

Lagoon City Community Association Policy Manual

**Revised and approved by
the LCCA Board of Directors,
as of September 17, 2024.**

Companion Document to the LCCA Articles and By-Laws, amended
and approved by the LCCA Membership at the Annual General
Meeting on October 14, 2023



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Note: Throughout this document, the Annual General Meeting of the Corporation will be referred to as the AGM and the Semi-Annual General Meeting will be referred to as the SAGM.

Policy 1 PURPOSE

The purpose of this manual is to set guidelines for the day-to-day operations of the Lagoon City Community Association. Additionally, the Policy Manual allows the LCCA Board of Directors to test proposed changes to the By-laws of the Corporation before being approved as a By-law by the LCCA Board of Directors and ratified by the general membership.

Policy 2 SEAL AND COLOURS OF THE CORPORATION

The Seal shall be as imprinted on the official copy of the Articles and of the By-laws of LCCA. The official colours of LCCA shall be Blue and White.

Policy 3 HEAD OFFICE

The Head Office of the Corporation shall be at 84 Laguna Parkway in the community of Lagoon City, in the Township of Ramara, in the County of Simcoe, in the Province of Ontario and at such place therein as the Directors of the Corporation may from time to time determine.

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Policy 4 GOVERNANCE AND DUTIES

Policy 4-1 Board Positions

To form an operational Executive of LCCA, at least four of the following positions must be filled:

- President
- Vice President
- Secretary
- Financial Director
- LCCB President
- Past President

To form an operational Board of Directors, there must be a minimum of six to a maximum of thirteen elected members, which includes the Executive and the following positions:

- Membership Director
- Communications Director
- Social Director
- Booking Director
- Council Liaison
- Director At Large (Two Positions)

Non-Voting Directors:
Project Directors

Policy 4-1a Vacancies on the LCCA Board Of Directors

- 1 Vacancies on the LCCA Board of Directors, however caused, may be filled on an interim basis by the President and Directors from among the qualified members of the Corporation, if they shall see fit to do so. Otherwise, such vacancy shall be filled at the next AGM of the members at which the Directors for the ensuing year (term) are elected.
- 2 Where the LCCA President and Board of Directors appoints a member of the Corporation to fill a vacant position on the Board, on an interim basis, such person shall have no vote on the LCCA Board of Directors until such appointment has been approved by the membership. Such approval can be obtained at the next meeting of the membership, such as the SAGM.
- 3 In lieu of a membership meeting not taking place before the AGM, an approval process may take place by the LCCA Board of Directors, President or Vice President calling a general meeting of the members of the Corporation. Notice of the time and place of such meeting shall be given to each member by sending the notice by electronic mail, newsletter, posted on the members' bulletin boards, or posted on the LCCA website ten days before the date affixed for holding of such meeting. (Refer to LCCA By-law 11-8)

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- 4 In the event that the number of vacancies is such that there are less than 6 Directors on the LCCA Board, then a general membership meeting will be called to fill the vacancies promptly, in order to maintain quorum.

Policy 4-1b Nominations

- 1 All nominations for those wishing to be elected to the LCCA Board of Directors should be submitted to the Nominating Committee. Members of the existing LCCA Board of Directors are not required to be nominated again. For specifics on the nomination process, please refer to By-law 6-4, Part 1.
- 2 Any member applying for a position on the LCCA Board of Directors may proclaim at their discretion their preferred position. The LCCA Board of Directors' selection are as described in By-law 6-5, meaning said candidate might not be assigned to their preferred LCCA Board of Directors position.
- 3 The names of any new candidates for the LCCA Board of Directors will be published in the September newsletter by the nominating committee.

Policy 4-1c President Vacates Office

If for any reason during the President's term of office the President resigns, the Vice-President shall step forward and assume the position of Interim President until the next meeting of the membership. If for whatever reason the Vice-President cannot assume the role of Interim President or there is no Vice-President to step up to the position, then the remaining board members amongst their number must appoint an Interim President.

Policy 4-2 Executive Committee

- 1 The Executive Committee consists of the President, Vice-President, Secretary, Financial Director, LCCB President and the Past President. The Past President shall have no vote on the Executive Committee.
- 2 The purpose of the Executive Committee is to discuss and make decisions on items that could be of a sensitive nature, a legal situation or where time is of importance.
- 3 Any resolution passed by the Executive Committee must be of a majority vote of the executive members.
- 4 The Past President does not have a vote, as they are not an elected Director. In most instances, the President would hand the chair over to the Past President, which allows the President to have a vote. The Past President should be the person on the Executive Committee with the most knowledge not only of the day-to-day operations and history, but most importantly the By-laws and policies of the Corporation.
- 5 Any decision by the Executive Committee must be communicated to LCCA Board members immediately after a decision has been made. It shall be the responsibility of the Secretary to pass such information on to the LCCA Board of Directors.

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- 6 Any decision regarding an individual shall be passed on to that individual by the President, President Designate or by registered letter within a reasonable time as set by the Executive Committee.
- 7 An Executive Committee meeting can only be called by the President of the Corporation. At the discretion of the President, any one LCCA board member may request such a meeting. The President may request the board member to participate in the meeting but they shall have no vote.

Policy 4-3 Conflict of Interest

- 1 As per the Ontario Not-For-Profit Corporations Act (Refer to Act 2010 (ONCA) Section 4, a Director who is a party to a material (financial or personal) contract or transaction or proposed material contract or transaction with the Corporation or is a director or officer of, or has a material interest in, any person who is a party to a material contract or transaction or proposed material contract or transaction with the Corporation shall make the disclosure required by the Ontario Not-for-Profit Corporations Act. Except as provided by the Act, no such Director shall attend any part of a meeting of Directors during which the contract or transaction is discussed or vote on any resolution to approve any such contract or transaction.
- 2 Additionally, a Director, who is in any way directly or indirectly interested in a contract or transaction, or proposed contract or transaction with the Corporation, shall make the disclosure required by the Ontario Not-for-Profit Corporations Act. (Refer to Act 2010 (ONCA) Section 41). Except as provided by ONCA, no such Director shall attend any part of a meeting of Directors or vote on any resolution to approve any such contract or transaction.

Policy 4-4 Duties of Directors

Part 1 President

The President will:

- 1 Be charged with the general management of the affairs and operations of the Corporation.
- 2 Be the chief executive officer of the Corporation and is the sole guardian of the seal of LCCA and has full authority to determine when it is used.
- 3 Attend all meetings of the membership and LCCA Board of Directors
- 4 Preside, when present, at all meetings of the members of the Corporation and meetings of the LCCA Board of Directors, of which they are the chair.
- 5 Prepare and provide a report at the AGM, SAGM and any other general membership meeting.
- 6 In conjunction with the Secretary, set the agenda for those meetings in which they will be the chair.
- 7 Review the minutes of the previous meeting, as prepared by the Secretary, before distribution to the board or general membership.
- 8 Be a signing officer of the Corporation.

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- 9 Be an ex-officio officer of all standing committees and sub committees of the Corporation and shall attend such meetings when requested.
- 10 Have the power to appoint extra committees and or persons to accomplish other activities in conjunction with the activities of the LCCA Board of Directors.
- 11 Be the spokesperson for the Corporation and shall have the sole authority to issue statements on behalf of the Corporation. The President may appoint any member to reply to specific correspondence on their behalf.
- 12 Respond to all enquiries, complaints or concerns from members of LCCA, or appoint a designate to carry out this duty.
- 13 Write a President's message for each issue of the newsletter.
- 14 Sit as a member of the nominating committee.
- 15 Have served a previous term on either the LCCA or LCCB Board, unless there are mitigating circumstances.
- 16 Perform other duties, as requested by the LCCA Board.

Part 1A Term of Office

The President shall serve a term of one year to a maximum of two consecutive years and is automatically elected to the LCCA Board of Directors the second year of their term if they accept to do so. In the event of no qualified candidate stepping forward for this position, the President, at the request of the LCCA Board, may serve up to one additional year, for a total of three years.

