

# NORTH SHORE ALANO CLUB (THE ALANO CLUB)

## POLICIES & PROCEDURES

JUNE 2023

### **GENERAL POLICIES**

The fiscal year is June 1<sup>st</sup> to May 31<sup>st</sup> annually. The Annual General Meeting is normally the 3<sup>rd</sup> Sunday in September per our constitution with minimum of 7 days notice and the members will review the Annual Financial statements, elect the Board members for the coming year, and deal with any large expenditure, major changes to the premises. The members will review any alterations to the Policies of The Club. Except in the event of an emergency change to policies, the membership will be asked to approve or dismiss those alterations.

### **TENANCY**

There will be a contract outlining terms and conditions of occupancy of the building available for review to members on request. Should there be a need to vacate, the Board will appoint an ad hoc committee to locate a site and review the contract. The manager may be a member of that committee. There is no contract presently and if we ask for one the higher ups at affordable will look at increasing rent.

**VIOLENCE AND/OR ABUSIVE LANGUAGE WILL NOT BE TOLERATED**, and any incident will result in immediate dismissal from the premises at the discretion of the manager. All such incidents will be brought to the Board of Directors to determine further action.

### **RENT/USE OF ROOMS**

Rent or donation is due on the date of the event unless otherwise arranged. A contract will be signed by both the Club management and the event organizer(s). Any damage will be reported to the management and a settlement will be arranged if necessary. Management will be made aware of any outside contractors, such as catering or musicians. The event organizers are fully responsible to compensate and manage those contractors while they are on the premises. Terms and conditions of use will be outlined in a contract to be signed by the organizer(s) and the Club.

While on the premises, event organizers shall be responsible for behaviour of attendees during the gathering, for cleaning the room(s) following the event and consideration of neighbours around noise pollution while leaving the property. The organizers are responsible for ensuring personal & group safety on site – no running or roughhousing; supervision of children; handling hot beverages; stacking chairs.

The building and the area adjacent to the building are non smoking in accordance with the Provincial regulations and City Bylaws. Extinguishment containers will be provided on the west side of the building past the driveway

## **OFF-DUTY CONDUCT**

Respect of co-workers, management, staff, sub-trades, volunteers, and clients is essential at the Alano Club of the North Shore. As stated in the Harassment policy, everyone has the right to a work environment free from harassing or threatening behaviour or comments. This right extends beyond the end of the shift. On or off the shift, appropriate behaviour is expected. In this world of electronic communication, it is very easy to forget that everything you say or do can and most likely will be recorded and transmitted for all to hear and see. The Alano Club does not in any way presume to tell you what you do with your life, however, we do expect all employees to conduct themselves as they would on-site with respect to making reference to The Alano Club and any of its employees, volunteers, sub trade contractors and clients.

You may be disciplined, up to and including termination, for inappropriate off-duty conduct, whether verbal, written or through any form of social media or similar type of online public or private forum that:

- I. Damages The Alano Club's reputation and goodwill with the community
- II. Materially and adversely affects your job performance or the job performances of other employees or volunteers
- III. Uncooperative or insubordinate conduct towards supervisors, volunteers, clients and/or sub contractors.
- IV. Divulging private information of the Alano Club or of other employees/volunteers/contractors or members to any entity that is not authorized to receive that information.
- V. Makes libellous, slanderous or maliciously false statements towards or concerning the Alano Club employees/volunteers or contractors, services or products.
- VI. Posts photos, video, audio recordings of an event or employees in restricted access areas.

## **CONFIDENTIAL INFORMATION**

All documents, correspondence, or other materials utilized in the course of employment are and remain the exclusive property of The Club and/or its clients. Unauthorized release or duplication of this information is a disciplinary offence. All employees must respect the confidentiality of information coming to his/her attention during the course of employment. This may include but not be limited to, product design, marketing information, company strategies, customer information, employee information and pricing strategies. This information is critical to the success of the Club and therefore shall not be given out, used outside of the Club, or shared with non-Alano Club employees, volunteers or clients.

