



## **POLICIES AND GUIDELINES**

# **NOVA SCOTIA/NUNAVUT COMMAND**

**September 2011**

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# **SECTION 1**

## **INTRODUCTION**

1. There will be no policy changes to this manual without the approval of Full Council.
2. The Secretary of the Command in conjunction with the Constitution and By-Laws Chairman shall be responsible for the Guidelines & Policy Manual and shall ensure that all new policies and amendments be entered in same after every Full Council meeting. He/she shall issue all such new policies/amendments to all holders of this Manual
3. Dominion Command and Nova Scotia/Nunavut Command By-Laws supercede these Guidelines & Policies.
4. Masculine words include the feminine.
5. Feminine words include the masculine.

**SECTION II**  
**ADMINISTRATION**

1. **Office Hours**

Monday to Friday (excluding holidays)      8:30 AM to 12:00 PM  
1:00 PM to 4:00 PM

2. **Deceased Notification**

That it will be the responsibility of this Command that the Command Secretary notify all Command Officers, District and Zone Commanders, and it will be the duty of the Zone Commanders, to notify other branches when there is a death of a Command or Zone/District Officer and that the flags be flown at half mast in tribute to the deceased Comrade.

In the event of the passing of any present or past serving member of Full Council of Nova Scotia/Nunavut Command, or any present or past Dominion Command Officer, flags will be flown at half-mast until after the funeral.

3. **Telephone Voting**

That it be a firm policy of Nova Scotia/Nunavut Command that whenever a telephone vote is taken, **it be followed by the question being mailed out to the Executive Council** by the Command staff and returned to Command.

4. **Distribution of Committee Meeting Minutes**

That copies of all minutes of all committee meetings be sent to the members of the Sub-Executive Committee within 30 days following these meetings.

4 (a) **Review of Sub-Executive and Full Council Minutes**

That minutes of all Sub-Executive and Full Council meetings will be proof read for verification of content by the Command President and Command Chairman, prior to being mailed to the Committee members and if Branches.

4 (b) Copies of minutes of all Sub-Executive and Full Council be distributed to the Committee Members and if required Branches, within 30 days following meeting.

5. **Holding of Committee Meetings**

- (a) Any short committee meetings are to be by telephone conference calls if feasible.
- (b) Short meetings should be scheduled to keep Command expenses at a minimum. (Refer to Para 4 – Travel – Command Officers)

6. **Branch Correspondence**

It is the duty of the Command Secretary to bring all correspondence to the immediate attention of the President, appropriate officers and the general membership.

7. **Executive Council Meetings**

In the year of a Nova Scotia/Nunavut Command Convention, prior to the convention there will be an Executive Council meeting. Said meeting to be held on the Saturday previous to a convention. A post meeting shall be held the following day after closing of convention.

8. **Minutes of Meetings**

Copies of all minutes of all committee meetings to be sent to the members of the Executive Council following these meetings.

9. **Branch President – (Amended FC May 2008)**

A Command Officer or a District/Zone Commander shall not be a President or 1<sup>st</sup> Vice President of a Branch.

10. **Branch Submissions to the TORCH**

When submitting articles for inclusion in the Command's quarterly newspaper, the TORCH, all such articles/photographs are to be emailed, mailed/delivered directly to the Command office to the attention of the editor.

11. **No one is entitled to nominate themselves to any office in this Command.**

**MEMORANDUM OF AGREEMENT  
TO  
ESTABLISH NOVA SCOTIA/NUNAVUT COMMAND**

**PARTIES**

- a. Dominion Command
- b. Nova Scotia Command
- c. Frobisher Bay Branch #4, Iqaluit
- d. Keewatin Branch #5, Rankin Inlet

**AGREEMENT**

Under the authority of Dominion Command, The Royal Canadian Legion, the current Nunavut Territory branches will be integrated into Nova Scotia Command. Nunavut Territory and Nova Scotia province will be combined into a new regional Command of The Royal Canadian Legion entitled Nova Scotia/Nunavut Command. Current and future branches within the Nunavut Territory will be combined into the Nunavut District of Nova Scotia/Nunavut Command. The establishment of the new Command structure will take effective on 1 January 2002.

