

Nicola Valley Community Arts Council

POLICIES AND PROCEDURES HANDBOOK

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POLICY #1: ADMINISTRATION OF POLICIES

DATE ADOPTED/LAST CHANGED: June 21, 2017

RESPONSIBLE FOR ADMINISTRATION: President

The NVCAC Policy Handbook communicates policies and procedures that have council-wide application, and provides a basis for consistent and appropriate decision making on many issues.

Unless otherwise indicated, policies and procedures apply to all members of the Arts Council, and are for the internal guidance of members of members, with no impact on the relationship with third parties unless expressly part of a contract with them.

It is the responsibility of all members to familiarize themselves with the contents of the Policy and Procedure Handbook and to conduct themselves accordingly. It is the responsibility of Board Members to communicate with those doing the work of the Council about the application of policies and procedures to ensure compliance, and to take appropriate action if problems arise.

Approval of new policies, or changes to existing policies, requires a majority vote at a Board meeting of the Nicola Valley Community Arts Council.

POLICY #2: TERMS OF REFERENCE

DATE ADOPTED/LAST CHANGED: May 21, 2013

RESPONSIBLE FOR ADMINISTRATION: President

The Terms of Reference (TOR) document is to provide a starting point for each committee, new program or initiative of the NVCAC. The TOR provide a snapshot of the committee's goals, objectives, work plan and communication strategies in a single introductory paragraph or outline for the committee and NVCAC Board to understand.

1.0 Committee Objectives/Goal and Intended Results

(Q: Why does the Committee exist / what is its purpose(s))

(Q: How will 'performance' be demonstrated or measured?)

(Q: What are the desired 'results' of the Committee's efforts?)

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2.0 Committee Membership and Communications

(Q: Who will be involved and if external members are needed, what type of skill set?)

(Q: How will the Committee communicate with other Committees, the Exec., and the NVCAC Board)

3.0 Critical Issues/Challenges

(Q: What are the most significant challenges facing the Committee's work and success?)

Note – challenges must be clearly identified by using the following Critical Issues method which outlines the if the project is **Tangible** (can be clearly expressed / identified); **Durable** (whether we act or not, it will persist); and, **Significant** (in its potential / actual impact)

4.0 Timelines / Key Dates

(Q: Are there important dates that the Committee needs to be aware?)

(Q: Are there specific, time-bounded 'results' that can be identified with a time-line?)

5.0 Budget

(Q: What, if any, are the budget implications / needs for the Committee to be successful?)

Note a budget must be provided to the NVCAC Board and a blank budget template is available upon request to Treasurer.

POLICY #3: RESPONSIBLE FINANCIAL MANAGEMENT

DATE ADOPTED/LAST CHANGED: November 13, 2013

RESPONSIBLE FOR ADMINISTRATION: President and Treasurer

The Nicola Valley Community Arts Council (NVCAC) is committed to responsible financial management. The entire organization including the board of directors, management, staff, and volunteers will work together to make certain that all financial matters of the organization are addressed with care, integrity, and in the best interest of the organization. All Board members, staff and volunteers are expected to comply with the highest standards of ethics in all their financial dealings on behalf of the organization. Our financial policies and practices are intended

- to protect the organization's assets;
- to ensure that accurate records of the organization's financial activities are kept and made available as required;

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- to clarify the standards and expectations required of all paid and volunteer personnel; and
- to ensure compliance with applicable laws and reporting requirements.

The President and Treasurer have responsibility for administering these policies and ensuring compliance with procedures that have been approved by the Board of Directors.

Every Director and every employee with financial related responsibility is expected to be familiar with and operate within the parameters of these policies and guidelines.

POLICY #4: ASSETS

DATE ADOPTED/LAST CHANGED: November 13, 2013

RESPONSIBLE FOR ADMINISTRATION: Treasurer

1. The Board of Directors will annually review use and required maintenance for any of its assets.
2. Board of Directors will ensure proper disposal of items including recycling, disposal or sale of said items.

POLICY #5: BANK RECONCILIATION

DATE ADOPTED/LAST CHANGE: November 13, 2013

RESPONSIBLE FOR ADMINISTRATION: Treasurer

1. The Treasurer must reconcile monthly bank statements and include a balance sheet and income statement at each board meeting.

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POLICY #6: BUDGET

DATE ADOPTED/LAST CHANGE: November 13, 2013

RESPONSIBLE FOR ADMINISTRATION: Treasurer

1. Project Budgets (updated November 13, 2013)
All projects and programs must include a budget to be submitted for review and approval prior to a decision to go ahead with the project.
2. NVCAC Operating Budget (updated November 13, 2013)
A two-year budget must be presented to the Board of Directors for the new fiscal year by June 30th of each year.

POLICY #7: CHARITABLE NUMBER

DATE ADOPTED/LAST CHANGED: November 13, 2013

RESPONSIBLE FOR ADMINISTRATION: Treasurer

1. Our charitable number use is exclusive to the NVCAC programs and events.
2. We do not accept donations on behalf of any organization or group, including NVCAC member groups.
3. For technical or labour service that requests a charitable receipt for their services must submit their request in writing and the NVCAC will follow current Canadian Revenue Agency guidelines for issuing a donation receipt.

POLICY #8: CONTRACTS

DATE ADOPTED/LAST CHANGED: November 13, 2013

RESPONSIBLE FOR ADMINISTRATION: Treasurer

1. The Board of Directors will review any potential contract at a Regular Board Meeting and, if approved, two Executive member signatures are required.

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POLICY #9: DONATIONS

DATE ADOPTED/LAST CHANGED: November 13, 2013

RESPONSIBLE FOR ADMINISTRATION: Treasurer

1. All donations must be received by December 31 each year.
2. In memory donations will be accepted and a thank you card and donation receipt will be sent to the donor. A card will also be sent to the family if the information is provided to notify them of the donation.
3. Any donation over \$10 will receive a donation receipt.

POLICY #10: IN-KIND DONATION

DATE ADOPTED/LAST CHANGED: November 13, 2013

RESPONSIBLE FOR ADMINISTRATION: Treasurer

1. The Board of Directors will decide what we will take in terms of in-kind donations. The Art Gallery Committee will determine the acceptance of art work.
2. Acceptance of in-kind donations will follow current Canadian Revenue Agency guidelines for issuing a donation receipt.

POLICY #11: GRANTS

DATE ADOPTED/LAST CHANGED: October 17, 2006

RESPONSIBLE FOR ADMINISTRATION: Treasurer

1. Disbursement of Funds (adopted October 17, 2006)
Monies will not be paid to individuals, etc. prior to the NVCAC receiving the monies from the BC Arts Council.
2. Awarding of Grants
The NVCAC will only award grants to members and member groups.

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POLICY #12: INSURANCE

DATE ADOPTED/LAST CHANGED: October 17, 2006

RESPONSIBLE FOR ADMINISTRATION: Treasurer

The City of Merritt will be an additional named insured on the NVCAC insurance policy.