Part 2 Vice-President

The Vice-President will:

- 1 Assist the President in their duties in the operation of the Corporation.
- 2 During the absence or inability of the President to perform their duties, take over the Presidential responsibilities.
- 3 Attend all meetings of the membership and LCCA Board of Directors and prepare a report for such meetings, as needed.
- 4 Attend the SAGM and AGM and prepare a report to be presented to the membership, as needed.
- 5 Perform other duties, as requested by the LCCA President and/or the LCCA Board.

Part 2A Term of Office

The Vice President shall serve a term of one year to a maximum of two consecutive years and is automatically elected to the LCCA Board of Directors the second year of their term if they accept to do so.

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Part 3 Secretary

The Secretary will:

- 1 Attend all meetings of the membership and LCCA Board of Directors and record all facts, minutes of all proceedings, and file them for record retention. The Secretary will arrange for a replacement if they are unable to attend a meeting.
- 2 With the LCCA President, set the agenda, place and time for all meetings of the LCCA Board of Directors and Membership. Such notice of said meeting must be posted as described in the By-laws of the Corporation. It is the responsibility of the Secretary to distribute the agenda to those attending such meetings.
- 3 Ensure that copies of the minutes of LCCA Board of Directors' meetings are distributed to the board members within two weeks of the meeting.
- 4 Ensure that a summary of the minutes of the LCCA Board of Directors' meetings is posted on the LCCA bulletin board, website and published in the newsletter.
- 5 Ensure that the minutes of the SAGM and AGM are provided to the Board of Directors within two weeks of the meeting.
- 6 Ensure that the general membership meeting minutes will be emailed to the membership and posted on the LCCA bulletin board and website at least thirty days prior to the next scheduled general membership meeting.
- 7 Ensure that any resolutions passed at meetings of the LCCA Board of Directors or membership are inserted into the proper documents and update all hard and digital copies that are made available to the membership.
- 8 Manage the LCCA domain email address inbox info@lcca.ca.
- 9 Maintain a secure list of important email and other account passwords, e.g. membership@lcca.ca.
- 10 Update the Ontario Business Registry with current lists of directors for LCCA and LCCB boards and any other legally required information.
- 11 Be the custodian of the seal of the Corporation, used as directed by the LCCA President, and all books, papers, records, correspondence, contracts and other documents belonging to the Corporation. They shall deliver documents only when authorized to do so by a resolution of the LCCA Board of Directors. Original documents may not be removed from the Head Office of the Corporation. If a copy is required, the Secretary is to ensure that all personal information of any member is blacked out on the said copy.
- 12 Arrange for refreshments to be available at an AGM, SAGM or general membership meeting.
- 13 Perform other duties, as requested by the LCCA President and/or the LCCA Board.

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Part 4 Financial Director

The Financial Director will:

- 1 Keep full and accurate accounts of all receipts and disbursements of the LCCA and LCCB in the proper books of accounts.
- 2 Monitor the budgets of LCCA and LCCB to control expenditures and report separately at each LCCA and LCCB meeting on those expenditures.
- 3 Invest the funds of LCCA and LCCB in accordance with the guidelines as set by the LCCA Board of Directors.
- 4 Deposit all monies or other valuable effects in the name and to the credit of the separate accounts of the LCCA or LCCB, in such financial institutions as designated by the LCCA Board of Directors.
- 5 Disburse the funds of LCCA and or LCCB, under the direction of the LCCA Board of Directors, making sure that the LCCB bank balance is sufficient to cover the disbursements. If not, make the necessary transfer.
- 6 Attend the SAGM and AGM and report on the financial position of LCCA and LCCB, including providing year end and other financial statements.
- 7 Prepare the annual LCCA/LCCB budgets with the LCCA Board of Directors in time to be approved at the September LCCA Board meeting. The Financial Director will present the budget results at the AGM and forward them to the Webmaster for posting.
- 8 Recommend any fee increases for membership, advertising, or other revenue streams, as part of the budget process.
- 9 Be responsible for overseeing newsletter advertising revenue, including following up with all delinquent accounts and providing semi-annual revenue reports to the LCCA Board.
- 10 Perform or receive reconciliations for certain accounts by communicating with the person responsible – Membership Director for membership fees, Capital Campaign Committee Chair for fundraising donations, Communications Director for newsletter costs and revenues, Social Director or designate for events, etc.
- 11 Check the LCC Canada Post PO mailbox and onsite mailbox on a regular basis and deliver any correspondence to the appropriate people.
- 12 Have a working knowledge of business accounting practices.
- 13 Be familiar with computer accounting applications or be willing to learn such applications.
- 14 Be the liaison between the bank, the accountant, and LCCA/LCCB.
- 15 Ensure that the required tax returns and any CRA information forms are filed by a licensed Certified Chartered Accountant, appointed by the membership.
- 16 In conjunction with the LCCB President, be responsible for obtaining insurance for the LCCA and LCCB Board members, as well as general liability, and coverage of the Community Centre and its contents against damage, fire and theft, as well as insurance for equipment taken from the Community Centre for use elsewhere.
- 17 Attend all meetings of the membership and board meetings of LCCA and LCCB.
- 18 Perform other duties, as requested by the LCCA President and/or the LCCA Board.

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Part 4A Advance Ticket Sales Coordinator

The Advance Ticket Sales Coordinator will:

- 1 Work with the Social Director to develop forms for events using the Zeffy ticketing platform.
- 2 Arrange the release of links to the ticket form and the QR code for the ticket form to the LCCA membership.
- 3 Notify the Financial Director of members who have indicated that they will be leaving cash or cheque in the LCCA mailbox, who will inform the Advance Ticket Sales Coordinator when the payment is received.
- 4 Inform the Social Director or Event Lead and the Communications Director of the number of tickets sold/available two weeks before the event date, so an advertisement may be sent out to encourage ticket sales, including guest ticket purchases, and/or notification can be provided if an event is sold out.
- 5 Work with the Financial Director and Social Director to provide refunds, when a refund is warranted and falls within the advance ticket purchasing policies.
- 6 Perform these tasks under the direction of the Financial Director and the Social Director.

Part 5 LCCB President

The LCCB President will:

- 1 Sit on the LCCA Board of Directors and prepare a report for such meetings on completed work and proposed projects of the LCCB.
- 2 Serve as part of the LCCA Executive.
- 3 Fulfill duties and responsibilities as described in Policy 5, Part 1.

Part 6 Past President

The Past President will:

- 1 Be an advisor to the LCCA President and the LCCA Board of Directors.
- 2 Be part of the Executive Committee as an advisor only and will have no vote.
- 3 Attend LCCA Board of Directors meetings, as required.
- 4 Be responsible for the review and updating to the Articles, By-laws and Policies of the Corporation, or appoint a delegate to complete this task.
- 5 Assume the position of interim President, if there is an extended period of vacancy and no current LCCA Board member is able to fulfill that role.
- 6 Be able to take the position of a director, if required, as well as holding the position of Past President.
- 7 Chair the LCCA Board nominating committee and conduct the elections, or appoint a delegate to complete this task. (Refer to By-laws 6-4 and 6-5)
- 8 Attend the SAGM and AGM.
- 9 Perform other duties, as requested by the LCCA President and/or the LCCA Board.