**AGREEMENT DETAILS**

- a) Dominion Command – The Dominion Executive Council authorizes the integration of its Nunavut branches into Nova Scotia Command and further authorizes the establishment of Nova Scotia/Nunavut Command to replace the former Nova Scotia Command. Command Headquarters will remain in Halifax Regional Municipality.
- b) Nova Scotia Command – Under the authority granted by the members of Nova Scotia Command at its Command Convention, 18-22 May 2001, Nova Scotia Command agrees to the following:
  - i. To integrate the current and future branches of Nunavut Territory as a district within the Nova Scotia Command;
  - ii. to rename the Command as Nova Scotia/Nunavut Command;
  - iii. to officiate at elections within the Nunavut District for a District Commander;
  - iv. to cover the cost of three days per diem for the District Commander attending Command Conventions;
  - v. to cover the cost of two days per diem for the Nunavut District Commander to attend Full Council Meetings;

- vi. to provide an annual allowance of \$500 to the Nunavut District Commander;
  - vii. to ensure the full and effective communication of Command programs and activities to Nunavut District and its branches;
  - viii. to encourage the participation of Nunavut branch members in Command programs and activities; and
  - ix. to produce revised By-Laws for the new Command.
- c) Frobisher Bay/Rankin Inlet Branches
- i. The branches of Nunavut Territory and their members accept that they are to be integrated into Nova Scotia Command. Such integration will permit the full participation of Legion members in the Nunavut Territory to participate in Legion programs and activities as coordinated at the Command level.
  - ii. The branches of Nunavut Territory agree that a Nunavut District will be established within the structure of the new Nova Scotia/Nunavut Command and that elections will be required in the future, under the auspices of Nova Scotia/Nunavut Command, for the election of a District Commander.
  - iii. The branches of Nunavut Territory agree that the first District Commander of Nunavut District will be appointed by Dominion Command for a period of no less than two years but no more than three years to expedite the transition of Nunavut into the new Command. Elections will then be actioned thereafter in accordance with Nova Scotia/Nunavut Command By-Laws.
  - iv. It is agreed that a District per capita will be levied against all members of Nunavut District to underwrite the cost of the District and its members to participate in Legion programs and activities. Specific expenses are:
    - the cost of travel for the District Commander to attend Command Conventions and Full Council Meetings;
    - the cost of participation for any and all Teams and Coaches/Chaperones from Nunavut District to participate in events within Nova Scotia Command ie. Sports, Call to Remembrance, Leadership Training Camp, etc.;

- the cost of participation for any and all Teams and Coaches/Chaperones from Nunavut District to participate in events that lead to Dominion Command Competition;
  - the cost of Video Tapes being produced and presented to Nova Scotia Command for any applicants being selected to attend the Dominion Command Pilgrimage of Remembrance;
  - The transportation cost of an annual visit by the Provincial President and/or his designate to Nunavut District;
  - the cost of Nova Scotia Command Hearing and Appeals Committee for any and all Hearings and/or Appeals that require this Committee to travel to Nunavut District or the cost of the Members who have to travel to Nova Scotia Command Office for Hearing and/or Appeals;
  - the transportation costs of participation of Members from Nunavut District on Nova Scotia Command Committees.
- v. It is agreed that Nunavut District will ensure that any and all Video Lottery Terminals and Lottery Pools are licensed and controlled in accordance with the laws and regulations of Nunavut Territory.
- vi. It is agreed that Nunavut District will elect/appoint a Service Officer to look after the veterans, ex-service personnel and their dependants in accordance with The Ritual and Insignia Manual of The Royal Canadian Legion.
- vii. It is agreed that Nunavut District will provide Coaches/Chaperones as appropriate including their expenses for the participation of the Youth from Nunavut District in Track & Field and Leadership Training Camp, etc.

