



# **SCANS Policies & Procedures Manual**

**Version: 9**

**Last Updated: April 2016**

# SCANS Policies & Procedures Manual

## Table of Contents

POLICIES .....	4
1. SCANS Organization.....	4
2. Officers .....	4
3. Board of Directors.....	5
3.1 Nomination and Election Procedures .....	6
3.2 Financial Responsibilities of the Board .....	7
3.3 Responsibilities of the Board Members .....	8
4. Membership .....	8
4.1 Payment of Membership Dues .....	8
4.2 Modification of Membership Dues .....	9
4.3 Privacy of Personal Information .....	9
4.4 Life Membership.....	9
4.5 Honorary Membership .....	9
5. Faculty.....	9
5.1 Definition .....	9
5.2 Membership for Instructors.....	10
5.3 Guidelines for Publicizing by Faculty.....	10
6. Standing Committees .....	11
6.1 Overview .....	11
6.2 Curriculum Committee.....	12
6.3 Finance Committee .....	12
6.4 Publicity Committee.....	12
7. Chapters .....	13
8. Office Manager .....	13
9. Registrar .....	14
10. Webmaster.....	15
11. Courses.....	15
11.1 Course Philosophy.....	15
11.2 Course Structures .....	15
11.3 Class Guests .....	15

11.4	Closed Classes.....	15
	PROCEDURES.....	16
12.	Curriculum Committee Roles and Responsibilities.....	16
12.1	Curriculum Committee Chair .....	16
12.2	Faculty Coordinators .....	16
12.3	Technology Coordinator .....	19
12.4	Feedback Coordinator.....	20
12.5	Volunteer Coordinator .....	21
12.6	Publications Coordinator .....	22
12.7	Venues Coordinator .....	23
12.8	HRM Memorial Lectures Coordinator .....	24
12.9	HRM Hospitality Coordinator .....	24
13.	Publicity Committee .....	25
14.	Website Maintenance Authorities .....	27
15.	Guidelines For SCANS Email Use .....	27
16.	Expenses and Claim Forms.....	28
17.	Class Cancellations .....	29
18.	Procedures for Internal Audit by Board Members.....	30
	ATTACHMENTS.....	32
	SCANS Instructor Travel Expense Form.....	33
	Letter To Class Managers .....	34
	Faculty Coordinator Letter.....	36

# POLICIES

## 1. SCANS Organization

The Seniors' College Association of Nova Scotia (SCANS) was incorporated as a registered non-profit society with the Registry of Joint Stock Companies on January 16, 2008, Registry ID: 3225245. The primary goal of SCANS is to provide affordable learning opportunities for seniors (defined as persons aged fifty years and older) on academic topics that will be chosen, arranged and monitored by their peers.

The SCANS organization consists of a Board of Directors, Board Committees, and Chapters that arrange SCANS activities in their local areas.

The SCANS Board of Directors may consist of up to twenty elected or appointed members. Currently, there are three Board Standing Committees, whose Chairpersons are Board members: Curriculum, Finance, and Publicity.

Any SCANS member may be appointed by the Chairperson of the Committee to serve on these Committees.

There are five Chapters: HRM, Truro, Mahone Bay, Chester and Liverpool. One goal of the SCANS Board is to establish Chapters in other locales in Nova Scotia where residents express sufficient interest. Each Chapter is operated by a Chapter Committee consisting of SCANS members from the Chapter area.

## 2. Officers

The Officers of SCANS consist of the President, the Vice-President, the Treasurer, the Secretary and the immediate Past-President. **The Officers constitute the Executive of the Board of Directors** (see By-laws section 28).

**The President** “shall be responsible for the effectiveness of the Board and shall perform other duties appropriate to the office as assigned by the Membership or the Board” (By-laws section 37). Specific duties include, but are not limited to:

- a) preparing the agendas for meetings of the Membership, the Board, and Board Executive;
- b) presiding as Chairperson over these meetings; and
- c) representing the interests of SCANS in liaising with other organizations.

**The Vice-President** “shall perform the duties of the President during the absence, illness, or incapacity of the President, or when the President requests him or her to do so” (By-laws section 38), and such other appropriate duties as assigned by the Board. In the case of the resignation or incapacity of the President, the Vice-President automatically becomes President for the duration

of the President's unexpired term (Robert's Rules, 10th edition, Section 47).

**The Treasurer** shall have responsibility (based on By-laws section 40) for:

- a) the authorized disbursement of funds;
- b) legal custody of all financial books and records of the Society;
- c) preparation of an annual financial statement;
- d) preparation of an annual budget to be presented at the Annual General Meeting; and
- e) other financial duties appropriate to the office as assigned by the Board.

**The Secretary** shall (based on By-laws section 39):

- a) have responsibility for the preparation of the minutes of General meetings, Board of Directors' meetings, and Board Executive meetings;
- b) keep on file "hard copies" of all General Meetings, Board meetings, and Board Executive meetings, and all reports submitted to the Board;
- c) file with the Registry of Joint Stock Companies all documents required by that agency, including:
  - i. within fourteen days of their election or appointment, a list of directors with their addresses, occupations, and dates of appointment or election;
  - ii. a copy of every special resolution within fourteen days after the resolution is passed;
- d) ensure that the following pages of the website are kept up to date by directing the Webmaster to make the necessary changes: "board.htm", "documents.htm", and "history.htm"; and
- e) other duties appropriate to the office as assigned by the Board.

**The Past-President** "shall normally chair the nominating committee" (By-laws section 41) and perform other duties appropriate to the office, as assigned by the Board.

### **3. Board of Directors**

The Board of Directors comprises at least twelve and no more than twenty voting members:

- a) President
- b) Vice-President
- c) Secretary
- d) Treasurer
- e) Past-President
- f) One representative appointed by the Association of Dalhousie Retirees and Pensioners

(ADRP)

g) Elected Directors-At-Large

### **3.1 Nomination and Election Procedures**

The Past President normally serves as the Chair of the Nominating Committee. He or she appoints two SCANS members to serve on the Committee. These appointees shall not be current Board members. The Nominating Committee shall seek at least one nomination for each officer position and at least seven Directors-at-Large. The Nominating Committee is also responsible to recommend two (2) auditors for appointment.

At least sixty days prior to the Annual General Meeting, the Chair shall contact all SCANS members, requesting them to offer to serve on the next Board, or to nominate another member to serve. The Past-President will contact anyone who has been nominated by another to confirm that she or he is willing to serve. As nominees' names are received, the Chair compiles a nominees list, and confirms that all those on the list are SCANS members. This list, including the name of the ADRP appointee (if known), is forwarded to the membership with the agenda of the Annual General Meeting at least thirty days prior to the Annual General Meeting. The list shall include contact information and a brief statement of qualifications of each nominee.

Members may be added to the list of nominees subsequently, up to three days prior to the Annual General Meeting being called to order. The Chair will provide copies of the up-to-date list at the Annual General Meeting.

Election of Officers and Directors-at-Large shall take place at the Annual General Meeting at which no proxy voting shall be allowed. Members present shall each have one vote. The appointments of those elected to the Board expire at the next Annual General Meeting. As stipulated in By-laws section 24, "no officer shall serve more than three consecutive terms in the same office".

At the Annual General Meeting, the election of Directors follows the President's report. The Chair of the Nominating Committee announces any changes to the nominee list since the list was forwarded to the membership, then asks three times: "Are there any further nominations?" Names put forward will be added to the nominee list, provided the nominee(s) is present, consent(s) to being nominated and provides to the meeting a brief statement of their relevant qualifications. On hearing no further nominations, the Chair declares nominations closed.

Uncontested Officer positions shall be deemed filled by acclamation. For any contested officer positions, a secret paper ballot shall be held, in conformity with Section 46 of Robert's Rules, and in this order: President, Vice-President, Secretary, and Treasurer. Any candidate not elected may become a candidate in subsequent election(s) for any Board position at the same Annual General Meeting.

