SOUTHERN CORTES COMMUNITY ASSOCIATION

Staff & Volunteer Policy Compendium

2023

POLICY COMPENDIUM

ADMINISTRATIVE STRUCTURE	
1.1	Board Structure and Role
1.2	Staff Structure and Roles
1.3	Committee Structures and Roles
1.4	Regulatory Requirements
1.5	Guest at Meetings

BOARD OF DIRECTORS	
2.1	Decision Making
2.2	In Camera
2.3	Board Correspondence

STAFF	
3.1	Staff Hiring
3.2	Staff Hours

FINANCIAL ADMINISTRATION	
4.1	Finance Committee Structure and Role
4.2	Signing Authority
4.3	Contracts
4.4	Unbudgeted Expenses

ORGANIZATION	
5.1	Respectful Environment

SCCA REPRESENTATION	
6.1	Use of Logo and Letterhead
6.2	SCCA Representation
6.3	Endorsement of Causes
6.4	Social Media Policy

POLICIES: ADMINISTRATIVE STRUCTURES

1.1	**BOARD STRUCTURE AND ROLE**
1.1.1	The structure and composition of the Board of Directors is detailed in the organization's rules and by-laws. Board responsibilities are as follows: ▪ Recruit, Hire and Manage the Manager ▪ Oversee. supervise the functioning of Committees ▪ Steward the financial well-being of the organization ▪ Update, develop and create policies necessary to fulfilling SCCA's mandate. ▪ Hold regularly scheduled Board and Committee meetings. ▪ Keep and maintain a public record of minutes of all Board and Committee meetings
1.1.2	The Board of Directors should have an active role in long-term planning and policy. The Board is responsible for formulating long-term plans to ensure the financial security of the organization, and to ensure its growth and well-being. The Board is responsible for establishing priorities and for drawing up budgets that reflect those priorities. The Board of Directors is responsible for making major policy decisions and for providing general direction to Committees, and the Manager.

POLICIES: ADMINISTRATIVE STRUCTURES

1.2	**STAFF STRUCTURE AND ROLES**
1.2.1	The Manager's responsibilities are as follows: ▪ Manage day-to-day operations ▪ Implement plans and decisions of the Board and its Committees ▪ Recruit, hire and manage staff ▪ Maintain up to date job descriptions for all staff members ▪ Conduct performance reviews for all staff members ▪ Submit monthly written reports to keep the Board informed of matters affecting operations in their areas of responsibility
1.2.2	The Manager shall keep, update and make available to all volunteers the Policy Compendium.
1.2.3	The Manager should attend each Board meeting to keep Board members informed of operations and to bring forward matters requiring the attention of the Board.

POLICIES: ADMINISTRATIVE STRUCTURES

1.3	COMMITTEE STRUCTURES AND ROLES
1.3.1	*Refer to SCCA BYLAWS Part 6 & Part 7* Committees are an important way for the membership, at large, to participate in governance and decision-making. This function builds the capacity of the membership and ensures that decisions consider a greater diversity of options. When a committee is struck by the Board, it shall consist of, where possible, at least one board member and one staff member. Other members can be drawn from among the volunteers. If and when committees fail to convene, the Board shall see that necessary decisions are made and actions taken. Standing committees and ad hoc committees exist to propose decisions regarding consistent areas of operations, and include standing committees such as Kitchen, Market, Fundraising, Volunteer Coordination. Finance, Governance, and Human Resources. Ad Hoc committees include Hiring and other short term tasks. All committees must report their activities to the Board.

POLICIES: ADMINISTRATIVE STRUCTURES

1.4	REGULATORY REQUIREMENTS
	As a registered charity there are multiple jurisdictions and licensing authorities that govern the activities of the SCCA.

These include but are not limited to the BC Society's Act, the Income Tax Act, the Privacy Act, the Canada Labour Code, VIHA, Provincial Early Childcare Certification & Licensing, etc. including but not limited to:

● Charitable activities
● Financial reporting
● Employment standards
● Working with youth and children
● Infrastructure: Community Kitchen, Safe Food Handling, Water, Fire, Earthquake, Electrical systems, Gas, Facilities management (including building structures, washrooms, furnace rooms, rental space, office space, etc.)
● Responsibilities to long and short term tenants

In order to ensure compliance with all relevant regulatory requirements and guidelines, organization staff and Board will adhere to the following practices:

▪ An annual calendar of regulatory deadlines will be compiled and kept up to date

▪ This calendar will be reviewed at every Board meeting and may be included in any other committee meetings as deemed necessary.