**Signatories**

a) Dominion Command

\_\_\_\_\_  
William (Bill) Barclay  
Dominion President

\_\_\_\_\_  
December 7, 01

b) Nova Scotia Command (Nova Scotia/Nunavut Command)

\_\_\_\_\_  
Fred Mombourquette  
President, Nova Scotia Command

\_\_\_\_\_  
December 7, 01

c) Frobisher Bay Branch #4 (Iqaluit Branch #168)

\_\_\_\_\_  
Paul Wieczorek  
President, Frobisher Bay Branch

\_\_\_\_\_  
December 7, 01

d) Keewatin Branch #5 (Rankin Inlet Branch #169)

\_\_\_\_\_  
Jean Brisette  
President, Keewatin Branch

\_\_\_\_\_  
December 7, 01

**Witness**

a) NUNAVUT DISTRICT

\_\_\_\_\_  
John Graham  
FIRST DISTRICT COMMANDER  
NUNAVUT DISTRICT

\_\_\_\_\_  
December 7, 01

**SIGNATURES ARE ON ORIGINAL DOCUMENT**

## **DISTRICTS AND ZONES**

The General By-laws define 'District' and 'Zone' and each are formed for administrative purposes within a provincial command. Provincial Commands are solely responsible for the administration of Districts and Zones within their jurisdiction and the Districts and Zones are to perform such duties and functions as the provincial command may deem necessary. The Provincial Command is authorized to enact by-laws for determining the rights of attendance and voting privileges at District and Zone Meetings and other matters of procedure.

Proxy voting at District or Zone Meetings is not permitted.

The Command may authorize a District or Zone to raise funds for carrying out its duties, powers and functions by such methods as authorized by by-law (i.e., per capita tax assessment, etc.), but subject to any restrictions or limitations contained therein.

Any real or personal property or funds possessed by a District or Zone are the property of the Provincial Command and shall be possessed, held or used by the District or Zone as an administrative agent of the Command.

The District and Zone are not legal entities of the Legion and no charter is issued to them. They may not make decisions as to Legion policy or administration, inconsistent with the policies in effect or contrary to the Provincial and Dominion By-Laws.

The General By-Laws of NS/NU Command do not provide the authority for, and a District or Zone do not have the authority, to legislate that Dominion Command/Nova Scotia/Nunavut Command Officers and/or Dominion Command/Nova Scotia/Nunavut Command Standing Committee Chairmen residing within a Zone or District, be made voting members of a District or Zone Executive Council.

The by-laws do not provide for Districts and Zones to make resolutions and branches are obligated to submit a resolution to the District Commander for scrutiny. If a branch resolution is not approved by the District Commander the onus is on the Branch to submit the resolution to Nova Scotia/Nunavut Command if the branch still wishes the resolution to go forward.

The District Commander may attend Provincial Conventions as a delegate of Nova Scotia/Nunavut Command or a delegate of his/her own branch.

## **TERMS OF REFERENCE FOR DISTRICT COMMANDERS**

1. The District is subject to the jurisdiction of the Command.
2. A District Commander is elected by representatives of the branches of the District in which they are a member, at a duly called District meeting held prior to a Provincial Convention. The term of office shall be from the conclusion of the provincial convention immediately subsequent to his/her election to the conclusion of the next Provincial Convention.
3. To be elected as a District Commander, a member in good standing of a branch must have served as a District or Zone Commander, or a Deputy District or Deputy Zone Commander or a Branch President for at least one full term.
4. The District Commander is to notify the Provincial Command Office of the names, addresses, telephone numbers, etc., of the incoming District and Deputy District Commander(s) following the District elections. They are to meet with the newly-elected Zone Commanders following convention to outline their duties and responsibilities.
5. To attend a Dominion Convention a District Commander must be a voting delegate of his or her own Branch.
6. The District may elect or appoint a Deputy District Commander for the purpose of assisting the District Commander.
7. Districts should be authorized to collect a reasonable amount of funds from the Branches within the District for the cost of operating the District upon approval of Nova Scotia/Nunavut Command.
8. The District Board shall be responsible for any expenses incurred for the operation of the District.
9. The District Commander shall submit a District Report to the Command Secretary one month prior to the Nova Scotia/Nunavut Command Council Meeting.
10. The District Commander will co-ordinate in conjunction with the Zone Commander, seminars at Zone level.
11. The District Commander will encourage the attendance of members of the Ladies Auxiliary at District and Zone Seminars.
12. The District Commander will make certain Branches participate in Command programs and projects.

