

# SUNSHINE COAST *ElderCollege*

## MANUAL

Revised: 31 May 2017

### 1.1 SUNSHINE COAST ELDERCOLLEGE

The Sunshine Coast ElderCollege, formally constituted as a non-profit organization under the BC Societies Act, was established in December 2015 to conduct an Elder College program on the Sunshine Coast. The Society consists of volunteers dedicated to meeting the Society's vision and values. The Society has a Board of Directors and one principal committee, the Program Committee.

Members of the Board of Directors serve two-year terms to manage and govern the ElderCollege program. Board members may serve beyond the two-year appointment at the discretion of the Board.

Members of the Program Committee are responsible for planning, facilitating, managing and evaluating a program of approximately fifteen short courses in each of the spring and fall terms.

#### 1.1.1 MISSION

Provide educational and social opportunities for adults aged 55 and older on the Sunshine Coast through a program of short courses which offer a forum for sharing ideas, knowledge, and experience in an academic environment.

#### 1.1.2 VISION

Provide a high quality continuous learning program for Sunshine Coast seniors through the sharing of knowledge and skills available in our community.

### 1.2 CALENDAR OF ACTIVITIES FOR BOARD

This schedule of events, which is flexible, provides a list of major ElderCollege activities month by month. The ElderCollege Board academic year is from September 1 to August 31 and the fiscal year is July 1 to June 30.

## August/September Activities

- Fall brochure distributed
- Annual General Meeting (AGM)
- Appointment of new or renewed Board and Program Committee members, including officer appointments
- Fall course preview presentation
- Registration for fall courses begins
- Publicity distributed for Clifford Smith Memorial Lecture
- New Board member orientation
- Fall courses begin
- Spring course planning begins
- Clifford Smith Memorial Lecture held (could also be held in early October)
- File AGM Minutes of Meeting (MoM) and changes to the Board Membership with BC Registries
- Archive update

## October

- Spring course information submitted to Board for review and discussion

## November

- Evaluation of fall program

## December

- Spring brochure distributed
- Spring course preview and presentations
- Appreciation event for fall term presenters and program volunteers
- Registration for spring courses begins

## January

- Spring courses begin
- Fall course planning begins

## February/March

- Fall course planning continues

- Select/confirm speaker for Clifford Smith Memorial Lecture

April

- Fall course information submitted to Board for discussion and review
- Publicity planned for Clifford Smith Memorial Lecture

May

- Evaluation of spring program

June

- Appreciation event for spring term presenters

### **1.3 BRIEF HISTORY OF THE SUNSHINE COAST ELDERCOLLEGE**

A brief history of the Sunshine Cost ElderCollege can be found in Annex 5 of this Manual.

## **2 TERMS OF REFERENCE**

### **2.1 BOARD OF DIRECTORS**

#### **2.1.1 PURPOSE OF THE BOARD**

To develop policy and procedures, and to review program development for the effective operation of the Sunshine Coast ElderCollege program.

#### **2.1.2 RESPONSIBILITIES OF THE BOARD**

- Identify educational needs for adults 55 and over in our changing community
- Plan, conduct and evaluate special educational events
- Develop and manage the ElderCollege budget
- Establish policies and procedures for the operation of ElderCollege, in consultation with the Program Committee and cooperating organizations
- Establish additional committees as required, for special tasks or ongoing work
- Organize special events as required
- Provide opportunities for course participants to become more involved with ElderCollege

- Prepare and periodically review and revise the ElderCollege Manual, which describes the responsibilities, policies and procedures of the ElderCollege Board and Committees
- Review program committee fall and spring course proposals prior to submission for brochure printing
- Maintain a list of facilities in the community suitable for holding ElderCollege classes, including costs and contact details
- Promote ElderCollege courses in the community

### **2.1.3 RESPONSIBILITIES OF BOARD MEMBERS**

- Represent ElderCollege within the community
- Identify potential instructors, speakers, and Board members
- Recruit Board members
- Act as mentors for new Board members
- Facilitate courses in support of the Program Committee
- Attend monthly board meetings
- Undertake board tasks and projects within their expertise

### **2.1.4 BOARD COMPOSITION**

- Officers of the Board: Chair, Past Chair, Vice-Chair, Secretary, Treasurer
- Directors: Minimum of ten, including officers
- Capilano University Coordination: The Board will invite the Dean of the Capilano University Sechelt Campus to nominate a staff member from the local staff to sit as a full member of the Board as the Capilano University Coordinator
- Sunshine Coast Regional District (SCRD): The Board will invite the SCR D Recreation Manager to nominate a staff member to be the SCR D ElderCollege Coordinator. That person is invited to attend all Board meetings
- The Chair of the Program Committee is an *ex officio* member of the Board of Directors

### **2.1.5 APPOINTMENT**

A slate of nominees will be prepared by the Officers of the Board of Directors and presented at the AGM for approval. The Board membership should reflect the various Sunshine Coast communities and should, as a whole, represent a broad balance of expertise, experience and gender.

Collectively, Board members should provide:

- Teaching background

- Business background
- Public service background
- Volunteer service background
- Media background or experience suited to writing for the local press
- Skills for writing and coordinating material in support of the program
- Organizational skills
- Leadership skills
- Public speaking ability
- Work experience at a post-secondary institution
- Information Technology skills

### **2.1.6 TERM**

Board members are appointed or reconfirmed at each AGM and serve for two years from the time of their appointment. At the end of their term members may, at the discretion of the Board, continue to serve for a period of time to be renewed annually. Rotation of Board members and officers is important to continually revitalize the management of the Board; rotation will be managed on a case-by-case basis.

### **2.1.7 VACANCIES**

If a Board member resigns or otherwise ceases to hold office, the remaining Board members may appoint a suitable person to fill the vacancy until the end of the board year.

## **2.2 OFFICERS OF THE BOARD**

### **2.2.1 RESPONSIBILITIES**

- Nominate Directors for the Board
- Organize orientation for new Board members
- Prepare and distribute to the Board a list of current Board members at the beginning of each board year (September)
- Facilitate communications with the SCRD, Capilano University and the Sunshine Coast community

### **2.2.2 COMPOSITION/MEMBERSHIP**

Board Chair, Vice-Chair, Past-Chair, Secretary and Treasurer

The Officers are appointed or reconfirmed for a two-year period by the Board members at the beginning of the academic year. For the following two-year appointment period, normally the Vice-Chair becomes the Chair, and the Chair becomes the Past-Chair.