POLICY #13: ASSET MANAGEMENT

DATE ADOPTED/LAST CHANGED: November 13, 2013

RESPONSIBLE FOR ADMINISTRATION: Treasurer

1. The Board of Directors will annually review the inventory list of its assets.
2. Rental prices for assets can be determined each year by the Board. Assets include the Button Maker, outdoor tents and room rentals.

POLICY #14: PETTY CASH

DATE ADOPTED/LAST CHANGED: November 13, 2013

RESPONSIBLE FOR ADMINISTRATION: Treasurer

A petty cash float of \$50 will be allowed by the Treasurer but cannot be kept at the office/art gallery.

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POLICY #15: PURCHASE AUTHORIZATIONS

DATE ADOPTED/LAST CHANGED: November 13, 2013

RESPONSIBLE FOR ADMINISTRATION: Treasurer

1. Prior to purchase, approval must be obtained by the Treasurer, or President in the Treasurer's absence.
2. Anything over \$30 requires approval with the exception to the Concert Series program.
3. All receipts and invoices must include an explanation of purchase and signed by 2 executive board members.
4. The NVCAC holds a charge account with several local business preferences is given to businesses where the NVCAC holds an account.

POLICY #16: REIMBURSEMENT OF MILEAGE

DATE ADOPTED/LAST CHANGED: October 17, 2006

RESPONSIBLE FOR ADMINISTRATION: Treasurer

Directors and/or members traveling on approved NVCAC business shall be reimbursed mileage at the provincial government rate.

POLICY #17: REVENUES - RENTAL OF PIANO

DATE ADOPTED/LAST CHANGED: June 16, 1996

RESPONSIBLE FOR ADMINISTRATION: Treasurer

Revenue earned from renting the piano will be placed in the piano replacement reserve fund and any expenses incurred related to the piano such as tuning, insurance, etc. To come out of the Arts Council's general fund.

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POLICY #18: USE OF CREDIT CARD

DATE ADOPTED/LAST CHANGED: November 13, 2013

RESPONSIBLE FOR ADMINISTRATION: Treasurer

1. The Board of Directors must receive authorization from an Executive member to use their personal credit card for purchases.
2. Reimbursement will be made to the Board of Director within 30 business days and no interest payment will be made by the NVCAC.

POLICY #19: MEMBERSHIP

DATE ADOPTED/LAST CHANGED: February 22, 1983

RESPONSIBLE FOR ADMINISTRATION: Treasurer

1. Releasing List (adopted February 22, 1983)
NVCAC will not realize its membership list to any other group or organization
2. Membership Term (adopted October 17, 2006)
The membership term will follow the fiscal year of the organization.

POLICY #20: MEMBER GROUPS

DATE ADOPTED/LAST CHANGED: March 28, 2006

RESPONSIBLE FOR ADMINISTRATION: Treasurer

1. Application to Nicola Valley Community Arts Council for Assistance (adopted March 28, 2006)
A copy of this form is found in the FORMS section at the back of the manual.
2. Benefits – Use of Piano (see under GRAND PIANO)
Member groups will not be charged for the use of the piano.
3. Benefits – Sandwich Boards (adopted June 23, 2003)
The rental fee for sandwich boards borrowed by member groups will be waived.
4. Benefits – Tablecloths (adopted June 23, 2003)

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The rental fee for tablecloths borrowed by member groups will be waived.

POLICY #21: CORPORATE / BUSINESS MEMBERSHIPS

DATE ADOPTED/LAST CHANGED: November 13, 2013

RESPONSIBLE FOR ADMINISTRATION: Treasurer

1. Benefits – Advertising Upon request all businesses joining the NVCAC will be able to advertise free of charge in the NVCAC newsletter and website
2. Benefits – Invitations (adopted April 17, 2007)
All businesses will receive invitations to gallery openings.
3. Membership Year End (updated November 13, 2013)
Corporate memberships shall run from September 1 to August 31. As per bylaw 12.2.
4. Corporate / Business Membership Incentives (adopted November 13, 2013)
Corporate Membership categories will follow the NVCAC Bylaws and include a bronze, silver, gold, platinum category with incentives that are determined by the Board of Directors.

POLICY #22: CORPORATE SPONSORSHIP PACKAGES

DATE ADOPTED/LAST CHANGED: November 13, 2013

RESPONSIBLE FOR ADMINISTRATION: Treasurer

1. For all NVCAC programs and events a general sponsorship package should be developed which outlines incentives for financial or in-kind support. Each program is encouraged to create their own package.
2. The following categories below are an example of a possible corporate sponsorship package:

Friend of The Arts - \$100 +

- Name in Print Advertisements
- Name Recognition in Media Opportunities
- Name and/or Logo on the NVCAC website and in mail-outs, with a link to your website, for a year

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- Recognition on Facebook
- Thanks and Recognition as a good corporate sponsor
- A tax receipt for your donation
- Unlimited Gratitude from the NVCAC board and volunteers at every opportunity

Art Enthusiast - \$500 +

- Name or Black and White Logo in Print Advertisements
- Name Recognition in Media Opportunities
- Name and/or Logo on the NVCAC website and in mail-outs, with a link to your website, for a year
- Recognition on Facebook
- Acknowledgement in the NVCAC yearly Newsletter
- Thanks and Recognition as a good corporate sponsor
- A tax receipt for your donation
- Unlimited Gratitude from the NVCAC board and volunteers at every opportunity

Arts Advocate - \$1000 +

- Name or Colour Logo in Print Advertisements
- Logo in Program as footer
- Name Recognition in Media Opportunities
- Name and/or Logo on the NVCAC website and in mail-outs, with a link to your website, for a year
- Recognition on Facebook
- Acknowledgement in the NVCAC yearly Newsletter
- Thanks and Recognition as a good corporate sponsor
- A tax receipt for your donation
- Unlimited Gratitude from the NVCAC board and volunteers at every opportunity

Admirer of the Arts - \$2000 +

- Name and/or Colour Logo in Print Advertisements
- Logo in Program as footer
- Name Recognition in Media Opportunities
- Name and/or Logo on the NVCAC website and in mail-outs, with a link to your website, for a year
- Recognition on Facebook
- Acknowledgement in the NVCAC yearly Newsletter
- Thanks and Recognition as a good corporate sponsor
- A tax receipt for your donation
- 2 Tickets to the Sponsored Event
- Unlimited Gratitude from the NVCAC board and volunteers at every opportunity

Patron of The Arts - \$3000 +

- Full Page Ad in event Program
- Name and/or Colour Logo in Print Advertisements
- Logo in Program as footer
- Name Recognition in Media Opportunities

