



**Exshaw Community Association - POLICIES** Adopted by Board on November 28, 2018

**P1. PRIVACY POLICY**

1.1 Board members must keep confidential all information pertaining to matters dealt with by the Board. This includes board meeting minutes, agendas, reports to the Board and associated documents, and information contained in those documents. The obligation to maintain confidentiality continues to apply even after a person has left the Board. Maintaining confidentiality as a general rule will also help ensure observance by Board members of the following legal duty:

*A person who obtains information because they are, or have been, a member of the Board must not improperly use the information to: -gain an advantage for themselves or someone else; or to cause detriment to the organization.*

1.2 If a request is made for access to one or more Board Papers\*, the Board may on a case by case basis resolve to provide access to the document/s. In considering this request, the Board will have regard to:

1.2.1 the importance of maintaining confidentiality to facilitate effective board meetings;

1.2.2 the importance of complying with the law – including privacy law - and recognizing that the law sometimes creates duties to disclose or protect information;

1.2.3 whether the person requesting the document is a member, and the important role of members in holding the Board accountable; and

1.2.4 the need to be consistent in the way that documents are treated, and the consequence of establishing any precedents or expectations.

**P2. IN CAMERA POLICY**

2.1 In camera sessions provide the board of directors an opportunity to dialog in private, with or without other members present, on sensitive matters about legal issues, hiring, evaluations, strategies, or firing of personnel.

2.2 In camera discussions are not recorded in the regular board meeting minutes. Document the time an in-camera session starts and finishes, as well as the motion to go into and out of camera which will be noted in the regular board meeting minutes.

**P3. CONFLICT OF INTEREST POLICY**

3.1 Members of the Association's board of directors and staff are expected to operate according to high ethical standards. This includes recognizing that conflicts of interest exist, have the potential to inhibit the wisdom of particular decisions, and possibly damage the organization's reputation.

3.2 Conflicts of interest exist where a person:

3.2.1 Has, or is perceived to have, a personal, family or business interests that might benefit from a decision in which he/she the involved in making or is able to influence those making it.

3.2.2. Is involved with a competing or sister organization that may result in a divided loyalty in the context of making a decision

3.2.3 Voting for or against, or arguing for or against, a particular outcome may influence a decision.

3.2.4 Limiting the options being considered may also influence it. We recognize that not all conflicts of interest are rooted in financial benefit. Examples of possible conflict of interest situations with respect to our Association include:



## Bylaws of Exshaw Community Association - Society 8719

- 3.2.5 A board member has a personal or business relationship with the Association as a supplier of goods or services or as a landlord or tenant
- 3.2.6 A major funder or donor has a position on the board even if it is a non-voting one.
- 3.2.7 *Conflicts of interest are unavoidable and should not prevent an individual from serving as a director or as staff member unless the extent of the interest is so significant that the potential for undue influence is present in a large number of situations.*

### **P3.3 Procedure for Handling a Conflict of Interest**

#### **3.3.1 Disclosure:**

Members of the board have a duty to disclose any personal, family, or business interests or other community involvements, that may, in the eyes of another person, influence their judgment. Directors shall disclose conflicts of interest to the board; the executive to the board.

Board members are expected to disclose potential conflicts, if anticipated, prior to their nomination or election. Otherwise they are obliged to disclose them when the circumstances arise. They should be disclosed to the board chair or to the whole board.

The board itself may want to disclose specific director conflicts of interest to members, staff, funders and external stakeholders where that interest may, in their judgement, affect the reputation or credibility of the organization. Such disclosure may be made in a formal and confidential communication.

#### **3.3.2 Determination of Conflict:**

The board or executive director should assess the presence of a conflict of interest, or the perception of one, and determine what actions, if any, are appropriate to address the situation.

Minutes of board or meetings should reflect when a board member discloses that s/he has a conflict of interest and how the conflict was managed. Normally this will involve a discussion on the matter without the board member in the room, which should be recorded in the minutes, and a vote, where the interested board member, if he/she has returned, abstaining.