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Part 7 Membership Director

The Membership Director will:

- 1 Be responsible for overseeing all aspects of the annual membership and recruitment drive, including invoicing existing members, providing membership renewal reminders in newsletter and by email, forming a group of LCCA members to act as street captains to assist the Membership Director in the execution of their duties and creating/providing all forms and promotional materials related to the membership drive.
- 2 Be responsible for all aspects of new member recruitment, application processing, and onboarding, which will occur year-round. This may include outreach to new residents, responding to email and phone inquiries and ensuring that new members have the information needed to access the community centre and participate in available activities and special events.
- 3 Attend all meetings of the membership and LCCA Board of Directors and prepare a report for such meetings.
- 4 Maintain an accurate and up-to-date membership list showing the member type, additional family member names (family memberships only) mailing address, phone number and email address. This file will also be updated with payment information and data required for route distribution or emailing of newsletters.
- 5 Provide the Communications Director with a current membership list one week prior to each editorial deadline date, along with the names of any members who request to be added to the Update email list.
- 6 Prepare for the LCCA Board of Directors an updated membership list as needed and notify the President, Social Director, Communications Director and Booking Director of any new members on a monthly basis.
- 7 Review and approve or decline all requests to join the LCCA Facebook Members Hub.
- 8 Create membership lists as necessary for the leaders of the various clubs and social groups associated with LCCA, to be distributed by the Booking Director. The purpose of these lists will be to assist in the verification that the participants are paid-up full members. These particular lists are confidential, showing limited personal information.
- 9 Prepare a list of members for the purpose of registration at the SAGM, AGM and any other membership meeting or members' only event, as required, and will provide the attendance lists to the Secretary at the end of the meeting or event.
- 10 Collect, record and remit all receipts from membership renewals and new members, keeping detailed records for audit purposes.
- 11 Maintain paper and electronic files of data, including application forms, from all current and previous members.
- 12 Provide information to the Newsletter Editor, for each issue, as required. This includes but is not limited to the names of any new members and reminders of membership payment deadlines.
- 13 Attend the SAGM and AGM meetings. They will prepare a report to present to the membership at the AGM and submit a written report to the Newsletter Editor, for the April issue, prior to the SAGM.

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- 14 In conjunction with the LCCA secretary, email meeting notices of the SAGM and the AGM, along with proxy forms, previous meeting minutes and any other required documents, to all members, thirty days in advance of the meeting dates.
- 15 Provide input on any proposed changes to the membership fees structure.
- 16 Perform other duties, as requested by the LCCA President and/or the LCCA Board.

Part 8 Communications Director

The Communications Director will:

- 1 Be responsible for overseeing the promotion of events and activities in the newsletter, digital sign, Facebook hub, website, email updates, bulletin board, and when appropriate for public events only, in non-LCCA social media and other community publications.
- 2 Work with the Newsletter Editor to proofread the newsletter, review ads, placement, special requests, and resolve any editorial concerns.
- 3 Oversee the administration of the LCCA Facebook group, including setting guidelines for posts, supporting the admin team, reviewing posts, and doing an annual review of group members, after the annual membership drive.
- 4 Work with Webmaster to keep LCCA website up to date. This includes obtaining the signed LCCA Photo Consent Form (Appendix F) from anyone whose image is clearly visible in photos posted on the public side of the website.
- 5 Work with the Financial Director to recommend a fee structure for ads in the newsletter.
- 6 Recruit volunteers as necessary to assist in the execution of duties related to creation and distribution of the newsletter and other promotional methods.
- 7 Support the President and other board members in strategic messaging with Ramara Township staff, elected officials, outside organizations and individuals.
- 8 Order any supplies or servicing required for the printer or other communications-related expenses and provide all documentation to the Financial Director.
- 9 Create address labels and hand delivery distribution lists for each edition of the newsletter, from the databases supplied by the Membership Director and Advertising Rep.
- 10 Work with Editor and Printer to ensure that the newsletter hand delivery routes are fully covered and that the deliverers are informed of distribution dates.
- 11 Email the newsletter, by BCC, to both the members and advertisers who have requested electronic versions, from the databases supplied by the Membership Director and Advertising Rep.
- 12 Provide reminders to the membership about switching to electronic newsletters when on vacation, and maintain the start/stop files for snowbirds.
- 13 Maintain and update the paper postings on the bulletin boards located in the front foyer.
- 14 Attend all meetings of the membership and LCCA Board of Directors and prepare a report for such meeting, as required.
- 15 Attend the SAGM and AGM and prepare a report to present at the AGM and submit a written report to the Newsletter Editor for the April issue, prior to the SAGM.
- 16 Perform other duties, as requested by the LCCA President and/or the LCCA Board.

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Part 8A Newsletter Personnel Description of Duties

Newsletter Editor

The Newsletter Editor will:

- 1 Be responsible for the creation of all issues of the LCCA newsletter, including compiling and laying out articles and advertising, editing and formatting all articles and reports, and creating the Upcoming Events list and the Table of Contents.
- 2 Notify LCCA Board of Directors and Activity Leaders to have reports or articles ready approximately a week prior to estimated print date.
- 3 Coordinate with Advertising Sales Rep on advertiser deadlines, to ensure that ads will be ready on time. Assist, as necessary, in the ad formatting, and in ensuring that updated advertisements are received from advertising customers who wish to submit new ads for each issue.
- 4 Work with the Communications Director to complete the proofreading process.
- 5 Obtain the mailing labels and delivery lists from the Communications Director and coordinate the print date with the Printer.
- 6 Confirm with Printer that there is enough paper, toner and staples on hand to print the newsletter.
- 7 Along with the Printer, run the first copy of the newsletter for proofing.
- 8 Perform these tasks under the direction of the Communications Director.

Printer

The Printer will:

- 1 Be responsible for the printing of the newsletter.
- 2 Maintain the copier in working condition prior to printing the newsletter and notify the Communications Director if servicing is required.
- 3 Be responsible for tracking the usage of paper, toner, toner waste boxes, staples and any other printing supplies required and for notifying the Communications Director at the end of each print run if more supplies need to be ordered.
- 4 Be responsible for the condition of the print room. All garbage/recycling accumulated after the newsletter run must be put in the appropriate bins outside by the parking lot entrance.
- 5 Obtain labels and delivery lists from the Newsletter Editor and determine the number of newsletters to print. Attach labels to newsletters and organize in stacks for all deliveries in the Bruce Henderson Room.
- 6 Inform the Distribution Team leads (Homes, Condos, Advertisers) that the newsletter has been printed and is ready to be distributed.
- 7 Perform these tasks under the direction of the Communications Director.

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Advertising Sales Rep

The Advertising Sales Rep will:

- 1 Be the primary contact for all newsletter advertising customers. For existing advertisers, this will include ensuring that advertisers are provided with information on pricing and ad formatting requirements, are invoiced appropriately, and that advertisers' ads are forwarded to the Newsletter Editor. For new local businesses, the Ad Rep may also call on prospective customers, to provide them with information on advertising opportunities.
- 2 Create and send email invoices to all advertisers, using the QuickBooks application. Any necessary reminder notices and follow up for overdue accounts will be the responsibility of the Financial Director.
- 3 Receive ads in a suitable format from the advertisers and forward to the Newsletter Editor. For advertisers who wish to change their ad copy on a frequent basis, work with the Newsletter Editor to determine the best method for ensuring that new ads are submitted by the 15th of the month preceding next issue.
- 4 Maintain a spreadsheet, on an issue basis, that lists all current advertisers and their email addresses, their ad size, account status, if their ad is to be included in the upcoming issue, and in what format the advertiser wishes to receive their newsletter copy, either electronic or paper. Email the spreadsheet to the Newsletter Editor and the Communications Director by the 15th of the month preceding next issue, to ensure that the appropriate ads are included.
- 5 Ensure advertisements meet the advertiser's expectations, including advertisement size and placement within each issue.
- 6 On an issue basis, compare the list of current advertisers to what is listed on the LCCA website. As needed, provide updated information by email to the LCCA Webmaster, with a cc for the Communications Director.
- 7 Perform these tasks under the direction of the Communications Director and the Financial Director.

Part 8B Other Communications Personnel Description of Duties

Webmaster

The Webmaster will:

- 1 Oversee the ongoing website structure and content updating of the LCCA website.
- 2 Work with the Communications Director and Newsletter team to keep event listings current on both the public and members only sides of the website.
- 3 Check with the Communications Director that written photo use consent has been obtained from any individuals whose images are being posted on the public side of the website. This is not applicable for images already available online, such as photos of entertainers who are performing at LCCA events. Stock images should only be used if there is no copyright involved.
- 4 Manage the sign-up process for new member access request and do an annual review, with the Membership Director, to ensure that only current members have access to member portion of the website.

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- 5 Maintain and update the contact information on both the public and private sides of the website, including updating Board photos.
- 6 Work with the Communications Director to improve the public side of the website on an ongoing basis, as it is our main method of outreach to non-members.
- 7 Work with the Finance Director on any issues related to billing, payment and services from the website hosting company.
- 8 Perform these tasks under the direction of the Communications Director.

