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AGENCY ORIENTATION

MISSION STATEMENT

**The mission of
AIDS Vancouver Island
(AVI) is to confront
Acquired Immune
Deficiency Syndrome
(AIDS), prevent its spread
through education, support
all those affected by the
disease, and advocate on
their behalf.**



Partners

Victoria AIDS Respite Care Society
Victoria Persons With AIDS Society
Mid-Island AIDS Society
North Island AIDS Coalition Society
Tillicum Haus Native Friendship Centre

VICTORIA AIDS RESPITE CARE SOCIETY (VARC)

MAILING ADDRESS: PO Box 8158
Victoria, B.C.
V8W 3R8

STREET ADDRESS: 2002 Fernwood St.
Victoria, B.C.

TELEPHONE: (250) 388-6220

FAX: (250) 388-7011

E-MAIL: varcs@islandnet.com

PRESIDENT: Art Holbrook

PROGRAM & EDUCATION COORDINATOR: Michael Yoder

PWA CAUCUS REP: Michael Yoder

MANDATE/SERVICES:

- Provide client directed services in personal and respite care for people with HIV/AIDS and their chosen primary care partners.
- Provide education in personal and respite care for various volunteers;
- Psychosocial aspects of HIV for home support workers;
- Training for presenters (theatre & training, experiential learning, designing exercises, etc.)

GEOGRAPHICAL AREA SERVED: Capital Regional District & Area

VICTORIA PERSONS WITH AIDS SOCIETY

MAILING ADDRESS: 541 Herald Street
Victoria, B.C.
V8W 1S5

STREET ADDRESS: Same as Above

TELEPHONE: (250) 382-7927

FAX: (250) 382-3232

E-MAIL: vpwas@home.com

CHAIR: George Kirkpatrick

EXECUTIVE DIRECTOR: Charlotte Kinzie

PWA CAUCUS REP: c/o the organization

MANDATE/SERVICES:

We offer compassionate peer support and information to all persons living with HIV/AIDS.

Phone & in person Peer Support, hosts available Monday - Friday 1 - 4 PM; Men's support group Mondays @ 4PM, Extensive up-to-date treatment library; Treatment librarian available on 24 hours notice for peer treatment consultations. Some books and videos are available for loan. Reiki appointments are available for free in the office; self-help workshops; access to PWA food bank; when available free tickets are provided to local events; retreats are offered at least once a year; Ensure/Advera available for members; free haircuts are available once a month; socials are held for full and associate members at least once every quarter; drop-in living room is always stocked with coffee, pop, juice and munchies. A stereo, television (cable) and VCR are always available, all members receive Living Proof newsletter, access to WINGS housing team members for assistance with applications.

GEOGRAPHICAL AREA SERVED: Victoria & area

MID-ISLAND AIDS SOCIETY

MAILING ADDRESS: P.O. Box 686
Parksville, B.C.
V9P 2G7

STREET ADDRESS: 149 Morison Road
Parksville, B.C.

TELEPHONE: (250) 248-1171

FAX: (250) 248-5390

E-MAIL: mias@nanaimo.ark.com

PRESIDENT: Christine Slocum

EXECUTIVE DIRECTOR: Joyce Alcorn

PWA CAUCUS REP: c/o the organization

MANDATE/SERVICES:

To provide AIDS awareness in District #69. To educate our schools, health facilities industry and the general public in AIDS prevention. To break the barriers of prejudice and ignorance through education. To provide support with warmth and empathy to those infected and affected with HIV/AIDS.

Programs include:

- Advocacy - To lobby all levels of government and the community to promote individual and collective rights, and to support the needs of persons with HIV/AIDS.
- Health Assistance - To provide vitamin costs until the person is accepted under the terms of the BC Persons With AIDS Society. For persons with HIV/AIDS, membership to this Society is free.
- Education Workshops - To address the public on issues concerning HIV/AIDS.
- Library - Treatment information, monthly newsletter, books, etc.
- Peer Counselling, Pre and Post-Test Counselling and Support
- Hospital and Home Visits for Affected Persons
- Help line Referrals, Quilt Panels - In memory of loved ones.

GEOGRAPHICAL AREA SERVED: District # 69 - Parksville & area
(Qualicum, Nanoose, Bowser)

TILLICUM HAUS NATIVE FRIENDSHIP CENTRE

MAILING ADDRESS: 927 Haliburton Street
Nanaimo, B.C.
V9R 6N4

STREET ADDRESS: 602 Haliburton Street
Nanaimo, B.C.

TELEPHONE: (250) 753-6578 or (250) 753-8291

FAX: (250) 754-1390

E-MAIL:

EXECUTIVE DIRECTOR: Grace Nielson

HIV/AIDS EDUCATOR: Nadine McGee

PWA CAUCUS REP: c/o the organization

MANDATE/SERVICES:

Promote justice, fairness and equality for Aboriginal people through a holistic approach to programming and services. Our philosophy is one that encompasses all people in the community who request our assistance.

- Prevention, education & support services to individuals & the community.
- Manage, treat and prevent the spread of HIV/AIDS and other infectious diseases.
- Improve the health and well being of individuals, families and the community.

GEOGRAPHICAL AREA SERVED: Nanaimo & area

NORTH ISLAND AIDS COALITION SOCIETY (NIAC) – Courtenay

MAILING ADDRESS: #205-576 England Avenue
Courtenay, B.C.
V9N 5M7

STREET ADDRESS: Same as Above

OFFICE TELEPHONE: (250) 338-7400

FAX: (250) 338-7400

E-MAIL: niac@island.net

CHAIR: Robert Saariko

EXECUTIVE DIRECTOR: Phillip Haines

PWA CAUCUS REP: c/o the organization

MANDATE/SERVICES:

- Support groups for PLWHIV/AIDS, their families, friends & partners.
- Large resource lending library of books & videos.
- Individuals counselling for anyone infected or affected by HIV/AIDS.
- Assist persons living with HIV/AIDS with income assistance appeals, human rights violations, etc. (Advocacy)
- Education and information sessions & workshops for schools and community groups.
- Needle exchange operating in Campbell River, Courtenay, and Port Hardy area.

GEOGRAPHICAL AREA SERVED: North Island

NORTH ISLAND AIDS COALITION SOCIETY (NIAC) -

Campbell River

MAILING ADDRESS: 1195A Elm Street
Campbell River, B.C.
V9W 3A3

STREET ADDRESS: Same as above

TELEPHONE: (250) 286-9757

FAX: (250) 830-0787

E-MAIL: niac@island.net

CHAIR: Robert Saariko

EXECUTIVE DIRECTOR: Phillip Haines

PWA CAUCUS REP: c/o the organization

MANDATE/SERVICES:

- Support groups for PWHIV/AIDS and their families, friends and partners.
- Extensive resource lending library.
- Individual counselling for those infected or affected by HIV/AIDS.
- Advocacy and social services, appeals, government bureaucracy and human rights violations.
- Education - information sessions and workshops for schools and community groups.
- Needle exchange operating in Campbell River, Courtenay, and Port Hardy area.

GEOGRAPHICAL AREA SERVED: North Island & North Gulf Islands (Upper Island)



ORIENTATION & POLICY MANUAL

Constitution & Bylaws

Structure of the Society

Role of Executive Officers

Board Organization

Board Job Descriptions

Board Policy & Procedures



ORIENTATION AND POLICY MANUAL

ADOPTED OCTOBER 28, 1995

REVISED OCTOBER 21, 1999

This manual is the property of the Vancouver Island AIDS Society
and must be returned upon request.

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1.0 INTRODUCTION

1.1 THE ROLE OF POLICY

Policy-making is a technique used by an organization to guide its decisions and pursue consistency in its actions. Policy enshrines an organization's values and purposes, and determines how its concerns relate to the social environment. It defines the organization's functions and what is expected of members. It also identifies those areas excluded from an organization's interests.

A policy consists of a set of statements that relate to future situations. However, a good policy, no matter how far-seeing, will need reasoned application and eventual revision or addition.

1.2 THE PURPOSE OF AN ORIENTATION MANUAL

New members of the Board of Directors need to become familiar with the history, goals, objectives and organization of the Society to better contribute to its ongoing operation.

This manual outlines the background of the Society and its history up to the date of publication. From that date forward, additions will be made to update the information. Most of those additions will, as a matter of course, be changes in policy or procedure for both the conduct of the Board of Directors of the Society and the operation of the Society itself.

1.3 REVISIONS AND/OR ADDITIONS

Revisions and/or additions will be recorded under the appropriate section.

The Secretary of the Society will maintain the original copy of this manual, with all other original Society documents, for historical reference. A designated Staff person will be responsible for duplicate filing of this and all other Board materials. All other copies of this manual will be updated as changes occur. The Chair is responsible for ensuring that updating is carried out, and the Secretary is responsible for the mechanics of updating.

This manual will be distributed free of charge to members of the Board of Directors, but upon completion of each term of office, or resignation, the manual must be surrendered to the Secretary of the Society. Copies of this manual will be available at cost to government agencies, funding bodies, other community-based organizations, individuals and members. Any member may examine, without cost, a copy of this manual at the Administrative Office of the Society.

Office copies and Directors' copies will be immediately updated as changes occur. The updated version will include a new title page, reflecting the date of revision. Only the most recent edition will be available for sale.

1.3.1 Draft Copies

Draft copies of this manual have no force or effect until the respective Section has been approved by the Board of Directors. Any policy or procedure will have no effect unless the footer to that policy or procedure clearly indicates the approval date by the Board of Directors.

1.4 DIRECTORS' RESPONSIBILITY

The Executive Officers and Directors are expressly charged with having in-depth knowledge of the content of this manual. All objectives, decisions and actions of the Society must either reflect the policy outlined in this manual, or result in revisions to this manual to allow otherwise excluded concerns. Future Board Members and Staff will profit if they view this manual both as a source of inspiration and as a tradition given ever new life by fresh interpretation and application. One of the main purposes of this manual, particularly at first publication, is to provide an instrument of orientation for new Board Members.

1.5 HISTORICAL BACKGROUND TO THE DEVELOPMENT OF POLICY

Chapter 2 of this manual will record developments up to the time of publication of the original manual. Subsequent developments will be recorded in the manual as prescribed in Section 1.3. The purpose of this section is to act as a permanent reminder of the origins and traditions of the Vancouver Island AIDS Society. This reminder is one of impression only. More specifically, historical accounts of the same period are included in the duly adopted minutes of the Board, which are maintained by the Secretary at the Administrative Office of the Society.

1.6 FORMAT OF THIS MANUAL

This manual is intended to be an historical record of the Society's evolving viewpoint, as well as a contemporary policy guide. Thus policies will sometimes include historical information which may form the rationale for a particular direction. This approach is preferred over a sharper-edged policy presentation, because the very nature of the Society allows for potential loss of context/ideas that trigger certain policy directions. In other words, there is a need to conscientiously maintain a knowledge of origins and traditions, both of which may otherwise be forgotten in the midst of rapid change and development.

2.0 HISTORY OF AIDS VANCOUVER ISLAND

2.1 AN INTRODUCTION

AIDS Vancouver Island (AVI) is a community-based AIDS service organization (ASO). Like the majority of other ASOs in Canada, AVI provides education, support, and advocacy to people infected and affected by AIDS. The service area of AVI is all of Vancouver Island and the Gulf Islands (an area larger than that of most ASOs). AVI is a registered non-profit charitable Society.

The strengths of AVI, as for most ASOs, derive from its links to the marginalized people most infected by and at risk of contracting this disease as well as links to their partners, families and friends, and from its large Volunteer base. Because of these strengths, AVI is able to target and effectively educate populations difficult for more traditional sources to reach, and to provide cost effective education and support. Given the massive cost of treating people with HIV/AIDS, groups like AVI are a vital and relatively inexpensive component of the total effort which society needs to mount against HIV/AIDS.

2.2 THE BEGINNING

On the evening of September 17, 1985, five men sat around a kitchen table and decided it was time to do something to meet the challenge posed by the AIDS epidemic as it would affect Greater Victoria and Vancouver Island. These five men saw the growing need for accurate and up-to-date information and services relating to the Human Immunodeficiency Virus (HIV) Disease and Acquired Immune Deficiency Syndrome (AIDS). That evening saw the birth of the AIDS Vancouver Island, with those five men forming the first Board of Directors.

The Society was subsequently incorporated in British Columbia and registered under certificate number S20925 on January 24, 1986. AIDS Vancouver Island (AVI) is a founding Member of the Canadian AIDS Society (CAS).

Until a grant application could be developed and submitted to different levels of government, funding for the Society's initial expenses came from a benefit performance of "The Go-Boys" on October 15, 1985 and from several hundred dollars contributed by the gay community and other individual supporters. All staff services were provided on a volunteer basis by the original five founders and by a large number of men and women who subsequently offered their services.

On October 28, 1985 a telephone information line was established and operated five nights each week from 7 p.m. to 10 p.m. staffed by volunteers trained to handle a variety of calls, which exceeded 200 at the end of April, 1986. The information line coincided with the establishment of the B.C. Ministry of Health's HTLV-III (HIV) antibody testing program. As a result, many of the initial calls concerned the antibody test.

Early on, activities included a healthy sex forum aimed at the gay and bisexual community in Victoria with follow-up presentations at the University of Victoria, and in Nanaimo. AVI participated in panels at the School of Nursing and the Sociology Department, University of Victoria, and for groups of social workers. Prior to May 15, 1987 AVI made presentations before four homemaker groups and provided one-to-one counseling for persons diagnosed with AIDS Related Complex (ARC), now called HIV Disease. AVI established its first emotional support group for persons with AIDS in February, 1986, just six months after its inception, with meetings held on a weekly basis. Also within this relatively short span of time, a network with hospitals, public health personnel, and social workers on Vancouver Island was established. Twenty-three volunteers gave at least 1,650 hours to the Society from its inception to the end of April, 1986.

During those early months, meeting space was provided free of charge by Hospice Victoria and the Greater Victoria Hospital Society. Our initial office space was offered at a modest rental, month to month, by a provincial government Crown Corporation. Typesetting, much of our photocopy needs, and office furnishings were all donated.

The many hours of donated service, equipment, and funds, together with the dedication of those five Founding Members, demonstrate the recognition of the need for AIDS Vancouver Island and the programs we continue to provide in ever expanding variety and numbers, and the continuing wish of the Vancouver Island community to continue to have our organization meet those needs.

2.3 THE ORIGINAL DIRECTORS

The Founding Directors of the Vancouver Island AIDS Society were:

Wayne **COOK**, Don **MAC IVOR**, Roy **SALONIN**, John **SPENSER**, and Grant **SULLIVAN**.

2.4 THE ORIGINAL GOALS AND OBJECTIVES

AIDS Vancouver Island has two goals:

2.4.1. Education

To provide information and education programs about AIDS and HIV Disease to infected individuals, the general public, and care-givers; and

2.4.2. Support and Advocacy

To deliver support and advocacy services to people with AIDS and HIV Disease and their partners, families and friends.

These goals remain essentially unchanged; education, support and advocacy continue to be the cornerstones of AIDS Vancouver Island's programs.

3.0 CONSTITUTION AND BYLAWS

3.1 HOW THE CONSTITUTION AND BYLAWS ARE TRANSLATED INTO POLICY

Policy is a mediating device. It links the Constitution and By laws to actual operation.

The Constitution provides very broad statements on the purpose of the Society. Policy converts those statements into decisions and actions that can be carried out by individuals. As well, policy is an interpretation of the intent of the Constitution. Interpretation may vary, but the Constitution remains the Society's ultimate point of reference.

Bylaws provide a quasi-legal framework for the conduct of the Society's business.

Regulations, made under the Bylaws, detail the decisions of the Board of Directors, from time to time in office, respecting those actions necessary for:

- 3.1.1 **Membership administration;**
- 3.1.2 **Board management;**
- 3.1.3 **Branch organization;**
- 3.1.4 **Borrowing power; and**
- 3.1.5 **Grants and Contributions.**

These regulations, from time to time in effect, will be found in Section 3.4.

3.2 CONSTITUTION

1. The name of the Society is **VANCOUVER ISLAND AIDS SOCIETY**.
2. The purposes of the Society are:
 - (a) to establish and maintain an organizational structure to act as liaison with
 - (i) the community at large, generally within the province of British Columbia, and specifically on Vancouver Island;
 - (ii) national and other provincial community-based programs;
 - (iii) health professionals; and
 - (iv) governmentswith respect to the disease known as Acquired Immune Deficiency Syndrome (AIDS).
 - (b) to disseminate accurate information concerning AIDS, and in particular the transmission and prevention of infection, as well as its symptoms, diagnosis, and treatments.
 - (c) to promote research into the cause, prevention and treatment of AIDS;
 - (d) to provide emotional and practical support service to persons affected by AIDS;
 - (e) to purchase or otherwise acquire equipment for the purposes of the Society;
 - (f) to develop and provide training programs relating to the provision of support services to persons affected by AIDS;
 - (g) to arrange, publish, and distribute pamphlets, brochures, newsletters, and other means of communications regarding AIDS:

- (h) to raise funds for the above stated purposes;
 - (i) to make grants and contributions to promote the purposes of the Society in accord with this constitution and the bylaws of the Society.
3. The affairs of the society shall be carried on without purpose of gain for its members, and any profits or other accretions to the Society shall be used in promoting its purposes. This provision is unalterable.
 4. In the event of the winding up of the society or other liquidation or distribution of its assets, no profit or other accretions to the society shall be paid or distributed to any member, trustee or settlor of the society but shall be donated to any registered charity, as that term is defined in the Income Tax Act (Canada), as the directors shall direct. This provision is unalterable.
 5. The Society, its Board of Directors, and its Executive shall not adopt or endorse in the name of the Society any political candidate, or platform of any political party. This provision is unalterable.

3.3 BYLAWS

PART I - INTERPRETATION

1. (1) In the bylaws, unless the context otherwise requires;
 - (a) "directors" means the directors of the society for the time being, and includes trustee, officer, member of the executive committee, and a person occupying any such position by whatever name called;
 - (b) "Society Act" means the Society Act of the Province of British Columbia from time to time in force and all amendments to it;
 - (c) "registered address" of a member means the members address as recorded in the register of members.
- (2) The definitions in the Society Act on the date these bylaws become effective apply to these bylaws.
2. Words importing the singular include the plural and vice versa; and words importing a male person include a female person and a corporation.

PART II - MEMBERSHIP

3. Any person subscribing to the aims, purposes and by laws of the society may apply for membership in the society, and on acceptance shall be an Ordinary Member.
4. Any organization of persons or body corporate subscribing to the aims, purposes and bylaws of the society may apply for membership in the society, and on acceptance shall be a Corporate Member.
5. A person becomes a member in good standing 30 days after acceptance of an application for membership and payment of the membership fee for that fiscal year.
6. Every member shall uphold the constitution and comply with these bylaws.
7. The amount of the membership fee shall be determined from time to time by the directors of the Society.
8. (1) A person shall cease to be a member of the society
 - (a) by delivering a resignation in writing to the secretary of the society or by mailing or delivering it to the address of the society;

- b) on death, or in the case of a corporation, on dissolution;
 - (c) on being expelled; or
 - (d) on having been a member not in good standing for three consecutive months.
9. (1) A member may be expelled by a special resolution of the members passed at a general meeting.
- (2) The notice of special resolution for expulsion shall be accompanied by a brief statement of the reason or reasons for the proposed expulsion.
- (3) The person who is the subject of the proposed resolution for expulsion shall be given the opportunity to be heard at the general meeting before the special resolution is put to a vote.
10. All members are in good standing except a member who failed to pay the current annual membership fee within three months of expiry, or any other subscription or debt due and owing by the member to the society and the member is not in good standing so long as the debt remains unpaid.

PART III - MEETINGS OF MEMBERS

11. General meetings of the society shall be held at the time and place, in accordance with the Society Act that the directors decide. All AIDS Vancouver Island volunteers shall be required to be members of the Vancouver Island AIDS Society (AVI).
12. Every general meeting, other than an annual general meeting, is an extraordinary general meeting.
13. (1) Notice of a general meeting shall specify the place, day and hour of the meeting, and, in the case of special business, the general nature of that business.
- (2) The accidental omission to give notice of a meeting to, or the non-receipt of a notice by any of the members entitled to receive notice, does not invalidate proceedings at that meeting.
14. The annual general meeting shall be held at least once in every calendar year and not more than 15 months after the holding of the last preceding annual general meeting.

PART IV - PROCEEDINGS AT GENERAL MEETINGS

15. Special business is:
- (a) All business at an extraordinary general meeting;
 - (b) All business transacted at an annual general meeting, except:
 - (i) the consideration of financial statements;
 - (ii) the report of the directors;
 - (iii) the report of the auditor, if any;
 - (iv) the election of directors;
 - (v) the appointment of the auditor, if required; and
 - (vi) the other business that under these bylaws ought to be transacted at an annual general meeting, or business which is brought under consideration by the report of the directors issued with the notice convening the meeting.
16. (1) No business, other than the election of a chairperson and the adjournment or termination of the meeting, shall be conducted at a general meeting at a time when a quorum is not present (SR5.90-90.06.25).

