



Welcome to Nelson Community Services Society

Our Philosophy and Mission Statement

We believe in each person's inherent ability, responsibility, and right to be heard, to be safe, to have information, to make choices and to take control of one's life.

Recognizing that all individuals at some time experience difficulty in their lives, the Nelson Community Services Centre is here to assist people to define the issues and to determine their own resolutions.

Further, NCS maintains program flexibility to allow us to respond, in cooperation with government and other organizations, to the changing needs in our community.

This document has been designed to provide information about our agency for any member(s) of the community who may consider joining our Board of Directors.

Documents included:

A brief overview of Nelson Community Services (NCS)	2
Board Application Process and Contact Info	3
Board Application Form	4
Board of Directors Policy - NCS Policy # 3004 which governs the Board of Directors	5
- This policy outlines Duties, Responsibilities and Commitment of the Board and is an important document to review when considering joining the NCS Board.	
- Conflict of Interest guidelines are outlined that offer the opportunity for a person to remove themselves from any discussion that may be in conflict with their individual or business life, but allows participation in all other aspects of the society's business.	

🌊🌊🌊🌊🌊🌊 Our Story 🌊🌊🌊🌊🌊🌊

Nelson Community Services (NCS) is a thriving, multi-service, multi-funded, non-profit, community social service organization that has been serving our community since 1972. NCS has a volunteer Board of Directors who share the vision, mission and values of the organization.

NCS receives most of its funding from the BC Provincial Government and also relies on donations and support from the community. NCS employs a professional Executive Director, professional program managers, counsellors, support workers and outreach workers. Services are provided out of three sites: Main Office, Cicada Place, and the Aimee Beaulieu Transition House.

NCS was first accredited in 2006 by the Council on Accreditation (COA) and has passed each subsequent re-accreditation process (2010 and 2014) with distinction.

In 2016 the organization rebranded itself with a slight name change, new logo, and email address. These changes were made to better reflect what we do in the community --- serving families, youth, and individuals (FYI).

🌊🌊 Current Programs 🌊🌊

- ✚ Family Counselling
 - ✚ Family Support
 - ✚ Parenting Support
 - ✚ Supervised Visitation
- ✚ Women's Stopping the Violence Counselling
 - ✚ Women's Stopping the Violence Outreach
- ✚ Aimee Beaulieu Transition House (8-bed house)
- ✚ Children Who Witness Abuse/Sexual Abuse Intervention Counseling
 - ✚ Child/Youth Mental Health Counseling
- ✚ Cicada Place Independence for Youth Residential Program (10-apt)
 - ✚ Youth Outreach
 - ✚ Homeless Outreach
 - ✚ Homelessness Prevention
- ✚ "Transitions for Men" Pre-Employment
 - ✚ "Women INC" Pre-Employment
- ✚ Street Outreach Program

BOARD OF DIRECTORS

Application Process

If you are interested in learning more.....

1. Complete and submit the attached Application Form
2. Attend an interview with the Executive Director and Board Chair
3. At the interview, at least one personal reference will be requested
4. Observe at least one Board meeting
5. If appointed to the Board, a Criminal Record Search (no cost) is required

The NCS Board of Directors is covered by appropriate Directors and Officers Liability insurance. Details are not included in this package but are available from the Executive Director

or simply contact us at

NCS office at:
#201 - 518 Lake Street
Nelson, BC V1L 4C6
250-352-3504

Rona Park, Executive Director:
250-352-3504
Email: rpark@servicesfyi.ca

Our website is: www.servicesfyi.ca



Board of Directors' Application Form

Date: _____

Name: _____
First Last

Address: _____

Phone Number: _____ **E-mail:** _____

Current or Previous Employment:

Name of Employer: _____

Address: _____

Type of Business or organization: _____ Your position: _____

Length of Employment: _____

Name of Employer: _____

Address: _____

Type of Business or organization: _____ Your position: _____

Length of Employment: _____

Please list any professional or volunteer Boards or Committees that you have served on:

Organization	Role/Title	Date(s) of Service
_____	_____	_____
_____	_____	_____
_____	_____	_____

Education/Training/Certificates:

Skills, experience and interests: (Please circle all that apply)

- | | | | |
|--------------------|-----------------------|------------------------|-------------------|
| Finance | Management | Public Relations | Grant Writing |
| Accounting | Non-profit Experience | Communications/Social | Fundraising |
| Strategic Planning | Community Service | Education, Instruction | Legal |
| Human Resources | Policy Development | Special Events | Outreach/Advocacy |
| Administration | Program Evaluation | | |
| Other _____ | | | |

Please use reverse side for any other information that you would like to share. Forward to Rona Park, Executive Director at rpark@servicesfyi.ca or drop off at #201 – 518 Lake Street, Nelson.