### **P4. CONFLICT AND COMPLAINT RESOLUTION POLICY**

4.1 Conflict and complaint Resolution Policy is intended to:

- 4.1.1 Provide the opportunity to resolve a conflict or complaint quickly, fairly and without reprisal;
- 4.1.2 Improve communication and understanding between E.C.A Members and community;
- 4.1.3 Preventing and resolving conflicts and complaints;
- 4.1.4 Identify organization policies and procedures which need to be clarified or modified;
- 4.1.5 All requests for conflict resolution, complaints and appeals shall be fully investigated and a reply will be given as quickly as possible.

#### **P4.2 Informal conflict resolution and complaint procedure**

- 4.2.1 Member who experience a conflict or who have a complaint should first submit it to the agenda item up for discussion at the next E.C.A meeting. In some situations this may be difficult. In these cases, the E.C.A. may request a meeting with all involved to discuss the problem.
- 4.2.2 The E.C.A will review the merits of the conflict resolution request or complaint, and will discuss proposed plan of action.




## Bylaws of Exshaw Community Association - Society 8719

- 4.2.3 If the member is not satisfied with the informal resolution of the problem, he or she may proceed by putting in a formal complaint.

### **P4.3 Formal conflict resolution and complaint procedure**

- 4.3.1 Members who have a complaint or require E.C.A intervention in relation to a conflict and wish to initiate the formal problem resolution process must prepare written documentation, with supporting details, of the conflict situation or complaint and submit it to be reviewed.
- 4.3.2 The E.C.A will investigate the merits of the conflict resolution request or complaint.
- 4.3.3 Within five (5) working days of receiving the conflict resolution request or complaint, the E.C.A will complete the investigation and prepare a written response. The E.C.A will forward a copy of the response along with a request that the member sign and date the copy to confirm he or she has received the reply and agrees or disagrees with the plan of action.
- 4.3.4 If the Member agrees with the recommended plan of action, the E.C.A. will send a copy of the signed reply.
- 4.3.5 If the conflict or complaint has not been resolved to the Member's satisfaction the Member can request the complaint be investigated by the most senior executive. The decision and recommendations made by the most senior executive will be final.

Accepted at the November 28, 2018 Board Meeting.

  
\_\_\_\_\_  
President

  
\_\_\_\_\_  
Treasurer



## **Exshaw Community Association – Board Role Descriptions**

Adopted by Board on November 28, 2018

Exshaw Community Association is a society with individual volunteer positions. Each role is important for the success of the society.

### **E. EXECUTIVE Role Descriptions**

#### **E.1 President:**

##### **E.1.1 Responsibility**

The President is, first and foremost, responsible for the effective functioning of the board in its role of governing the Association. All other duties are secondary.

##### **E.1.2 Primary Duties:**

In addition to the duties of every board member, the president is responsible for:

- Participating in the preparation of the board's meeting agenda
- Chairing all meetings of the Board of Directors
- Reviewing meeting minutes
- Enforcing rules of conduct as they apply to the board and its individual members
- Coaching members of the board
- Ensuring there is a process to evaluate the effectiveness of the board
- Serving as spokesperson
- Ensuring full and timely communication with members of the board
- Ensuring the effectiveness of governing committees
- Preparing for and chairing the annual general meeting (AGM)
- The preparation of an annual statement from the board (board or governance report) for presentation at the AGM and inclusion in the annual report
- Co-signing contracts on behalf of the Association
- Serve as a co-signer of cheques with the Treasurer

##### **E.1.3 Secondary duties**

The chair may, with greater regularity than other members of the board:

- Prepare recommendations for board consideration
- Prepare recommendations to the members for changes to by-laws
- Represent the association at community meetings and events

##### **E.1.4 Qualifications**

The chair must have:

- A commitment to, and a clear understanding of the mission of the organization
- Knowledge of meeting procedures, governance policies and by-laws of the Association
- Sufficient time to devote to his/her primary duties
- Member of the association

#### **E.2 Vice President:**

##### **E.2.1 Responsibility**

The Vice President is, first and foremost, responsible for the effective functioning of the board in its role of governing the Association. All other duties are secondary.



