (1) Past Chairperson (ex-officio)
- Seniors Services staff (ex-officio)

Election

Officers will be elected at the Annual General Meetings. A slate of nominees will be posted within the centres three weeks prior to the Annual General Meetings. Further nominations will be accepted up to one week prior to Annual General Meetings. Slate of Officers are prepared by the Nominating Committee. (refer to the Nominating Committee Guidelines)

Tenure

Each officer will serve a minimum two year term which may be repeated once.

Chair and Vice-Chair

The Chair and Vice Chair will be elected from within the Policy Review Committee at the first meeting immediately following the Annual General Meetings. The Chair will serve a minimum one year term, and may be re-elected. The Vice Chair may advance to the role of Chair.

Meetings

Meetings will be held bi-monthly. Special Meetings may be called by the Chair. All committee members must be notified of the subject matter and the date at least one week in advance of these meetings. Meetings can be held in person or virtually, or a hybrid of both.

Committees

Formal and ad hoc committees comprised of current Policy Review Committee members can be formed if necessary to address specific needs.

Quorum

A quorum shall be more than 50% of the members of the committee.

Decisions

All decisions will be determined by a majority vote of those present and voting. The Chair will refrain from voting unless required to break a tie vote.

Staff

Staff positions are ex-officio and non-voting. A Recreation and Culture staff person shall be present at all meetings.

Responsibilities

The Policy Review Committee shall act in the best interest of the membership of Seniors Services. Each committee member is required to attend the regular meetings. Failure to attend or send regrets for three consecutive meetings shall be regarded as a resignation. An appointment may be made from the general membership of the centres to fill that vacancy for the remainder of the Term of Office. The appointment shall be approved by staff and the Chair.

Advisory Committees

The Advisory Committees of each centre will assist and support the Recreation and Culture Department in the operation and management of their respective centres.

Composition

Up to a maximum of 9 centre representatives and ex-officio staff. There must be 1 Treasurer and 1 Secretary.

Election

Officers will be elected at Annual General Meetings. A slate of nominees will be posted within the centres three weeks prior to the Annual General Meetings. Further nominations will be accepted up to one week prior to the Annual General Meetings. (refer to the Nominating Committee Guidelines)

Tenure

Each officer will serve a two-year term, which may be repeated.

Chair and Vice-Chair

The Committee Chair and Vice-Chair will be elected from within the Advisory Committee at the first meeting immediately following the Annual General Meeting. The Chair will serve a minimum term of one year, and may be re-elected. The Vice-Chair may advance to the role of Chair.

Meetings

Meetings will be held at regular intervals. All dates for the year may be established at the first meeting following the Annual General Meetings. Special Meetings may be called by the Chair. All committee members must be notified of the subject matter and the date at least one week in advance of these meetings. Meetings may be in-person or facilitated through a virtual format or a hybrid of both.

Committees

Standing Committees can include Finance, Nominating, Program/Special Events, Volunteers and Property. Formal Committees may be struck according to specific on-going needs and ad hoc Committees may be struck with time limitations, to fulfill a specific need by the Advisory Committees.

Quorum

A quorum shall be more than 50% of the members of the committee.

Decisions

All decisions will be determined by a majority vote. The Chair will refrain from voting unless required to break a tie vote.

Staff

Staff positions are ex-officio and non-voting. A Recreation and Culture staff person shall be present at all meetings.

Responsibilities

The Advisory Committees of each Centre shall act in the best interest of the Centre membership. Each member is required to attend monthly meetings. Each member of the committee should be prepared to report on the activities of the committee they represent (may not be applicable to the members at large). An appointment may be made from the general membership of the appropriate centre to fill the vacancy for the remainder of the Term of Office. The appointment shall be approved by staff and the Chair.

Nominating Committee

The Nomination Committee is comprised of the Advisory Committee Chairperson, Seniors Services staff and one other Advisory Committee member. The committee will meet annually, prior to the Annual General Meeting.

The purpose of the committee is to:

- Prepare the slate of officers for election.
- Submit a recommendation to the committee in the event a vacancy occurs on the committee.
- Monitor for expiry the terms of officers.
- Recommend candidates for vacant positions. Note: a new committee member must be a member of the centre(s) for at least one year.
- Ensure that the committee members have the skills required to fulfill its duties.
- Ensure that the new committee members understand and agree to the time and participation requirements of the position. (2 year term)

Annual General Meeting

An Annual General Meeting of each centre will be held within six months of the calendar year end. Notification of the date of each meeting will be posted at the centres at least three weeks in advance and included in the Seniors Services Newsletter.