▪ The reviews will assign responsibility for meeting each deadline to an appropriate Board or staff member, track progress on approaching deadlines, and record when each deadline has been met. If, at the Board meeting immediately preceding a specific deadline, sufficient progress has not been made on the deadline to satisfy the Board that the deadline will be met, then additional personnel will be assigned or co-assigned to ensure the deadline is met.

▪ Failure to meet a deadline will result in discipline of the responsible staff or volunteer. |

POLICIES: ADMINISTRATIVE STRUCTURES

1.5	**GUESTS AT BOARD MEETINGS** *Policy Adopted by Board of Directors 3 June 2022*

From time to time "guests" may be invited to attend a Board or Committee meeting.

Invited guests are welcome to meetings in good faith and with the understanding that members have a common goal of working towards the successful functioning of our society. The only part of a Board or committee meeting that is public is the approved minutes. The Board holds the responsibility to determine what is published by the organization and to ensure that the Board and committees are able to do the work of governing the organization.

As such, the following policies are in place to ensure that all governance meetings are respectful for the members of the meeting and that the role of guests is clear to everyone attending:

- The discussion during meetings is confidential. Only the approved minutes of a given meeting may be made public. Guests must agree to respect the confidentiality of members and of all discussions arising within the meetings. For example, notes taken during meetings are for private use only and are not for the purposes of disseminating comments made during the meeting.

- Guests are welcome to present to the meeting only if invited to do so by the committee or Board or if their application to be added to the committee or Board's agenda is accepted in advance of the meeting. In such cases, presentations by guests may be limited to 10 minutes.

- The facilitator may ask a guest to leave at any point in the meeting if their behaviour is deemed disruptive to the functioning of the committee or Board's work. Any committee or Board member may call for an in-camera discussion to discuss the removal of a guest if they feel the guest's behaviour is disruptive.

- All guests wishing to sit in on a meeting will be required to agree to comply with the above policy.

POLICIES: BOARD OF DIRECTORS

2.1	**BOARD OF DIRECTORS**
2.1.1	**DECISION MAKING** Most decisions of the Board will be made at regularly scheduled monthly meetings. The Board will not make major decisions via email or phone unless: ▪ At least two Board members agree that the decision is sufficiently urgent to be made before the next regularly scheduled meeting ▪ All Board members (excluding those who are out of town) are contacted about the decision by email or phone ▪ Lack of response to an email or phone message does not count as a vote nor an abstention. A major decision is one that concerns an amount of money greater than $1000 or is in any way irrevocable.
2.2.1	**IN-CAMERA** *Policy Adopted by Board of Directors 3 June 2022* **Introduction** The purpose of this policy is to provide the members of the SCCA and its board of directors with guidelines and expectations concerning how it conducts and accounts for sensitive discussion in regular meetings. This policy limits the use of 'in-camera' sessions to discussions that concern confidential property, legal, and labour topics and sets expectations about how the board of directors records these discussions. **Terms** 'In-Camera' –shall refer to a confidential discussion whose meeting order is procedurally defined by this policy, and whose audience is confined to only the board of directors, and those they seek council from. Labour –for the purpose of this document shall refer to a scope of discussion specifically regarding human resources of the society and must specifically regard the hiring, performance evaluations, discipline, lay-off, or firing of employees, volunteers, and contractors of the society. Property –for the purpose of this document shall refer to a scope of discussion specifically regarding the acquisition, purchase, or sale of property by the society. Legal –for the purpose of this document shall refer to a scope of discussion specifically regarding legal liabilities, and any pending or enduring cases of the society.