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- Name and/or Logo on the NVCAC website and in mail-outs, with a link to your website, for a year
- Recognition on Facebook
- Acknowledgement in the NVCAC yearly Newsletter
- Thanks and Recognition as a good corporate sponsor
- A tax receipt for your donation
- 4 Tickets to the Sponsored Event
- Unlimited Gratitude from the NVCAC board and volunteers at every opportunity

Champion of The Arts - \$5000 +

- A photo op and Press Release regarding your contribution
- Full Page Ad in event Program
- Name and/or Colour Logo in Print Advertisements
- Logo in Program as footer
- Name Recognition in Media Opportunities
- Name and/or Logo on the NVCAC website and in mail-outs, with a link to your website, for a year
- Recognition on Facebook
- Acknowledgement in the NVCAC yearly Newsletter
- Thanks and Recognition as a good corporate sponsor
- A tax receipt for your donation
- Six Tickets to the Sponsored Event
- Unlimited Gratitude from the NVCAC board and volunteers at every opportunity

POLICY #23: ART GALLERY

DATE ADOPTED/LAST CHANGED: February 21, 2006

RESPONSIBLE FOR ADMINISTRATION: Treasurer

This section includes the following topics:

Definitions

Mission statement

Mandate

Administration/Staffing for Art Gallery

Applications to Show art Work/Exhibition Submissions

Scheduling of Exhibitions

Exhibit Selection

Criteria for selecting Exhibitions Proposals

Fees

Income

Fundraising

Operations

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1. Definitions (adopted February 21, 2006)

CURATOR:

A museum/art gallery curator acquires, cares for, develops, displays and interprets a collection works of art in order to inform, educate and entertain the public. In a large gallery they might specialize in a certain topic, while in a smaller gallery they would have a broader role. Providing information is an important part of the job; duties might include cataloguing acquisitions, and keeping records; researching and writing catalogues; planning, organizing, interpreting and presenting exhibitions and accompanying documentation; negotiating loan items and funding; dealing with enquiries from the public, preparing financial budgets; managing staff and/or volunteers; giving presentations to individuals and groups about exhibits; liaising with voluntary groups, the community (including schools, local history and other groups), industry and grant agencies to secure sponsorship for events, publications and development projects; liaising with management boards, trustee and local council and political groups to secure ongoing support; networking with other museums/art gallery professionals through meetings and collaborative projects. The art gallery might also invite guest curators for a specific exhibition. The guest curator must have some training and/or experience with the topic of the exhibit s/he will be responsible for. The curator must take the primary responsibility to select and mount the works to be shown, and must produce educational materials relating to the exhibition. The curator compiles the work of other artists (not works of their own, their work might be included in the exhibition in a limited way) for the exhibition.

ARTIST IN RESIDENCE:

The purpose of the Artist in Residence is to support arts working with communities on issues of joint interest or concern. Traditionally, residency required an artist to live at a designated location, but the term 'residence' now more often refers to the artists' commitment to and consideration of the peoples, places and issues located in the community.

Artists regularly teach programs and participate in special events, celebrations and festivals at community centres. The Artist in Residence does not replace them, but complements established relationships by providing the opportunity for an artist to work for an extended period developing strategies for involving diverse members of a community/neighbourhood in joint creative practise. During the residency, the artist establishes a presence at the gallery by, (attending committee meetings, leading workshops, arranging projects progress displays or creating some other form of connection with the centre). The Artists also works off-site with a variety of community groups and individuals. Arts in Residence programs are generally for a set period of time, i.e. the Vancouver

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Parks Board Residencies are based on terms of approx. 400 hours. The intention and desire is that there be a lasting impact or “legacy” from the projects, whether it involves new understandings of creative processes, a stronger community bond or an artwork which remains in the community. **(See attached Vancouver Parks Board webpage on Artist in Residence Program as Appendix A)**

GRANT WRITER:

A grant writer has experience with completing grant applications for similar types of organization as the NV community Arts council, and may be required to show examples of successful outcomes. A grant write would be retained to write and develop grant proposals that the NVCAC Board of Directors seems to be a good fit for one of its programs. This entails consulting with the Board, assessing its needs with regard to the guidelines of the grant application, and brainstorming workable solutions. A grant write would prepare and write documents for submission, proofread, submit to the funding source within stated deadlines. Once the proposal is submitted, the grant write might be called upon by the Board of Directors to supply additional supportive materials as required by the granting body. The grant writer would be paid either on an hourly basis (ranges from \$25-\$70 in the industry), a project amount (\$1,000-\$8,000) or a commission of (%1-\$5%) on the funds if received.

Further information can be found on the following website:

<http://www.nonprofits.org/if/idealist/en/FAQ/QuestionViewer/default?category-id=12&item=18§ion=19&sid=45982657-33-sdCnC>

2. Mission statement (adopted February 21, 2006)

The Courthouse Art Gallery, operated under the auspices of the Nicola Valley Community Arts Council, is the centre for the creative arts in Merritt and the Nicola Valley.

Its mission is to exhibit, encourage, educate and inspire art in all media; and to create an environment for artistic expression and cultural diversity.

3. Mandate

- 3.1 To provide exhibition opportunities and exposure for local artists and artisans.
- 3.2 To provide the community with the opportunity to experience diverse artistic approaches by visual artists.
- 3.3 To provide a venue for exhibits of community relevance, cultural diversity and/or education value.
- 3.4 To provide a reading room with art books and information about the arts.
- 3.5 To develop a community outreach program aimed at schools, and liaise/ partner with groups, clubs and organization to provide opportunities for art

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education, awareness and appreciation.

4. Administration/Staffing for Art Gallery (adopted February 21, 2006)
 - 4.1 The NVCAC will strike a Gallery Committee. In the long run, the STAFF MODEL will consist of the NVCAC Boards of Directors overseeing the Gallery Committee, which will oversee the curator and staff, grant-writer, an artist – in-residence and volunteers.
 - 4.2 The Gallery Committee will have at least 3 members.
 - 4.3 Members of the Gallery Committee may be drawn from the membership of the NVCAC and from the community-at-large.
 - 4.4 The NVCAC Board of Directors will accept nominations for the membership to the Gallery Committee and approve them.
 - 4.5 The members of the Gallery Committee will select a chair and this individual must be a member of the Board of Directors of the NVCAC
 - 4.6 The Gallery Committee will be responsible for
 - Preparing an annual work plan and budget for submission to the Board of Directors
 - Developing a calendar showing upcoming art shows and exhibits. This will be a two- year calendars, updated semi – annually
 - Selecting art for exhibitions, acting as jurors and curators until the full staff model is implemented
 - Fundraising to meet work plan objectives
 - Recruiting and training volunteers to work at the gallery
 - Evaluation exhibitions proposals, selecting those that meet the criteria and scheduling them
 - Proposing exhibitions and follow through with research, artists, material as needed
 - Set up, advertising and take down of exhibitions
 - Develop and keep up to date job description of paid staff
 - Advertise, interview and hire staff once funding is available
 - Supervise paid staff, in the event that staff is hired
 - Perform a annual performance review for paid staff and in consultation, develop their work plans.