### **2.2.3 RESPONSIBILITIES OF OFFICERS**

Chair:

- Develops and distributes the agenda for board meetings in consultation with the Board members
- Chairs Board meetings
- Provides overall management of the Board program of work
- Prepares an Annual Report for the Annual General Meeting
- Recommends the Vice-Chair, Secretary and Treasurer from among the Board members
- Serves as an *ex officio* member of committees and attends their meetings as required
- Coordinates planning of ElderCollege events such as course previews and volunteer appreciation
- Maintains a dialogue on ElderCollege issues with the SCR D Recreation Manager, the Dean of the Capilano University Sunshine Coast campus and other external stakeholders as required

Vice-Chair:

- Carries out duties of the Chair, in the Chair's absence or when delegated by the Chair

Secretary:

- Prepares and distributes minutes of Board meetings and AGM
- Ensures that board documentation is archived annually in August
- Maintains the archives and historical documentation for the program
- Sends copies of the Board meeting and AGM agendas and minutes to the registered office for filing (annually)

Treasurer:

- Manages the finances of the program
- Manages the Society's bank account
- Submits invoices to the SCR D Coordinator on a monthly basis for completed courses completed in the previous month

- Makes payments and receive revenue for the program
- Makes financial reports and updates
- Manages the budget approved by the Board

Past-Chair:

- Advises Chair and Board, as necessary, about policies, procedures and practices during previous terms of the Board, including the background and rationale for past decisions and actions
- Is a member of the Program Committee

## **2.3 PROGRAM COMMITTEE**

### **2.3.1 PURPOSE**

To plan and execute ElderCollege course programs, in consultation with the Board

### **2.3.2 RESPONSIBILITIES**

- Obtain suggestions for courses, public events, instructors, etc. from other members of the Committee, the Board, course participants and the public
- Establish a program of courses and other events for fall and spring semester programs
- Ensure that a balanced program is planned, consistent with the resources available
- Prepare course proposals
- Arrange a facilitator for each course. Normally, members of the Program Committee, including the Chair and Secretary, fulfill this role
- Provide information for instructors and facilitators, as necessary
- Identify potential Program Committee members, instructors and speakers
- Prepare a schedule and timetable for the program
- Prepare the material for the SCR D Recreation Brochure, which will be provided to the SCR D Coordinator in time to meet their scheduling milestones
- Submit the program for board review prior to each semester's brochure submission
- Prepare course evaluation summaries for presentation and discussion at the Program Committee
- Submit course evaluation summaries to the board after review by the Program Committee

Note – Program Committee planning to develop the program for each session is dynamic and varied. Annex 6 of this manual provides a guide to that process that

may be of use to Program Committee members, particularly when they initially join the Committee.

### **2.3.3 COMPOSITION/MEMBERSHIP**

The Program Committee will normally consist of a minimum of ten members, as follows:

- Chair, who is also an *ex officio* member of the Board
- Secretary
- The current Board of Directors Past Chair
- At least eight other members with broad interests and experience and the skills necessary to propose, organize and facilitate courses
- The SCRD Coordinator and the Capilano University Board member are invited and welcome to participate fully in all Program Committee meetings

Term of appointments:

- All members will be appointed to a one-year term at the AGM, with no limit on the number of re-appointments

### **2.3.4 PROGRAM COMMITTEE CHAIR**

- Prepare the agenda for, and Chair all Program Committee meetings
- Manage the work of the Program Committee to ensure that the program is fully developed and documentation is submitted in time to meet the SCRD milestones
- Coordinate the preparation of facilitator packages for each course
- Provide a Semester Evaluation Summary at the end of each semester and communicate this to the Board
- Is an *ex officio* member of the Board of Directors

### **2.3.5 PROGRAM COMMITTEE SECRETARY**

- Assist the Program Committee Chair
- Prepare and distribute minutes for each Program Committee meeting
- Coordinate the preparation and distribution of documents for the Committee
- Compile and distribute the ElderCollege content for the SCRD Recreation Brochure for timely submission
- Coordinate with the SCRD Coordinator as required

### **2.3.6 SCRD LIAISON**

The Program Committee will appoint one of its members to carry out liaison with the SCRD; an alternate liaison person should normally be appointed as well. The duties of the liaison person include the following:

- Maintain custody of the information needed to log into the SCRD web site data base
- Log into the data base regularly to monitor enrolment and to monitor the SCRD course data information
- Prepare enrolment reports for the Board and Program Committee
- Download and distribute a course Roster and Attendance Sheet for each course, to be distributed to the Program Committee Chair and the course facilitator approximately one week prior to course start date
- Download and prepare an email list, including name, email address and phone number, and send that list to the Program Committee Chair and the facilitator at least one week prior to course start and provide updates if those documents change
- Maintain communication with the SCRD Coordinator on enrolment and any changes to course enrolment parameters
- Book SCRD facilities for program use where necessary
- Submit the ElderCollege content for the SCRD Recreation Brochure on behalf of the Program Committee Secretary and coordinate any changes as various versions are received for review

### **3 POLICIES AND PLANNING**

#### **3.1 MEETINGS**

##### **3.1.1 BOARD MEETINGS**

The Board meets once a month throughout the year. Additional meetings may be called if necessary. A schedule of meetings and meeting places will be circulated well in advance. The Board Chair is responsible for setting the Agenda and for calling the Board meetings.

##### **3.1.2 PROGRAM COMMITTEE MEETINGS**

The Program Committee normally meets twice a month until the program is set for the following semester. Thereafter meetings will be held as needed. A schedule of meetings and meeting places will be circulated well in advance. The Program Committee Chair is responsible for setting the Agenda and for calling the Program Committee meetings.

##### **3.1.3 ANNUAL GENERAL MEETING**

The annual general meeting (AGM) of Sunshine Coast Elder College Society is held in August at a place and time arranged by the Board Chair. Notice of the AGM shall specify the place, date and time of the meeting, a slate of proposed Board members for the coming year, a financial statement, a Report from the Chair and the general nature of any special business.

