



MEMBERSHIP POLICY

APPROVED MAY 2020

1.0 Purpose

- 1.1 The purpose of the Membership Policy is to clarify the policies and processes for managing memberships, maintaining membership records and verifying that members are in good standing and entitled to vote at Members' Meetings, as outlined in Section 2 of the By-laws – Members and By-law 6.02 (a) – Membership Committee.

2.0 Members and Memberships

- 2.1 As stated in By-law 2.01, the Corporation is authorized to establish one class of members.
- 2.2 As indicated in By-law 1.03 – Corporation Purpose, members must be owners and/or residents as defined in By-law 1.02 (v) including leasehold residents, freehold residents with Daimler contracts, Freehold residents with Sandbank/Frontier contracts and Villa residents.
- 2.3 Each member in good standing will be entitled to receive notice of and vote (in person, by proxy or electronically) at all meetings of the members of the Corporation.
- 2.4 Each member in good standing is also entitled to the following benefits:
 - (a) A free Name Identification Badge (NIB) upon initially taking out a membership. Cost to be borne by WOLRA for the first NIB, replacement cost to be borne by the member;
 - (b) Free use of WOLRA assets for personal use (e.g. dishes, cutlery, glassware, audio-visual equipment etc.) A fee will be charged to non-members for each event where WOLRA assets are used; and
 - (c) A reduced price for WOLRA sponsored events.
- 2.5 As defined in By-law 1.02 (k), *An initialed, current membership card issued by a member of the Membership Committee will acknowledge that a resident has paid their dues for the current year.*
- 2.6 As indicated in By-law 2.04, a membership is terminated when:
 - (a) a member dies or resigns
 - (b) a member ceases to be a resident
 - (c) a term of membership expires April 30 of calendar year;
 - (d) a membership is not renewed;
 - (e) the Corporation is liquidated and dissolved under the Act; or
 - (f) a member is suspended or expelled for reasons described in section 5.0 of this policy.

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- 2.7 As specified in By-law 2.04, upon termination of membership, the rights of the members, including any rights in the property of the Corporation, automatically cease to exist.

3.0 Membership Committee Terms of Reference

- 3.1 Authority & Responsibilities – Through the delegation of authority detailed in Bylaw 6.0, the Membership Committee is authorized to oversee the following:
- 3.1.1. Welcome Function
- (a) Providing new residents with a “Welcome” package (handout as well as online viewing); and
 - (b) Ordering and delivery of Name Identification Badges (NIB).
- 3.1.2 - Annual Membership Campaign (see Annex A for detailed timelines)
- (a) Creation and maintenance of a registration form;
 - (b) Issuance of receipts for memberships taken;
 - (c) Processing orders for new and/or replacement NIBs
 - (d) Timely forwarding of monies collected to the Treasurer;
 - (e) Providing ongoing support for new residents to take out memberships throughout the year; and
 - (f) Liaison with Frontier Office Staff with respect to information about new residents.
- 3.1.3 – Records Maintenance and Reporting
- (a) Maintenance of a centralized data base containing member information;
 - (b) Relaying email contact information to E-Comm Coordinator;
 - (c) Relaying Birthday and Anniversary data to the Neighbourly News Editor;
 - (d) Regularly producing various reports for use by the Membership Committee, the meeting attendance takers and generating Ad Hoc reports requested by the Board;
 - (e) Producing an annual Phone Directory;
 - (f) Relaying all relevant documents to the Webmaster for uploading;
 - (g) Providing the Treasurer with invoices for NIB purchase; and
 - (h) File retention of copies of various reports.
- 3.1.4 – Meeting Support
- (a) Providing Attendance Takers for Members’ Meetings with current attendance roster along with procedures relating to member count, proxy handling, and completion of meeting summary report; and
 - (b) Provide the opportunity for new residents to take out a membership during the campaign or by appointment.

3.1.5 – Security

- (a) Ensuring confidentiality of information gathered and maintained; and
- (b) As required, sharing specified member information with the Webmaster in support of electronic voting and/or password/PIN generation.