5. Applications to Show art Work/Exhibition Submissions (adopted February 21, 2006)
 - 5.1 Artist Info pamphlet will be available upon request either via mail or email. (see a copy in the Forms section of the Policies and Procedures Manual)
 - 5.2 Artist info pamphlet will include:
 - Floor plans of the Courthouse Art Gallery with room dimensions
 - Colour reference for the space/walls
 - Fee schedule

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- Outline of information needed to submit an exhibition
- Selection criteria
- Insurance information, disclaimer, etc.

5.3 All Submissions

- Covering letter address to the Gallery Committee introducing the artist and proposed exhibition.
- Curriculum vitae- include artist home and mailing address, phone number (day and evening), email address, education exhibitions history, related teaching experience or other employment related to the art that will be shown, awards and scholarships, bibliography of reviews and articles.
- Copy of published material relevant to the exhibition, ex: review and articles
- Artist's statement- description of artist's recent work and objectives
- Images – at least one image of the work that will be exhibited. (Slides, cd/dvd or good quality photos, Slides would be in a plastic sheer, labelled and numbered o match a corresponding image list. Original works o far will not be accepted and if sent will be returned at owner's expense.
- Image List- includes a list of images with corresponding numbers as well as the title of the work, media, year of completion and dimensions.
- Self-addressed stamped envelope- include adequate postage for return of material

5.4 Personal presentations will be considered. They will be scheduled at the discretion and convenience of the artist and Gallery Committee

6. Scheduling of Exhibitions (adopted February 21, 2006)

Exhibitions will generally run one month, but the Gallery committee will have the discretion to approve shorter or longer shows, depending on the schedule, to meet the needs of the NVCAC, artists and community.

7. Exhibit Selection (adopted February 21, 2006)

Exhibitions proposals will generally run one month, but the Gallery committee will have the discretions to approve shorter or longer shows, depending on the schedule, to meet the needs of NVCAC, artists, and community.

7.1 The Gallery Committee will review exhibition proposals and schedule them.

7.2 The Gallery Committee will propose exhibitions, research, approach artists and provide materials as needed for the exhibition.

Restrictions for exhibitions include the size of the front door. Works will have to be able to fit through the door without damage to the Gallery.

Artists must pick up their work within one week of the end date of the exhibition.

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8. Criteria for selecting Exhibitions Proposals (adopted February 21, 2006)

The criteria for evaluating exhibition proposals will be as follows:

- Proposals must meet the mission statement and mandate;
- Proposals must be acceptable to community standards
- Proposals must present a unique expression;
- Proposals must exhibit an artistic calibre;
- Proposals must meet approved budget guidelines/parameters.

9. Income (adopted February 21, 2006)

To help fund the gallery, show and exhibitions, one or more of the following three types of revenue generation will be used

- 9.1 A grant covers curators & artists' fees, advertising and other expenses;
- 9.2 Artist or group pays a 20% commission on sales of the art show/exhibition;
- 9.3 Artist or group pays a rental fee for the use of the exhibit space
 - \$20 per day/or part thereof
 - \$75 per week/or part thereof
 - \$200 per month/or part thereof

For any exhibition by a member of the NVCAC or a Member Groups, no fee will be charged for the use of the gallery, though a 29% commission on sales will be charged.

Arts Council-sponsored/invited exhibitions will not be charged to the artist. Costs associated with these exhibitions will be paid for by the NVCAC.

10. Fees

Artist Fees: Where a grant covers an NVC Arts council-sponsored exhibit and is large enough to cover artist fees as set out by the Canadian Artists Representation (CARFAC), artist fees will be paid in accordance with the CARFAC guidelines. Information is available at <http://www.vcn.bc.ca/carfac/welcome.html> (see **CARFAC Fee Schedule in the Policies and Procedures Manual**)

Curator Honorarium: Where a guest curator has prepared the artworks to be exhibited & educational materials outlined under the Guest Curator definition, a curator fee of \$100 will be paid to the individual. Curator's honorarium is listed as the budget item.

11. Fundraising (adopted February 21, 2006)

Fundraising is deemed to be important and will be achieved by:

- 11.1 Grant funding for staff positions (full and part time gallery/office staff);
- 11.2 Grant funding for individual exhibits, arts & curatorial fees;
- 11.3 Sponsors; Commission on art sales – 20% of sale price;

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11.4 Rental of exhibit areas

A grant writer is deemed to be important, and could be funded by the individual receiving a percentage of the grant award.

12. Operations(adopted February 21, 2006)

Hours: until full-time staffing is in place, hours will be decided on a show-by-show basis and depend on volunteers. Currently the gallery is open Friday and Saturday 10 am to 4pm.

Admission to Gallery: Admission will be decided on a show-by-show basis, depending on the type of exhibition. Generally, a donation box will be displayed.

Docents/volunteers: a volunteer list is drafted and being maintained.

Insurance: Currently, the work shown is at risk or covered by artist. In the future exhibition insurance may be covered by the NVCAC

POLICY #24: GRAND PIANO

DATE ADOPTED/LAST CHANGED: January 2005

RESPONSIBLE FOR ADMINISTRATION: Treasurer

Location of Piano

The piano is stored in a cupboard accessed from the main auditorium of the Merritt Civic Centre. The piano may not be moved from the Civic Centre Building.

Accessing the Piano

Keys to the piano cupboard (Civic Centre) where the piano is stored and to the piano itself are with the staff at the Civic Centre and a second set is in the desk in the Arts Council office.

Fess Charged for Use of Piano

The current rental fee schedule is as follows:

Educational and rehearsal time -\$5/hour minimum \$20.00

Concerts- \$50

All other events - \$50

The piano will be available free of charge for Armistice Day events.

Member groups will not pay a fee to use the piano.

Procedure for Renting the Piano

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- The use of the piano shall be booked through the Chair of the piano committee. In her/his absence, the pianos shall be booked through the President or Secretary of the Arts Council.
- A piano rental form (see FORMS section for a copy of the form) shall be filled out. A copy of this forms which is also includes instructions for the care and use of the piano is saved on the Arts Council's computer under the following folder and file name: Margaret's Documents\PIANO Rental Agreement
- The form should be filled out whether the user will be paying a fee or not.
- The renter's name, who s/he represents (if applicable) and the date on which the piano is needed shall be entered into the loose leaf binder labelled **GRAND PIANO**. This bind is found on the bookshelf in the Arts Council office.
- Every effort should be made to obtain payment before the rental date. We payment is obtained, this fact should be recorded in the loose-leaf binder.

Moving the Piano

The piano may not be moved from the Civic Centre building.

The piano should not be moved without its cover on.

A list of people who may move the piano is posted on the notice board in the Arts Council office and these shall be called in order from the top down to determine if they are available to move the pianos. The staff at the Civic Centre also has a copy of this list.