Our Mission

We believe in each person’s inherent ability, responsibility, and right to be heard, to be safe, to have information, to make choices, and to take control of one’s life. Nelson Community Services is here to assist people to define the issues and to determine their own resolutions.

Policy Number & Name	3004 – Board of Directors/Governance
Policy Section	3000 – Governance
Date Created	July 22, 2010
Date Last Reviewed	March 31, 2015
Date Last Revised	August 15, 2017
Standards Reference	RPM 4;

PURPOSE

To outline the duties and responsibilities of the Nelson Community Services Society Board of Directors (the Board) in order to identify, clarify, and enact their role within Nelson Community Services (NCS) in its provision of services and programs to individuals and families in the communities served.

POLICY

1. The Board will abide by the duties and responsibilities set out for them in the Nelson Community Services By-laws, the *Society Act*, and the procedures detailed in this policy.
2. The Board will orient each new member by providing them with a manual of information pertinent to their role as a Board member and to the functioning of the agency, including a written description of the organization’s insurance coverage.
3. The Board will recruit an Executive Director and will delegate to that person the responsibility for the day-to-day operation of Nelson Community Services.
4. Board members will not use their positions within Nelson Community Services for personal or agency gain.
5. Board Members are responsible for ensuring that NCS’ legal, financial, and operational obligations are met.

PROCEDURE

1. Duties of the Board

The Board of Directors for Nelson Community Services Society will:

- a. delegate responsibilities to the Executive Director for the day-to-day management of NCS
- b. evaluate the Executive Director’s job performance in accordance with the Executive Limitations policy
- c. report to the membership on the current legal and operational status, at least on a yearly basis
- d. develop resources and policies, adopt NCS’ policies, and evaluate the implementations of those policies
- e. Approves NCS’ mission statement and goals
- f. review fiscal summaries and examine issues related to fiscal policy, budget preparation, and recommendations of the auditors
- g. review and approve the annual budget.

2. Responsibilities of the Board

The Board of Directors for Nelson Community Services Society will:

- a. become as informed about the issue under discussion as possible and anticipate a decision's consequences before making a decision
- b. ensure that Board policies reflect the values and perspectives of the organization and the community, and further the ability of NCS to fulfill its mission
- c. enforce upon itself appropriate discipline in all areas of Board responsibility, productivity, and policing of its actions
- d. provide assurance of effective staff performance through a staff evaluation process under the direction of the Executive Director
- e. implement the collective will of the NCS membership
- f. work collaboratively with the Executive Director
- g. oversee and hold accountable the operation of all existing committees
- h. provide consistent governance as per current policies and procedures
- i. assume responsibility for the overall operation of NCS and its services
- j. serve as a link between NCS and the community
- k. be accountable to the stakeholders for the appropriateness of NCS' mission

3. Responsibilities of Individual Board of Directors Members

Individual members of the Board will:

- a. submit to a Criminal Record Search
- b. accept the responsibility of Board membership
- c. attend meetings of the Board and general membership. Failing to attend three board meetings without notice shall constitute resignation (Bylaw Part 4.3)
- d. contribute expertise
- e. assist in formulating policies
- f. assist in the evaluation of the work of NCS
- g. interpret the work of NCS to the public
- h. be familiar with and support NCS' purpose, objectives and goals
- i. avoid any conflict of interest or any appearance of personal gain
- j. serve on NCS committees
- k. participate in planning and development functions of NCS
- l. advise the Chairperson on issues of interest to the agency
- m. be an ambassador for NCS in the community

4. Officers of the Board

The elected officers of the Board will be:

Chairperson
Vice-chairperson
Secretary
Treasurer

- a. **Chairperson** - the Chairperson will:
 - i. oversee all operations of the Board and the agency and assist in the effective administration of NCS
 - ii. chair the Board meetings
 - iii. provide leadership and guidance for the other Board members in fulfilling their duties and responsibilities
 - iv. ensure that adequate representation and discussion of issues takes place
 - v. work collaboratively with the Executive Director regarding the agency's day-to-day affairs
 - vi. represent NCS to the public
 - vii. act as an official signing agent on contracts for service

- b. **Vice-chairperson** - the Vice-chairperson will:
 - i. carry out the duties of the Chairperson during his or her absence, or as delegated by the Chairperson
- c. **Secretary** - the Secretary will:
 - i. will take the minutes of general meetings of the Board
 - ii. will ensure that all relevant documents are submitted annually to ensure that NCS remains in good standing with the BC Registrar of Societies and any other relevant submissions
 - iii. will maintain the Board of Directors filing system
 - iv. act as an official signing agent for contracts and other documents
- d. **Treasurer** - the Treasurer will:
 - i. chair the Finance Committee of the Board and act as a consultant to the Executive Director and staff of NCS' financial matters
 - ii. act as an official signing agent for contracts and other documents

5. Meetings

Consensus Decision Making will be used to facilitate the conduct of business.