Facebook Admin Team

The Facebook Admin Team will:

- 1 Consist of the Communications Director as lead, along with at least two of the members of the A Board, as well as up to two additional LCCA members. Team size will be a minimum of three people and a maximum of six people. Depending on people's skill sets, there will be differing levels of involvement.
- 2 Work together with the Communications Director, to set parameters and procedures for page management, including post approval and determining group settings.
- 3 Moderate the group, including approving individual posts and providing educational feedback to members who submit unsuitable posts.
- 4 Approve or deny new Facebook Group membership requests. This function is usually managed by the Membership Director, but can be delegated to another team member, when required.
- 5 Encourage engagement by creating posts, as well as liking and commenting on existing posts, to boost viewership.
- 6 Perform these tasks under the direction of the Communications Director.

Digital Sign Programmer

The Digital Sign Programmer will:

- 1 Oversee programming and scheduling of notices on the exterior digital sign.
- 2 Digitally create all screen frames to be displayed on the digital sign.
- 3 Work with the Social Director and/or Event Lead to ensure that social event information is accurate, posted in a timely fashion and updated as necessary, regarding sponsors and ticket sales.
- 4 Coordinate with the sponsors to make sure that their text and logo information is correct before it is displayed on the sponsorship screen.
- 5 Work with the Booking Director, to provide information on new activities, as well as time-sensitive scheduling updates.
- 6 Post information on how to contact the Membership Director, along with time-sensitive notices for membership renewal.
- 7 Create and schedule general information notices, including date and seasonal greetings, to present a positive public face.
- 8 Work with the Communications Director and/or the LCCA President to determine when the sign can be used to display non-LCCA messages, such as local township emergency situations or other municipal issues of general interest.
- 9 Perform these tasks under the direction of the Communications Director.

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Part 9 Social Director

The Social Director will:

- 1** Oversee the Social Committee and all social events (does not include Activity Groups), including recruiting Committee members and Event leads.
- 2** Ensure that there are sufficient social events throughout the year to keep membership engaged and meet revenue targets, as determined in consultation with the Financial Director.
- 3** Oversee Event leads, who must report to the Social Director and submit plans for the event including sponsorships and financials before final approval is given. The Social Director's recommendations will be final in the event of any unresolved Social Committee concerns.
- 4** Support Event leads in the execution of all tasks related to running events, including organizing sufficient volunteers, and ensuring that all paperwork for event contractors, including entertainment and catering, are authorized and finalized. After the event, ensure that the LCCA Event: Income and Expense Report (Appendix G) is completed and all receipts and monies are submitted promptly to the Financial Director.
- 5** Work with Booking Director to block off sufficient time for all social events, including set-up and take-down times, through an annual meeting. Provide updated requests throughout the year, as required.
- 6** Create an annual event list, to be shared with the LCCA Board and the Newsletter Editor and keep this list updated, as required.
- 7** Work with the Booking Director to ensure contact information is provided for all Event leads to enable LCCB Usage Agreement (Appendix C) to be completed prior to all events and that Main Hall keys are issued/tracked as required.
- 8** Ensure that an ad is created, approved, and submitted for each social event for the newsletter issue that is published prior to ticket sales start date.
- 9** Work with the Communications Director to promote upcoming social events through LCCA's various communication platforms.
- 10** Obtain Social Gaming Licence annually.
- 11** Attend all monthly LCCA Board meetings and prepare a report for such meetings on the activities of the Social Committee.
- 12** Attend the SAGM and AGM and prepare a report to present at the AGM and submit a written report to the Newsletter Editor, for the April issue, prior to the SAGM.
- 13** Organize a decoration committee to decorate the Community Centre, in keeping with the seasons of the year and any social events, as required.
- 14** Arrange for refreshments to be available at social events hosted by LCCA, or appoint a delegate to complete this task.
- 15** Perform other duties, as requested by the LCCA President and/or the LCCA Board.

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Social Events may include:

Mix 'n Mingle: Monthly, with the exception of July and August. January and February are combined for one event. December event is hosted collectively by the LCCA/LCCB Boards.

Summer Barbecues: Held in July and August at the discretion of the Social Director and Committee.

Chili Supper and Christmas Lighting Ceremony: Last week in November.

Volunteer Appreciation: Hosted by the LCCA/LCCB for those volunteers (other than board members) who assist in the operation and activities of the LCCA/LCCB. This event should be held in the months of May or June.

Canada Day: July 1st - Boat Parade

Member's Christmas Dinner: Catered Christmas Dinner, alternating between Tuesday, Wednesday and Thursday

Director's Dinner: Annual dinner for the LCCA/LCCB Board of Directors, retired immediate past Board members (and paying guest), held in early December.

Other social events, as determined by the Social Committee

Part 9A Volunteer Coordinator

The Volunteer Coordinator will:

- 1 Work with the Social Director and other LCCA board members to recruit volunteers for social events and other activities or projects.
- 2 Maintain a database of members who have agreed to be contacted when volunteers are needed, that includes their current contact information and their volunteering preferences.
- 3 Promote volunteer opportunities through LCCA communications methods, including Facebook, newsletters and website.
- 4 Work with the LCCA board to host an annual volunteer appreciation event.
- 5 Perform these tasks under the direction of the Social Director.

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Part 10 Booking Director

The Booking Director will:

- 1 Coordinate the use of the building between activities, events and rentals.
- 2 Book all events/activities pertaining to the rental space and use of the properties owned and operated by LCCB.
- 3 Maintain an on-line schedule for all events/activities using the community centre facilities.
- 4 Collect appropriate fees and required documentation for rental space as stated on the LCCB Usage Agreement (Appendix C).
- 5 Issue and track inventory of Main Hall keys for activity leaders, rental users, and board members.
- 6 In conjunction with the LCCB President, resolve disputes or misunderstandings among users of the building.
- 7 In conjunction with the LCCB President, recommend any changes to operating policies and usage fees, for approval by the LCCA Board of Directors.
- 8 Advise users of the requirements of occupancy as stated on the LCCB Usage Agreement (Appendix C) and advise them of other events that might affect their activity.
- 9 Check that users clean up properly after their event and that there are no damages before returning of security deposit.
- 10 Be responsible for updating the Activity Leaders page and the monthly calendar for the newsletter and advise Newsletter Editor of any new activities to be included in the Upcoming Events page.
- 11 Distribute LCCA member lists, created by the Membership Director, to the activity leaders.
- 12 Prepare and send emails pertaining to the use/upkeep of the facilities to the activity leaders as required.
- 13 Act as primary communications person for activity leaders, to provide information that may impact their group or the use of the community centre.
- 14 Attend all meetings of the LCCA Board of Directors and prepare a report for such meetings.
- 15 Attend the SAGM and AGM and prepare a report to be presented to the membership at the AGM and submit a report in writing to the Newsletter Editor for publication in the April issue, prior to the SAGM.
- 16 Meet once a year with activity leaders to discuss their plans for the coming fiscal year. Ensure that those in charge of each group understand their responsibilities, as stated in the LCCA Activity Leader's Agreement (Appendix B) and get a signed copy of the form from each leader.
- 17 Perform other duties, as requested by the LCCA President and/or the LCCA Board.

LCCA Activity Groups are defined as groups that:

- Are made up exclusively of LCCA members. These Activities are open to participation by all members.
- Occur regularly; these Activities may take place both at the LCCA premises and/or at other locations.
- Must have at least one activity leader who has signed an LCCA Activity Leader's Agreement.

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Activity Groups may include:

Bid Euchre Marathon	Annually
Card/Tile Games	Weekly: Bridge, Bid Euchre and Mah Jongg
Car Rally	June and Sept dates as set by Car Rally Committee
Darts	Weekly all year
Exercise Classes	Weekly: Power Walking, Tai Chi and Yoga
Ladies' Club	Weekly
Lagoon City Blooms	Annually
Line Dancing	Weekly
Table Tennis	Weekly
Trivia	Monthly

Part 10A Activity Leader

The Activity Leader will:

- 1 Be responsible for all aspects of supervising their group activity as detailed in the LCCA Activity Leader's Agreement (Appendix B).
- 2 Read and sign a new form annually.