The Past-President shall announce the number of Director-At-Large candidates to be elected, and

the number of candidates. All those nominated for Director-At-Large shall be deemed elected by acclamation unless their number exceeds fourteen (14), in which case members shall vote for that number of candidates or fewer. Those whose vote count is greater than 50% of the ballots cast shall be declared elected. If the number of candidates with a vote of more than 50% of the ballots cast exceeds the maximum electable number, then the vacancies shall be filled by candidates with the highest numbers of votes, in descending order. If fewer than the number of eligible vacancies are filled, a runoff ballot may be held, and any candidates, up to the eligible maximum, whose votes then exceed 50% of the ballots cast shall be declared elected.

Those elected shall take office immediately after the Annual General Meeting.

Should an Officer resign or be dismissed from office during his or her term of office, the Board shall appoint another member of the Board to fill that position on an interim basis. Such appointments shall be presented to the next General meeting for confirmation by the Membership by a majority vote.

During the Board's term of office, the Board of Directors may appoint new Directors to fill any vacancies needed to raise the Board membership to the minimum of twelve, plus any additional Directors deemed by the Board to be needed for a special task, to a maximum of twenty members. Such appointments shall be presented to the next General meeting for confirmation by the Membership by a majority vote.

## **3.2 Financial Responsibilities of the Board**

### **Signing Agents**

The Board of Directors shall annually appoint three signing agents from among the Board Members, one of whom shall be the Treasurer. Any two of these will be required to sign cheques or similar documents for movement of money from the Association's accounts. These persons will also constitute the legal financial representatives of the Board.

### **Association's Funds**

The Board shall establish an account at a Chartered Bank or Credit Union, doing business in Nova Scotia, in which the funds of the Association are to be kept. The Treasurer shall promptly deposit in the account monies received in the name of the Association, and disburse these funds as necessary in the interests of the Association.

### **Borrowing on Behalf of the Association**

As per By-law 48, ' the Society may only borrow money as approved by a special resolution of the members'.

### **Insurance for Board Members**

The Board of Directors are protected by Liability Insurance purchased by SCANS.

### **3.3 Responsibilities of the Board Members**

It is expected that Board members will act in the best interest of SCANS to help carry out its mission. It is also expected that Board members will comply with SCANS by-laws and adhere to policies and procedures as laid out in this manual.

When a SCANS member agrees to be nominated for election to the Board, he/she also agrees to the following.

- a) All Board members must be willing to actively participate in a standing committee of the Board, an Ad Hoc committee of the Board or volunteer for a specific duty as requested by the President.
- b) It is understood that Board members do not represent any specific SCANS Chapter and that Board Members do not represent the Board at the Chapter level. Board members can participate at Chapter levels only if they have been specifically asked by the Curriculum Committee Chair to do so, or if they are already a current member of the Chapter Curriculum Committee.
- c) To avoid a conflict of interest, or a perception thereof, it shall not be assumed that a Board member will be engaged as an instructor by virtue of their position on the Board. Instructors who are on the Board shall acknowledge the Curriculum Committee's independence in structuring curriculum and choosing instructors.

## **4. Membership**

### **4.1 Payment of Membership Dues**

- a) Membership for one full year may be obtained at the beginning of any of the three terms – winter, spring, or fall.
- b) Payment may be made by one cash payment, or by cheque in one of three ways:
  - i. One payment of the full-year membership; or
  - ii. Two payments of half of the full-year membership; or
  - iii. Three payments of one-third of the full-year membership.

If a multiple payment option is chosen, all cheques must accompany the registration form, and the first cheque should be dated the day of registration. The post-dated cheque(s) must be dated within two months of the date of the first cheque.

- c) Membership will run from the start of the date of the first cheque for one full year.
- d) Members may pay the full-year dues as a single payment using PayPal online registration.

- e) Members who do not intend to take a course in the first term of their membership may have their annual renewal date put forward to the beginning of the next term.

## **4.2 Modification of Membership Dues**

The Treasurer may make special membership dues arrangements for low-income individuals who apply and who are eligible to join the Association. Such arrangements shall remain confidential.

## **4.3 Privacy of Personal Information**

Personal information provided to the Association by its members will be used only for Association administrative purposes. Personal information that identifies a member will not be shared with any other organization. Group emails shall be blind-copied to each member of the group.

## **4.4 Life Membership**

Life Membership is conveyed by the Association to honour a current or former member of SCANS.

If two-thirds of all Directors of the Board voting at a regular scheduled Board meeting so agree, a person who has made outstanding contributions to SCANS may be designated as a Life Member. Life Members have all the rights and privileges of ordinary members, but are not required to pay membership dues. Current Board Members are not eligible for election to Life Membership.

## **4.5 Honorary Membership**

Honorary Membership is conveyed by the Association to honour a nationally or regionally known individual who has performed services that significantly further the objectives of the Association.

If two-thirds of all Directors of the Board voting at a regular scheduled Board meeting so agree, a nationally or regionally known individual who has significantly furthered the objectives of the Association, may be designated an Honorary Member for life. An Honorary Member has no voting rights and is ineligible to serve as a Director.

# **5. Faculty**

## **5.1 Definition**

The Faculty of SCANS consists of all persons who qualify for membership as a result of having taught a course in a given year, or are currently teaching a SCANS course. Faculty members are designated as "Instructors". Their contractual arrangements with SCANS are presented in the

"Procedures" section of this document.

## 5.2 Membership for Instructors

- a) A new instructor who is eligible for membership, but is not already a member will be awarded a full membership for one year from the beginning of the first term he or she teaches a course. Instructors ineligible for membership may assign this complimentary membership to an eligible person of their choice.
- b) If an instructor is already a paid-up member, he or she will be awarded a one year free membership starting on the date his or her paid-up membership expires.
- c) **New** instructors will receive a one-year free membership from the date that their course begins.
- d) The Curriculum Committee advises the Board on the structure of the College's curriculum and chooses its instructors. To avoid real or perceived conflicts of interest, no Board member shall attempt to use their position on the Board to secure an appointment as an Instructor for the College.

## 5.3 Guidelines for Publicizing by Faculty

The following are guidelines for faculty regarding publicizing their recent academic or literary works and educational projects within SCANS. A copy of this policy will be forwarded with the faculty "contract letter".

### **Website Publicity**

SCANS is happy to help instructors reach our membership with news of their more recent academic or literary achievements. If they have anything to report that they would like to appear for a time on the SCANS website, they are encouraged to contact the Faculty Coordinator with the details. The Faculty Coordinator will have the information placed on the website under "News & Events/SCANS Instructors in The News".

### **Information and Registration Sessions**

SCANS members have made it clear that they wish only to hear course-specific information during Information and Registration Session presentations, especially in HRM where instructors are only allotted five minutes to "make their pitch". But if an instructor wishes to have an academic achievement briefly mentioned they are asked to pass the information to the person who will be introducing them and she/he will mention it in their introduction.

If an instructor wishes to bring to members' attention a non-SCANS *educational* opportunity that they are involved with, they are asked to pass a short written statement to the person introducing the instructors prior to the start of the Information and Registration Session. The person making the introductions will mention the offering and direct the members to see the instructor during the social period following the Information and Registration Session.

SCANS is also happy to provide instructors with an opportunity to offer for sale at our Information and Registration Sessions academic and literary items, such as books, by providing a table for their display. However, SCANS cannot undertake financial transactions on behalf of the instructors. They will have to do this themselves during the social period following the Information and Registration Session. Instructors are asked to contact the Faculty Coordinator at least one week before the Information and Registration Session date to convey any table space needs.

## **In-Class Opportunities**

If instructors wish to offer people in their classes an opportunity to acquire some of their academic and literary products, they may feel free to do so, especially if they are relevant to the topics of the courses.

## **6. Standing Committees**

### **6.1 Overview**

The Board of Directors may establish standing committees and special (ad hoc) committees.

Board Standing Committees shall be chaired by Board members. They are formally appointed by the Board on the recommendation of the President, and are subject to recall by the Board. Recall requires a two-thirds majority of Board members voting in favour of a motion to recall. No one may serve for more than three consecutive years as Chair of any particular Committee.