Care of the Piano

The piano has a humidifier. An indicator light located under the right side of the piano (as you look at the keys) will blink slowly if the humidifier needs water. To water the pianos, use the plastic watering can found in a cardboard box to the right of the door and the long plastic hose which is attached to the humidifier and tucked up under the piano. The humidifier requires one to two can fulls of water before the indicator light will stop blinking. The piano needs to be checked every ten days to two weeks. Both the indicator light and plastic hose are easily accessible without moving the piano out of the cupboard.

Repair of the Piano (updated October 17,2006)

A minimum of three damage sites must first appear before any repair is undertaken unless the damage affects the piano's performance. In that case, the repair will be done as soon as possible.

Piano Tuning

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The piano will be tuned at least once a year at the expense of the Arts council. The piano will be tuned at the request of the performers in the Concert Series at the expense of the Arts Council. All other request for tuning will be at the expense of those who make the request unless otherwise agreed to by the Arts Council.

POLICY #25: COMMUNITY CONCERT SERIES

DATE ADOPTED/LAST CHANGED: May 2013

RESPONSIBLE FOR ADMINISTRATION: Treasurer

Terms of Reference/Agreement

The Board of Directors of the Nicola Valley Community Arts Council (NVCAC) recognizes the role that the Community Concert Committee has played in the founding of the Arts Council. The intent of this policy is to ensure current and future NVCAC Board and Community Concert Series Committee Members are aware of the nature of the relationship between the groups. This document outlines the roles, responsibilities and commitments that guide the relationship between the two groups. The Community Concert Committee (the *Committee*) is a sub-committee of the NVCAC but operates independently from the NVCAC Board of Directors (*NVCAC Board*).

Applicable NVCAC Bylaws (that apply to all sub-committees)

In addition to the bylaws, the NVCAC Board of Directors (*NVCAC Board*) and the Community Concert Committee (the *Committee*) agrees to the Terms of Reference for the *Committee*.

1.0 Liaison

1.1 At least one member of the *Committee* must be designated as a Liaison for the *NVCAC Board* and attend regular monthly meetings.

2.0 Membership

2.1 Community at Large members of the *Committee* are required join the NVCAC as individual member or be in a group membership after a one year term on the Committee.

3.0 Meetings Agendas and Minutes

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- 3.1 Agendas are required for each meeting and must be distributed to the *Committee* with a copy emailed to the NVCAC.
 - 3.2 Meeting Minutes must be taken by a member of the *Committee*, hand written notes are acceptable and a copy emailed or dropped off to the NVCAC.
 - 3.2.1 Motions are required for any financial spending, confirmation on concert series line up, sound technician utilized and venues for concerts.
 - 3.2.2 Quorum for meetings must be half of the total members present in order to successfully pass any motions.
 - 3.2.3 Conflict of Interest if any are present then individual committee member must acknowledge and abstain from voting.
- 4.0 Funding Support, Grants & Fundraising
- 4.1 The *Committee* is responsible to ensure its funding is in place and assure their programs funding stability.
 - 4.2 The Chair of the *Committee* is encouraged to apply annually for at least 2 grants including the BC Touring Council's Community Presenters Grant and one other of their choosing from the following list below, see 4.2.1. The *Committee* will use the nicolavalleyartsouncil@gmail.com email for as their contact email for grant applications and notify the *NVCAC Board* which organization's grant they will be applying for (to prevent duplicate applications from the NVCAC).
 - 4.2.1 Partial List of potential organizations providing funding:
 - 4.2.1.1 Kamloops Foundation
 - 4.2.1.2 Rotary Clubs of Merritt (2)
 - 4.2.1.3 Arts Presentation Canada
 - 4.2.1.4 Vancouver Foundation
 - 4.3 Definition of a professional performing artists
 - 4.3.1 A professional artist is defined as someone who has completed specialized training in their artistic field (academic or experience), who is recognized as such by her or his peers (artists working in the same artistic tradition) and who has a history of public presentation, exhibition or publication. Artists from diverse cultural backgrounds who are engaged in the

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transference of traditional cultural practice qualify as professional artists.

4.3.2 Where possible, ensure full eligibility of at least 3 of the artists according to grant guidelines.

4.4 Work with current sponsors to ensure continued support:

4.4.1 Seek funds from new potential sponsors for events.

4.4.2 Sponsors will be considered supporters of NVCAC and recognised on all printed materials.

4.5 All funds will be kept in the general NVCAC bank account. A ledger of funds will be kept current and available for review.

5.0 Budget

5.1 By July each year, a draft budget and report, which includes information regarding the past season highlights (unique features, community collaboration, and youth engagement) and upcoming season's information will be presented to the *NVCAC Board*.

5.2 When the NVCAC President applies for the City of Merritt Grant-in-Aid they will include the Concert Series Program in their revenues and expenses total.

5.3 The *Committee* agrees to pay 6% of rental and other costs associated with the rental of the NVCAC Office. In return the *Committee* will be able to use the office space and equipment.

5.4 HST/GST Rebate: a portion of the HST/GST rebate will return to the *Committee*.

6.0 Allocation of Funds (surplus)

6.1 All funds that are considered surplus will be deposited in the NVCAC account and identified as Community Concert Series surplus in the accounting ledger.

6.2 Where possible, a portion of surplus funds may be allocated toward one Concert Series Member attending Pacific Contact or other relevant artist showcase conference every 2nd or 3rd year.

6.3 If funds are required by the *NVCAC Board*, then a specific request must be provided to the *Committee* in writing. The *Committee* will notify NVCAC, in writing, within 3 weeks of the request being submitted.

7.0 Allocation of funds (deficit years)

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- 7.1 Any surplus funds will be used to cover deficits accrued in the Series year.
- 7.2 If the deficit is too high and all surplus funds have been utilized, the *NVCAC Board* may recommend reducing other expenses, increasing ticket prices and seeking out alternative funding sources.
- 7.3 In years where there is no surplus, no other funds are available; the *NVCAC Board* agrees to cover the liability up to a maximum of 20% of a concert series budget for that year. The specific request must be provided to the *NVCAC Board* in writing. The *NVCAC Board* will respond no later than 3 weeks after receipt of request.

8.0 Concert Series

8.1 Concerts

- 8.1.1 The Concerts Series features four concerts per year running from October to May. The following list recognizes that the *Committee* has final decision on:
 - 8.1.1.1.1 Venues
 - 8.1.1.1.2 Sound Technician
 - 8.1.1.1.3 Choice of Performers
 - 8.1.1.1.4 The *NVCAC Board* retains the right to recommend performers for consideration. The *NVCAC Board* encourages the use of a variety of spaces including, but not limited, to local churches, the Culture Club and the Civic Centre.
 - 8.1.1.1.5 The *NVCAC Board* asks that the *Committee* adopt a Buy-Local perspective and use sound technicians from the community first where reasonable.
- 8.1.1.2 Ticket Prices are set by the *Committee*:
 - 8.1.1.2.1 Complementary tickets are provided to the *NVCAC* accountant, graphic designer, and to the sponsors of the Concert Series and radio station.
 - 8.1.1.2.2 Season's passes:
 - 8.1.1.2.2.1 Are set at Adult, Student and Senior Rates

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8.1.1.2.2.2 A copy of the Season Ticket Holders list must be present at the Concerts and a copy provided to the *NVCAC Board*.