## Bylaws of Exshaw Community Association - Society 8719

### E.2.2 Primary Duties:

The President and Vice President as co-chairs will, in consultation with one another, decide on how best to share and divide their responsibilities in respect to

- Chairing board meetings and other association meetings (i.e. AGM, General and Special meetings)
- Setting the agenda for monthly board meetings in consultation with President, secretary and treasurer
- Preparing and reporting to the AGM on the activities of the Board of Directors.
- Preparing and circulating annual board calendar.
- Encouraging board participation in strategic planning and organizational fundraising events.
- Monitoring board dynamics and supporting, guiding and coaching fellow board members inside and outside of board meetings
- Participating in board succession planning (recruitment, nominations and orientation).
- Serving as signatory for certain organizational documents.
- Serving as public spokespersons for the Association when needed.
- Representing the organization at external events
- Acting as a support and resource for the President on organizational issues
- Serve as a co-signer of cheques with the Treasurer

### E2.3 Secondary duties

The co-chairs may, with greater regularity than other members of the board:

- Prepare recommendations for board consideration
- Prepare recommendations to the members for changes to the by-laws

### E2.4 Qualifications:

- Facilitation and meeting chairing experience and skills
- Previous board experience
- Member of the association

## E.3 Secretary

### E.3.1 Responsibilities

The Secretary will work closely with the President and Vice President and The Association meetings. The secretary of the board shall be responsible for ensuring:

### E.3.2 Primary Duties:

- The creation and timely distribution of agenda for Board meetings) and Association membership meetings (e.g. annual general meeting)
- The accurate recording and distribution of the minutes of Board of Directors meetings. (The minutes should reflect that the format and level of detail that the Board has determined)
- The creation and maintenance of an up-to-date board planning calendar outlining matters to be on the board's agenda over the course of a year
- Maintenance of a full contact list of board members including board member appointment dates, term of appointments and board member bios
- In the event that the Secretary is unable to attend a meeting where minutes or notes are to be taken, it is the secretary's responsibility to find an alternate.

### E.3.3 Secondary Duties

- The updating, maintaining and safe storage of the Association's Minute Book and other legal documents



## Bylaws of Exshaw Community Association - Society 8719

- Oversight of the Association's incorporation and charitable registration status and the facilitation of all annual filings of required reports and information.
- The maintenance of a file or manual of governance policies and a systematic schedule for their review as determined by the board.
- The maintenance of an up-to-date list of members of the Association
- The management of external correspondence and ensuring that requests made of the Board of Directors, or relevant to the governance of the Association, is reported and responded to in a timely manner
- The accurate recording and distribution of the minutes of the Association's Annual General Meeting.
- Serve as a co-signer of cheques with the Treasurer
- Pick up & distribute ECA mail

### E.3.4 Qualifications

The secretary ought to have:

- A commitment to, and a clear understanding of the mission of the organization
- Knowledge of the meeting procedures, decision-making rules, governance policies and the bylaws of the Association
- An adequate level of writing proficiency and access to a computer with Word Processing.
- be a Member of the association

## E.4 Treasurer

### E.4.1 Responsibilities

The treasurer will offer guidance to the President and the Bookkeeper in ensuring good fiscal planning, decision-making and oversight.

### E.4.2 Primary Duties:

- Oversee the development of high-level financial policies and their review by the board
- Assist in the preparation of the annual budget and its presentation to the board for review
- Assist in the preparation of grant applications with other board members input
- Ensure that the appropriate monthly or quarterly financial statements are reviewed by the board
- Ensure that the board regularly monitors the organization's financial performance and alerts it to any important discrepancies between planned and actual figures
- Ensure that the organization maintains the appropriate financial books and records and that these are accurate and up-to-date
- Ensure that government tax filings and remittances are submitted on a timely basis
- Ensure that payroll and other liabilities are settled in a timely manner
- Serve as a co-signer of cheques with at least one another signing officer
- Ensure that excess funds and reserves are properly held and invested
- Meet with the internal auditors annually, or more often if needed, to identify any financial control and record keeping problems or deficiencies and oversee action by the President and Bookkeeper to address them
- Recommend to the board the need for a review or renewal of the auditing services provided
- Assists the President with the development and presentation of the annual report
- Present or co-present the organization's financial report and recommend appointment or reappointment of auditor at the Annual General Meeting
- Helps, along with the President, keep the board informed of important financial events, trends, and issues relevant to the organization