Special Committees may be chaired by any SCANS member, and struck and disbanded by the Board as needed.

The President of SCANS shall be *ex officio* a voting member of every Board committee.

At the first meeting of the newly-elected Board, the President shall nominate a slate of Committee Chairs (with the exception of the Finance Committee, whose Chair is the Treasurer) for the approval of the Board.

At the following meeting, the new Committee Chairs shall report to the Board the names of the members they have chosen to serve on their Committees, bearing in mind the desirability of having at least one member who is currently not a Board member.

Chairs of Committees shall submit a report to the Secretary of the Board for each regular Board meeting, unless there is no significant activity to report since the last meeting. Reports should be submitted prior to the meeting via email. A hard copy of the report shall be given to the Secretary prior to, or at, the meeting. At the meetings, those reporting are expected to field any questions that Board members may have as a result of having read the reports. When necessary, in the absence of the Committee Chair, a member of the Committee chosen by the Chair shall attend

the meeting to respond to Board members' queries.

SCANS Committees operate informally. One aspect of this is that proposed actions within the mandate of a Committee do not require formally passed motions to proceed with their tasks. No actions, however, shall be taken by a Committee, or recommended to the Board by the Chair, if the majority of the Committee members do not favour such an action or recommendation. Chairs and Committee members who violate this principle are subject to recall by the Board of Directors.

## **6.2 Curriculum Committee**

With input from the Chapters, the Curriculum Committee is responsible for creating and managing each term's academic program. In carrying out its tasks the Chair is assisted by the Technology Coordinator, the Volunteer Coordinator, the Publications Coordinator, the Evaluations Coordinator, and the Faculty Coordinator. The roles and responsibilities of each of these Committee offices are set out in the "Procedures" section of this document.

The Chair of the Committee is also responsible for ensuring that the "courses.htm" page (except the "register.php" file) of the website is kept up to date by directing the Webmaster to make the necessary changes.

## **6.3 Finance Committee**

The Finance Committee is a Standing Committee chaired by the Treasurer. Its members shall be appointed by the Board in consultation with the Treasurer. It would normally consist of those Board members who have signing authority for SCANS funds.

The Committee shall provide advice and assistance to the Treasurer, as requested, on matters such as annual membership fees, banking, saving and investment options, and the disbursement policies for grants and other external funds. If requested, it will also advise on remuneration for employees and Instructors, instructional expenses, rents for instructional rooms, as well as other expenses and possible revenues. The Committee may consult with financial professionals when external advice is needed in the Committee's deliberations.

The Treasurer, with the assistance of the Committee and the Office Manager, will prepare the annual Association budget.

## **6.4 Publicity Committee**

The Chair of this Committee shall appoint the members of this Standing Committee. This committee has the general responsibility for cost-effectively informing the SCANS demographic of the existence of SCANS, and the services we provide, by means of print, radio and TV media.

Further details of this committee's roles and responsibilities are provided in the "Procedures" section of this document.

## 7. Chapters

SCANS is comprised of members in good standing, including its Board of Directors, its Committees, and its Chapters. Each Chapter is required to form a local Chapter Committee of SCANS members to oversee its activities. The composition and size of this Committee, which may create subcommittees, will vary according to Chapter requirements, but a minimum of three members is desirable. One member of this Committee is to be chosen to serve as the Faculty Coordinator. The Coordinator will represent the Chapter at meetings of the SCANS Curriculum Committee. It will be the Coordinator's responsibility to supervise the Chapter activities in accordance with SCANS By-laws, Policies, and Procedures. The Faculty Coordinator will be the contact person for the Chapter.

Chapter Committee duties for each of the Faculty Coordinators are specified in detail in the "Procedures" section of this document.

## 8. Office Manager

The Office Manager reports to the President of SCANS and takes direction from the Board and its Officers. The Manager attends meetings of the Board, serving in an informational and advisory capacity, and shall present a report at each SCANS Board meeting.

To provide information and advice, the Office Manager shall attend meetings of any Board Committee at the request of the Committee Chair.

The Office Manager will provide overall daily administration of the organization, and assistance and support to the Board of Directors. Duties include, but are not limited to

1. Office Management
  - a) Order office supplies as required.
  - b) Ensure all office equipment is in working order.
  - c) Collect SCANS mail.
  - d) Maintain a record of the current location of each major item of SCANS-owned equipment.
2. Communications
  - a) Maintain an accurate and up-to-date membership list, with postal and email addresses, for the purpose of organizational communication by Board of Directors and Chairs of Standing Committees.
  - b) Respond to telephone, post, and email requests for information, or direct enquiries to the appropriate Board member or Chair of Standing Committees.
  - c) Support informational needs of SCANS Chapters.

- d) Support the Publicity Committee in ensuring that information about upcoming lectures, courses, and meetings is received by all members in a timely way.
- e) Ensure the following website pages are kept current:

Home page "Announcements"	
news.htm	Home => News & Events
contact.htm	Home => About => Staff/Contact
join.htm	Home => Membership => Join SCANS
links.htm	Home => Resources => Links
calendar.htm	Home => About => Academic Calendar
register.php	Home => Courses => Register for Courses

### 3. Finance and Bookkeeping

In association with, and under the direction of, the SCANS Treasurer, the Office Manager shall

- a) Receive and record member payments through cheque, PayPal, and cash,
- b) Prepare and receive invoices for the Treasurer to pay,
- c) Reconcile bank statements,
- d) Enter budget information in the bookkeeping program and prepare reports for the Treasurer at monthly board meetings,
- e) Interact with and provide information to the SCANS auditor,
- f) Assist with preparation of monthly Financial Reports for the Board of Directors meetings and the Annual General Meeting,
- g) Work with the Treasurer to prepare an annual budget.

## 9. Registrar

The Registrar reports to the President of SCANS and takes direction from the Board and its Officers. The Registrar attends Board meetings, serving in an informational and advisory capacity. The Registrar shall present a report at each Board of Directors meeting, as requested.

The Registrar's duties include, but are not limited to

- a) Advising members of expiring memberships,
- b) Receiving, recording, and confirming membership payments,
- c) Receiving, recording, and confirming course registrations,
- d) Notifying members on a waiting list,
- e) Advising the Webmaster when courses are full,
- f) Preparing final class lists and forwarding them to the Curriculum Chair,
- g) Maintaining the official Register of Members.

## 10. Webmaster

The Webmaster maintains and updates the SCANS website, and provides technical advice to the Board in the matter of the upgrading and redesign of the website.

In updating or adding to the information on the website the Webmaster will respond only to those persons authorized by the Board of Directors to request modifications to the website. Those authorized are presented in the "Procedures" section of this document.

## 11. Courses

### 11.1 Course Philosophy

SCANS is dedicated to providing *academic* educational opportunities for its members, of a kind that they might encounter at university, with the difference that they are not required to demonstrate mastery of course content. Thus, Instructors may not set tests or exams, nor impose written or reading assignments. However, Instructors are free to suggest background readings that they may regard as helpful, and expect class members to engage in writing tasks in appropriate courses (e.g., creative writing).

### 11.2 Course Structures

SCANS courses are each presented as one two-hour session each week during terms. Their duration must be over the course of six weeks and extend no further than eight weeks, a period set at the discretion of the Instructor.

### 11.3 Class Guests

As a way of introducing non-members to SCANS activities, any member enrolled in a course may bring a particular guest to class once during the course, and may bring different guests to the same class on different occasions, subject to available seating.

### 11.4 Closed Classes

The SCANS Registrar maintains waiting lists for classes that fill up at the Information and Registration Sessions. People who register but do not appear for the first two classes are contacted to confirm that they will be attending future ones. If they do not so confirm, their place is given to the person on the top of the waiting list. For those who do not gain a seat by this process the Curriculum Committee will endeavour to have the Instructor re-offer the course as soon as practicable, if the waiting list is deemed to be long enough.

## PROCEDURES

### 12. Curriculum Committee Roles and Responsibilities

The roles and responsibilities of members of the SCANS Curriculum Committee are outlined below.