A slate of nominees for the Advisory Committees will be posted within the Centres at least 3 weeks in advance of the Annual General Meeting. Further nominations will be accepted up to one week in advance of the Annual General Meeting. (refer to the Nominating Committee Guidelines)

Business included in the agenda of the Annual General Meetings shall be:

1. Annual Financial Report
2. Auditor's Review Engagement
3. Election of Officers
4. Annual Reports may include
 - statistics
 - staff report
 - standing committee reports
 - upcoming annual work plan

Quorum is defined as the majority of the members present at the Annual General Meeting.

If a members vote is required for a specific item, then ballots will be issued. Members can only vote once at their designated home centre (the centre listed on your Recreation and Culture account).

Decisions will be reached on the basis of a simple majority of members present. Annual General Meetings will follow Robert's Rules of Order.

Centre Finances

Centre finances (from café, special events, craft sales and bazaars) will be governed by the Advisory Committees. All monies for the Centres will be held in the Centre's name.

The signing officers for the Centre accounts will include up to five Advisory Committee members. Two signatures are required on cheques, one of which must be that of Centre staff and one from the principal signing officer (preferably the Treasurer) on each cheque. Cheques are not to be pre-signed by any signing officers. The payee of any cheque must not be a signator.

Requests for expenditures must first be submitted to the Finance and Purchasing Committee (if applicable). The Finance and Purchasing Committee has the authority to approve expenditures up to \$500. The Finance and Purchasing Committee makes

recommendations for expenditures over \$500 to the Advisory Committee for final approval.

Advisory Committees may contribute towards the funding of capital projects. Each project will be considered on an individual basis.

Centre staff have the authority to disburse budgeted expenditures up to \$300 without obtaining approval from the Finance & Purchasing Committee. Approval must be obtained for expenditures over \$300. Staff and volunteers count and record income collected on a daily basis. Income must be balanced daily. NSF cheques are subject to the town's applicable policy and procedures.

Banking Procedures

The selection of a financial institution must be approved by the Advisory Committee. The only bank accounts that are official and recognized are those that are established under the official centres' names. On-line banking can be used to obtain bank statements and records only. On-line banking cannot be used to make payments/transfers as two signatures are required for these transactions.

Budgetary Cycle and Process

The fiscal year is the calendar year. The Treasurer may prepare a draft budget for review by the Finance and Purchasing Committee before the end of a calendar year. The Treasurer submits the budget to the Advisory Committee for its review and approval.

Financial Reports

The Treasurer is responsible for preparing the monthly and year-end financial reports for the Finance and Purchasing Committee and the Advisory Committees. The financial report shall include a balance sheet, statements of income and expense, cumulative and comparative budgets and the bank reconciliation. Once approved, the financial report is posted on the bulletin board for the membership to review. All financial records must be retained for a minimum of 7 years in accordance with generally accepted accounting procedures.

Investments

The Finance and Purchasing Committee will develop a strategy for allocation of surplus funds (funds not required for current operations) based on the Investment Strategy Guidelines. The investment plan must be approved by the Advisory Committee and reviewed annually.

Investment Strategy Guidelines

The Oakville Senior Centres must have enough funds to meet budget requirements and to allow for contingencies. The investment strategy guidelines refer to surplus operating funds. Investments will be made taking into consideration the projected needs of the organization to access surplus funds.

Policy Priorities should include:

1. Preserving Capital
2. Maintaining Liquidity
3. Maximizing Yield

G.I.C.'s

Surplus funds may be invested in G.I.C.'s. G.I.C.'s may be laddered so that they come due each year from year one to year five. Laddering G.I.C.'s takes advantage of fluctuating interest rates as the terms are staggered. The Finance and Purchasing/Advisory Committees will monitor the investment portfolio on a monthly basis. The Investment Strategy Guidelines are to be reviewed on a yearly basis.

Audit

A financial audit or review engagement must be conducted on an annual basis by a professional accountant or someone with accounting experience (C.P.A. Designation). The report of the auditor shall be read and approved at the Annual General Meeting and shall be made available to all members. The auditor should be appointed by the membership at the Annual General Meeting. If requested, the auditor may meet annually, or more often, with the finance and/or advisory committees.

In the event of the dissolution of any of the Oakville Seniors Centre after payment of any liabilities, the Policy Review Committee will determine the disposition of all monies and fixed assets.

Volunteers

Definition

“Volunteers are individuals who offer their time, energy, skills and services of their own free will and for no wage or salary.” (Halton Social Planning Council and Volunteer Centre). The contribution of volunteers is essential to the operation of the Centres. Volunteering requires a commitment to the Mission/Vision of the Oakville Senior Services, Recreation and Culture Department. Volunteers are not required to be centre members, however volunteers are encouraged to become members if eligible. Volunteers will adhere to the town’s policy and procedures.

