



# POLICIES & PROCEDURES GUIDEBOOK

*The East Village Neighbourhood Association uses this document in conjunction with the Association's Bylaws. The Bylaws are voted on and approved by the members. The Policy and Procedures are updated when needs arise, by review and vote by the sitting Board of Directors.*



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# SECTION A – BOARD OF DIRECTOR POLICIES

## 1. CODE OF CONDUCT AND CONFIDENTIALITY POLICY

### Description

1. Will respect the rights & dignity of themselves and others.
2. Will demonstrate a high degree of individual integrity, honesty, and responsibility, recognizing that at all times their words and actions are an example to other members.
3. Will not use East Village Neighbourhood Association to promote one's beliefs, behaviors or practices.
4. Will act with consideration and good judgment in all interpersonal relationships, both inside and outside the community.
5. Will declare any potential conflict of interest any member may have with the business dealings of the association and will make public declaration of such conflict so that appropriate measures can be taken to address conflict of interest situations while performing the association's duties.
6. Will respect everyone's right to privacy and the sharing of information at all times, and will not use their position to gain access to information, that would not otherwise be available to the public.
7. Will realize that bullying, physical, verbal, psychological, financial or cultural abuse, general harassment, sexual harassment, neglect or any other type of abuse, is unacceptable conduct by any member, at any time.
8. Will use good judgment prior to disclosing or divulging any information that should not be divulged to the public, except information that has been approved for disclosure. Specifically, and without limiting the foregoing, will not disclose confidential personal information which may be discussed at association board meetings and in carrying out the business of the association.
9. Will respect the flow of information as it relates to particular information. For example, financial information should not be released without the prior approval/OK of the Treasurer; minutes should not be released without the prior approval/OK of the Secretary, and so on.
10. Understands and respects the roles and responsibilities associated with each position on the Board. To this end, will agree that public statements should be made by the President, as spokesperson for the association, and as such, any requests for a "statement" by the community should come from the President, unless directed to provide one by the Board.



11. Will respect and abide by the by-laws of the association, and the laws set out by municipal, provincial and federal governments. To this end, will not knowingly or willingly engage in any activity which might be in breach of the bylaws or the laws of the country. Should one be investigated by an authoritative body for such a breach, they will be required to take a leave of absence until the matter is resolved. Should they be found guilty, their board position will be immediately terminated.
12. Will abide by the rule of “Parliamentary Law” where a gap may exist in the current by-laws, and or other rules governing the community association (Example: Societies Act of Alberta).
13. Will not tolerate discrimination against a member or non-member based on race, religious beliefs, colour, gender, gender identity, gender expression, physical disability, mental disability, ancestry, age, place of origin, marital status, source of income, family status, and sexual orientation.
14. Will uphold and protect the personal and professional reputation of other members of the Association. To this end, will not participate in any communication which could be considered as gossip, rumor, hearsay, or accusations against another member.
15. Will not participate in or allow personal attacks by one member of another member.
16. When engaged in community association business, will act in a professional and objective manner, and, will not use language that is considered inappropriate.
17. Will, upon completion of their duties while serving the community, will ensure that all information, and property belonging to the community is returned in a timely manner, and with due regard to care.

**Resultant Actions**

1. The Board is free to take whatever action it deems appropriate to enforce this policy, including dismissal from the Board as per the guidelines outlined in our Bylaws.

**Board Member Signature:**

I, (print name) \_\_\_\_\_, agree to comply with and be bound by this Code of Conduct and Confidentiality Policy.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



## 2. BOARD OF DIRECTORS ATTENDANCE POLICY

Standard: The Board of Directors expects each director, committee member and contractor to understand the requirements of the East Village Neighbourhood Association (“EVNA”) as per standards and expectations adopted by other registered society in Alberta.

### Policy Purpose

This policy is intended to support full contribution of all board members. All board members receive a copy of this official policy. The policy is reviewed once a year and maintained in each member’s Board Manual. The policy has been reviewed and authorized by the board (see signature and date below).

### Procedures

#### *Definition of a Board Attendance Problem*

A board attendance problem exists with any of the following conditions:

- The member has two unnotified absences in a row (“unnotified” means the member did not call a reasonable contact in the organization before the meeting to indicate their anticipated absence).
- The member has three notified absences in a row.
- The member misses one third of the total number of board meetings in a twelve-month period.

#### *Response to a Board Attendance Problem*

1. If a board attendance problem exists, the association’s president will promptly contact the member to discuss the problem.
2. The member’s response will promptly be shared with the entire board at the next board meeting. At that meeting, the board will decide what actions to take regarding the board member’s continued membership on the board.
3. If the board decides to terminate the membership, termination will be conducted per the following policy per the process specified in the organization’s bylaws.
  - a. The association’s president will notify the terminated member in writing of the board’s decision per the terms of the Board Attendance Policy;
  - b. This written notification will request a letter of resignation from the terminated member, to be received within two weeks and request the terminated member return his or her board manual to EVNA within two weeks;
  - c. The board will vote to accept the member’s resignation letter at the next board meeting;
  - d. The board will promptly initiate a process to begin recruiting a new board member.