#### 12.1 Curriculum Committee Chair

The Chair of the Curriculum Committee takes a leadership role in organizing the structure of the Curriculum Committee and lends support to all Curriculum Committee members throughout each term's planning and execution process. As the workloads of Curriculum Committee members pile up, as challenges arise and policies and procedures require clarification, the Chair's role is to solve problems and seek solutions through communication with the Office Manager and Registrar, the Board members and all Curriculum Committee members. The Chair collaborates to create meeting agendas and chairs Curriculum Committee meetings. He or she serves on the Board as the voice of the Curriculum Committee and organizes events such as training sessions for the use of technology, sharing documents on Dropbox, hosting special meetings and SCANS volunteer events, and inviting new members to join the Curriculum Committee.

1. Ensures that forms such as the Faculty Information Form, the Class Managers' Guidelines, and Class Cancellation procedure are updated and shared with the Curriculum Committee and Board Members.
2. Organizes the Information Session part of the three Information and Registration Sessions held each year in HRM.
3. Ensures that email confirmation letters are sent to all instructors at the beginning of each term. Letters include: Photocopying deadlines, instructions and information on emailing class notes and learning materials to Class Managers and classes, confirmation of schedule details such as the time, date, location and duration of each course, and the individual instructor's A/V needs as stated in the Faculty Information Form . The Chair verifies that copies of instructor travel expense forms are sent to all instructors and to the chapter Faculty Coordinators. Letters are mailed before the Information and Registration Session, and as often as courses are being confirmed by Faculty Coordinators.
4. Works with the Office Manager and Treasurer to send thank you cards to all instructors together with cheques, when ready.
5. When possible, attends one of the first classes of each course.

#### 12.2 Faculty Coordinators

While the roles and responsibilities of the Faculty Coordinators have most things in common, each Chapter, by its nature, has significantly different ways and means of accomplishing tasks.

## **HRM Faculty Coordinator**

1. Identifies and enlists instructors for twelve to fifteen courses per term, and ensures other coordinators are aware of the HRM's proposed list, to minimize potential conflicts.
2. Ensures that all instructors have completed the Faculty Information Form and updated all information therein.
3. Attempts to balance the subject matter of courses.
4. Works with the HRM Venues Coordinator to design and implement a workable schedule of times and places for courses, coinciding as much as possible with the stated preferences of instructors as articulated on the Faculty Information Form. Relies on the Venues Coordinator to formally book venues.
5. Confirms times, dates and locations with instructors, as necessary. Shares finalized information with the Curriculum Committee Chair.
6. Gets all course descriptions, instructor profiles and schedule information to the SCANS Curriculum Committee Publications and Publicity Coordinators so that the brochure and publicity materials can be prepared in a timely manner and made available for final proofing.
7. Proofreads second draft of the SCANS term brochure and publicity materials.
8. Shares proofed brochure with the Office Manager, Curriculum Committee Chair, Venues Coordinator and Technology Coordinator for their follow-up and action in HRM.
9. Obtains the Curriculum Committee and Board's agreement for the proposed schedule.
10. Requests the attendance of instructors at the Information and Registration Session and informs the Office Manager which instructors have agreed to attend.
11. Introduces instructors at the Information and Registration Session.
12. Attends Curriculum Committee meetings.
13. Reviews course feedback forms

## **South Shore Faculty Coordinator**

1. Plans the curriculum, along with the local Chapter Committees (monthly meetings for Mahone Bay and Chester; for Liverpool usually one meeting per term).
2. Recruits instructors for each venue. Ensures other coordinators are aware of proposed list, to minimize potential conflicts. Ensures that all instructors have completed the Faculty Information Form and updated all information therein.
3. Coordinates venues with dates, bookings, cancellations, and changes.
4. Coordinates publicity (Mahone Bay brochure to be synchronized with SCANS brochure).
5. Obtains membership lists from Office Manager.
6. Attends all South Shore Information and Registration Sessions to explain SCANS and

introduce instructors.

7. Organizes class registrations for all classes at all venues and assigns Class Managers (except for Liverpool). Ensures the Office Manager has all contact information for all Class Managers.
8. Attends most of the first classes and moves the furniture and sets up A/V equipment.
9. Physically carries A/V and computer equipment between venues (Chester-Mahone Bay) as required for courses.
10. Notes that all instructors are to email all handouts to their classes and their Class Manager. A few hard copies of handouts can be printed and distributed by the Instructor, the Class Manager, or a classmate. Special arrangements will have to be made for photocopies from HRM to reach venues, and for distributing, collecting, and reviewing evaluation sheets.
11. Attends Curriculum Committee meetings.
12. Shuttles audio and video equipment back and forth to Liverpool.
13. Delivers banners and brochures for exhibitions in South Shore (Queens County).
14. Checks with Class Managers after two weeks of classes to remind them to update the Class Lists and forward changes to the Office Manager so all Class Lists can be updated shared via Dropbox.

### **Truro Faculty Coordinator**

1. Enlists four instructors to teach courses each term. Ensures that other coordinators are aware of proposed list, to minimize potential conflicts. Ensures that all instructors have completed the Faculty Information Form and updated all information therein.
2. Attempts to balance the subject matter of courses in any one term.
3. Secures venues.
4. Sets up a schedule for the courses - usually four per term but not two on one day, since many members take multiple courses. The choice of day of the week and time of day is left up to the instructors.
5. Sends all course titles, course descriptions, instructor profiles, and schedule information (day, time, location, duration) to Curriculum Committee Publications Coordinator and Publicity Committee, so that the brochure and publicity materials can be prepared in a timely manner.
6. Proofreads second draft of brochure and publicity materials.
7. Gets publicity posters put up around the community at least two weeks before the registration session.
8. Supports local publicity person who ensures that registration-day information gets to local newspapers, radio station, and other media outlets by their individual deadlines.
9. Coordinates the Truro registration session: books venue; ensures instructors will attend;

ensures a Board member will attend; looks after room setup; emcees the session; gets volunteers to help with the registration; makes sure all the necessary paperwork gets back to the SCANS office. Volunteers take care of refreshments.

10. Coordinates registrations with the SCANS Registrar to make sure the membership lists are accurate.
11. Enlists Class Managers, assistant managers, and technology managers. Each Class Manager is given the Class Manager Guidelines sheet created and revised by the Volunteer Coordinator, the Chair and the two Chapter Faculty Coordinators. Forwards all Class Manager contact information to the Registrar, as well as updates on registration, contact information, additions and withdrawals.
12. Consults with venue and SCANS Technology Coordinator to make sure the necessary equipment for the various instructors is available and functioning.
13. Attends the first class of each course to introduce the instructor, serve as a role model for new Class Managers to take attendance, facilitate room set-up, and explain housekeeping details.
14. Checks with Class Managers after two weeks of classes to remind them to update the Class Lists and forward to the Office Manager so all Class Lists can be updated and shared via Dropbox.
15. Advises Class Managers when evaluation forms are available to be completed online. Provides a few hard copies of the form to Class Managers, picks them up after courses finish, reviews them, and delivers them to the SCANS office for the Feedback Coordinator.
16. Attends Curriculum Committee meetings.
17. Arranges for the representation of SCANS at the Truro Seniors' Exposition, one day every September. Coordinates volunteers and sets up display.
18. Arranges display material and helps select suitable related books for the Truro Public Library SCANS display.

### **12.3 Technology Coordinator**

1. Prepares Schedule for Technical Support for Courses.
  - a) Receives brochure from Publications Coordinator identifying term courses, dates and locations.
  - b) Creates schedule: Course title and course description, instructor, time, date, location and duration of class, and technology requirements as articulated in the Faculty Information Forms posted on Dropbox or through the HRM Faculty Coordinator.
  - c) Shares schedule with the Technology Team, asking for their course attendance.
  - d) Enters technology assistants' names on schedule.
  - e) Receives confirmed classroom locations from Venues Coordinator. Updates Schedule.