## **BULLYING AND HARASSMENT POLICIES**

The Alano Club of North Vancouver is committed to maintaining an environment in which all acts of verbal, physical, sexual and psychological harassment and bullying are not tolerated. All workers will be treated in a fair and respectable manner. The Club works to be in compliance with WorkSafe BC procedures herewith:

<https://www.worksafebc.com/en/health-safety/hazards-exposures/bullying-harassment?origin=s&returnurl=https%3A%2F%2Fwww.worksafebc.com%2Fen%2Fsearch%23sort%3DRelevancy%26q%3Dbullying%26f%3Alanguage-facet%3D%5BEnglish%5D&highlight=bullying>

Acts of bullying and harassment include but may not be limited to:

- a) Persistent and unwelcome remarks or conduct by a person towards a worker where that person knew or should reasonably ought to have known would cause humiliation or intimidation.
- b) Remarks by a person to or about a worker pertaining to a person's body, attire, age, sex, marital or family status, national origin, sexual orientation, or religion.
- c) Displays of pornography, racist, sexist or other derogatory materials.
- d) Unwelcome physical contact and/or persistent invitations or requests of a sexual nature.
- e) Posting online information or photos of anyone connected with the Alano Club in a derogatory or defamatory manner.
- f) Fighting, using threatening, obscene or abusive language or harassing a customer, co-worker or public in any way, including racial, gender and personal harassment will result in disciplinary action up to dismissal from the premises. In extreme cases there may be legal action taken.
- g) All employees have the right to work in an environment free from sexual harassment. "Sexual harassment" means any unwelcome physical or verbal sexual advances, demands for or remarks regarding sexual favours, insulting or offensive comments.
- h) Intent is not an argument for determining if the behaviour is bullying or harassment.

Examples of sexual harassment include, but are not limited to:

- A person in authority asking an employee/volunteer or member for sexual favours in return for being hired or receiving promotions or other employment benefits
- Sexual advances with actual or implied work-related consequences
- Unwelcome remarks, questions, jokes or innuendo of a sexual nature including sexist comments or sexual invitation
- Verbal abuse, intimidation or threats of a sexual nature
- Leering, staring or making sexual gestures
- Display of pornographic or other sexual materials
- Offensive pictures, graffiti, cartoons or sayings
- Unwanted physical contact such as touching, patting, pinching or hugging
- Physical assault of a sexual nature

The definition of sexual harassment is not meant to inhibit interactions or relationships based on mutual consent or normal social contact between employees.

Bullying is not:

- single episodes of social rejection or dislike
- single episode acts of nastiness or spite
- random acts of aggression or intimidation
- mutual arguments, disagreements or fights.
- any reasonable action taken by an employer or supervisor relating to the management and direction of workers or the place of employment.

These actions can cause great distress. However, they do not fit the definition of bullying and they're not examples of bullying unless someone is deliberately and repeatedly doing them.

### **DISCIPLINE AND DISCHARGE**

If any employee or volunteer believes that they are the victim of bullying or harassment of any sort or has witnessed it, the employee/volunteer should advise the shift supervisor or manager. The worker's report shall include names of parties involved, any witnesses to the incident(s), location, date and time of the incident(s), details about the incident(s) (behaviour and/or words used) and any additional details that would help with an investigation. Any and all supporting evidence such as: emails, notes, photographs or physical evidence (like vandalized belongings) shall be submitted. This supporting evidence can be submitted to the Alano Club by email or by submitting by hand to manager of the Alano Club or to any member of the Board of directors.

The Board will investigate any complaint of harassment and will make its findings available to the complainant and the accused. Complaints of harassment shall be treated in the strictest confidence and will involve as few individuals as possible.

Disciplinary action will be taken for all infractions of the Alano Club workplace regulations. The severity of the infraction will be taken into consideration when determining the level of discipline. Discipline will typically follow the action below.

- a) Verbal warning to employee/volunteer/member. Warning will include a description of the infraction with date and time of its occurrence. Verbal warning will also include corrective instruction and consequence of repeat infractions. A note of verbal warning will be placed in the employee/volunteer's permanent record.
- b) Written warning to employee. Warning will include date and time of infraction and also make note of any verbal warnings previously received by employee. Written warning will also include corrective instruction and consequence of repeat infractions. Copy of written warning will be placed in employee/volunteer's permanent record.
- c) Final written notice to employee. Warning will include written notice to employee indicating date and time of infractions. This written notice will include copies of all previous instances of attempts by The Club to correct the behaviour of the employee. Final written notice will include clear language stating that any further infraction of this nature will result in immediate and irreversible termination of the employee with cause.