13. The District Commander will ensure Branches adhere to the General By-Laws of the Legion and that of the NS/NU Command as well as the Branches' By-Laws.
14. The District Commander will foster good working relationships and open communications between the Branches and the Ladies Auxiliaries.
15. The District Commander will impress upon Branches, the necessity of good public relations within the community.
16. The District Commander will oversee the organization and planning of District meetings.
17. The District Commander will make certain Zone Commanders are aware of their duties and responsibilities.
18. The District Commander will render assistance to Zone Commanders as the need arises.
19. The District Commander will make certain Zone Commanders instruct Branches to submit information as directed, i.e.
  - Attendance at Seminars
  - Completed Poppy Trust Fund Report Form
  - Information to Schools on the Literary Composition, Poster Contests and Bursary Programs
  - Track and Field Competition
  - Membership information
  - Branch Programs and Community involvement
  - Monthly Branch Financial Reports
  - Call to Remembrance
  - Leadership Training Camp
  - Cadet Medal of Excellence
20. The District Commander will ensure copies of the minutes of District meetings and District Executive Council meetings are submitted to NS/NU Command for information purposes.
21. The District Commander shall exercise general supervision of the Branches within the District.
22. The District Commander shall attend a Zone meeting in each Zone within the District at least once a year.
23. The District Commander shall also carry out any other duties that may be assigned to him by the Command President.

24. The District Executive Council shall meet at the call of the District Commander.

## **TERMS OF REFERENCE FOR THE CAPE BRETON DISTRICT/ COMMANDER**

### **Article 1      Name**

1. The District shall be known as the Cape Breton District of Nova Scotia/Nunavut Command, the Royal Canadian Legion.
2. The Cape Breton District shall be composed of all Branches of The Royal Canadian Legion, located on the island of Cape Breton, hereinafter referred to as the District.

### **Article 2      Officers**

1. The Officers of the District shall be: District Commander, Deputy District Commander, Second Deputy District Commander, Secretary/Treasurer and Past District Commander.

### **Article 3      Election of Officers**

1. With the exception of the immediate Past District Commander, the officers of the District as stated in Article 2, Section 1, shall be elected at the regular meeting of the District, held prior to the month in which the Nova Scotia/Nunavut Command convention is held.
2. The District Commander shall appoint an appropriate Legion official to conduct the election of officers and the installation of the Deputy Commanders and the Secretary/Treasurer. The District Commander shall be installed at the Nova Scotia/Nunavut Command Convention.

### **Article 4      Eligibility For Office**

1. Any Life, Ordinary, Associate/Affiliate voting member in good standing of the Branch in the District shall be eligible to hold an elected office in the District.

### **Article 5      Officers and District Council**

1. The Officers of the District and the Immediate Past District Commander, together with the four Zone Commanders and any member of the Cape Breton District in good standing, who is serving on the Nova Scotia/Nunavut Command Council and/or Dominion Command Council shall be ex-officio members of the Cape Breton District.

**Article 6      Branch Delegates**

1. Branch representation of the District meetings shall be based on the total life, ordinary, associate and affiliate-voting members, in good standing in their Branch, and shall be on the following basis:
  - (a) Three (3) delegates for one hundred (100) members or less;
  - (b) Four (4) delegates for 101 to 150 members;
  - (c) Five (5) delegates for 151 to 200 members;
  - (d) And six (6) delegates for 201 or more members with a maximum of six (6) delegates.