- f) Receives updated A/V requirements from Faculty Coordinators and Curriculum Committee Chair.
  - g) Updates schedule.
  - h) Receives names of Class Managers from Volunteer Coordinator. Updates schedule.
  - i) Technology team responds to updates to which they have access via Dropbox.
2. Arranges for the Setup A/V system for Memorial Lectures.
  3. Acts as liaison with the Webmaster for Curriculum Committee requested changes on the SCANS website.
  4. Assists with computer-related issues and challenges as they arise.
  5. Provides ongoing training and assistance to SCANS Curriculum Committee members, the Office Manager and the Board on Dropbox and informs all of changes, and requirements.
  6. Creates and emails class lists including names, telephone numbers, and email addresses to all SCANS Class Managers and instructors each term, to enable them to communicate with classes. Includes on each class list the Curriculum Committee created warning about non-SCANS related use of this contact information. Posts this document on Dropbox.
  7. Two weeks before the end of each semester, sends email to members on all class lists advising them they can be more environmentally friendly by completing online course evaluations.
  8. Maintains A/V inventory.

## 12.4 Feedback Coordinator

### Evaluation Forms

1. At the beginning of courses:
  - a) Ensures feedback form is appropriately revised and that the form is available in the shared Dropbox file.
  - b) Informs the Office Manager that the form has been revised and is available for very limited photocopying. The Office Manager will convey this to the Technology Coordinator and to the webmaster for website revision, if necessary.
  - c) Sends a copy of the updated form to the Chapter coordinators and shares the Dropbox link with them.
2. Three weeks before the end of courses:
  - a) Using class lists, asks the Technology Coordinator to email all registered class participants, promoting the use of the more environmentally friendly electronic feedback form. Distributes a few hard copies to all classes in HRM.
  - b) Ensures that the current online form is posted on the SCANS website.
  - c) Tests the online form on the SCANS website to ensure there are no glitches.
3. At the end of courses:

- a) Ensures collection of all forms from each Chapter and compiles the information.
- b) Writes a report for the Curriculum Committee, aiming for one month after the end of the last class.
- c) Sends the report via email to the Curriculum Committee Chair, and all Faculty Coordinators.
- d) Sends lists of volunteers identified on the feedback forms to the Faculty Coordinators, Volunteer Coordinator, Office Manager and Curriculum Committee Chair.
- e) Sends a complete list of suggested courses to the Faculty Coordinators.
- f) Emails feedback information to all instructors, checking with each Faculty Coordinator to see if she/he wants to send this information.

## **Communications**

4. Writes minutes during each Curriculum Committee meeting and emails minutes to Curriculum Committee members and Board members about five days before the next scheduled meeting.
5. Other communications as requested by the Curriculum Committee Chair

### **12.5 Volunteer Coordinator**

The Volunteer Coordinator serves as the point of contact on the SCANS website for all offers for volunteer service in all SCANS chapters, and responds to contacts and forward names to appropriate Faculty Coordinators. A roster of positions and their descriptions is maintained for the Class Manager and other SCANS volunteer tasks, such as hospitality, office, and technical set up. Volunteers are so utilized that everyone enlisted may help at least once. The other important general duty is maintaining an updated Class Manager Guidelines document and managing this document and its various Chapter versions on Dropbox. Specific duties throughout the terms are enumerated below.

1. Identifies from the Registrar's preliminary class lists, whenever possible before term start, potential Class Managers as soon as they have registered for a class, so that they may assume assignment as soon as possible.
2. Prepares class envelopes with pertinent information on the front as to course title, instructor name, venue, class date and time that will contain two class lists (one with email addresses for the Class Manager and another, without addresses, for noting attendance), and any other pertinent documentation;
3. Includes in these envelopes six hard copy evaluation forms, the instructor's biography and contact information, a dozen or more new brochures for members to share, a copy of the HRM Class Manager Guidelines and the Class Cancellation Procedure.
4. Selects and appoints the remaining needed Class Manager volunteers from the SCANS membership in all three academic terms.
5. Shares contact information on all Class Managers with the Office Manager as soon as possible.
6. Verifies that all Class Managers have followed the first class day's check off points with class members.

7. Appoints additional personnel (“Shadows”) for the larger HRM courses as assistants to specific Class Managers and as members of a pool of apprentice Class Managers for future deployment.
8. Provides training sessions to Class Managers prior to course start dates as required or works on an individual basis with prospective Class Managers (when group training is not feasible).
9. Forwards at the commencement of each term, to the Technology, Venues and Instructor Coordinators, SCANS Registrar, appropriate Instructor, and the Curriculum Committee Chair the names of the current serving Class Managers.
10. Collects and forwards updates to class lists to the Office Manager and the Technology Coordinator after the second class, as well as updates from the Office Manager to the Class Managers.
11. Ensures that technical and venue designates contact information for each course has been added to all the class lists and the list in Dropbox.
12. Checks class management during term by consulting the Class Managers and other observers.
13. Produces and forwards an email Newsletter, as required, to all Class Managers and other volunteers containing SCANS facts, announcement material, cautionary notes, upcoming significant dates (such as special lectures and evaluation submissions) and other matters.
14. Advises Class Managers on the class cancellation policy and, upon a cancellation occurring, supports their understanding of how the cancellation is unfolding and their own efforts in contacting class members.
15. Sends to all Class Managers and other volunteer personnel thank you email messages after the end of each term, whenever possible transforming this effort into a celebratory occasion with refreshments.
16. Develops estimated financial expenditures into a budgetary submission for Curriculum Chair approval.
17. Notes at end of term from observations and from comments of others any changes or improvements to volunteer activities that might be undertaken.

## 12.6 Publications Coordinator

1. Establishes and maintains a comprehensive collection of course descriptions, Instructors, and Instructor biographies for present and past courses. Directs the Webmaster to update this information as appropriate.
2. Receives from the three Faculty Coordinators, each term, the complete information about each course: course title, Instructor’s name, days, times, location and duration as well as course descriptions and Instructor bios in the form submitted by the Instructors themselves.
3. Once the above schedule is established as reasonably complete and accurate, fits the information into two different documents: the brochure for the upcoming term and the course information for publication on the website.
4. Sends out the draft brochure to the Publicity Chair for proof reading.
5. Sends the edited brochure to each of the three Faculty Coordinators for verification of their input.
6. Once corrections or changes are completed:

- a) Sends the brochure to the Office Manager for printing.
- b) Sends the website version of the brochure information to the Webmaster for publication on the website (only new or updated bios and Course Descriptions for courses not offered in the most recent term are sent to the Webmaster).

## 12.7 Venues Coordinator

The Venues Coordinator (HRM) is responsible for the coordination of venues and schedules within HRM. Working with the HRM Faculty Coordinator, he or she situates selected instructors in one of several venues contracted by the Board, according to an agreed schedule, for each of the SCANS academic terms. The Venues Coordinator collaborates closely with the Faculty Coordinator, the Technical Support Coordinator, Publicity Coordinator, Chair of the Curriculum Committee, and Office Manager to keep them informed of venues being arranged.

### Faculty Coordinator

The HRM Venues Coordinator works closely with the Technical Support Coordinator to place instructors in venues according to schedules that serve the mutual interests of SCANS members and instructors, considering a number of criteria:

- a) Contractual obligations of venue rental (e.g. availability)
- b) Availability of instructors (dates and time);
- c) Specific requirements of instructors e.g., technical equipment required, preferred weekday and time to teach;
- d) Class registration numbers anticipated;
- e) Past history of specific course presentation – to avoid repetition of class presentation in a specific area;
- f) The need to provide concentration of lectures near the greatest concentration of SCANS members;
- g) The desire to respond to SCANS member requests for course subjects in a given geographic area;
- h) The desire to make at least a sampling of courses accessible across the greatest geographic extent of HRM practical;
- i) The policy of locating the majority of SCANS courses in members-only venues that will generate revenue in the form of annual memberships;
- j) The availability of parking (preferably free or low cost) for a substantial number of cars;
- k) The proximity of public transit stops;
- l) Accessibility for persons with limited mobility;
- m) The requirement that classrooms can be darkened sufficiently to enable projection of high contrast images and video.

