

Appendix B



OAKVILLE

# **Seniors Services**

## **Articles and By-Laws**

**June 2016**

# Oakville Seniors Services

## Articles and By-Laws

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Oakville Seniors Services  
Articles and By-Laws

Preamble

The background of the development of Oakville Seniors Services is as follows:

A by-law to authorize the construction of a Senior Citizens' Drop-in Centre (now referred to as the OAKVILLE SENIOR CITIZENS' RECREATION CENTRE) was enacted by the Council of the Town of Oakville (By-law number 1974-54). This by-law was approved by C.M.B. Province of Ontario under the Elderly Persons Centres Act R.S.O. 1970 on November 13, 1974.

A by-law to authorize the establishment, operation and funding of an Elderly Persons Centre (now referred to as the Sir John Colborne Recreation Centre for Seniors) was enacted by the Council of the Town of Oakville (By-law number 1989-90) on the first day of May, 1989 and subsequently received the consent in writing of the Minister of Community and Social Services for the Province of Ontario pursuant to Section (2) of the Elderly Persons Centres Act, 1980. Chapter 131 as amended. The responsibility for the establishment and operation of the Seniors' Centres was assigned to the Oakville Parks and Recreation Department (now Recreation and Culture Department) of the Town of Oakville which is responsible to the Council of the Town of Oakville.

Seniors Services offers programs at satellite locations. In 1985 the River Oaks Mature Adults Club (ROMAC) was formed at the River Oaks Community Recreation Centre and in 2002, the Iroquois Ridge Older Adults Centre officially opened in the Iroquois Ridge Community Centre. In 2012 the Queen Elizabeth Park Older Adults Centre officially opened in the Queen Elizabeth Park Community and Cultural Centre.

A Letter of Agreement between the:

POLICY REVIEW AND OPERATIONS BOARDS REPRESENTING MEMBERS OF THE  
SIR JOHN COLBORNE RECREATION CENTRE FOR SENIORS AND THE OAKVILLE  
SENIOR CITIZENS' RECREATION CENTRE and SATELLITE LOCATIONS AT RIVER  
OAKS RECREATION CENTRE (ROMAC) and IROQUOIS RIDGE OLDER ADULTS  
CENTRE (IROAC) and QUEEN ELIZABETH PARK OLDER ADULTS CENTRE (QEPOAC)  
OF THE FIRST PART  
(hereinafter called the 'SENIORS')

AND

THE CORPORATION OF THE TOWN OF OAKVILLE  
OF THE SECOND PART  
(hereinafter called the 'TOWN')

was executed on September 3, 1997 and approved by the Council of the Town of Oakville on TUESDAY, OCTOBER 14, 1997, AMENDED NOVEMBER 27, 2003, AMENDED NOVEMBER, 2005, AMENDED DECEMBER 2008, AMENDED MAY 2012, AMENDED June 2016.

The SENIORS and the TOWN agreed that the Seniors Services staff have played and continue to play a critical management role in the successful operation of the Seniors' Centres and satellite locations River Oaks Mature Adults Club (ROMAC), the Iroquois Ridge Older Adults Centre (IROAC) and the Queen Elizabeth Park Older Adults Centre. (QEPOAC).

This relationship will be built through an enhanced partnership with Senior Centre members taking greater responsibility in the areas of facility maintenance, marketing and communications, cost-sharing, fund development, volunteer and program development.

This agreement establishes the parameters for decision-making authority and defines the relationship between the Seniors Centres' Boards, Centre Staff, Town administration and Council.

Town Council is the governing body for all municipally-owned operations and has the final say in decisions. Town Council also bears the responsibility and liability for any problems that may arise in the operation of the Centres.

Seniors Services Staff shall continue the overall management of the Centres.

Seniors will play an increased role in decision-making in partnership with the Recreation and Culture Department staff.

Centre staff positions are employees of the Town. The Town sets wage levels and benefits, and Town Personnel Policies apply to these employees.

Elected members will manage the affairs of the Policy Review and Operations Boards, ROMAC Council and the IROAC and QEPOAC Advisory Committees, and be responsible and accountable for their decisions to members of their Centres.

In the event that the Recreation and Culture Department initiates any new Senior's program sites or outreach opportunities, the seniors involved will have representation on the Policy Review Board (see V11 b).

The Letter of Agreement shall be reviewed on a regular basis as agreed upon by both parties by representatives of the Town, Centre staff and Policy Review and Operations Boards.