### 3. PRIVACY POLICY AND GUIDELINES

This Privacy Guidelines incorporate the provisions of Part 1 of *the Personal Information and Electronic Documents Act* (PIPEDA – Government of Canada), the principals of *the Personal Information Protection Act* (PIPA – Government of Alberta) and the ten principles of the Canadian Standards Association (CSA) Model Code for the Protection of Personal Information.

#### **ACCOUNTABILITY & RESPONSIBILITY**

The Board is responsible for all personal information in its possession or control, including information that has been transferred to a third party for processing. EVNA will use contracts or other means to provide an appropriate level of protection when a third party processes information on behalf of the association.

The Board will, from time to time, establish procedures to implement its commitment to privacy, including:

- Procedures to protect personal information
- Procedures to receive and respond to complaints and inquiries

#### *Identifying Purposes*

EVNA identifies the purposes for which personal information is collected and specifies (verbally, electronically or in writing) and explains the identified purposes(s) to the individual at or before the personal information is collected.

Any new purpose is communicated to the individual prior to use. In such cases, the consent of the individual is required before the information is re-used.

#### *Consent*

EVNA uses reasonable efforts to ensure that individuals understand how their personal information will be used and obtains consent as required for the collection, use and disclosure of personal information, except where inappropriate.

When determining the form of consent, the Board considers the sensitivity of the information and the reasonable expectations of the individual. Express consent will be obtained when the information is likely to be considered sensitive; implied consent may be appropriate when information is less sensitive. Consent may also be given through an individual's authorized representative (such as a legal guardian or a person having power of attorney).

#### *Limiting Collection*

EVNA limits the amount and type of personal information collected to that which is necessary for the identified purpose and collects information by fair and lawful means.

EVNA *may* collect the following personal information from board members and other volunteers:

- demographic and contact information including home address and telephone number, business name, address and telephone number
- education and employment history if relevant to Board position
- areas of interest and expertise
- history of community involvement.

EVNA *may* collect the following personal information from members of the board:

- names and contact information, including home address and telephone numbers
- financial information, if members involved in programs with financial eligibility requirements, or where payment is required for programs or services

EVNA may collect personal information through the following means:

- solicited and unsolicited resumes and correspondence
- completed application forms (paper or on-line format) for grants and bursaries, volunteer opportunities, etc.
- in person and through telephone interviews
- on-line forms through the website.

#### *Limiting Use, Disclosure and Retention, Safeguards*

EVNA does not use or disclose personal information for purposes other than those for which it was collected, except with the consent of the individual or as required by law.

Only Board Executives or volunteers with a business need-to-know, or whose duties so require, are granted access to personal information.

EVNA protects personal information against such risks as loss or theft, unauthorized access, disclosure, copying, use, modification or destruction, regardless of the format in which it is held.

EVNA ensures that all employees and volunteers are aware of its privacy policies and procedures, and understand the importance of maintaining the confidentiality of personal information.

Personal information that is no longer required to fulfill the identified purposes or required by law to be retained is destroyed, erased or made anonymous.

#### *Openness*

Upon request, EVNA makes available specific information about its policies and practices relating to the management of personal information, including:

- the means of gaining access to personal information held by EVNA;
- identification of personal information held by EVNA, and a general account of its use;
- a copy of any brochures or other information explaining EVNA's Privacy Policy, Guidelines and related procedures;
- reference to the statement of EVNA Privacy Policy on EVNA website, if applicable.

#### *Individual Access*

Upon request, EVNA provides individuals with access to their personal information held by the association. Individuals have the right to challenge the accuracy and completeness of their personal information held by EVNA, and to have it amended as appropriate.



*Correction/Amendment of Personal Information*

EVNA corrects or amends personal information as required when an individual successfully demonstrates the inaccuracy or incompleteness of the information. Amendment may involve the correction, deletion, erasure, or addition to any personal information found to be inaccurate or incomplete.

*Challenging Compliance*

A complaint may be addressed in writing to the Privacy Commissioner of Canada at 112 Kent Street, Ottawa, Ontario, K1A 1H3 –or- to the Office of the Information and Privacy Commissioner of Alberta, #410 – 9925 – 109<sup>th</sup> Street, Edmonton, AB, T5K 2J8, 780-422-6860, [www.oipc.ab.ca](http://www.oipc.ab.ca).





## 4. BOARD OF DIRECTORS CONFLICT OF INTEREST POLICY

Standard: This Conflict of Interest Policy governs the activities of the board, committee members and contractors and provides guidelines for identifying conflicts, disclosing conflicts.

### Policy Purpose

Identifies what may be a conflict of interest and outlines the procedures to be followed to manage conflicts of interest and situations that may result in the appearance of a conflict.

Questions about the policy should be directed to the association's President or Treasurer. It is the duty of all board members and staff to be aware of this policy, and to identify conflicts of interest and situations that may result in the appearance of a conflict and to disclose those situations/conflicts/or potential conflicts to

- The association's President,
- The association's Treasurer, or
- Other designated person, as appropriate.

### Procedures

A conflict of interest arises when a board, committee member or contractor has a personal interest that conflicts with the interests of the East Village Neighbourhood Association ("EVNA") or in situations where a board/committee member has divided loyalties (also known as a "duality of interest"). The former can result in situations that result in inappropriate financial gain to persons involved.