In collaboration with the Faculty Coordinator, a tentative assignment of an instructor to a venue together with a schedule of dates and times is made. The Technology Coordinator assesses technical requirements of each instructor and shares this information with the Faculty Coordinator and Venue Coordinator. When necessary, an adjustment of venue assignment is made.

The Faculty Coordinator, with the HRM Venues Coordinator, draws up the tentative schedule of courses and clears this with the Curriculum Committee and Curriculum Committee Chair. Once approved, the class titles, names of instructors, venues, and class schedule are provided to the Publicity Coordinator and to the Office Manager.

While classes are in progress, the HRM Venues Coordinator monitors class cancellations and required extensions as reported by Class Managers to the Volunteers Coordinator and thence to the HRM Venues Coordinator and informs the Office Manager of any cancellations and extensions that may impact invoices from the rented venues. If possible, one additional week only is contracted. Any difficulties arising in venue operations that impact the SCANS courses will be discussed with the respective venue management by the HRM Venue Coordinator, if informed.

### **12.8 HRM Memorial Lectures Coordinator**

1. Enlists two (2) lecturers for each term.
2. Attempts to balance the subject matter of the lectures in any one term, so as to appeal to the broader membership.
3. Consults the Curriculum Committee regarding potential lectures.
4. Secures venues through HRM Venue Coordinator.
5. Schedules the lectures and advises the Office Manager of their progress.
6. Advises the Technology Coordinator of A/V requirements.
7. Gives lecture description, lecturer profile or bio and schedule information to the Technology Coordinator for publication on the website, and to the Office Manager, so that publicity materials can be prepared and distributed in a timely manner.
8. Advises the Hospitality Coordinator of refreshment requirements.
9. Reminds attendees to make cash donations for the refreshments and lecture venue costs.

### **12.9 HRM Hospitality Coordinator**

1. Selects at least two volunteers from the contact list two weeks before the event to set up and serve refreshments.
2. Places sweets, fruit and snacks orders with local retailer(s) one day before the event.
3. Picks up the ordered items on the day of the event and shops for any further items, such a litre each of milk and cream, paying for all items.
4. Forwards monthly receipts to the Office Manager or employs float monies for reimbursement.
5. Arrives at least one hour before the event start time, having picked up the urns, kettles and supplies boxes at the SCANS Office.
6. Cleans and tidies the kitchens facilities of the venue at the end and packs away SCANS equipment for return to the Office.

**A more detailed description of the kitchen activities follows here.** (It should be noted that members of the Committee are not responsible for the venue and technical set up and striking.) The dry supplies, such as coffee, tea, sugar and other condiments, have to be assessed on a regular basis. The purchased supplies should include a litre each of milk and cream.

It is very important to start the water for tea and coffee right away, as it takes 30 to 35 minutes to heat. Each urn holds 37.5 cups. Use one for hot water for tea. Fill the other for coffee, using 2 ½ - 2 ¾ cups of ground coffee. For days when many people are expected, extra small urns might be borrowed from a member's home. Set a table with a table cloth and other supplies, such as tea bags, sugar, napkins, stir sticks, cream, milk and food. Put the food out **at the start of the break**. Keep checking supplies and refill as needed.

When the event is over, empty urns and wipe them out. Repack supplies. Make a list of supplies that will be needed for the next time. Return the urns and supply containers to the SCANS Office. The wrap up generally takes 20 to 25 minutes.

### **13. Publicity Committee**

1. Publicity for Information and Registration Sessions (details may be found in the SCANS Publicity Plan):
  - a) Prepare and place paid ads for the fall term and free ads in Chronicle Herald, meeting each publication deadline:
  - b) Chronicle Herald – Thursday edition – What's Happening Section
  - c) Herald Halifax
  - d) Herald Dartmouth
  - e) Herald Bedford-Sackville
  - f) Herald South Shore
  - g) Prepare and place ads in other publications:
    - i. Eastlink TV Community Announcements
    - ii. Northwood Radio Broadcasting
    - iii. The Coast – newspaper and online
    - iv. 105.9 Seaside FM
    - v. CBC Information Morning (as appropriate)
    - vi. CBC Weekend Mornings (as appropriate)
    - vii. St. Ignatius Church in Bedford (has asked for material for their newsletter)
    - viii. Senior Living (run by the Herald)
    - ix. Serving Seniors

- x. Retired Teachers Associations
  - h) Prepare Posters for each Chapter Information and Registration Session (one-sheet ads for Information and Registration Session days in all five branches)
  - i) Distribute posters to each Faculty Coordinator and/or publicity team
  - j) Distribute posters to Board so they can distribute them as desired
  - k) Assist Chapters, at their request, with publicity materials
- 2. Coordinate publicity for Memorial Lectures with Special Lectures Coordinator:
  - l) Prepare and place free ads in Chronicle Herald, meeting each publication deadline:
    - i. Chronicle Herald – Thursday edition – What’s Happening Section
    - ii. Herald Halifax – Community Events Section
    - iii. Herald Dartmouth – Community Events Section
    - iv. Herald Bedford-Sackville – Community Events Section
    - v. Herald South Shore – Community Events Section.
  - m) NWBC - Northwood Broadcasting Club radio station
  - n) Eastlink Community notices (on Channel 10)
- 3. Coordinate publicity in Library Guides, meeting the Library’s deadlines and style guides. Ensure the HRM Faculty Coordinator knows what the Library Guide deadlines are.
- 4. Participate in Halifax Regional Adult Learner Week by having an information table at their fair.
- 5. Give speeches/talks to community groups and/or organizations, as requested (e.g., Community Service Fair in Dartmouth, Bethany United Church in Halifax).
- 6. Save print material and copies of web material as appropriate for storage in SCANS Archives.
- 7. Attend and present reports at Board of Directors meetings.
- 8. Prepare suggestions for the annual budget at the request of the Treasurer.
- 9. Do the final proofread of completed brochures.
- 10. Prepare and send group email messages to members (via MailChimp). These could be notices of courses, Information and Registration Session sessions, SCANS Memorial Lectures, etc.
- 11. Attend monthly Military Retirement Planning Sessions at CFB Windsor to give presentation on SCANS.
- 12. Ensure SCANS brochures and posters are delivered to Northwood and coordinate distribution with the ReBoom Programmer.
- 13. Prepare publicity plan and amend as required.

14. Other activities appropriate to the office as requested by Board Members and Faculty Coordinators.

## 14. Website Maintenance Authorities

The web pages referred to below are pages at the URL "www.thescans.ca".

To access any page mentioned below, type "/" after the "ca", then the filename (such as "board.htm"), then press "Enter". Or go through the sequence as shown to the right of the filename.

This list denotes the individuals responsible for requesting that changes be made by the Webmaster to keep areas of the website current. These individuals have been granted the authority to request these changes by the Board of Directors. This does not imply that the individuals have decision-making power regarding these website entries. For example, some of the updates arise from decisions made at Board of Directors meetings. It is merely up to the person identified to ensure that the website is upgraded to reflect the decision.

### Secretary

board.htm      Home => About => Board/Committees  
history.htm     Home => About => History  
documents.htm   Home => Resources => Documents

### Office Manager

Home page "Announcements"

news.htm        Home => News & Events  
contact.htm     Home => About => Staff/Contact  
join.htm        Home => Membership => Join SCANS  
links.htm        Home => Resources => Links  
calendar.htm    Home => About => Academic Calendar  
register.php     Home => Courses => Register for Courses

Other pages as authorized by the Board.

### Curriculum Committee Chair

Everything under "Courses", except lectures.htm and register.php

### Special Lectures Coordinator

lectures.htm    Home => Courses => Lectures

## 15. Guidelines For SCANS Email Use

Since the SCANS Board and its Committees do not meet frequently, we often resort to communicating with each other using email when doing business between meetings. What follows are some guidelines for SCANS members to follow in conducting SCANS business by email. They are organized around the capabilities of the most popular email programs.