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- (2) If at any time during a general meeting there ceases to be a quorum present, business then in progress shall be suspended until there is a quorum present or until the meeting is adjourned or terminated.
 - (3) A quorum is 20 members present not including members who are employees, provided that a quorum of the Board of Directors as defined by paragraph 34 (3) of these bylaws is present.
 17. If within 30 minutes from the time appointed for a general meeting a quorum is not present, the meeting, if convened on the requisition of members, shall be terminated but in any other case, it shall stand adjourned to the same day in the next week, at the same time and place, and if, at the adjourned meeting, a quorum is not present within 30 minutes from the time appointed for the meeting, the members present shall constitute a quorum.
 18. Subject to bylaw 19, the Chair of the society, the Vice-Chair or in the absence of both, one of the other directors present shall preside as chairperson of a general meeting (SR 5.90-90.06.25).
 19. If at a general meeting
 - (a) There is no Chair, Vice-Chair or other director present within 15 minutes after the time appointed for holding the meeting, or
 - (b) The Chair and all the other directors present are unwilling to act as Chairperson, the members present shall choose one of their number to be Chairperson. (SR 5.90-90.06.25).
 20.
 - (1) A general meeting may be adjourned from time to time and from place to place, but no business shall be transacted at an adjourned meeting other than the business left unfinished at the meeting from which the adjournment took place.
 - (2) When a meeting is adjourned for 10 days or more, notice of the adjourned meeting shall be given as in the case of the original meeting.
 - (3) Except as provided in this bylaw, it is not necessary to give notice of an adjournment or the business to be transacted at an adjourned general meeting.
 21.
 - (1) A member in good standing present at a meeting of members is entitled to one (1) vote.
 - (2) Voting is by show of hands.
 - (3) A member in good standing unable to attend at a meeting of members shall be permitted to appoint another member in good standing through an instrument of proxy to cast that member's vote. A member shall be allowed to carry only one (1) proxy. A proxy shall not be counted in determining quorum..
 - (4) Members who are also employees are to abstain from voting on issues which clearly affect their salaries or benefits.
 22. A corporate member may vote by its authorized representative, who is entitled to speak and vote, and in all other respects exercise the rights of a member, and that representative shall be reckoned as a member for all purposes with respect to a meeting of the society.
 23. Notwithstanding bylaw 67, the Chair of a meeting may move or propose a resolution.
 24. Any resolution, except a special resolution, transacted at a general meeting shall be carried by a simple majority of votes at the meeting.

PART V - DIRECTORS AND OFFICERS

25. (1) The directors may exercise all the powers and do all the acts and things that the society may exercise and do, and which are not be these bylaws or by statute or otherwise lawfully directed or required to be exercised or done by the society in general meeting, but subject nevertheless, to
 - (a) All laws affecting the society;
 - (b) These bylaws; and
 - (c) Rules, not being inconsistent with these bylaws, which are made from time to time by the society in general meeting.
- (2) No rule made by the society in general meeting invalidates a prior act of the directors that would have been valid if that rule had not been made.
26. (1) The number of directors (including the Chair) shall be nine.
- (2) At least two directors must be self-declared persons living with HIV/AIDS.
- (3) The officers of the society shall be the Chair, elected by the members, and the Vice-Chair, the Secretary and the Treasurer, chosen from the directors from among their number.
- (4) One director shall be a member of the society appointed from time to time by the Victoria PWA Society.
27. (1) The directors shall be elected for a 2 year term.
- (2) A separate election shall be held to elect the Chair.
- (3) Election of directors to be by collective listed ballot.
- (4) Election may be by acclamation, otherwise it shall be by ballot. (SR 2.90-90.06.25)
28. (1) If a director resigns or otherwise ceases to hold office, the remaining directors may at any time appoint a member to fill the vacancy.
- (2) Appointment of an interim director shall require:
 - (a) One month's notice to directors prior to a vote being taken; and
 - (b) A majority vote of 75% or greater of the directors present at the meeting.
- (3) A director so appointed holds office only until the conclusion of the next annual general meeting, but is eligible for re-election at the meeting.
29. No act or proceeding of the directors is invalid by reason of there being less than the prescribed number of directors.
30. The members may, by special resolution, remove a director before the expiration of the directors term of office, and may elect a successor to complete the term of office.
31. The board may, if a director is absent for three (3) consecutive meetings of the board, remove the director before the expiration of the directors term and appoint a successor to complete the term of office.
32. No director shall be remunerated for being or acting as a director, but a director shall be reimbursed for all expenses necessarily and reasonably incurred while engaged in the affairs of the society.

33. All directors must be members in good standing of the society, and no member who is also an employee of the society may stand for election, or accept a nomination, to the board of directors of the society.

PART VI - PROCEEDINGS OF DIRECTORS

34. (1) The board of directors shall meet regularly, and at least four (4) times during the fiscal year.
- (2) The directors may meet together at the place they think fit to dispatch business, adjourn and otherwise regulate their meetings and proceedings as they see fit.
- (3) A quorum shall be a majority of directors, providing that two (2) members of the executive committee are present.
- (4) The Chair may at any time, and the Secretary, on the written request of five (5) directors, shall convene a special meeting of the directors.
35. A resolution in writing, signed by all directors and placed with the minutes of the directors, is as valid and effective as if regularly passed at a meeting of directors.
36. (1) The directors may delegate any, but not all, of their powers to committees consisting of at least one (1) director as they see fit.
- (2) A committee so formed in the exercise of the powers so delegated shall conform to any rules imposed on it by the directors and shall report every act or thing done in exercise of those powers to the earliest meeting of the directors to be held after it has been done.
- (3) There shall be an executive Committee of five persons consisting of:
- (a) the officers of the society; and
 - (b) director(s) to be elected by the directors, as needed.
37. A committee shall elect a chairperson of its meetings; but if no chairperson is elected, or if at a meeting the chairperson is not present within 15 minutes from the time appointed for holding the meeting, the directors present who are members of the committee shall choose one of their number to be chairperson of the meeting. A committee may permit the attendance of non-members in the business of the committee. (SR 6.90-90.06.25)
38. The members of a committee may meet and adjourn as they think proper.
39. For a first meeting of directors held immediately following the appointment or election of a director or directors at an annual or other general meeting of members, or for a meeting of the directors at which a director is appointed to fill a vacancy in the directors, it is not necessary to give notice of the meeting to the newly elected or appointed director or directors for the meeting to be constituted, if a quorum of directors is present.
40. (1) Questions arising at a meeting of the directors and committee of directors shall be decided by a majority of votes. In the event of an equality of votes, the chairperson shall cast the deciding vote.
- (2) A director present at a meeting of directors is entitled to one (1) vote.
- (3) Meetings of the directors shall be open to all members, who shall have no vote in the meeting, and a voice only at the discretion of the chairperson of the meeting. (SR 6.89-89.06.20)

PART VII - DUTIES OF OFFICERS

41. (1) The Chair or designate shall preside at all meetings of the society and of the directors.
(SR 4.90-90.25)
- (2) The Chair is the chief executive officer of the society and shall supervise the other officers in the execution of their duties.
- (3) The Chair shall:
 - (a) Be the official spokesperson of the society, and may appoint a spokesperson for special occasions, and (SR 5.90-90.06.25)
 - (b) Be a member ex officio of committees of the society except for the nominating committee.
- (4) The Chair may delegate any, but not all, of the duties and powers of office to the Vice-Chair. (SR 4.90-90.06.25)
42. The Vice-Chair shall carry out the duties of the Chair in the Chair's absence or as delegated by the Chair. (SR 4.90-90.06.25)
43. The Secretary shall:
 - (a) Conduct the correspondence of the Society;
 - (b) Keep minutes of all meetings of the Society and of the directors;
 - (c) Have custody of all records and documents of the Society, except those required to be kept by the Treasurer; (SR 1.90-90.06.25)
 - (d) Have custody of the common seal of the society.
44. The Treasurer shall:
 - (a) Keep the financial records, including books of account, which are necessary to comply with the Society Act;
 - (b) Submit a report of receipts and expenditures at general meeting, and a balance sheet at the annual general meeting.
45. The offices of Secretary and Treasurer may be held by one person who shall be known as the Secretary-Treasurer.
46. In the absence of the Secretary from a meeting, the directors shall appoint another person to act as secretary at the meeting.
47. The board of directors may establish a professional advisory committee of such persons, within or without the society, as may be determined by the directors, with the powers, not exceeding the powers of the society, that the directors may confer.

PART VIII - NOMINATIONS

48. (1) The directors shall appoint a special committee, which shall submit nominations for election and/or appointment as officers or members of the board of directors of the society to the members at the annual general meeting.
- (2) The committee shall consist of a chairperson who shall be a director, and such other directors or

members of the society as the board of directors shall choose. (SR 5.90-90.06.25)

- (3) The committee's nominations, after having been reported to the directors, shall be mailed to each member in good standing with the notice of the annual general meeting.
- (4) All nominations shall be in writing and signed by the nominee, and two members in good standing of the society.
- (5) Additional nominations for election and/or appointment at the annual general meeting shall be presented in writing to the Secretary of the society. (SR 1.38-88.06.06)(SR 2.38-88.06.06)

PART IX - ESTABLISHMENT OF BRANCHES

49. The society may establish and maintain one (1) or more branch societies with the powers, not exceeding the powers of the society, that the society confers.
50. The establishment of a branch may be passed at the annual general meeting of the society or at a directors meeting, but in the latter case, must be approved at the next annual general meeting of the membership.

PART X - SEAL

51. The directors may provide a common seal for the society and may destroy a seal and substitute a new seal in its place.
52. The common seal shall be affixed only when authorized by a resolution of the directors and then only in the presence of the persons prescribed in the resolution, or if no persons are prescribed, in the presence of the Chair of the society and the secretary, or the Chair and secretary-treasurer.

PART XI - BORROWING

53. In order to carry out the purposes of the society, the directors may, on behalf of and in the name of the society, raise or secure the payment or repayment of money in the manner they decide, and, in particular but without limiting the foregoing, by the issue of debentures.
54. No debentures shall be issued without the sanction of a special resolution.
55. The members may by special resolution restrict the borrowing powers of the directors, but a restriction imposed expires at the next annual general meeting.

PART XII - GRANTS AND CONTRIBUTIONS

56. The making of grants and contributions and otherwise rendering financial assistance shall be within the exclusive power of the board of directors.
57. The directors shall require that each request for funds from other organizations and individuals, specify in writing the uses to which funds will be put, and if the directors approve the request, they shall authorize payment of funds to the approved grantee.
58. The board of directors shall require that grantees furnish periodic accounting to show that disbursed funds have been expended for the purposes for which they were approved by the director.
59. Proceedings of the directors dealing with the making of grants and contributions shall be in-camera, and no member not an officer or director of the society shall be permitted to have any knowledge of these

proceedings.

PART XIII - AUDITOR

60. (1) The auditor(s) may be elected or appointed by the members at the annual general meeting of the society, and shall be either
 - (a) A licenced accountant; or
 - (b) Two (2) members of the board of directors, excluding the treasurer and any officer of the executive committee with signing privileges, and three ordinary members of the society who are not directors.
- (2) The accounts of the society shall be audited at the end of each fiscal year, and the auditor's signed report shall be submitted at the annual general meeting of the society.
61. All cheques of the society shall be signed by two (2) officers of the Executive Committee, one being the Treasurer and the other being the Chair or the Vice-Chair or as the directors may from time to time decide.
62. The fiscal year shall be from the first day of April to the thirty-first day of March in the next calendar year.

PART XIV - NOTICES TO MEMBERS

63. A notice may be given to a member, either personally or by mail to the member at the members registered address. (SR 5.90-90.06.25)
64. A notice sent by mail shall be deemed to have been given on the second day following that on which the notice is posted, and in proving that notice has been given it is sufficient to prove the notice was properly addressed and put in a Canada Post Corporation receptacle, excepting during periods of postal strike.
65. (1) Notice of a general meeting shall be given to:
 - (a) Every member shown on the register of members on the day the notice is given; and
 - (b) The auditor.
- (2) No other person is entitled to receive a notice of a meeting.
66. Notice of the annual general meeting shall be sent not less than 14 days prior to the date of the annual general meeting, and shall include the names submitted by the nominating committee as nominees for election as directors and officers of the society and notice of all resolutions to be brought before the meeting.

PART XV - RULES OF ORDER

67. All meetings of the society shall be conducted in accordance with the procedures set forth in *Roberts' Rules of Order*, insofar as those procedures are consistent with these bylaws and the Society Act.

PART XVI - CONSTITUTION AND BYLAWS

68. The constitution and bylaws of the society shall not be altered or added to except by special resolution at a general meeting.
69. On being admitted to membership, each member is entitled to and the society shall provide to each member, without charge, a copy of the constitution and bylaws of the society. (SR 5.90-90.06.25)

DEFINITIONS

- A. **"BOARD OF DIRECTORS"** is composed of the executive committee or officers [Bylaw 26(1)], and all other directors [Bylaw 26(2)]. Since "board of directors" is not defined, read "directors" where this term or the word "board" appears in these Bylaws.
- B. **"ORDINARY RESOLUTION"** means a resolution passed in general meeting by a simple majority of the votes of those members of the society who vote in person. [Society Act (RSBC) 1979, Chapter 390, Section 1]
- C. **"SPECIAL RESOLUTION"** means a resolution passed by a majority of 75% or more of the votes of those members of the society who being entitled to do so, vote in person. [Society Act (RSBC) 1979, Chapter 390, Section 1]

REGULATIONS

REGULATIONS MADE UNDER THE BYLAWS BY DIRECTORS RESOLUTION (25(1)(c)) OR APPROVED BY AN ORDINARY RESOLUTION AT A GENERAL MEETING

1. Membership Fees - Bylaw 7

- 1.01 Last Established by the "board of directors" membership fees, by membership classification are established at:

\$15.00 for an Ordinary Member, as a Donor;
\$25.00 for an Ordinary Member, as a Patron;
\$50.00 for an Ordinary Member, as a Benefactor;
\$100.00 and over for an Ordinary Member, as a Sustainer; and
\$100.00 for Corporate Members.

- 1.02 Membership, pursuant to bylaw 5, is for a period not to exceed 12 months, with expiry the last day of the 11th month following date of application and/or acceptance.

- 1.03 Any officer of the Society may authorize a remission of fee in instances of hardship, or for any other reason the board of directors should decide.

- 1.04 The Society shall issue, upon application by a volunteer accumulating 50 hours of volunteer service in each calendar year, membership in the society for the current year as an Ordinary Member, for the sum of \$1.00. (OR 1.88-88.06.06)

- 1.05 The executive director or his or her designate is authorized and directed to accept applications for membership to the Society, on behalf of the board of directors, from all persons who submit a completed application form and the prescribed membership fee.

- 1.06 The executive director or his or her designate shall accept \$1.00 as the prescribed membership fee for any person who asserts on his or her membership application form or renewal form that he or she has performed more than 50 hours of volunteer service for the Society in the previous year or that he or she is a person living with HIV/AIDS.

2. Establishment of Branches - Bylaw 50

- 2.01 No branches have been established.

3. Borrowing Powers - Bylaw 56

- 3.01 There is currently no borrowing power restriction, but no debenture may be issued without approval of the membership, at a general meeting.

4. Grants and Contributions - Part XIII

Any regulations and procedures implemented by the board of directors with respect to a financial assistance program or other forms of grants and contributions may be annexed to these bylaws, from time to time, as they are developed and implemented.

5. Gender-specific Terminology - Bylaw 2

All documents used, designed or printed by the Society which contain gender-specific terminology are to be revised using only non-gender specific words. (OR 1.39-89.06.20)

4.0 STATEMENT OF INTENT

4.1 MISSION STATEMENT

The mission of AIDS Vancouver Island (AVI) is to confront Acquired Immune Deficiency Syndrome (AIDS), prevent its spread through education, support all those affected by the disease, and advocate on their behalf.

4.2 PHILOSOPHY

AVI subscribes to equal rights in a non-sexist climate, where support is primarily provided by one's peers in a gay-positive, sex-positive environment. AVI endorses the principles of equal opportunity for all people regardless of gender, sexual orientation, race, colour, religion, ability or age. AVI expects its members and staff to promote these principles, and support them at every occasion.

With respect to client support, AVI firmly accepts the suggestion that ultimately the client is responsible for his or her care and direction.

AVI promotes the philosophy that the best possible AIDS-related services be available to Vancouver Island residents and that, where possible, these services should be provided using existing skills and community resources.

4.3 PURPOSE

The purposes of AVI are appropriately contained in the Society's Constitution (Section 3.2).

4.4 GOALS

4.4.1 Education

AIDS education has three essential components:

1. Presentation of accurate AIDS data;
2. Prevention of the spread of HIV; and
3. Informing infected individuals about healthy living.

4.4.2 Support and Advocacy

AVI supports and advocates for all people who are affected by HIV disease, including those who are infected, their partners, families, friends and care-givers.

4.5 GROUPS TARGETED

Initially, AVI targeted the general public, "high risk groups," and care-givers as recipients of education programs, and People with AIDS (PWAs), HIV Disease and high risk groups as recipients of support programs.

Members of the targeted groups were recipients of AIDS education, as planned. However, gay and lesbian groups were not addressed as often as might have been appropriate, given the prevalence of HIV in the gay male population. The general public and health care workers, on the other hand, received a considerable number of AIDS presentations from AVI.

Currently, **gay males** and men who have sex with men continue to head AVI's list of priorities for education. Support for PWAs must continue to address the needs of gay male PWAs, since these continue to be the

majority of PWAs.

Gay and bi-sexual male teens are also of particular concern to AVI, especially since they do not receive gay male safe sex information from their schools or from the media.

Injection drug users (IDUs) are a population of serious concern. Needle-sharing behaviour and sex without condoms are present in the Vancouver Island IDU population. Because of concern for this group, AVI established a Street Outreach Program to educate IDUs about safer injection and safer sex practices. In cooperation with the Ministry of Health, AVI offers a Needle Exchange Program, one of the first such programs in North America.

Other people at risk of acquiring AIDS are **sex-trade workers**. Older workers tend to use condoms effectively but younger workers, or those who are also IDUs, may be at more risk. AVI is also targeting this group via its Street Outreach Program.

First Nations are another likely group within which HIV may spread rapidly. In the United States poor people and people of colour are over-represented in AIDS statistics, and it appears likely that the same pattern may arise in Canada with regard to aboriginal Canadians. It is not clear, however, whether AVI will decide to proactively offer education to aboriginal groups; a more likely scenario for the near future would be to offer to play an advisory role.

Finally, AVI has some responsibility to educate any **sexually active** Vancouver Island and Gulf Island residents who have not been reached by governments or other agencies.

4.6 STRATEGIES

AVI works from a community base, to design and deliver services within its own community. Six strategies make AVI effective and efficient in its education and support programs:

1. The use of volunteers;
2. The use of peers as educators;
3. The use of target-group specific language;
4. Making healthy choices attractive;
5. A modified self-help model; and
6. Cooperation with other organizations involved in the AIDS struggle.

4.6.1 Volunteers

AVI uses Volunteers to deliver most of its programs and services. AVI was started by volunteers and ran for some time without any paid staff. Volunteer involvement means that programs are grounded in the community and stay responsive to community needs. Volunteers also keep costs low, allowing us to offer the most cost-effective service of any health-care related organization.

4.6.2 Peers As Educators

Peers are the most effective educators because they understand the life situation of their audience. They know what the AIDS-risk behaviours of the group are and they know how to speak to that group in order to be believed.

4.6.3 Target-group Specific Language

Brochures designed for particular target groups are more effective when the language of that target group is used. Brochures are also more effective when they are designed to address the particular risk behaviours of the target group.

4.6.4 Making Safe Sex Choices Attractive

Community AIDS groups, in their early efforts to educate the gay community about prevention, discovered that making safer sex erotic was an effective way to make it attractive to gay men. This strategy still works, and continues to be used. In addition, the sex-positive attitude promoted by AVI facilitates frank and open discussion of all matters "sexual". Similar approaches are being tried to make AIDS prevention attractive to other target groups. For example, women appear to be most influenced by emphasizing the risk to the unborn child of AIDS-risky behaviour, and IVDUs are being counseled to care for themselves and thus not share needles.

4.6.5 Modified Self-help Model

AVI uses a modified self-help model in its support programs. As much as possible, people infected with or affected by HIV provide support to others facing the same stresses.

4.6.6 Cooperation With Other Organizations

As part of our philosophy of providing the best possible AIDS-related services on Vancouver Island through the utilization of existing skills and community talents, AVI works with other service agencies and professional organizations in the community. Cooperation maximizes effectiveness, minimizes duplication of efforts, and helps to ensure that no individual in need falls between the cracks. AVI cooperates by sharing expertise, working on joint projects, helping develop AIDS policies, helping to define areas of responsibility, and offering staff education. AVI also works with other organizations to change political awareness and will.

5.0 STRUCTURE

5.1 OVERVIEW

Like all registered societies in British Columbia, AVI is run by a Board of Directors. AVI's Board sets the policies and direction for the organization. AVI is fortunate to have on its Board representatives of client groups and the community at large. All Directors are volunteers.

5.2 STRUCTURE OF THE SOCIETY

AIDS Vancouver Island has two permanent **management components**: the **Board of Directors**, representing the Membership and the **Administrative Staff**, which includes all service delivery personnel, many of whom are volunteers; as well as one changing element, a **committee/task force/project system**.

The roles of Directors and Officers and responsibilities of Committees are described in the Bylaws. These roles and responsibilities are further detailed in this Manual (below).

The Administrative Staff consists of an Executive Director and other staff, and includes all volunteers - the number of which varies, depending upon the requirements of the Society's current administrative and programming needs, and available funding.

The committee/task force/project system is a flexible work organization of the Board of Directors and the membership. Operative elements are called into being as required. Some elements are relatively permanent, such as the Executive Committee. There are no limitations to the number of committees, task forces or projects. However, they must be initiated by either the Executive Committee or the Board of Directors, and they must be balanced with the Society's ability to achieve its objectives.

The Executive Committee consists of the Chair, Vice-Chair, Secretary, and Treasurer, and up to two elected directors (one, if the Secretary and Treasurer positions are filled by two elected directors). This committee is delegated the full power of the Board of Directors, and, when required, may meet in its absence to decide issues. Such decisions, with the exception of membership approval, travel authorization and general correspondence, must be ratified at the next regular meeting of the Board of Directors.

5.3 ROLE OF EXECUTIVE OFFICERS AND DIRECTORS

Individual Directors and Officers are expected to be loyal to the Society, to respect the confidentiality of matters so designated, to bring clear foresight to goal setting and a balanced perspective to decision making, and to be committed to accomplish specific assignments. Individual Executive Officers and Directors have the following obligations:

- 5.3.1 to attend to the procedure and concerns of the Board of Directors;
- 5.3.2. to be responsive to the needs of the Society;
- 5.3.3 to be diligent in duties assigned to them by the Executive Committee;
- 5.3.4 to be prepared to spend *a minimum of six (6) working hours per month* on Society business;
- 5.3.5 to maintain an open mind and a willingness to work with other Directors, and to share personal expertise; and
- 5.3.6 to bring energy, enthusiasm, flexibility and leadership to the role.