**Article 6 (2)** Branch Presidents should adhere to and follow the recommendations outlined by the Ritual and Awards Manual, para 3, page 32, installation of Branch President to promote the best interest of their Comrades of The Royal Canadian Legion. And to ensure that their Branch is represented at District meetings.

**Article 6 (3)** The District Commander will inform the Branches by radio announcements if the District meeting is cancelled due to inclement weather by 9:00 AM on the day of the meeting.

**Article 7      Branch Dues**

1. All Branches within the District shall be requested to pay to the District the amount agreed on by 2/3 of the voting delegates present annually.

**Article 8      Purposes of Dues**

1. The main purpose of dues shall be to cover administrative and general operating expenses of the District.
2. District dues may be reviewed from time to time, when changes are deemed necessary. Notice of Motion shall be given at a regular meeting of the District, prior to the meeting in which the changes of the dues are being considered.
3. In order for any change in dues to become effective, the proposed change will require a two third (2/3) vote of the delegates present.

## **Article 9 Meetings**

1. The District shall meet on the third Sunday of each month.
- 2 (a) The regular meeting of the District shall commence at 1:30 pm and close at 3:30 pm during the months of October & November & January to May inclusive. The meeting shall commence at 2:30 pm and close at 4:30 pm during the months of June to September inclusive. However, should an important question be under discussion at time of adjournment, the meeting may be extended for another five (5) minutes by the chair.
- 2 (b) The District shall recess during the month of December.
3. Should additional time be required to complete the business at hand, the chair will sustain a motion to extend the meeting for a further fifteen (15) minutes.
4. The District Commander shall not accept any individual case from a Branch until such time that the Branch concerned has explored every avenue to bring such case to a conclusion.
5. The District may change the date of the monthly meeting when deemed necessary. The proposed change will require 2/3 vote of delegates present.
6. When a request to speak at a District meeting by a guest and time does not allow for prior approval by the delegates, the District Commander may give approval if he/she feels it's of interest to the delegates.
7. Monies accrued from the delegates voluntary 50/50 draw will be used for additional cost or donations as motioned on at a regular district meeting with 2/3 vote of delegates present.

## **Article 10 Place of Meeting**

1. The place of the next District meeting shall be determined by the delegates attending the immediately previous meeting on the following basis:
  - (a) Letters of Invitation to be given first consideration based on the earliest date of invitation.
  - (b) Not having received a written invitation. District delegates will consider invitations extended by the Branch delegates attending the District meeting.

- (c) If no invitation is received either by letter or from a delegate on the floor, the District Commander shall contact one of the Branches in the District to hold a District meeting.

**Article 11    Vacancy**

1. When, other than by expiration of the term of office of the District Commander becomes vacant, the Deputy Commander shall succeed to the office of District Commander for the remainder of the regular term of office.
2. When the office of the first and/or the second Deputy Commander becomes vacant other than by expiration of their term of office, a by-election shall be held.
3. Notice of such by-election shall be given by the District Commander at a regular meeting of the District prior to the regular meeting in which the election is to be held. All Branches of the District shall be notified in writing.
4. The elected officers of the District should attend all meetings of the District. When officers are not able to attend for a valid reason, notice shall be given to the Secretary or the District Commander.

**Article 12    Finances**

1. The signing officers for the District shall be: The District Commander; the Deputy District Commander and the Secretary/Treasurer. Any two (2) of those signatures shall be affixed to all cheques.
2. The District Council shall be limited in its expenditures not exceeding two hundred dollars (\$200) without prior approval of the District delegates.
3. The Secretary/Treasurer of the District shall receive remuneration from the District on the same basis as the District Commander from Nova Scotia/Nunavut Command.

**Article 13    Rules of Procedure**

1. The voting members of the District shall be the officers and members of the District Council and Branch delegates.
2. Observers shall be permitted to take part in a discussion only, with the permission from or on the request of the Chair.