Similarly, situations or transactions arising out of a conflict of interest can result in either inappropriate financial gain or the appearance of a lack of integrity in EVNA's decision-making process. Both results are damaging to the association and are to be avoided.

### Examples

1. A person in a position of authority over the Organization may benefit financially from a transaction between the Organization and the board/committee member; or others closely associated with the board/committee member may be affected financially. Family members, or their businesses, or other persons or the businesses of persons with whom the board/staff member is closely associated, could benefit from similar transactions.
2. A conflict of interest could be a direct or indirect financial interest such as those described above, or a personal interest such as the situation where a board member of the association is also a board member of another nonprofit or for-profit entity in the community with which the EVNA collaborates or conducts business.



*Covered Persons*

The policy set forth in this statement is applicable to all EVNA Officers and Board members, and to committee chairs, any paid Manager and to such other committee members, community members and employees as the Board may designate. The policy shall be applicable to each person during the period that they serve in such capacity and for a period of one year thereafter (“Covered Persons”). The association takes a broad view of conflicts and board/staff are urged to think of how a situation/transaction would appear to outside parties when identifying conflicts or possible conflicts of interest.

*Disclosure of Conflicts*

Board members, committee members and staff will annually disclose and promptly update any disclosures previously made to the association’s president of the board on an Annual Conflict Disclosure Questionnaire form provided by the Organization that requests them to identify their interests that could give rise to conflicts of interest, such as a list of family members, substantial business or investment holdings, and other transactions or affiliations with businesses and other organizations or those of family members as well as other nonprofit organizations.

Board and staff are also urged to disclose conflicts as they arise as well as to disclose those situations that are evolving that may result in a conflict of interest. Advance disclosure must occur so that a determination may be made as to the appropriate plan of action to manage the conflict. Committee members should disclose to their committee chair and board members should disclose to the board/President of the board as soon as the person with the conflict is aware of the conflict/potential conflict or appearance of a conflict exists.

*Procedures to Manage Conflicts*

For each interest disclosed, the full board, or the association’s President and Treasurer, as appropriate, will determine whether the organization should:

1. Take no action.
2. Disclose the situation more broadly and invite discussion/resolution by the full board of what action to take.
3. Refrain from taking action and otherwise avoid the conflict. In most cases the broadest disclosure possible is advisable so that decision-makers can make informed decisions that are in the best interests of the organization.

When the conflict involves a decision-maker, the person with the conflict (“interested party”):

1. Must fully disclose the conflict to all other decision-makers.
2. May not be involved in the decision of what action to take (e.g., may not participate in a vote) but may serve as a resource to provide other decisionmakers with needed information.
3. The person with the conflict may be asked to recuse him/herself from sensitive discussions so as not to unduly influence the discussion of the conflict.

In all cases, decisions involving a conflict will be made only by disinterested persons.



*Documentation of Conflict*

1. The fact that a conflict was managed and the outcome will be documented in the minutes of board meetings if the conflict was related to a board member, and reported by the manager to the board/ association's president of the board/other appropriate committee of the board (e.g., Audit committee) if the conflict was related to a committee/staff member.
2. The association's President and Treasurer will monitor proposed or ongoing transactions of the organization (e.g., contracts with vendors and collaborations with third parties) for conflicts of interest and disclose them to the Board and staff, as appropriate, whether discovered before or after the transaction has occurred.
3. Each Covered Person shall annually sign a statement affirming that such person:
  - Has received a copy of the conflict of interest policy
  - Has read and understands the policy
  - Has agreed to comply with the policy
  - Understands that EVNA is a registered Society in Alberta

*Confidentiality*

All information concerning actual or potential conflicts of interest on the part of Covered Persons shall be held in confidence unless the best interests of EVNA dictate otherwise. Any disclosure beyond the members of the Board shall take place only upon majority vote of the Board.

## 5. MARKETING & COMMUNICATIONS POLICY

Communication is essential internally as a board of directors, and externally for sharing news and information on behalf of EVNA and engaging with our members. Our communication will be respectful, timely, appropriate and related to our organization's mission and mandate.

### What We Will Do

We will use respect in both our internal and external communications. We will adhere to the below policies to present a unified and consistent image and voice for the organization.

Our communication will protect members' privacy, maintain clear boundaries, and ensure that bullying and harassment does not occur.

A Marketing & Communications director will be appointed to provide accountability and control over material published on our website and any related discussion groups or social media channels, such as Twitter, Facebook, Instagram, and YouTube. Any access to accounts will be approved at the discretion of the Marketing & Communications Director and only after the Marketing & Communication policy is read and understood.

### Internal Communication

#### *Respect*

- All communication must be truthful and ethical. The impact and consequences of communication determined in advance must be considered.
- Information provided to any one person should also be provided at the same time to all others involved or likely to be interested.
- Mischievous communication (e.g. starting or spreading rumors known to be untrue) will not be tolerated.