### **The "CC" Function**

"CC" means "advisory only" or "read but do not respond" or "respond only if you have information that is relevant to resolving the matter being discussed." An important principle here is NEED TO KNOW. Do not CC those who do not have a need to know the content of your email, unless you have some special reason for doing so.

### **The "To" Function**

Regard "To:" as short for "Please read this email and respond if appropriate". If you want to share the email with others, CC them. That way these others will know that they need not reply. We commonly use "To" when what we are sending does not require a reply from anybody, but it is better to use "CC" for everybody in this case, even though it may seem strange. That way they know they do not need to reply.

### **The "BCC" Function**

Blind copying is very useful when you want to send an email to many recipients, without revealing their email addresses to the others. But of course you can also use it to share an email with a third party without the "To" addressee knowing that you have. There are sensitive situations in which this can be acceptable, and even necessary. But be careful! If the addressee discovers that you have blind-copied someone else they may want an explanation, which you might find embarrassing to provide.

### **The "Reply All" Function**

This is the one that causes the most trouble in SCANS. An all-too-common scenario is that A sends an "all-points bulletin" to Board members, B takes exception to something in it, writes something testy or uncivil to A, then hits "Reply All". This initiates a free-for-all with a magnification of offence and indignation. **If you want to send a critical response to an email, choose your words carefully, and then send it only to the writer.** Do not just write a reply and hit "Reply All"!

### **The "Forward" Function**

In doing SCANS work it is usually fine to forward an email sent to you without obtaining writer permission, but if you suspect that the writer would rather you did not, ask him or her. Authors of emails have a moral and legal right to restrict the dissemination of their writings. If someone asks you to refrain from forwarding emails he or she has that right. Please respect that right.

## **16. Expenses and Claim Forms**

### **Travel Expenses**

Instructors will be paid travel expenses for each journey calculated as follows: (Total roundtrip kms minus 50) x \$0.30

Board members are entitled to claim mileage for Board of Directors meetings, General meetings, and Committee meetings calculated as follows: (Total roundtrip kms minus 50) x \$0.30

Committee members who are not Board members are entitled to claim mileage for travel to Committee meetings, calculated as follows: (Total roundtrip kms minus 50) x \$0.30

Examples:

(a) A travels to a Board meeting at a location 20 kms away. Total roundtrip travel =  $2 \times 20 = 40$  kms. No reimbursement, total travel is less than 50 kms.

(b) B travels to his teaching location 100 kms away. Total roundtrip travel =  $2 \times 100 = 200$  kms. Reimbursement =  $(200 - 50) \times \$0.30 = \$45.00$

The Expense Form may be found as an Attachment to this document.

## 17. Class Cancellations

This procedure applies to cancellation of classes because of storms, illness, or any other reason in HRM.

SCANS **MUST** notify the CBC Storm Centre Website that SCANS classes are cancelled. Please see CBC Storm Centre Procedure below.

### SCANS class members

- Will receive an e-mail or phone notice if classes are cancelled.
- Should check the CBC Storm Centre website to see if classes are cancelled.

### Cancellations Coordinator will:

1. Notify the Instructor or, if there is some question about whether SCANS classes should be cancelled, consult with the Instructor on possible cancellation. If the class is cancelled, ask the Instructor if s/he would be available if the course were extended by one week, contingent on space being available, and, if so, inform the Venues Coordinator (this should be done later - see # 6 and 8).
2. Send cancellation notice to CBC Storm Centre, as per the CBC Storm Centre Procedure below.
3. Notify class members by e-mail or phone. The class e-mail list should include the technical assistant.
4. Notify the venue manager that the class is cancelled.
5. Notify the Registrar so s/he will be able to handle inquiries.
6. Notify the Venues Coordinator and the HRM Faculty Coordinator, who together will make arrangements at a later time to extend the course term, if appropriate.
7. Notify the Technical Coordinator (Johan Geldenhuys) or his designate.
8. If the course is extended by a replacement class, and the Venues and Faculty Coordinators have arranged for that class: the Cancellations Coordinator will notify the class

members, the Technical Coordinator to provide technical support for the extended class, the Evaluations Coordinator who may have to change scheduled dates of evaluations, and the Class Manager who should:

- a. Put the new end-of-course date on the evaluation forms envelope.
  - b. Announce the extension at the next class and the next-to-last class.
9. Notify the Registrar to update the end-of-course date on the website if a class has been extended.

NOTE: Make-up classes should not extend beyond one week from the last scheduled class.

### **CBC Storm Centre Procedure**

1. Prepare the message. Begin the message with the word SCANS. Example: SCANS, the Seniors College Association of Nova Scotia, classes in Halifax are cancelled today, Monday, April 5.
2. Phone the Storm Centre cancellation hotline: **1-877-236-9350**.

Follow the instructions and, after the tone, leave your message. Also, leave your name and phone number in case the CBC has to get back to you for clarification. Speak clearly. Example: SCANS, the Seniors' College Association of Nova Scotia, classes are cancelled today, Monday, February 5. My name is Abigail Ash. My number is 902-123-4567.

## **18. Procedures for Internal Audit by Board Members**

Pursuant to SCANS By-Laws Sec. 47, Finance, two (2) Board members shall be appointed internal auditors either at the SCANS Annual General Meeting or by the SCANS Board of Directors at the first Board meeting following the Annual General Meeting. The subsequent audit shall take place within 60 days of the next Annual General Meeting, One week prior to the audit, the auditors shall determine what financial statements and supporting documents will be required for the audit, and ask the Office Manger to have these documents on hand for the day of the audit. The Office Manager will book a room at her venue where the audit will take place.

The following documents should be reviewed:

- Balance Sheet as of December 31 of the previous year
- Income and Expenditure Statements from January 1 to December 31 of the previous year;
- A comprehensive sampling of revenue and expenditures, and where applicable, of all chapters, in the areas of:
  - Membership Numbers and Revenue
  - At least two IRS Events in all chapters
  - At least two Memorial Lectures
  - Spring/Fall Honoraria
  - Instructors' Travel
  - Board Members' Travel
  - Committee Members' Travel
  - All monthly back statements with a copy of canceled cheques

- Matching of multiple randomly selected expense items to the monthly bank statements including, but not limited to: payroll deductions, venue rentals, and HST remittances for the previous year.

After completion of the audit and upon the satisfaction of the auditors that all financial records accurately reflect SCANS activities for the previous fiscal year, the auditors will sign a review statement for the Registry of Joint Stock Companies, as well as a copy of the Balance Sheet and Income Statement to be presented at the Annual General Meeting.

Auditors may, if they so choose, make recommendations for improved bookkeeping practices to the Office Manager, Treasurer and/or Finance Committee.

**ATTACHMENTS**

**SCANS Instructor Travel Expense Form**

Effective January 1<sup>st</sup>, 2015

PLEASE SUBMIT TO THE SCANS OFFICE: - PO Box 33093, B3L 4T6 or [info@theSCANS.ca](mailto:info@theSCANS.ca)

NAME: \_\_\_\_\_

COURSE: \_\_\_\_\_

HOME ADDRESS / STARTING LOCATION (be as specific as possible):  
\_\_\_\_\_

LECTURE SITE: \_\_\_\_\_

TOTAL KM TRAVELLED (return) – EACH TRIP \_\_\_\_\_ as determined by GOOGLE MAPS - MINUS 50 Km = \_\_\_\_\_ allowed travel distance for remuneration for each lecture. If applicable, include attendance at an Information and Registration Session.

REMUNERATION FOR INSTRUCTOR TRAVEL IS \$0.30 per allowable KM.