Screening

Volunteers are required to complete a volunteer application form. The form is designed to provide the Centre with information on the volunteer’s background, availability, special interests and skills. All potential volunteers will be interviewed prior to placement by Centre staff and/or Volunteer Convenors. The interview is designed to provide the volunteer with an overview of the Centre operation and information about the various volunteer opportunities available. It also allows the interviewer an opportunity to get to know the volunteer, to obtain an appreciation of the volunteer’s capabilities and to determine suitability.

A reference check is required for Friendship Luncheon drivers only. Volunteers must show proof of a valid driver's license and give two names, non-family members for a reference check. Volunteer drivers must carry at least two million dollars in personal liability insurance and are encouraged to notify their insurance company prior to becoming a volunteer driver.

Police Checks are required for the Friendship Luncheon volunteer drivers. Centres will reimburse the applicable fee for the police check.

Orientation and Training

Every volunteer should receive an orientation prior to placement by staff or volunteer convenors. The orientation provides new volunteers with an overview of the centre as well as an introduction to their volunteer position. Further orientation and training occurs during the volunteer assignment at regular meetings and during formal volunteer/training sessions (i.e., first aid, accessible customer service training).

Volunteers will be given the following pamphlets to read and must sign the acknowledgement form that indicates that they have read and understood the information included:

1. Accessible Customer Service Etiquette
2. Respectful Workplaces Mean Healthy Workplaces
3. Health and Safety Workplace Information
4. Integrated Accessibility Standards Regulation
5. Volunteer Informed Consent and Waiver

Recognition

Volunteers must receive a sense of appreciation and reward for their contribution. This can be achieved through formal and informal recognition systems. Formal recognition events take place yearly and may include a Volunteer Reception held at the centres. Informal recognition occurs through the sincere appreciation and expression of thanks for the work being done by the volunteer. This type of recognition is very effective as it occurs more frequently. It is also important to recognize those staff who supervise volunteers and are supportive of them.

Termination

For a number of reasons volunteers may not be able to continue with their volunteer placement. If a volunteer is not fulfilling the required role they will be asked to meet with staff to discuss the situation. The volunteer may be inappropriately assigned or there may be some significant changes in their personal life that are interfering with their performance. Volunteers may be reassigned to less demanding roles or be asked to withdraw.

Insurance Coverage

Liability - All volunteers acting on behalf of, or performing job functions for, the Town of Oakville Recreation and Culture Department are covered for legal liability.

Personal Injury - The Corporation of the Town of Oakville does not carry health care coverage for volunteers who experience personal injury or illness while at the centres. Injuries received travelling to and from the Centres are not covered by Town insurance policies.

Loss of Personal Property - Theft, breakage and vandalism of volunteers' property are not covered by the Town of Oakville's insurance policies. Volunteers are reminded that proper precautions should be taken to protect personal belongings while at the Centres.

Volunteer Drivers - Volunteer drivers must carry at least two million dollars in personal liability insurance. Volunteer drivers must adhere to the Town of Oakville's Cooperate Vehicles, Equipment and Facility Resources Policy. The Town of Oakville does not assume liability or provide insurance for personal vehicles for volunteer drivers. Friendship Luncheon volunteer drivers receive a gas coupon to assist with the cost of gas.

Property and Equipment

Two classes of equipment distinguished by ownership are recognized at the Centres:

| | |
|---------|------------------------------------|
| Class 1 | Purchased by the Town of Oakville |
| Class 2 | Purchased with Senior Centre funds |

The Advisory Committees are responsible for the cost of repairing and replacing Class 2 property and equipment. The Advisory Committees may dispose of, as it sees fit, any of its property and equipment.

Equipment belonging to the Town of Oakville or the Advisory committees shall only be removed from the centres for the use of a Seniors Services program and not for personal use.

Equipment purchased wholly, or cost-shared, by groups within the centres for specific purposes shall become the property of the senior centre. Volunteers are limited to carrying out minor repairs and maintenance, after consultation with centre staff.

Upon dissolution of any group of seniors that has acquired property and equipment for the use in the centre, the ownership of such property and equipment shall be automatically transferred to the applicable Advisory Committee.

Centre Rentals

Facility Rentals are booked through the Recreation and Culture's Facility booking staff. Regularly scheduled programs and activities take priority over rentals. Rental fees are established through the annual budget process and outlined in the Recreation and Culture fees and charges by-law. Additional staff charges apply to open, monitor and secure the facility.

Special Interest Clubs/Activities (hereinafter called “Group”) Guidelines

These guidelines are developed for any groups that have formed within the centres.

Group Membership

Centre groups cannot charge a separate membership fee.

Membership is open to any eligible centre member who has paid the annual Senior Services membership fee.

Group Finances

The only bank accounts that are official and recognized are those that are established under the official centres' name.

If groups choose to have their own bank accounts, financial statements must be submitted annually, in January, to the applicable Advisory Committee. These bank accounts, must be held in a name other than the seniors' centres and they are not protected in any way by the centres.