The minutes from all meetings, with exceptions of In-Camera meetings and Personnel Committee meetings, will be made available to the public upon request.

a. Board Meetings

- i. Board meetings will be held a minimum of six times per year. (Bylaw Part 6 Item23)
- ii. Program service reviews will be a regular part of Board meetings and will be scheduled so that all programs are reviewed in a calendar year. This will serve as the Board's opportunity to assess the program's achievement relative to its purposes.

b. Board Minutes

- i. Minutes will be recorded at all meetings of the Board of Directors.
- ii. A modified version of Robert's Rules of Order will be used to minute the proceedings of Board meetings, which will include the practice of not publishing names of the mover or seconder of motions. This form of voting on motions will be recorded as simply M/S/C (moved/seconded/carried) after each motion. However, if any member of the Board disagrees with or abstains from voting on a motion and wishes to have their position minuted, they can verbally request that.
- iii. When an agenda item or report to the Board is presented and the ONLY action is to receive it for information, details of any discussion that took place will not be recorded. The discussion merely adds background or clarification to the presentation.
- iv. When an agenda item or report to the Board is presented and leads to a motion or a specific action, relevant details of the discussion will be recorded in the minutes.
- v. Draft minutes will be distributed to Board members as soon as possible following each meeting, and at least a minimum of one week in advance of the subsequent regular Board meeting. Board members are encouraged to read them carefully. If any changes to the minutes are required, those changes will be made PRIOR to the adoption of the minutes. The adopted minutes will be the official record of the meeting.
- vi. Should a minuted item be changed AFTER the minutes have been adopted, the original minutes AND the amended minutes will be distributed to Board members. The amended minutes will, however, become the agency's official record of the meeting.
- vii. Adopted minutes will be distributed to all Board members and to the agency's staff and to members of the public, upon request.
- viii. All adopted minutes will be permanently filed at the Main Office.

c. General Meetings

- i. General meetings will be open to all members of the Society and also to the public.

d. Special General Meetings

- i. A Special General Meeting may be called by the Board of Directors at any time for the transaction of any business specified by the Board.
- ii. A Special General Meeting may also be called by seven (7) or more members of the Board, or by fifteen (15) or more members in good standing of the Society, by petitioning the Chairperson or the Secretary in writing. The Officers so petitioned must arrange the meeting within twenty (20) days of receipt of the petition.
- iii. The particular business for which a Special General Meeting is called will be transacted prior to any other business that can be transacted at such a Special General Meeting.

e. Annual General Meeting (AGM) / Personnel Recognition

- i. The AGM will be advertised in the local newspaper(s) a minimum of two weeks prior to the AGM and will be open to all members of NCS and also to the public.
- ii. The AGM will include a review of the long and short-term goals of NCS, and the identification of future plans and planning issues.
- iii. The AGM will include a formal Employee, Volunteer, and Board Member recognition ceremony recognizing years of service as well as any special merit awards

f. In-Camera Sessions

- i. From time to time, in-camera sessions of the Board may be required. Such meetings will only be called to deal with confidential issues including litigation, personnel, Board conduct, and those matters having immediate impact on the future of NCS that require careful deliberation among the Board members.
- ii. The Board is free to determine who, or if, anyone else should be present; and authority to declare the session is vested with the Chairperson or Vice-Chairperson unless overridden by a simple majority vote.
- iii. Only members of the Board will normally be invited to such sessions.
- iv. Resource people appropriate to the topic at hand will be invited, as determined by the Chairperson.
- v. In-Camera minutes do not constitute part of the public record of the agency and are kept in the locked Board filing cabinet at all times.

6. Board Organizational Development

The Board is responsible for its own development and the development of Nelson Community Services, and as such, will conduct an annual retreat of Board members in order to facilitate this responsibility.