The Agenda for the AGM will include the following items, as a minimum –

- Notice of meeting
- Quorum confirmation
- Approval of minutes of the previous meeting
- Business arising from the minutes of the previous meeting
- Approval of the report of the Board Chair
- Approval of the statement of revenue and expenditures - Financial Statement
- Constitutional considerations
- Appointment of Directors
- Approval of Board acts from the previous year
- New business

### **3.1.4 MEETING RULES**

- A quorum for meetings is defined in the Society's bylaws
- Acceptance of motions requires a majority vote except when otherwise stated
- Members present are entitled to one vote. Voting by proxy is not permitted
- Voting is by show of hands unless members decide otherwise
- The conduct of all meetings shall be governed by the procedures set out in Robert's Rules of Order (Newly Revised)

## **3.2 SUNSHINE COAST REGIONAL DISTRICT**

### **3.2.1 PROGRAM CONTRACT OF SERVICE AGREEMENT**

The SCRD and the ElderCollege Board have a Program Contract Services Agreement detailing the processes and responsibilities for both parties to the agreement. In summary, the Agreement provides that Elder College will conduct educational programs it wishes to offer at Regional District facilities and other locations, and the Regional District will provide full registration and promotional services for persons wishing to participate in programs offered by the Elder College.

The SCRD charges a fee for this service with the remaining registration revenue going to ElderCollege.

The SCR D includes the ElderCollege program in its Recreation Program Brochure that is distributed widely on the Sunshine Coast. The ElderCollege program will also be published on the SCR D web site in a manner similar to other offerings from their recreation program. Any additional advertising is the responsibility of ElderCollege Board.

### **3.2.2 SCR D ROLE**

General:

- Appoint a staff person from the Recreation Branch to act as the SCR D Coordinator for the Board. That person is invited to all Board meetings as an active participant
- Provide appropriate facilities for the conduct of ElderCollege classes. Classroom and facilities will be provided at the market rate for non-profit organizations
- Provide a web site link in the recreation program area of the SCR D web site to direct people to the ElderCollege web site
- Provide a list of participants for each course, including telephone numbers and email addresses, to the Program Committee Liaison member. These lists will normally be extracted using prepared reports from the SCR D data base using the ElderCollege account
- Receive invoices for courses completed on a monthly basis for courses complete in that month
- Remit ElderCollege revenues, minus the registration cost per student agreed with ElderCollege, to the ElderCollege Board Treasurer
- Participate as appropriate in the planning of ElderCollege events such as course previews, open houses, recognition events, and annual general meetings
- Maintain email lists of previous and current participants for publicity purposes

Specific:

- Provide the ElderCollege Board with the Recreation Program catalogue publication schedule for each term/semester
- Receive and review the ElderCollege input for the SCR D Recreation Program Brochure
- Provide a final draft copy of the Brochure to Program Committee Liaison person for proofreading and final agreement
- Design and print the Recreation Program catalogue, with ElderCollege content based on the input from the Program Committee liaison person. Any changes from the content provided will be coordinated in advance
- Distribute the Brochure including the ElderCollege content

- Provide ElderCollege with 100 copies of the catalogue for distribution

### **3.3 CAPILANO UNIVERSITY**

Capilano University is a vital partner for the successful execution of the ElderCollege program. Most classes will be conducted at the Capilano University facility in Sechelt, as arranged by the Board Chair and the Capilano University Coordinator.

ElderCollege will coordinate on an ongoing basis with Capilano University staff in Sechelt for scheduling, equipment use, bookings, use policies and other areas of cooperation and collaboration, including pedagogical issues.

Classrooms and equipment will be booked through the Campus Supervisor. Meeting space for Board and Program Committee meetings will be provided by Capilano University on a space available basis. Space for meetings will be booked in same manner as classrooms and equipment.

ElderCollege will provide a spread sheet of courses requiring classroom booking to Capilano University Campus Supervisor well in advance of each seasonal session to allow advanced planning and allocation of classroom space.

As a courtesy, the Campus Supervisor has agreed to maintain a small petty cash fund (provided by the Board Treasurer) for reimbursement of supplies for the refreshments (milk, cream etc.). That fund will also be used to reimburse Capilano University for photocopying fees, purchase of batteries and other minor expenses. The Campus Supervisor will keep a record of accounts and will only reimburse if a receipt is provided. The Treasurer will ensure that the petty cash fund has a sufficient float before the start of each session and will check periodically to see if the float needs to be topped up.

### **3.4 ELDERCOLLEGE POLICIES**

#### **3.4.1 FINANCIAL POLICIES**

ElderCollege operates as a non-profit organization providing an important service to the community. The program is financially self-sustaining, and registration rates are set accordingly. In setting the registration fees the Board will balance the need for self-sustaining finances and the requirement that the program offers reasonable value for money for the services it provides. Fiscal prudence is important to the integrity and reputation of the program and those who run it. Ideally, over the longer term, the program will maintain a small reserve of funds approximately equal to half the annual operating revenues. Once that reserve is achieved, course registration fees will be adjusted to maintain a point of equilibrium where operations are conducted on a break-

even basis. In the event that funding is available over and above that equilibrium point ElderCollege may fund good works in the community related to education in the form of bursaries, scholarships, grants, etc.

The Treasurer is responsible for managing the finances of the program. The Treasurer will report on the finances at each Board meeting.

The Treasurer is responsible for maintaining both Directors' Insurance and Liability Insurance for the program. An appropriate level of insurance coverage will be maintained, as agreed by the Board.

The Board will assign a maximum discretionary expenditure amount that the Treasurer can make. All expenditures above that amount will be approved by the Board in advance.

Two Directors with signing authority are needed for all cheques or other expenditure instruments.

The fiscal year for ElderCollege is July 1 to June 30.

ElderCollege may apply for grants or other donations for public events to be offered without a fee.

Board members serve without remuneration but may be reimbursed for authorized, necessary, and reasonable expenses while engaged in the affairs of ElderCollege.

### **3.4.2 EXPENSES – COURSE INSTRUCTORS AND FACILITATORS**

An estimate of expenses is included in the course proposal so that the Board and Program Committee, in approving the course, agree to the projected costs. Board approval is required in advance for expenses exceeding \$100.00. Payment for overnight accommodation for off-coast instructors also requires Board approval in advance.