Drop-In Fees

Groups must reimburse the Town the current drop-in fee. If the group chooses to charge extra fees, over and above the current drop in fee, these are to reflect extra costs related to senior centre activities only (i.e., speakers, special celebrations, refreshments, etc.).

Groups whose sole purpose is to generate revenue for the centres will be exempt from paying the drop in fee (i.e., Bazaar group).

Refreshments

If groups are meeting in the evenings or weekends and using the kitchen supplies, they will pay the current refreshment fee.

Equipment Purchases

Only equipment that is purchased by, or donated to, the centres may be stored at the centres, listed in the inventory, and covered by contents insurance. If groups choose to purchase their own equipment, these items may neither be stored at the centres nor included in inventory, nor covered by contents insurance.

Groups may request funds from the centres through the Finance & Purchasing/Advisory Committee to purchase items or equipment or to cover the cost of other items. Such items will become the property of the centres, including items where the cost was shared between group members and the centres.

Dissolving of Groups

Upon dissolution of any group that has acquired assets, wholly or in part, purchased by the centres, the ownership of such assets shall remain with the appropriate Advisory Committee.

Miscellaneous

Accident/Incident

Any accident or incident must be reported to centre staff immediately. If the accident/incident occurred during non-staffed hours and is of a serious nature (i.e., ambulance, fire or police are called 911), staff must be contacted at home. If the accident/incident is of a non-serious nature it must be reported to staff by the next business day following the event.

RZone Procedure

The RZone Procedure is part of the Town of Oakville's Customer Service Standards and Customer Conduct policy. The Corporation of the Town of Oakville is committed to fostering an environment where there is Respect for yourself; Respect for others; and Responsibility for your actions.

The goal of the RZone procedure is to promote a positive, safe, and supportive environment for all individuals and user groups of town recreation and cultural centres, facilities, parks, events and those participating in recreation programs. The procedure outlines the process and consequences to address inappropriate conduct or actions. The procedure applies to all individuals and user groups of town recreation and cultural centres, facilities, parks, events and those participating in recreation programs.

Refunds

Refer to the Recreation and Culture Department refund procedures.

Refunds for day trips will only be issued if the ticket is filled by another or the trip is cancelled. There are no refunds given after the final ticket sale date for special events unless the ticket can be sold to someone on a waiting list. No immediate refunds will be given.

Seniors Services Newsletter

Oakville Seniors Services publishes the Oakville Seniors Services Newsletter twice per year and advertising is accepted in both issues. The current newsletter is also available online in a digital format at Oakville.ca Articles submitted for not-for-profit groups are accepted on a first come first served basis for publication in the newsletter. Articles are not to exceed one half page and may be edited. Placement and acceptance of articles are at the discretion of centre staff. Advertising in the Seniors Services Newsletter allows the advertiser to display 1 poster (8 1/2 x 11) (maximum size) on a designated bulletin board and pamphlets in the pamphlet racks, if applicable, for the duration of the Newsletter edition in which the advertisement is published.

Special Event/Program Sponsorship

Each centre has the opportunity to have sponsors for programs (registered, drop in, workshops, conferences, etc.) and special events (lunch speakers, socials, dances, card parties, etc.) as long as they are centre initiated. The centre has the option to decline unsolicited donations (regardless if the sponsor is a newsletter advertiser) for special events and programs.

Sponsorship arrangements can be confirmed in writing outlining the benefits, roles and responsibilities, fees, duration and other agreed terms of the sponsorship arrangement. The sponsorship arrangement only applies to the specific event or program as agreed on and will cease once that event or program is completed. Promotional items such as gifts, candies, etc. will not be accepted from for-profit businesses unless during a sponsored event. No events may be held at the Oakville Seniors' Centres where direct sales/personal fundraising events are involved. Centre sponsored events are exempt.

Display Cabinet

Centre display cabinets are to be used for displaying items for centre promotion and/or fundraising. Personal items are not displayed or sold for personal gain.

Display of Paintings or Wall Hangings

Paintings and/or wall hangings submitted for display would fall under the Town of Oakville's Public Art Procedure. Paintings hung in the Seniors Centres created by seniors drop-in groups are displayed at the discretion of Seniors Services Staff. Artwork displayed is not for sale and will be returned to the artist at the end of the display period.

Social Gaming License (new 2022)

Each Advisory Committee may choose to apply for a Social Gaming License through the ACGO. The licensee is responsible and accountable for the overall conduct and management of the activities permitted under the license.

The Advisory Committee must control and decide all operational and administrative requirements related to the conduct of social games in compliance with all relevant regulations. This license shall not be used for fundraising events or as a revenue source.

Terms of Reference Review

The Seniors Services Terms of Reference will be reviewed every 2 years by town staff and the Policy Review Committee. Any additions or change can be included as an addendum immediately following approval at the Policy Review Committee Meeting.