For expenses not related to travel to a lecture site use SCANS EXPENSE CLAIM FORM

Attendance at IRS: HRM \_\_\_ Truro \_\_\_ Chester \_\_\_ M. B. \_\_\_ Liverpool \_\_\_

**DATES OF TRAVEL TO LECTURES:**

0. Information and Registration Session (if applicable): \_\_\_\_\_

- |          |           |
|----------|-----------|
| 1. _____ | 5. _____  |
| 2. _____ | 6. _____  |
| 3. _____ | 7. _____  |
| 4. _____ | 8. _____  |
| 9. _____ | 10. _____ |

DISTANCE \_\_\_\_\_ KM x \_\_\_\_\_ TRIPS x \$0.30 = \$ \_\_\_\_\_

TREASURER USE: CHEQUE # \_\_\_\_\_ DATE: \_\_\_\_\_

AMOUNT PAID: \_\_\_\_\_

## Letter To Class Managers

Thank you for volunteering as a Class Manager!

Please read this document in full before classes begin, and check off items as they are completed. Please keep one copy of this document and of the class list at home in case you need them.

Arrive at least twenty to thirty minutes before each lecture is to begin. A member of the SCANS Technology Team will be on-hand for the first class to see that technical equipment needs for the Instructor are met and to assist you.

Ask participants to record their attendance as they arrive. In larger classes it is useful to secure a member known to you to be the person who surveys this activity. There will be two class lists in your brown envelope: one with names, phone numbers, and email addresses of those registered – this is for the students' one-time use to verify the accuracy of their personal information. The second list has only the names of registrants for use as an attendance sheet. If someone arrives who is not on the list, welcome them and ask them to add their name to the list. Check with the Volunteer Coordinator before the next class for updates to the list.

**Note:** It is unlawful to allow anyone else access to our members' contact information.

Enquire from the staff of the building whether chairs and tables need to be stacked (or left in place) after the lecture. The Technical Assistant will see to the setting up, striking and packing away any audio and visual equipment

Unless otherwise requested by Instructor, arrange chairs theatre style for the number registered on your class list. **Always** ask class participants for assistance with setting up and the re-stacking of the chairs - especially after the first day. Put a table and chair and a glass of water in place for the Instructor, and ensure the room is well lighted and aired. If seats are uncomfortable, suggest participants bring a cushion.

There should be markers or chalk for the blackboard, unscented markers for flip chart etc.

### **At the first class:**

- ✓ Introduce yourself as Class Manager and then introduce the Instructor – a short **bio of the Instructor** is included in your envelope containing the class lists and this information.
- ✓ Emphasize to participants:
  - Always sign in upon arrival and confirm accuracy of contact info.
  - Cell phones should be switched off or at least set to “vibrate” mode.
  - We must be sensitive to allergies. Ask participants to refrain from wearing any scented products to class.
- ✓ Indicate the locations of washrooms and water fountains.
- ✓ Possible class cancellations: *If public schools are cancelled in the area where your class*

*is given, SCANS classes are cancelled.* Up-to-date information can be accessed at "http://www.cbc.ca/stormcentre/ns". If this is the case, please email the people in your class that it has been cancelled for today, and telephone those who do not have email. If it is not, but you think that conditions locally warrant cancellation, contact the Instructor and come to a decision. If the joint decision is to cancel, call the CBC Cancellation Hotline to list the class as cancelled for that day. Then notify class members to this effect.

- ✓ Ask participants to respect the parking requirements of specific venues.
- ✓ All persons involved with the lecture must be as quiet as possible during breaks
- ✓ Ask participants to speak up if they are having difficulty hearing the instructor. If the instructor cannot accommodate, request the venue technical assistant to arrange for a sound amplification device.
- ✓ Inform the class of any special announcements that have been forwarded to you – for example, special lecture dates and locations, changes in schedule due to holidays, etc.
- ✓ If a person has not attended the first two classes, call to see if she or he plans to attend that course. There may be someone on a waitlist who can join the class.

Please contact the Volunteer Coordinator if there are any questions or if there are any changes to the class schedule, requirements, etc. Room bookings may have to be changed.

If there are questions or comments from the participants with respect to the instruction or any arrangements that have been made, advise the Curriculum Committee through the Volunteer Coordinator.

During the break of the second-to-last lecture distribute **Evaluation Forms** to the class and encourage them to fill them out that day – or online at [www.theSCANS.ca](http://www.theSCANS.ca). These forms are confidential and should be returned in the brown envelope to any designated SCANS officer or Curriculum Committee member. They are important for the Curriculum Committee in planning future courses.

At the end of the lecture series thank the Instructor on behalf of the class. Inquire of the Instructor if they would like to receive a summary of the information gathered in the feedback forms.

For **SAFETY**, try to ensure that:

1. You know who and where the contact person in the building is in case of emergencies, and that the contact person knows who and where you are.
2. You are prepared to take initiative in case of disruptions (sudden illness) or have asked at the course's start if any class member has first aid or medical skills.

SCANS Volunteer Coordinator is (name), Tel: xxx-xxx-xxxx , Email: (address)

## Faculty Coordinator Letter

PO Box 33093  
RPO Quinpool Centre  
Halifax, NS B3K 4E1

(date)

Dear (Dr./Mr./Ms. Name):

Thank you for agreeing to teach (Course Title) for the Seniors' College Association of Nova Scotia (SCANS). Your course will be held at (location). It is scheduled for (6, 7, or 8) weeks, on (day of the week) from (time slot). It will run from (start date) until (end dates). (Add holiday exceptions if applicable).

### **Remuneration:**

You will receive an honorarium of \$300 for each course that you teach. You will also receive a complimentary 12-month membership to SCANS. For non-members, this will start the term that you teach. If you are already a SCANS member, your membership will be extended for a year.

### **Travel expenses:**

You will be reimbursed for travel expenses if you travel more than 50 km (round trip) from your home to the site where you teach. Mileage is determined from Google Maps. There is a 50 km deductible for EACH trip. The balance is paid at \$0.30 per km. If you attended an Information and Registration Session (Information and Registration Session) for the purpose of explaining the course content, then this would count as an added trip. A travel expense claim form is attached to this letter for your use. On the last day of class, please either email it to the address on the form or give it to your Class Manager. You will receive one cheque at the end of the term that will include both your remuneration and travel expenses.

### **Printed materials for your classes:**

We do not, unfortunately, have a University Print Shop at our disposal and we do not have unlimited funds available for photocopying, so please be reasonable in making your requests. Many of our instructors find that it is convenient to email course material to their students. An electronic class list can be provided, with the understanding that it is only to be used to send out course-related information.

To have material photocopied for your course, please have all the material sent electronically to <info@thescans.ca>, the preferred option, by (date). You may also bring photo-copy ready material to the Information and Registration Session in (month) or drop it off at the SCANS office by this date. The office address is Suite 100, 2020 Gottingen Street. If no one is in the office when you visit, please slide the material under the office door.

### **Classrooms and Class Manager:**

We have assigned a Class Manager for your course. He or she will record attendance, make

announcements, make sure the classroom is set up, etc. Your Class Manager will introduce him or herself at the first class, and introduce you to the class. It will be very helpful if you and your Class Manager exchange contact information.

The classroom is generally open half an hour before the start of the class; the Class Manager will be there at that time to get everything set up.

**Course feedback:**

Learners are asked to complete an evaluation at the end of each course. If you would like to see the evaluation summary for your course, please tell your Class Manager.

**Audio/Visual needs:**

On the Faculty Information Form that you completed, you noted that you will use this A/V equipment: (A/V items). If your needs have changed, please contact me.

**SCANS Class Cancellation Policy:** If public schools are cancelled in the area where your class is given, SCANS classes are cancelled.

Up-to-date information can be accessed at: <http://www.cbc.ca/stormcentre/ns>. When in doubt about the weather, call your Class Manager and make a joint decision about class cancellation. If you decide to cancel, the Class Manager will call the CBC Cancellation Hotline to list the class as cancelled for that day. The Class Manager will also email everyone on their class list to tell them the class is cancelled.

If you are ill and unable to teach, notify the Class Manager, who will send out a group email. Those members with no email will be telephoned.

Once again, thank you for teaching this course for SCANS. We hope you enjoy the experience of teaching this group of adult learners. If you should have any questions or concerns, either now or during your course, please contact me.

Sincerely, \_\_\_\_\_(name), Faculty Coordinator

"email address", or 902-xxx-xxx (home)