8.2 Additional Concerts

8.2.1 In the event of special commemorative or special events that arise the *NVCAC Board* asks for advance notice if the *Committee* is pursuing additional events.

8.3 Table at the Concert

8.3.1 The *NVCAC Board* and the *Committee* agree to have a table at each concert, designated as the NVCAC membership table featuring general information about the NVCAC. This table can be managed by either party.

8.3.2 The NVCAC will have a general donation jar at the table which will support the general operation of the NVCAC.

8.3.3 Membership table volunteers must purchase a ticket to the concert, in order to volunteer at the table.

9.0 Communication & Promotion of Concerts

9.1 Advertising & Press Releases: the *Committee* will delegate a person to be responsible for the marketing including organizing:

9.1.1 Radio

9.1.2 Newspaper & Print

9.2 Website, Facebook & Twitter:

9.2.1 The *NVCAC Board* agrees to post the *Committee* events online as long as the information is received 3 weeks in advance of any scheduled performance. Information should include a bio of the group, when tickets will be made available and any other unique information and can be emailed.

9.3 Email Contact information

9.3.1 The *Committee*, on an annual basis will send an updated list of their members to the *NVCAC Board*.

10.0 Logos & Use

10.1 All programs and printed materials must use currently approved NVCAC logo.

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- 10.2 Other logos that must be on any materials are: The City of Merritt, BC Arts Council and any corporate sponsors.
- 11.0 Other
 - 11.1 The *Committee* must maintain current records.
 - 11.2 One complete copy of the Files and Reports will be kept at the NVCAC Office.
 - 11.3 Concert Series supplies are stored at the NVCAC Office.
 - 11.4 The *NVCAC Board* requests a monthly tally of the volunteer hours for the Committee's time (for funding purposes).

The *NVCAC Board* agrees to provide a small float to any ticket selling locations that request it. The funds must be returned after the concert series season ends each year.

POLICY #26: VALLEY VISUAL ARTISTS WORKSHOP FUND
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DATE ADOPTED/LAST CHANGED: July 19, 2017

RESPONSIBLE FOR ADMINISTRATION: Treasurer
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The Valley Visual Artists Workshop Fund is to support art workshops sponsored by the Nicola Valley Community Arts Council for expenses such as location rental, workshop leader fees, workshop leader accommodation, workshop materials, publicity and refreshments.

Workshops that qualify for this support should be expected to break even and, if possible, provide a surplus to be returned to the fund. The growth of the VVA Fund will enable the NVCAC to support more ambitious art workshops in the future. At NVCAC Board discretion, donations and other available funds may be added to this reserve fund.

The funds are only to be used for events that:^[]_[SEP]• have a learning component at their core;^[]_[SEP]• have a realistic chance of covering expenses;^[]_[SEP]• involve participants from the Nicola Valley; and^[]_[SEP]• have a cancellation policy or other funding support in the event that registration is insufficient to cover the costs.

Profits from these workshops are to be returned to the VVA Fund once approved

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expenses have been paid. In the case of joint or collaborative projects, the parties' respective responsibilities for expenses and profits will be clearly stated in the program application to the Board.

PROCEDURE

Not all art workshops need draw money from the VVA Fund. These procedures are for those that do.

- . The anticipated workshop costs must be approved in advance as per Board policy and procedures. [L] [SEP]
- . Expenses for an approved art workshop project will not exceed 50% of the VVA fund. [L] [SEP]
- . One person takes responsibility for the workshop, and applies to the NVCAC for support [L] [SEP] through the program application form. [L] [SEP]
- . This same person takes responsibility for accounting for and reporting all workshop [L] [SEP] costs and revenue. [L] [SEP]
- . A post-event report will be submitted to the Board as per NVCAC policy and procedures. [L] [SEP]

POLICY #27: BOB COKAYNE LEGACY FUND FOR MUSIC PROGRAMMING
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DATE ADOPTED/LAST CHANGED: June 2017

RESPONSIBLE FOR ADMINISTRATION: Treasurer
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This policy governs the management and disbursement of funds from a \$10,000 legacy, which was left to the Nicola Valley Community Arts Council by Bob Cokayne in 2017. This generous bequest came with a general stipulation that the funds be used for music programming. In keeping with Mr. Cokayne's wishes these are the terms under which funds may be accessed.

General Conditions

As the bequest from Mr. Cokayne was strictly for music programs, these funds will be accounted for in a committed account separate from the general Arts Council Funds.

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Any individual member, sub-committee, or member group of the Arts Council, may apply to use a portion of the fund for a project, event, or continuing program (program), sponsored by, or planned and executed by the Arts Council. The program must be musical in nature. Priority will be given to applications that benefit the greater population.

Limitations

1. The program must take place in the Nicola Valley
2. Disbursements will only be granted to individual members, member groups or committees of the Nicola Valley Community Arts Council
3. Disbursements for any program will be limited to a maximum 20% of the existing funds available at the time of application.
4. Disbursements from the fund must not exceed 50% of the program expenses. (In Kind expenses will not be considered in this calculation).
5. All proceeds from a program supported by the Bob Cokayne Legacy Fund for Music Programming will be returned to the fund for future programming.
6. No organizer or organizing group may redirect proceeds from a program sponsored by the Bob Cokayne Legacy Fund for Music, unless it is agreed to in writing by the Arts Council Board of Directors at a Special Board Meeting.

Procedures

1. Obtain a Program Application Form (PAF Attached) from any Executive or Finance Committee member of the Arts Council Board of Directors, or download one from www.nicolavalleyartscouncil.com
2. To increase the probability of a successful application, do not hesitate to request assistance when completing the form, from any Arts Council Director, Finance Committee member, or Executive Committee Member.
3. Complete the Application including a detailed budget of the proposed program.
 - a. Include Additional funding from donations, corporate sponsors, ticket sales and grant applications.