The purpose of this annual event will be:

- a. to evaluate the achievements of NCS over the previous year and plan for the subsequent year
- b. to conduct a self-evaluation of the performance of the Board and its members
- c. to record developmental courses undertaken by Board Members

7. Board Decision Making

- a. only decisions taken by the Board in a scheduled general or In-Camera meeting will be legally binding
- b. all such decisions will be recorded in the minutes and appropriate actions will be taken to ensure they are acted upon
- c. decision making by the Board will concern only those items that are consistent with their duties and responsibilities
- d. to ensure the Board is as informed as possible prior to making a decision, a member who must be absent from a meeting will make every effort to have their views presented by proxy or in writing.

8. Voting

- a. In addition to voting conducted at general Board meetings, voting on a Motion under unusually time-sensitive circumstances may be conducted by telephone or email.
- b. A Motion that has been made and seconded may be presented to the members by telephone or email.
- c. A vote conducted by telephone or email, or a combination of these communication methods, will be acceptable provided that reasonable efforts have been made to contact all members eligible to vote and that members voting have been informed of the issues giving rise to the Motion.
- d. Minutes of a Motion voted on by telephone, email, or a combination of the two, will be duly recorded in the same manner as Minutes of an in-person meeting, noting all members who were contacted, those members who could not be contacted, and the attempts that were made to contact them. These Minutes will be distributed in the same manner as Minutes of an in-person meeting.

9. Board Committees

- a. Standing Board Committees are:
 - i. Executive Committee
 - ii. Finance Committee
 - iii. Audit Committee
 - iv. Personnel Committee
 - v. Community Relations Committee
 - vi. Nominating and Recruitment Committee
 - vii. Ad Hoc Committees
- b. Committees will be established and/or disbanded in order to meet the agency's needs. Mandates for each committee will be established by the Board in its entirety prior to the first meeting of any committee.
- c. These groups will report their work to the Board on a regular basis.
- d. Minutes will be taken each time a Board committee meets. These minutes will contain dates, persons involved and actions taken at the meeting.
- e. Such committees will not have the authority to act on behalf of the full Board unless such authorizations have been explicitly provided by the Board.

10. Avoidance of Conflict of Interest

- a. Members of the Board who individually, or as part of a business or professional firm, are involved in business transactions or current professional services of NCS will disclose this information.
- b. Said members will not participate in any vote taken in respect to such transactions or services.
- c. A *Declaration of Conflict of Interest* form will be completed and signed by all newly-elected and returning Board directors at the first meeting following each Annual General Meeting.

11. Removal of a Board Director

- a. The members may, by special resolution, remove an elected director from office prior to the expiration of the director's term.
- b. The director who is the subject of the motion will be entitled to be present, to speak and, if qualified, to vote on the motion.

12. Executive Director

a. Performance Evaluations

- i. The Board Chair and Personnel Committee Chair will conduct the annual performance evaluation of the Executive Director, in writing, against the Executive Director's job description, the Executive Limitations policy, and the agency's strategic goals.
- ii. The Executive Director will participate jointly with the Board Chair and Personnel Committee Chair in the evaluation process. The Board representatives will present a summary to the Board of this review process and will review, sign and respond to the evaluation before it is entered into the Executive Director's personnel record.

b. Replacement of Executive Director

- i. Should the need arise to replace the current Executive Director, a Board committee will be created to conduct the formal search for a new Executive Director, and any needed resources required will be provided in order to support the committee's work.
- ii. This committee may be a committee of the whole.
- iii. If there is a time period in which NCS is without an Executive Director, either planned or unplanned, the Board will meet without delay to determine the most appropriate course of action as laid out in *Policy # 3005 Executive Director Absence*.

c. Succession of the Executive Director

- i. The Executive Director will be responsible for developing and presenting an *Executive Director Succession Plan* to the Board on an annual basis. This plan should include, but not be limited to, an outline of the skills, abilities, qualities, and qualifications that would be most necessary in filling the Executive Director position at that point in time.

RELATED DOCUMENTS

Board of Directors Orientation Manual
Nelson Community Services' Constitution and By-laws
Policy 1002 - Media Relations
Policy 3005 - Executive Director Absence
Policy 3006 - Evaluation of Executive Director
Policy 3007 - Executive Director - Reporting Duties
Policy 3008 - Executive Limitations
Policy 3011 - Board Member & NCS Employee
Policy 3017 - Constitution & Bylaw Review
Policy 3018 - Ethical Conduct - Conflict of Interest
Policy 4001 - Standards of Conduct
Policy 4018 - Internal Communication
Policy 4024 - Criminal Record Search
Policy 6006 - Signing Authority
Policy 6007 - Spending Authority
Policy 6009 - Risk Management
Policy 6013 - Society Investments
Policy 6014 - Capital Assets
Policy 7021 - Whistleblower