5.4 THE BOARD OF DIRECTORS

The Board of Directors is a governing body. As a governing body, the Board:

- sets goals;
- develops, reviews and authorizes policies;
- formulates positions on social issues affecting the Society and its clients; and
- authorizes fundraising ventures, grant applications, financial expenditures, program development and service delivery.

The Board of Directors, as a body, is required to:

- 5.4.1 counsel and advise the Executive Director, giving the benefit of its judgement, expertise and familiarity with the local setting;
- 5.4.2 consult with the Executive Director on all matters which they are considering;
- 5.4.3 delegate responsibility for all executive functions of the Administrative Staff;
- 5.4.4 refrain from handling administrative details;
- 5.4.5 share all communications with the Executive Director;
- 5.4.6 provide support to the Executive Director and staff in carrying out their professional duties;
- 5.4.7 support the Executive Director in all decisions and actions consistent with policies of the Board and the standards of the organization;
- 5.4.8 hold the Executive Director accountable for the supervision of the organization; and
- 5.4.9 evaluate the work of the Executive Director.

5.5. MEETINGS OF THE DIRECTORS

Board of Directors meetings are chaired by the Chair, or designate. Meetings have a formal structure and *Roberts' Rules of Order* are followed when not inconsistent with the Bylaws. Agenda items may be suggested or requested by individual directors. During meetings, Directors are encouraged to bring their best analytical and creative thought to bear on agenda topics. Directors may debate each other's opinions with respect and without unduly hampering or delaying the process of the meeting. A consensus on issues is desirable. If a Director cannot agree with the others, then at least a graceful acceptance of the majority decision is expected. During meetings, all dealings go through the Chair.

5.6 CHAIN OF AUTHORITY

Directors will refer all matters involving questions of policy or major issues to the Chair. All matters relating to materials for distribution to Directors or to the membership, and all communications to/from the Board of Directors, are routed to the Secretary. All matters relating to staff services, matters of day-to-day information, and program administration are to be routed to the Executive Director.

Specific jobs may be assigned to individual Directors by a decision of the Executive Committee, or at the request of the Chair or Vice-Chair. Jobs that may be assigned to a Director are:

5.6.1 To chair a committee, task force or project. This will involve administering the committee or task force, communicating with the Chair, Vice-Chair or Executive Director on work progress, and sharing in the actual work of the committee or task force. It may also include recruiting the committee's membership.

5.6.2 To engage in research and development work on given issues, including:

- study topics;
- policy matters;
- Society goals;
- relations within the Society;
- external relations;
- grants and funding;
- Society programs and services; and
- any other concerns that may arise from time to time.

5.6.3 To prepare reports relating to the above or to other matters.

5.6.4 To participate in working on Society publications as editor, writer or production worker.

5.6.5 To work on the planning, organization and preparation of the Annual General Meeting, or any other Board related training, professional or social activities.

5.7 ROLE OF EXECUTIVE OFFICERS

The roles of the Executive Officers (Chair, Vice-Chair, Secretary and Treasurer) have specialized responsibilities assigned by the Bylaws. However, the preceding descriptions apply equally to all the Officers. In addition, it is generally accepted that one Executive Committee Member will sit on the major committees. The duties of each Executive Officer are as follows:

5.7.1 Chair

As head of the Society, the Chair bears responsibility for the conduct of its meetings, acts as an ex-officio member of committees, and represents the purposes and programs of the Society to the broader community.

5.7.2 Vice-Chair

The Vice-Chair acts in the absence of the Chair, and assumes any other duties assigned by the Chair.

5.7.3 Secretary

The Secretary is responsible for the accurate recording of all the Society's meetings, maintaining a

record of all the documents pertaining to the status of the Society, and ensuring their safekeeping. The Secretary conducts the correspondence of the Society, monitors communications and publications produced by the Society, and performs other administrative tasks as assigned by the Chair. The necessary membership records and file maintenance functions are administered by the Secretary.

5.7.4 Treasurer

The Treasurer, as the Chief Financial Officer of the Society, must properly account for the funds of the Society, is responsible for the Society's budget and expenditures, and maintains such accounts as required. The Treasurer acts as Chair of the Finance Committee.

5.8 POTENTIAL NOMINEES TO THE BOARD OF DIRECTORS

The Nominating Committee will supply potential nominees with a copy of the section of this manual relevant to the role of Executive Officers and Directors.

5.9 OPERATIONS OF THE SOCIETY

The operations of the Society are co-ordinated through the Administrative Staff Office in Victoria. The Administrative Staff Office is also the repository for the Society's files, records and documents, under the control of the Secretary.

A considerable portion of the work done by the Society is carried out by individual directors and other volunteers and members. This work can occur wherever those individuals are located.

5.10 RELATIONSHIP OF RESOURCES TO POLICY

The Board of Directors has the responsibility to raise the resources required to carry out the policies and work of the Society. The Board must ensure that expenditures balance with revenues.

6.0 BOARD ORGANIZATION

6.1 ORGANIZATION CHART

The Society's Organization Chart illustrates the relationships among the Board of Directors, Board Committees and staff. Committee mandates (Section 6.4) and staff job descriptions follow.

6.2 BOARD MEMBERS

David Swan CHAIR
Chair, Executive Committee

Cindy Jamieson SECRETARY
Executive Committee

June Beattie TREASURER
Executive Committee

Carolyn Showler VICE-CHAIR
Executive Committee

Maria Payne Boorman
Paulette McCarthy
Richard O'Doherty
Claire Dineen (Ex Officio)
John Farmer

6.3 BOARD STRUCTURE

The Board of Directors of the AIDS Vancouver Island Society is composed of officers and Directors elected for a term of two (2) years at each Annual General Meeting of the Society. The Bylaws of the Society provide for the Executive Officers [Bylaw 26(1)].

The Bylaws of the Society prescribe the frequency of meetings at no less than four during the fiscal year. By practice, and unless unavoidable due to other commitments, the Board of Directors meet monthly excepting the month of July. The Executive Committee meets between these monthly Board Meetings.

Part VI of the Bylaws also makes provision for the delegation of any, but not all, of the powers of the Board of Directors to committees consisting of at least one (1) Director.

6.4 COMMITTEE STRUCTURE


A committee shall elect a chair for its meetings, and the committee may meet and adjourn as they think proper.

AIDS Vancouver Island has established a number of committees in addition to the Executive Committee prescribed by Bylaw. The organization chart (Section 6.1) will provide immediate reference to the committees required to be struck by the Board of Directors if, as, and when required.

6.4.1 Executive Committee

As prescribed by Bylaw, and detailed above, this committee is responsible for the overseeing of all projects of the Society and provides support and supervision to the Executive Director. The Executive Committee provides immediate decisions, when asked, between regular Board meetings,

and generally oversees all Board and committee activities. As a rule, the Executive Committee also deals with emergency situations as they arise, and one or more of its members will sit on the major committees established by the Board of Directors. The Executive Committee is responsible for the administration of the Society, and maintenance of all records, minutes, documents and reports of the Society. The Executive Committee may establish other ad-hoc committees (as required to deal with special projects and priorities of the Board or administration).



The Executive Committee is responsible for the maintenance of all financial records, including books of accounts which are necessary to comply with the Society Act. The committee oversees budget, resources, income and capital. Provides assistance to administrative staff in maintaining accurate financial records, reports and financial statements; and is aware of all fundraising activity. The Executive Committee is responsible for obtaining a yearly audit of our accounts. The committee submits reports of receipts and expenditures to the Board, and to the membership at the Annual General Meeting.

The Executive Committee oversees the human resources of the Society, both salaried and volunteer, including the preparation of job descriptions, negotiation and administration of the Collective Agreement, volunteer appreciation, and appointment of excluded personnel.

March 26, 1996
Executive Committee

6.4.2 Support Services Committee

The Client Services Committee is a standing committee of the Board of Directors and directly relates to AVI's Client Services. The mandate and thus the purpose of the Client services Committee is to provide advice and recommendations to the Board of Directors and Client Services with respect to the following : program development, Implementation and Evaluation specifically for Counseling, Advocacy, FAF's, Bean Scene and Fit for Life; and Policy and Position Statement recommendations. Current research and commitment to the principles of health promotion will guide the work of the committee.

Objectives of the committee:

1. To engage in annual priority setting and program review.
2. To develop position statements on HIV/AIDS and related issues as they affect client service.
3. To provide advice on the development and marketing and promotion strategies for client service programs.
4. To ensure effective liaison re: development, planning and evaluation with VARCS and PWA.
5. To offer recommendations re: trends affecting delivery of client service. Eg. In 1998 there is an increased need for back to work programs.
6. To develop and review policies for client service that reflect philosophy/mandate of AVI.

The committee is composed of at least one Board member, the Coordinator of Client Services, AVI members and Client Services staff as needed. The Committee chair is the official Board representative, decided by the Board of Directors. The Committee encourages a 2 year commitment from members to facilitate continuity. Committee members are invited as the need arises and approved by the committee chair, with the advice of committee members. There are a maximum of 8 members, with a usual membership of 6.

There are 12 monthly meetings. It is expected that there will be a heavier workload periodically. Meeting dates are scheduled by consensus. Minutes will be kept of all meetings and filed with the Board. The Secretary will rotate.

There are no financial resources designated to the committee, but the Chair of Client Service Committee can access petty cash as required through the Executive Director.

Terms of Reference will be reviewed annually at the first committee meeting following the AGM.

6.4.3 Education Committee

The Education Committee is a standing committee of the Board.

The Education Committee is a standing committee of the Board of Directors and directly relates to AVI's Education Services. The mandate and thus the purpose of the Education Committee is to provide advice and recommendations to the Board of Directors and Education Services with respect to the following: Program Development, HIV/AIDS Public Policy and Position Statements. Current research and a commitment to the principles of health promotion will guide the work of the committee.

Objectives:

1. To provide advice on educational strategies.
2. To engage in annual priority setting and program review.
3. To develop position statements on HIV/AIDS and related issues as they arise.
4. To review educational materials and practices to ensure that they comply with AVI's public policy statements.
5. To review educational materials and practices to ensure that they comply with the principles of health promotion and harm reduction.
6. To provide advice on the development and marketing and promotion strategies for education programs.

The Committee is composed of at least one Board member, the Coordinator of Education Services, AVI members and Education Services staff as needed. The Committee chair is the official Board representative, decided at the Board of Directors level. The committee encourages a 2 year commitment from members to facilitate continuity. Committee members are invited as the need arises and approved by the committee chair, with the advice of committee members. There are a maximum of 8 members, with a usual membership of 6.

There are 12 monthly meetings of 2 hours or more when the need arises. It is expected that there will be a heavier workload in March and September when a review of priorities is conducted. Meeting dates are scheduled by consensus.

There are no financial resources designated to the committee, but the Coordinator of education Services can access petty cash as required, through the Executive Director.

The Coordinator of Education Services will record and distribute meeting minutes. Other staff will be accessed as needed.

The Committee work-plan will be used as a working model, though it is a work in progress. The Coordinator will keep committee abreast of actions.

The Board member will report to the Board of Directors and the Coordinator will maintain the minutes. September and March will be a time to review and adjust priorities.

The review of Education Services will be included in the AVI annual report written in September for the Annual General Meeting. The Committee will set objectives on an ongoing basis when there is a need. If necessary, January will be the date to recommend changes in the Committee terms of reference to the Board of Directors.

This is the first time terms of reference have been set for this committee.

6.4.4 Interagency Liaison Committee

The role of the Interagency Committee is to identify opportunities for the Victoria PWA Society, VARCS and AIDS Vancouver Island to work together more effectively, and thereby improve the quality of programs and services for the people we are to serve.

The Committee makes recommendations to each Board of Directors regarding:

- options for eliminating areas of program or service duplication
- opportunities to improve communication links between the member ASO's: both at the operational and governance levels of our agencies
- strategies to improve long term planning within each of the respective agencies, and
- options to more effectively showcase the full range of AIDS serving programs and services in the CRD (and Vancouver Island where appropriate)

Membership

Members include the Chair's of the Boards of AVI, VPWA, and VARCS.

Normally, the Executive Directors of each agency also participate. This helps to ensure that operational experience is always considered.

Benefits

An effective Interagency Committee benefits the participating agencies by:

- using the knowledge and experience of all partners to ensure programs and services are effective
- providing an opportunity for partner agencies to be heard before all programming decisions are made
- enables partner agencies to influence decisions which affect them or the people they serve
- builds partnership and communication links between all AIDS serving agencies
- sharing information and experience, and
- providing the opportunity to obtain clarification on agency decisions and therefore avoid unnecessary conflict or "turf wars".

6.4.5 Regional & Remote Services Committee

The Regional and Remote Committee is a standing committee of the Board of Directors.

Principle role:

- to give advise and recommendations to the BoD regarding current services offered through Regional and Remote Programs, as well as future projects or services the committee may identify as being needed.
- assist on-going evaluation effort.
- be a voice for up-island concerns, and there-by a communication link between A.V.I. and the community at large.

Composition and appointment of members:

The chairperson is a sitting member of the Board of Directors, appointed by the Board of Directors annually after the A.G.M. All other members, being A.V.I members in good standing, are accepted to the committee through the chair.

Workings:

Committee meets once a month, with time and location for the next meeting to be decided by consensus of the members at the end of each meeting.

The committee reviews and sets objectives at least annually, with revision as work is accomplished. Apart from this annual review, changes to the Terms of Reference (when required), are approved by the BoD.

Duties of the chairperson:

Summit a written summary on committee activities at the monthly board meeting, as well as an annual written report of committee accomplishments during the term, submitted one month prior to the A.G.M. Unless it has been otherwise arranged, the chairperson is responsible for maintaining the records of the committee's activities and correspondences.

Staff support:

The Director of Programs or designate, sits on the committee as staff representative. Nanaimo office staff attend meetings when or as required with approval from the Executive Director or BoD. Staff working on committee projects is to be approved and directed by senior level management.

This committee has no decision making authority in regards to agency/office operations.

Any financial support, if needed, is to be approved by the BoD.

6.5 FINANCIAL POLICY, BUDGET DEVELOPMENT AND MONITORING

The Treasurer of the Society is responsible, on the Board's behalf, for monitoring the financial well-being of the Society and consulting with the Executive Director on procedures and details.

6.6 BOARD JOB DESCRIPTIONS

The following job descriptions are provided for the benefit of each Board member. Where it is not possible for a current incumbent to fulfill or undertake total responsibility, it is his/her responsibility to seek assistance from other Board members. Each position is one part of a team, and it is the team that must collectively achieve all goals and objectives of the Board.

6.6.1 CHAIR OF THE BOARD

Title:	Chair, Board of Directors
Reports To:	Board of Directors and General Membership
Term:	2 years by election at the Annual General Meeting
Works With:	Board of Directors Executive Committee Executive Director

General Description:

The Chair is the Chief Executive Officer of AVI. She/he plans and coordinates all policy aspects of AVI; provides leadership to the volunteer Board of Directors to ensure it meets all its legal and ethical requirements; serves as the chief spokesperson and official representative in all AVI matters; promotes all AVI activities aimed at achieving its goals.

Duties and Responsibilities:

- * Provides leadership in determining or reviewing mandate of AVI and annual goal setting, and in ensuring that AVI functions are carried out legally and ethically, according to its constitution and bylaws.
- * Directs the Board in the fulfillment of its roles through the Executive, and the Board.
- * Supervises the Executive Director, assuring that all internal matters are conducted effectively.
- * Assists with recruitment of, and promotes development of, key volunteers to assume future leadership roles in AVI.
- * Oversees annual reporting process and Annual General Meeting procedure.
- Attends to the business of AVI as it relates to national (Canadian AIDS Society) and provincial (Pacific AIDS Network) AIDS-service organizations.
- Interagency delegate

Qualifications:

- * Considerable knowledge and expertise in HIV/AIDS activism.
- * Proven commitment to AIDS Vancouver Island.
- * Strong interpersonal skills and leadership abilities.
- * Demonstrated ability to communicate with diverse audiences; established skills in writing and public speaking.
- * Experience in personnel and project management.

Time Requirement:

- * 10 hours per week, related to Board and Executive meetings, on-going AVI duties, public representation, and supervision of Executive Director.

6.6.2 VICE-CHAIR, BOARD OF DIRECTORS

Job Title: Vice-Chair, Board of Directors

Reports To: Chair of Board of Directors

Term: 2 years

Works With: Chair
Executive Committee
Committee Chairs

General Description:

The Vice-Chair assists the Chair in the efficient administration of the AVI and the Board of Directors. She/he attends to the business of AVI as it relates to local AIDS-Service Organizations; represents AVI as designated by the Chair.

Duties and Responsibilities:

- * Assists the Board of Directors in fulfilling its role by ensuring that the organizational structure of the committees adequately reflects the mandate of AVI.
- * Works with committee chairs to recruit appropriate committee membership.
- * Liaises with Executive Committee and committee chairs on all referred projects.
- * Chairs the Nominations Committee, recruits and recommends new Board Members
- * Assists in developing selected Board members to assume future leadership roles in AVI.
- * Serves as the AVI Board representative in local ASO matters.

Qualifications:

- * Considerable knowledge and expertise in HIV/AIDS activism.
- * Proven commitment to AIDS Vancouver Island.
- * Strong communication skills.
- * Effective organizational skills.
- * Good understanding of group dynamics.
- * Experience in personnel and project management.

Time Requirement:

Committee and related work: 6 hours per week.
Monthly Board meeting: 3 hours

6.6.3 SECRETARY, BOARD OF DIRECTORS

Job Title: Secretary, Board of Directors

Reports To: Chair of Board of Directors
Board of Directors

Term: 2 years

Works With: Chair, Board of Directors
Executive Committee
Board of Directors

General Description:

The Secretary is the Chief Record Keeper of AIDS Vancouver Island, and a member of the Executive Committee; performs general administrative tasks for the Board of Directors; provides recording and reporting services to the Board.

Duties and Responsibilities:

- * Provides accurate reports for the Board of Directors.
- * Assists Chair of the Board with agenda preparation, prepares and circulates Board packages in advance of monthly meeting.
- * Takes minutes.
- * Attends Executive meetings, records proceedings.
- * Maintains records of all documents pertaining to AVI's status.
- * Maintains and updates Directors' list.
- * Prepares information packages for Annual General Meeting, including agenda, voting procedures, minutes, resolutions and reports.

Qualifications:

- * Strong organizational skills.
- * Ability to work with a diverse group of people.
- * Commitment to the mandate of AIDS Vancouver Island.

Time Requirement:

- * Committee & related work: 9 hours.
- * Monthly Board meeting: 3 hours.

6.6.4 TREASURER

Job Title: Treasurer

Reports To: Board of Directors
General Membership

Term: 2 years

Works With: Chair, Board of Directors
Executive Committee
Executive Director

General Description:

The Treasurer is the Chief Financial Officer of AIDS Vancouver Island; monitors the financial well-being of AVI through development of operating budget and review of accounting records.

Duties and Responsibilities:

- * Ensures financial accountability of AVI by assuring proper accounting procedures are followed.
- * Oversees on-going process of budget development, approval and review.
- * Prepares final annual budget with Executive Director.
- * Reviews financial statements and reports on financial position for monthly Board meetings and Annual General Meeting.
- * Manages and maintains properties and investments.
- * Works with Executive Director to ensure adequate funds are raised to support AVI programs and services.
- * Oversees annual audit process; recommends contract firm.

Qualifications:

- * Chartered Accountant or Certified General Accountant - preferred.
- * Demonstrated ability to work with non-profit budget process.
- * Experience in financial project management.
- * Ability to work with a variety of people with a range of financial skills.
- * Strong commitment to AIDS Vancouver Island.

Time Requirement:

- * Committee & related work: 3 hours per week.
- * Monthly Board meeting: 3 hours.

6.6.5 MEMBER, BOARD OF DIRECTORS

Title: Member, Board of Directors

Reports to: Vice Chair, Board of Directors

Term: 2 years, by election at the Annual General Meeting

Works with: Committee Chair and members
Board of Directors

General Information:

Directors set goals; develop, review and authorize policies; formulate positions on social issues affecting AVI and its community; authorize program development and service delivery, financial expenditures and fundraising ventures.

Duties and Responsibilities:

- * Directors chair a committee or project;
- * Engage in research and development work on AIDS-related issues;
- * Participate in strategic planning;
- * Prepare reports and recommendations to the Board;
- * Work on the planning and organization of AVI activities including nominations to the Board, the Annual General Meeting and fundraising.

Qualifications:

- * Directors are energetic, enthusiastic and flexible.
- * They have experience in committee work, critical thinking decision-making, group process, leadership and HIV/AIDS activism.

Time Requirement:

- * Monthly Board meeting: 3 hours.
- * Monthly committee meeting & related work: 5 - 7 hours.

6.6.6 CHAIR, EDUCATION COMMITTEE

Title: Chair, Education Committee

Reports to: Board of Directors

Term: 1 year.

Works with: Board of Directors
Members, Education Committee
Coordinator, Education Services
Vice-Chair, Board of Directors

General Information:

The Chair of Education Committee is the main representative of the committee; coordinates the work of the committee, including development of education policies and procedures, program development and delivery, and development of short and long-term objectives.

Duties and Responsibilities:

- * Provides committee leadership: prepares committee agendas in consultation with members; chairs Education Committee meetings; fosters participation; ensures minutes are recorded; maintains all agendas and minutes.
- * Reports committee work and makes recommendations to the Board of Directors.
- * Represents the committee and its work through liaison with the various programs in education.
- * Contributes to VOX.
- * Participates in the hiring and evaluation process for Education Services.
- * Maintains healthy public relations and profile for Education Services throughout the agency and with the other AIDS service organizations in the Capital Regional District and Up-Island.
- * Other responsibilities as assigned.

Qualifications:

- * Strong interpersonal skills and the ability to communicate with a diverse audience.
- * Experience in AIDS education and public speaking.
- * Interest in expanding and broadening the focus of Education Services at AVI.
- * Willingness to provide consistent leadership to the Education Committee.
- * Awareness of and commitment to the mandate of AVI.
- * Member, Board of Directors.

Time Requirements:

- * Committee meetings and related work: Approximately 10 hours per month.
- * Board of Directors meetings: 3 hours per month.