#### *Feedback*

- Obtaining feedback and listening effectively are critically important for good communication.
- Board members and staff should always be able to respectfully say what's on their minds without retribution.
- We are always committed to acting on feedback, either with clarifying communication or relevant action.
- We will identify and address internal and external communication needs and issues routinely in the development, implementation and evaluation of policies, programs, services and initiatives.

### *Internal Communication Tools*

- Board of Director members will be assigned @yycevna.org emails and provided access to Office 365 and the included programs.
- EVNA uses **Teams** as the main tool, it is expected that all members save and store files, host meetings, share relevant content, and communicate there as much as possible.
- Board members should not use personal emails, store files on personal desktops or drives.

## **External Communication**

### *General Guidelines*

- We will be visible, accessible and accountable to our members by identifying ourselves in a distinct and consistent way and maintaining a recognizable and unified organization identity in all circumstances.
- We will deliver prompt, courteous and responsive communications that are sensitive to the needs and concerns of members and respectful of individual rights in a fair, representative and inclusive manner.
- We will explore a variety of ways and means to communicate – from traditional methods to new technologies – to reach and communicate with our members.
- We will consult the public where applicable, listen to and take account of people's interests and concerns when establishing priorities, developing policies, and planning programs and services.

### *Branding and Logo Usage*

- We will adhere to the brand guidelines and visual identity as per the *EVNA\_VisualIdentity-Research&Guidelines* documents available on the Marketing Committee Teams Channel.
- Our trademarks and other brand features are protected by law. Any external partner will need our permission in order to use them. If a request is made, the Marketing & Communications Director will review and ultimately approve.
- Our logo cannot be used in a way that implies affiliation with or endorsement by EVNA of products or services, unless part of a specific partnership (Examples: community newsletter, joint events).

### *Website*

- Our website will include current information on our organization, updates, events, membership, etc.
- No offensive content or photos will be published
- If we intend to publish a photo of a minor, we will first seek permission from his or her parents/guardians and take care not to provide identifying information
- We will seek feedback from members to improve the information available on the site

### *Email*

Board members and staff should use assigned @yycevena.org email to provide information about our organization, updates, events, membership, etc. to our members, however:

- Canada Anti-Spam Legislation (CASL) standards will be followed
- Official organization emails will include an email signature with all the organization's contact information
- Mass emails will be planned and approved as a board of directors prior to being sent and be edited by another board member prior to being sent
- Any and all communication involving minors will be directed through their parents/guardians
- Email communication will always be done in a professional and respectful manner. Abusive, discriminatory, intimidating or offensive statements will not be tolerated.

### *Social Media*

1. Be smart – you're responsible for yourself
2. Be conscious of both your personal and profession online social media presence
3. All views publicly expressed should reflect the Board's agreed upon position
4. Do not engage in public arguments or debates or respond to negative posts or comments
5. Fully disclose your affiliation with our organization
6. When in doubt, do not post

### **What We Ask You To Do**

We expect our board members and staff to follow the above policies and conduct themselves appropriately when using electronic communication to share information with other members or posting material on public websites connected to our organization.

Electronic communication:

- Should be restricted to organization matters
- Must not offend, intimidate, humiliate or bully another person
- Must not be misleading, false or injure the reputation of another person
- Should respect and maintain the privacy of members
- Must not bring the organization into disrepute

### **Non-Compliance**

Board members and staff may face disciplinary action for sending inappropriate electronic communication or posting online content or comments that harass, offend, intimidate or humiliate another member.

Under certain circumstances, cyber bullying (e.g. bullying that is carried out through an internet service such as email, a chat room, discussion group, instant messaging or website) is a criminal offence that can be reported to the police.

In addition, members who publish false or misleading comments about another person in the public domain (e.g., Facebook, YouTube or Twitter) may be liable for defamation.

## 6. EMAIL MOTION DISCUSSION AND VOTING PROCEDURES POLICY

### Definitions

**Polling** is defined as “The collection of opinions on a subject.”

**Voting** is defined as “A formal expression of choice regarding approval of a motion or election of an individual as outlined in your bylaws.”

Board is defined as “the board of directors of the association as outlined in your bylaws.”

### Purpose

The purpose of this policy is to establish guidelines for the use of email motion, discussion and voting procedures regarding the decision-making authority of the Board of Directors of East Village Neighbourhood Association (EVNA) and its Committees.

### General Policy Details

- The Board of Directors shall adopt policy and procedures to ensure current and future Board members are fully aware of the procedures to be followed in the discussion of and voting on matters by email.
- It is the expectation of all Board members that material should either be presented at meetings or provided via email and will be clear, complete and understandable in terms of the requirements placed upon them for action/response in the process of an email vote or poll.
- The intent of this policy is to ensure that the same comfort level of a regular face-to-face meeting is maintained while providing a clear explanation as to why the mechanism of email polling or electronic voting is being invoked in lieu of a regular meeting i.e. usual consent agenda matter, committee report work, not a contentious issue that needs a face-to-face meeting/debate/discussion.