POLICIES: BOARD OF DIRECTORS

2.2.1	**IN-CAMERA** *Policy Adopted by Board of Directors 3 June 2022*
2.2.3	**Entering 'In-Camera'** For a meeting to enter 'in-camera,' a director must make a resolution at a regular meeting of the board of directors. Providing members are in agreement, a vote is not required. The resolution to go 'in-camera' must declare the nature of business in the meeting minutes with at least one of the following characteristics and must conform to these topics: Property, Legal or Labour When a resolution to go 'in-camera' is presented, all other business shall be put on hold until regular order is restored. The validity of an 'in-camera' session may be challenged in terms of the scope of the discussion only after entering into the 'in-camera' session.
2.2.4	**During 'In-Camera'** Once a meeting has been designated with 'in-camera' status, all non-voting attendees may be asked to leave the room. Motions should not be voted on during 'in-camera' sessions except under extraordinary circumstances, but may be written and debated 'in-camera' for the purpose of presenting once the regular meeting has been restored.
2.2.5	**Exiting 'In-Camera'** A resolution is required in order to exit an 'in-camera' session. Provided there are no objections, a vote is not required. Having exited an 'in-camera' session, discussion from the 'in-camera' session cannot be raised in debate in the regular meeting.
2.2.6	**Confidentiality** Attendees must keep the contents of 'in-camera' sessions confidential and may not discuss the information from these meetings outside of the meeting

POLICIES: BOARD OF DIRECTORS

2.3.1	**BOARD CORRESPONDENCE** The President of the Board will be assigned the role of Board Liaison and will be responsible for all correspondence received from members to the Board. Correspondence for the Board can also be given to any staff member, who shall pass it along to the Board Liaison.

POLICIES: STAFF

3.1	**STAFF HIRING**
3.1.1	**HIRING COMMITTEE MEMBERSHIP** When a new staff member is to be hired, either for contract, temporary, or permanent positions, a 2-member Hiring Committee shall be struck. All Hiring Committees should be composed of one staff member, one board member, and one volunteer. All committee members must familiarize themselves with the SCCA Hiring Policy.
3.1.2	**AFFIRMATIVE ACTION** SCCA is an affirmative action employer. This means that, in order to increase the range and diversity of perspectives, skills, and experiences presently existing within SCCA, hiring preference shall be given to qualified applicants from groups who face systemic barriers to employment based on gender, class, sexual orientation, age, race, ethnicity, nationality, ability, etc.

POLICIES: STAFF

3.1.3	**HIRING COMMITTEE RESPONSIBILITIES** The Hiring Committee will be responsible for: ▪ posting the position ▪ reviewing resumes ▪ producing a shortlist ▪ interviewing candidates ▪ checking references ▪ making a final decision ▪ informing the selected candidate ▪ informing candidates who were not selected ▪ organizing training for the new staff member
3.1.4	**HIRING TIMELINE** The Hiring Committee shall strive to have as speedy a process as possible. Long processes can reduce the pool of available candidates, especially low-income candidates, as they take other jobs. Job postings shall be posted for at least 10 working days. A decision should be made at least 2 weeks prior to the start date.
3.1.5	**POSTING** Postings should include the following: ▪ application deadline ▪ application requirements, including e-mail address to submit applications (Candidates may be asked to submit additional information about their perspectives on working in a federally regulated non-profit) ▪ the start date of the job ▪ the rate of pay ▪ job duties ▪ postings should indicate that only those applicants selected for an interview will be contacted. ▪ All jobs should be posted in a variety of

POLICIES: STAFF

<table>
<tr>
<td></td>
<td>

SHORTLISTING CANDIDATES

Hiring Committee members are encouraged to use a matrix to help assess which candidates to interview. The matrix includes a list of duties listed on the job posting and a 5-point rating system to determine whether the candidate's skills are appropriate for those duties. The matrix facilitates the process of deciding whether or not to interview a candidate and allows Hiring Committee members to have concrete evidence for their decisions.

The Hiring Committee will decide, by consensus, how many candidates to shortlist for interviews, which candidates to interview and the timing of interviews.

An effort will be made to keep records of all shortlist and interview candidates along with Hiring Committee notes and evaluation matrices.

An internal candidate is a candidate who is a current staff member or volunteer at SCCA. In order to acknowledge the special relationship that SCCA has with volunteers who contribute their time to the organization, all internal candidates who are not shortlisted will receive acknowledgement (by e-mail, phone or in person) of receipt of their application by a member of the Hiring Committee.

