



**RCSAC** | **Richmond Community Services  
Advisory Committee**

## **Operating Policies and Procedures**

**Last Updated: June 2013**

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# I. MEMBERSHIP

## RCSAC membership consists of representatives of:

- Community service organizations
- Federal, provincial and municipal or government agencies, ministries/departments;
- Individual Members;
- Two (2) Citizens at Large appointed by Richmond City Council;  
City of Richmond non-voting liaisons:
  - 1) Richmond City Councillor; and
  - 2) City of Richmond Staff members

Council and Staff Liaisons may participate in the Executive Committee, Standing Committees, Task Forces and/or Action Groups.

There will be a maximum of five (5) City appointments, including the two (2) Citizens at large.

## RCSAC Membership Fees

Fees are set by the general membership at the Annual General Meeting. As the City of Richmond is RCSAC's primary funder, City appointees and liaisons and City Committee members are exempt from paying membership fees.

Applications for RCSAC membership should be addressed to:

Richmond Community Services Advisory Committee (RCSAC)  
P.O. Box 97059, Richmond Main PO  
Richmond, B.C. V6X 8H3

**Organizational/Individual Members:** Applications should include a brief description of the community services provided or supported by the applying organization/individual, and contact information. Where appropriate, a copy of their constitution and a list of their current Board of Directors must accompany applications from non-profit organizations.

### 1. Eligibility Requirements for Membership include the following:

#### **Organizational members:**

- Will be a community service organization or a government agency, ministry or department;
- Will have a mandate or constitutional goals and objectives consistent with those of the RCSAC;
- Will accept the RCSAC's goals and objectives and be willing to contribute a share of staff/volunteer time and expertise to the work of the RCSAC, its Committees, Task Forces and Action Groups;

- Will pay membership dues within six (6) weeks of notice (or otherwise be at risk of losing membership status); and
- Will have one designated staff person/volunteer and one designated alternate, one of whom will attend meetings regularly.

### **Individual Members:**

- Will accept the RCSAC's goals and objectives and contribute a share of volunteer time and expertise to the work of the RCSAC, its Committees, Action Groups and Task Forces;
- Will attend meetings regularly;
- Will pay their membership dues within six (6) weeks of notice (or otherwise be at risk of losing their membership status);
- Must reside in Richmond and have a demonstrated interest/involvement in social policy and community services matters; and
- Individuals, interested in joining the RCSAC, are invited to attend one or two general meetings of the RCSAC as a guest to familiarize themselves with the committee. If the individual is interested in becoming a member of the RCSAC after attending the meetings they would have a short interview with 2 members of the RCSAC membership, provide a completed application and, if approved, pay a membership fee and be welcomed to the committee.
- Final approval of all applications rests with the RCSAC as a whole, and is guided by the recommendations of the Executive Committee.
- Elected representatives of elected public bodies may not be voting members, but may attend meetings as non-voting members (e.g., liaisons) and may participate in discussions.
- Elected representatives of elected public bodies may not hold office in the RCSAC.

## **2. Citizens at Large**

The two (2) Citizens at Large, appointed to the RCSAC for two-year terms by Richmond City Council are, by virtue of that appointment, also full (voting) members of the RCSAC.

## **3. Appointment Eligibility Criteria**

Citizens at Large must reside in Richmond and have a demonstrated interest/involvement in social policy and community services matters.

## **4. Voting (Full Members only)**

Member organizations have only one (1) designated voting member and one (1) identified alternate, to be identified in writing at the time of application for membership.

## **5. Termination of Membership**

An organization/individual desiring to terminate its/their membership in the RCSAC shall notify the RCSAC in writing.

## **6. Involuntary Termination of Membership**

An organization will be advised in writing when its representative has missed two (2) consecutive regular membership meetings without notice to the Executive Secretary or members of the Executive Committee and that their membership may be terminated if three (3) consecutive regular meetings are missed.

The RCSAC reserves the right to terminate an organization's membership at any time for acts of omission or commission found detrimental to the work or reputation of the RCSAC as a whole, or of any of its committees, Action Groups and Task Forces and/or for failing to meet the requirements of membership.