### Email Voting Procedure

1. As at regular board meetings, any member of the board may make a motion. However, for proper record keeping the motion will originate with the President and Secretary.
2. All email votes will have the subject line clearly stated
  - “E-VOTE: \_\_\_\_\_ (state the motion briefly).”
3. To maintain the transparency and integrity of e-mail votes, the board members must use their correct email address, and should be a “Reply to All” email always when establishing the motion.
4. Only one motion may be debated at any time.
5. To begin discussion on a motion there must be a seconder.
6. If a second to the motion is not received within 72 hours, the motion dies.
7. If a seconder is received, then the moderator i.e. President or Secretary states the motion and starts a comments debate.



- 8. Comments circulated as part of the discussion/debate should be clearly marked as “Comments” in the subject line and only matters related to the motion should be discussed in the comments. “Reply to all” is mandatory so everyone understands and participates in the discussion.
- 9. The comments/debate will be open for two (2) working days.
- 10. If there is an amendment to the original motion, then this process must stop and be brought to a board meeting as it is too complicated for people to understand what is now being debated.
- 11. Upon completion of the time, the originator i.e. President or Secretary will circulate a motion with “email-vote-Yes/No/Abstain” in the subject line.
- 12. If there was no discussion and all are in expressed agreement and stated their vote by Reply All, then there is no need for the additional day of voting.
- 13. If there was discussion, voting will be open for 1 business day, and all must “Reply All” to state their vote.
- 14. The originator will count the votes, and send a report of the outcome to the full board and will be noted in the next board meetings minutes.

### Sample E-Motion

A screenshot of an email client interface. The subject line is "E-VOTE: Motion to create a sample email". The sender is Jenn Machin, Secretary of the EVNA Board of Directors. The email body contains a motion for approval, instructions on how to respond (REPLY ALL), and contact information for the Secretary.

E-VOTE: Motion to create a sample email

Jenn Machin | Secretary  
To: EVNA Board of Directors

Hi Everyone,

The below motion is being present to the board for approval and seconded by Ken Peach.

**Motion to create this sample email effective this date in 2021.**

If there is discuss, please REPLY ALL by end of day [two days hence]. At that time the motion will be sent for a vote.

If you have no comments, and are in agreement of the motion, please REPLY ALL; **Approved**.

Once all have responded, I will confirm if there is need for a vote. At that time, a separate email to circulate this motion with a survey option will be sent out and will need to be responded to within 24 hours.

Cheers,  
S  
Jenn Machin

Secretary  
East Village Neighbourhood Association  
[secretary@yycEVNA.com](mailto:secretary@yycEVNA.com)  
[www.yycEVNA.org](http://www.yycEVNA.org)







## SECTION B – FINANCIAL POLICIES

### 7. POLICY – ANNUAL BUDGETING AND MONITORING

Standard: The board plans, approves, monitors and revises both an annual and capital budget.

#### **Policy Purpose**

To ensure that the organization has the adequate resources to achieve their mandate in a fiscally responsible and viable manner.

#### **Procedures**

1. The budget planning will start at the end of the third quarter of the fiscal year, with both the operating and capital budgets approved prior to the start of the new fiscal year.
2. Operating budgets will be set for a fiscal year, while capital budgets will be set for three to five years, with annual reviews.
3. Monthly, the bookkeeper will present the statement of operations, showing actuals as a variance of the budget. The board will monitor the operating budget to ensure oversight and control, adjusting the budget as necessary.
4. During a capital project, accurate documentation will be kept on the disbursements, to ensure grant funds are adequately leveraged. These will aid in completing grant reports and in creating the amortization schedules. For larger projects, regular financial and project management reports will be provided to the board.



## 8. POLICY — AUTHORITY

Standard: The board of directors is ultimately responsible for the financial management of all activities of the organization and must show fiscal responsibility, transparency, and accountability.

### Policy Purpose

All board members share the governance responsibility for the organization. No one position is given total authority. There must be checks and balances in place to mitigate the risk to the organization.

### Procedures

1. The Treasurer is authorized to act on the board's behalf on financial matters not exceeding \$500, when action is required in advance of a meeting of the board of directors.
2. The Treasurer is responsible for the day-to-day financial management of the organization.
3. The board authorizes the Treasurer to hire and supervise independent consultants, pay bills, receive funds, and maintain bank accounts in line with the approved operating budget.
4. Two signatures will be required on all cheques.
5. The Treasurer is authorized to enter into contracts for activities that have been approved by the board as a part of budgets or plans. The board of directors must authorize any contracts outside of these parameters and all contracts with a financial value greater than \$1,000 or the term is longer than one year.
6. The Treasurer is authorized to manage expenses within the parameters of the overall approved budget, reporting to the board on variances and the reason for these variances.
7. The board of directors must approve any use of the board designated cash reserve fund.



## 9. POLICY— CONTRACTING

Standard: The association contracts in a professional manner with individuals and organizations to provide service to the association.

### Policy Purpose

All contracts will be awarded in an atmosphere of openness, competitive opportunity and equal access to information.

1. If a contract is awarded to a company of a staff or board member, relative of the staff or board, this has to be documented and approved at a board meeting.