If there are no suitable candidates, the Hiring Committee will re-post the position and consult the Board of Directors and Staff, as necessary.
</td>
</tr>
<tr>
<td>**3.1.6**</td>
<td></td>
</tr>
<tr>
<td>**3.1.7**</td>
<td>

CONFIDENTIALITY

The hiring process shall remain confidential. This is especially important at SCCA because committee members may well know some of the applicants. The only information to be given out to board members, applicants or anyone else outside of the Hiring Committee is:

- the total number of applicants
- the total number of interviews
</td>
</tr>
</table>

POLICIES: STAFF

3.1	**STAFF HIRING**
3.1.8	**INTERVIEWS** Interviews will generally take place at the organization. The Hiring Committee will contact candidates and schedule them for interviews. Interviews should be approximately one hour long with at least a 15 minute break between subsequent interviews. Prior to the interviews, the Hiring Committee will review the current list of questions for that position and update the questions and interview matrix, as necessary. All questions asked of applicants must, by law, be relevant to the position. Questions that do not pertain to the position (e.g. regarding age, race, sex, family status and disability, etc) are not legal. The Hiring Committee is encouraged to use the interview matrix to ensure that there is concrete evidence for the decisions being made. The questions should be developed based on objective criteria listed in the job description as well as general criteria based on the skills necessary to work within the particular environment of SCCA. Hiring Committee members generally take turns asking questions during interviews. The division of questions should be decided upon before the interview starts. All interviews should include a brief overview of the interview process, a brief overview of the organization's history, structure and mandate. Each candidate must be asked the same questions. If a candidate seems to have answered a question already, the committee member asking the question must tell them that they will be skipping a question and give them the opportunity to add any information to their previous answer (e.g. "I think you've already answered this question – is there anything you'd like to add before we move on to other questions?")
3.1.9	**REFERENCES** It is imperative in the selection process that a candidate's references be contacted. The Hiring Committee may choose to contact the references for the selected candidate only or for all shortlisted candidates. A member of the Hiring Committee will call references and ask them questions from an agreed-upon set of questions. As with interview questions, questions of references must pertain to the applicant's ability to perform the job. Personal questions (e.g., regarding age, race, sex, family status and disability, etc.) are not legal. The Hiring Committee will consider responses from references when making a final decision on the selection of a candidate.

POLICIES: STAFF

3.1	**STAFF HIRING**
3.1.10	**POWER OF DECISION** The Hiring Committee is empowered by the Board to select the candidate. The Hiring Committee is responsible for informing the selected candidate and for offering employment to that candidate. The Hiring Committee will inform all other candidates that they were not selected *only after* the selected candidate accepts the position. The Board representative on the Hiring Committee is responsible for informing the Board of Directors of the decision, as soon as the chosen candidate accepts the position.
3.1.11	**TRAINING** The Hiring Committee must ensure that a clear timeline is created for the transition and training of the Probationary Employee. The Hiring Committee will ensure that the Probationary Employee is aware of the start date of training and the start date of beginning their new duties. The Hiring Committee will ensure that the Manager has developed a clear training plan for the Probationary Employee including: ▪ all expectations of the position as outlined in the job description ▪ basic office procedures ▪ basic structure, history and context of SCCA, and the specific position ▪ staff rights and responsibilities as according to employment regulations ▪ reporting requirements (staff and board reports, timesheets, etc.) ▪ all SCCA policies, and Bylaws ▪ specific job-related duties, timelines and expectations

POLICIES: STAFF

3.2	**STAFF HOURS**
3.2.1	**STAFF TIMESHEETS** Employees are required to keep track of hours worked during each pay period.
3.2.2	**VACATIONS AND LIEU TIME** Staff vacation time should be booked well in advance, and should provide a plan for how duties will be covered during absences. Approval of the Manager is required for more than 3 consecutive weeks taken off.
3.2.3	**BACK PAY** Staff members are responsible for notifying the Manager and the Board in writing of any errors in payroll within 30 days. Any disbursements of organization funds to resolve an error in back pay for a period going back further than 30 days must have Board approval.

POLICIES: FINANCIAL ADMINISTRATION

4.1	**FINANCE COMMITTEE STRUCTURE AND ROLE**
	The Finance Committee is comprised of the organization's Manager, Financial Administrator, the Treasurer, and a number of volunteer members. Finance Committee responsibilities are as follows: ▪ Prepare and present a budget reflecting the organization's goals and objectives ▪ Encourage the participation of Committees and volunteers in the budgeting process ▪ Monitor financial statements and situation ▪ Review non-budgeted expenses and changes to budget ▪ Develop and implement strategies for financial stability ▪ Review and propose financial policies ▪ Monitor financial and legal aspects of sponsorships and grant applications

4.2	**SIGNING AUTHORITY**
	At least two staff members and two board members will be authorized signers. All cheques must be signed by two different authorized signers. Cheques issued in amounts above $1000 require the signature of at least one board member who is an authorized signer.