3. Delegates wishing to make or second a motion or to speak on the question shall rise to their feet when physically able to and address the Chair giving their name and the name of their Branch and await to be recognized by the Chair.
4. Each delegate will be permitted three (3) minutes discussion on the subject in question.
5. No delegates shall be permitted to speak more than once on any questions until all other delegates who wish to do so have spoken and, having spoken the second time, must not take any further part in the discussion on the question except by permission from the Chair.
6. Delegates must direct their remarks to the Chair. One on one discussion between delegates will not be permitted.
7. Any delegate who appears at a meeting under the influence of alcohol or drugs, or who, by his/her conduct is interfering with or retarding the business of the meeting, must retire at the request of the Chair or motion of the meeting. His/her conduct must be reported to his/her Branch by letter from the Secretary/Treasurer of the District.
8. A vote of censure will not be introduced or entertained without a Notice of Motion.
9. All District meetings will have a Sergeant-at-Arms present. The host Branch is responsible for this.

#### **Article 14 Amendments**

1. These Terms of Reference shall not be rescinded or amended except upon a motion, of which notice shall have been given at a meeting of the District held previously to that at which it is to be considered. Such Notice of Motion shall set out the proposed amendment and shall be sent to every Branch in the District. In order for such amendment to be effective it must receive the support of two third (2/3) of the delegates present and entitled to vote.

#### **Article 15 Dissemination of Information**

1. Branch delegates are responsible to their Branches for the correct reporting of the business of the District.
2. Press releases on business transacted by the District shall be scrutinized by the Officers of the District and of the Nova Scotia/Nunavut Command

before being released by the Nova Scotia/Nunavut Command Public Relations Chairman and/or, the duly appointed District Publicity Director.

**Article 16    General**

1. The District shall at all times observe the General By-Laws of the Royal Canadian Legion and the By-Laws of Nova Scotia/Nunavut Command.

## **TERMS OF REFERENCE FOR ZONE COMMANDERS**

1. The Command shall be organized into such zones as the NS/NU Command Convention may determine from time to time.
2. The Zone is subject to the jurisdiction of the Command and shall be comprised of all branches within its territorial limits as set forth by the NS/NU Command Convention.
3. A Zone Commander shall be elected for a two year term by the Zone at a meeting or rally held in the year in which the Command convention is held.
4. Zone Commander elections shall be completed not later than March 31<sup>st</sup> in the year in which they are due. Zone Commanders, if letting their name be placed for re-election, shall appoint or invite a chairman to conduct the election. The Zone Commander shall not have a vote at that meeting unless he/she is one of the two eligible branch delegates. Not more than two delegates from each branch in the Zone may cast a ballot. This does not prevent as many members as they may wish from attending.
5. In the year of the election, incoming Zone Commanders will be installed at the District meeting.
6. Zone Commanders will be required to submit their reports on activities including all problems and irregularities in their zone at once to the District Commander.
7. Zone Commanders shall be required to visit each branch in the zone at least twice a year. However, the Zone Commander is entitled to visit a Branch without a specific invitation. The annual visits should be at General Meetings or an Executive Meeting to observe how the meetings are conducted and to ensure proper ritual and procedure are being carried out.
8. Where a Zone Commander vacancy occurs through removal, death, or resignation, the replacement will be made in accordance with Nova Scotia/Nunavut Command By-Laws.
9. A zone may elect or appoint sufficient Zone Council members as may be deemed necessary for the efficient operation of the zone. Any expenses incurred by said elections or appointments will be the responsibility of the applicable Zone.
10. Zone meetings/rallies are to be held a minimum of twice per year, preferably prior to the Command Council meetings.