# **BY-LAWS**

## **Article I - Name**

The name of this organization shall be

**OAKVILLE SENIORS SERVICES**

which operates at various locations within the Town of Oakville

## **Article II - Registered Office**

The head office of the organization will be situated in the Town of Oakville at the Recreation and Culture Department at 1225 Trafalgar Road. Oakville Town Council is the governing body.

## **Article III - Vision**

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

## **Article IV - 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.

## **Article V - Membership**

- a) Membership is open to all adults 50 years of age and over.
- b) The membership categories are as follows:
  - 50 – 79 years of age, subject to an annual membership fee.
  - 80 - 89, half the annual fee.
  - 90 and over, no charge.

- c) Members are entitled to all privileges of membership including the use of all Seniors' Recreation Centres and Senior Services Programs operated at satellite locations by the Recreation and Culture Department.

**Article VI - Fees**

Membership shall be subject to the payment of an annual membership fee as determined by the Policy Review Board (with input from the Operations Boards/Advisory Committees) and approved by the Recreation and Culture Department. Membership is valid for one year from the day of purchase.

**Article VII - Policy Review Board**

- a) Purpose/Mandate

The Policy Review Board will address governance concerns common to all venues offering senior services.

The Policy Review Board, in partnership with staff, will develop policies and procedures for implementation by the Operations Boards, ROMAC Council and IROAC and QEPOAC Advisory Committees.

- b) Composition

Twelve current Seniors Services members and ex-officio

- (4) representatives, Oakville Senior Citizens' Recreation Centre
- (4) representatives, Sir John Colborne Centre
- (1) representative, (ROMAC)
- (1) representative, (IROAC)
- (1) representative, (QEPOAC)
- (1) Secretary
- (1) past Chairperson (ex-officio)
- (1) Seniors Services staff (ex-officio)

- c) Election

Officers shall be elected at the Annual General Meetings.

A slate of nominees shall 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.

Tenure – Each officer will serve a minimum two year term which may be repeated once. (maximum 4 years).

d) Chair and Vice-Chair

The Chair and Vice Chair shall be elected from within the Policy Review Board at the first meeting immediately following the Annual General Meetings.

Tenure- the Chair will serve a minimum one year term, and may be re-elected. The Vice Chair may advance to the role of Chair.

e) Meetings

Meetings will be held bi-monthly.

Special Meetings may be called by the Chair. All Board members must be notified of the subject matter and the date at least one week in advance of these meetings.

f) Committees

Formal and ad hoc committees comprised of current Seniors Services members shall be formed to address specific needs.

g) Quorum

A quorum shall be half plus one of the composition of the committee.

h) Decisions

All decisions will be determined by a majority vote of those present.

The Chair will refrain from voting unless required to break a tie vote.

i) Staff

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

Staff report directly to the Recreation and Culture Department and ultimately to Town Council.

j) Responsibilities

The Policy Review Board shall act in the best interest of the membership of Seniors Services.

Each member of the Board 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.

The Policy Review Board will undertake strategic planning each year on a predetermined schedule to include:

- i) Articles and Bylaws
- ii) Letter of Agreement
- iii) Goals and Objectives
- iv) Policies and Procedures
- v) Membership and drop-in fees

### **Article VIII - Operations Board and Advisory Committees**

a) Purpose/Mandate

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

b) Composition – suggested composition and representatives

Nine current Seniors Services members and ex-officio staff

- (1) Treasurer
- (1) Secretary
- (1) Finance Committee representative
- (1) Property Committee representative
- (1) Program/Special Events Committee representative
- (1) Volunteer Committee representative
- (1) Policy Review Board representative
- (2) Members assigned to duties specific to Centre requirements  
Department of Recreation and Culture Seniors Services  
staff (ex- officio)

c) Election

Officers shall be elected at Annual General Meetings.

A slate of nominees shall 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.

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

d) Chair and Vice-Chair

The Committee Chair and Vice-Chair shall be elected from within the Operations Board/Advisory Committee at the first meeting immediately following the Annual General Meeting.

Tenure- 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.

e) 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 Board members must be notified of the subject and the date at least one week in advance of these meetings.

f) Committees

i) Standing Committees can include Finance, Program/Special Events, Volunteers and Property.

ii) 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 Operations Board. The Policy Review Board should be notified.

g) Quorum

A quorum shall be half plus one of the composition of the committee.

h) Decisions

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

i) Staff

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

Staff report directly to the Recreation and Culture Department and ultimately to Town Council.

j) Responsibilities

The Operations Board/Advisory Committees of each Centre shall act in the best interest of the Centre membership.

Each member of the Board is required to attend monthly meetings. Each member of the Board should be prepared to report on the activities of the committee they represent (may not be applicable to the members at large.) 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 appropriate Centre to fill the vacancy for the remainder of the Term of Office. The appointment shall be approved by staff and the Chair.