3.2 Committee Composition – The Membership Committee shall be comprised of the following who must be members in good standing of WOLRA Inc. during their tenure:

3.2.1 – Core Members (7)

(a) Chairperson

This individual, appointed by the Board, but who does not need to be a Board member, will oversee all activities of the committee and report to the Board. This person is tasked with recruitment to the committee as and when required. This person will also fulfill a “floater” role if and when required.

(b) Records Keeper

This individual will update the centralized data base of membership information, transfer relevant information to the various applicable recipients and maintain copies of necessary reports generated;

(c) Records Keeper Back-up

This individual will cover for essential duties of the Records Keeper if he/she is unavailable;

(d) Secretary

This individual will produce and retain minutes of each meeting of the committee and create/update such textual documents as are required;

(e) Technical Advisor

This individual will make any necessary changes to the database structure and provide advice on technical matters;

(f) Meeting Attendance Takers

Two (2) individuals will take attendance at each meeting of members of the Corporation. They will identify the number of non-members and members in attendance and relay the totals along with current quorum requirement to the Board at the start of each meeting. They will also be required to maintain a manual Meeting Summary Report.

3.2.2 – Campaigners

These individuals will be actively engaged in selling new and renewal memberships and identifying the need for NIBs for first time members during the membership campaign of each year. At other times of the year, this task will be performed by the Core Members of the committee.

4.0 Code of Conduct

- 4.1 All members of the Wellington on the Lake Residents Association (WOLRA), be they regular members or members serving on the Board, on Committees or as Coordinators for various clubs and activities, are required to behave in a manner that reflects the values of the organization and the community.
- 4.2 Members are expected to comply with the policies and regulations set out by the organization and conduct themselves ethically with integrity and honesty. They are also expected to treat others with respect at all times.
- 4.3 As indicated in By-law 2.04 (d), a membership will be terminated if a Member is expelled for unacceptable conduct. Examples of unacceptable conduct are as follows:
 - (a) Inappropriate behaviour in a meeting or at an event which is offensive to the membership;
 - (b) Theft of WOLRA assets;
 - (c) Willful abuse of WOLRA assets;
 - (d) Making of fraudulent statements with intent to harm WOLRA or its members;
 - (e) Uttering a threat to another member or their property;
 - (f) Violation of Health and Safety regulations;
 - (g) Harassment of any kind; and
 - (h) Behaviour which publicly reflects badly on WOLRA and/or its membership.
- 4.4 Infractions will be subject to disciplinary action as detailed in the latest version of Robert's Rules of Order, Chapter 15.

5.0 Effective Date & Amendments

- 5.1 The Board of Directors approved this Policy by email vote in late May 2020. Members ratified this policy on June 1st 2020.
- 5.2 The rules, principles, guidelines and procedures detailed in this Policy remain in effect until the Board approves an amendment or repeal by resolution at a Board of Directors meeting.
- 5.3 Members may suggest amendments to this Policy at any time. Suggested amendments with supporting rationale will be submitted to the Board Secretary in writing and presented at the next Board of Directors meeting.

Annex A

Timelines: Annual Membership Campaign

The membership campaign is a key source of revenue for WOLRA Inc. In order to comply with the Corporation's Fiscal Policy and align with WOLRA Inc.'s fiscal year end on June 30th, the following activities and timelines must be adhered to:

Timing Activity - By Mid-March of Each Year

- Compose and submit an article that advertises the upcoming campaign by the Neighbourly News deadline for April (23rd)
- Obtain "float" from Treasurer
- Establish team of part time committee members to sell renewals of memberships during March, April and May.

During March, April and May

- Review phone directory, update as necessary, determine volume to be printed and submit for printing at least one week prior to need for distribution
- Conduct campaign, selling memberships during various scheduled dates/times during March, April and May by membership team members OR by online registration at any time during the campaign (March, April and May), and choosing payment option.

End of Campaign

- Conduct follow-up on residents who have not taken or renewed their memberships
- Return "float" and all monies collected to the Treasurer
- Provide Treasurer with NIB totals and costing for the fiscal year
- Provide the Treasurer with the total of active members for the year about to close

Year Round

- Core members will track, order and deliver new and replacement NIBs as required and ensure Treasurer receives invoices.