Part 11 Council Liaison

The Council Liaison will:

- 1 Report on Council meetings, or other Township information that may affect our membership, as appropriate, in the monthly newsletters.
- 2 Attend/view online as many of the Ramara Council meetings as is possible, specifically those where items of interest to Lagoon City will be discussed. If in the case the Council Liaison cannot attend/view online a Ramara Council meeting where a subject will be discussed that affects Lagoon City, a substitute representative may be appointed.
- 3 Attend all meetings of the LCCA Board of Directors and prepare a report for such meetings, as required.
- 4 Attend the SAGM and AGM and may prepare a report to present at the AGM and/or submit a written report to the Newsletter Editor for the April issue, prior to the SAGM, if required.
- 5 Perform other duties, as requested by the LCCA President and/or the LCCA Board.

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Part 12 Directors At Large

The Directors At Large will:

- 1 Carry out duties as requested by the LCCA President or Board of Directors, including taking on the role of a Project Director, or providing interim coverage for any other Director position, when the skill set is appropriate and coverage is required for the ongoing operations of LCCA.
- 2 Attend all meetings of the LCCA Board of Directors.
- 3 Attend the SAGM and AGM and when appropriate report on projects that they are overseeing.

Part 13 Project Directors

The Project Directors will:

- 1 Assume the lead role on a project that benefits the LCCA, including assembling a volunteer team and resources, as needed to complete the project.
- 2 Attend all meetings of the membership and LCCA Board of Directors pertaining to their project and prepare a report for such meetings.
- 3 Propose motions to the LCCA Board regarding the project they have been assigned. However, said Project Director has no vote.
- 4 Perform other duties, as requested by the LCCA President and/or the LCCA Board.

Policy 5 LCCB Board and Operational Mandate

The LCCB Board of Directors shall consist of the LCCB President, LCCB Secretary, LCCA and LCCB Financial Director and Directors as required. The Secretary and Directors will be members in good standing and be appointed to the LCCB Board by the LCCB President. There will be a minimum of two Directors, to a maximum as deemed necessary for building operations. The LCCB will operate under the control of the LCCA but will operate under their own By-laws. There will be an LCYC representative who may be present but will have no voting privileges.

Part 1 LCCB President

The LCCB President will:

- 1 Be responsible for the general upkeep of the LCCB properties.
- 2 Chair all meetings of the LCCB, or appoint a designate to fulfill this task.
- 3 Prepare the agenda for LCCB meetings, with the assistance of the LCCB Secretary.
- 4 Sit on the LCCA Board of Directors and prepare a report for such meetings on completed work and proposed projects of the LCCB. The LCCB President will be part of the LCCA Executive Committee.
- 5 In conjunction with the LCCA Booking Director, resolve disputes or misunderstandings among users of the building.

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- 6** In conjunction with the LCCA Booking Director, perform an annual review of building rental and security deposit rates and, as may be required, make a proposal for any changes in rates to the LCCA Board for its approval.
- 7** Be responsible for looking for members to assist in the operation of the LCCB in regards to:
 - Chair and table inspection
 - Fire and safety inspection
 - Barbecue clean up
 - Lighting and bulb replacement
 - Picnic table inspection and repair
 - Audio and video equipment inspection maintenance
 - Kitchen & Bathroom supply (supplies coordinator)
 - Furnace Filter inspection and Furnace Maintenance
 - Water Safety Station inspection
 - Public Access Defibrillation Program Training & First Aid Supplies
- 8** Set up a job schedule for maintaining the Community Centre.
- 9** With the assistance of the Financial Director, work to stay within the budget constraints for the LCCB.
- 10** Assist the Financial Director in ensuring there is adequate insurance coverage for the LCCA/LCCB Directors.
- 11** Form a committee to take inventory every two years of the LCCA/LCCB assets and maintain the inventory records.
- 12** Meet with the Financial Director, after inventory has been taken, to ensure there is adequate insurance coverage for the Community Centre building and contents.
- 13** Prepare a report to be presented to the LCCA Board of Directors prior to the SAGM and AGM meetings on the operation of the LCCB and future plans for the building's upkeep.
- 14** Negotiate all tenant contracts pertaining to the rental of available space in the Community Centre.
- 15** Have the authority to negotiate contracts pertaining to the upkeep and maintenance of the LCCB properties, on behalf of the LCCA and LCCB. Such contracts should be reviewed by the LCCB President for final approval by the LCCA President.
- 16** Maintain a Maintenance Manual that contains the names and phone numbers of all contractors used for the repair and service for the operation of the Community Centre and grounds.
- 17** Maintain a key box in the Community Centre. Such box shall contain all keys to open doors belonging to the association. All building keys to be stored securely.
- 18** Maintain a Key Holder list of all members and Directors who have keys assigned with the exception of Main Hall keys as maintained by the Booking Director.
- 19** Be responsible for the Defibrillator Program Maintenance and upkeep in accordance to the Defibrillator Contract, or appoint a designate to complete this task.
- 20** Attend the SAGM and AGM, prepare a report to be presented to the membership at the AGM and submit a report in writing to the Newsletter Editor for publication in the April issue, prior to the SAGM.
- 21** Perform other duties, as requested by the LCCA President and/or the LCCA Board.

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Part 2 LCCB Secretary

The LCCB Secretary will:

- 1 Attend all meetings of the LCCB Board, record all facts and minutes of all proceedings, and file them for record retention.
- 2 Ensure that copies of the minutes of LCCB meetings are distributed to the LCCB board members at least one week prior to the next meeting.
- 3 Be the custodian of the LCCB seal, and all books, papers, records, correspondence, contracts and other documents belonging to the LCCB. They shall deliver documents only when authorized to do so by a resolution of the LCCA Board of Directors. Original documents may not be removed from the Head Office of the Corporation. If a copy is required, the Secretary is to ensure all personal information of any member is blacked out on the said copy.
- 4 With the LCCB President, set the agenda, place and time for all meetings of the LCCB. It is the responsibility of the Secretary to provide meeting notice and distribute the agenda to those attending such meetings.
- 5 Perform other duties as requested by the LCCB President.

Part 3 Financial Director

The LCCB Financial Director will:

- 1 Sit on LCCB Board of Directors and prepare a report on financial status as it relates to LCCB expenditures and budget.
- 2 Fulfill duties and responsibilities as described in Policy 4-4, Part 4.

Part 4 LCCB Directors

The LCCB Directors will:

- 1 Attend monthly LCCB meetings.
- 2 Work on building projects and maintenance activities, as assigned by the LCCB President.

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Policy 6 MEMBERSHIP

Policy 6-1 Fees

The membership fees will be reviewed bi-annually by the LCCA Board. Any fee increase will be passed by motion by the Board and brought forward to the membership at a general meeting for ratification. For the current LCCA Membership Fees Schedule, please see Appendix A.

Policy 6-1a Grandfathered Newsletter Only

Any person who is already in this category may continue at the current annual rate of \$60.00. However, if a newsletter subscriber cancels and later rejoins LCCA, they would have to choose either the Family membership or Single Membership.

Policy 6-1b Pro-rated Fees for New Members Joining During The Fiscal Year

New members joining the Corporation from November 1st to December 31st shall pay an amount equal to 80% of the full year fee.

New members joining from January 1st to March 31st shall pay an amount equal to 60% of the full year fee. For all membership fees, the amount will be rounded up or down to the nearest \$5.

Note: A new member is defined as anyone who has not been a member within the previous fiscal year.

Policy 6-1c Fees for New Members Joining As of April 1

New members joining April 1st or after shall pay a full year fee and become members immediately; however, their fee shall include the next fiscal year's membership.