For reimbursable expenses the instructor/facilitator submits receipts to the Treasurer for reimbursement, which will normally be made by cheque. For other expenses, the person claiming the expense submits receipts with a signed note explaining the expenditure. The note must include a home address where the cheque can be sent. The Treasurer will then complete the expense reimbursement.

Allowable expenses include:

- Material expenses incurred by the instructor, e.g., books for a reading course, supplies for an art course, food for a cooking course
- Car and passenger ferry fare and reasonable mileage allowance for off-coast instructors
- Photocopying costs
- Refreshments, including cookies and other snacks. Expenditures of this nature will be claimed through the petty cash fund held by the Capilano University Facility Manager

Note: Other expenses require prior approval with the request being made to the Board through the Treasurer

For photocopying the most economical service should be used. Commercial copying facilities are available in the community on the Sunshine Coast at a reasonable price.

The Sunshine Coast Capilano University campus copier can be used if no other option is available. In that case, the facilitator will ask the Campus Supervisor for directions. The Campus Supervisor will keep track of copying and ElderCollege will pay the University directly through the Campus Supervisor.

### **3.4.3 REFUNDS**

- Fees paid for courses cancelled by ElderCollege or the SCR D will be refunded in full
- Participants can withdraw from a course with full refund prior to the course start date in accordance with SCR D policies and procedures
- No refunds will be issued for ElderCollege courses once the course has started except under exceptional circumstances approved by the Program Committee Chair
- Courses are non-transferable

### **3.4.4 ADDITIONAL REGISTRATION FOR FULL COURSES**

- Once a course is full, a waiting list is started. SCR D will contact the Program Committee liaison person who will consider recommending to the Program Committee that an increase in the number of participants be considered as appropriate
- If the Program Committee Chair (having consulted the facilitator and/or instructor), agrees to increase enrolment or to add another course, persons on the waiting list will be contacted by the SCR D in the order they were added to the list

- If an outside venue must be rented for course numbers to be expanded or an additional course to be added, where there is a potential negative financial implication (rental fees exceed course fees), the Program Committee should normally obtain prior agreement from the Board
- For outside venues, any rental fees and liability insurance must be arranged by through the Treasurer prior to start of course
- For courses that are full and have a waiting list, no registrations will be taken on the first day of class
- Whether or not a class is full, unregistered students are not allowed in the classroom

### **3.4.5 COPYRIGHT POLICY**

Member of the Board of Directors, the Program Committee and instructors will follow the Capilano University Fair Dealing (Copyright) Policy. The policy is available at this web link –

<https://www.capilanou.ca/copyright/>

### **3.4.6 INFORMED CONSENT**

For courses and activity that take place outdoors or outside a normal classroom type environment, an Informed Consent Form will be completed by each course participant, including facilitators and instructors. This will take place at the start of the first course session. This would be the case for courses held in venues such as homes or parks.

Copies of the Informed Consent Form can be made by printing and/or copying the Informed Consent form in the Forms section of this Manual. Completed forms are forwarded to the Chair of the Program Committee who will review them for accuracy and completeness and then provide them to the Board Secretary for retention as archival material.

### **3.4.7 CODE OF CONDUCT**

The Policies of Capilano University in the areas of **Standards of Conduct** and **Academic Freedom** will apply to member of the Board of Directors, members of the Program Committee and program instructors. Both of those policies are available on the following web link –

<http://www.capilanou.ca/about/governance/policies/Policies/>

### **3.4.8 WALK IN PARTICIPANTS**

Occasionally prospective participants who are not registered will attend the course. Often this is an oversight on the person's part and not normally an attempt to avoid registration and payment. If there is room available for the class the person should be allowed to stay and participate and will be asked to register before the second session. If a course is full the walk-in participant will normally not be allowed to participate in the class. The facilitator should explain that the course has already reached the maximum number of participants and cannot handle any more. The facilitator should explain the registration process and politely and diplomatically exclude the person from the class.

## **4 PUBLICITY AND MARKETING**

### **4.1 COURSE PREVIEW**

Course Previews are usually held twice a year – in August for the fall program and in December for the spring program. The object of the previews is to inform all potential ElderCollege participants about the upcoming sessional course offerings and provide information on registration options.

#### **4.1.1 PLANNING THE SEMESTER COURSE PREVIEW**

The Board and Program Committee determine a date and time for the preview. The Program Committee Secretary will coordinate planning and supervise the execution of the preview. Normally the preview is held in a large room at the Capilano University campus.

Facilitators for the various courses are responsible for informing their instructors about the preview and for arranging delivery of material such as slides for the event. If the instructor is not available the facilitator will speak in her/his stead.

A notice will be sent out using the program email distribution process two weeks ahead of the event. Local newspapers will also be contacted by the Communications Coordinator, and notices will be placed in the various community calendars and notice boards.

All members of the Board and Program Committee should attend the preview.

### **4.2 WEBSITE**

#### **4.2.1 INTRODUCTION**

The Society has its own Web Site for the purpose of posting the course programs, news about the Society and the programs as well as background info about Elder College. In addition, Course Presentations and recent Newsletters can also be uploaded to our Website. All members of the Board and the Program Committee are encouraged to make contributions in the form of news items and/or pictures suitable for illustrating courses or enhancing the Website.

#### **4.2.2 ORGANIZATION**

Two members of the society with the appropriate skills and knowledge, one each from the Board and the Program Committee, will be designated as administrators. This arrangement is necessary in order to have a backup in case of illness or absences.

#### **4.2.3 TECHNICAL BACKGROUND**

The Society has the domain name **sunshinecoasteldercollege.ca** registered through **ca.godaddy.com**. The registration needs to be renewed on a periodic basis. (Note – the domain is currently registered through to 26 July 2019)

The Website was designed and developed by **Digital Dandelion Web Studio** <http://www.digitaldandelion.ca/> - major additions in functionality and upgrades can be contracted with the developer. For minor services and technical help a service agreement is available. The contract is based on an annual agreed level of work hours and can be contracted when required, normally on an annual basis.

The Website is hosted on a server in Canada, owned and operated by **Web Hosting Canada** - <https://whc.ca>. The hosting agreement and contract is on a yearly subscription basis and must be renewed on a regular basis.