4.3	**CONTRACTS**
4.3.1	No one shall enter the organization into any contract on behalf of the organization without prior approval of the Board. A contract is defined as a written agreement that creates legal obligations between the parties and is intended to be enforceable by law. This includes contracts for employment, tenancy, and any service to be provided on an ongoing basis or for an extended period of time. It does not include simple contracts for the purchase and sale of individual items or one-time only services for which a single payment will be provided based on a single invoice.

POLICIES: FINANCIAL ADMINISTRATION

4.4	**UNBUDGETED EXPENSES**
4.3.1	All new expenditures for amounts greater than $1000 require quotes and approval by the Finance Committee. The Finance Committee can make exceptions to the quote requirement, if required. A new expenditure is one that has not been previously incurred by the organization within the past year.
	No one shall incur any expenditure that has not been approved in the annual operating budget, except those reasonably required for the operation of the organization and that meet the approval process set out below. Unbudgeted expenditures for amounts:
	a) less than $300 can be made by staff member who is the Director of the department.
	b) greater than $300 but less than $1000 require the approval of the Manager.
	c) greater than $1000 but less than $5000 require the approval of the Finance Committee.
	d) greater than $5000 require the approval of the Board of Directors.
	The Finance Committee must be promptly notified of the particulars of all unbudgeted expenditures of more than $300.

POLICIES: RESPECTFUL ENVIRONMENT

5.0	**RESPECTFUL ENVIRONMENT**
5.1	**Expectations of Behaviour** SCCA is committed to providing its staff, members and volunteers with an environment within the organization that is inclusive, productive and respectful. As an organization, we are rooted in volunteerism and diversity. We work to reduce barriers to ensure accessibility and full participation of all the communities we serve. We value the knowledge and skills that community members bring to the organization. We value open and respectful dialogue and seek to build bridges of co-operation among the diverse communities we serve. We believe in fostering a healthy, sustainable environment within the organization. Respectful communication and behaviour within the organization is the norm and does not include: - Unwelcome remarks, slurs, jokes, taunts, or suggestions about a person's body, clothing, race, colour, place of origin, religion, age, marital status, physical or mental disability, sex, sexual orientation, political belief, or criminal or summary conviction offence unrelated to employment - Participating in gossip or rumour mongering that undermines a person in the organization, or to the public based on their relationship to the organization - Unwelcome sexual remarks, invitations, or requests - Display of sexually explicit, racist, homophobic or derogatory material - Written or verbal abuse or threats - Practical jokes that embarrass or insult someone - Unwelcome physical contact, such as petting, touching, pinching, hitting - Patronizing or condescending behaviour - Humiliating an individual in front of their peers - Vandalism of personal property - Physical or sexual assault - Swearing, shouting or offensive language directed towards an individual Behaviours that may be considered problematic and in violation to this policy include abusive, discriminatory or harassing behaviour that demeans, humiliates, or embarrasses a person, and that a reasonable person should have known would be unwelcome. It includes actions, comments, or displays. It may be a single incident or continue over time.

POLICIES: ORGANIZATION

5.1	**RESPECTFUL ENVIRONMENT**
5.1.2	**Informal Dispute Resolution Process**

5.1.2

Informal Dispute Resolution Process

If there is a dispute between parties within the organization, all parties are encouraged to pursue an informal process as the first course of action, if at all possible.

All parties are encouraged to speak to each other directly. There are times when behaviors that are directed at a person or group of persons were not intended to offend but inadvertently did. In these situations, all parties are encouraged to give each other the benefit of the doubt. The offended person is encouraged to approach the person who offended them to clarify the incident and clearly explain why there was discomfort.   All parties are encouraged to remain open-minded and to actively listen during such exchanges.

Should an individual require support in addressing the matter with the other party, they can speak to any staff member. The staff person who is the point person for a complaint can offer some of the following strategies:
- Encourage the person to talk directly to the other person
- Offer to speak to the other person on their behalf
- Offer to speak to the other person to remind them of policies (if necessary) and expectations of communication
- Offer ways to find a mediator for the dispute

Any individual in a dispute is encouraged to keep documentation of any conversation where someone suggests that they have been part of harassment.   Documentation includes the date of the incident, what happened and the impact of that incident.