### Procedures

#### *Contracts for Goods and Services*

1. Contracts must be consistent with the objectives of the association and within approved budgets.
2. All contracts over \$1,500 require a minimum of three quotations. The lowest bid will not necessarily be accepted; however, the reasons for accepting the higher bid must be documented and kept on file.
3. A board member identifying a real or potential conflict of interest must withdraw from any discussion and voting on the contract. If a contract is awarded to a company of a staff or board member, relative of the staff or board, this must be documented and approved at a board meeting.
4. Two of the approved signing authorities must sign off on a contract.
5. Invoices related to the contract, must be reviewed by the appropriate director, prior to payment to ensure that services have been received and that billings are consistent with contract specifications.

#### *Employment Contracts*

1. All employees and contractors of the association will have written agreements including but not limited to start date, job title, duties and responsibilities, compensation and benefits.
2. Contractors will be required to hold \$1,000,000 liability insurance.
3. All agreements will be in accordance with Alberta Employment Standards and adhere to the Canada Revenue Agency around employment of employees or contractors.

## 10. POLICY – FINANCIAL DATA AND REPORTING

Standard: All financial data is kept up to date and is in accordance with CPA Canada Handbook Part III – Accounting Standards for Non-Profit Organizations.

### Policy Purpose

Keeping and recording financial data allows for an audit of the records of the association, to ensure it reflects the financial position of the organization. Properly reporting the financials allows for better decision making and is required for proper compliance to legislation.

### Procedures

#### *Accounting System*

1. The organization will use a commonly recognized accounting system for the day-to-day accounting of all transactions.
2. Day-to-day accounting will be completed on a timely basis.
3. The accountant will use accrual accounting to provide the board with up-to-date information upon which to base decisions.
4. The monthly financial statements will be provided to the board for their review and analysis. Explanation of variances greater than 10% of the YTD budget will be discussed. The board will receive this information and commentary on trends the following month.

#### *Financial Documentation*

1. All transactions need to be entered into an accounting system using the accrual method of accounting.
2. Contributions from grants, donations or other funds, which are to be used for specific purposes will be recorded using the deferral method of accounting (or, alternatively, the fund method). In the deferral method, when funds are received, they will be recorded as deferred contributions and as the related expense occurs, the funds will be recognized as revenue.
3. Adequate documentation will be maintained to support all general entries.
4. At the end of each month, the bookkeeper will prepare a statement of financial position and statement of operations.
5. The statement of operations report will include a comparison to the budget.

#### *Bank Reconciliations*

1. Bank reconciliations for all bank accounts will be completed monthly.
2. Bank reconciliations will be provided to the bookkeeper for approval once per month.

*Documentation Filing*

1. All documents relating to the accounting function will be filed using an appropriate filing system. This documentation will be readily available for board questions and for audit purposes.
2. The documentation will be stored for the periods required by legislation.
3. Accurate minutes as it relates to the financial discussions of all meetings of the board of directors will be kept.

*Monthly Board of Directors Statement*

1. The board will be provided with monthly reports that include:
  - a. *A Statement of Operations* with a summary of actual revenue and expenses versus budget
  - b. *A Statement of Financial Positions* – with an outline of what is in the “restricted assets”, what they are for and any timeline restrictions
  - c. A statement outlining a *projection of revenue and expenses* to year end
2. The capital budget will be provided with a schedule to ensure grant funding is being spent in a timely and appropriate manner.

*Selection of Auditor*

1. The treasurer will recommend appointment of external auditors to the board who will recommend the appointment to the membership at the Annual General Meeting (AGM) of the association.
2. After the AGM notify the auditor that they have been appointed.
3. One month before the year end call the auditor to book a drop off time for the records.
4. In order to facilitate the timeliness of the audit process, the bookkeeper will ensure that the engagement letter and other documentation required by the auditor are completed in a timely manner.
5. The bookkeeper will ensure that all documentation is readily available when required by the auditor.

*Funders, Sponsor or Supporter Reports*

1. Reports to funders will be filed on a timely basis as per contracts and other requirements such as Alberta Gaming.
2. The bookkeeper will ensure that if any “reimbursement” grants are received, those funds will be placed back into the bank account to which they are owed.
3. Information will be recorded and filed in an organized fashion, such that required reports can be completed in an efficient way.
4. The board will ensure their annual calendar includes all reporting deadlines and will monitor the process to ensure timely filing.

## 11. POLICY – FINANCIAL FILINGS

Standard: The organization develops and monitors a reporting system to ensure they file all the appropriate legal and financial documents as required by law or by agreements.

### Policy Purpose

In order to ensure they remain a legally incorporated body, to avoid fines or costly re-application fees, to maintain insurance coverage and to continue to operate the board must ensure they have complied to all requirements, as required by legislation or by contract.

### Procedures

#### *Legislative Filings*

1. The bookkeeper or delegate will provide a report to the board on the following legislative filings:
  - payroll remittances filed to Canada Revenue Agency (CRA)
  - GST quarterly filing to Canada Revenue Agency
  - T4/T4A and summaries filed by February 28 to CRA
  - Corporate tax return (T2) filed and T1044 with CRA within six months of fiscal year end (if a non-profit) OR a Charity Tax Return (T3010) (if a charity) filed within six months of fiscal year end
  - Society Annual Return to the Alberta Government
  - Other reports as required by funders by their deadlines

#### *Annual Report to the City of Calgary*

1. As part of the legal agreement between the City of Calgary and the association, the association is required to provide a report including a copy of the audited financial statements and the management letter received from the auditor for each fiscal year.
2. This report and statements will be provided to the City of Calgary by each year.
3. The board will ensure that the report is filed in a timely basis. .