#### **4.2.4 DATA BACK UP**

Routine Site Backup is an essential aspect of maintaining the site and is the responsibility of the two site administrators. Routines are built into the site to facilitate this process, one for media files and one for the site design. Backups should be run after any significant alterations or additions are made to the site, and after the bi-annual course updates.

#### **4.2.5 EMAIL MANAGEMENT**

As a part of the web site design an account has been established with **MailChimp** - <https://mailchimp.com/> - to handle all matters related to email for the site. **MailChimp** allows for establishment of templates and the management of a dynamic database for

email addresses. The database is regularly updated based on course enrolment data. The **MailChimp** program checks for undeliverable emails and allows recipients to unsubscribe at any time; these features are designed so that the Society has a current and active mailing list at all times.

Newsletters are normally distributed through the web site using **MailChimp** on a monthly basis during active sessions or on an *ad hoc* basis when a need arises. These will be formulated by one of the administrators and distributed to the appropriate Board or Program Committee members for review and comment prior to distribution.

### **4.3 NEWSPAPERS, RADIO, TV**

Responsibility for the information content for each of these media is under the direction of a nominated Communications Coordinator who is a member of the Board. The Communications Coordinator and the Board Chair are officially authorized to speak/write on behalf of ElderCollege. The Communications Coordinator will maintain an Annual Publicity program for the program including the associated budget. The Communications Coordinator will regularly update the Board as the annual program is implemented.

### **4.4 POSTERS/FLYERS**

The Communications Coordinator will design print items and arrange printing, delivery and distribution.

## **5 COURSE IMPLEMENTATION**

### **5.1 FACILITATOR**

The Program Committee appoints a facilitator for each course. Normally the facilitator is the person who prepared the course proposal or has otherwise been involved with the instructor or in course development. The Facilitator is responsible for all aspects of course preparation, implementation and presentation. More detailed guidance for facilitators can be found at Annex 1 to this Manual.

### **5.2. FACILITATOR'S PACKAGE**

The Facilitator's Package will be distributed digitally by email with attachments. The package will consist of the following documents and will be sent to the facilitator at least a week prior to the start of the first class:

- Course Roster showing the names of registrants, home phone numbers and email addresses
- Attendance Sheet with the list of registrants
- An email list showing the class participant names, email addresses and phone numbers in a tabular format that can readily be digitally copied and pasted

Notes –

1. The instructor gifts – normally coffee mugs – are kept in the Capilano University storage room next to the refreshment supplies.
2. Thank you cards are located in the ElderCollege bin in the Capilano University storage room.
3. Forms for Course Evaluation, Facilitator’s Summary and Informed Consent are located in the Forms section of this manual. They can be printed and copied by the facilitator in the numbers needed for the course.

### **5.3 COURSE MATERIALS**

For instructor’s handouts and required readings, the instructor should be encouraged to make electronic distribution of material using email or the program web site to contain costs and minimize the volume of printing. Where hard copies are necessary, the instructor can forward material to the facilitator who will arrange any necessary copying before the first class. Small jobs can be handled at Capilano University. Larger lots of copying should be done commercially with reimbursement of costs being requested through the Board Treasurer.

If a textbook or readings are required, this information must be given to participants, preferably in the brochure, but at the latest upon enrolment.

## **6 ADMINISTRATIVE AND SUPPORT GUIDELINES AND PROCEDURES**

### **6.1 ARCHIVE OF ELDERCOLLEGE RECORDS**

The archive consists of documents kept by the Board Secretary as a permanent record of the history of ElderCollege. The Archive should include a file for each year. Archive material may be stored in print and/or digital form. If the digital storage medium becomes out-dated, records must be transferred to a newer format.

Documents to be collected include:

- Minutes and Agenda from the Annual General Meeting (AGM)
- The Board Chair Annual Report for the AGM
- The Program Committee Chair's Semester Evaluation Summary
- Semester enrolment summaries (SCRD Liaison member)
- Semester Budgets (Treasurer)
- Financial Statement (Treasurer)
- Current ElderCollege Board Manual and forms (Board Chair)
- List of Board members and contact information
- Copies of the Program Brochure as published by SCRDC, including names of instructors
- Summary Evaluation of course conducted in each semester (Program Committee Chair)
- Copy of Board agendas and minutes for the past year (Board Secretary's responsibility)
- Copy of Program Committee agendas and minutes for the past year (Program Committee Secretary's responsibility)
- Copy of notable published articles about ElderCollege and its program (Communications Coordinator)

## **6.2 UPDATING THE BOARD MANUAL**

The Board Chair in coordination with the Board Secretary will review the ElderCollege Manual annually and update it as required to reflect any significant changes in policies or procedures.

## **6.3 VOLUNTEER APPRECIATION EVENT**

A social event will be held in June and December of each year to recognize the contributions of the spring and fall presenters as well as any retiring board or program committee members. The event can take the form of a lunch, a reception or other venue according to the direction of the Board. The important part is the public recognition of the program instructors and volunteers, including Board and Program Committee members.

**Annexes –**

**Annex 1 – FACILITATOR’S ROLE**

**Annex 2 – SUNSHINE COAST ELDERCOLLEGE - THE OLDER LEARNER**

**Annex 3 – SUNSHINE COAST ELDERCOLLEGE TIPS FOR INSTRUCTORS**

**Annex 4 – PLANNING A PUBLIC EVENT**

**Annex 5 – BRIEF HISTORY OF THE SUNSHINE COAST ELDERCOLLEGE**

**Annex 6 – PROGRAM COMMITTEE PLANNING**

## **Annex 1 – FACILITATOR’S ROLE**

### **Preparation**

- Arrange for the instructor(s) to attend the Program Preview to present a short overview of the course. If they are not able to attend, the facilitator acts in their stead
- Review course details with the instructor in advance of the course
- Arrange any audio-visual equipment needed for the course
- Check out the classroom in advance to ensure suitability and confirm the operation of equipment, including the computer and projector used for presentation and the wireless microphone system
- Check the coffee and tea equipment and supplies. Coffee, tea and sugar are available from the supply cupboard. Any purchases for refreshments will be refunded by the Campus Supervisor through petty cash
- The Facilitator’s Package will be provided to the facilitator as attachments to an email at least a week in advance of the course start date. The package will contain a class Roster, Attendance Sheet and email lists. Forms for course evaluation a facilitator’s summary are available in the Forms section of this manual.
- Thank you cards and an instructor gift (normally an ElderCollege mug) are available in the Capilano University stores room and are kept near the refreshment bin.