POLICIES: ORGANIZATION

5.1	RESPECTFUL ENVIRONMENT
5.1.3	**Formal Dispute Resolution Process – EMAIL <mark>"sccaboard@mansonshall.org"</mark>** If the informal dispute resolution process is not appropriate or successful, an individual may wish to file a formal complaint against another party. The Formal Dispute Resolution process is initiated by the completion of a formal complaint form. Formal complaints will be investigated by the Human Resources Committee. Investigations may include in-person, telephone and/or written communication and should include: ▪ An opportunity for the complainant to present their perspective (the complaint form submitted may be sufficient) ▪ An opportunity for the accused to present their perspective ▪ Consideration of any other individuals or information If someone files a formal complaint, the accused is strongly encouraged to participate in the investigation. Otherwise, a decision could be reached without their input. If the investigation shows that policy was violated, they will be expected to change their behavior and they may also be subject to disciplinary action. After their investigation, the Human Resources Committee is empowered to make a decision on the investigation. The Human Resources Committee has the discretion to make whatever decision they feel is most appropriate, which may include: ▪ Issuing a formal warning against an individual ▪ Requiring the person found to be at fault to submit an oral or written apology, to make a commitment regarding their future behaviour, to attend training, or to take other action ▪ Dismissing a complaint ▪ Issuing a warning against a complaint made in bad faith ▪ Banning from the organization (temporary or permanent) ▪ Recommending membership revocation to the Board Decisions will be made in writing, will kept on confidential file at the organization (i.e. only Board and staff can access it) and will include: ▪ The process that was taken in the investigation ▪ The decision of the committee ▪ Any other actions to be taken Both the complainant and accused will be informed of the results of the investigation. Other parties involved in the complaint (witnesses and others) will be advised that the investigation has been concluded - although they do not have the right to be informed of the results of the investigation nor of the actions, if any, to remedy the complaint.

POLICIES: ORGANIZATION

5.1	**RESPECTFUL ENVIRONMENT**
5.1.4	**Complaints Made in Bad Faith** If a person, in good faith, files a complaint that is not supported by evidence gathered during a formal dispute investigation, that complaint will be dismissed, and no record of it will be put in the accused's file. As long as the complaint was made in good faith, there will be no penalty to the person who complained. In the event that the complaint was made in bad faith – in other words, the person making the complaint had absolutely no basis and deliberately and maliciously filed the complaint – that person will be subject to disciplinary measures up to and including dismissal or permanent banning from the organization.
5.1.5	**Banning** In some cases, the complaint process may not be appropriate. Such cases include: ▪ If the complaint process could risk the safety and well-being of anyone involved ▪ If the organization is at risk ▪ If the offense is severe, malicious, or illegal In cases where the complaint process is not appropriate, staff have the discretion to impose immediate temporary bans from the organization or dismissal from volunteer work where they see fit. Such bans will be temporary until the matter is investigated as a Formal Complaint by the Human Resources Committee.
5.1.6	**Documentation** Staff are responsible for ensuring that all formal and informal complaints and outcomes (that they are made aware of) be documented and kept on file at the organization. Such files will remain confidential and only accessible to Board and Staff.
5.1.7	**Right to Appeal** As with all decisions made at the committee level, an individual has the right to appeal a decision made by the staff or Human Resources Committee to the Board of Directors.
5.1.8	**Legislation** If a person's actions are in contravention to the law (e.g. hate crime, discrimination, criminal behaviour (assaults, threats, etc.)), the issue should be dealt with by the appropriate legal authorities. If an issue is being addressed legally, a Formal Complaint should be filed and the Human Resources Committee will decide on a temporary and/or permanent remedy.

POLICIES: SCCA REPRESENTATION

6.0	**SCCA REPRESENTATION**
6.1	**USE OF LOGO AND LETTERHEAD** The SCCA's logo, brandmark, or letterhead will only be used for correspondence that is authorized by the Manager.
6.2	**SCCA REPRESENTATION** Only individuals authorized by the Board of Directors may correspond on behalf of the SCCA to staff, volunteers, and all other Stakeholders including but not limited to: Members, Parents, Participants, Short and Long Term Tenants, Vendors, Government Representatives, Funders, NGOs, Reporters, Suppliers, and others.
6.3	**ENDORSEMENT OF CAUSES** As a general rule the SCCA is politically and socially neutral, and does not endorse causes, organizations, or individuals. In any instance where an organization seeks the official endorsement of the SCCA, the matter must be decided by the Board at a regularly scheduled meeting. All official letters of support of separate organizations or individuals will be written and signed only by an individual designated to do so by the Board of Directors.

