

Appendix B

Community Action Network Standard Operating Procedures

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STANDARD OPERATING PROCEDURES

1. Membership

Membership is open to any Greater Sudbury resident who resides or owns a business or property in the established boundaries of the CAN. CANs are comprised of a minimum of two Executive members (Chair and Treasurer) and an unlimited number of members at large. Members do not receive any compensation or remuneration for participation.

2. CAN Structure – CAN Executive

The CAN Executive shall consist of members elected by the CAN membership. The business of the CAN, including management of the CAN's finances, shall be administered by the Executive, which holds the following positions for a two-year term:

- Chair (or Co-Chairs)
- Vice Chair (optional)*
- Secretary *
- Treasurer *

* CANs may chose to combine these executive positions.

2.1. Descriptions of Executive Committee Members

2.1.1. Chairperson

- Coordinate and chair all meetings of the CAN.
- Provide leadership for the CAN Executive and subcommittee activities. Ensure members are aware of their obligations and responsibilities.
- Represent the CAN at functions or meetings.
- Be a contact person between the community, the City of Greater Sudbury (CGS), and the Ward Councillor(s) in their area.
- Ensure timely responses to all inquiries from community members. Facilitate the resolution of issues that arise.

- Attend CAN functions held within the community (when possible).
- Ensure that the CAN's financial obligations are met.
- Act as the spokesperson for the CAN with media, as required.
- Act as a signing officer on CAN cheques.
- Co-ordinate the completion of the CAN Annual Report.

2.1.2. Vice-Chair/Co-Chair

- Act on behalf of the Chair, as required.
- Act as a signing officer on CAN cheques.
- Take on special projects, as requested by the Chairperson and/or Executive.

2.1.3. Secretary

- Record minutes of CAN meetings, and include a list of action items from these meetings to be published within the minutes. A complete draft of the minutes should be distributed to executive members following the meeting for review and feedback. Keep and maintain a record of the meeting minutes.
- Maintain a current mailing/contact list of all CAN members and volunteers.

2.1.4. Treasurer

- Prepare cheques as required, and act as a signing officer.
- Maintain a record of all receipts and disbursements, and a record of all assets and liabilities. Ensure records are kept for seven years.
- Deposit funds in the bank account on a timely basis and reconcile the bank account on a monthly basis.
- Coordinate the preparation of the annual budget report for approval.
- Ensure financial policies and procedures are followed.
- Make the financial books and files available for audit each year.

- Report on the CAN's financial status at CAN meetings, and alert the Executive of any concerns.
- Make the Chair aware of any issues requiring her/his attention.

3. Sub-Committees

Sub-committees may be established to meet specific needs of the CAN and can be created and/or dissolved as deemed necessary by the Executive providing that:

- The objectives are consistent with the purpose of the CAN.
- The sub-committee agrees to participate in the CAN in order to coordinate its plans and programs.
- The sub-committee agrees to operate in accordance with the CAN Terms of Engagement, Standard Operating Procedures, and CGS policies and procedures.

Sub-committees may include members of the CAN, as well as volunteers who are not CAN members. This may include individuals or organizations with a particular area of expertise. A member of the sub-committee is responsible for acting as lead, and for communicating with the Executive. A list of sub-committee members, along with their contact information, shall be provided to the CAN Secretary.

4. Meetings

With input from the members, the CAN executive determines a schedule of dates, times and location of meetings. The CAN will hold meetings or community engagement opportunities no less than four times each year. The CAN executive communicates the meeting schedule to the community, City Councillor and CGS Staff Liaison, and may use various communication methods to ensure inclusivity, including email, social media, website, Canada Post, flyers, and personal contact with members.

The CAN Executive may hold meetings to plan or discuss items that will be communicated to the broader membership. All Executive meetings are open to CAN members and the public.

5. Agendas and Minutes

Agendas and minutes for CAN meetings must be communicated to CAN members, the Ward Councillor(s) and CGS Staff Liaison in advance of the meeting. Any CAN member may submit a request to the CAN Chair for consideration to be added to the meeting agenda.

6. Delegations and Presentations

Any delegation, group or individual wishing to address the CAN, or make a presentation at a CAN meeting should submit their request to the CAN Chair at least two weeks prior to the meeting. The CAN Executive will determine whether the presentation is appropriate for the meeting and the amount of time that will be allocated to the item.