## Bylaws of Exshaw Community Association - Society 8719

- make bank deposits of rentals and gym fees, update PayPal invoices with payments received by mail.

### E.4.3 Qualifications

- Commitment to the organization's mission and strategic directions
- A understanding of, and experience with, good financial management and reporting practices
- An appreciation of the kind and level of financial information needed at a board level to support decision making
- An ability to commit the time required to fulfill the responsibilities described
- Be a Member of the association

## B. BOARD MEMBER Role Descriptions

### B.1 Recreation Grounds Rentals Coordinator:

- Receive email enquiries for potential rentals of the ball diamond and group rentals of campground and ball diamond
- answer questions, send rental agreements and invoices, book on RecRentals Calendar (using Gmail, Google docs, calendar, PayPal)
- coordinate between renters and MD for on street camping permissions and temporary development permits, noise bylaws.
- receive and verify required insurance and ALCB permits, arrange to refund Damage Deposits as applicable
- liaise with Recreation Grounds Supervisor and Maintenance Coordinator regarding renters issues and repairs and maintenance needs.

### B.2 Community Hall/Kitchen Rentals Coordinator:

- Receive email enquiries for potential rentals of the community hall and commercial kitchen
- answer questions, send rental agreements and invoices, book on appropriate online Calendar (using Gmail, Google docs & calendar, PayPal)
- coordinate with renters for pre and post rental walk-through, keys.
- receive and verify required liability insurance, safe food preparation certification and ALCB permits, arrange to refund Damage Deposits as applicable
- liaise with Maintenance Coordinator regarding renters' issues and repairs and maintenance needs
- liaise with Cleaner, Summer lawn mowing and winter snow removal contractors.
- liaise with Heart Mountain Go-Getters for use of their space.

### B.3 Multimedia Room Rentals Coordinator

- Receive email enquiries for potential rentals of the Multimedia room
- answer questions, send rental agreements and invoices, book on appropriate online Calendar (using Gmail, Google docs & calendar, PayPal)
- coordinate with renters for pre and post rental walk-through, fobs and codes.
- receive and verify required liability insurance and ALCB permits, arrange to refund Damage Deposits as applicable.
- liaise with Maintenance Coordinator regarding renters' issues and repairs and maintenance needs

### B.4 Gym Coordinator:

- Respond to any inquiries VIA email regarding gym membership
- Facilitate any memberships and fob distributions



## Bylaws of Exshaw Community Association - Society 8719

- Ensure all equipment is functioning properly and no safety hazards.
- Report back to the E.C.A with any broken equipment or replacements as needed
- Report to the E.C.A with pictures and progress for a submission in any upcoming newsletters and promotions.

### **B.5 Social Media/Events Coordinator:**

- Regularly post on social media to advertise upcoming events/amenities
- Answer Queries through Facebook page
- Organize and prep flyers along with organizing deliveries
- Research and organize promotion for rentals
- Discuss upcoming events
- Report to E.C.A with events and ideas and coordinate with the E.C.A for calendar of events
- Report to the E.C.A with pictures and progress for a submission in any upcoming newsletters and promotions.