Any member or member organization facing termination will be made aware of the concern(s) and be provided opportunity to address the issues. Following this, the Executive Committee will make a recommendation to the general membership, where a simple majority vote will determine the final decision.

## **7. Non - Member Participation**

- a) Non-members may attend all meetings of the RCSAC as guests and observers but must request permission of the Co-Chairs in advance to participate.
- b) Interested citizens or groups may make presentations to the RCSAC upon request.
- c) Interested non-members may request to receive Membership Mailings at cost.

Membership of the RCSAC does not preclude member agencies/organizations from submitting their own positions and reports directly to Richmond City Council, City Staff or City Committees but such reports must be on behalf of themselves or the organization they represent and not on behalf of the RCSAC.

## **II. STRUCTURE**

**The RCSAC will consist of:**

1. The General Membership Committee
2. The Executive Committee
3. Any other Task Forces, Action groups or Committees as appropriate

### **The RCSAC General Membership**

This RCSAC general membership meets nine (9) times per year, with a meeting schedule determined at the Annual General Meeting.

## **1. Responsibilities**

- a. Information sharing, identifying and researching primarily unmet needs, service delivery concerns and other service/resource related issues.
- b. Developing reports.
- c. Making policy recommendations through use of the Communication Tool.
- d. Forming and setting terms of reference for its specific Task Forces/Action Groups.
- e. Presentations by any special guests.
- f. All general meetings are chaired by the Co-Chairs.

## **2. The Co-Chairs**

- a. Chair all meetings of the General Membership.
- b. Are ex-officio members of Committee Task Forces and Action Groups.
- c. Co-chair the Executive Committee.
- d. Prepare agenda in consultation with the Executive Committee.
- e. Represent the RCSAC at meetings of Richmond City Council and its appropriate committees when required/requested.
- f. Act as main communication links between the RCSAC and City Council.
- g. Are elected for two (2) years, in alternating years. Terms may be extended for one year in cases where an alternate has not been identified or volunteered for the position.

## **3. Responsibilities of General Members**

- a. Regularly attend and participate in all general meetings.
- b. Serve on Task Forces, Action Groups and/or sub-committees.
- c. Become knowledgeable of issues under consideration and provide feedback and input within the scope of the RCSAC.
- d. Review and approve reports and recommendations.
- e. Ensure reports, recommendations and Task Force/Action Groups undertakings are in line with RCSAC's objectives/mandate.
- f. As required:
  - (i) Assist with development and preparation of reports going forward to City Council and other policy-making bodies; and
  - (ii) Interpret the aims and objectives of the RCSAC to community groups and the public in general.
- g. Elect an Executive comprising two (2) Co-Chairs, one (1) Treasurer and a minimum of two (2) to a maximum of four (4) Members at Large.

## **The Executive Committee**

This Committee is the administrative point of contact for the RCSAC. It is responsible for the overall direction of the RCSAC. The Executive Committee comprises RCSAC's Co-Chairs,

Treasurer, a minimum of two (2) to a maximum of four (4) Members at Large; and City liaisons.  
The Executive Committee:

- Meets once a month in advance of the regular general meetings summer months exempt (July & August);
- Plans and monitors the work of the RCSAC;
- Provides guidance for committees, sub-committees and action groups;
- Reviews any recommendations coming to the RCSAC to ensure they are compatible with RCSAC goals and objectives;
- Prepares an annual report and proposed work program and budget for the coming year for submission to the City of Richmond (and other funding applications as required);
- Ensures that the known or projected fiscal requirements are determined and included in the RCSAC's annual operating budget request;
- Draws up the general membership meeting agenda for circulation prior to those meetings;
- Receives and refers to the appropriate Action Group/Task Force requests/referrals from Richmond City Council and its appropriate committees;
- Determines that all requests referred correspond with the RCSAC's mandate and objectives. Some items may be referred to the general membership for a decision if determined to be questionable;
- Ensures that sufficient funds are requested for fulfilling the known and projected commitments and budget requirements of the RCSAC and its current committees, Action Groups and Task Forces;
- Approves and monitors all expenditures; reviews reports on financial matters; reviews and approves budgets of special projects when appropriate;
- Reports to the full RCSAC membership on all financial matters deemed appropriate by that membership; and
- Attends meetings regularly.