Policy 6-2 Membership Code of Conduct

- Treat all members, activity leaders, event hosts, board members and guests with respect and in the spirit of friendship.
- Help to maintain the Community Centre, including ensuring that the building remains clean, safe and secure for usage by all.
- Report any issues of concern to the LCCA President or appropriate Board member.
- Abide by provincial and federal legislation that is applicable to our Community Centre, including the regulations of the Alcohol and Gaming Commission of Ontario.
- Recognize that LCCA is a volunteer-run organization and provide your support, financially, or through volunteerism, in whatever capacity you can contribute.
- Encourage the growth of LCCA through the promotion and sharing of information about the benefits of the organization with non-members.

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- Renew membership payments on time, to ensure LCCA's ongoing financial health.
- Provide the LCCA with updated personal information that pertains to your membership, including contact information and communication preferences.
- Abide by LCCA By-laws and Policies.

Policy 6-3 Membership Attendance at LCCA or LCCB Board Meetings

- 1** Any member may request to attend a board meeting of either LCCA or LCCB. To attend such meeting, the Board Secretary must be notified two calendar days prior to the meeting. The Board, at their discretion, may accept or decline this type of request. If either Board does accept a request, the Board will decide at which meeting the member(s) may attend and at what time.
- 2** Any member may request to address either LCCA or LCCB Board. The request must be submitted in writing to the Board Secretary seven calendar days prior to the meeting and include a stated purpose. If either Board does accept a request, the Board will decide at which meeting the member(s) may attend as a guest and at what time.
- 3** At such meetings, the guest member(s) shall have no vote but may participate in the meeting by request or permission of the President. The Board at its discretion may ask the guest member(s) to leave such meeting for the duration of a closed session, if a delicate matter or personal issue is to be discussed. After the session is completed, the Board may invite the member(s) back into the meeting.
- 4** Upon any outbursts, the guest member(s) will be asked to leave such meeting. Refusing to do so could lead to a member(s) being classed as a member(s) not in good standing and it may result in the member(s) being expelled from the membership.

Policy 6-4 Privacy of Membership Information

- 1** Personal information provided by members to LCCA will be used for operational purposes only, including newsletter delivery and other communications, general meeting notification, membership renewals, club activities, and attendance authorization at association meetings and events.
- 2** Members' personal information will only be given to LCCA members appointed as activity or committee chairs and the LCCA/LCCB Board of Directors. It is the responsibility of anyone who has been given this access to handle the information with care and not share it with others.
- 3** Members' identifiable images will only be used in any public LCCA promotions, including website and printed materials with the member's written consent on a LCCA Photo Consent form, Appendix F.

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Policy 6-5 Guest Policy

Policy 6-5a Definition of Guest

Those persons, who do not have an LCCA membership, but are accompanied by a member host, will be considered guests. Guests are welcome to attend any LCCA social event, if there is space/tickets available. All guests must be accompanied by a member host. Guests may attend any activity a maximum of once per year, if accompanied by a member host.

Policy 6-5b Definition of Relatives or Houseguests

Those persons who do not have an LCCA membership but are visiting at a member's home, will be considered relatives or houseguests. Relatives or houseguests are welcome to attend any LCCA social event, if there is space/tickets available. Additionally, they may attend one or more activities as a guest during their stay at a member's home, if there is space available. Relatives or houseguests must be accompanied by the member host.

Policy 6-5c Non-Members Special Occasion

The LCCA Board of Directors may permit non-members, without member hosts, to attend an LCCA sanctioned activity when such attendance would benefit from this additional participation. E.g. charity functions, community functions.

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Policy 7 BUILDING USAGE AND GUIDELINES

Policy 7-1 Usage Guidelines

- 1 Under no circumstances are alcoholic beverages allowed to be sold in the community centre or on the grounds owned by the LCCB. No alcohol can be included in any prize package or draw. Alcoholic beverages cannot be served to others without obtaining the proper Special Occasions Permit.
- 2 All gaming activities are limited to what is allowed under the Alcohol and Gaming Commission of Ontario (AGCO) guidelines. The LCCA does hold a Social Gaming Licence, for LCCA usage only, which is posted on the community centre bulletin board.
- 3 Smoking and vaping only allowed in exterior marked areas.
- 4 Obey the Fire Prevention and Protection Act legislation, including no open flames, no blocked access of Fire Exits, and no exceeding of room capacity limits. (gel burners for chafing trays excluded)
- 5 Service animals only are allowed within the facility.
- 6 All users of the premises must leave the community centre in good order. This includes: cleaning and garbage removal, return of furniture and equipment to their proper locations, closure of windows, reset of thermostats, securing of doors etc. as applicable.
- 7 The kitchen does not meet Department of Health Regulations and therefore it is not certified. It should be used only for reheating of food and the guidelines for Health and Safety should be followed, ie. gloves, sanitizer, etc. The kitchen area should be left as found.
- 8 Community centre access keys are issued pursuant to a LCCB Usage Agreement and/or LCCA Activity Leader's Agreement. The use of keys must be specifically related to a scheduled activity, event or rental.
- 9 All users are responsible for reporting any building concerns to the LCCB Board.
- 10 In the event of an emergency, the LCCA community centre may be utilized as a Reception Centre at The Township of Ramara's discretion. Coordination during the time of an emergency will be provided by one of the designated LCCA board contacts.

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Policy 7-2 Definition of Community Centre Spaces and Grounds Areas

Community Centre Rooms and Common Spaces:

- 1 Main Hall:** The Main Hall is a secure, locked space utilized for scheduled activities, events, and rental functions. The main hall is available for booking and must be booked in advance through the Booking Director. In general, booking of the main hall includes use of the Kitchen, BBQs and Patio Area as confirmed between the user and Booking Director.
- 2 Bruce Henderson Room (aka The Birch Room):** The Bruce Henderson Room is an open space utilized for scheduled activities, events and rental functions. The Bruce Henderson Room is available for booking and must be booked in advance through the Booking Director. This room is also available on a secondary drop-in usage basis, when available, by LCCA members. The members may bring guests at a ratio of two guests per LCCA member. Members are fully responsible for guests.
- 3 Laguna Lounge:** The Laguna Lounge is an open drop-in space for members only and is available on a first come first served basis. LCCA members may bring guests at a ratio of two guests per LCCA member. Members are fully responsible for guests.
- 4 Remaining Interior Common Spaces:** The remaining interior common spaces are for member use only, without booking, on a drop-in basis i.e. Library, South Wing Foyer, South Wing Kitchenette. (Does not include the Main Hall, Bruce Henderson Room or Laguna Lounge)

Community Centre Exterior Grounds:

- 1 LCCA Parking Lot:** The LCCA Parking Lot is for members and their guests usage while attending LCCA activities, events, and rental functions. No overnight parking is permitted, with the exception of members' personal vehicles, unless with prior approval of the LCCB President. From April 1 to October 31 each year, the gravel section at the north end of the lot is reserved for Lagoon City Yacht Club use.
- 2 Horseshoe Pits:** The Horseshoe Pits are open for drop-in use when available, by an LCCA member and the member may include relatives or friends who are visiting at the member's home.
- 3 BBQs:** BBQs can only be used as part of a main hall booking and are not to be used otherwise.

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Policy 7-3 Booking Definition, Rental Rates, Usage Terms & Conditions

- 1 A segment of time is six hours. All bookings are for a minimum of one segment other than any Condo Corporation meetings which can be booked on an hourly basis, a minimum two-hour booking applies to the Main Hall.
- 2 Rental and security deposit rates will be determined by the LCCA Board of Directors. Rental and security deposit rates shall be reviewed each year by the Booking Director and LCCB President. Any increase or decrease in rates must have LCCA Board approval.
- 3 Terms and conditions for the use of rooms in the community centre shall be as stipulated in the LCCB Usage Agreement, Usage Fee Schedule and Multiple Day Fee Schedule. See Appendices C, D and E.
- 4 Terms of Main Hall/Bruce Henderson Room Usage by LCCA Board Directors: LCCA Board Directors are allowed two free segments any one calendar year to be utilized in either the Main Hall or Bruce Henderson Room. See Appendix C – LCCB Usage Agreement.
- 5 Terms of Main Hall/Bruce Henderson Room Usage by Activity Leaders and LCCB Board Directors: Activity Leaders and LCCB Board Directors are allowed one free segment in any one calendar year to be utilized in either the Main Hall or Bruce Henderson Room. See Appendix C – LCCB Usage Agreement.
- 6 Terms of Main Hall/Bruce Henderson Room Usage by LCCA Activity Groups: (Refer to Policy 4-4 Part 9 bullet 16). LCCA Activity Groups are allowed one free segment, outside of their usual scheduled time/space in any one calendar year to be utilized in either the Main Hall or Bruce Henderson Room. See Appendix C – LCCB Usage Agreement.