### **B.6 Ball Diamond Maintenance Coordinator:**

- Facilitate volunteers for weed control, watering and lawn mowing.
- Monitor and fixing any holes in the fencing surrounding the diamond.
- Report to the E.C.A with pictures and progress for a submission in any upcoming newsletters and promotions.
- Report to the E.C.A with any issues or concerns

### **B.7 Rink Coordinator:**

- Facilitate volunteers for sweeping and snow removal.
- Monitor that there are no safety hazards
- Report to the E.C.A with pictures and progress for a submission in any upcoming newsletters and promotions.
- Report to the E.C.A with any issues or concerns

### **B.8 Community Garden Coordinator:**

- Track and facilitate community garden boxes
- Keep community garden clean and tidy
- Ensure the functionality of the garden.
- Report to the E.C.A with pictures and progress for a submission in any upcoming newsletters and promotions.
- Report to the E.C.A with any issues or concerns

### **B.9 Member at Large:**

- Receives all E.C.A emails and correspondence
- Participates in meeting and volunteering opportunities
- Can give input into upcoming events and decisions

### **B.10 Maintenance Coordinator:**

- Coordinate regular annual inspections and maintenance of fire extinguishers, wheelchair lift, furnaces, and other appliances
- Spring runoff/high water table preparations and monitoring





## Bylaws of Exshaw Community Association - Society 8719

- Follow up and perform or contract regular building maintenance issues as reported in building issues log book or by email.
- Coordinate and provide estimates for building and maintenance projects with qualified contractors as directed by the Board of Directors

### **B.11 Recreation Grounds Supervisor:**

- On site coordination and supervision of rentals in the campground and ball diamond as arranged by the Rentals Coordinator
- liaise with Recreation Grounds Rentals coordinator and Maintenance Coordinator regarding renters issues and repairs and maintenance needs.
- coordinate with renters for pre and post rental walk-through, keys.
- Ensure sites are cleaned by last users and ready for the next renter
- Collect overnight camping fees (non- group rentals) in the campground, retain records of camping fees and payments for minor repairs and maintenance, submit with fees to treasurer monthly
- Ongoing maintenance and supervision of the Recreation Grounds as laid out in contract for services.
- Receives all E.C.A emails and correspondence
- Participates in meeting and volunteering opportunities
- Can give input into upcoming events and decisions

### **B.12 Heart Mountain Go-getters Liaison:**

- Assign a member to participate in E.C.A meetings
- Report with events or information and maintenance issues to the E.C.A
  - President: Ruthie Oltmann (chairs meetings; designs activities list; miscellaneous)
  - Vice-President/Secretary: Fran DeBeer (takes minutes of meetings; fills in as chair when necessary)
  - Treasurer: Cliff Hansen (usual treasurer duties)

### **B.13 Community Liaison (MD Bighorn, Lafarge, Legion, Heart Mountain Store)**

- Participate in E.C.A meetings as applicable
- Report with events, issues or information to the E.C.A

Accepted at the November 28, 2018 Board Meeting.



---

President



---

Treasurer



## Bylaws of Exshaw Community Association - Society 8719

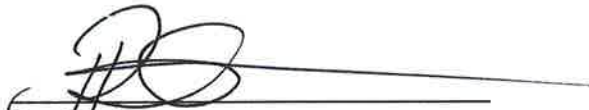
### Exshaw Community Association - CODE OF CONDUCT Adopted by Board on November 28, 2018

The Board of Directors is committed to teamwork and effective decision-making.

Board Members will:

1. Endeavour to represent the broader interests of members and/or Exshaw Community.
2. Seek to balance their contribution as both an advisor and learner.
3. Refrain from trying to influence other board members outside of board meetings that might have the effect of creating factions and limiting free and open discussion.
4. Be willing to be a dissenting voice, endeavor to build on other director's ideas, offer alternative points of view as options to be considered and invite others to do so too.
5. On important issues, be balanced in one's effort to understand other board members and to make oneself understood.
6. Once a board decision is made, support the decision even if one's own view is a minority one.
7. Respect one another's chance to speak.
8. Respect the functionality of the meetings and bring any items to the attention of the agenda.

Accepted at the November 28, 2018 Board Meeting.

  
\_\_\_\_\_  
President

  
\_\_\_\_\_  
Treasurer