### **OTHER CAUSES FOR DISCIPLINE**

## **IMPAIRMENT**

Anyone wishing to enter the club's premises should be free from alcohol or drugs, but exceptions will be made when the party is cooperative and is seeking help to recover. Anyone found to be disruptive or potentially harmful as a result of their intoxication will be escorted from the building and asked to return after they are free from alcohol or drugs. The intoxicated person will be treated with respect and if needing care, appropriate action to ensure their safety will be taken.

The Alano Club of the North Shore is committed to maintaining a safe working environment. Work while under the influence of intoxicating substances or other situations where the worker or volunteer is impaired will not be tolerated. Additionally, all employees or volunteers must be free of the following list of impairment.

Impairment can be defined as being in an imperfect or weakened state or condition such as: diminished in function or ability or lacking full functional or structural integrity.

Traditionally impairment was looked upon as from intoxicants however in the broader definition impairment can include fatigue, illness (transmissible diseases) stress/anxiety, and many other issues which may diminish an employee's function.

Intoxicating substances can be separated into two main categories, Legal and Illegal and 2 secondary categories Medicinal and Non-medicinal.

1. Illegal substances such as street drugs, cocaine, heroine, etc., that cause impairment, regardless of their origin or application, are not permitted on site in any form.
  - Any worker found to be under the influence of illegal intoxicants will be immediately removed from the workplace and employment will be terminated.
  - Any worker found to have any illegal intoxicating substance in their possession while on a work-site will be immediately removed from site and a follow up disciplinary meeting will be held. The worker shall remain on leave until then.
2. Legal substances that cause impairment, used in an illegal manner; such as opioids without a prescription.
  - Any worker found to be under the influence of a legal substances used in an illegal manner will be immediately removed from site and employment will be terminated.
  - Legal non-medicinal substances that cause impairment (alcohol, recreational cannabis) are not to be brought on to work sites.
3. Any worker/volunteer found to be under the influence of a legal non-medical substance will be immediately removed from the premises for a minimum of 2 weeks. The Human Resources Committee will review all such instances and determine the length of dismissal. Any worker who has been removed from the club due to impairment will be provided private transportation to their home at the Alano Club's expense

## **APPEAL PROCESS**

To appeal a decision by a staff or volunteer in charge at the moment, a written notice of appeal will be filed with the Manager. The letter will outline the incident and any witnesses present. If

the matter was handled by the Manager, the letter will be directed to the Board of Directors and cc'd to the Manager.

### **JOB DESCRIPTIONS FOR STAFF & VOLUNTEERS**

Full descriptions for each position filled by paid or volunteer personnel will be delivered to each person filling the tasks. The descriptions will include hours of work, rate of pay if any, areas of responsibility, process for disciplinary measures and appeal options. The member will be given all documentation and equipment/tools needed to perform the duties. The member will sign the verification of understanding what is required of them.

### **THE BOARD OF DIRECTORS (THE BOARD)**

Board members will be elected from among the fully paid current Club members present at the Annual General Meeting annually. No member of the Board of Directors shall receive remuneration for services rendered as a member of the Board.

A minimum of 5 members will be elected. The maximum term will be 2 years, renewable at the next AGM. Members of the Board shall select a President, Vice President and a Secretary/Treasurer at the first meeting following the AGM. Members will be listed with the Provincial Government as required. Information included in that report will be the legal name, full address, birth date and other contact information as may be required. Members of the Board will be familiarized with all Policies and Procedures of the Club, including regulations regarding Gaming or other Governmental grants as approved. Members of the Board will be advised of any potential liabilities and insurance coverage.

It is the duty of the Board of Directors to review the Financial Statements and proposed budget as presented by the Manager. Members will meet monthly. Every member will volunteer to serve on a sub committee or ad hoc committee during their term.

### **TIME OF ANNUAL GENERAL MEETING**

The annual general meeting shall be held during the month of September in each year at a place within the province and on a day to be fixed by the Board of Directors, and at least 7 days notice of such meeting shall be mailed through the postal services or via email or handed to all members by the Secretary. In addition to the annual general meeting there shall be membership meetings approximately every three months on a day to be fixed by the Board of Directors, and seven days notice of such meeting shall be given to the members by posting on the club premises.

### **MANAGEMENT**

**FINANCES** – There will be 2 signatures out of 4 on each cheque and they will initialize the corresponding invoice. The Treasurer will be one of the signatories, along with the manager, Vice Chairperson and 1 other member of the Board.

