

CENTURY HOUSE ASSOCIATION
GOVERNANCE HANDBOOK
December, 2023

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SECTION ONE: INTRODUCTION

A. INTRODUCTION

1. The Century House Senior Citizens' Activity Association (CHSCAA) is also known as the Century House Association (CHA).
2. The CHA is a member-driven, unincorporated, non-profit association with registered charity status.
3. Century House provides, within allocated resources, year-round opportunities that will help satisfy the leisure, education and social needs of adults, 50 and older, in New Westminster. It also provides an environment to assist members in maintaining a sense of continuing relevance to the larger community as well as fostering positive self worth through acceptance by others, belonging, recognition, contribution and achievement.
4. Century House is a partnership between the CHA and the City of New Westminster with administrative authority resting with the City of New Westminster's Parks and Recreation Department. That partnership is governed by a current Memorandum of Understanding.
5. The City owns the building and the land, pays for the dedicated Century House staff as well as the maintenance, upkeep and operations of the building.
6. The member-driven Association works with City staff and volunteers to provide activities, programs and services. Century House facilities are also used for programs offered by the City of New Westminster which determines content, time and cost.
7. CHA funding derives from a combination of grants, donations, sponsorship, fundraising events and activity group contributions.

B. DEFINITIONS

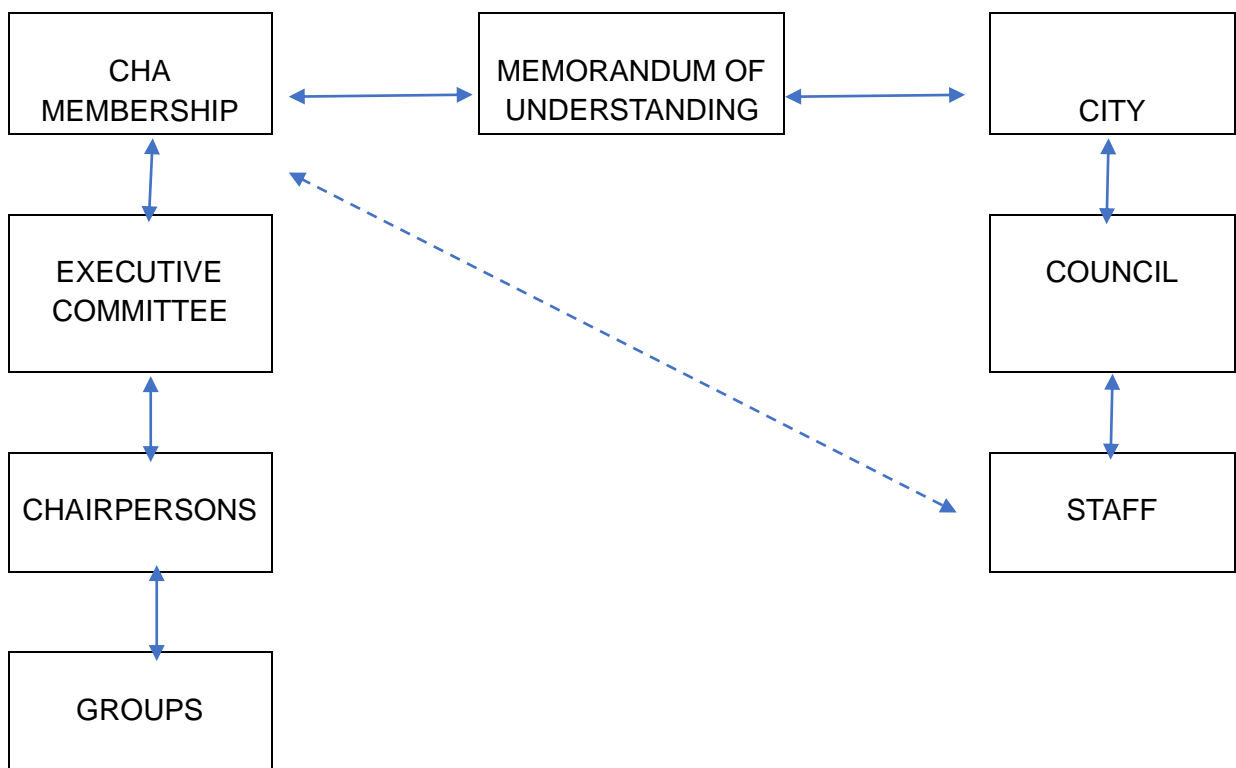
1. Bylaws are the fundamental rules and principles that define the structure and operation of an organization and provide a framework for its governance. They cover broad aspects of the organization such as its purpose, membership structure, board composition, meeting procedures and how decisions are made. Bylaws can only be created, changed or removed at an Annual General Meeting, with 2/3 majority vote required.
2. Policies are specific guidelines and rules that govern the day-to-day management and operation of an organization. They provide detailed instructions on operational matters such as financial guidelines, communications and rules governing committees. Policies are created, changed or removed by Executive motions but cannot contradict bylaws.
3. Procedures are a specific step by step set of instructions that outline how a policy should be carried out.