6.4	**SOCIAL MEDIA POLICY**
6.4.1	This policy governs the publication of and commentary on social media at the SCCA. For the purposes of this policy, social media means any facility for online publication and commentary, including without limitation to; www.mansonshall.org, blogs, wiki's (such as www.cortesisland.com), social networking sites such as Facebook, LinkedIn, Twitter, Flickr, YouTube etc. This policy is in addition to and complements any existing or future policies regarding the use of technology, computers, e-mail and the internet for staff and board of directors under the SCCA By-laws. The SCCA values the benefits of social media to build meaningful relationships with its members, employees, volunteers, partners, stakeholders and the general public. The SCCA acknowledges that active participation in social media should always be for the general benefit of the SCCA.
6.4.2	Only SCCA stakeholders (including staff, board members, volunteers, and/or individuals) who have been authorized in writing, by the Manager, are free to publish or comment via social media under the SCCA's established sites in accordance with this policy. SCCA stakeholders who do not fill these criteria are not allowed to publish or comment. This policy applies to all uses of social media, including personal posts on SCCA media, by SCCA staff, board members, and volunteers, as their position with SCCA would be well known within the community. This also includes other members of the SCCA who have been given specific designation by the Manager when completing work on behalf of the organization. As a result, such stakeholders must be presented a copy of this policy and be supported by an advisor to understand the goals and duties of the SCCA. Publication and commentary on social media carry similar obligations to any other kind of broadcasting publication or commentary. All uses of social media must follow the same ethical standards that the SCCA staff, Board of Directors, Volunteers and other Stakeholders must otherwise follow.

POLICIES: SCCA REPRESENTATION

6.4	**SOCIAL MEDIA POLICY**
6.4.2	The public, and the SCCA's staff, Board of Directors, Members, Volunteers, and other Stakeholders reflect a diverse set of customs, values and points of view. Do not say anything that contradicts the SCCA's official policies and procedures. This includes not only the obvious (no ethnic slurs, offensive comments, defamatory comments, personal insults, obscenity, etc.) but also proper consideration of privacy and of topics that may be considered objectionable or inflammatory.
6.4.3	**Respect of the SCCA's policies and bylaws is mandatory.** In addition, the following guidelines must be followed when using social media as a SCCA staff, Volunteer, Board Member, or other Stakeholder: ▪ When posting on the SCCA's social media sites, a consistent voice must maintained – one that complies with the SCCA's ethical standards and by-laws, and represents the organization's unique and diverse character. ▪ All social media activity must be polite and respectful of other people's opinions, even in times of online debate. ▪ All social media activity must not disclose other people's personal information within social media platforms without their explicit permission. ▪ Professionalism and quality control must be maintained in the SCCA's online communications platform. This includes encouraging the use of proper grammar, syntax, and style in every social media post and on the website. ▪ All online content posters users must be mindful of the importance of not damaging the SCCA's reputation and/or bringing the SCCA into disrepute. Assistance in setting up social media accounts and their settings can be obtained from the Manager. All new accounts must be approved in advance by the Manager for proper housekeeping purposes.
6.4.4	Accounts are the property of the SCCA, and not its employees, volunteers or other Stakeholders. As such, a record of all accounts, ID's and passwords must be maintained by the Manager (In conjunction with staff), and passed on to new employees/board of directors when necessary.

POLICIES: SCCA REPRESENTATION

6.4	**SOCIAL MEDIA POLICY**
6.4.5	**Protect SCCA members, business partners, volunteers and other Stakeholders.** Members, partners or volunteers should not be cited or obviously referenced without their approval. Never identify an individual, partner or supplier by name without permission and never discuss confidential details of a customer engagement. It is acceptable to discuss general details about kinds of projects and to use non-identifying pseudonyms for a customer (e.g., "Mansons Hall goes green") so long as the information provided does not violate any privacy agreements that may be in place with the member. The SCCA social media is not the place to "conduct business" with a potential business partner, such discussion should remain in private communication. Confidential information It's perfectly acceptable to talk about your work and have a dialogue with the community, but it's not okay to publish confidential information. Confidential information includes future unreleased events or plans, financial information, research, and association secrets. When in doubt upon posting information on-line, ask for assistance from the Manager.
6.4.6	**Protect your own privacy** Privacy settings on social media platforms under the SCCA media should be set to allow anyone to see profile information similar to what would be on the SCCA website. SCCA accounts should provide detailed information to allow anyone interacting with the account to understand who they are in communication with, and additional organizational information. Be mindful of posting information that you would not want the public to see.