Policy 7-4 LCCA Member's Contract for Family or Private Functions

Any LCCA member may use the community centre for the purpose of a family or private non-commercial event, for members with their invited guests, at a discounted rate of \$25/6 hours (one segment), \$10/hour over 6 hours. One discounted segment is allowed, per membership (family or single), in any one calendar year. Booking is on a first come first served basis, subject to availability of space at the requested time. A refundable security deposit will be required as per the LCCB Usage Agreement. See Appendix C – LCCB Usage Agreement.

Policy 7-5 LCCA Member's Contract for Celebration of Life

Any LCCA member may use the community centre for the purpose of a memorial for an immediate family member (parent, sibling, spouse, child) or another LCCA member at the discounted rate of \$25/6 hours (one segment), \$10/hour over 6 hours. A refundable

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security deposit will be required as per the LCCB Usage Agreement. Members, their guests, family, and friends may attend a Celebration of Life event. See Appendix C – LCCB Usage Agreement.

Policy 7-6 Fund-Raising / Charitable Function Organized by an LCCA Committee

- 1 If the fund-raising function is to raise funds for the LCCA/LCCB, the main hall and kitchen will be utilized at no cost. All monies are to go to the LCCA except for administrative costs. An accounting of all monies raised and expensed must be prepared and delivered to the Financial Director no more than fourteen days after the event. See Appendix C – LCCB Usage Agreement.
- 2 The LCCA Board may approve a charitable function organized by an LCCA Committee where all monies raised are donated to a charity. Charities must be approved by the LCCA Board of Directors in advance. Examples of Approved Charities: Cancer Society, Diabetes Society, Heart & Stroke Foundation, Local Schools, Hospitals and Food Banks. A proof of donation and an accounting of all monies raised and expensed must be prepared and delivered to the Financial Director no more than fourteen days after the event. A refundable security deposit will be required as per the LCCB Usage Agreement. See Appendix C – LCCB Usage Agreement.

Policy 7-7 Limited Occasion Function

Any function held at the LCCA/LCCB community centre, not covered by previous definitions, will be considered a Limited Occasion Function. Such function must be approved by the LCCA Board of Directors. This Limited Occasion Function will be covered under the LCCB Usage Agreement prepared by the Booking Director using the non-discounted fees schedule.

If the LCCA Board determines that the function is of value to the membership and/or general public, they may, at their discretion agree to act as a co-host and waive all fees.

Policy 7-8 Multi-day Event (three-day agreement)

See Appendices C and E - LCCB Usage Agreement and Multiple Day Fee Schedule.

Policy 7-9 Condominium Corporation Meetings Usage

Lagoon City Condominium Corporations can utilize either the Main Hall or Bruce Henderson Room as per the terms set out in the LCCB Usage Agreement and Usage Fee Schedule. See Appendix C and Appendix D. The facilities may be booked by either an LCCA Member OR the Property Management Corporation representing the Condominium Corporation.

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Policy 8 FINANCE

Policy 8-1 Bill Payment

All bills presented for payment must be approved and signed before monies are disbursed for payment. Bills should be paid on time so as not to incur interest or fines. All cheques for payment must be signed by two Directors that must include the Financial Director, and any one of LCCA President, LCCB President, or any other LCCA Director with signing authority.

Policy 8-2 Utility and Supplier Accounts

It is the responsibility of the Financial Director to update all utility and suppliers accounts with the current names of the people in the positions of Financial Director, LCCB President and LCCA President. All others should be removed.

Policy 8-3 Lagoon City Yacht Club

LCYC should be invoiced three times a year for the shared expenses –Jan-Apr, May-Aug, Sep-Dec. This will coincide with both LCCA/LCCB and LCYC year ends.

Policy 8-4 Social Events

Monies collected on behalf of LCCA at social events should be submitted to the Financial Director within one week of the event, as well as the event reconciliation.

Policy 8-5 Directors' Authority for Expense Approval

- 1** All maintenance expenses must be approved by the LCCB President. It is the LCCB President's responsibility to monitor the expenses for Building Repair & Maintenance. Quarterly expenditures for non-emergency maintenance and repairs should not exceed the budgeted amount without LCCA Board approval.
- 2** For any significant expenditure relating to a building maintenance, repair or improvement which is over \$2,500 pre-tax, the LCCB President must present a motion to the LCCA Board for approval. Additionally, any building or property improvements that exceed \$10,000 pre-tax, the LCCA Board motion must then be approved by the LCCA general membership at an SAGM, AGM or other suitable method. In the event of maintenance or repair that is time-sensitive and exceeds \$10,000, pre-tax, only LCCA Board approval is required.
- 3** Any LCCA Director has the authority to spend up to \$100.00 quarterly without Financial Director approval. Such expense should be related to the Director's area of responsibility.

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- 4 The President, Financial Director and Social Director are the sole parties authorized to execute contracts and expenditure agreements and/or financial commitments associated with entertainment events.
- 5 For any proposed LCCA event or activity, the responsible organizer needs to create a budget to show how costs will be recouped and seek Social Director and/or Financial Director approval. If it is not a type of event/activity intended to recoup costs, the organizer must show the benefits to LCCA and seek LCCA Board approval.

Policy 8-6 Fundraising

- 1 A fundraising committee under the direction of an assigned LCCA Director shall be formed for the sole purpose of raising funds for the LCCA/LCCB.
- 2 The collection and remittance of any revenue raised by a fundraising committee shall be under the direction of the LCCA Financial Director.
- 3 Such fundraising initiatives or events must have the approval of the LCCA Board of Directors before taking place.
- 4 Fundraising initiatives or events need not be for members only and may include the general public, provided that it does not conflict with LCCA Guest Policy 6-5.
- 5 Fundraising initiatives or events organized by this committee would be over and above fundraising activities organized by the different social groups within the LCCA.

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Policy 9 MEETINGS

- 1 It shall be the responsibility of the LCCA Board of Directors to hold a minimum of two meetings with the membership in each calendar year. Format of such meetings shall be as stipulated in the By-laws.
- 2 The LCCA Board of Directors shall use these meetings to inform the membership of any changes that may affect the operation of the LCCA/LCCB and pass any resolutions that are deemed necessary. The Board of Directors may make, at their discretion, suggestions as to items of concern to be discussed, and arrange for guest speakers.

Policy 9-1 Annual General Meeting (AGM)

- 1 The AGM shall take place during October, date and time to be determined by the LCCA Board of Directors. Format of such meeting shall be as stipulated in the By-laws.
- 2 The announcement of the AGM shall appear in the September newsletter and will also be emailed to the membership at least thirty days prior to the meeting date. Notice of the AGM shall be provided to each member and each Director as stipulated in the By-laws and in accordance with Ontario's Not-for-Profit Corporations Act.
- 3 The LCCA Directors will make oral reports at the AGM, with the exception of Secretary, Council Liaison and the Directors At Large, who may make a report at their discretion. Any Director not attending should provide a written report to be read by another Director.

Policy 9-2 Semi-Annual General Meeting (SAGM)

- 1 The SAGM shall take place in May. The date and time to be set by the LCCA Board of Directors.
- 2 The announcement of the SAGM shall appear in the April newsletter and will also be emailed to the membership at least thirty days prior to the meeting date. Notice of the AGM shall be provided to each member and each Director as stipulated in the By-laws and in accordance with Ontario's Not-for-Profit Corporations Act.
- 3 Directors' reports/comments will be included in the April issue of the newsletter, immediately prior to the date of the SAGM. Additionally, the LCCA President, LCCB President, and Financial Director will make oral reports at the SAGM.