6.6.7 CHAIR, FUND DEVELOPMENT COMMITTEE

Title: Chair, Fund Development Committee

Reports to: Chair, Board of Directors

Works with: Executive Director
Coordinator, Communications and Public Affairs
Coordinator, Volunteer Services
Other contract firms, agencies as required

Term: 1 year

General Information:

The Chair of the Fund Development Committee is the community link to all fund development programs at AIDS Vancouver Island.

This individual works with a team of volunteers and staff to plan and carry out fund development activities which include bingos/casinos, lotteries/raffles, special events, membership direct mail, grant requests from foundations and corporate sponsorship of programs and services of AVI.

Duties and Responsibilities:

- * Oversees the development of an annual fund development plan in conjunction with Board, staff and volunteer resources.
- * Facilitates the evaluation of current and future fund development projects at AVI.
- * Identifies existing and future corporate sponsorship opportunities.
- * Communicates with the Treasurer regarding fund development revenues, project budgets, and anticipated cash flow projections.
- * In conjunction with the Coordinator, Volunteer Services, conducts on-going recruitment for key committee positions within both the AVI membership and the community at large.
- * Ensures that regular committee meetings are held and oversees the preparation of agendas, minutes and follow-up correspondence.
- * Submits regular reports to the Board of Directors.
- * Provides on-going support to key committees established for specific events/fund development programs.
- * Oversees the annual membership direct mail program to solicit renewals and new memberships.

Qualifications:

- * Strong interpersonal skills and the ability to communicate with a diverse audience.
- * Commitment to the expansion of fund development programs at AVI and the ability to handle a detailed workload.
- * Strong history of community involvement.
- * Awareness of HIV/AIDS and a commitment to the goals and mandate of AVI.

Time Requirements:

- * Committee meetings and related work: 10 hours per month.
- * Monthly Board meeting: 3 hours.

6.6.8 CHAIR, STREET OUTREACH SERVICES COMMITTEE

Job Title: Chair, Street Outreach Services Committee

Reports to: Board of Directors

Term: 1 year

Works with: Board of Directors
Members, Street Outreach Committee
Coordinator & Staff, Street Outreach Services
Vice Chair, Board of Directors

General Description:

The Chair of the Street Outreach Services Committee is the main representative of the committee. Coordinates the work of the committee which is problem solving, supporting the work of the committee which is problem solving, supporting the work of the staff, and providing liaison with the rest of AVI, all of which may include the development of Street Outreach Service policies and procedures, program development and delivery and annual goals.

Duties and Responsibilities:

- * Provide committee leadership: prepares committee meeting agenda in consultation with members, Chairs S.O.S. Committee meetings, fosters participation, ensures minutes are recorded; maintains all agendas and minutes. Reports committee work and makes recommendations to the Board of Directors. Spend time at the storefront regularly.

Qualifications:

- * Familiarity with the work of S.O.S. Ability to communicate with people of diverse backgrounds. A commitment to the Mandate of AVI.

Time Requirements:

- * Committee meeting and related work: 3 to 7 hours monthly.

6.6.9 CHAIR, SUPPORT SERVICES COMMITTEE

Title: Chair, Support Services Committee

Reports To: Board of Directors

Works With: Board of Directors
Members, Support Services Committee
Membership
Coordinator, Support Services
Vice-Chair, Board of Directors

Term: 1 year.

General Description:

The Chair of the Support Services Committee is the main representative of the committee. Coordinates the work of the committee, including development of policies and procedures, program development and delivery, and annual goals.

Duties and Responsibilities:

- * Provides committee leadership: prepares committee agendas in consultation with members; chairs Support Services Committee meetings; fosters participation; ensures minutes are recorded; maintains all agendas and minutes.
- * Reports committee work and makes recommendations to the Board of Directors.
- * Represents the committee and its work internally (e.g. by ensuring contributions to VOX, and participation in hiring and evaluation process for Support Services), and externally (e.g. by maintaining healthy public relations and profile for Support Services).
- * Other responsibilities as assigned.

Qualifications:

- * Proven skills in group facilitation.
- * Experience with HIV/AIDS-related support services.
- * Commitment to ensuring effective support services at AVI.
- * Awareness of and commitment to the mandate of AVI.

Time Requirement:

- * Committee meeting and related work: approximately 10 hours per month.
- * Monthly Board meeting: 3 hours per month.

6.6.9 CHAIR, REGIONAL & REMOTE SERVICES COMMITTEE

Title: Chair, Regional & Remote Services Committee

Reports To: Board of Directors

Works With: Board of Directors
Members, Regional & Remote Services Committee
Membership
Relevant Program Staff
Vice-Chair, Board of Directors

Term: 1 year.

General Description:

The Chair of the Regional & Remote Services Committee is the main representative of the committee. Coordinates the work of the committee, including development of policies and procedures, program development and delivery, and annual goals.

Duties and Responsibilities:

- * Provides committee leadership: prepares committee agendas in consultation with members; chairs Regional & Remote Services Committee meetings; fosters participation; ensures minutes are recorded; maintains all agendas and minutes.
- * Reports committee work and makes recommendations to the Board of Directors.
- * Represents the committee and its work internally (e.g. by ensuring contributions to VOX, and participation in hiring and evaluation process for Regional & Remote Services), and externally (e.g. by maintaining healthy public relations and profile for Regional & Remote Services).
- * Other responsibilities as assigned.

Qualifications:

- * Proven skills in group facilitation.
- * Experience with HIV/AIDS-related support services.
- * Commitment to ensuring effective support services at AVI.
- * Awareness of and commitment to the mandate of AVI.

Time Requirement:

- Committee meeting and related work: approximately 10 hours per month.
- Monthly Board meeting: 3 hours per month.

6.7 ADMINISTRATIVE STAFF JOB DESCRIPTIONS

6.7.1 EXECUTIVE DIRECTOR

Title: Executive Director

Supervisor: Chair, AIDS Vancouver Island

Term: Permanent, Full-time

Salary: \$55k-65k

Category: Management

General Description:

Under the direction of the Board of Directors, Vancouver Island AIDS Society (AIDS Vancouver Island), the Executive Director ensures the management of all programs and services of the agency. The Board invests the authority, responsibility and accountability with the Executive Director to achieve AVI's mission and to operate AVI, on a community level, as a viable health service agency. The Executive Director reports to the Chair or designate of AVI, and through the Chair or designate, to the Board of Directors.

Duties and Responsibilities:

Administration: Responsible for all administrative support, contracts and agreements for AIDS Vancouver Island, including the timely provision of comprehensive reports to the Board of Directors.

Finance: Assists the Treasurer in the preparation of and is responsible for the administration of, AVI's approved budget. Reports with the Treasurer for all approvals, audits, program budgets and expenditures to be authorized by the Board of Directors.

Funding: Explores, promotes and reports on potential and available funding sources to the Board of Directors, and is responsible for generating funding proposals for endorsement of the Board.

Personnel: Ensures the orderly process of hiring, supervision, discipline and evaluation of all AVI's employees, and for creating a working environment that fosters good communication among staff and volunteers. Reports through the Executive Committee all relevant personnel issues. Recommends to the Executive Committee changes to the collective agreement. Ensures the collective agreement is negotiated and implemented.

Public Relations: Takes an active role, in concert with the Board and particularly the Chair, in public relations and ensures the promotion of AVI with other organizations. May be designated, from time to time, to act as primary spokesperson for AVI. Ensures the promotion of the programs and services for the agency.

Programs: Ensures the implementation of all AVI's programs including: development, implementation, on-going evaluation and overall supervision on a day to day basis. Makes recommendations to the Board of Directors for new programs, changes to existing programs, and development of new or alternate programs.

Communications: Responsible for effective and timely reporting of AVI's activities to the Board of Directors. Attends regular Board meetings in an *ex-officio* capacity, and committee meetings as

required, to report and give clarification. May be required to attend *in camera* meetings of the Board.

Other Areas: Assists the Board of Directors in developing and managing a strategic action plan, and any other projects consistent with the position.

6.7.2 DIRECTOR OF PROGRAMS

Title: Director of Programs

Supervisor: Executive Director

Term: Permanent, Full-time

Salary: \$38k-\$42k

Category: Management

Position Mission Statement:

The Director of Programs is the senior manager responsible for the public and client services delivered through the Education, Support, Street Outreach and Nanaimo/Island departments for AIDS Vancouver Island.

Job Objectives:

1. To ensure effective development and delivery of AIDS Vancouver Island's direct service programs including Education, Support, Street Outreach and Nanaimo/Island in the context of community need and health promotion principles.
2. To manage all related personnel functions for the direct service departments including; recruitment, training, supervision, performance evaluation, discipline and dismissal.
3. To directly supervise the coordinators of the direct service departments.
4. To ensure the on-going development and implementation of program evaluation.
5. To manage the effective administration of all direct service departments including but not limited to: departmental fiscal planning, approval and maintenance of departmental budgets, statistics monitoring and reporting, grant proposals and reporting for relevant areas.
6. To ensure the appropriate promotion of AVI's programs, services and resource materials in consultation with relevant staff.
7. To ensure implementation of the agency's strategic plan in the relevant departments.
8. To participate in organizational support systems including but not limited to; attendance at relevant meetings, participate in supervision and performance evaluations, abide by all AVI policies and procedures, sign an oath of confidentiality.

Qualifications:

3-5 years senior management experience within non-profit setting
demonstrated experience in program management and evaluation within a direct service setting

extensive knowledge of issues affecting people living with HIV/AIDS on Vancouver Island
extensive knowledge of educational strategies in the context of HIV/AIDS
sound understanding of health promotion in the context of HIV/AIDS
demonstrated experience supervising staff within direct service setting
excellent written and oral communication skills
previous experience administering grant-related budgets
experience managing within a unionized environment an asset
reliable transportation

6.7.3 COORDINATOR, ADMINISTRATIVE SERVICES

Title: Coordinator, Administrative Services
Supervisor: Executive Director or designate
Hours: 37.5 hours per week
Term: Permanent, Full-time
Category: Management, excluded

General Description:

Under the direct supervision of the Executive Director, or designate, the incumbent is responsible for coordinating and administering the accounting, office management and information system functions for AIDS Vancouver Island. Specific areas include bookkeeping; payroll & benefits administration; ordering and maintenance of program materials, equipment and furniture; control and security of capital assets, facilities and inventory.

Duties and Responsibilities:

Accounting/Finance: Provides timely reports to the Executive Director and oversees the annual audit of the financial records of the Society. Provides advise on financial policy. Provides monthly financial statements and variance reports for the Society and departments. Implements financial controls including but not limited to: bank accounts, bank reconciliations, accounts payable/receivable, purchase orders, preparation of cheques, and GL entries. Provides an audit function in regards to employee claims and petty cash maintenance. Develops and implements receipting system for incoming revenues. Meets federal requirements of Revenue Canada (both Taxation and Charities Division). Meets provincial requirements of BC Gaming Commission. Provides input towards and implements financial investments. Assists in the budgeting process by providing departmental bookkeeping. Ensures the implementation of the Collective Agreement and AIDS Vancouver Island's personnel policies. Specific tasks include: tracking of overtime and vacation, providing payroll, year-end records of T4 slips and summary; administration of an employee insurance benefit package, RRSP group plan, seniority. To keep current of labor standard laws, Revenue Canada and Workers' Compensation Board regulations regarding personnel and payroll/benefits and inform the Executive Director of any changes for the workplace. Meets provincial regulations in regards to society status and incorporation in the province of British Columbia. Maintains relationships and credit, when appropriate, with suppliers.

Office Management: Works with staff and/or committees to develop internal administrative systems such as: office supplies, program materials, janitorial supplies, facility security, maintenance and repairs, equipment maintenance and repairs, telephone and photocopying codes, Provides and maintains appropriate equipment for staff use: photocopiers, facsimile machines, televisions/VCRs. Ensures the implementation and maintenance of phone and voice mail systems.

Information Systems: Ensures the development and maintenance of: LAN, data backup functions, MIS, maintenance and upgrading of computer hardware and software, Internet access, website development and

maintenance;

Supervision: Provides day-to-day supervision of departmental staff and volunteers. Completes regular performance evaluations of staff and volunteers. Attends regular supervision and performance evaluation meetings as required.

Administration: Provides regular reports to the Executive Director on departmental and project progress in appropriate format, attends and participates in regular departmental, agency and Centre meetings when required. Develops and maintains administrative and financial policy and procedure manuals. Works cooperatively and effectively with staff and volunteers within the various site locations

Qualifications:

Graduation from university or college in business related area or CGA/CMA designation or equivalent experience and education combination within a non-profit setting preferred;
In-depth knowledge of and experience working in: LAN environment, Windows 95, Simply Accounting, Maximizer, MIS, computer hardware and software systems is required;
Excellent communication skills both written and oral;
Ability to supervise paid and volunteer staff;
Strong team player with good time management and organizational skills
Understanding of HIV/AIDS issues an asset.

Other Requirements:

Agreement in writing of confidentiality.
Criminal Record Check

Revised: March 1998

6.7.5 COORDINATOR, VOLUNTEER SERVICES

Title: Coordinator Volunteer Services

Supervisor: Executive Director or designate

Hours: 37.5 hours per week

Term: Permanent, Full-time

General Description

Under the direct supervision of the Executive Director, or designate, the incumbent will be responsible for the organization and management of volunteer recruitment, intake, on-going performance review and evaluation, and recognition for AIDS Vancouver Island (AVI), Victoria Persons With AIDS Society (VPWAS) and Victoria AIDS Respite Care Society (VARCS). The incumbent is also responsible for ensuring training and placement of volunteers in collaboration with the Volunteer Education Manager (VARCS), appropriate agencies and/or departments.

Duties and Responsibilities:

Administration

Maintains files and records related to individual volunteer training, placement and service; monitors and reports on departmental finances and budget development; develops and maintains policy and procedure manuals in consultation with tri-partner agencies and departmental coordinators; develops and monitors use of application forms, time sheets, performance review and evaluation documents etc.; keeps accurate statistical records to support administration of the volunteer program and writes reports as required;

Program Planning and Management

Tri-agency: Assess agencies and departments for volunteer requirements in consultation with key personnel and departmental coordinators; recruits potential volunteers utilizing a skill-specific framework in order to meet tri-agency requirements; develops and implements intake and screening process of volunteer applicants; develops and implements a framework for volunteer supervision and goal-setting; reviews applicants with the Volunteer Education Manager (VARCS) in preparation for core training; in consultation with the volunteer, Volunteer Education Manager and departmental coordinators ensures appropriate placement; in consultation with the VEM and departmental coordinators participates in the development and implementation of program specific training; develops and implements process and outcome evaluation which includes but is not limited to performance reviews, impact evaluation, exit interviews, monitoring effectiveness through focus groups etc.; in consultation with the partner agencies and departmental coordinators and other key individuals is responsible for volunteer discipline and dismissal; develops and implements volunteer appreciation and support in consultation with tri-agencies and departmental coordinators; consults with the VEM in the development of in-service workshops; works together with all partners towards creating an environment which fosters mutual cooperation and respect as well as promoting personal growth amongst volunteers.

AVI Specific: In consultation with the Director of Programs and key staff of the Regional and Remote Services department develops processes to recruit, interview, screen, select, train, place, and support volunteers in program areas; in consultation with key staff assist in the performance review and evaluation of volunteers; work together with key staff towards creating an environment which fosters mutual cooperation and respect as well as promoting personal growth amongst volunteers; assist in volunteer training with other ASO's on Vancouver Island when required.

Qualifications

- University degree in related field, certificate in volunteer management or equivalent combination of related experience with demonstrated program development, management and planning skills;
- Excellent written and oral communication skills;
- Excellent interpersonal skills;
- Proven ability in developing and managing partnership/joint initiatives
- Ability to work cooperatively with volunteers and staff;
- Knowledge of HIV/AIDS issues;
- Excellent knowledge of information systems related to volunteer management including: dbases, Word 7.0, WordPerfect 6.0, Access;
- Ability to motivate and provide leadership to a diverse group of volunteers and community groups;
- Good organizational and event management skills.

Other Requirements

- Agreement in writing of confidentiality statement;
- Commitment to support the mandates of the tri-agencies;
- Own and maintain reliable vehicle and able to use vehicle in the course of work.

Revised May 1997

6.7.6 COORDINATOR, STREET OUTREACH

Title: Coordinator, Street Outreach

Supervisor: Executive Director

Hours: 37.5 hours per week, evenings/weekends

Location: 1220 Commercial Alley

Term: Permanent, Full-time

General Description:

Under the direct supervision of the Executive Director, or designate, the incumbent is responsible for coordinating and managing all aspects of the Street Outreach Program. In addition, the incumbent is responsible for the supervision of the Street Outreach staff and administration of the storefront office.

Duties and Responsibilities:

Administration: Monitors, as well as assists, in the collection of statistics for the needle exchange

component, and the storefront office. Participates in budget development and monitors expenditures within the department through variance reports and projections. Submits monthly reports to the Executive Director and the Street Outreach Committee. Submits quarterly and annual reports on the Needle Exchange Program to the Executive Director. Orders syringes and other supplies for the program.

Program Planning and Management: In collaboration with the Coordinator of Education Services, designs materials aimed at behaviour change and greater awareness of HIV among a high risk population. Develops information packages that will appeal to:

- Sex trade workers;
- Youth in alternative programs;
- Adult males in the two local correctional institutes; and
- Those individuals with limited reading skills.

Direct Service: Delivers direct service to the street population. This includes needle exchange, safer sex information, one-to-one support and referrals to other agencies. Provides regular information sessions to the two local correctional institutes. Liaises with the other social services who serve the street population. Delivers direct service as needed to outlying areas of the greater CRD. Distributes safer sex information, condoms and information specific to street safety. Provides advocacy assistance within social service, health and legal systems.

Staff Training and Supervision: Provides orientation and on-going support to other street outreach staff, including regular performance appraisals. Oversees, in cooperation with the Coordinator or Volunteer Services, recruitment, training and supervision of street outreach volunteers. Ensures staff have current information and follow through on requirements for annual TB screening and up to date Hepatitis B vaccine.

Base Qualifications:

- * University degree or extensive knowledge gained through working with this challenging population.
- * Extensive knowledge of HIV infection and addictions.
- * A non-judgmental attitude and a supportive approach is required as well as:
 - Ability to work under pressure, in a hectic work environment.
 - Ability to conduct oneself as a role model.
 - Public speaking ability.
 - Ability to work independently within a flexible environment.

Other Requirements:

- * Agreement in writing of confidentiality statement.
- * Commitment to support the mandate of AIDS Vancouver Island.
- * Criminal record check.
- * Ability to work as an integral member of the management team.
- * Own transportation.
- * Annual TB screening and up-to-date Hepatitis B vaccine.
- * Agreement with a program of regular unscheduled urine testing.

6.7.7 COORDINATOR, SUPPORT SERVICES - (Vacant)

Title: Coordinator, Support Services

Supervisor: Executive Director

Hours: 37.5 hours per week. Will be required to work occasional evenings/weekends.

Term: Permanent, Full-time

General Description:

Reporting directly to the Executive Director as well as to the Support Services Committee of the Board of Directors, the incumbent is responsible for coordinating and administering support services offered by AIDS Vancouver Island (AVI) to individuals, families, friends, and partners affected by HIV/AIDS on Vancouver Island. The incumbent also represents AVI to Vancouver Island health and social service providers. The Coordinator supervises the work of the Support Workers, the support work performed by the Island Outreach Worker, social work practicum students, as well as support volunteers.

Duties and Responsibilities:

Administration: Collects and maintains statistics relevant to the Support Services Department, submits monthly reports to the Programmes and Services Committee, quarterly reports to the Executive Director, as well as an annual report.

Direct Services: Provides intake, assessment and counseling services to individuals and families as well as crisis intervention services to these individuals. Develops and maintains accurate client records and ensures the strict confidentiality of all records maintained. Oversees the administration of the Financial Assistance Fund according to the policies and procedures established by the Board. Makes referrals to volunteer therapists as well as to long-term counseling service providers. Refers clients to appropriate community services. Coordinates with support staff and volunteers the practical and emotional follow-up services offered by the Society to clients.

Program Planning: Plans, together with the Executive Director, the Support Services Committee, and relevant staff, new support programs and services in response to community need. Develops and implements appropriate new support programmes with community consultation. Coordinates an on-going assessment of all support services offered by the Society under the direction of the Support Services Committee. Oversees the implementation and on-going education of support groups for designated populations. Provides direction to support staff and volunteers responsible for group operations. Provides written or verbal feedback on Society programs or services as these affect clients of AVI.

Training: Assists the Coordinator of Volunteers in the training, evaluation, and recognition of support volunteers. Facilitates a monthly meeting of support volunteers, and arranges for the inservicing of support volunteers. Participates in community training, workshop, and lecture opportunities as and when required.

Supervision: Supervises program staff, paid and volunteer, and any social work practicum students with field placements in the Society. Directs the activities and evaluates the performance of these individuals. Provides weekly supervision sessions for the Support Worker and Island Outreach Worker and monthly meetings for support volunteers.

Community Development: Represents the agency on various governmental and private interagency committees and initiatives. Establishes and oversees community outreach activities, including hospitals, STD clinic, Ministries of Health and Social Services, as well as other governmental departments and private social service agencies. Establishes and maintains a professional network and liaises with other

service-providing agencies, including physicians, health care workers, Ministry of Social Services Financial Assistance Workers and other health care professionals.

Other Areas: Other relevant duties may be assigned as and when required.

Base Qualifications:

- * Prefer Masters Degree in Social Work. Minimum qualifications is the Bachelor of Social Work degree and eligibility for registration as a Social Worker in the Province of British Columbia.
- * Two years professional work experience in the social work field, including one year in a supervisory capacity with paid staff, volunteers and/or students.
- * Working knowledge of private and public social service systems.
- * An in-depth understanding of the social factors affecting people living with HIV/AIDS.
- * Must own and maintain reliable transportation.

6.7.8 COORDINATOR EDUCATION SERVICES

Title:	Coordinator, Education Services
Supervisor:	Executive Director or designate
Category:	Union
Salary Range:	as per BCGEU Collective Agreement
Supervises:	Education Worker
	Gay Community Outreach Worker
	Public Sex Environment Outreach Assistant
Hours of Work:	37.5 hrs per week, some evenings and weekends

Position Mission Statement

The Coordinator, Education Services is responsible for the education and information programs offered by AIDS Vancouver Island (AVI). Those programs include, but are not limited to, Helpline, Education Training, Speakers' Bureau, Research, Resource Centre and MSM Outreach.