The Board will undertake strategic planning each year which may include:

- i) Review of Articles and By-Laws
- ii) Review of Letter of Agreement
- iii) Review of goals and objectives

The Operations Boards shall appoint four representatives and the Advisory committee's one representative from the Centre membership to the Policy Review Board.

k) A report in varied format is presented at the Annual General Meeting.

**Article IX - ROMAC Council**

ROMAC Council has a Terms of Reference, approved by the Policy Review Board, which detail the purpose, composition and responsibilities of the positions. ROMAC shall appoint one representative to the Policy Review Board.

**Article X - Annual General Meeting**

- a) An Annual General Meeting of each of the Oakville Seniors' Centres & satellite locations will be held within six months of the calendar year end.
- b) Notification of the date of each meeting will be at least three weeks in advance, by Seniors Services Newsletter and posted notices within the Centres.
- c) A slate of nominees for the Operations Boards, ROMAC Council and IROAC and QEPOAC 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.

- d) Business included in the agenda of the Annual General Meetings shall be:
  - i) Annual Financial Report
  - ii) Auditor's Review Engagement
  - iii) Election of Officers
  - iv) Annual Reports may include
    - statistics
    - staff report
    - standing committee reports
    - upcoming annual work plan
- e) Quorum is the majority of the members present at the Annual General Meeting.
- f) Members eligible to vote will be issued a voting card on presentation of their current membership card. You can only vote at one centre and it has to be your designated home centre. Each voting member present at the meeting shall have the right to exercise one vote. Decisions will be reached on the basis of a simple majority of members present.
- g) Annual General Meetings will follow Robert's Rules of Order.

## **Articles XI - Policies and Procedures**

The Policy Review Board reviews existing and drafts new policies. The drafts are circulated to the appropriate committees, Operations Boards and Town staff. The Policy Review Board is responsible for final approval.

Rules pertaining to one Centre only will be developed by the Operations Boards, ROMAC Council or IROAC and QEPOAC Advisory Committees and circulated to the Policy Review Board for information and review.

## **Article XII - Amendments**

The Operations and Policy Review Boards, ROMAC Council and IROAC and QEPOAC Advisory Committees, or any Centre member, may propose revisions

and amendments to the Articles By-laws when deemed necessary. The Policy Review Board is responsible for final approval.

### **Article XIII - Code of Conduct**

- a) Members are expected to conduct themselves in a responsible manner while at the Centres.
- b) Members must follow the Town of Oakville's RZone procedure. The purpose statement of the RZone is as follows:
  - 1. The Corporation of the Town of Oakville (the town) is committed to fostering an environment where there is Respect for yourself; Respect for others; and Responsibility for your actions.
  - 2. The Town discourages any form of inappropriate behaviour at all town facilities, properties, and town sponsored events, programs, in written or verbal communications (including email or phone), in town vehicles, or at any other location where town staff are present. Where a meeting is covered under the Procedure By-law, the procedures established under the by-law take precedence.
  - 3. This procedure outlines the measures and enforcement steps to be taken in order to address inappropriate behaviour.
  - 4. The goal of this procedure is to promote a positive, safe, and supportive environment for all members of the public and staff. In addition, this procedure will encourage respect, commitment and considerate relationships between the town and members of the public.

The scope of the RZone procedure:

- 1. This procedure applies to all members of the public and staff at all town facilities, properties, and town sponsored events, programs, in written or verbal communications (including email or phone), in town vehicles, or at any other location where town staff are present.
- 2. Staff are not expected to put themselves at risk or jeopardize anyone's safety when dealing with any real or perceived situation. If at any time staff feels threatened, they are to call the Halton Regional Police Services (police) for assistance.
- 3. Inappropriate behaviour or actions for the purpose of this procedure includes, but is not limited to, the following behaviours:
  - a. Aggressive or intimidating approaches to another individual (verbal assault)
  - b. Threats
  - c. Attempts to goad or incite anger in others
  - d. Throwing of articles in a deliberate or aggressive manner
  - e. Physical striking of another individual
  - f. Theft of property
  - g. Possession of weapons
  - h. Illegal consumption of alcohol or drugs

- i. Contravention of town by-laws, policies, or procedures
  - j. Vandalism: the deliberate destruction, damage or defacing of property owned or leased through the town
  - k. Harassment: “engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome” as defined by the Ontario Human Rights Code and covered by the Town of Oakville Respectful Conduct Policy and Conflict Resolution Policy.
4. If the nature of an issue is known in advance to be contentious (at a meeting, event, or any other location where town staff is present) staff is to alert the police. Depending on the nature of the issue, staff may request the attendance of the police.
  5. This procedure is designed to provide members of the public and staff with a positive approach to promoting appropriate behaviour and actions. Town departments may use this procedure as a guiding principle.