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4. Submit the completed application for review and pre-approval to the Music Advisory Committee (MAC) at least 6 weeks prior to the date that approval by the Board of Directors is required. Send to:
 - a. Nicola Valley Arts Council
Music Advisory Committee
Box 2762, Merritt BC
V1K 1B8Or
 - b. nicolavalleyartscouncil@gmail.com
With the subject line marked:
Program Application for Music Programming
5. If the program depends on funding from an external grant source to be requested under the Arts Council Name, then submit the application at least 6 weeks prior to the deadline for submitting that grant application.
6. On successful review by the Finance Committee, the application will be presented at a Regular Board of Directors meeting for approval. It is recommended that the Program Manager or Committee Chairperson attend the Board of Directors meeting to answer any questions that may be raised.
7. Within 6 weeks of the completion of a program, provide a final report showing program results, including:
 - a. Number of people served by the program
 - b. Summary of feedback from participants
 - c. Number of volunteers
 - d. Number of volunteer hours
 - e. Full financial report of all revenues and expenses.
 - f. Recommendations for future programs

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• Employment of directors:

BC Societies Act #41

A majority of the directors of a society must not receive or be entitled to receive remuneration from the society under contracts of employment or contracts for services, other than remuneration for being a director.

(Jean's interpretation - a director does not get out of director duties just because s/he is being paid for participation in a program.)

• Need for confirmation of a director, written or verbal:

BC Societies Act #42 Election of Directors

(4) A designation, election or appointment of an individual as a director is invalid unless

(a) the individual consents in writing to be a director of the society, or

(b) the designation, election or appointment is made at a meeting at which the individual is present and the individual does not refuse, at the meeting, to be a director.

• Remuneration and reimbursement of directors:

BC Societies Act #46

(1) Unless permitted by the bylaws, a society must not pay to a director of the society remuneration for being a director.

(2) Subject to subsection (3), a society may reimburse a director for reasonable expenses necessarily incurred by the director in performing his or her duties as a director.

(3) The bylaws of a society may restrict the reimbursement of a director under subsection (2) by doing one or more of the following:

(a) imposing conditions on the payment of reimbursement;

(b) limiting the amount of reimbursement payable;

(c) prohibiting reimbursement.

(4) Despite subsections (1) to (3), payment to a director by a society of remuneration or reimbursement authorized by the bylaws or this section is subject to any condition, limitation or prohibition on the payment provided for in the regulations.

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POLICY 28: Criminal Record Check Policy

DATE ADOPTED/LAST CHANGED: May 16, 2018

RESPONSIBLE FOR ADMINISTRATION: President, Executive

The NVCAC wants to ensure safe and successful community programs. The NVCAC complies with legal requirements to ensure that all volunteers, contracted staff, employees, and board members undergo a Criminal Record Check, for interaction with children and vulnerable adults.

Volunteers, Board Members, Contractors, Employees engaged with the Nicola Valley Community Arts Council effective (date)

All volunteers, Board Members, contractors and employees who have unsupervised access to children or vulnerable adults through their service to NVCAC will undergo an Employee Criminal Record check within 60 days of the approval of this policy.

Volunteers, Board Members, Contractors, Employees engaged with the Nicola Valley Community Arts Council effective date onwards

All volunteers, Board Members, contractors and employees who will have unsupervised access to children or vulnerable adults through their service to NVCAC will undergo an Employee Criminal Record check prior to commencing work on behalf of the NVCAC with children or vulnerable adults.

Definitions

A "Child" is a person under the age of 19.

A "vulnerable adult" is defined by the Criminal Records Review Act:

- A "**vulnerable adult**" means an individual 19 years or older who receives health services, other than acute care, from a hospital, facility, unit, society, service, holder or registrant referred to in paragraph (d), (h.1), (i) or (i.1) of the definition of "employer";
- "**work with vulnerable adults**" means working with vulnerable adults directly or having or potentially having unsupervised access to vulnerable adults
 - (a) in the ordinary course of employment,
 - (b) in the practice of an occupation,
 - (c) during the course of an education program, or
 - (d) while providing services as a volunteer.

Criminal Record Checks for Volunteers and Employees are valid for 5 years.

Procedures

How are CRCs done? Who receives the results?

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The individual who is subject of the review applies to have a Volunteer Criminal Record Check (VCRC). The NVCAC will email the access code to the individual, and then the individual applies the Ministry of Justice: <https://justice.gov.bc.ca/eCRC/home.htm>. The VCRC will include a vulnerable sector check and the results are sent to the applicant and are shared with the President of the NVCAC.

Alternatively, if the individual has already done a vulnerable sector check for both children and adults for another organization, they can share the results by completing the Sharing Form on the CRRP website

If there is a fee for this service, the NVCAC will reimburse the individual upon presentation of a receipt.

How are CRCs managed by NVCAC?

The results are sent directly to the President via email.

CRCs are handled by the President as confidential information. When a CRC is received, the President reviews it and takes any necessary action.

If the CRC is “clear”, the President places it in a confidential Dropbox file, to which only the President and one other member of the NVCAC Executive have access, electronically. The President maintains a spreadsheet of clear CRC individuals, their names and expiry dates of the CRCs. A reminder to re-apply is sent out individually in the year of the CRC expiration.

Should a CRC not come back “clear”, the President treats the matter confidentially, while taking any and all necessary follow up actions.

Criminal Records Review Program staff are available:

Monday to Friday from 8:30 a.m. - 4:30 p.m.

Telephone: Toll free - 1 855 587-0185 (press option 2)

Fax: 250 356-1889

Email: criminalrecords@gov.bc.ca

POLICY 29: Facility Management

DATE ADOPTED/LAST CHANGED: September 19, 2018

RESPONSIBLE FOR ADMINISTRATION: President

The Nicola Valley Community Art Council (NVCAC) currently rents space with the Beulah Hill Holdings Ltd. The NVCAC will appoint a Board member to be the Facility Manager who is the key point of contact between the NVCAC and Landlord.

Definitions

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Facility Manager – appointed NVCAC director to be the key point of contact with the landlord and other renters in the building.

Procedure

The Gallery Director and Board of Directors will communicate any concerns relating to the facility with the Facility Manager.

The Facility Manager will contact the landlords to resolve any facility related issues and provide an update to the Board and/or Gallery Director.

The Facilities Manager will maintain a communications book, to log dates of issues, interactions and resolution, so that there is a clear timeline that can be referenced for future.

POLICY 30: Privacy Management Policy

DATE ADOPTED/LAST CHANGED: September 19, 2018

RESPONSIBLE FOR ADMINISTRATION: Vice-President

Issue 3 – Need to develop a Privacy 101 overview/orientation for Privacy Officer-Chelsea Create 101

The Nicola Valley Community Art Council (NVCAC) is committed to protecting the personal information of our members and customers. The British Columbia's Personal Information Protection Act (PIPA). PIPA, sets out the ground rules for how BC businesses and not-for-profit organizations may collect, use and disclose personal information.

We will inform our members and customers as to why and how we collect, use and disclose their personal information. We will obtain their consent where required, and handle their personal information in a manner that a reasonable person would consider appropriate in the circumstances.

This Privacy Management Policy, in compliance with PIPA, outlines the principles and practices we will follow in protecting members' and customers' personal information. Our privacy commitment includes ensuring the accuracy, confidentiality, and security of our members' and customers' personal information and allowing our members and customers to request access to, and correction of, their personal information.