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POLICY 10 HUMAN RESOURCES

Policy 10-1 Harassment/Defamation

- 1** LCCA/LCCB are committed to providing an environment that is free of harassment and defamation and each Director, Volunteer or Member will be shown equal treatment and consideration.
- 2** According to the Ontario Human Rights Act, harassment is acting in an abusive way, either by comment or conduct, that is known, or ought reasonably to be known to be unwelcome. Harassment is a form of discrimination and can include behaviour such as demands, threats, gestures, innuendo, unwelcome remarks, jokes, slurs, display of offensive material, physical or sexual assault or taunting about a person's body, clothing, habits, customs, religion, mental health or mannerisms.
- 3** According to the Libel and Slander Act, Libel refers to defamatory words in writing or other lasting form that harm a reputation. These words are often (but not necessarily) on permanent record and are accessible to the public. Slander refers to defamatory spoken words that harm a reputation. Defamation is a false written or oral statement made by one party to another regarding an individual or organization that harms that individual or organizations reputation.
- 4** It is the responsibility of any Director, Volunteer or Member experiencing, or aware of, any type of harassment or defamation within the Association to report the situation to the LCCA President or other Board member.
- 5** It is the responsibility of the LCCA Board to act upon any such report and handle appropriately, up to and including revoking membership.

Policy 10-2 Health and Safety

LCCA/LCCB acknowledge that they have a duty under current Ontario Health and Safety legislation to take all reasonable precautions to protect each Director, Volunteer, Member, invited guest and visitor while at the Clubhouse or while participating in LCCA activities. All persons are required to refrain from any activity which may jeopardize the health and safety of themselves and of others.

Policy 10-3 Privacy and Protection of Personal Information

Directors, Volunteers and Members of LCCA will treat personal information provided or gathered by the Association with discretion. Any personal information received through involvement with LCCA may not be sold or used for personal gain, and will only be shared for conducting LCCA activities or events as required.

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Policy 10-4 Accommodation/Accessibility

LCCA is committed to ensuring equal access and participation for people with different abilities. As per Ontario's Accessibility Laws, people with different abilities will be treated in a way that maintains dignity and independence by making every reasonable effort to remove and prevent barriers.

- 1** It is the responsibility of the member who is seeking accommodation to make their request to the appropriate activity leader or event host.
- 2** Whenever possible, the activity leader or event host should provide that accommodation immediately, in a way that is reasonable both to the person requesting the accommodation and the other participants.
- 3** In the event that a mutually agreeable accommodation cannot be determined, any of the parties can refer the request to the LCCA President, for support in reaching a resolution.
- 4** The President, in conjunction with other LCCA Board members, is responsible for finding a workable solution and for recommending new policies and practices to remove and prevent future barriers.

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Policy 11 COMMUNICATIONS

Policy 11-1 Communications with Membership by Email

All email correspondence with the general membership or large groups of members must be sent blind copied, to protect personal information.

The Membership Director, or their designate, is authorized to send emails to the entire membership only under very specific circumstances, including:

- Notices of AGMs, SAGMs, and accompanying documentation
- Key governance documents, including By-laws and policy manuals
- Invoices and reminders for membership fees
- Any emergency operational situation, such as a building shutdown, if authorized by the President of either the A or B Board

The Communications Director, or their designate, is authorized to send emails to large groups of members who have opted in to receive:

- Digital versions of the newsletter
- Email updates about events and activities

Policy 11-2 Social Media – LCCA Members Hub

The Members Hub will be overseen by an admin team consisting of the Communications Director, along with at least two of the members of the A Board, as well as up to two additional LCCA members, for a minimum of three and maximum of six people.

- Only current LCCA members are permitted in this private group.
- Most posts must be preapproved by an admin before it goes live. Some LCCA members, including board members and activity leaders who post frequently on time-sensitive matters, may be pre-approved to post, to allow information to be shared in a timely fashion.
- Content will primarily be focussed on LCCA events, activities, and operations, including photos from recent events.
- Posts that include images of event attendees may be removed if there is a request from anyone included in the image, or if a photo is deemed by the admin team to be inappropriate.
- No commercial content, including personal buy and sell, is allowed.
- Individual members may be allowed to post with general information inquiries, lost or found items or pets, or offers of donated items, provided that this doesn't dominate the post feed. The admin team may provide suggestions to these requests of more appropriate Facebook groups for these types of posts.
- Content on other aspects of life in Lagoon City and Ramara Township, including meetings and free community events or services, may be posted for informational purposes, if there is no political content.

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- All users are expected to show courtesy in their posts and comments. In some cases, comments on posts will be turned off by the admin team to prevent or limit comments that do not focus on LCCA-related activities.
- The admin team is authorized to remove anyone from the group who repeatedly fails to be respectful to others or attempts to use this group for political or personal gain.

Policy 11-3 Digital Sign

- 1 The digital sign is primarily for the display of information about LCCA events, activities and membership. It may also include general information notices, including Date and Seasonal Greetings to present a positive public face.
- 2 The sign can be used to display non-LCCA messages, as determined by the Communications Director and/or the LCCA President. This may include local township emergency situations or other municipal issues of general interest.
- 3 The announcement for ticketed events should be on the screen 2 weeks prior to start of ticket sales stating the date that sales will begin. Once ticket sales are available for purchase, the screen should be changed to say tickets sales are now open.
- 4 New activities should be advertised for approximately a month, which includes before and after the start of the activity.
- 5 Advertising on the sign is limited to event sponsors, unless otherwise approved by the LCCA Board.

Policy 11-4 Procedure for Updates and Submissions to the LCCA Website

- 1 The Webmaster will maintain and update information on both the public and private members' sides of the website at least monthly, as detailed in Policy 4-7B.
- 2 All Photographs to be posted on the public side of the website must have the written consent of the persons who are recognizable in the picture. (LCCA Photo Consent Form, Appendix F)
- 3 The Communications Director will send information, images and documents by email to be posted directly to the Webmaster.
- 4 All LCCA Board members can also submit information, images and documents directly to the Webmaster by email, with the Communications Director cc'd.
- 5 Anyone else who wishes to submit information, images and documents to be posted on the LCCA website must send their request to the Communications Director, in order that it can reviewed and edited as necessary to align with LCCA policies. The Communications Director will then forward any approved documents, etc., to the Webmaster for posting.

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Policy 12 ADVANCE TICKET SALES FOR SOCIAL EVENTS

- 1 Ticket sales for special events shall be made available to all members one month prior to the event date. Two weeks prior to the event, remaining tickets will be available for members to invite guests in accordance with Guest Policy 6-5.
- 2 Refund Policy – Tickets purchased for special events can be refunded only until two weeks prior to the event date.
- 3 Some events, including Summer Barbeque (BBQ), where tickets are only available two weeks in advance, will include purchases for both members and guests from the first day of sale. Such tickets are non-refundable because they are purchased within two weeks of the event date.
- 4 For offsite events, partially or wholly organized by LCCA, the above policies do not apply and therefore advance ticket sales and refund policies are to be determined by the event organizer and be approved by the LCCA President or Financial Director.

Policy 13 AMENDMENTS OR CHANGES TO LCCA POLICIES

- 1 All policies take effect, once approved by the LCCA Board of Directors. Such amendments or changes to the policies must not conflict with the Articles or By-laws. Unlike the Articles or By-laws, the LCCA Board of Directors may, at its discretion, change or add any policy without approval by the membership.
- 2 At a minimum, policies are to be reviewed every three years. For this periodic full review of the Policy Manual, the President will strike a committee to undertake this task. After the revised Policy Manual has been approved by the LCCA Board, it will be distributed electronically to the membership.
- 3 Any intermittent changes to the policies shall be posted in the newsletter.
- 4 The membership can express their objection to a policy change to the LCCA President or Secretary, and request such policy change be discussed at the next general meeting of the membership. The objection must be in writing and must have the support of a minimum of five named members.
- 5 In the event of an objection to a policy change being brought forward by a member during a general membership meeting, without prior written notice, the LCCA President may, at their discretion, allow further discussion at said meeting or delay the objection to the next general membership meeting, to allow for a review by the LCCA Board.