7. Public Participation

Following the City's Public Participation Policy, the CAN Terms of Engagement helps to define the interaction between Council, City staff and CANs. The CGS has adopted the International Association for Public Participation Framework. This framework outlines five pillars of engagement: Inform, Consult, Involve, Collaborate and Empower. The CGS strives to engage citizens keeping their needs, the organization's needs, keeping the policy in mind, and is committed to engaging meaningfully with citizens. This means that the CGS will engage in a two-way conversation on projects, services, policies and programs in ways and in locations that encourage participation.

8. Special Events

Special events are a great way to celebrate in the community. A well planned special event takes a significant amount of volunteer/staff time, positive energy and adequate funding and insurance to deliver. CANs should work closely with their CGS Staff Liaison by providing them with the details of the planned activity/event at least two months in advance, whether it is on City property or private property. The CGS Staff Liaison will work with CANs, and other City departments, to ensure that all the necessary permits, insurance and permissions are in place.

9. Voting

CANs make decisions by consensus. If a consensus cannot be reached, a question will be put to a vote in the form of a motion and each member will be allowed one vote. If unable to attend the CAN meeting, registered CAN members may submit their vote in advance, with an absentee ballot to the CAN Chair, either by mail or email. Motions require a simple majority to pass. The Chair will be the deciding vote if there is a tie. The CGS Staff Liaison and the Ward Councillor(s) will serve in a non-voting capacity. In order to be eligible to vote at a CAN meeting, the individual must live or work in the area of the Ward that the CAN encompasses, or own property or a business in the area of the Ward as defined by the CAN boundaries.

10. Election and Tenure of the Executive

The election of the Executive shall take place by vote every two years at a CAN meeting that is promoted to the community in advance. Executive members should not hold the same position for more than two terms unless they are elected by acclamation. If possible, the Chair and Vice-Chair/Co-Chair should be elected in alternate years for succession continuity.

11. Starting a CAN

When there is interest from a particular area of the community to start a CAN, the CGS Staff Liaison will work with interested parties to determine what area they represent and whether they can work with an existing CAN. The CGS Staff Liaison will assist the group with the process to establish the CAN, and if necessary a report will be presented to Council for consideration.

12. Dissolving a CAN

Should a CAN cease to operate, or dissolve, the assets of the CAN will be held in trust by CGS until such time that the CAN is rejuvenated or an approved allocation of residual assets is determined by the community and CGS. The CAN will submit a final report to CGS, including all financial records, historical records held by the CAN, and access to all online CAN resources.

13. Comply with Laws

The CAN shall at all times conduct itself in accordance with all federal, provincial and municipal laws, including but not limited to, the Human Rights Code and any applicable freedom of information and protection of privacy legislation. The CAN is responsible for obtaining any permits or licenses required for their activities and ensuring that their events and activities are in a location compliant with the City's Zoning By-law. The City Staff Liaison is available to provide assistance as required.

14. Relationship to CGS

The CAN will provide consolidated feedback received from the community to the CGS through the CGS Staff Liaison. The Chair will be the official CAN spokesperson to the public and the media. Messaging involving the City must be approved by the CGS in advance.

CANs are not authorized to make a promise, agreement or contract on behalf of the CGS. When dealing with the public, media and other organizations, the CAN does not represent the CGS or speak on its behalf.

15. Liability and Indemnification

The CGS will provide comprehensive liability coverage for general CAN activities and day-to-day business such as CAN meetings. CAN special events must be approved by the CGS. To obtain approval and liability coverage for an event, the CAN is required to provide details of the event in advance, which will be reviewed by City Staff and the Insurer. If the event is sanctioned by the CGS and approved by the insurance company liability coverage will be provided for CAN members and permitted volunteers at the event.

CAN member(s) will indemnify the CGS and its employees and agents against all costs, losses, expenses, or liabilities suffered by or made, brought or recovered against the CGS, resulting from any act or omission, willful misconduct or errors of the CAN member(s), when insurance coverage does not respond to the incident, unless the injury, loss, or damage was solely caused by the negligence or willful act of any employee or agent of CGS acting in the course of their employment or agency.

16. Freedom of Information and Protection of Privacy Legislation

Any collection and disclosure of information by the City under the CAN SOP is governed by the *Municipal Freedom of Information and Protection of Privacy Act, R.S.O., 1990, c. M. 56*.