DEFINITIONS (Continued)

4. The following abbreviations shall be used in this document:

- a. CHA – Century House Association
- b. CHAE – Century House Association Executive
- c. CHAPS – Century House Association Peer Support
- d. CNW – City of New Westminster
- e. CRA – Canada Revenue Agency

C. GOVERNANCE STRUCTURE



SECTION TWO: GOVERNANCE DOCUMENTS

A. CENTURY HOUSE ASSOCIATION BYLAWS – JANUARY 13, 2021

1. Name: Century House Senior Citizens' Activity Association, also known as Century House Association (CHA).
2. Constitution/Purpose: The mandate of the Century House Association is to foster opportunities for leisure, education and social activities for members within a safe and welcoming environment.
3. Memorandum of Understanding with the City of New Westminster: The Century House Association partners with the City of New Westminster as stated in the current Memorandum of Understanding.
4. Bylaws: The bylaws of the Century House Association (CHA) shall not be altered, added to or deleted except by a majority vote at an Annual General Meeting after proper notice has been given of the date of that meeting and the changes, additions and/or deletions being proposed.
5. Membership:
 - a. Members must be at least 50 years of age.
 - b. Membership is renewable on a yearly basis by payment of the applicable fee to the City of New Westminster.
 - c. The amount of the applicable membership fee is set by the City of New Westminster.
 - d. Member must observe all rules and regulations of the Association.
 - e. Member must observe all rules and regulations of the City of New Westminster.
 - f. Membership in good standing is conditional on compliance with d. and e. above.
 - g. A guest from the Lower Mainland (Vancouver-Hope) may accompany a member for a limit of three visits, after which time they must purchase a membership. Visitors from outside the Lower Mainland may be a guest for the extent of their visit to the area. The sponsoring member is responsible for obtaining a guest pass from the office at each visit and for the conduct of their guest.

CENTURY HOUSE ASSOCIATION BYLAWS – JANUARY 13, 2021 (Continued)

6. Annual General Meeting:

- a. The Annual General Meeting will be held in January. The Annual General Meeting will be chaired by the President of the Association.
- b. Notice of the date, place and time of the Annual General Meeting shall be given no less than three weeks prior.
- c. Quorum for the Annual General Meeting shall be 20 members in good standing.
- d. The Agenda of the Annual General Meeting shall include Financial and other Reports, the Election to the Executive and other business as determined by the Executive.
- e. Election of Executive Officers shall be conducted by a representative of the City of New Westminster. All positions other than Past President shall be elected yearly.

7. Executive:

- a. The Executive other than the Past President shall be elected every year.
- b. The President, Vice-President and Past President may serve for a maximum of two consecutive years.
- c. Members-at-large may serve for a maximum two consecutive years.
- d. The Secretary and Treasurer may serve for a maximum of five consecutive years.
- e. The Executive shall manage all activities and internal affairs of the Association.
- f. The Association shall purchase Board Officers insurance for the Executive.
- g. In the event of an Executive vacancy, it shall be filled by appointment by CHAE for the balance of the term.

8. Signing Authority:

- a. Any contract or other document to be signed on behalf of the Association shall be signed by one or more individuals authorized by the Executive.
- b. All cheques written on behalf of the Association must be signed by two authorized members of the Executive.

CENTURY HOUSE ASSOCIATION BYLAWS – JANUARY 13, 2021 (Continued)

9. Finances:

- a. Investment of Association Funds - The Executive may make any investment in which a prudent investor might invest, unless policy prohibits that investment.
- b. Financial Statements - The Executive must present to the members at each Annual General meeting a financial statement for the previous year. Financial statements must be prepared in accordance with generally accepted auditing standards.

