

REPORT



TO: Mayor Avis and Council

FROM: Jason Kabel, Manager of Community Services

DATE: September 18, 2014

RE: Sister Kennedy Centre Policies and Procedures

In the fall of 2013 the Sister Kennedy Centre board struck an ad-hoc committee to develop policies and procedures that were long past due for the centre. It is comprised of three (3) board members and the Community Services Manager; Irene Laing, George Bell, Shirley Nault, and Jason Kabel. Because there weren't any previous policies in place that guided the direction or decision making of the centre, the committee embarked on the task armed with policies from the Thunder Bay 55 plus centre. The committee used their policies as a guide for the development of the policies attached:


1. Purpose & Operating Values
2. Executive Roles
3. Complaint Policy

These policies have been posted with various amendments on the bulletin board at the Centre since November for the committee to garner feedback from the patrons of the Centre. The committee had received a few submitted suggestions for the policies that it has incorporated in subsequent revisions. On May 27, 2014 the board held a special meeting at the request of some of the patrons of the Sister Kennedy Centre to review the policies in fine detail. A laptop and screen were set up and each policy was read aloud carefully word-for-word for any participants in the gallery to have opportunity to speak to their concerns with any one policy. One member in attendance said he had several concerns and requested 5 days to respond to the board with a list. To date, the board has not received the concerns as suggested after the May 27th special meeting and has not received any further recommendations/concerns to specific items in the policies as presented.

Recommendation

The Community Services Executive Committee recommends to Mayor and Council to endorse the attached policies for the Sister Kennedy Centre as approved by the Sister Kennedy Centre board on September 9, 2014.

Respectfully Submitted,



Jason Kabel

Council approval of this report will endorse the following policies for the Sister Kennedy Centre as approved by the Sister Kennedy Centre board on September 9, 2014:

1. Purpose and Operating Value
2. Executive Roles
3. Complaint Policy

THE TOWN OF FORT FRANCES

Section: Sister Betty Kennedy Centre

Policy: Purpose & Operating Values

Creation Date: May 27, 2014

Resolution Number:

Policy Number:

The Sister Betty Kennedy Centre is operated by the Town of Fort Frances through the Community Services Division, Sister Kennedy appointed Board, and the volunteer manager of the Centre. The Board for Sister Betty Kennedy Centre consists of five members appointed by Town Council for two year terms. Each appointed member of the board is allowed a maximum of four consecutive terms of two years before having to step down for one year. At the first meeting of each new Board the Board will elect a Chair, Vice-chair and Secretary. At the inaugural meeting of each new Board the Manager of Community Services will serve as Chair until the new executive is elected. The Town also appoints two Councillors who are voting members. The Manager of Community Services is an ex-officio member and serves as the Board's primary contact with the Town.

Mission Statement:

To be the hub for social and recreational activities for seniors in Fort Frances and district.

Purpose of the Centre

Sister Betty Kennedy Centre's aim is to provide a variety of services and activities that meet the interests, concerns and needs specifically identified by older adults (55 years and over) as well as people with disabilities who are under the age of 55 and their attendants with permission of management. These services and activities are intended to enhance leisure and recreational opportunities, provide fellowship and individual independence. Seniors from the district are encouraged to attend.

Operating Values

The Centre places high emphasis on welcoming all participants regardless of race, religion, ethnic origin or ability in an open, non-judgmental manner so that they may pursue the social/recreational/educational activity of their choice.

The Manager and volunteers recognize that an individual's desire to participate ranges from infrequent visits to being heavily committed and providing leadership in the operation of the Centre. The Centre will encourage and attempt to involve everyone at their desired level of involvement.

FINAL DRAFT

The Centre seeks to achieve the following outcomes:

- To assist the improved mental and physical health of older adults and encourage optimal levels of mental and physical ability.
- To assist older adults in the community to gain access to a wide range of recreational, social and health services that may be offered within the Centre and elsewhere in the community.
- Help individuals to gain the skills, knowledge and ability necessary to maintain independence, well-being, self-worth and an increased sense of life satisfaction, interest and enjoyment.
- Enhance opportunity for social interaction and inclusion.
- Create an atmosphere of respect and friendship that enables older adults to assume responsibility for their own well-being and the well-being of their peers.