**Of Note:** East Village Neighbourhood Association is not required to submit an Annual Report to the City of Calgary as we do not own, lease, maintain any land or property. Below is the standard procedure as an example if these facts were to change in the future



## 12.POLICY - INSURANCE

Standard: Reasonable, adequate insurance coverage will be maintained to safeguard the assets of the organization.

### Policy Purpose

Maintaining adequate insurance mitigates risks to the organization as well as limits but doesn't fully mitigate the personal exposure of the board of directors from various forms of liabilities.

### Procedures

1. Standard liability will not be less than \$5 million dollars and have as few exclusions as possible. It will cover building improvements, contents, valuable papers, extra expenses, employee dishonesty, crime and comprehensive general liability covering all operations of the association.
2. Director and Officer Liability will provide no less than \$1 million dollars coverage and include such things as standard errors and omission insurance for board members. The board members understand in a case of gross negligence they can still be found personally liable.
3. The board will carefully review insurance policies before renewal. The policy will be reviewed on an annual basis by the board to ensure coverage is appropriate and updated as necessary.
4. The bookkeeper will maintain insurance policies in insurance files.
5. Automobile insurance is not provided for any association volunteers or staff.

## 13. POLICY – CASH HANDLING & DISBURSEMENTS

Standard: To reduce the risk of theft and/or fraud the organization has adequate system, cash handling procedures and controls in place that are reviewed annually.

### Policy Purpose

The biggest area of risk, for theft and fraud, in a non-profit organization is with cash handling and the disbursements of funds. Putting the proper procedures or controls in place can help to protect the resources of the organization.

### Procedures

#### *Purchasing*

#### **A. Purchases**

1. All purchases must be approved in the budget and, if not approved, it must be approved by the board as a variance to the budget, prior to the acquisition.
2. The person who is purchasing the item(s) is responsible to know if it is within the budget and if they have the authority to purchase.
3. Once purchased, all invoices are to be initialed by the purchaser and/or their position authorized to approve the expense, coded to the correct account and are to be forwarded to the bookkeeper for payment.

#### **B. Purchases Over \$1,000**

1. Purchases over \$1,000 will be required to undergo a competitive bid procedure.
2. All bid requests will contain clear specifications and all competitors will receive the same information.
3. Purchases of over \$1,000 will not be fragmented or reduced to components of less than \$1,000 to avoid the bid process.

#### *Expenses*

The organization will reimburse its directors, committee members, other volunteers and staff for all reasonable out of pocket expenses incurred as a result of participating in approved association activities to the extent allowed within these guidelines.

1. Expenses should be paid by the individual incurring them and should be submitted monthly, using an Expense Claim Form, for reimbursement.
2. All claims must be supported by detailed receipts. An explanation including a bank documentation must be provided for any missing receipts.
3. Automobile expenses such as mileage will not be reimbursed unless there is exceptional amount of travel required for board specific business. As this is unusual for EVNA it will require board approval and the reimbursement per kilometer will be set at that time.



4. Claims for incidentals totaling less than \$50.00 may be accumulated and submitted on a quarterly basis and must be submitted within 10 days of the end of each fiscal quarter.
5. All expenditures must be within approved budgets. The president must approve all expense claim forms, except for their own. Another officer will approve the president's expenses.

#### *Invoicing*

1. All invoices will be in sequential numbered order and entered into the accounts receivable of the accounting system
2. Invoices are net 45 days with late notices sent monthly.

#### *Cash Receipts*

##### **A. Cheques**

1. The secretary or treasurer opens any mail addressed to the organization or without specific addressee.
2. The cheques will be immediately forwarded to the bookkeeper, after the secretary or treasurer has recorded each payment received in a numbered receipt book with a duplicate for the payer.
3. The bookkeeper will endorse all cheques by rubber stamp. The endorsement stamp will specify into which corporate account (savings, chequing, gaming) the deposit will be made.
4. The cheques will then be entered to the accounting system and to a deposit report on a weekly basis. The deposit report includes the source, receipt number, and amount of the receipt.
5. The bookkeeper will complete deposit slips in duplicate. The treasurer will check the deposit. The bookkeeper can then deposit in bank.
6. Cheques shall be locked in a secure location until taken to the bank.

##### **B. Cash**

1. The organization receives cash occasionally for donations and inventory sales.
2. Cash shall be locked in a secure location until taken to the bank.
3. The person receiving the cash must record all cash received in a numbered receipt book with a duplicate for the payer.
4. Cash will be forwarded to the bookkeeper. It will be reconciled with the receipts to ensure they agree at the time the cash transferred.
5. The cash will then be entered to the accounting system and to a deposit report by the bookkeeper.
6. The accountant will complete deposit slips in duplicate, with one copy of the slip placed in an envelope for the bank.
7. Deposits will be made weekly.
8. All receipts will be deposited intact and no disbursements will be made from cash receipts prior to deposit.