B. CITY OF NEW WESTMINSTER CODE OF CONDUCT – Refer to:

https://www.newwestcity.ca/parks-and-recreation/about-parks-and-recreation/sb_expander_articles/965.php

C. CITY OF NEW WESTMINSTER HUMAN RIGHTS POLICY – Refer to: man Rights Policy

https://www.newwestcity.ca/database/files/library/CNW_DOCS_1206567_v1_FOI_2018_12_Respectful_Workplace_and_Human_Rights_Policy.PDF

D. CITY OF NEW WESTMINSTER PRIVACY POLICY – Refer to:

<https://www.newwestcity.ca/privacy.php#:~:text=Information%20collected%20becomes%20the%20property,it%20is%20kept%20completely%20confidential.>

E. ROBERTS RULES OF ORDER QUICK SUMMARY – Refer to:

<https://www.boardeffect.com/blog/roberts-rules-of-order-cheat-sheet/>

F. CENTURY HOUSE ASSOCIATION MEMORANDUM OF UNDERSTANDING –See Appendix B for details.

SECTION THREE: CENTURY HOUSE POLICY OVERVIEW, ROLES AND RESPONSIBILITIES

A. EXECUTIVE DUTIES AND RESPONSIBILITIES

Preamble: The Executive (Committee) is responsible for overseeing the management and decision-making processes of the CHA. It is responsible for making high-level strategic decisions, setting policies, financial management, stakeholder communication and conflict resolution. It works in conjunction with CNW staff under the terms of the Memorandum of Understanding.

1. President

- a. Chairs the Executive and Chairpersons' meetings and the Annual General Meeting.
- b. Coordinates and directs the affairs of the CHA.
- c. Maintains direct contact with Century House City staff.
- d. Serves as CHAE liaison to designated groups and activities.
- e. Represents the CHA on CNW and other outside committees, or delegates a representative when required.
- f. Serves, along with one other member of the executive, as a signing authority for CHA bank accounts.
- g. Along with the CNW Manager, takes necessary action in the event of any member not complying with CNW Code of Conduct.

2. Vice President

- a. Attends the Executive and Chairpersons' monthly meetings and the Annual General Meetings.
- b. Acts on behalf of the President and CHA when requested.
- c. Represents the Treasurer at meetings on request.
- d. Serves as CHAE liaison to designated groups and activities.
- e. Assumes other duties as determined by the President or the CHAE.

3. Secretary

- a. Attends and reports at the Executive and Chairpersons' meetings and AGM.
- b. Prepares and distributes the agenda for the Executive, Chairpersons' meetings as well as for the AGM.
- c. Books the room and/or online link for the CHAE, Chairs meetings and the AGM as well as overseeing all related logistics.
- d. Takes accurate minutes of all the Executive and Association meetings including Chairs' Committee, AGM and Special General Meetings and makes them available upon request.

EXECUTIVE DUTIES AND RESPONSIBILITIES (Continued)

- e. Secretary (continued) Maintains the Motion Tracker.
 - f. Provides a draft copy of the minutes to the Executive within 7 days following the meetings.
 - g. Provides a draft copy of the minutes of the Chairs' Committee minutes to the group chairs within 14 days of the Chairs' Committee meetings.
 - h. Posts a copy of the CHAE and Chairpersons' Committee adopted minutes on the bulletin board near the front office and provides a copy of the Chairpersons' Committee adopted minutes to the CHA Website Administrator to be posted on the CHA website.
 - i. Handles all correspondence as directed by the CHAE.
 - j. Serves as CHAE liaison to designated groups and activities.
4. Treasurer
- a. Attends and reports at the Executive and Chairpersons' meetings as well as the AGM.
 - b. Keeps accurate records of the CHA's finances and makes them available upon request.
 - c. Serves as signing authority for the CHA bank accounts.
 - d. Serves as CHAE liaison to designated groups and activities.
 - e. Maintains the Charitable status of the CHA.
 - f. Prepares the yearly financial statement.
 - g. Manages donations to the CHA.
 - h. Maintains the Treasurer's Procedures Handbook.
5. Member at Large (x2)
- a. Attends Executive and Chairpersons' meetings as well as the AGM.
 - b. Serves as CHAE liaison to designated groups and activities.
 - c. Assumes the CHAE meetings secretarial duties in the absence of the Secretary.
 - d. Assumes tasks and responsibilities as requested by the President and/or the CHAE.
6. Past President
- a. Assists the President upon request.
 - b. Serves as CHAE liaison to designated groups and activities.
 - c. Chairs the Nominations Committee.
 - d. Assumes other duties and responsibilities as requested by the President and/or the CHAE.

EXECUTIVE DUTIES AND RESPONSIBILITIES (Continued)

7. Executive Liaison

- a. Each Activity and Service/Support Group is assigned a member of the Executive both to provide support to that group as well to be its contact with the Executive and City staff.
- b. In the case of conflict which the Chairperson cannot resolve, the Liaison will attempt to find a resolution. If that fails, the Liaison will take the issue to the Executive for further action.