### **Term of Office**

With the exception of the City Council Liaison and the City Staff Liaison, members of the RCSAC Executive Committee shall be elected at the Annual General Meeting, for a one-year, renewable term and shall be comprised as stated in the Charter.

### **Administrative Support**

- Administrative support is provided by the RCSAC's Executive Secretary. Duties include<sup>1</sup>:
- Coordinating the activities and work schedules of the RCSAC when requested;

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<sup>1</sup> See Appendix I

- Ensuring all business connected with Annual General Meetings, and general and extraordinary meetings are attended to;
- Receiving and drafting responses to correspondence, in conjunction with the Co-Chairs;
- Attending meetings regularly; and
- When needed, resource persons may be called in for assistance.

## **RCSAC Subcommittees: Action Groups, Task Forces**

All subcommittees of the RCSAC are accountable to the RCSAC.

### **1. Requirements of Committees, Task Forces, and Action Groups**

#### **a. Establishment**

Committees are established by a resolution of the General Committee, which will define the objectives and time scale for the group/sub-committee.

#### **b. Structure and Representation**

All committees of the RCSAC are chaired by an RCSAC member, and may include non-member resource persons from government, private agencies and appropriate organizations serving the community.

Unless otherwise directed by the Executive Committee, all committees will automatically dissolve upon acceptance of final reports.

#### **c. Reports and Reporting Responsibilities**

The RCSAC will prepare reports to City Council. The Staff Liaison may provide advice and will prepare cover reports for Council when required.

Reporting responsibilities rest with the Committee Chair or designate. One (1) of the two (2) shall be present to respond to questions at all meetings at which its reports are received for discussion and/or decision.

Written reports requiring a decision shall include:

- Summarized reasons for establishment of the committee;
- Terms of reference (original and amendments, if any);
- Summary of steps leading to findings, conclusions and recommendations;
- Names of members and agencies/organizations participating and those of resource people assisting; and
- Chair and Vice-Chair names and contact information.

Written reports longer than three (3) pages should be prefaced with a cover sheet listing the report's major recommendations.

A summary of activities shall be submitted in writing by each committee for inclusion in the RCSAC's annual report.



- d. The committee will keep minutes, notes or appropriate records.

### **RCSAC Nominations to External Committees**

There are two (2) styles of nomination to external committees<sup>2</sup>:

1. Nominations of persons to represent RCSAC on that committee; and
2. Nominations of persons who are considered by RCSAC to be appropriate to be members of that committee, but who would not be representatives of RCSAC.

## **III. PROCEDURES**

### **1. Meetings**

- a) At a general meeting of members, each member organization represented by a recognized delegate shall have one vote.
- b) A quorum shall be 51% of the membership.
- c) All meetings of the RCSAC, its committees, Action Groups and Task Forces are open to the public unless closed in accordance with provisions in the Community Charter.

[http://www.bclaws.ca/EPLibraries/bclaws\\_new/document/LOC/freeside/--%20C%20--/41\\_Community%20Charter%20SBC%202003%20c.%2026/00\\_Act/03026\\_04.xml#part4\\_division3](http://www.bclaws.ca/EPLibraries/bclaws_new/document/LOC/freeside/--%20C%20--/41_Community%20Charter%20SBC%202003%20c.%2026/00_Act/03026_04.xml#part4_division3)

### **2. Preparation and Submission of Reports/Recommendations**

Recommendations and reports to Richmond City Council are researched and developed by the RCSAC Executive, Task Forces and/or short-term Action Groups.

Task Forces and/or short-term Action Groups will submit Communication Tools to the RCSAC Executive for review, approval and distribution to RCSAC members.

Communication Tools, once approved will be forwarded to City Council via Council Liaison who in turn will forward to the appropriate Planning/GP Committee.