11. Zone Commanders are to submit minutes of Zone meetings to the District Commander for information purposes.
12. To be elected as Zone Commander, a member in good standing of a Branch must have served on the District/Zone or Branch Executive, or as District/Zone Commander or Deputy District/Zone Commander for one full term.
13. Zones should be authorized to collect a reasonable amount of funds from the Branches within the Zone for the cost of operating the zones/districts upon approval of Nova Scotia/Nunavut Command.
14. In the event of a dispute between branches relating to Branch territory, the Zone Commander will investigate. If, after meeting with the branches concerned, he/she is unable to resolve the dispute, they will then pass it along to the District Commander for a decision.
15. Zone Commanders will ensure that all complaints/grievances are handled in accordance with Article III of the General By-Laws.
16. The Zone Commander shall have a very close liaison with the Branches in his/her Zone and shall assist the branches in any way required.
17. The Zone Commander shall promote the need to adhere to by-laws, policies, and other directions that may exist. If co-operation problems or other difficulties arise the Zone Commander will report the situation to the District Commander for appropriate action.
18. They shall promote special projects that will enhance the image of The Royal Canadian Legion.
19. They shall promote annual seminars and workshops on all facets of the Legion, i.e. membership, leadership, service work, etc.
20. They shall promote harmony and understanding between branches.
21. The Zone Commander shall ensure that all sanctioned Command sports that lead to Provincial & Dominion Playoffs conducted in their zone are carried out as per Command sports regulations. It will be their duty to ensure the District Commander and NS/NU Command are advised of the zone winners.
22. The Zone Commander shall sign all major award applications such as the MSM, Palm Leaf, Life, etc, if they approve of the awarding, before being sent to the NS/NU Command Honours and Awards Committee for review.

A copy shall be sent to the District Commander for information.

23. The Zone Commander will follow up on reports and returns required by Nova Scotia/Nunavut Command, ensuring that branches complete the reports and forward these reports to Command on time.
24. They shall be prepared to attend District meetings/rallies and where applicable, Command Conventions.
25. They shall carry out duties as assigned by the District Commander and the Command President.
26. The Zone Commander is responsible for organizing Zone Board Meetings and/or rallies. He/she should contact the host branch early and arrange a satisfactory date for the majority of the branches.
27. Zone Commanders, from time to time, should make a survey of their zone. The purpose of this survey is to promote organization and work of the Legion as a whole, ensuring the purposes and objects of the Legion are being carried out and offering support to branch endeavours where possible.
28. Should they discover problems of areas of concern, they should attempt to rectify the situation giving consideration to the following options:
  - a. The recommendation of amalgamation of inactive branches into one active and viable Branch.
  - b. A recommendation for organizing and chartering of new branches in areas where this is feasible and practical.
  - c. Offering assistance in the organizing of branch membership campaigns, etc.
  - d. Organizing and conducting meetings of branches with the areas of concern and be prepared to suggest solutions.
29. Zone Commanders should be the liaison between branches and the District Commander/NS/NU Command. This does not preclude branches from liaison directly with the Command office on routine or necessary matters.
30. To secure a proper picture of each branch, the Zone Commander should during a visit to each branch, also do a general survey of their operation including such things as:

- a. Are the meetings well run?
  - b. Do they use the Ritual?
  - c. Does the secretary bring all correspondence to the meeting?
  - d. Do the members transact the business of the meeting in a spirit of Comradeship?
  - e. Do they keep any books? Are all financial transactions reported to the meeting by the treasurer?
  - f. Does the secretary answer correspondence promptly?
  - g. Have they an active Membership Committee?
  - h. Is the talent in the branch being used by having members active on committees such as Poppy, Membership, etc?
31. The answers to these questions will determine the status of the branch and it is up to the Zone Commander to show the way they should go. After a visit by the Zone Commander, he/she should send a report regarding the branch to the District Commander and the respective Branch.
32. At times, it is advantageous to arrange group meetings. Request a central branch to act as the host to one or two neighbouring branches. This saves time, but of more importance, it tends to create a spirit of comradeship between branches. Where there is an active Ladies Auxiliary, there is invariably an active branch. Suggest the formation of a Ladies Auxiliary if none exists.
33. Further to these Terms of Reference, Zone Commanders responsibilities are outlined in the Nova Scotia/Nunavut Command By-Laws.
34. Any other related duties as assigned by the District Commander and NS/NU Command.
35. Zone Commanders are to ensure that all Branch Monthly Financial statements are sent to the Zone Commander who will forward them to NS/NU Command.
36. Zone Commanders Report Form – please refer to Section XX - Forms

## **GUIDELINES FOR COMMAND MANAGEMENT BOARD**

### **PURPOSE**

The purpose for establishing a Command Management Board is to assist a Branch which is in need of assistance. They can be for a number of reasons, such as, financial difficulties, poor management, resignation of all members of the Executive, etc.