B. EXECUTIVE COMMUNICATIONS

1. CHAE shall communicate with the CHA membership on a regular basis.
2. CHAE shall develop procedures for communication that respond to the needs of CHA members and update these on a regular basis.
3. CHAE shall communicate with the public as needed by various print and electronic means.
4. The CHAE or delegate shall participate in advisory committees of the CNW.
5. The spokesperson for the CHAE shall be the president or delegate.
6. CHAE shall keep all members' information confidential.

C. CENTURY HOUSE MEETINGS

1. Annual General Meeting

- a. The annual general meeting is held during the second week of January. Notice of the date, place and time of the Annual General Meeting shall be given no less than 3 weeks prior.
- b. Quorum for the Annual General Meeting shall be no less than 20 members in good standing.
- c. That meeting is chaired by the current president.
- d. The purpose of the meeting is to elect the CHAE for the upcoming year as well as to hear current Executive and Activity Committee reports as well as other business as determined by the Executive.
- e. All Executive positions other than the Past President shall be elected yearly.
- f. Executive position nominations are accepted prior to the Annual General Meeting as well as from the floor during the meeting.
- g. All CHA members in good standing are eligible to vote.
- h. Any issues that cannot be resolved at the Annual General Meeting will be referred to the Executive for decision.
- i. The elections are conducted by a representative from the CNW.

2. Executive Meeting

- a. The CHAE meets monthly, as well as at a request of the CHA President, or any 3 members of an Activity Group. Meetings are chaired by the President; in the absence of the President, the responsibility passing in hierarchal order to the Vice-President, Past President or a Member-at-Large acceptable to the majority of the attendees.
- b. The Meeting is attended by the CHAE, relevant City staff and invited guests.
- c. The purpose of the meeting is to provide a forum for topics relevant to the leadership of CHA. These topics may include but are not limited to CH policies, CHA bylaws, communication with groups outside the purview of CH, financial reports, past, future and special events, information to be relayed to Chairpersons and City Staff.
- d. Any four members of the CHAE constitutes a quorum.

CENTURY HOUSE MEETINGS (Continued)

3. Chairpersons' Meeting

- a. The Chairpersons' meeting is held monthly and is chaired by the CHAE president.
- b. The Meeting is attended by the CHAE, the Chairs of each activity, service, support group and committees (CHA Group[s]) as well as relevant City staff.
- c. The purpose of the meeting is to provide a forum for the CHA Groups to report on recent activities as well as to discuss CHA policies, financial reports and past and future special events and relay this information to their individual groups.
- d. If the President, Vice-President or Past President is not available to chair the meeting, the Chairpersons may appoint a Chair with the person selected to have all the powers and responsibilities of the President.
- e. The Executive as well as one representative from each CHA Group are eligible to vote.

4. Open Chairpersons' Meeting

- a. Both the May and November Chairpersons' Meetings are open to any CHA member in good standing to offer opinions or suggestions under the New Business section of the agenda.
- b. Questions or concerns, where possible, should be submitted at least one week prior to the event to allow for adequate research and preparation.
- c. CHAE members and Activity Group Chairpersons only are eligible to vote.

5. Special Meetings

- a. The Chairpersons may call a special CHA meeting when circumstances warrant.

D. MEMBERSHIP POLICIES – See *SECTION TWO, A,5*

E. MEMBER PARTICIPATION IN CHA PROGRAMS

1. CHA membership is open to persons 50+ through payment of the annual fee set by the CNW.
2. Membership is a requirement for participation in CHA member led-Activity, Support and Service Groups and Committees.
3. Any new CHA Group must be approved by the CHAE.
4. CHA Groups are self governing within the expectations of the CHA and the CNW.
5. A CHAE Liaison is assigned to each group.

F. CHA GROUPS' POLICIES

6. Activity Groups

- a. CHA members may form an Activity Group based on common interests.
- b. An Activity Group must have a Group Purpose that describes what the group does..
- c. If the Group is affiliated with an organization(s) outside of the CHA that information must be included in the Purpose.
- d. An Activity Group may assess a fee to support an Activity. Fees must be approved annually by the group members.
- e. An Activity Group must have a Leader elected at a meeting of Group members.
- f. An Activity Group that deals with money must elect a Treasurer annually.
- g. An Activity Group may elect additional officers as required.
- h. An Activity Group will communicate with the CHAE through its Liaison.