### **Managing the Course**

- Prepare the classroom, including table and chair arrangements
- Turn on the computer and projector as needed
- Set up the wireless microphone for use by the instructor
- Prepare coffee and tea for the break
- Cookies and other snacks are always welcome by the participants and add to the social atmosphere during the break, with a preference to “home-made”
- Any expenditure for refreshments is reimbursable with receipts
- Coffee and tea supplies are provided
- Encourage everyone to bring their own cup to cut down on waste
- Record the number of participants present for each class
- Where possible, check attendance against the Class Attendance list to ensure all participants are registered. If an attendee is not registered and can be accommodated, ask them to register before the next session
- Obtain email addresses from participants who do not have an email on the email list and forward the missing email addresses to the Program Committee Chair

- At the start of the first session, introduce yourself, explain your role, and stress that facilitators and presenters are all volunteers, as are Board and Program Committee members who plan and organize the courses
- Announce any housekeeping items, including refreshments and the break
- Introduce the instructor at the start of the first class, including qualifications and experience relevant to the course subject matter
- Facilitate class discussion and questions/answers if the instructor asks for assistance
- At the last class distribute the Course Evaluation forms (located in the forms section of this Manual) collect the forms at the end of the class
- Thank the presenter at the end of the last session and present a token gift on behalf of the Board and Program Committee

### **After the Course**

- Prepare a thank you card with an appropriate note. Place the card in the ElderCollege slot at Capilano University facility for completion by the Program Committee Chair or Board Chair. Note that the cards are kept in the ElderCollege bin in the Capilano University store room
- Complete the Course Evaluation – Facilitator’s Summary (see Forms section of this Manual) including significant comments or ideas expressed by participants. This form should be distributed to the Program Committee for discussion at their next meeting

## **Annex 2 – SUNSHINE COAST ELDERCOLLEGE - THE OLDER LEARNER**

Through experience in working with learners 55 to 90+, instructors, facilitators and board members of ElderCollege would like to share some of their findings:

- Some older learners have hearing, visual, or physical impairments. Please make allowances, including use of a microphone. Be sure to ask if any class member needs special seating, and arrange for it. Create visuals such as overhead projections in bold typeface using a large font size. Avoid using italics or other fancy print styles. Handouts should use a font size of at least 12 point with plenty of bold typeface and spacing.
- Older learners have accumulated a foundation of life experiences and knowledge through their work, education and family responsibilities. They are knowledgeable and keen to learn. Be sure to recognize and respect this, and don't be surprised if there are class members who know a great deal about your subject. Allow plenty of time for questions and discussion, as this is where much of the learning takes place.
- Older learners take courses to meet people and form new associations as well as to learn. Participants in your class may engage you and each other in discussion before the class, during the coffee break and after class. Students may also suggest creating a list of participants with names and phone numbers so that they can keep in touch.
- All learners, including older ones, learn at different speeds and using a variety of senses, such as vision, hearing, and touch. Be sure to vary your delivery style with visual aids, talks, and hands-on practical tasks. Working with partners or in small groups gives the opportunity for application, synthesis and reinforcement of what has been taught.
- Older learners may not retain what has been learned as well as they did when they were younger.
- Be sure to briefly review important material that was taught in the previous lesson, and reinforce it wherever possible. Retention is also affected by the amount of practice during learning. The more practice, the better material is retained. Handouts with notes and summaries are very much appreciated by the older learner who may want to remember points later or share what has been learned with others.

## Annex 3 - SUNSHINE COAST ELDERCOLLEGE TIPS FOR INSTRUCTORS

### You're on Stage! Conducting a Course for ElderCollege

You have been asked and chosen to teach a course (or part of one) because of your expertise in a subject area. You may have direct experience, and even training, in teaching adults. We offer the following tips on conducting a class as a review. We hope that they are helpful.

How does your topic concern the learner? Your first job is to “hook” your audience. Whatever your topic, there’s a way of connecting it to your learners’ life experience. Now they’ll follow you willingly on this adventure.

What’s it all about? Adult learners want to know where you’re headed, and how you’ll get there! That means letting the students know the objectives, or learning outcomes, right away. You’ll share with them a version of what you wrote in your course outline when you agreed to teach. They’ll also want to know some of the practicalities - books or articles on the reading list, specific topics that the course or class will cover, and their timing.

Creating momentum and keeping it. Now comes the fun part. You and your stage presence will have the class on the edge of their seats for almost two hours (with a coffee break). There are many ways to do that, all of them keeping in mind the qualities of The Older Learner (companion handout). Here are some suggestions for making the class zip right along:

- Be organized in your presentation. Follow the order that you’ve laid down for yourself. It’s tempting to be drawn into a long explanation when someone asks a question. Remember, not everyone in the class will be interested in the digression.
- Vary the pace and the types of teaching techniques that you use. This can include audio-visual aids (in moderation), group problem-solving sessions (create a problem from your teaching materials and ask them how they would solve it), group discussions centering on a question that relates to the course, reading “homework” for next week’s discussion. Just make sure that you time group discussions tightly and walk around the room to make sure groups stay on track.
- You’re nearing the home stretch. The two hours are nearly up, and the class is begging for more. Remember to leave time at the end for a summary of the learning/teaching that occurred in the past two hours. You can do it, or ask the class for help (the latter method helps you to determine how successful your teaching methods have been).

- Make sure to connect the learning that occurred today with what will happen next week, even if you're not teaching the next segment.
- End on time! You can remain in the classroom (if it's free) to answer individual queries if you choose. Or, ask people to bring their questions next week.