JOB OBJECTIVES

- To provide effective and consistent supervision and training for the staff and volunteers working within the program areas.
- To ensure on-going program development and evaluation.
- To participate in departmental fiscal planning and to coordinate all program budgets in consultation with relevant staff.
- To ensure the appropriate promotion of AVI's educational programs and resource materials.
- To ensure implementation of the agency's strategic plan in the relevant programs.
- To participate in organizational support systems including, but not limited to: supervision, relevant meetings, performance evaluations and to abide by the policies and procedures of AIDS Vancouver Island.

Qualifications

University degree or equivalent experience
3 years previous exp supervisor level within non-profit sector
Demonstrated exp in and knowledge of community-based education strategies related to HIV/AIDS
Previous exp as an Educator/Trainer
Demonstrated program/project coordination skills
Demonstrated knowledge of HIV/AIDS issues
Proven ability to work in partnership with volunteers
Excellent written and oral communication skills
Exp working with diversity including: lesbian/gay, bisexual, transgendered, multicultural and street involved communities.

6.7.9 COORDINATOR, RESOURCE DEVELOPMENT AND COMMUNICATIONS

Title: Coordinator, Resource Development & Communications

Supervisor: Executive Director

Term: Permanent, Full time.

Location: Victoria - Travel may be required.

General Description

Under the direct supervision of the Executive Director, or designate, the incumbent will be responsible for the organization and management of resource (fund) development and public communications for AIDS Vancouver Island (AVI). The position works in cooperation AVI's partner agencies within the Victoria HIV/AIDS Centre and other ASO's across Vancouver Island.

Based in AVI's Victoria office, Victoria HIV/AIDS Centre, the position is part of an interdisciplinary team providing services, education and advocacy to people infected and affected by HIV/AIDS in Victoria and communities across Vancouver Island and the Gulf Islands.

Duties and Responsibilities:

Program Planning and Implementation

Working in cooperation and collaboration with volunteers and volunteer committees the Coordinator ensures the development, implementation and evaluation of AVI's portfolio of fundraising events which include but is not limited to: Victoria & Nanaimo Walks for AIDS, Artists for AIDS Lottery, Mid-Summer Night's Dream Dining at Home, Lotteries (Garden, Holiday etc) Bizarre Bazaar, direct mail campaigns, special events such as media launches; open houses; AIDS Awareness Week, World AIDS Day in a cost effective and efficient manner. Develops, in consultation with key Board and staff members, entrepreneurial activities which enhance AVI's partnership and resource opportunities.

Public Relations

Responds to and develops public relations campaigns in accordance with emerging issues regarding HIV/AIDS and the work of AVI in consultation with the Executive Director and key personnel including the Chair, Board of Directors as spokesperson for the agency (when required). Develops a standard format and procedure for presenting AVI statistical information.

Donor/Membership

Ensures the ongoing supervision and enhancement of the agencies donor, member, community, and media databases. Develops new methods and initiatives for cost-effective prospecting and house list development. Ensures the agency systems with respect to the membership is consistent with the by-laws and known to the public. In collaboration with the Communications Assistant and the Coordinator, Administration develops donor/member acknowledgment programs including receipting. Ensures the development and maintenance of corporate donors.

Communications

Plans external communications programs including media releases, monthly newsletter, letters to membership. Assists in the development of effective internal communications systems to enhance agency effectiveness.

Human Resources

In consultation and cooperation with the Volunteer Coordinator ensures the recruitment, training, and placement of volunteers within the department. Provides effective and consistent supervision of regular employees and contract staff utilizing regular meetings and performance appraisals as per agency protocol and the Collective Agreement. Maintains confidential supervision files of supervised staff.

Financial Management

Supports the development of AVI's global budget by developing program budgets for review by the Executive Director. Reviews monthly financial statements for accuracy and completeness of revenues and expenditures.

Administration

Maintains files and records related to all areas of the department including both electronic and paper; monitors and reports on departmental work on a monthly basis; participates in regular supervision and evaluation processes; participates in agency meetings including but not limited to staff, board committees, inter-agency etc.; ensures the completion of departmental staff documentation including; time sheets, overtime, vacation, sick leave etc.

Contract Development, Evaluation & Management

Works with the Executive Director and board committees in developing proposals for submission to government and private funding bodies. Oversees the development of third party fundraising contracts and implementation within the agency.

Base Qualifications

- University degree in relevant field or equivalent combination of related experience with demonstrated special event management, and development initiatives (a detailed fundraising portfolio is preferred);
- Excellent computing skills, including relational database management, the use of communications software and word processing/desktop design in a Windows 95 networked environment
- Demonstrated experience in media work, including radio, television and print exposure;
- Excellent written and oral communication skills;
- Excellent interpersonal skills;
- Proven ability in developing and managing partnership/joint initiatives
- Ability to work cooperatively with volunteers and staff;
- Knowledge of HIV/AIDS issues;
- Ability to motivate and provide leadership to a diverse group of volunteers and community groups;

Other Requirements

- Agreement in writing of confidentiality statement;
- Criminal Record Check as per funding requirements;
- Commitment to support the mandates of AIDS Vancouver Island;
- Ability to work a flexible schedule including evenings and weekends;
- Own and maintain reliable vehicle and able to use vehicle in the course of wor.;

Revised: August 1997

6.7.10 COMMUNICATIONS ASSISTANT

Title: Communications Assistant

Supervisor: Coordinator, Communications & Resource Development

Term: Regular, Part-time (30 hours per week, 4 shifts weekly)

Location: Victoria.

Under the direct supervision of the Co-ordinator, Communications and Resource Development the incumbent will provide clerical, administrative and program support to the Board of Directors, Executive Director and Communications and Resource Development department. Some flexibility in working hours is required.

Duties and Responsibilities:

Administration

Provides clerical and administrative support to the Executive Director and Board of Directors including:

- correspondence
- Society membership list maintenance
- preparation and maintenance of Board documentation, minutes, reports and meeting materials
- co-ordination of Agency Annual General Meeting and related documentation
- file maintenance
- in-coming and out-going mail

Resource Development and Communications

Assists the Co-ordinator of Resource Development and Communication in the long term planning and implementation of AIDS Vancouver Island's Resource Development and Communications programs.

Specific Duties include:

- design and maintenance of agency brochures
- co-ordination of bi-monthly newsletter
- design and maintenance of Agency manuals
- maintenance of membership/donor/communications and prospect database
- assists with the development and implementation all aspects of Resource Development and Public Awareness special events
- assists with the development and distribution of all departmental communication tools including media releases, editorial responses, advertising copy and design, promotional material (posters, fliers, etc.)

Financial

Responsible for all agency bank deposits and receipting functions as per agency policies and procedures.

Desired Qualifications

Graduation from university or college in marketing/communications or equivalent experience and education combination;
Knowledge of and experience working in: Windows 95, Microsoft Office, Maximizer, and Pagemaker;
Previous experience in media relations;
Understanding of HIV/AIDS issues and how they relate to the involved communities;
Experience with volunteer based organizations;
Previous experience in event management and logistics coordination;
Excellent communication skills, both written and oral;
Excellent organizational skills;
Experience in non-profit financial systems including bank deposits, charitable tax receipts, donor management;
Previous experience in office systems including: mail, fax, filing, internal communication systems, policy and procedure manual maintenance;
Previous experience in minute taking and preparation at a governance level preferred;
Proficiency with relational databases;
Excellent keyboarding skills (50+ wpm);

Other Requirements:

Must sign oath of confidentiality.

6.7.11 EDUCATION WORKER

Title: Education Worker
Supervisor: Coordinator, Education Services
Wage rate: As per BCGEU Collective Agreement
Category: Regular, Full-time
Supervises: Program Volunteers
Hours: 37.5 hours per week
Location: Victoria Office

General Description

Under the direct supervision of the *Coordinator, Education Services* the incumbent is responsible for the coordination of public speaking engagements, displays, and materials distribution requested of AIDS Vancouver island. By working with community agencies, institutions, and workplaces, she/he will facilitate the provision of HIV/AIDS presentations, workshops and displays in the CRD, and occasionally up-Island. A high level of customer service is needed to match community requests to the expertise of volunteers and people living with HIV/AIDS (PWA). Provides ongoing support to members of Speaker's Bureau. The incumbent will also be responsible for the Resource Centre, a library of information materials on HIV/AIDS.

Based in AVI's Victoria office, the Victoria HIV/AIDS Centre, the position is part of an interdisciplinary team providing services, education and advocacy to people infected and affected by HIV/AIDS in Victoria and communities across Vancouver Island and the Gulf Islands.

Duties and Responsibilities:

Administration

Works 37.5 hours per week, usually during normal business hours. Some evenings and weekend work may occur. Participates in the planning, implementation and evaluation of Education department programs as needed. Attends other volunteer and staff meetings. Collects monthly statistics and submits them on a monthly basis.

Education

Coordinates speaking engagements, displays and workshops requested of AVI for the Capital Health Region. Strives to ensure that sufficient lead time is given for speakers. Matches needs of requesting agency to abilities and comfort levels of volunteers and PWA speakers. Plans and delivers workshops to workplaces, allied professionals and other agencies. Confirms travel plans and accommodations when required. Liaise with the Nanaimo office when required. Negotiates with requesting agencies concerning honoraria and travel costs when required. Responsible for the maintenance and day-to-day activities of the Resource Centre. Provides volunteer training and supervision, as appropriate, especially for the Speaker's Bureau and the Resource Centre. Assists with the Infoline when required. Other responsibilities as assigned.

Base Qualifications

- Thorough understanding of HIV/AIDS, homophobia and self-esteem issues as they relate to HIV and safer sex practices;
- University degree in health and/or social sciences or equivalent combination of education and experience;
- Strong project management skills;
- Ability to plan, organize and deliver workshops. Strong training and presentation skills required;
- An understanding of the psychosocial components of HIV/AIDS and homophobia/heterosexism;
- Sound knowledge of current HIV/AIDS print materials;

- Previous experience working with library systems an asset;
- Excellent interpersonal and team skills;
- Ability to work cooperatively with volunteers and staff;
- Ability to motivate and provide leadership to a diverse group of volunteers;
- Excellent written and oral communication skills;
- Basic computing skills, including databases and word processing in a Windows 95 networked environment;

Other Requirements

- Ability to work a flexible schedule including evenings and weekends;
- Agreement in writing of confidentiality statement;
- Commitment to support the mandate of AIDS Vancouver Island;
- Maintain reliable transportation;
- Criminal Record Check as per funding requirements.

6.7.12 GAY COMMUNITY OUTREACH WORKER, MEN'S OUTREACH PROJECT

Title: Gay Community Outreach Worker, Men's Outreach Project
Supervisor: Coordinator, Education Services
Wage Rate: As per Collective Agreement
Category: Temporary, Full-time (to March 31, 1999)
Supervises: Project Volunteers
Hours: 37.5 hours per week

General Description

Under the direct supervision of the Coordinator, Education Services, or designate, the incumbent will promote a supportive environment for men who have sex with men (MSM) so that they may reduce their risk for HIV infection. The project focuses on the provision of health promotion and disease prevention initiatives among MSM. This may include: men who identify as gay or bisexual or those who do not self-identify with their same-sex activities.

Based in AVI's Victoria office, Victoria HIV/AIDS Centre, the position is part of an interdisciplinary team providing services, education and advocacy to people infected and affected by HIV/AIDS in Victoria and communities across Vancouver Island and the Gulf Islands.

Duties and Responsibilities:

Administration

Working in cooperation and collaboration with Coordinator, Education Services to review current and past initiatives to the MSM communities in Victoria and across Canada to plan and implement qualitative and quantitative evaluation of the project. Maintains files and records related to all areas of the project including both electronic and paper; monitors and reports on project work on a monthly basis; participates in regular supervision and evaluation processes; participates in agency meetings when required. Follows agency policies and procedures.

Program Planning and Service Delivery

Works to produce targeted HIV prevention education for MSM through the development of health promotion/harm reduction materials. Liaises with local organizations and networks as they relate to the gay and bisexual community, including the establishment of a community-based advisory committee responsible for advising the project. Works to reduce barriers to safer sex among gay and bisexual men

and to strengthen entitlement to sexual health. Provide the target audience opportunities to participate and evaluate the project on an on-going basis. Works in partnership with board, staff, volunteers, and community groups(including ASO's) and allied organizations (targeted bars, bathhouses etc).

Human Resources

In consultation and cooperation with the Volunteer Coordinator ensures the recruitment, training, and placement of volunteers within the project. Provides effective and consistent supervision of volunteers. Specifically, develops a program of trained, peer-based, outreach volunteers who provide education on the issues of safer sex/sexual health; provides a framework and leadership to volunteers in reaching MSM communities. Develops and updates a training profile for all volunteers in project activities.

Base Qualifications

- University degree in relevant field or equivalent combination of related experience demonstrated in outreach, community work and adult education.
- Excellent knowledge of the political and social dynamics of the Victoria gay, lesbian, bisexual and MSM communities;
- Thorough understanding of HIV/AIDS, homophobia and self-esteem issues as they relate to HIV and safer sex practices;
- Excellent computing skills, including, Internet software, relational database management, and word processing/desktop design in a Windows 95 networked environment;
- Strong project management skills;
- Excellent written and oral communication skills;
- Excellent interpersonal skills;
- Proven ability in developing and managing partnership/joint initiatives
- Ability to work cooperatively with volunteers and staff;
- Ability to motivate and provide leadership to a diverse group of volunteers and community groups;

Other Requirements

- Agreement in writing of confidentiality statement;
- Criminal Record Check as per funding requirements;
- Commitment to support the mandate of AIDS Vancouver Island;
- Ability to work a flexible schedule including evenings and weekends;
- Own and maintain reliable vehicle and able to use vehicle in the course of work.

Revised: August 1997

6.7.13 PUBLIC SEX ENVIRONMENT OUTREACH ASSISTANT, MEN'S OUTREACH PROJECT

Title:	Public Sex Environment Outreach Assistant
Supervisor:	Coordinator, Education Services
Wage rate:	As per Collective Agreement
Category:	Temporary, Casual (to December 31, 1998)
Supervises:	Project Volunteers
Hours:	12 hours per week

General Description

Under the direct supervision of the *Coordinator, Education Services*, and in tandem with the *Gay Community Outreach Worker*, the incumbent will promote a supportive environment for men who have sex with men (MSM), so that they may reduce their risk for HIV infection. The project focuses on the

provision of health promotion and disease prevention initiatives among MSM. This may include: men who identify as gay or bisexual or those who do not self-identify with their same-sex activities.

Based in AVI's Victoria office, the Victoria HIV/AIDS Centre, the position is part of an interdisciplinary team providing services, education and advocacy to people infected and affected by HIV/AIDS in Victoria and communities across Vancouver Island and the Gulf Islands.

Duties and Responsibilities:

Administration

Working in cooperation with *Coordinator, Education Services* and the *Gay Community Outreach Worker*, collect and evaluate data pertaining to Public Sex Environments (PSEs). Maintain files and records related to PSE outreach including both electronic and paper; monitors and reports on Project work on a monthly basis; participate in regular supervision and evaluation processes; participate in agency meetings when required. Follow agency policies and procedures.

Service Delivery

Provide targeted HIV prevention education to MSM through the use of health promotion/harm reduction materials. Liaise with local organizations and networks as they relate to the gay and bisexual community. Work to reduce barriers to safer sex among MSM and to strengthen entitlement to sexual health. Work in partnership with board, staff, volunteers, and community groups (including ASOs) and allied organizations (targeted bars, bathhouses, etc.).

Human Resources

In consultation and cooperation with the *Volunteer Coordinator* and the *Gay Community Outreach Worker*, assist in the recruitment, training, and placement of volunteers within the Project. Provide effective and consistent supervision of volunteers. Provide a framework and leadership to volunteers in reaching MSM communities. Update a training profile for all volunteers in Project activities.

Base Qualifications

- Thorough understanding of HIV/AIDS, homophobia and self-esteem issues as they relate to HIV and safer sex practices;
- Understanding of MSM activities in Public Sex Environments;
- Knowledge of the political and social dynamics of the Victoria gay, lesbian, bisexual and MSM communities;
- Excellent interpersonal and team skills; effective at making connections with strangers in public settings;
- Ability to work cooperatively with volunteers and staff;
- Ability to motivate and provide leadership to a diverse group of volunteers;
- Excellent written and oral communication skills;
- Basic computing skills, including databases and word processing in a Windows 95 networked environment;

Other Requirements

- Ability to work a flexible schedule including evenings and weekends;
- Agreement in writing of confidentiality statement;
- Commitment to support the mandate of AIDS Vancouver Island;
- Criminal Record Check as per funding requirements.

6.7.14 CLIENT SERVICES WORKER

Title: Client Services Worker

Supervisor: Director of Programs

Location: Capital Regional District

Hours: 37.5 hours per week. Will be required to work occasional evenings and weekends.

General Description

The Client Services Worker is responsible for the provision of direct services to Person's with HIV/AIDS in the Capital Health Region. Direct service includes intake and assessment, brief counselling, crisis counselling, advocacy, and referral. The Client Services Worker is also responsible for administration of the emergency assistance fund, the bus pass fund and the complementary health start up fund. Where indicated, the Client Services Worker provides services and referral to the chosen caregivers of Person's with HIV/AIDS. The client services worker works in collaboration with our partner agencies, Victoria AIDS Respite Care Association and Victoria Persons With AIDS Society, to provide a continuum of services within the Victoria HIV/AIDS Centre.

Duties and responsibilities

Direct services:

Assessment and counselling

- provides client-directed service including intake and assessment to persons living with HIV/AIDS. Intake and assessment may include crisis counselling;
- provides brief solution focused counselling on an appointment basis. Provision will be made for drop-in counselling appointments.
- makes referrals to AVI volunteer therapist program, student art therapist, Hospice and QRT counselling departments, Alcohol and Drug Programs, and to other community based therapists for ongoing therapeutic counselling.
- works in collaboration with the Victoria HIV/AIDS Centre partner agencies: Victoria Respite Care Society (VARCS) and Victoria Persons With AIDS Society (VPWA), to provide a continuum of service at the Centre (e.g. advocacy, peer support, treatment information, lunch program, drop-in, and food bank).
- case conferences on a weekly basis with the VARCS Member Services Manager.

Advocacy and referral

- provides advocacy and referral to individuals, specific to financial and housing security.
- provides regular information regarding global advocacy needs to the Director of Programs.
- reviews applications for AVI financial services: Complementary Health Start-up Fund, Emergency Assistance Fund, Bus Pass Fund, and determines eligibility for financial assistance based on agency criteria.
- establish and maintain professional liaison with other health and social service providers.

Practical care provision

- provides clients with information about direct care resources and referral to hospital, medical, and palliative care.
- makes referral to community health care services (e.g. VARCS, QRT) for client health care advocacy.
- makes direct referral to VARCS Member Services Manager for practical care (respite, personal care, medically related transportation, home and hospital visiting) services through the use of tri-agency volunteers.

Administration:

- maintains client files.
- collects and reports on statistics relevant to the client services department (e.g. numbers of active clients, new intakes, and referrals).
- monitors the department budget lines, especially those for the financial assistance fund.
- produces monthly reports on activities and issues arising within the department.
- participates in regular supervision, staff meetings and staff development opportunities.

Qualifications

- BSW or equivalent combination of education and experience;
- two years accumulated work experience in the social work field;
- demonstrated knowledge of private and public financial aid systems;
- demonstrated skills in individual advocacy;
- demonstrated communication skills;
- experience working in the addictions and/or mental health fields;
- demonstrated understanding of health promotion, harm reduction, and empowerment models of social and health care;
- experience working in community based organizations;
- good organizational and time management skills; and
- in-depth understanding of the social and physical impact of living with HIV/AIDS.

Other requirements

- agreement in writing to AVI confidentiality statement; and
- commitment to support the mandates and philosophies of the three partner agencies in the Victoria HIV/AIDS Centre.

6.7.15 ADMINISTRATIVE ASSISTANT - NANAIMO OFFICE

Title: Administrative Assistant

Supervisor: Executive Director or designate

Location: Regional & Remote Services: Nanaimo

Hours: Regular Part-time - 30 hours per week

Location: Nanaimo

General Description

Under the supervision of the Executive Director, or designate, the incumbent is responsible for the administrative and clerical functions for AIDS Vancouver island's Nanaimo Office.

Duties and Responsibilities

Administration: Develops, implements and maintains administrative systems for the Nanaimo office, consistent with existing AVI administrative systems, in consultation with appropriate staff.

Maintains and orders office supplies as required. Ensures the implementation and maintenance of office filing systems. Ensures that office equipment is maintained in a safe, working and reliable manner. Distributes faxes to appropriate staff. Contact person for all repair and/or maintenance issues relating to the leased premises. Provides administrative support to all program staff when required. Schedule staff meetings, including supervision, regularly. Develop agenda and provides minutes for general staff meetings. Liaison between outside groups wanting to use Nanaimo office for meetings when required.

Clerical: Provides clerical support to all program staff working out of the Nanaimo office. This work will include but is not limited to: letters, minutes, faxes, reports, grant proposals, information packages, etc.

Reception: Receives and directs all incoming calls to appropriate staff/volunteers in a courteous and professional manner. Receives and directs all visitors, clients, volunteers etc. to appropriate staff. Takes reliable messages either through phone or in-person contact and distributes to appropriate staff. Ensures that the office is kept in a safe, neat and orderly manner.

Statistical: Assists in the collection of appropriate statistical information as required

Resource Management: In consultation with appropriate staff ensures that all resource materials are maintained and ordered in an effective manner.

Volunteer Liaison: Maintains positive working environment and opportunities for volunteers. Provides liaison between specialized volunteers and staff where needed. (i.e. speakers bureau/support/care team.) Responsible for all training and scheduling of volunteers for office, clerical and reception duties. Arrange for reception coverage when necessary. Keep in regular contact with all volunteers. Is responsible for appreciation of work where appropriate. Maintains all volunteer records, including time sheets. Any conflicts arising from client/volunteer interaction will be resolved in consultation with appropriate staff including the Coordinator, Volunteer Services in Victoria.