7. Support Groups

- a. CHA members may form a Support Group to provide specific support to other members of the CHA.
- b. A Support Group must have a Group Purpose that describes the recipients and the support required. If the Group is affiliated with any organization(s) outside of the CHA that information must be included in the purpose.
- c. A Support Group must have a Leader elected on a yearly basis at an annual general meeting.
- d. A Support Group that deals with money must elect a Treasurer annually.
- e. A Support Group may elect additional officers as required.
- f. A Support Group will communicate with the CHAE through its Liaison.

8. Service Groups

- a. CHA members may provide services to other members of the CHA and to the CNW through Service Groups.
- b. A Service Group must have a Group Purpose that describes the services provided.
- c. A Service group must have a Leader elected on a yearly basis at an annual general meeting.
- d. A Service Group that deals with money must elect a Treasurer annually.
- e. A Service Group may elect additional officers as needed.
- f. A Service Group will communicate with the CHAE through its Liaison.
- g. CHA members may provide social, education or technology-based services to other members of the CHA and to the CNW through Service Groups.

G. FINANCES

1. To ensure accuracy of information with external standards the accounting policies and procedures used by Century House Association (CHA) shall conform with Canadian Accounting Standards for Not-For-Profits (CASNFP), Canada Revenue Agency (CRA) requirements for Operating a Registered Charity and laws outlined in the Personal Information Protection Act (PIPA).
2. See Appendix A for details.

H. COMMITTEES

1. Ad Hoc Committees
 - a. The CHAE may create Ad Hoc Committees to carry out duties on behalf of the CHA.
 - b. An Ad Hoc Committee will have a defined purpose and specific term of operation.
 - c. An Ad Hoc Committee will report to the CHAE.
 - d. The CHAE will name members to an Ad Hoc Committee.
 - e. The CHAE may allocate a budget to an Ad Hoc Committee.
 - f. The CHAE will name an Executive Liaison to an Ad Hoc Committee.
2. Standing Committees
 - a. The CHA Annual General Meeting may create Standing Committees to carry out duties on behalf of the CHA.
 - b. A Standing Committee will have a defined purpose.
 - c. A Standing Committee will report to the CHAE and the Annual General Meeting.
 - d. The CHAE will name members to a Standing Committee annually.
 - e. The CHAE may allocate an annual budget to a Standing Committee.
 - f. The CHAE will name an Executive Liaison to a Standing Committee.
 - g. The Standing Committees of CHA shall be:
 - i. Governance Standing Committee
 - ii. Communications Standing Committee
 - iii. Bursary Standing Committee

SECTION FOUR: CITY OF NEW WESTMINSTER ROLES AND RESPONSIBILITIES

A. CITY STAFF DUTIES AND RESPONSIBILITIES

1. Director, Parks and Recreation
2. Senior Manager, Recreation Services Facilities
3. Manager, Recreation Services and Facilities-Seniors and Youth Services
 - a. Provides leadership and support to Century House/Youth Services City Staff in facility management, customer service, program development and delivery to meet the needs of both membership and the larger community.
 - b. Works collaboratively with community advisory groups, youth/seniors organizations and leaders, other City Departments and the general public.
 - c. Overall, supervises and manages the Century House/Youth Centre Facility and staff.
4. Recreation Supervisor Senior Services
 - a. Reports to the Manager and assists in providing leadership and support to Century House City Staff in facility management, customer service, program development and delivery to meet the needs of both membership and the larger community.
 - b. Works collaboratively with the Century House Executive and Activity, Support and Service groups.
 - c. Supports the Century House Association Bylaws and ensures that City Policy is observed throughout the facility, programs and activities.
5. Program Coordinator Senior Services
 - a. Manages facility booking and registered programs as well as supports projects, committees, special events, bus trips and provides working support to Century House Association initiatives.
 - b. Edits and coordinates the production of The Clarion.
6. Recreation Leader Attendant - Volunteer Services
 - a. Under development.
7. Recreation Facilities Clerk Supervisor Senior Services
 - a. Manages the Century House front office staff.
 - b. Assists with providing customer service to Century House members and the general public.
 - c. Provides administrative support to the Century House Association Executive, City staff and CH Food Services.

CITY STAFF DUTIES AND RESPONSIBILITIES(Continued)

8. Recreation Facilities Clerk

- a. Reports to the Recreation Facilities Clerk Supervisor and performs frontline customer service, cashier, client registration, and reception duties.
- b. Is also responsible for a variety of clerical duties, including electronic document management and point-of-sale balancing.
- c. Provides administrative support to the Century House Association Executive, City staff and CH Food Services.