The Planning or GP Committee may at their discretion mandate that a staff report be completed on the issue before the Communication Tool is forwarded to Council.

If additional information about the issue(s) is requested by City Staff or Council, the RCSAC may undertake such work, subject to the availability of appropriate budget, staff resources and members' time.

All reports and recommendations to Richmond City Council:

- a) Are submitted in the name of the RCSAC; and
- b) Must be consistent with the objectives and mandate of the RCSAC.

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<sup>2</sup> See Appendix II

- c) Should varying opinions arise between the RCSAC and City Staff, the RCSAC may review the issue with their City Council Liaison.

### **3. RCSAC Charter Amendment Procedures**

- a) Proposals for amendments to the Charter shall be submitted in writing to the Executive Committee of the RCSAC.
- b) Any proposals for amendments to the Charter must be signed by two (2) or more members.
- c) The Executive Committee shall circulate the Notice of Motion to amend the Charter to the general membership and amendments shall be considered at the Annual General Meeting and/or any general meeting.
- d) Charter motions successfully passed by the membership are forwarded to City Council with the Annual Report and Work Plan except in cases of time sensitive matters that require more urgent action. At such times, the motion will be forwarded to Council via the Council Liaison for review and approval.

### **4. RCSAC Policies and Procedures Amendment Procedures**

- (a) Proposals for amendments to the Policies and Procedures shall be submitted in writing to the Executive Committee of the RCSAC.
- (b) Any proposals for amendments to the Policies and Procedures must be signed by two (2) or more members.
- (c) The Executive Committee shall circulate the Notice of Motion to amend the Policies and Procedures to the general membership and amendments shall be considered at the Annual General Meeting and/or any general meeting of the RCSAC membership.

### **5. Review/Evaluation**

The RCSAC's operating policies and procedures will be reviewed annually or at any other time decided by the Executive Committee. The findings and recommendations will be reviewed by the RCSAC Executive and approved by the general membership.

Staffing support for the RCSAC will be reviewed at intervals decided by the Executive Committee. Staff of the RCSAC will receive, at a minimum, an annual performance evaluation and review.

### **6. Letters of Support Requested By Member Agencies for Community Based Services or Programs**

The RCSAC believes in promoting the development of community services within the City of Richmond that will benefit residents and may determine to support a proposed program or service by writing a letter of support.

#### ***Procedure:***

1. Determine that the organization(s) requesting a letter of support is an active and contributing member of the RCSAC in good standing as defined in the Charter and Operating Policies and Procedures.

2. The member/organization requesting support will submit all relevant information regarding the project/proposal three weeks prior to the meeting of the executive committee. The request will be added to the Executive Committee agenda.
3. Should the executive committee elect to bring the request forward to the general membership, the organization making the request will have representation to provide an overview of the request, propose a motion to write the letter of support and respond to members questions.
4. A majority vote of members present will be used to determine if a letter of support is written.

**Exceptions:**

The RCSAC will not write a letter of support for RCSAC member organizations when there is a competitive process involving more than one member agency.

If there are time limitations on the request the RCSAC executive will be empowered to make a decision to either support or deny the request that will be reviewed at the next general meeting of the membership.

*Policy: Item 6: "Letters of Support, Exceptions"*  
*Revised: April 14, 2011*

## **7. Awarding Contracts**

Periodically, circumstances may require the engagement of individuals or organizations with expertise needed to manage projects/issues.

**Procedure:**

Any contracts over \$3000 shall be tendered.

The Executive Committee shall review and process applications and make recommendation to the membership as a whole.

Upon selection, a letter of engagement will be prepared that will include:

1. Value of contract
2. Method of Payment
3. Deliverables and Timelines
4. Confidentiality
5. Copyright
6. Indemnity
7. Conditions of Work
8. Termination
9. Revenue Canada's criteria
10. Provide proof of liability insurance, if required.
11. Contractor(s) will pay own expenses.

**Exceptions:**

Contracts of \$3000 or less may be directly awarded.