**C. Electronic Fund Transfer**

1. The bookkeeper will record each payment received in a numbered receipt book and enter the receipt to the accounting system upon the EFT notification.
2. If the EFT notification is not obtained, the bookkeeper will record the payment when the bank account is reconciled.

*Cash Disbursements*

The organization's primary method of disbursement is cheque based, EFT may also be used when a payment request meets one or more of the following conditions:

- Legal or contractual requirements
- Expedited payment required.

**A. Cheques**

1. All invoices will be immediately forwarded to the bookkeeper who will review all invoices for mathematical accuracy, validity, conformity to the budget (or other board authorization), compliance with bid requirements, and coding.
2. The accountant is responsible for all blank cheques and prepares cheque payments on a monthly base.
3. All cheques, including payroll cheques (except for direct deposit payroll items) will be signed by the designated members of the board of directors or staff.
4. Voided cheques will have "void" written boldly in ink on the face and have the signature portion of the cheque torn out. Voided cheques will be kept on file.
5. If it is necessary to issue a replacement cheque in an amount over \$15, a stop payment will be ordered at the bank on the original cheque. The Payee will cover the cost of the stop payment.
6. In no event will:
  - blank cheques (cheques without a date or payee designated) be signed in advance
  - cheques be made out to "cash", "bearer", "petty cash", etc.
  - cheques be prepared on verbal authorization without backup

**B. EFT Payments**

1. Two signing officers sign on Payment Requisition form received from the vendor to authorize EFTs.
2. Once the requisition form has been approved, it will be sent to the bookkeeper for processing.
3. The payment information will stay active unless the same process is completed to delete or change.

*Payroll*

EVNA does not have, nor foresee a need for, paid staff members. If this were to change the Board would meet to update the policy and setup guidance at that time.



*Bank Deposits – Cash Receipts*

1. No cash or cheques may be kept on hand in excess of 5 business days.
2. A receipt will be issued for all cash received and the details entered a cash receipts log.
3. The deposit containing the cash will be reconciled to the cash receipts log.
4. With respect to events held, funds should be kept separately and revenues from one activity should not be taken for unplanned expenses in another. Gross funds should be reported in all cases.

*Preventing Misuse of Funds*

1. Limit vendor credit accounts to prudent and necessary levels.
2. Make no contractual commitment for bank loans or for real estate lease or purchase without the approval of the board.
3. Avoid conflicts of interest in purchases and in all other uses or disposition of company assets.
4. Periodically assess the adequacy of reserves as they relate to current and long-range spending plans.

*Banking*

1. The bank account or accounts and the banking business of the organization shall be conducted or kept with a financial institution approved by the board through resolution.
2. Signing authorities have been established in the by-laws of the organization. The signing officers of the organization shall be any members of the executive. All cheques drawn on the organization's bank accounts shall be signed by any two of the executive officers.
3. All cheques payable to a signing officer or member of his or her family shall not be co-signed by that signing officer.



## 14. POLICY – INVESTMENT OF FUNDS

Standard: The assets of the organization will be invested for maximum income with full protection of the investment principal.

### **Policy Purpose**

Non-profits usually serve a membership and often receive or earn public funds. It is essential, due to “public trust” placed in the board, that the investment principal is maintained until needed to achieve the organization’s charitable purposes.

### **Procedures**

1. Unrestricted excess funds shall be invested in conservative vehicles such as Mutual Funds, GIC’s and other interest-bearing accounts.
2. Restricted funds shall be invested in conservative vehicles in accordance with the funders criteria, with interest earned credited to the restricted fund account.
3. Reports on the investments will be made to the board on an annual basis.

## 15.POLICY – DIVERSIFIED FUNDING BASE & FUNDRAISING

Standard: The organization generates enough revenue through a diversified funding base to support the administration, programs and life cycling of the community's assets.

### **Policy Purpose**

The organization doesn't want to become overly dependent on one funding source - as if this source abruptly ends, the financial viability of the organization could be compromised.

### **Procedures**

#### *Donations & Grants*

1. A fund development plan will be developed each year in alignment with the strategic, operating and marketing plan.
2. The entire board has responsibility to assist with fund development, even when specific directors or staff have been assigned the portfolio.
3. The association may solicit and accept donations from any individual or organization that supports the mission of the association, so long as there is not a perceived conflict of interest or potential to damage the reputation of the organization.
4. The costs of fundraising activities are clearly reported on financial statements and during the campaigns themselves.
5. Should the organization seek to solicit more than \$25,000/year in donations from individuals, they will adhere to the Charitable Fundraising Act of Alberta.
6. If a sponsor or donor requests that the funds only be used for a specific purpose, the organization will respect those wishes. The funds will be restricted within the statement of financial position and reported upon as per agreements with the funders.
7. All donors and sponsors shall be acknowledged graciously, thanked appropriately and kept apprised of the ongoing activities of the organization.

#### *Borrowing*

It is the opinion of this board, that as of the writing of this policy, there is no justification for borrowing money to achieve fundraising goals. As EVNA does not have any land, buildings or large value assets it is not prudent to take such a route.

#### *Investments*

Please see Policy 14 – Investment of Funds.