9. Food Services Coordinator

- a. Coordinates Food Services Program Connections Café.
- b. Supervises volunteers and City Food Services workers.

10. Building Service Worker

- a. Does day-to-day maintenance of the facility.
- b. Performs set-ups and take-downs for programs and activities.
- c. Performs seasonal maintenance preventative work.

SECTION FIVE: APPENDIX

A. FINANCES

1. Accounting Policy
 - a. To ensure accuracy of information with external standards the accounting policies and procedures used by Century House Senior Citizens Activity Association (CHA) shall conform with Canadian Accounting Standards for Not-For-Profits (CASNFP), Canada Revenue Agency (CRA) requirements for Operating a Registered Charity and laws outlined in the Personal Information Protection Act (PIPA).
 - b. CHA uses an accrual basis accounting method.
2. Monthly Close Policy
 - a. The treasurer shall review and reconcile CHA and CHAPS monthly bank statements and prepare a Statement of Financial Income and Expense and a statement of Financial Position no later than 15 days after the close of the previous month.
 - b. These statements shall be presented and approved at the following chairpersons meeting.
3. Record Keeping Policy
 - a. General ledgers, financial statements, source documents and copies of T3010 returns shall be kept for six years from the end of the last tax year to which they relate or, if the charity is revoked, for two years after the date of revocation.
4. Lines of Authority Policy
 - a. Financial policies shall be reviewed annually by the treasurer and the CHA accountant to ensure compliance with all external requirements including CASNFT, CRA and PIPA.
 - b. Changes in financial policies shall be approved by CHAE and presented at AGM.
 - c. The annual budget shall be prepared by the treasurer, reviewed and approved by CHAE and presented to members at the Chairpersons' Meeting directly following the AGM.
 - d. Any CHA group or committee expense over \$300.00 must be preapproved by CHAE.
 - e. Unbudgeted expenses over \$1000 (one thousand) shall be approved at a Chairpersons' Meeting.

FINANCES (Continued)

5. Conflict of Interest Policy
 - a. It is the policy of CHA that no member of CHAE shall derive any personal profit or gain, directly or indirectly, by reason of his or her service to CHA.
6. Physical Security Policy
 - a. All key financial documents including books and records shall be kept in a secure place.
7. Tax Compliance Policy
 - a. The CHA appointed accountant shall prepare the Registered Charity Information Return (T3010) based on consolidated financial statement no later than six months after the fiscal period end.
 - b. The treasurer shall file two GST rebate statements each year based on the balance of the GST account at the end of June and at the end of December.
 - c. An official tax receipt must be issued for donations from external parties by the person(s) authorized by CHA for twenty (20) dollars or more.
8. Grant Policy
 - a. CHAE must preapprove all grant applications made on behalf of the association.
 - b. All grant applications must be signed by at least one authorized member of the executive.
9. Activity Group Contribution Policy
 - a. CHA determines the amount of contribution to the general fund.
10. Fundraising Policy
 - a. CHAE must approve all activity group, support group and committee fundraising.
11. Purchasing and Procurement Policy
 - a. CHAE shall require three quotes for the purchase of any unbudgeted item or service over \$1,000.00.
12. Cheque Disbursement Policy
 - a. All cheques issued require two of three authorized signatures.
 - b. Detailed invoices and receipts must be submitted for a cheque to be issued.

FINANCES (Continued)

13. Cost Sharing with City of New Westminster Policy

- a. Cost sharing shall be determined on an individual expenditure/requirement basis.

14. Cash Management and Investments Policy

- a. Cash management shall consist of a chequing account, a savings account and term deposits held at a Canadian financial institution.
- b. A petty cash fund shall be kept in the safe at the CNW office.
- c. CHAE must approve all movement of CHA funds between bank accounts and investments.
- d. Only low risk fixed term investments shall be allowed.

15. Operating Reserve Policy

- a. CHA and CHAPS shall maintain a reserve equal to two years of normal operating costs not including expenses for grants or other restricted funds.

16. Dissolution of Association Assets Policy

- a. In the event that CHA ceases to exist as a viable entity its remaining assets after payment of debts shall be distributed to the CNW.