## **IV. NOMINATING COMMITTEE: POLICY AND EXECUTIVE COMMITTEES**

A Nominating Committee, consisting of two (2) Executive Committee members shall be struck two (2) months prior to the Annual General Meeting to prepare a slate of candidates for the Executive Committee elections at the Annual General Meeting.

No agency shall have more than one (1) representative on the Nominating Committee.

The Nominating Committee report shall be presented to the membership at the Annual General Meeting. Additional nominations will be accepted from the floor at the Annual General Meeting only if the nominee is present or a letter indicating the Nominee's willingness to stand is filed with the Nominating Committee.

The Nominating Committee is responsible for nominating candidates for the Executive Committee:

- Two (2) Co-Chairs;
- The Treasurer; and
- A minimum of two (2) to a maximum of four (4) members in good standing.

## APPENDIX I

### Job Description for RCSAC Executive Secretary

The Executive Secretary reports to the Executive Committee of the RCSAC. Direction or specific instructions are given through the Co-Chairs. The position is for a maximum average amount of hours over the calendar year, of not more than 20 hours per month.

1. Prepare meetings/forums as directed by the Executive Committee.
2. Prepares minutes of executive and membership business meetings. Minutes to include:
  - a. attendance, absence and regrets
  - b. date, location, time held
  - c. chair of meeting
  - d. agenda, motions made and whether the motion is carried, adoption/amendments to previous minutes
  - e. record of any direction given/action to be undertaken
  - f. record of any item announced by members
  - g. record of committee and financial reports
  - h. other items as directed by chair of the meeting or Co-Chairs of RCSAC
3. Distribute minutes to all those who attended meeting and all members of RCSAC
4. Keep membership records (on a database) for RCSAC, prepare invoices and receipts and notices of membership renewals
5. Prepare monthly financial statements for the approval of the Treasurer
6. Retrieve phone messages from voice mail and respond to messages or forward them to the appropriate RCSAC person
7. Retrieve mail at least once a week from City Hall mailbox and distribute for action or information to the appropriate RCSAC person/committee
8. Prepare annual general report as directed by the Executive Committee
9. Undertake follow-up actions to forums and meetings as directed by Co-Chairs of RCSAC
10. Maintain the minutes of meetings in a binder and other information required for the functioning of the RCSAC, i.e. financial, correspondence sent to Council, etc.
11. Draft letters, press releases etc., for the approval of the Co-Chairs
12. Ensure the rooms for Executive and General meetings are booked, refreshments ordered and material prepared
13. Assist other RCSAC committees as directed by Co-Chairs
14. Perform administrative tasks necessary for the functioning of the RCSAC as per the job description
15. Maintain the RCSAC website, ensure annual renewal of domain name and web hosting.
16. Prepare and distribute weekly e-newsletter (*Things That Matt-er*).

17. No office equipment or software is provided. The Executive Secretary is responsible for repairs to equipment and for software for word processing, spreadsheet, web-building and file transfer protocol.

## **APPENDIX II**

### **RCSAC Nominations to External Committees**

There are two styles of nomination to external committees\*:

1. Nominations of persons to represent RCSAC on that committee
2. Nominations of persons who are considered by RCSAC to be appropriate to be members of that committee, but who would not be representatives of RCSAC

The processes for these two styles would be somewhat different, but some aspects would be the same.

#### **Process:**

In all cases in which RCSAC is asked for nominations to external committees, information about the position will be circulated to all member organizations/members and nominations will be requested.

The Executive Committee will consider the nominations received, and the most appropriate candidate will be chosen and nominated. The Executive Committee may interview candidates if it deems that to be necessary.

If no suitable candidates are found using this process, the Executive may call for nominations from the general community.

If applications are received from the general community, for style 1 positions, the Executive will interview candidates to determine their general understanding and support of RCSAC principles and goals. For Style 2 positions, the Executive Committee may interview candidates if they believe it is necessary.