17. Fundraising

There are a number of different ways to raise funds to support the work of CANs in the community, these include: fundraising events, corporate support, foundations or government funding, and service clubs. CANs are not registered charities and are therefore not eligible to apply for registered charity opportunities such as lottery licenses. However, CANS may apply for other funding opportunities designated for non-profit organizations where available.

If CANs wish to solicit donations for capital projects on City property (splash pad, playground equipment, skate board park or community garden), the donations will be made to the CGS. Donations to the project will be held in trust until all the funding is in place and the project is ready to proceed. Official tax receipts will be issued for any donations over \$10, if requested by the donor.

18. Conflict of Interest

Conflict of Interest includes a real, apparent, potential or perceived conflict of interest.

1. No CAN member shall:
 - a. propose or undertake any actions concerning the CAN that could place Council member or CGS staff member in a conflict of interest; or
 - b. through his or her actions or otherwise, place the CAN in situation of direct or indirect competition with the interests of municipal, provincial, or federal government or government bodies; or
 - c. represent that his or her personal views reflect the views of the City, and/or the CAN, or otherwise purport to speak for the City and/or the CAN without authorization by the designated City or CAN (where applicable).

19. Professional Conduct

- a. A CAN member shall not seek preferential treatment by, or privileged access to any government or government body by virtue of his or her position.

- b. A CAN member shall not use or attempt to use his or her participation with the CAN to directly or indirectly benefit himself or herself, or his or her spouse, parent, sibling or children.
- c. A CAN member shall not use confidential information, received as a result of his or her involvement in the CAN, in any other business or undertaking.
- d. When performing his or her duties for the CAN, a CAN member shall not give preferential treatment to any person or entity, including a person or entity in which a public office holder or a member of his or her family or a friend has an interest.
- e. A CAN member who contracts a person on behalf of the CAN shall ensure that the person does not report to, or supervise the work of, the person's spouse, child, parent or sibling.

23. Grants and Reporting Responsibilities

23.1. CAN Annual Community Grant

CANs may receive an annual community subject to Council approval, through the City's Community Grants Program.

- The funds are intended to cover administrative costs associated with promotion of activities, photocopying, mailings, web site maintenance, and other day-to-day expenses.
- CANs may not donate community grant funding to other groups or initiatives.
- Up to 25% of the community grant may be spent on CAN projects.
- A maximum of 25% of the community grant may be carried over to the next grant year. Any unspent grant money in excess of the 25% will be deducted from the next year's grant allocation.
- CAN Executive members with signing authority for the CAN's bank account are responsible for the management and use of the community grant.
- CANs looking for financial support for projects may consider funding opportunities, including submitting an application to the CGS Healthy Community Initiative Fund.
- Funds must be spent in accordance with the City's Purchasing By-law.

Please see Appendix B (Eligible CAN Operating Costs) for details on permissible CAN community grant expenditures.

23.2. CAN Fiscal Year

The CAN's fiscal year shall run from January 1 to December 31.

23.3. Financial Procedures

All CAN funds will be kept on deposit with a Canadian chartered bank, trust company or credit union. The Treasurer, Chair, Co-Chair or Vice-Chair, are the signing officers for the account. The account must be set up to require at least two of the authorized signing officer to sign each cheque.

The CAN financial statements must be prepared by the Treasurer, and reviewed and approved by the CAN membership at the end of each year for submission to the City.

23.4. Annual Report

An Annual Report will be prepared by the CAN Executive and submitted to the CGS Staff Liaison, no later than thirty (30) days after year end (December 31). A report template will be provided by the City. The report will outline the CAN activities and achievements reached during the year, include a breakdown of expenditures of the community grant, and indicate any plans for the next year. CANs are required to retain and submit all receipts for expenditures from the community grant received from the CGS. The City has the right to inspect financial records as required for accounting purposes. The annual report is a requirement in order to receive the annual community grant. Failure to follow these guidelines may result in a CAN being excluded from future grants.

23.5. Accounting and Audit

The CAN will ensure that proper accounting records are kept in respect of the community grant and provide to the City the financial records as outlined in Appendix A (Budget, Accounting and Financial Record Keeping). CANs are required to retain and maintain all financial records for a period of seven years. The CGS may conduct an audit of the CAN's financial records at its discretion.