B. MEMORANDUM OF UNDERSTANDING – refer to following page.

City of New Westminster and the Century House Association

Memorandum of Understanding

for the provision of recreation services for 50+ residents

New Westminster is a growing and dynamic community that will continue to require an evolving set of parks, recreation and cultural services for all 50+ residents. This agreement provides a basis for sustaining and enhancing a proven relationship between two trusted partners for the delivery of some of those services to this segment of our population. It focuses on the provision of social, cultural and recreational services based at Century House as provided by an agreement between the City of New Westminster, (the City) through the Parks and Recreation Department and the Century House Association (the CHA). The CHA is member driven, unincorporated, non-profit association with registered charity status. This agreement is about meeting important community needs, delivering services in a sustainable, inclusive and cost-effective manner, and leveraging the efforts and resources of both partners using the unique strengths and abilities that each brings to the table.

By signing this agreement, the two parties are documenting their joint understanding of and commitment to delivering services based in but not limited to Century House; a City owned facility central to provision of leisure services for those residents 50+ in our City.

We support the following understanding and express our desire to implement it.

WHEREAS:

- A. Recreation and community services are recognized by the City and the CHA as essential components in the overall health and wellbeing of our citizens and our community.
- B. The CHA is a member driven, inclusive association of 50+ residents.
- C. The mandate of the CHA is to foster, through the provision of recreation opportunities, feelings of positive self-worth, emotional and physical well-being, a sense of belonging, recognition, contribution, achievement and acceptance of others.
- D. Since its inception in 1958 the CHA has demonstrated its ability and reliability as an effective partner in the provision of recreation services for citizens 50+ residents in our community.
- E. The total number of residents 50 years of age and older is projected to grow significantly in our community and the proportion of all residents in that age group is also expected to grow substantially over the next 20 years.
- F. The City has determine that partnering with the CHA on the provision of leisure opportunities for 50+ citizens in our community is an optimum approach to service delivery.
- G. While the City could provide recreation services to 50+ citizens at Century House without the CHA, partnering with the CHA to provide those services is a much-preferred approach, maximizing social and community engagement, access and affordability for all.

NOW THEREFORE, the parties agree as follows:

1. PRINCIPLES AND VALUES

Programs, services and opportunities will be provided in and through Century House in a manner which reflects the following fundamental principles and values which amplify and more fully describe the community's expectations.

- **A sense of belonging** - a place where everyone will feel welcome, valued, and have a sense of belonging and the responsibility that comes with that;
- **Inclusivity** – accessible by all 50+ citizens with their diverse backgrounds, needs and abilities;
- **Responsiveness** – participant focused and responsive to changing needs;
- **Volunteerism** - will be valued, celebrated and incorporated into the service delivery;
- **Partnership** – is valued and the strengths of each party are leveraged in a synergistic way;
- **Sustainability** - socially, economically, fiscally, organizationally, operationally and environmentally.

2. GOALS

The goals of the relationship embodied in this MOU are:

- To help 50+ citizens realize their potential and to continue their meaningful involvement in community life;
- To facilitate a healthy and engaged community of 50+ citizens;
- To make a positive impact on real social issues facing the community;
- To recognize and leverage the strengths and unique abilities of both parties while seamlessly delivering quality programs and services to the target market;
- To continue to enhance and strengthen the relationship between the two parties, building on the success of our existing long-standing partnership;
- To leverage volunteer contributions and enhance volunteer leadership;
- To engage the community of 50+ citizens in fulfillment of all above goals.

Each of the Parties will act as separate, equal and independent entities, but will collaborate and work together, leveraging each other's skills and abilities to deliver higher quality services, more cost effectively and more sustainably than each can achieve independently.

3. THE FACILITY

Century House will continue to:

- Be a vibrant activity centre for residents 50+ years of age;
- Act as an integrating community hub to bring people together;
- Be a transformational social focal point for gatherings, informal and formal;
- Be a catalyst for community health and wellbeing;
- Focus on acceptance and inclusion;
- Focus on resolving problems of isolation, disconnectedness, loneliness and inactivity;
- Adapt and grow in response to changing needs.

4. OPERATING THE FACILITY

As a public facility, the City is responsible for all management and operational functions at Century House, including staffing, security, space allocation, janitorial and building maintenance services, set up and take down of equipment, enforcing a code of conduct, and systems maintenance. It also provides public access to wifi within the building. CHA volunteers assist in welcoming users into the building and supporting some clerical functions that relate to customer service.

5. DELIVERING PROGRAMS, OPPORTUNITIES AND SERVICES

While ideally, recreation opportunities should be planned and led by volunteers, there will be cases where paid instructors will be needed to help deliver the education, social and recreation opportunities, especially to underserved members of the community.