## Annex 4 – PLANNING A PUBLIC EVENT

- A Board member proposes a speaker and topic to the Board.
- The Board approves the public event and distributes planning responsibilities among Board members.
- Contact potential speaker and, if he/she is interested, discuss the presentation to obtain information for the Course Proposal. Emphasize that ElderCollege is a volunteer and non-profit organization, and that speakers are not paid an honorarium unless a sponsor donates funds for the event or the Board approves a payment. Board approved travel and food expenses will be paid. Check on any specific audio-visual needs.
- Explore the possibility of a sponsor, if desired. After coordinating with the Treasurer, approach potential sponsor.
- Consult with Board Chair and Program Committee Chair for suggestions regarding an appropriate venue.
- Contact a suitable venue regarding availability.
- Reserve the venue. Arrange liability insurance with the Treasurer and arrange audio-visual and technical assistance if required.
- Confirm date and venue with speaker.
- Obtain information and photo for publicity from speaker.
- Obtain handouts, if any, from speaker for copying.
- Tickets are optional. If tickets are desired, consult with Communications Coordinator to design tickets and decide ticket outlets to be approached.
- Design and print posters.
- Arrange for posters and tickets to be distributed to agreed locations two to three weeks before the event.
- Arrange for submissions to be written and submitted to the Communications Coordinator for publicity in local newspapers, radio, and/or television.
- Arrange plan for the day with speaker; e.g. ferry times, transportation, lunch, if needed.
- Arrange for people to help at the event: for example, to direct people to the room, take tickets and distribute handouts.
- Prepare direction signs for venue, if necessary, and arrange for them to be put in place.
- Write and print a plan for the day, sending copies to the speaker and to people involved in helping out at the event, as necessary.
- Write introduction for speaker. The Board Chair or the contact person may make the introduction.

## **ANNEX 5 – BRIEF HISTORY OF THE SUNSHINE COAST ELDERCOLLEGE**

ElderCollege was established as a “Life-Long Learning” initiative at (then) Capilano College in North Vancouver in 1991, offering short, non-credit courses in a variety of subjects to interested “seniors” (55 and over). It has proved to be a very popular program.

In early 2000, a similar entity was created at the Sunshine Coast campus in Sechelt of Capilano College, later Capilano University, organized and maintained by a group of ten dedicated volunteer Board members. It has grown dramatically to the point where a dozen years later, approximately 15 courses are offered in each of two terms per year, with over 300 registrations each term.

Courses typically comprise three or four two-hour sessions, usually held weekly. The wide variety of topics include conversation, physics, music, art, crafts, history, horticulture, law, aging, technology, photography, botany, birding, geography, oceanography, anthropology, travel, history, political science, geology, theatre, literature and healthcare, to name but a few! The curriculum is prepared by a ten to twelve member Program Committee, utilizing the talents of unpaid expert presenters, both local and off-coast.

Course fees increased from \$25 to \$45 over the first 15 years of the program. Most courses are held at the Capilano University campus, but off-site venues are used for larger classes, to reach into Gibsons, Robert’s Creek and Pender Harbour communities or where special facilities are required.

The Board organizes a free, special public lecture/event each September in memory of past Board Chair, Clifford Smith, with a presentation by some well-known public figure; it is always a highlight of the year for everyone on the Sunshine Coast.

Clifford Smith Presenters:

- 2007 Christopher Gaze, Shakespearean actor
- 2008
- 2009 Ralph Sutton
- 2010 Bill Good, media personality
- 2011 Elder Sxixaxay (Theresa Jeffries), Sechelt (shíshálh) First Nation
- 2012 Wally Opal, former Attorney General of BC
- 2013 Steven Point, former Lieutenant Governor of British Columbia
- 2014 Dr. Eric Paetkau, Author
- 2015 Fin Anthony, Media Personality
- 2016 Shelagh Rogers, Media Personality

ElderCollege enjoyed a cooperative and mutually productive relationship with Capilano University and its staff, and was clearly appreciated by its large cadre of ever knowledge-thirsty constituents. However, in 2015 costing and overhead resource allocation internal to Capilano University were about to result in substantial increases in course fees – perhaps doubling them – if the program were to be maintained in its current form. The magnitude of the increase was predicted to result in a dramatic drop in enrolment and possibly the demise of the program. The Board took the initiative to set up an independent Society to operate and administer the program within the cost constraints required to continue to offer an affordable and high quality program. The Society was formed in December 2015 and started independent operations in early 2016. The Society worked in cooperation with the SCRD for registration and publicity, and maintained a good working relationship with Capilano University for use of facility and resources.

The program has become a highly valued component of active retired life on the Sunshine Coast.

Note: a more detailed history is available from the ElderCollege Secretary.

## **ANNEX 6 – PROGRAM COMMITTEE PLANNING**

The material in this Annex is provided as ideas and guidance, particularly for new Program Committee members. It is not prescriptive and does not describe all of the activities and coordination needed to put together the ElderCollege program.

A program consists of all the courses, public lectures and other events being offered in a season semester. This manual uses the term 'instructor' to refer to lecturer, leader, presenter, etc.

The Program Committee is responsible for recruiting instructors and planning courses with advice and information from the ElderCollege Board. Course ideas may arise from Board or Program Committee discussion or from discussion between a board or committee member and/or with a potential instructor. The Program Committee also considers possible topics and instructors using information from such sources as courses suggested on course evaluation forms, previously well-attended courses, and personal knowledge of people with a desirable area of expertise. An individual Committee member takes primary responsibility for completing the planning, organization, and delivery of a course.

The Program Committee strives for a mix of instructional methods and a variety of subjects for each program semester. A Planning Matrix is used to help ensure diversity and balance in the program. The Matrix can be found in the Forms section of this Manual.

### **Planning a Course**

- Identify a course topic and possible instructor
- Contact potential instructor(s) to discuss tentative course idea
- Provide background information about ElderCollege so that the instructor understands the program aims and participant expectations. Suggested areas of discussion include potential course subject matter; title; general idea of content; method of presentation; number of sessions/hours, classroom layout; venue; minimum and maximum number of participants desired
- If the idea looks promising and the instructor seems suitable and is available, complete a Course Proposal in conjunction with the instructor. An outline for the course proposal can be found in the Forms section of this Manual. The proposal must have enough information to enable the Committee to assess the proposal and either confirm, reject, or send it back for further clarification
- The course description outlines what the course will be about and may provide information such as topics, course activities, course format and what the

participants will learn (objectives). However, once the course is approved, the description will need to be shortened to 50 - 100 words for the program brochure.