Base Qualifications:

- Demonstrated knowledge of office and administrative systems;
- Excellent organizational skills;
- Excellent knowledge of Microsoft Works, WordPerfect 6.0, Excel, and database software systems;
- Word processing speed of 60wpm;
- Excellent oral and written communication skills;
- Previous reception experience;
- Experience working with, managing and training volunteers;
- Bookkeeping experience;
- Knowledge of HIV/AIDS issues;
- Support/counselling skills for infoline calls, drop-ins and clients;
- Non-judgemental attitude and supportive approach;
- Ability to work well with diverse populations;
- Ability to work as part of a team.

Additional Qualifications:

- Agreement in writing of confidentiality statement;
- Commitment and support of mission of AIDS Vancouver Island;

- Ability to work independently as well as part of a team.

Revised: June 1998

6.7.16 SUPPORT WORKER - NANAIMO OFFICE

Title:	Support Worker - Nanaimo
Supervisor:	Director of Programs
Location:	Regional & Remote Services: Nanaimo
Hours:	Temporary Part-time - 30 hours per week

General Description

Under the supervision of the Director of Programs, the Support Worker has primary responsibility for the provision of direct support services to individuals, partners, families and friends of those affected by HIV/AIDS in the Nanaimo and Area.

Duties and Responsibilities

Administration: Collects, maintains and reports client statistics. Develops and maintains accurate client records and ensures the strict confidentiality of those records. Attends bi-weekly supervision sessions with the Director of Programs and staff meetings.

Direct Service: Provides intake, assessment, and follow-up services to individuals and families as well as crisis intervention on an appointment or on a walk-in basis. Refers clients to appropriate outside agencies and other service providers. Provides advocacy services to clients in need. Facilitates support groups as required.

Program and Community Development: In conjunction with the Director of Programs and the Regional & Remote Services Committee, plans new support initiatives in response to identified community need. Establishes and maintains a professional network and liaises with other service providers, including physicians, health care workers, Ministry of Social Services staff and other health care professionals. Participates in relevant community training, workshops, and lecture opportunities.

Volunteer Management: In conjunction with other staff; supervision, training, evaluation, and recognition of Support volunteers.

Base Qualifications:

- Bachelor of Social work or eligibility for registration as a Social Worker in the Province of British Columbia or equivalent combination of education and experience;
- one year professional work experience in the social work field;
- good knowledge of private and public social welfare systems;
- in-depth understanding of the social dimensions of HIV/AIDS and its impact on people living with HIV/AIDS;
- demonstrated understanding of health promotion principles;
- experience working or volunteering with community-based organizations;
- reliable transportation;

6.7.17 EDUCATION WORKER - NANAIMO OFFICE

Title:	Education Worker - Nanaimo
Supervisor:	Director of Programs
Wage rate:	As per BCGEU Collective Agreement
Category:	Regular, Part-time
Supervises:	Program Volunteers
Hours:	30 hours per week
Location:	Nanaimo Office

General Description

Under the supervision of the Director of Programs, the Education Worker for Regional and Remote Services is responsible for the provision of AVI presentations, workshops to communities in the mid, north and western regions of Vancouver Island including Nanaimo and district. Working with other Nanaimo based staff and volunteers, the Education Worker is responsible for special events planning in the Nanaimo area (e.g. AIDS Walk). The Education Worker will collaborate other groups and local AIDS service organizations to ensure that HIV/AIDS education services are provided across the Island.

Duties and Responsibilities:

Administration

The Education Worker provides monthly reports including: materials distribution, education volunteer hours, community contacts and meetings (which would include relevance of meetings) numbers and types of education sessions, locations and audiences reached. She/he develops and implements a system for evaluating education sessions. Monthly reports will include a summary of evaluations. The Education Worker maintains education volunteer files. Attends relevant community meetings including the Nanaimo Coordinating Committee on HIV/AIDS, participates in staff and supervision meetings. Collaborates with other ASO's in the mid, north and western region of Vancouver Island and related community groups and works on the Nanaimo AIDS Walk Committee. In consultation with appropriate staff the Education Worker orders, stocks and/or develops HIV/AIDS education materials.

Program/Service Delivery

The Education Worker facilitates the provision of AVI presentations, workshops and displays for the mid, north and western regions of Vancouver Island, including Nanaimo when requested and which does not duplicate services offered by other local ASO's. Focus areas for the program include: AIDS 101, HIV/AIDS in the workplace (training and policy development) and other related topics such as homophobia/heterosexism and sexual decision-making. Target audiences include: youth at risk, youth in schools, young adults, human service workers in community based organizations, gay/lesbian communities workplaces and health care providers etc. The Education Worker strives to ensure that sufficient lead time is given to volunteer presenters. She/he matches the needs of the requesting agency to the abilities and comfort level of AVI volunteer speakers and facilitates presentations or workshops in person as needed. The Education Worker collaborates with local ASO's, other local related community groups and the NCCHIV/AIDS regarding HIV/AIDS education services. The Education Worker negotiates with requesting agencies honoraria and travel costs where appropriate. The Education Worker participates with other Nanaimo staff in the maintenance of the Nanaimo office resource area.

Program Planning

In consultation and collaboration with relevant staff and volunteers the Education Worker plans new programs in response to demonstrated need and epidemiological evidence on an annual basis. She/he works with existing resources to provide education services at the community level. She/he liaises with local ASO's to maximize education resources and minimize duplication. Working in collaboration with other groups sets goals for community development. The Education Worker evaluates education services and programs on an ongoing basis.

Volunteer Liaison

The Education Worker organizes the activities of AVI education volunteers with Regional and Remote Services. She/he provides volunteer training, as appropriate to Regional and Remote education volunteers and integrates new volunteers into education programs. Along with other Nanaimo based staff she/he facilitates volunteer appreciation activities.

Base Qualifications

- Thorough understanding of HIV/AIDS, homophobia and self-esteem issues as they relate to HIV and safer sex practices;
- University degree in health and/or social sciences or equivalent combination of education and experience;
- Strong project management skills;
- Ability to plan, organize and deliver workshops. Strong training and presentation skills required;
- An understanding of the psychosocial components of HIV/AIDS and homophobia/heterosexism and other related issues within both small urban and rural settings;
- Knowledge of community-based education strategies related to HIV/AIDS, especially in a rural setting;
- Strong community liaison and development skills;
- Sound knowledge of current HIV/AIDS print materials;
- Gay/Lesbian/Bisexual/Transgendered positive and able to work with diverse communities;
- Experience working with First Nations communities an asset;
- Excellent interpersonal and team skills;
- Ability to work cooperatively with volunteers and staff;
- Ability to motivate and provide leadership to a diverse group of volunteers;
- Excellent written and oral communication skills;
- Basic computing skills, including databases and word processing in a Windows 95 networked environment;

Other Requirements

- Ability to work a flexible schedule including evenings and weekends;
- Agreement in writing of confidentiality statement;
- Commitment to support the mandate of AIDS Vancouver Island;
- Maintain reliable transportation;
- Criminal Record Check as per funding requirements.

6.7.18 STREET OUTREACH WORKER

Position: Street Outreach Worker -Victoria
Supervisor: Coordinator, Street Outreach Services
Wage Rate: As per BCGEU Collective Agreement
Category: Regular, full time
Hours: Mon. - Fri., 3 - 11 p.m. (hours subject to change)

General Description

Under the direct supervision of the Street Outreach Coordinator, the incumbent will assist in all aspects of the needle exchange program, both in the storefront location as well as on the streets of Victoria's downtown core, as required.

Duties and Responsibilities

- Preparing the storefront prior to opening daily: thoroughly cleaning the office, making coffee, taking messages off answering machine, unpacking and stocking supply areas, reading and responding to the communication log, if appropriate, returning phone calls, preparing for the shift with coworker (i.e. informing coworker about any client issues and changes to protocols, planning how to provided back - up if a situation should arise).
- Providing 1:1 needle exchange services, distributing condoms, lubricant, bleach kits, alcohol swabs.
- Undertaking assessment, short term/solution focused counselling, referral and crisis intervention as appropriate
- Maintaining the client data base, collecting/recording accurate statistics for the needle exchange program
- Providing harm reduction information and health promotion education to clients of Street Outreach Services
- Assisting in the training of SOS volunteers and students
- In conjunction with a partner, when possible, providing street outreach to distribute condoms, Bad Date sheets and syringes to clients in the downtown core
- other duties as assigned

Qualifications

- Social sciences degree, or equivalent education and related experience
- Ability to work with a divers and often unpredictable street involved clientele
- Demonstrated skills and experience working with clients with mental health issues
- Ability to work under pressure and in crisis situations
- Strong knowledge of harm reduction strategies, HIV/AIDS, addictions, and poverty issues
- strong interpersonal skills, including leadership qualities
- agreement in writing with AVI's policy on confidentiality

6.7.19 STREET OUTREACH WORKER - REGULAR PART-TIME

Position: Street Outreach Worker - Victoria
Supervisor: Coordinator, Street Outreach Services
Wage Rate: As per BCGEU Collective Agreement
Category: Regular, part time
Hours: Fri. - Sat., 3 - 11 p.m. Sun., 7 - 11 p.m. (hours subject to change)

General Description

Under the direct supervision of the Street Outreach Coordinator, the incumbent will assist in all aspects of the needle exchange program, both in the storefront location as well as on the streets of Victoria's downtown core, as required.

Duties and Responsibilities

- Preparing the storefront prior to opening daily: thoroughly cleaning the office, making coffee, taking messages off answering machine, unpacking and stocking supply areas, reading and responding to the communication log, if appropriate, returning phone calls, preparing for the shift with coworker (i.e. informing coworker about any client issues and changes to protocols, planning how to provided back - up if a situation should arise).
- Providing 1:1 needle exchange services, distributing condoms, lubricant, bleach kits, alcohol swabs.
- Undertaking assessment, short term/solution focused counselling, referral and crisis intervention as appropriate
- Maintaining the client data base, collecting/recording accurate statistics for the needle exchange program
- Providing harm reduction information and health promotion education to clients of Street Outreach Services
- Assisting in the training of SOS volunteers and students
- In conjunction with a partner, when possible, providing street outreach to distribute condoms, Bad Date sheets and syringes to clients in the downtown core
- other duties as assigned

Qualifications

- Social sciences degree, or equivalent education and related experience
- Ability to work with a divers and often unpredictable street involved clientele
- Demonstrated skills and experience working with clients with mental health issues
- Ability to work under pressure and in crisis situations
- Strong knowledge of harm reduction strategies, HIV/AIDS, addictions, and poverty issues
- strong interpersonal skills, including leadership qualities
- agreement in writing with AVI's policy on confidentiality

6.7.20 STREET OUTREACH WORKER - CASUAL

Position: Street Outreach Worker - Casual
Supervisor: Coordinator, Street Outreach Services
Wage Rate: As per BCGEU Collective Agreement
Category: Casual

General Description

Under the direct supervision of the Street Outreach Coordinator, the incumbent will assist in all aspects of the needle exchange program, both in the storefront locations as well as on the streets of Victoria's downtown core, as required.

Duties and Responsibilities

- Preparing the storefront prior to opening daily: thoroughly cleaning the office, making coffee, taking messages off answering machine, unpacking and stocking supply areas, reading and responding to the communication log, if appropriate, returning phone calls, preparing for the shift with coworker (i.e. informing coworker about any client issues and changes to protocols, planning how to provided back - up if a situation should arise).

- Providing 1:1 needle exchange services, distributing condoms, lubricant, bleach kits, alcohol swabs
- Undertaking assessment, short term/solution focused counselling, referral and crisis intervention as appropriate
- Maintaining the client data base, collecting/recording accurate statistics for the needle exchange program
- Providing harm reduction information and health promotion education to clients of Street Outreach Services
- Assisting in the training of SOS volunteers and students
- In conjunction with a partner, when possible, providing street outreach to distribute condoms, Bad Date sheets and syringes to clients in the downtown core
- other duties as assigned

Qualifications

- Social sciences degree, or equivalent education and related experience
- Ability to work with a diverse and often unpredictable street involved clientele
- Demonstrated skills and experience working with clients with mental health issues
- Ability to work under pressure and in crisis situations
- Strong knowledge of harm reduction strategies, HIV/AIDS, addictions, and poverty issues
- strong interpersonal skills, including leadership qualities
- agreement in writing with AVI's policy on confidentiality

6.7.21 STREET OUTREACH WORKER - COWICHAN VALLEY

Position: Street Outreach Worker - Cowichan
Supervisor: Coordinator, Street Outreach Services
Wage Rate: As per BCGEU Collective Agreement
Category: Casual

General Description

Under the supervision of the Street Outreach Services Coordinator, the incumbent will assist in all aspects of the needle exchange program which operates in the Cowichan Valley.

Duties and Responsibilities

- Preparation for evening shift: thoroughly clean the office space, taking messages off answering machine, unpacking and stocking supply areas, reading and responding to the communication log, if appropriate, returning phone calls, preparing for the shift with coworker (i.e. informing coworker about any client issues and changes to protocols, planning how to provide back -up if a situation should arise);
- Providing 1:1 needle exchange services, distributing condoms, lubricant, bleach kits, alcohol swabs;
- Undertaking assessment, short term/solution focused counselling, referral and crisis intervention as appropriate;
- Maintaining the client data base, collecting/recording accurate statistics for the Cowichan Needle Exchange program;
- Providing harm reduction information and health promotion education to clients of the Cowichan Needle Exchange program;
- Assisting in the training of volunteers and students when required;
- Other duties as assigned.

Qualifications

- Social sciences degree, or equivalent education and related experience
- Ability to work with a diverse and often unpredictable street involved clientele
- Demonstrated skills and experience working with clients with mental health issues
- Ability to work under pressure and in crisis situations
- Strong knowledge of harm reduction strategies, HIV/AIDS, addictions, and poverty issues
- strong interpersonal skills, including leadership qualities
- agreement in writing with AVI's policy on confidentiality

6.7.22 AIDS VANCOUVER ISLAND EMPLOYEES

<u>Name</u>		<u>Position</u>
Doug	Aikenhead	Custodian
Dana	Becker	Administration – Nanaimo
Al	Cowie	Street Outreach Worker
Claire	Dineen	Coordinator, Street Outreach Services
Diane	Fownes	Street Outreach Worker
Joshua	Goldberg	Street Outreach Worker
Garth	Greatheart	Client Services Coordinator
Echo	Haelstromme	Street Outreach Worker
Lisa	Herising	Street Outreach Worker
Margot	Izard	Street Outreach Worker – Duncan
Katrina	Jensen	Education Worker
Stacy	LeBlanc	Coordinator, Communications and Resource Development
Megan	Lewis	Street Outreach Worker
Marc	Mertens	Gay Community Outreach Worker
Shelley	Motz	Communications Assistant
Jim	Oliver	Client Services Worker
Carolyn	Pickett	Support Worker - Nanaimo
Cheri	Pilotte	Street Outreach Worker
George	Pine	Administrative Services Assistant
Tracey	Poirier	Street Outreach Worker – Duncan
Vince	Ruttan	Client Services Worker
Chris	Schmidt	Street Outreach Worker
John	Sinclair	Street Outreach Worker - Duncan
Catherine	Snowden	Street Outreach Worker
Wayne	Solomon	Coordinator, Administrative Services
Tathra	Street	Coordinator, Volunteer Services
Kate	Thwaites	Street Outreach Worker
Guy	Tohana	Educator Worker- Nanaimo
Ruthann	Tucker	Executive Director
Jim	Wilton	Coordinator, Education Services
Rebecca	Young	Street Outreach Worker

7.0 BOARD POLICY AND PROCEDURES

This chapter of the Orientation and Policy Manual will outline all **policies and procedures** adopted by the Board of Directors, and will be updated as new policy initiatives take effect. This chapter will also include motions passed by the Board of Directors which impact on policy or procedure of either the Board of Directors or the administrative staff, and will be expanded to include all past motions having a like effect.

The intent and purpose of any policy and procedure manual is that it be as reflective of the needs of an organization as possible: the persons it serves, and those who, by voluntary or remunerative effort, are a part of that organization.

Any endeavour to compile a policy and procedures manual should ensure that the information relayed is as clear and concise as possible, and provide for flexibility to include every situation that might pertain to the operation of the Society.

A policy is a set of statements that guide action. A procedure is an action. All policies should have procedures; all procedures should have identifiable policies that guide that action.

7.1 PERSONNEL POLICY - MANAGEMENT PERSONNEL POLICY

Based on the understanding of goodwill and trust between employer and employee, this policy is seen as one of mutual interest. Both parties are expected to show flexibility and consideration wherever possible and appropriate. A personnel policy review will be conducted annually and include input from volunteers, staff and directors who bring a professional attitude to their respective roles and responsibilities. Personnel Policy applies now only to excluded staff.

These policies do not alter clauses in an employee's contract.

7.1.1 Employee Positions

Permanent full-time: no specific time limitation, working for no less than 37.5 hours per week, unless reduced hours are dictated by a specific job requirement.

Permanent part-time: no specific time limitation, working for less than 37.5 hours per week.

Contract: a position created for a specific period of time to achieve established goals and objectives.

7.1.2 Appointments

The Executive Director

A regular full-time position, the appointment of the Executive Director shall be carried out by a hiring committee appointed by the Executive Committee upon ratification by the Board of Directors.

Using the job description included in the contract of employment, s/he reports to the Chair of the Board. The Executive Committee is vested with authority to make subsequent negotiations affecting the Executive Director's job description and shall report all actions to the Board of Directors.

The Staff

Appointments to positions shall be made by the Executive Director.

7.1.3 Conditions of Employment

Hiring

The notification of positions available at AIDS Vancouver Island shall be posted internally to members and current personnel and if required, may be extended outside the organization.

On hiring, employees shall receive a letter of acceptance which will outline procedural matters such as starting date and hours of work.

All employees shall have a job description. In the case of permanent positions, job descriptions and any subsequent changes prepared by the Executive Director or staff will be approved by the Human Resources Committee.

Probation

With the exception of the Executive Director, whose probationary period will be outlined in his/her contract, all employees will have a probationary period of three months.

Evaluations

An employee's performance will be reviewed upon completion of the probationary period and annually thereafter by the Executive Director.

Confidentiality

Confidentiality of all personnel files will be maintained.

Resignations

All employees are asked to submit a letter of resignation to their supervisor at least 10 working days before the last working day.

Elimination of Position

Where the position of an employee is to be eliminated, the employee is entitled to notice of 2 weeks (ten working days) after six months employment, 3 weeks (fifteen working days) after one year of employment and an additional week for each year of subsequent employment to a maximum of 8 weeks notice. Examples of this could include a contract which has a specific term, or the decision to eliminate a position because of lack of funds.

7.1.4 Disciplinary Procedures

Suspensions and Dismissal

Unsatisfactory performance shall be dealt with by a process of progressive discipline. It is incumbent on the supervisor to make every reasonable effort to resolve problems in performance. Examples of unsatisfactory performance shall include: bringing the Society into disrepute, poor job performance/inability to meet the standards of the job description and violation of AVI Code of Ethics.

Progressive discipline shall consist of at least three documented attempts to discuss the same area of job performance. The third verbal expression of concern shall be documented with a copy to the

employee and shall refer to the previous conversations. If there continues to be no resolution, the employee shall receive written notification that continued employment is in jeopardy. Such notice will detail area(s) of concern and outline what must be done to improve the situation within a reasonable probationary period as mutually agreed upon in writing between the supervisor and employee. Employees placed on probation will be evaluated at the end of the probationary period, and told the results of the evaluation within three weeks of the end of the probationary period. If performance is not satisfactory at the end of the probationary period, dismissal notice, in writing, of no less than 10 working days shall be given to the employee. In lieu of notice AIDS Vancouver Island shall provide payment equivalent to 10 working days.

An employee may be suspended or dismissed for just cause at any time. An example of *just cause* would include: no improvement in the unsatisfactory performance within the probation period. Suspension is obligatory leave from work without pay for a maximum of 10 days as determined by the supervisor.

Statutory Regulations

AIDS Vancouver Island shall comply with all federal and provincial legislation regarding employment.

Salaries and Wages

Salaries and wages for all employees shall be within a range approved by the Executive Committee. Salaries and wages for all employees will be reviewed annually by the appropriate supervisor.

Benefits

Permanent full-time employees who have completed their probationary period shall be eligible for participation in medical, dental, pension and life insurance plans offered by AIDS Vancouver Island. Cost sharing between AIDS Vancouver Island and employees shall be determined by the Executive Committee.

Payment of Wages

Employees will be paid on a bi-weekly basis. The payment of salaries or wages shall be within 16 days from the time worked.

Reimbursement of Expenses - (see Travel Policy for reimbursement rates)

All authorized travel mileage claims and expenses incurred while employed and on behalf of AIDS Vancouver Island, shall be reimbursed upon submission of completed claim forms and accompanied with receipts for purchases within 30 days of occurring.

Honoraria

Honoraria received for services rendered by staff of AIDS Vancouver Island shall be deemed property of AIDS Vancouver Island and shall be turned over upon receipt for deposit to the credit of the organization.

Documentation of Time

Accumulated days of vacation leave, sick leave and hours of approved overtime will be recorded on a bi-weekly basis.

Vacation Days

A permanent employee is entitled to three weeks paid leave per annum during each year of service for the first three years. Upon employment, employees can accrue vacation days during their probationary period which can be claimed upon reaching permanent status.

After three years service (in the fourth year), an employee is entitled to four weeks leave per annum. Holidays cannot be accumulated and carried over into another calendar year without special written permission from the Executive Director. In the case of the Executive Director, the Executive and Human Resources Committees make the approval.

Statutory Holidays

Eleven statutory holidays shall be observed per annum: New Year's Day, Good Friday, Easter Monday, Victoria Day, Canada Day, British Columbia Day, Labor Day, Thanksgiving Day, Remembrance Day, Christmas Day and Boxing Day. The office shall be closed on these days. In addition to these holidays, upon approval of the Board of Directors, the office may be closed from noon on December 24th to reopen on the second business day of January in the following year. Services deemed essential shall be provided on normal business days during this period. Other religious/communal holidays may be observed by employees, provided sufficient notice is given to the supervisor or Executive Director for approval to occur.