- Where the activity has the potential to be volunteer led, the CHA will design and deliver it using volunteer members with City staff support.
- Where it requires a paid leader or instructor, the City will plan and deliver it and oversee the paid leadership.
- The City will take the lead on planning and delivering special events and social events, but the CHA will provide support and volunteer help.
- The City will provide liability insurance for all known and approved recreation programs, activities and social services provided in Century House.
- The City's liability insurance covers CHA's operations that are related to the City as outlined in the MOU. It does not cover incidents relating to elderly abuse, cheque fraud, employee dishonesty (crime coverage) or Directors & Officers Liability; therefore, CHA may wish to consider purchasing Elderly Abuse, Crime and Directors & Officers Liability insurance. There are insurance packages that include Crime and D&O for non-profit organizations.

- The City will take the lead on the provision of food and beverage services, and use a core of paid staff and non-member volunteers in that provision. The CHA will provide support through member volunteers.
- The City will seek advice and support from the CHA in the development and delivery of new programs and services at Century House.
- The City will provide specialized equipment required in the delivery of programs and services, and program supplies for programs that it delivers.
- The CHA will secure and pay for program supplies for activities it delivers.
- In some cases, the costs of some equipment and supplies may be shared between the City and the CHA.

6. MARKETING PROGRAMS, OPPORTUNITIES, SERVICES and the CHA

The City and the CHA will both engage in marketing efforts designed to ensure that all 50+ residents are aware of and understand the opportunities available to them at Century House and the advantages of membership in the CHA. They will collaborate on many of these efforts and will pursue some separately. Although these efforts and strategies will change over time, some current examples of how the two partners will allocate efforts and resources include the following:

- Word of mouth is a powerful marketing tool and CHA members use it on an ongoing basis to recruit new members.
- The CHA also manages a website and publishes a newsletter that is distributed to members and through other outlets; both with support from City staff.
- The City publishes the Active Living Guide which lists Century House activities and operates a website which features the facility and its programs.
- The City also uses its social media channels to distribute information about Century House.
- The City is responsible for signage at Century House which is expected to illustrate what the facility is and does.
- Opportunities to provide information about Century House and the CHA are jointly identified and supported by both City staff and CHA volunteers (e.g. booths or tables set up at community events at which volunteers can answer questions and provide information).

7. FINANCING SERVICES

The two parties collaborate on financing opportunities and activities within Century House as follows:

- The CHA maintains its own bank account and manages its own finances within accepted accounting practices.
- The CHA has a variety of fundraising initiatives. It will use its funds to fulfill its mandate to support programs, activities and services at Century House.
- Because CHA has charitable status, it is eligible to apply for many types of grants and can accept tax deductible donations and bequests. From time to time it will use this advantage to partner with the City to upgrade to the Century House facility, furniture or equipment that benefits both parties. These funds may also be used to provide new program or leadership opportunities.
- CHA members are charged an annual membership fee which is set and collected by the City and retained by the City to help offset the costs of operating the facility.
- Activities sponsored by the CHA are self-financed, in that the CHA Activity Committee responsible for each activity charges users for any direct costs involved in providing the service. Funds raised from activity participants by CHA are put into the CHA General Account.
- In order to register for City sponsored activities within Century House, one has to have a CHA membership. The City is responsible for registering participants in City sponsored programs and for financing those programs.
- The City also operates a financial assistance program for anyone who has difficulty paying fees for City sponsored programs.

8. GENERAL

In addition to the forgoing:

- The City will maintain the CHA membership list and apply City policies in terms of protecting the privacy of member's personal information contained on that list.
- The City provides various types of support for the CHA. For example, it provides limited administrative support for the CHA Executive. The City assigns a staff person to liaise with and support the CHA Executive.
- The City has expertise and resources outside of its Parks and Recreation Department which it will bring to bear on problems and issues in and around Century House from time to time. Examples include Information Technology resources, marketing resources, and facility systems expertise.
- The City is responsible for managing all facility emergency protocols and responses at Century House.
- The CHA develops and updates policies and procedures that further define how it operates and relates to the City.

- The CHA will adhere to all City bylaws, policies, and standards of conduct in the delivery of its programs and services.
- This MOU will be reviewed and updated when either party feels the need to amend it.

9. NO INTENT TO LIMIT OTHER SERVICE RELATIONSHIPS

It should be clear that formalizing this relationship in no way excludes or prevents the CHA from executing other relationships with other service providers with respect to the services at Century House or outreach services. Nor does it limit the City and the CHA from entering into additional service relationships.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the 6 day of January, 2020.

By our signatures below, we document our understanding and support for the intent expressed herein.

On behalf of the City of New Westminster

On behalf of the Century House Association



Mayor Jonathan X Cote



J. S. Blake



Jacque Killawee, City Clerk