EMPLOYEE CONTRACTS – there will be a contract for each employee, signed by the employee and a member of the Board. The contract will include wages, benefits and renewal clauses. The contract will include causes for dismissal. There will be a Human Resources Committee to review the annual assessment and wage increases.

## HIRING

When there is a vacancy in the manager's position, the position will be posted on the club's website and on the notice boards. It will also be included in a newsletter to the members. The HR committee will review applicants and prepare an ad hoc committee to interview the chosen applicants. The manager will be responsible to hire kitchen and janitorial staff as needed.



## PROCEDURES

### GENERAL

When it has been determined anyone on the site is in contravention of the policies of the club, the management will report the infraction to the Board of Directors forthwith. Any person expelled from the club will be advised on the appeal process.

### BULLYING AND HARASSMENT

- Any incident shall be reported in writing to the immediate supervisor. If no supervisor available, notify the club's acting manager. If the club manager is the cause of the bullying or harassment, the written submission shall be sent to the Vice President of the Board.
- Meetings without prejudice with all parties must take place within 5 working days from the reported incident.
- Following the initial meeting, all witnesses will be asked to meet individually with the management/HR Committee member.
- Witness and participant statements will be included in the investigation. These people will meet individually with manager and a member of the Human Resources (HR) committee
- All written submissions along with notes taken during the meetings shall be held on file at the club for not less than 2 years.
- Appropriate posters and notifications to be posted on the bulletin board.

- Employers are legally responsible to ensure safety of all workers and volunteers. Members using the club are to be safe from bullying and harassment at the hands of any “official” on site. In the event of a claim, the acting manager shall immediately request a meeting with the parties involved and all witnesses to the acts. He/she will notify the HR committee of the claim and request the presence of an HR committee member during the meeting with the above-named parties.
- The HR Committee will then evaluate all the information and report their findings to the Board for further action. The recommendations will include corrective actions, time frame and dealing with adverse symptoms.

### **BOARD MEMBERS (The Board)**

1. Number of members minimum 5; term 2 years ending at AGM.
2. Criteria for Board members – Will have no less than 2 years continuous sobriety/clean time; actively involved in the 12<sup>th</sup> step program of their choice and is a dues paid member of the Club for at least 3 months.
3. Number of meetings – Monthly with the full Board; as needed for sub-committee or ad hoc; annually at AGM
4. Dismissal of Board member(s) – Failure to comply with the Policies of the Club will result in an immediate dismissal. Failure to attend 3 consecutive meetings except in the case of illness or in the event of a special dispensation by the Board.

### **ROOM RENTALS**

#### Appendix A – Read and agree to Policies and Procedures of the Club

- No animals except for certified support animals wearing the appropriate vest issued on acquisition of the animal. Absolutely no exotic animals including, but not limited to, reptiles, insects and birds.
- No alcohol or illegal drugs on the premises.
- No Harassment or bullying as defined by the relevant Policies and Procedures
- Ensure the room is clean after use. Leave the room as you acquired it with furniture returned to their rightful place.
- Disposable Coffee cups will be provided at an appropriate price.
- The group is responsible for cleaning reusable dishes and coffee pots.
- Respect other meetings that may be underway.
- Price and due date of rent will be as agreed with management.



- Respect for everyone inside the club and in the neighbourhood, including minimizing noise of departing members.
- The building and the area adjacent to the building are non smoking in accordance with the Provincial regulations and City Bylaws. Extinguishment containers will be provided on the west side of the building past the driveway

## **KITCHEN**

Food Safe certification requirements –

Hours of operation

Proper attire

Use of equipment

DRAFT

# APPENDIX

## A – RENTAL AGREEMENT

I, \_\_\_\_\_ have read the Policies and Procedures of the North Shore Alano Club and hereby agree to the terms and conditions therein. A copy of this signed document will be filed with documents including my contact information and retained in the manager's office on site.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Date

DRAFT

B – CLAIM FILING

I \_\_\_\_\_ do hereby claim that I was mistreated as follows:

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(Attach another page if more space is required)

The perpetrator(s): \_\_\_\_\_ on \_\_\_\_\_  
Name(s) Date(s)

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

## C – REQUEST FOR APPEAL

I \_\_\_\_\_ do  
hereby request an investigation of the decision made

on (date) \_\_\_\_\_, which determined that:

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You may contact me as follows:

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