Compensatory Time Off in Lieu of Overtime

All excluded staff will receive five days (40 hrs. pro-rated for part-time) of compensatory time off, per year, in lieu of any hours worked in addition to the regular 40 hour work week.

Sick Leave

Sick leave benefits accrue for permanent employees at the rate of one day per month. Sick leave can be accumulated to a maximum of 12 days. Sick leave for permanent part-time positions shall be prorated accordingly. Any employee absent for more than three days in a 30-day period may be required to get a medical certificate at the discretion of the supervisor. If sick leave credits are exhausted, the employee may access other options including Short Term Disability (STD), Long Term Disability (LTD) or request a leave of absence without pay. Sick leave may be used for personal injury or illness whether mental or physical and extends to time needed to care for dependents or partners. Sick leave taken beyond that for which one is entitled shall be deducted from the final remuneration if employment is terminating.

Leave of Absence Without Pay

Requests for leave of absence without pay shall be considered on the merits of the individual case and the decision made therefore by the Executive Director in consultation with the Executive Committee, or in the case of the Executive Director, by the Executive Committee or Chair.

Examples of such leave could include a staff member making a request to take off a month or two to do a special course applicable to their work at the organization.

Compassionate Leave

Compassionate leave of three days will be granted in cases of death within the immediate family. Discretion is available to the Executive Director in consultation with the Executive Committee to grant compassionate leave under other circumstances. Additional days may be granted at the discretion of the Executive Director, with or without pay.

Adequate leave with pay for travel time will normally be allowed.

Court Leave

Employees who are required to serve as jurors or witnesses in any court shall be granted leave of absence with pay for this purpose. Any compensation for such duty will be considered the property of AIDS Vancouver Island and shall be transferred to same upon receipt.

Professional Development

AIDS Vancouver Island shall consider requests from employees for professional development time and resources. Requests will be considered on an individual basis and will be evaluated in terms of benefit to the employee's duties and AIDS Vancouver Island's ability to pay. Applications shall be made to the most immediate supervisor.

Parental/Adoption Leave

Upon employment, an employee is entitled to twelve weeks of unpaid leave of absence due to pregnancy or adoption. An employee is entitled to six months of unpaid leave of absence having been employed full-time with AIDS Vancouver Island for at least 12 months. An employee who qualifies for parental/adoption leave cannot be dismissed or laid off because of pregnancy or adoption. Where the employee's significant other elects to return to work before the expiry of any parental/adoption benefit (from his/her employee), the employee of AIDS Vancouver Island may apply for the balance of the qualifying leave. The combined benefit to both partners cannot exceed six months.

Workers' Compensation Board

All employees shall be covered by Workers' Compensation Board coverage. If an employee is injured while on duty, the employee shall, within 24 hours, report the injury to the administrative offices of AIDS Vancouver Island who shall file a report immediately to the Workers' Compensation Board. In the event the Executive Director should be injured, s/he will, in addition, report the injury to a member of the Executive Committee. All injuries, even if only requiring first aid, must be reported in case a more serious complication develops.

Adopted: Board Meeting, June 29, 1993.

7.2 CONFIDENTIALITY GUIDELINES

Orientation to Confidentiality

These confidentiality guidelines are for all persons associated with AIDS Vancouver Island who have access to personal and health information as a result of the performance of their duties. AIDS Vancouver Island recognizes the need to ensure all reasonable privacy and safety to those it serves. It also recognizes that credible service is based on trust, respect, sensitivity, and a high code of practice. Ensuring the confidentiality of privileged information is an important component of responsible and professional service delivery.

During the course of service to persons who use AIDS Vancouver Island for support, information, and referral, agency representatives (employees and volunteers) may acquire information that - while voluntarily shared - is privileged information.

As part of service delivery, it is necessary to share information with others within the workplace. The underlying principle is that ***all personal and health information related to an identified individual must be treated as CONFIDENTIAL***. This means that information of a confidential nature that is given, read, observed, overheard or otherwise acquired will be held as privileged information. It also means that agency personnel will not carry on a conversation about service users in the presence of persons who have no official need to know.

Disclosure outside the workplace would occur only when proper authorization has been received or when there is reasonable ethical or legal reason to do so.

It is important for clients to understand from the outset that some acquired information may be shared within the offices and personnel of the agency who maintain the service of the agency and who have a reasonable need for specific information in the performance of their duties.

The condition under which confidential information will be disclosed will be explained to anyone requesting this information or in situations where it is deemed important to do so.

What are the legal, ethical and professional constraints on what can be said or done with clients, partners, family members or the media? These questions require careful consideration and, while the guidelines which follow may assist, there are many situations which will require the consultation and advice of the Executive Director concerning appropriate management.

Policy No. 1 - Principles of Confidentiality

All representatives of AIDS Vancouver Island, including personnel who have even limited access to confidential information, shall be made aware of the principles of confidentiality and the related personnel policies.

Guidelines:

1. When first hired, or approved, all AIDS Vancouver Island personnel, including board members and other volunteers, are required to read the policy on confidentiality.
2. All AIDS Vancouver Island personnel, board members and volunteers are then required to sign a form indicating they have read and understood the policy regarding confidentiality.

Policy No. 2 - Violations by Employee or Volunteer (non-Board Member)

Violations of the AIDS Vancouver Island policy on confidentiality by an employee or volunteer may result in dismissal or removal from office.

Guidelines:

1. The Executive Director shall be responsible for dealing with any breach of confidentiality by an employee or volunteer (non-Board Member).
2. The Executive Director shall set up a meeting with the person in question to discuss the matter at issue.
3. The person shall be notified in writing of any subsequent steps to be taken.
4. If any disciplinary action is to be taken, the person shall be notified in writing.
5. It is important to understand that confidentiality extends not only for the duration of service contract, but also continues indefinitely once the relationship with AIDS Vancouver Island has ceased.
6. The continuing obligation to maintain confidentiality is enforced at the instance of AIDS Vancouver Island.

Policy No. 3 - Violations by Board Member or Executive Director

Violations of the Society policy on confidentiality by a member of the Board or by the Executive Director shall result in dismissal or removal from office, except that the Human Resources Committee in its sole discretion may impose a lesser penalty.

Guidelines:

1. The Human Resources Committee shall deal with any breach of confidentiality by a member of the Board or the Executive Director.
2. The Human Resources Committee shall set up a meeting with the person in question to discuss the matter at issue.
3. The person shall be notified in writing of any subsequent steps to be taken.
4. If any disciplinary action is to be taken, the person shall be notified in writing.
5. It is important to understand that confidentiality extends not only for the duration of service contract, but also continues indefinitely once the relationship with the Society ceases.
6. The continuing obligation to maintain confidentiality is enforceable at the instance of AIDS Vancouver Island.

Policy No. 4 - Appeal Procedures

Any person dismissed or removed from office through operation of the Society policy on confidentiality may appeal the decision of the Board.

Guidelines:

1. The person shall submit a written request to speak to the Board of Directors, outlining the specific areas of consideration.
2. A meeting of the Board of Directors will be scheduled to hear the procedures that have occurred to date and to hear the concerns of the person in question.
3. The person shall be notified in writing of the decision of the Board.

Contact With Families, Friends and Partners

Policy No. 5 - Family Contact

Confidential information acquired as a result of contact with individuals in a relationship, family unit or friendship group will be respected and safeguarded.

Guidelines:

1. Personnel will not disclose information that one person has requested be kept confidential from a partner, family member or friend.
2. Personnel will not disclose to a family member, friend or lover information that would be considered confidential even if not specified as such by the client.
3. Family members who request privileged information regarding a person known to the Society will be directed back to the individual.
4. Disclosure of privileged information may occur with the informed and written consent of the person who gave the information in confidence.
5. Where a member of a larger unit consents to have confidential information disclosed, personnel are able to release information that pertains to the consenting person only. The privileged communication regarding all other members of the unit must continue to be respected.

Case Sharing

There are times when someone will share information that suggests the need for services beyond the mandate, scope or expertise of AIDS Vancouver Island. In these instances, the role becomes that of referral to an appropriate service and follow-up to ascertain the outcome of the referral.

Such referrals could include relationship counseling, addiction counseling, mental health counseling, etc. As part of the process of making an appropriate and constructive referral, it becomes justifiable for personnel to share aspects of the situation with the Executive Director of the agency.

Policy No. 6 - Contact with Health Care Professionals

AIDS Vancouver Island sometimes receives referrals from a number of external professionals including physicians, nurses, social workers, and other health care workers. Because of the nature of the service provided, AIDS Vancouver Island will often be only one component of the referring person's service plan. It may become important for both the AIDS Vancouver Island representative and the referring professional to maintain a close working relationship that will ensure all persons receive appropriate service.

Guidelines:

1. The AIDS Vancouver Island representative shall consult regularly with referring personnel, advising of relevant pertinent information.
2. AIDS Vancouver Island shall obtain a **signed** client consent before any information is received from or provided to referring personnel.

Confidentiality and Members of the Board

During the course of planning, guiding and monitoring the services of the Society, members of the Board may have access to privileged information. This may occur via formal business or as a result of less formal communication or correspondence.

Policy No. 7 - The *Need to Know* Principle

Confidential information shall be shared with the Board of Directors on a *need to know* basis and then only with those specific members who are directly involved in the relevant service issues and/or decision making process.

Guidelines:

1. Direction concerning the *need to know* is provided by the Executive Director and/or the Chair of the Board.
2. When confidential information is shared on a *need to know* basis, all members of the Board or its designate(s) are accountable for the safekeeping of this information according to the Society policy on confidentiality.

Policy No. 8 - Authorization for Access to Files

For the purposes of evaluation, audit or accreditation, members of the Board have access to client or volunteer files only upon authorization by formal motion of the Board of Directors.

Guidelines:

1. The motion shall identify the person(s) to be authorized to review such records, the specific purpose for such review and the period of time during which access shall be granted.
2. Members shall be required to comply with AIDS Vancouver Island policy on confidentiality and may use the information only for purposes stated by the approved action of the Board.

3. If a member of the Board is given authorized access to a file, the name shall be removed from the file prior to the file being provided for review.
4. Known violations shall be reported to the Chair. A violation of the confidentiality policy by a Board member shall be dealt with as noted in Policy Statement Number 3 of this document.

Limits of Confidentiality

In the process of service, personnel may be faced with circumstances that call for professional judgement regarding confidentiality. Some situations will require that action(s) be taken that confidential information be shared - with or without the consent of the client. Such situations include the following:

1. statement of intent to commit suicide;
2. statement of intent to commit violent crime such as sexual assault or homicide;
3. indications that a child is at risk;
4. requirement to disclose pursuant to legal proceedings as dealt with in Policy Statement Number 16 of this document.

When a staff person or volunteer is made aware (or otherwise determines) that someone associated with AIDS Vancouver Island intends to be dangerous to himself/herself or to others, the following policy supersedes the individual's right to confidentiality.

Policy No. 9 - Assessment that Someone is in Danger to Self or Others

Necessary steps must be taken to protect the appropriate person(s). Such action is taken where there is reasonable belief that a danger exists and that intervention is warranted. This may include a medical referral, psychiatric referral, a referral to a counselor in private practice, or a report to the appropriate law authorities, such as the City Police or RCMP.

Guidelines:

1. Discuss the situation with the Executive Director or Chair of the Board of Directors.
2. Determine the most appropriate action in order to protect the safety of the person(s) involved.
3. Consult with a lawyer, if possible.
4. When disclosure of confidential information needs to be made, all reasonable attempts will be made to inform the person(s) involved prior to the disclosure.
5. Document all steps taken and place this information on file at AIDS Vancouver Island.

Release of Information

Policy No. 10 - Consent for Release of Information

Except when disclosure is required by law or judicial action, the written and informed consent of the person, or where applicable, the person's guardian, shall be obtained when information is to be released to another agency, or organization, or individual, stating the specific information to be released, to whom, and for what purpose.

Guidelines:

1. For each and every such release of confidential information, a signed and dated copy of the **CONSENT FOR RELEASE OF CONFIDENTIAL INFORMATION** form shall be obtained and retained in the client record.

Policy No. 11 - Orientation to Group Regarding Confidentiality

Persons participating in a support group will be made aware of the policy on confidentiality.

Guidelines:

1. As participants join a support group, they will be made aware of the need for holding in confidence any personal and identifying information acquired during the process of the group sharing.
2. Participants will be given the opportunity to read the Society policy on confidentiality.

Policy No. 12 - Violation of Confidentiality by a Group Member

Any breach of confidentiality by a participant in a support group may result in a participant foregoing the right to continue as a member of the support group.

Guidelines:

1. Members will be asked to make a commitment to respect privileged and confidential information as required during the group session or as a result of contact with the Society.
2. The support group facilitator(s) has sole discretion regarding whether or not a group member who has violated confidentiality is allowed to continue with the support group.
3. Should a decision be made that a person must forego his/her right to membership in a support group, that decision may be appealed, in writing, to the Board of Directors.

Office Records

The Secretary is the custodian of all records pertaining to AIDS Vancouver Island, and the Executive Director is the designated custodian of all records pertaining to the administration of the services of AIDS Vancouver Island.

It is the Secretary and/or Executive Director's responsibility to supervise the handling of confidential information in order to ensure safekeeping, accuracy and accountability.

Policy No. 13 - Files as Property of AIDS Vancouver Island

All files pertaining to clients, and/or volunteers, and all files relating to AIDS Vancouver Island business are the property of AIDS Vancouver Island and shall remain in the Administrative Office of AIDS Vancouver Island.

Guidelines:

Working Notes by Office Staff, Volunteers or Board Members

1. Personnel may need to keep working notes or to exchange working notes as part of their service delivery. While these may be informal in nature and not part of or pertaining to permanent record, they must be handled in a manner consistent with the practice standards and confidentiality policy of AIDS Vancouver Island.
2. Such working notes will be carefully disposed of, with due care to confidentiality and accountability.

To Remove a file From the Office

1. In order to remove a file from the Administrative Office, prior approval must be obtained from the Secretary and/or Executive Director. Such permission must be consistent with the Society's policy on confidentiality.
2. Retain a record of the file, indicate date, purpose for which it was removed and name of person to whom it is entrusted.

Media and Public Documents

Policy No. 14 - Consent to Release Information to the Public

Information that could identify persons who use the services of AIDS Vancouver Island shall not be made public for any reason without their written permission.

Guidelines:

Public Gathering or Media Interviews

1. AIDS Vancouver Island may present a person to a public gathering or to the news media only after the person has been made aware of the loss of confidentiality, and has consented in writing of their own free will.
2. Persons who decide to proceed with the public presentation or interview do so freely and voluntarily.
3. Persons acting on behalf of AIDS Vancouver Island rather than acting as individuals, will sign a form releasing AIDS Vancouver Island from responsibility for any consequences arising out of their decision to proceed with the media interview or public presentation.
4. The signed form will be filed at the Administrative Office of the Society.

Management of Promotional Materials

1. Written permission will be received before a name or photograph can be printed, e.g. in brochures, newsletters, or promotional materials (including videos, films, etc.).
2. The signed permission will be filed in the Administrative Office.

Legal Issues

Policy No. 15 - Issuance of a Subpoena

Information shall be provided to law enforcement officials or to the court upon a valid and enforceable subpoena, court order or authorized search warrant.

Guidelines:

1. The Executive Director, Chair or Secretary shall be consulted and provided information related to the subpoena, court order or search warrant.
2. Legal counsel for AIDS Vancouver Island shall be notified and provided information.
3. A meeting of the above named parties will be held in order to review the circumstances of the subpoena, court order or search warrant, review appropriate documents and determine appropriate action.
4. Proceed according to the advice of AIDS Vancouver Island's legal counsel.

Policy No. 16 - Disclosure for Purposes of Legal Self Defense

Disclosure of privileged information may need to occur in order to counter formal allegations of malpractice, negligence or conduct unbecoming a professional. While justified, disclosure must be limited to the issue at hand and not exceed what is necessary to the situation.

Guidelines:

1. Proceed according to the advice of AIDS Vancouver Island's legal counsel.
2. The Executive Director, Chair or Secretary shall be consulted and provide information to the issue that has resulted in the legal action.
3. Legal counsel shall be notified and provided information.

Student Practicum

Policy No. 17 - Confidentiality and Student Placement

Practicum students are bound by the same policies regarding confidentiality as are staff and volunteers of AIDS Vancouver Island.

Guidelines:

1. The student shall be made aware of the guidelines for confidentiality as soon as they begin their placement with the Society.

2. The student shall sign an Oath of Confidentiality.
3. Any concerns regarding confidentiality shall be shared and discussed with the Executive Director and/or the student's supervisor.

7.3 COOPERATION WITH VICTORIA ASOs

AVI is committed to working with the Victoria AIDS Respite Care Society (VARCS) and with the Victoria Persons with AIDS Society (VPWAS) to minimize overlap and maximize services to HIV infected and affected people. We value the respite housing and care provided by VARCS, as well as the peer support, advocacy and treatment information provided by VPWAS.

AVI affirms its understanding that VARCS and VPWAS share a similar commitment to cooperation and coordination with AVI.

AVI further recognizes the role of the following two groups in overseeing coordination in service provision and, as appropriate, in fundraising and public relations, among our three organizations:

1. At least quarterly, AVI's Chair, and when required the Executive Director, will meet with a Board representative of each of VARCS and VPWAS.
2. Monthly, AVI's Executive Director will meet with the Executive Director or equivalent of each of VARCS and VPWAS to ensure operational coordination in service provision and, as appropriate, in fundraising and public relations. The Executive Director will report the outcome of these meetings to the Executive Committee.

7.4 GIFTS TO STAFF AND VOLUNTEERS

Presenting Issues:

When a person is gravely ill, that person and her/his family (in the broad sense of the term) are vulnerable to the care attendance of AIDS Vancouver Island staff - both paid and volunteer. Often the quality of care given is so appreciated that the client or others wish to show their appreciation in a tangible way. For staff, paid or unpaid, to accept gifts of money or monetary value, is to hold the integrity of the program in question and creates potential for the motives of the staff to be suspect and open to scrutiny.

Purpose:

To ensure that the business and service delivery practices of AIDS Vancouver Island are of the highest ethical standards and in compliance with all laws and regulations.

To develop an on-going procedure for establishing common knowledge and adherence to the Gifts to Staff and Volunteers Policy.

Policies:

- A. In the process of doing business or providing service on behalf of AIDS Vancouver Island, directors, employees, and volunteers shall attempt to avoid, directly or indirectly:
 1. Taking any action that is not in accordance with the laws of Canada, British Columbia or any applicable municipality on Vancouver Island or the Gulf Islands;
 2. Offering, soliciting or accepting any bribe or other improper benefit or anything which could reasonably be perceived to be a bribe or improper benefit;

3. Soliciting or accepting money, personal possessions, or services of monetary value, gifts, favours, entertainment or any other form of gratuity from anyone who is, or has been a participant in AIDS Vancouver Island programs or who has benefitted from the program's services (excluding predetermined and pre-authorized arrangements).
 4. Entering into any dealings, including witnessing and signing of wills, estate planning and power of attorney documents, that could produce or reasonably be perceived to produce a conflict of interest;
 5. Employing any improper practice or taking action prejudicial to the integrity or reputation of AIDS Vancouver Island.
- B. Any director, employee or volunteer who is requested to make, authorize, or agree to any transaction which would appear to be in contravention of this policy shall immediately report such information to her/his supervisor, the Executive Director, or the Chair.

Procedures:

The Society will provide orientation to this policy to both existing staff and volunteers and future staff and volunteers. This will be achieved by:

- Presentation of the policy in an upcoming newsletter;
- Discussion of the policy at volunteer meetings, including Support Services, Education Services and Fund Development committees;
- Including the new policy in Core Training for volunteers;
- Including the new policy with volunteers taking support training.

Adopted: Board Meeting, May 26, 1995.

7.5 CONFLICT OF INTEREST POLICY

1. Statement of principles

- (1) The interests of AVI and its members and clients must take priority over the private interests of the directors, employees and volunteers of AVI.
- (2) No director, employee or volunteer of AVI shall make a decision or perform a duty or function within the scope of his or her authority if that person has a conflict or interest, except where specifically permitted by this conflict of interest policy.

2. Definitions

- (1) A "conflict of interest" is when a director, employee or volunteer of AVI makes a decision or performs a duty or function within the scope of his or her authority while knowing that in making the decision or performing the duty or function there is an opportunity to further his or her private interest, including that of his or her family and that of any organization of which any of them is a director, officer or senior employee.
- (2) "Family" means spouse or domestic partner (regardless of sex) and the children of the director, employee or volunteer and his or her spouse or domestic partner.
- (3) "Household" means all persons residing at the same address as the director, employee or volunteer.
- (4) "Private interest" does not include an interest arising from making a decision or performing a duty or

function that applies to the general public or affects the director, employee or volunteer as one of a broad class of the general public (for example, all gays or lesbians or all First Nations persons).

3. CONFLICTS OF INTEREST INVOLVING DIRECTORS

- (1) a director who has reasonable ground to believe he or she has a conflict of interest in a matter that is before the board of directors or a committee on which the director sits as a representative or appointee of AVI, shall immediately disclose the general nature of the conflict of interest and shall withdraw from the meeting without voting or participating in the consideration of the matter.
- (2) The directors present at the meeting of the board or committee of the board at which a declaration of conflict of interest is made may, where they deem it appropriate and only by unanimous vote, permit the director to remain at the meeting without participating in the consideration of the matter or voting, to remain and participate in the consideration of the matter without voting, or to remain and participate in the consideration of the matter and vote.
- (3) Any director who is unsure whether or not he or she has a conflict of interest or if another director present at a board of directors or committee meeting has a conflict of interest with respect to a matter under discussion, shall immediately put his or her concerns before the directors present who shall consider and determine the matter by majority vote (excluding the vote of the director with the potential conflict of interest) before proceeding further with the consideration of the matter originally under discussion.
- (4) Any person who believes a director may have a conflict of interest shall so advise the Chair of the board (or, if the director with the potential conflict of interest is the Chair, the Secretary of the board) who shall bring the matter to the attention of the next board or executive committee meeting. The Chair (or Secretary) shall keep confidential the identity of the person raising the concern, if that person so wishes.
- (5) A director is not eligible to apply for any paid position with AVI.
- (6) Any person who resigns as a director of AVI and then applies for a paid position with AVI and is not hired, shall not be eligible for appointment by the directors to any vacancy on the board of directors until after the annual general meeting following his or her resignation.

