

# Community Q & A

## GET engaged! deadlines

Submissions accepted until 4 p.m. on the following dates:

| Issue       | Deadline |
|-------------|----------|
| Jan. ....   | Dec. 15  |
| Feb. ....   | Jan. 19  |
| March ..... | Feb. 16  |

For details, please visit our website  
[www.calgarycommunities.com](http://www.calgarycommunities.com)

## Federation Staff & Services

|                               |   |
|-------------------------------|---|
| Executive Director            | Leslie Evans  |
| Urban Planning                | Bob van Wegen<br>Natasha Kuzmak   |
| Community Relations           | Brendan Murray  |
| Member Services               | Paul Meunier  |
| Reception                     | Lori Winder   |
| Bookkeeping                   | Raid Nazzali<br>Vince Ma<br>Lin Lin Zhu   |
| Financial Audits & Accounting | Heidi Brauer,CMA<br>Nancy Murdoch,CA<br>Sophie Khatkar<br>Linda Lin<br>Vivian Zhao<br>Kenneth Ng<br>Yang Wang<br>Annie An<br>Mary Chen<br>Sophia Wu |

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| Director              | Michael Wilhelm    |
| Director City Liaison | Pam Meunier        |

## You Asked Us

**Q**

What different kinds of policies and procedures should our organization address?

## Answer

**A:**

All registered organizations have Objects and Bylaws, known as governance documents. The missing piece for many organizations is the Policies & Procedures Manual that supports the effective operation of the Board of Directors and management of the assets. In most cases, the senior staff of the organization identifies the need for policies and drafts them. The board then reviews, questions, amends and ultimately approves the policies.

POLICIES answer the questions “why” and “what” must or must not happen, and are the broad direction required to put goals into action.

PROCEDURES answer the question “how” and are the details that take policies to action.

There are 3 main types of policies:

Framework policies include bylaws, purpose, mission, core beliefs, values, and mandate. If the changes affect the organizational Objects or Bylaws, the amendments require filing with Alberta Registry.

Governance Policies dictate how the board will manage itself. Examples are governance structure, recruitment, orientation, code of conduct, and conflict of interest. These policies are about the board and for the board.

Operational policies relate to service, finances, human resources and administration of the organization.

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