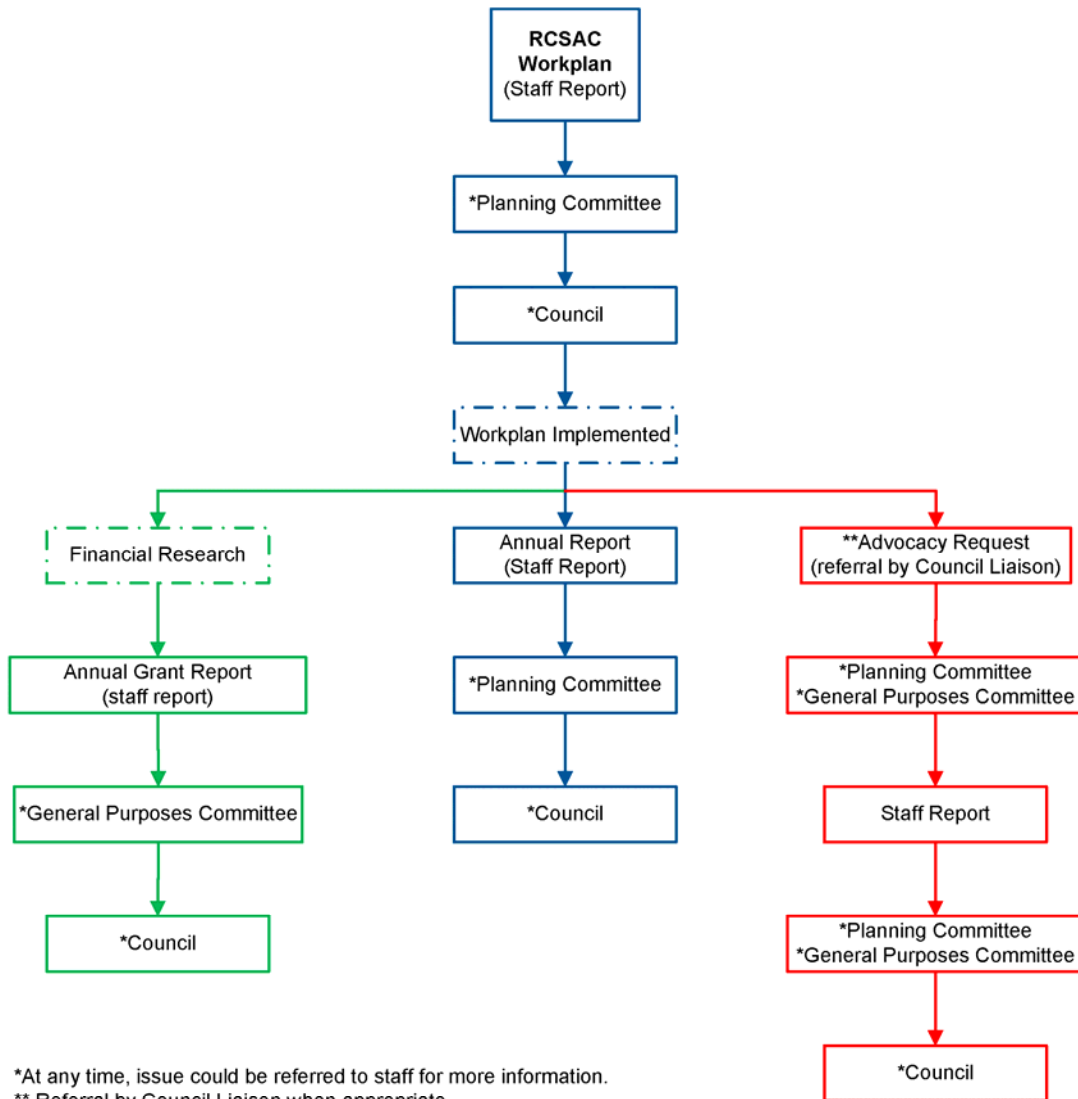
In all cases, details of appointments will be announced at the Next General Committee meeting.

\* The word “committee” is used in this document but the procedure will apply to appointments to any external organization.

# APPENDIX III

## Decision Tree – RCSAC – Richmond City Council

### Decision Tree - Richmond City Council/RCSAC





## Communication Protocol – RCSAC – Richmond City Council

# Communication Protocol - Richmond City Council/RCSAC



3732711 / January 15, 2013