- Regarding expenses, refer to ElderCollege policy “Guidelines for expenses that may be claimed by course instructors or facilitators”
- A 30 - 50 word biographical note includes information relevant to the course topic about the instructor and which validates their suitability for presenting the course. If there is more than one instructor, include contact and biographical information for each
- Present the proposal to the Program Committee for consideration, discussion and approval
- Inform the instructor of course approval, rejection or need for changes.
- Fill in any missing information in the course proposal, such as audio-visual equipment needed
- If an off-campus location is being used, book times and confirm with the Treasurer for payment and confirmation of liability insurance coverage
- If the instructor does not have experience teaching or teaching older adults, offer information or documents such as “The Older Learner” and “You’re on Stage! Conducting a Course for ElderCollege.” These documents can be found as Annexes to this Manual
- Arrange for instructor or facilitator to copy course handouts and other material. This should be done at the most economical rate possible. Consideration should be made for electronic distribution by email or through the program web site to save costs and excess printing
- Arrange for booking of audio-visual equipment as needed
- Ensure that there is a facilitator for the course who is capable of fulfilling the facilitator’s role and responsibilities

### **Background Information for Prospective Instructors**

- ElderCollege is an independent third-age Continuing Education program managed by a volunteer board; its first program was presented in the fall of 2000. The Program Committee plans the courses and events that make up the program
- Participants are aged 55+, motivated, generally well-informed
- Courses are non-credit, with no tests, and semi-scholarly levels of presentation on interesting and informative topics. Although preparatory work and assignments are not required, instructors may request participants undertake pre-reading or practice skills learned. Time for participation and discussion is expected. A facilitator (normally a Program Committee member) assists by preparing the classroom and equipment, introducing the instructor, preparing coffee, taking attendance, etc.

- A modest course fee is paid by participants. Participants are not normally expected to pay for course materials such as handouts. If a materials fee must be charged, include this information in the course proposal
- Instructors and presenters are not paid for their time
- Estimated expenses over one hundred dollars need prior Board approval
- ElderCollege prefers three or four two-hour daytime sessions, on the same day and at the same time on consecutive weeks. Courses can run for up to six weeks. A coffee break is usual
- The course schedule is developed to provide for no more than one course in any day and can be constrained by classroom availability
- If a venue other than the Sunshine Coast campus is to be used, a Committee member will make the necessary arrangements with the facility

### **Determining the Program**

The Program Committee uses a program-planning matrix to help ensure diversity and balance in the mix of instructional methods and course topics for each program. The Matrix is in the Forms section of this Manual.

### **Information for Instructors**

Instructors who are not experienced in teaching older adults may welcome some relevant information. Two handouts have been prepared and should be offered: “The Older Learner” and “You’re on Stage! Conducting a Course for ElderCollege.” They can be found as Annexes to the Manual.

## **Forms –**

Course Proposal

Course Evaluation

Course Evaluation – Facilitator’s Summary

Informed Consent

Program Planning Matrix

# SUNSHINE COAST ELDERCOLLEGE

## COURSE PROPOSAL OUTLINE

Name of course –

Instructor/Presenter –

Course description –

In sufficient detail for thorough consideration by the Program Committee – perhaps 200 words

Number of sessions –

Suitable timing –

Location, if other than College campus –

Enrolment: minimum and maximum –

Direct expenses –

Course fee – as set by ElderCollege Board – include additional fees here

Brief biography of Instructor (30 - 50 words) –

Instructor telephone , email address

Audio-visual equipment needed –

Classroom needs –

Facilitator –

Abbreviated course description for brochure – 50 - 100 words.

SUNSHINE COAST  
*ElderCollege*

**Course Evaluation Form**

Course: \_\_\_\_\_

Dates: \_\_\_\_\_

Instructor: \_\_\_\_\_ Facilitator: \_\_\_\_\_

**Did the course meet your expectations in terms of quality, content and presentation?**

Please comment

**What did you like most about the course?**

**How could the course have been improved?**

**Please provide any comments or observations you may have on the suitability of the classroom, audio-visual, sound, classroom environment, etc.**

**How did you hear about the course?**

**Do you have any suggestions for future courses, including who might present them?**

**Would you like to volunteer with the Sunshine Coast ElderCollege? If so please give your name and contact details**

(Use other side if you have additional comments.)

**Thank You!**

Revised: 31 May 2017

## **Course Evaluation – Facilitator’s Summary**

**Title of Course –**

**Presenter(s)/Instructor(s) –**

**Facilitator –**

**Course Dates –**

**Number of Participants –**

**Number of evaluations –**

**Facilitator –**

**Overview –**

(quality, content and presentation - from the course evaluation forms)

**What did participants like most?**

(from the course evaluation forms)

**What could be improved?**

(from the course evaluation forms)

**Observations on the presentation environment –**

(classroom, audio-visual, sound, etc – from the course evaluation forms)

**How did you hear about the course?**

(from the course evaluation forms)

**Courses suggested by the participants –**

**Facilitator’s summary –**

**SUNSHINE COAST ELDERCOLLEGE - INFORMED CONSENT FORM**

(when an activity forms part of a course)

Sunshine Coast Elder College is arranging: \_\_\_\_\_  
(name of activity)

For course participants on: \_\_\_\_\_  
(day/date/time)

Print full name of participant: \_\_\_\_\_

I \_\_\_\_\_ understand that activities of this type expose a participant to elements of risk. Accidents may occur while participants voluntarily engage in these activities. . These accidents may cause injury. Risks to which the participant may be exposed while voluntarily participating in this type of activity can be, but are not limited to:

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_
- 4 \_\_\_\_\_

Accidents can be the result of the nature of the activity and can occur without any fault on the part of the participant or Sunshine Coast Elder College or its volunteers or agents or the facility or area where the activity is taking place. By agreeing to voluntarily participate you are accepting the risks associated with the activity.

Signed at \_\_\_\_\_, BC this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_

**SIGNED AND WITNESSED:**

Signed:		Witnessed: (person witnessing signature)
_____		_____
signature		signature
_____		_____
print full name		print full name
_____		_____
address		address
_____		_____
phone number		phone number

**SUNSHINE COAST ELDERCOLLEGE PROGRAM PLANNING MATRIX**

Spring (Yr)	Technology	Science/Nature	Humanities/ Social Sciences	The Arts	Health	Gardening	Other
Practical Hands-on							
Discussion							
Lecture/ Presentation							

Fall (Yr)	Technology	Science/Nature	Humanities/ Social Sciences	The Arts	Health	Gardening	Other
Practical Hands-on							
Discussion							
Lecture/ Presentation							