POLICIES: SCCA REPRESENTATION

6.4	SOCIAL MEDIA POLICY
6.4.6	**Responsibility** Each individual is responsible to: ▪ Read and ensure understanding of the Social Media policy. ▪ Consult with the Manager, other staff, and volunteers about the application of the Social Media Policies. ▪ Report any issues to the appropriate personnel ▪ Be prepared to advise members on issues or questions. ▪ Maintain high levels of awareness of the expectations for all staff and volunteers by ensuring that any new staff, volunteers, and other Stakeholders are aware of the required duties under this policy. ▪ Take action on any issues or breaches.
6.4.7	**Transparency** Do not blog anonymously, using pseudonyms or false screen names. The SCCA believes in transparency and honesty. Use your real name, including a SCCA Identifier and position, be clear who you are, and identify that you work for or represent the SCCA in an official capacity. If you have a vested interest in something you are discussing, point it out. But also be smart about protecting yourself and your privacy. What you publish will be around for a long time, so consider the content carefully and also be cautious about disclosing personal details.
6.4.8	**Respect copyright laws** It is critical that you show proper respect for the laws governing copyright and fair use or fair dealing of copyrighted material owned by others; including the SCCA's own copyrights and brands. You should never quote more than short excerpts of someone else's work, and always attribute such work to the original author/source. It is good general practice to link to others' work rather than reproduce it. Any pictures must respect the ownership copyright policy. Pictures shall not disclose personal information unless receiving direct permission to do so. When material is posted on the SCCA's social networking sites that does not follow the SCCA's Online Communications Policy, that material should be removed promptly and the individual informed with the reason why it was removed.

POLICIES: SCCA REPRESENTATION

6.4	**SOCIAL MEDIA POLICY**
6.4.9	**Controversial issues** If you see misrepresentations made about the SCCA in the media, you may point that out and report any incidents to the Manager when additional monitoring, action or follow-up may be needed. Staff and Board of Directors must act promptly when issues arise, and try to deflate any escalating events at first notice. Spirited debates are appreciated and encouraged under our mandate; however any comments that contradict this and other SCCA policies/bylaws must be addressed immediately. As a result, a statement similar to "Thank you to all involved in this discussion, it is great to see spirited free-speech on this platform, however we ask that you be mindful of our Social Media policy, when posting on SCCA on-line accounts" is encouraged to be posted. Such comments and reminders of our social media policy are also encouraged periodically on all accounts.
6.4.10	**Be the first to respond to your own mistakes** If you make an error, be up front about your mistake and correct it quickly. If you choose to modify an earlier post, make it clear that you have done so. If someone accuses you of posting something improper (such as their copyrighted material or a defamatory comment about them), deal with it quickly. Report issues to your supervisor as soon as possible. Think about consequences For example, consider what might happen if a SCCA employee is in a meeting with a partner or prospect, and someone on the partners' side pulls out a print-out of your blog and says "This person at the SCCA says that product sucks." Saying "Product X needs to have an easier learning curve for the first-time user" is fine; saying "Product X sucks" is risky, unsubtle and amateurish. Once again, it's all about judgment: using your communication to trash or embarrass SCCA members, associates/affiliations, and other Stakeholders is dangerous and ill-advised.
6.4.11	**Disclaimers** Many social media users include a prominent disclaimer saying who they work for, but that they're not speaking officially when posting on a personal account. This is good practice and is encouraged, but don't count on it to avoid trouble - it may not have much legal effect.

POLICIES: SCCA REPRESENTATION

6.4	**SOCIAL MEDIA POLICY**
6.4.12	**Don't forget your day job.** Make sure that using social media does not interfere with your job or commitments to the organization.
6.4.13	**Enforcement Policy** violations will be subject to disciplinary action, up to and including termination for cause (staff), suspension and/or banning, under additional and related SCCA policy, bylaw, and contracts.
6.4.14	**Policy changes and availability** Changes to this policy (as with all SCCA policies) is made by the Board of Directors, and made available in the policy compendium at the office and in training materials.

.