Definitions

Personal Information – means information about an identifiable individual such as name, age, home address and phone number, email address, and if applicable employment information. Personal information does not include contact information (described below).

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Contact information – means information that would enable an individual to be contacted at a place of business and includes name, position name or title, business telephone number, business address, business email or business fax number. Contact information is not covered by this policy or PIPA.

Privacy Officer – means the individual designated responsible for ensuring that Nicola Valley Community Arts Council complies with this policy and PIPA

Policy 1 – Collecting Personal Information

1.1 Unless the purposes for collecting personal information are obvious and the member and customer voluntarily provides their personal information for those purposes, we will communicate the purposes for which personal information is being collected, either orally or in writing, before or at the time of collection.

1.2 We will only collect member and customer information such as is necessary to fulfill the following purposes:

- To contact our members and customers for fundraising, events and related activities; we may collect name, home address, home telephone number, cell phone number and email address
- To enroll the individuals in a program, gallery exhibition or workshop; we may collect age information if applicable to a specific program;
- To send out association membership information;
- To ensure a high standard of service to members and customers;
- To collect and process payments;

Policy 2 – Consent

2.1 We will obtain member and customer consent to collect, use or disclose personal information (except where, as noted below, we are authorized to do so without consent).

2.2 Consent can be provided orally, in writing, electronically, through an authorized representative; or it can be implied where the purpose for collecting using or disclosing the personal information would be considered obvious and the member and customer voluntarily provides personal information for that purpose.

2.3 Consent may also be implied where a member and customer is given notice and a reasonable opportunity to opt-out of his or her personal information being used for mail-outs, the marketing of new services or products, or fundraising, and the member and customer does not opt-out.

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2.4 Subject to certain exceptions (e.g., the personal information is necessary to provide the service or product, or the withdrawal of consent would frustrate the performance of a legal obligation), members and customers can withhold or withdraw their consent for NVCAC to use their personal information in certain ways. A member's and customer's decision to withhold or withdraw their consent to certain uses of personal information may restrict our ability to provide a particular service or product. If so, we will explain the requirement for personal information in order to assist the member and customer in making the decision whether to consent or not.

2.5 We may collect, use, or disclose personal information without the member's and customer's knowledge or consent in the following limited circumstances:

- When the collection, use or disclosure of personal information is permitted or required by law;
- In an emergency that threatens an individual's life, health, or personal security;
- When the personal information is available from a public source (e.g., a telephone directory);
- When we require legal advice from a lawyer;
- For the purposes of collecting a debt;
- To protect ourselves from fraud;
- To investigate an anticipated breach of an agreement or a contravention of law.

Policy 3 – Using and Disclosing Personal Information

3.1 We will use or disclose member and customer personal information only where necessary to fulfill the purposes identified at the time of collection or for a purpose reasonably related to those purposes such as:

- To conduct customer or member surveys in order to enhance the provision of our services;
- To contact our members and customers directly about products and services that may be of interest.

3.2 We will not use or disclose member and customer personal information for any additional purpose unless we obtain consent to do so.

3.3 We will not sell member and customer lists or personal information to other parties.

Policy 4 – Retaining Personal Information

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4.1 If we use member and customer personal information to make a decision that directly affects the member and customer, we will retain that personal information for at least one year so that the member and customer has a reasonable opportunity to request access to it.

4.2 Subject to policy 4.1, we will retain member and customer personal information only as long as necessary to fulfill the identified purposes or a legal or business purpose.

Policy 5 – Ensuring Accuracy of Personal Information

5.1 We will make reasonable efforts to ensure that member and customer personal information is accurate and complete where it may be used to make a decision about the member and customer or disclosed to another organization.

5.2 Members and customers may request correction of their personal information in order to ensure its accuracy and completeness. A request to correct personal information may be made in writing and must provide sufficient detail to identify the personal information and the correction being sought.

5.3 If the personal information is demonstrated to be inaccurate or incomplete, we will correct the information as required and send the corrected information to any organization to which we disclosed the personal information in the previous year. If the correction is not made, we will note the members' and customers' correction request in the file.

Policy 6 – Securing Personal Information

6.1 We are committed to ensuring the security of member and customer personal information in order to protect it from unauthorized access, collection, use, disclosure, copying, modification or disposal or similar risks.

6.2 The following security measures will be followed to ensure that member and customer personal information is appropriately protected. These security measures include:

- the use of locked filing cabinets;
- physically securing offices where personal information is held;
- the use of user IDs and passwords for access to computer systems;
- restricting employee or volunteer access to personal information as appropriate (i.e., only those that need to know will have access);
- contractually requiring any service providers to provide comparable security measures.

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6.3 We will use appropriate security measures when destroying member's and customer's personal information such as shredding documents and deleting electronically stored information.

6.4 We will continually review and update our security policies and controls as technology changes to ensure ongoing personal information security.

Policy 7 – Providing Members and Customers Access to Personal Information

7.1 Members and customers have a right to access their personal information, subject to limited exceptions. A full listing of the exceptions to access can be found in section 23 of PIPA. Some examples include:

- when disclosure would reveal personal information about another individual;
- when disclosure might lead to health and safety concerns;
- under circumstances governed by solicitor-client privilege.

7.2 A request to access personal information must be made in writing and provide sufficient detail to identify the personal information being sought and is subject to verification of the requestor's identity and authorization to make the request. Requests to access personal information should be directed to the NVCAC's Privacy Officer.

7.3 Upon written request, we will also inform members and customers how we use their personal information and to whom it has been disclosed if applicable.

7.4 We will make the requested information available within 30 business days, or provide written notice of an extension where additional time is required to fulfill the request.

7.5 A minimal fee may be charged for providing access to personal information. Where a fee may apply, we will inform the member and customer of the cost and request further direction from the member and customer on whether or not we should proceed with the request.

7.6 If a request is refused in full or in part, we will notify the member and customer in writing, providing the reasons for refusal and the recourse available to the member and customer.

Policy 8 – Questions and Complaints: The Role of the Privacy Officer

Nicola Valley Community Arts Council

POLICIES AND PROCEDURES HANDBOOK

8.1 The Privacy Officer is responsible for ensuring NVCAC's compliance with this policy and the Personal Information Protection Act.

8.2 Members and customers should direct any complaints, concerns or questions regarding NVCAC's compliance in writing to the Privacy Officer. If the Privacy Officer is unable to resolve the concern, the member or customer may also write to the Information and Privacy Commissioner of British Columbia.

Contact information for Nicola Valley Community Arts Council's Privacy Officer:

Privacy Officer

Nicola Valley Community Arts Council

email: nvcac.secretary@gmail.com or Nicolavalleyartscouncil@gmail.com or nvcac.vicepres@gmail.com

Box 2762, Merritt BC V1K 1B8