#### **Article XIV - Centre Finances**

- a) All Centre finances will be governed by the Operations Board and the Centre Co-ordinator.
- b) All monies for the Centre will be held in the Centre’s name.
- c) The statement of fiscal year is the calendar year.
- d) The signing officers for the Centre accounts will be the Treasurer and the Centre Co-ordinator with the Operations Board Chairperson, Assistant Treasurer and Secretary as additional signing officers – a total of five. Two signatures are required, one of which must be that of the Centre Co-ordinator.
- e) The payee of any cheque must not be a signator.
- f) The signing officers and financial information for the ROMAC Council and the IROAC and QEPOAC Advisory Committees are outlined in their Terms of Reference.
- g) In the event of the dissolution of either the Oakville Seniors Centre or the Colborne Centre after payment of any liabilities, all monies held in that Seniors’ Centre’s name shall be deposited in the general account of the remaining Centre. The fixed assets shall be transferred to a remaining Centre, in the event of the dissolution of one satellite location, after payment of any liabilities as determined by the Policy Review Board.
- h) In the event of the dissolution of both Centres, after payment of any liabilities, all the remaining assets shall revert to the Corporation of the Town of Oakville and

be disposed of as approved by Council and benefiting other charitable organizations associated with Seniors.

**Article XV - Insurance**

- a) While performing duties as specified in their position, volunteers are covered by the town's liability insurance against claims from third parties. Volunteers are not covered for personal injury, theft, breakage and vandalism of property.
- b) Volunteer drivers must carry at least two million dollars in personal liability insurance.
- c) Volunteers must immediately report any accident, injury and or damage to property of others, regardless of the severity, to their immediate supervisor.

**Article XVI - Property and Equipment**

- a) Three classes of property and equipment distinguished by ownership shall be recognized at the Centres and satellite locations:
  - Class 1- purchased by the Town of Oakville
  - Class 2- purchased collectively by the seniors or donated to the Centres in the name of the Operations Board
  - Class 3- for use by a particular Centre Group, held in custody of the Centre.
- b) The repair or replacement of property and equipment shall be the responsibility of the owner as designated above – in the case of Class 2 and Class 3 it is the Operations Board, IROAC and QEPOAC Advisory Committees and ROMAC Council.

Responsibility for repair and maintenance of Class 3 rests with the donating group. Upon dissolution of the Group, the property will be reclassified as Class 2 and administered accordingly.
- c) 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 Centre Operations Board, IROAC and QEPOAC Advisory Committees or ROMAC Council.

- d) The Operations Board and IROAC and QEPOAC Advisory Committees and ROMAC Council may dispose of, as it sees fit, any of its property and equipment.
- e) No piece of equipment belonging to the Town of Oakville or either of the Operations Boards shall be removed from the premises by any member without having obtained permission from the Centre staff person. The member shall reimburse the Centre for any damage or loss.
- f) An up to date inventory shall be kept of each Centre's assets.

**Article XVII - Role of Seniors Services Staff**

- a) Town Council is the governing body for all municipally owned operations and has the final say in decisions. It also bears the responsibility and liability for problems that may arise in the operation of the Centres.
- b) Seniors Services staff positions are employees of the Town and are responsible to Town Council. The Town establishes wage levels and benefits and Town human resources policies apply to these employees.
- c) Seniors Services staff enable and facilitate the participation of older adults in the operation, programs and activities of the Centres.
- d) Seniors Services staff will determine Centre programs based on a collaborative process with the Operations Boards.
- e) Senior Services staff will be responsible for the overall management of the Centres.

**Article XVIII - Usage of the Centres**

- a) Seniors Services staff will arrange for all scheduling of the Centres including outreach or extension programs. Any Oakville older adult group, club or Centre member is welcome to use the Centre during non-scheduled times, but must make application to the Seniors Services staff. Rental charges, as determined by the Town of Oakville, are set for non-regular usage of the Centre.
- b) The Operations Board, ROMAC Council and IROAC and QEPOAC Advisory Committees, in cooperation with Seniors Services staff, will attempt to sponsor the widest range of activities consistent with expressed interest, financial resources and the availability of space and time. Members and their Centre-based activities shall have priority over other groups in the use of the Centre. All groups shall be required to give as much advance notice as possible for special bookings.

**Article XIX - Seniors Services Organizational Chart**