4. CONFLICTS OF INTEREST INVOLVING EMPLOYEES

- (1) An employee who has reasonable grounds to believe he or she has a conflict of interest in a matter shall immediately disclose the general nature of the conflict of interest to his or her supervisor and shall not make any decision or exercise any duty or function relating to the matter without further direction from his or her supervisor. The supervisor shall have the matter dealt with by another employee.
- (2) Any employee who is unsure whether or not he or she has a conflict of interest shall immediately disclose all relevant facts to his or her supervisor who shall, in consultation with the Executive Director, determine whether or not a conflict of interest exists and promptly advise the employee of their decision. If the supervisor and the Executive Director determine no conflict of interest exists, the employee is absolved of any further responsibility with respect to this conflict of interest policy unless the facts disclosed by the employee were not accurate or complete. Where no conflict of interest is found, the employee is responsible to advise his or her supervisor of any change in circumstances which might reasonably be relevant in determining whether or not the employee has a conflict of interest.
- (3) Any person who believes an employee has a conflict of interest shall so advise the Executive Director (or, if the employee with the potential conflict of interest is the Executive Director, the Chair of the Board) who shall discuss the matter with the employee, make such investigation as he or she deems appropriate and advise the employee in a timely manner of his or her decision. A record of the allegation and of the decision of the Executive Director or the Chair shall be placed in the employee's personnel file and shall

remain there for 2 years and thereafter for so long as the employee wishes. The Executive Director (or the Chair) shall keep confidential the identity of the person raising the concern, if that person so wishes.

- (4) A person who is a member of an existing employee's family or household is not eligible to be employed by AVI in the same department as the employee, except for term positions of less than 120 days.
- (5) No employee shall supervise or be supervised by, either directly or indirectly, a person who is a member of that employee's family or household.

5. Conflicts of Interest Involving Volunteers

- (1) A volunteer who has reasonable grounds to believe he or she has a conflict of interest in a matter shall immediately disclose the general nature of the conflict of interest to the coordinator or employee to whom the volunteer is most directly accountable and shall not make any decision or exercise any duty or function relating to the matter without further direction from that person. The director or employee shall have the matter dealt with by another director, employee or volunteer, as appropriate.
- (2) Any volunteer who is unsure whether or not he or she has a conflict of interest shall immediately disclose all relevant facts to the director or employee to whom he or she is most directly accountable who shall, in consultation with the Chair of the board (in the case of a director) or the Executive Director (in the case of an employee), determine whether or not a conflict of interest exists and advise the volunteer in a timely manner of his or her decision. If it is determined that no conflict of interest exists, the volunteer shall promptly advise the director or employee of any change in circumstances which might reasonably be relevant in determining whether or not the volunteer has a conflict of interest.
- (3) Any person who believes a volunteer has a conflict of interest shall so advise the Executive director or the Chair of the board who shall discuss the matter with the volunteer, make such investigation as he or she deems appropriate to determine whether or not a conflict of interest exists and advise the volunteer in a timely manner as to his or her decision. If it is determined that no conflict of interest exists, A record of the allegation and of the decision of the Executive director or the Chair shall be placed in the volunteer's file and shall remain there for so long as the volunteer wishes. The Executive Director or the Chair shall keep confidential the identity of the person raising the concern, if that person so wishes.

7.6 TELEPHONE CALL RETURN POLICY

Goal

To ensure that telephone contacts are responded to in a timely and effective manner.

Policy

All calls received by staff of AIDS Vancouver Island are expected to be returned during the next regularly scheduled workshift.

E.G.

Staff person Jane, who regularly works 37.5 hours per week, has received a message that John called from another agency at 2:00pm on Wednesday afternoon. Jane must return the call by the completion of her workshift on Thursday.

Staff person John, who regularly works 22.5 hours per week, has received a phone call from a client on Tuesday at 3:00pm. John does not work on Wednesdays but is scheduled to work on Thursday. Therefore John must return the call by the completion of his workshift on Thursday.

Please Note:

It will helpful to you and callers trying to reach you if you let the reception volunteer or staff person who answers the phone know what your schedule is so that they can let callers know. Also, if you are away from the office on approved leaves such as vacation etc. please let these people know this as well.

7.7 EMERGENCY CLOSURE PLAN

Goal

To establish an orderly system whereby the offices of AIDS Vancouver Island are closed due to an emergency.

Procedures

1. In the event that AVI offices are required to be closed due to an emergency the Executive Director or designate will make that determination in consultation with the Chair, Board of Directors or designate and the Director of Programs.

In the event that the Executive Director is not available to make this determination the Director of Programs (designate) will make this decision in consultation with the Chair, Board of Directors or designate.

In the event that neither of the Senior Management staff are available to make this determination the Coordinator of Administrative Services (second designate) in consultation with the Chair, Board of Directors or designate will make this determination.

In the event that none of the above individuals are available the member of the Labour/Management Committee with the greatest seniority will contact the Chair, Board of Directors or designate and will make this decision.

2. The decision to close the office will include the following information: The nature of the reason for closure, the length of closure, the date upon which the office will be re-opened (if known), which offices of AVI this applies to and the closest agency to which referrals may be made. This information will be posted on all exterior doors of the office when possible.
3. The Executive Director or designate will communicate this information to all staff affected by the closure as soon as possible. In the event that the Executive Director or designate is unavailable the Chair, Board of Directors will ensure that this communication takes place as soon as possible.
4. The Coordinators of each department will ensure that all volunteers scheduled to work during the closure period will be informed of the closure as soon as possible.

5. It is therefore understood that the following positions have full access to staff and volunteer lists:

Chair, Board of Directors
Executive Director
Director of Programs
Departmental Coordinators
Senior Bargaining Unit Member, Labour/Management Committee
6. If you require information regarding possible closures of the offices and have not heard from any of the above individuals please contact your supervisor or Executive Director (designate) or Chair, Board of Directors (designate).
7. **Please Note:** Staff and Volunteer phone lists are confidential and are to be used only in cases of emergency.

If there are any questions concerning this plan please see the Executive Director or Chair, Board of Directors.

7.8 TRAVEL POLICY

RevisedDraft

Travel Policy (Bargaining Unit Employees)

AVI bargaining uni staff will be compensated as per the BCGEU collective agreement for mileage incurred when required to travel utilizing their own vehicle in the performance of duties. Mileage will be calculated from either point of departure or the employees office location whichever results in the lower rate of mileage.

E.G.

Employee "X" travels from their home in Victoria to the office in Nanaimo on work related business. The mileage from the employees home to Nanaimo is 230km return. The mileage from the Victoria office would be 250km return. Therefore the employee will be compensated for 230km only.

Vehicle Allowance

(Excluded Employees, Volunteers, Board of Directors, Members of Board Committees)

AVI excluded staff, volunteers, Board of Directors and members of Board Committees will be compensated at the rate of .38 cents per kilometre for mileage incurred when required to travel utilizing their own vehicle. Where compensation for travel is being funded through a second party and the rate is in excess of the AVI rate the higher rate will be paid. If the rate is lower then the AVI rate will be used for compensation.

E.G.

Board member and an excluded staff person travel to Vancouver to attend the Pacific AIDS Network. PAN reimburses AVI at the rate of .32 cents a kilometre. The Board member and the excluded staff person will be compensated at the rate of .32 cents a kilometre and not the regular rate of .30 cents a kilometre.

Airfare

AVI excluded staff, volunteers, Board of Directors and members of Board Committees who are required and are approved to travel on behalf of AVI will be guided by the following when arranging for air transportation:

- Reservations a minimum of seven days in advance;
- Economy fares only;

Reservations will be made by appropriate AVI staff.

Meal Allowance

AVI excluded staff, volunteers, Board of Directors and members of Board Committees who are required and are approved to travel on behalf of AVI will be reimbursed for meals as follows:

		<u>MGMT</u>		
Breakfast	\$8.00 8.50	22.00 (ONLY)	BL	30.00
Lunch	\$12.00 10.50	22.00 (ONLY)	LD	36.50
Dinner	\$15.00 19.25	28.50 (ONLY)	BD	36.50
Total	\$35.00 38.25	114.50 FULL		<u>\$14.00</u>

Accommodation

AVI excluded staff, volunteers, Board of Directors and members of Board Committees who are required and are approved to travel on behalf of AVI will be reimbursed for accommodation (room and taxes only). Accommodation reservations will be arranged by appropriate staff. In arranging for accommodation AVI staff will, when vacancies permit, book reservations in hotels which are rated no higher than a triple star. Rates in excess \$90.00 per night must be approved in advance by the Executive Director.

Staff or volunteers who are able to stay with friends will receive a stipend of \$14.00 per night.

April 1997

Revised: July 1998

Memorandum

-For Internal Use Only-

To: All Staff
From: Ruthann Tucker
Executive Director
Re: Expenditures to March 31, 2000
Date: February 08, 2000
CC: David Swan, Chair
June Beattie, Treasurer

The purpose of this memo is to inform you of changes to all budget areas within the organization. In order to ensure that we meet the financial obligations of the agency changes must be made to expenditure patterns effective immediately. Our goal is to ensure that all "hard" costs are paid and that we minimize any deficit we may enter into during this fiscal year.

Effective immediately *all* program expenditures must be approved in advance of ordering. Approval will rest with June Beattie and/or David Swan in consultation with Stacy Leblanc, Acting Executive Director. This means that approval to order supplies, materials, books, travel etc have been suspended.

Payroll will be met on schedule. Rent will be paid on schedule. Honouraria for the Café and PWA speakers will be maintained. Food supplies for the café will be maintained. Needle disposal will be maintained. EAF, CHF and Bus Passes will be maintained. Toilet paper will be supplied. Utilities will be paid. Necessities for operations will be covered however there is little room for any surplus expenditure.

There is no approval for overtime until March 31, 2000.

I know that this is difficult, but by making these changes we will be able to meet our financial commitments and keep the deficit this year to a minimum. I am confident that by a team effort we can make these changes with successfully. Thank you for commitment and support during the next two months.

Sincerely,


Ruthann Tucker
Executive Director

Claire

From:

Sent:

To:

Subject:

To alleviate any confusion regarding pay advances and cheque signing authority the Executive would like the policy manual updated to read:

PAY ADVANCES:

Pay advances must be prior approved by the Executive Director and may not be granted at the Manager's/Coordinator's discretion.

Pay advances will only be considered when either of the following occurs:

- a) The employee is awaiting 3rd party disability compensation. When compensation is received from the 3rd party the outstanding advance is to be paid in full.
- b) The employee is leaving on vacation prior to payday and the leave date is within the current pay period. The advance will be paid in full by way of processing an advance collection through payroll deduction on payday.

Pay advances will not be granted for reason of personal financial hardship. An employee is encouraged to seek guidance from their Manager/Coordinator should the employee find himself/herself in this situation.

CHEQUE SIGNING AUTHORIZATION

Cheques submitted on behalf of AVI require two signatures and must be signed by any of the following 2; Executive Director, Board Treasurer, Board Chair, and Finance Manager, provided they have not performed the record keeping.

Brian

From: Claire
Sent: December 7, 2000 10:30 AM
To: Brian
Subject: FW: FINANCIAL RECORDS

-----Original Message-----

From:
Sent:
To:
Cc:
Subject:

Please make all financial records available to the Treasurer at her request, such as payroll, general ledger and any other documents she would like to have available. As you are aware, the Treasurer needs to advise the Board regarding enhanced policies for record keeping, controls and accountability as well as to advise regarding financial reports to the Board. Under our policies, the Treasurer has unlimited access to all financial records. Any financial policies that will be developed will be done so with input from the financial manager and senior staff as per our practice. We will also try to honour the recent request to do this over a two week time period to allow full opportunity to consider policy implications and provide thoughtful input. Thank you to everybody who has made an effort to improve our operations and communications in this area.

Cindy Jamieson
A/Chair

Brian

From:

Sent:

To:

Cc:

Subject:

Just wanted to take a moment and summarize the decision last night around cheque signing.

- We agreed that as an organization we have a number of solid checks to ensure that the expenditures are appropriate. We also agreed that I would signoff various expenditures. This signoff for me would be the result of Brian's review of the expenditures visa via the budget and appropriateness. The cheques would subsequently be cut.
- Signing:
 - Two signatures would be required for every cheque, one Board Member and one Staff member.
 - I will sign all cheques and when I am not here Brian has signing authority.
 - When the cheque is payable to me, Brian will sign as the staff signator.

Miki Hansen
Executive Director
AIDS Vancouver Island
Phone: (250) 384-8966 ext: 103
email: mikihansen@avi.org
Fax: (250) 380-9411

Memo

February 25, 2003

To: All Volunteers receiving an honorarium and to AVI staff

From: Miki Hansen, Executive Director

The Board of Directors wishes to express their appreciation for the important volunteer contributions at AVI. The Board believes that the importance of volunteer participation should and will continue to be encouraged.

To ensure clarity around processing volunteer honoriums, the Board has approved the following Interim Policies. These policies are in effect immediately pending further Board work on the final policy package.

Interim Policy

1. The payment of volunteer honoraria will be continued as a weekly payment, in cash.
2. No advances for honoraria will be issued, under any circumstances.
3. No honoraria will be disbursed without obtaining signed acknowledgement of the recipient.
4. Any changes to the amounts will be signed and dated by the volunteer recipient and the staff member.

DIRECT SERVICE PROGRAMS

Direct Service departments include: Client Services, Education, Regional and Remote Services (Nanaimo), and Street Outreach Services.

Katrina Jensen is the Acting Coordinator of Education Services, Kate Thwaites is the Acting Coordinator of Street Outreach Services and Garth Greatheart is the coordinator of Client Services. The coordinators for these departments report to the Executive Director. Regional and Remote Services is directly supervised by the Executive Director. Reports for these departments follow this introduction.

REGIONAL AND REMOTE SERVICES (NANAIMO)

Staff (part time)

The Nanaimo office is open four days per week

- Dana Becker, Administration / Fund Development
- Carolyn Pickett , Support Worker
- Educator (vacant)

Goals and Objectives

- to provide brief solution focused counseling to HIV positive individuals
- to assist people with nutrition, finances and housing security through advocacy and referral
- to facilitate access to the financial assistance funds (emergency assistance, complementary health start up, and bus pass)
- to assist the support group in identifying and carrying out activities
- to help prevent the spread of HIV through education and community building activities
- to raise awareness in the community through special events

Programs and Services

- financial assistance funds:
 1. Emergency Assistance (\$3600 Nanaimo and rural areas)
 2. Complementary Health Start Up (\$2300 Nanaimo and rural areas)
 3. Bus Pass (\$1125 Nanaimo)
- support group
- AIDS Walk
- Music for AIDS benefit
- AIDS Vigil (partnership with Tillicum Haus)
- volunteer speaker's bureau
- resource library

Key Challenges

- maintaining stronger links with Victoria office
- strengthening the role of the Regional and Remote Services committee

STREET OUTREACH SERVICES

Staff

Kate Thwaites, Acting Coordinator (full-time)

Megan Lewis (part-time – on seven-month leave)

MaryKay MacVicar (part time – Megan Lewis's replacement while on leave)

Casual Staff

SOS

Al Cowie

Diane Fownes

Joshua Goldberg

Echo Haelstromme

Lisa Herising

Cheri Pilote

Chris Schmidt

Catherine Snowden

Rebecca Young

Debra Froemming

Megan Lewis

Sonia Ottosen

Cowichan Valley

Margot Izard

Tracy Poirier

Guy Tohana

Hepatitis C Outreach Worker

SOS

Hermione Jefferis

Departmental Goals and Objectives

- Prevent the further spread of HIV and other related blood-borne diseases among injection drug users and sex trade workers
- Create a sense of community among consumers of SOS, thereby fostering a sense of responsibility and increasing self-efficacy and esteem
- Create meaningful, effective education materials for clients, and other community organizations
- Liaise with other community organizations

Departmental Programs and Services

- Needle exchange, and distribution of bleach kits and swabs
- Provision of safer injection, harm reduction and health promotion materials
- Safer sex education and condom distribution
- Street outreach

EDUCATION SERVICES

STAFF

Katrina Jensen – Acting Coordinator, Education Services

Erica Williamson - Education Worker

Gay Community Outreach Worker (vacant)

Education Services Goals and Objectives

The goal of Education Services is to reduce the rate of HIV transmission and promote healthy decision-making for all people in the community and end discrimination faced by people infected and affected by HIV/AIDS. This is reached through targeted preventative education, public presentations and information-sharing, and community liaising.

Education Services Programs

Education Committee - the volunteer-based committee meets monthly to offer advice and possible directions to the Coordinator of Education Services

Community Links and Networks - connecting to existing community networks and developing new avenues for building bridges to potential allies will help AVI share the community responsibility for HIV

Infoline - this anonymous and confidential phone line offers a toll-free number for people wanting information on HIV

Speakers Bureau - volunteer speakers are available to address groups, classes, and other organizations on various aspects of HIV

Resource Centre - a library system of books, videos and magazines are available to the public for use within the centre or borrowing, as well as providing internet access for information searches

Prison Outreach - outreach is conducted to the corrections centre twice monthly.

Gay Community Forums - open forums offering opportunities for gay, bi and other men who have sex with men to discuss the issues around dating, sexuality, safer sex and HIV

Support and Discussion Groups – various short-run groups on issues such as staying negative, empowerment, healthy sexuality, etc.

Fruit fly – the newsletter of the Men's Wellness Program

AVI Education Web-site - in a constant state of being updated, the education web-site is currently focused upon the Men's Outreach Project but will expand to include other important information and internet links (<http://www.avi.org>)

Education Materials - prevention education materials are developed to best reach general and targeted groups of the public

RESOURCE DEVELOPMENT AND COMMUNICATIONS

STAFF

**Stacy Leblanc, Coordinator, Communications and Resource Development
(to Oct. 15/00)**

Shelley Motz, Communications Officer

Department Goals & Objectives

- to increase public awareness of the work of AIDS Vancouver Island in the general community, among specific stakeholders and among other ASO's.
- to develop and implement a comprehensive resource development program to meet annual and long term funding objectives.

Department Programs and Services

- the development and implementation of the following core programs: Dancers for Life; Victoria Walks for AIDS; foundation grants; Nanaimo Walks for AIDS; Entertainment Books; Coin Box Program
- represents BC/Yukon on AIDS Walk Canada's National Advisory Committee;
- delivers community and private sector presentations on behalf of AIDS Vancouver Island and the United Way
- represents the Agency through the media
- assists with the co-ordination of 3rd party fundraisers
- maintains a fund development committee that oversees existing and future initiatives
- maintains and procures relationships with sponsors, donors and contributors to the Agency
- maintains a database consisting of the agency's membership files, donors, sponsors, media list, governmental and community contacts
- produces Victoria HIV/AIDS Centre Newsletter, VOX

Key Challenges for the Upcoming Year

- review current portfolio of special events to ensure their ongoing effectiveness in meeting fundraising and public awareness goals
- review current fundraising disbursement agreement between Victoria's three HIV/AIDS Service Agencies
- diversify community fundraising initiatives beyond special events
- increase volunteer participation in ongoing fund development
- streamline and consolidate tax receipt and donor tracking systems
- develop a one-year business plan for the department, Communications & Resource Development
- enhance the overall profile and general public awareness of the agency

Volunteer Services

STAFF

Tathra Street, Coordinator, Volunteer Services

Department Goals and Objectives

Develop and streamline a process for volunteering at the Victoria HIV/AIDS Centre.

- With input from volunteers, write a philosophy and/or vision statement which guides the department.
- Develop centralized volunteer forms which reflect the needs of each agency including: application, time sheet, confidentiality and evaluation forms.
- Develop a centralized volunteer database.
- Create a reporting structure for volunteers which promotes input and staff involvement from each department.
- Develop and implement processes for volunteer evaluation, feedback and on-going recognition.

Expand and implement more varied and integral volunteer positions for the Centre.

- Collaborate with program co-ordinators from each of the three agencies to explore new volunteer positions which require various skill levels and levels of responsibility.
- Work in cooperation with current volunteers to generate ideas of how they would like to be involved and contribute to activities of the Centre.

Develop consistent training for all Centre volunteers.

- Plan core and program and inservice training one year in advance.
- Develop and revise training manuals in collaboration with program co-ordinators and volunteers.
- Explore a wide variety of educational options which could be incorporated into training for all three agencies.

Key Challenges

1. The major challenge for Volunteer Services will be to co-ordinate recruitment, placement, evaluation and training of volunteers for the Centre.
2. Support the Nanaimo office in maintaining and enhancing their volunteer program

ADMINISTRATION SERVICES

STAFF

Brian Ritchie – Finance Manager

Doug Aikenhead, Custodian

George Pine – Coordinator, Facilities & Information Systems

Goals and Objectives

Administration Services endeavours to construct and maintain functional office systems to provide the following services.

Programs and Services

The administration department provides internal services to the other departments at AVI. These fall into three primary categories, Accounting, Computer Network Administration, and General Office Management.

- **Accounting.** Payroll, cash receipts and disbursements, financial reporting to AVI's department coordinator's and senior management, reporting to our various funders and resources like the provincial Ministry of Health, federal Health Canada, the United Way, BC Gaming Commission, and Revenue Canada Taxation. Preparation of the agency's annual budget and financial audit.
- **Computer Network Administration.** Administration and technical support for the computer network including repairs, data back-up, user account maintenance for both the local area network and internet, electronic mail administration for both the local area network and internet e-mail. Administration of the phone and voice mail systems.
- **General Office Management.** Purchasing materials and supplies for the whole HIV/AIDS Centre, purchasing furniture and equipment as needed, control security and maintenance of capital assets and inventory. The custodian provides regular cleaning services of offices, meeting rooms, lounge, washrooms, and kitchen. Department Coordinator acts as Executive Director in the ED's absence.