THE TOWN OF FORT FRANCES

Section: Sister Betty Kennedy Centre

Policy: Executive Roles

Creation Date: May 27, 2014

Resolution Number:

Policy Number:

Attributes of Board Members

Board members should display loyalty, reliability, responsibility, enthusiasm, co-operation, be able to maintain confidentiality, and able to work as a team player. They should possess a combination of knowledge, experience and expertise related to recreation and leisure and should have a demonstrated interest in enhancing the quality of life through recreation services and programs.

Role of the Board Member

Attend all scheduled meetings (typically ten per year). Three unexcused consecutive meetings by a member shall result in replacement of a member. A new appointee would be sought from Council.

- Represent the interests of the community and the Centre's users.
- Bring forward ideas for program and activity expansion
- Participate in centre activities
- Ensure prudent fiscal responsibility
- Provide input to the Manager for operation of the Centre
- Participate in problem solving
- Participate in evaluation of the Manager
- Be an advocate of the Centre
- Convey a positive image of the Centre to the community
- Avoid having any pecuniary interest directly or indirectly in any contract or work relating to the operations or functions of the board.

Role of the Chair

In addition to the role of a member the Chair shall:

- Organize Board meetings
- Chair Board meetings & ensure Robert's Rules of order are followed
- Represent the Centre externally and internally
- Ensure the agenda package is available to board members the Friday before the meeting (with secretary's assistance).

Role of the Secretary

In addition to the role of a member the Secretary shall:

- Record and distribute the minutes of all meetings.
- Post minutes of meetings on the bulletin board at the Centre.
- Prepare correspondence on behalf of the Board.

Role of the Treasurer

The town treasurer shall serve as treasurer to the board.

Role of the Volunteer Manager

The Manager is appointed by the Sister Betty Kennedy Board, reports to the Board, is evaluated by them, and cannot be a member of the board.

- Recruits, organizes and trains volunteers for kitchen and programming
- Orders supplies
- Organizes special events
- Organizes cleaning and maintenance
- Ensures that bills and documentation are brought for payment to the Community Services Manager.
- Ensures that all of the Town's applicable policies are adhered to
- Deals with all the Centre's correspondence and when necessary refers correspondence to the Board
- Attends Board meetings as a non-voting member
- Liaises with other community groups and district senior centres
- Promotes and advertises the Centre and its programs

Quorum

The quorum for a meeting will be a majority of the Board, four of seven members.

Committees

The Board may set up standing committees which will stay in place for the duration of the term of the Board. It may also elect to set up ad hoc committees which are tasked with a single assignment and whose job is finished when the assignment is finished.

THE TOWN OF FORT FRANCES

Section: Sister Betty Kennedy Centre

Policy: Complaint Policy

Creation Date: May 27, 2014

Resolution Number:

Policy Number:

Purpose

To ensure a fair and timely response to member complaints.

Definition

Complaints are matters or situations that the Centre can take action to rectify involving:

- A situation involving a hazard to health and safety
- Situations that reflect badly on the Sister Betty Kennedy Centre
- Situations of unnecessary inconvenience to patrons
- The manner in which a situation has been handled

This is distinct from a request for service such as a new program or increase in hours of operation.

Procedures

All complaints are to be recorded on the attached form which is available from the volunteer staff at the kitchen or from the Volunteer Manager.

The Volunteer Manager shall contact the complainant as soon as possible but in no case later than two business days to receive/or provide additional information.

If the Volunteer Manager is able to find a resolution to the complaint that is satisfactory to both parties the matter may be settled and the information sent to the Board for approval.

If the matter cannot be solved by the Manager the complaint should be forwarded to the Board for further discussion and to find a resolution to the problem. All complaints and their resolution will then be sent to the Manager of Community Services.

Upon resolution of the complaint the completed form will be forwarded to the Town of Fort Frances Service Coordinator at the Civic Centre.

All complaints will be forwarded to the Sister Betty Kennedy Centre Board as an information item at their monthly meeting.