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## Practices & Procedures

**Subject:** Information and Communication Policies and Procedures

**Document owner:** Executive Committee

**Last updated:** January 12, 2022

**Created by:** Policy & Planning Committee

## Summary

This policy outlines the TLVCCA policies for Records Management and sources of communications with Association members and the general public.



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## **Records Management**

The Association will develop and maintain a filing system of printed materials that may be required to monitor or track programs, people and activities of the Association.

As resources and time allow, non-current printed material with historical significance or legislative requirement will be transferred to an accessible electronic records systems and maintained in such a way that information can be easily stored and found.

Financial, employment, contractor and Society records will be maintained and stored in accordance with federal and provincial requirements.

Association files and records will be housed on the Park Board system as required.

## **Website**

The Association maintains the Trout Lake Vancouver Community Centre Association website through the Communications Committee and with the support of Centre staff.

## **Social Media**

The Association has or may establish and maintain accounts on Facebook, Instagram, Twitter, and other social media platforms that provide opportunities for promoting and reporting on the work and activities of the Association.

The social media accounts are monitored by the Communications Committee. The Committee has the authority to remove postings that identify an individual without their permission and/or is offensive and/or inappropriate in any way, at the Committee's discretion.

The Association may discipline or remove an employee or volunteer who makes offensive and/or inappropriate comments about the Association or centre or person associated with the Association or Centre, or releases confidential information about the Association or Centre on their personal social media accounts.

## **Newsletter**

A newsletter is produced from time to time and shared with members, the community and partners. Members will only be sent the newsletter if they have chosen to receive it.

## Anti-Spam Requirements

The Association complies with all requirements of Canada's Anti-Spam Legislation (in effect July 1, 2014) and its updates.

## Wireless Networks Available at the Centre

Wireless communication networks will be available at the Centre through a City of Vancouver system, a Telus Commercial Guest system, and/or an Association WIFI network. Users of any Association network will be required to agree with and abide by the terms and conditions posted on the introductory page for the privilege of use of the network.

## Representing the Board or Association to the Media

The Association President is the Association's official spokesperson concerning issues affecting the TLVCCA. The Association President may designate a spokesperson as needed. All Board members are expected to comply with the Association's policy on privacy.

## Related Policies and Procedures

1. Code of Conduct
2. Respectful Workplace
3. Harassment and Bullying
4. Privacy Policy

## Roles and responsibilities

This document is owned by the TLVCCA Executive Committee and may be assigned to a specific Executive Committee member to manage, review and revise as necessary.

## Revision schedule

Association policies and procedures shall be reviewed at minimum every four years or as required by an Association resolution. Document owners will be responsible for managing the document revision cycle. All document revisions will be presented to the Association for approval and amendments will be stored in the following table.

**Table 1: Association policy amendment history**

| Version | Date             | Comments  |
|---------|------------------|---|
| 1.0     | Dec. 9, 2019     | Prepared by Strategic Planning Committee  |
| 2.0     | January 12, 2022 | Executive Committee review and minor amendment of Wireless Networks section to be less proscriptive |
| 3.0     | January 26, 2022 | Board approval  |