### **WHO CAN ESTABLISH A MANAGEMENT BOARD AND WHEN**

Nova Scotia/Nunavut Command President, after enquiry and for just cause can establish a Management Board.

Where applicable, the Command President will have consulted with the Zone and/or District Officers before making the decision to establish a Management Board.

### **COMPOSITION OF THE MANAGEMENT BOARD**

Any member can be on the Management Board. There could be Command Officers, District and/or Zone Officers, Members of any Branches, even Members of the Branch that is being put under a Management Board.

### **PROCEDURES FOR THE INSTALLATION OF A MANAGEMENT BOARD**

It is advisable to have a Command Officer deliver the notice to the Branch Executive and the Officer should be accompanied by the Members of the Management Board. At that meeting, they should take possession of all books and records.

### **DUTIES OF THE MEMBERS OF THE MANAGEMENT BOARD**

The duties of the Members of the Management Board will be set by Nova Scotia/Nunavut Command President and may vary in accordance of the situations. They may include one or more of the following:

1. To run all the operations of the Branch as if they were the elected Officers of the Branch;
2. To run partial operations of the Branch as per the instructions of Nova Scotia/Nunavut Command President and in conjunction with the Officers of the Branch if applicable;
3. Change all locks on the Branch premises as deemed necessary;

4. To secure the services of an authorized auditor to carry out a detailed audit of all accounts of the Branch;
5. Hiring and firing of Staff in accordance with the Nova Scotia Employment Standards Act;
6. Arrange for meetings of the Branch to inform the Members on the current status of the Branch;
7. Liaise with Local Authorities as deemed necessary;
8. To ensure sound accounting of all Branch Accounts; and
9. To keep Nova Scotia/Nunavut Command President apprised of their work.

### **RESPONSIBILITIES OF THE MANAGEMENT BOARD**

1. The Board will regularly update the Members of the Branch on the problems determined and the progress made. The Installation of a Management Board can be a very divisive process and the more solid information provided to the Members on a regular basis, the less chance exists for misinformation and rumours to be circulated.
2. The Board will regularly update the Command President, by sending a monthly written report to him at the Command Office. The report should include the current status of all actions taken and the results achieved, problem areas, and any proposed future actions as well as a copy of the monthly financial report.
3. The Management Board is responsible to secure the assets of the Branch and to ensure that any actions taken comply with Provincial and Federal Laws.
4. The Board must apply due diligence in the exercise of its responsibilities.
5. The Board may not dispose of Branch property without the written approval of Nova Scotia/Nunavut Command and the General Membership of the Branch.
6. The Board may not lease property or borrow funds, unless it has fully complied with the General By-Laws and Nova Scotia/Nunavut Command regulations.
7. The Board shall act in compliance with the General By-Laws and Nova Scotia/Nunavut Command By-Laws.

8. The Board shall act in compliance with the Branch By-Laws unless otherwise authorized by Nova Scotia/Nunavut Command Guidelines.
9. Prior to relinquishing its duties, the Management Board must ensure that adequate control systems are in place. These systems must provide for an audit trail and proper authorization of all expenditures and exchanges of money. These controls apply, but are not restricted to Bar Operations, Break Open Tickets, Bingo's, Raffles, Branch Functions and Events, Membership dues and miscellaneous purchases of supplies, material and equipment and services. The Board must also ensure that adequate bonding, insurance and security is in place to protect Branch property.

### **HOW LONG SHOULD A MANAGEMENT BOARD BE IN POSITION**

Nova Scotia/Nunavut Command President is responsible to decide when a Management Board can terminate its work. He shall also decide if the old Executive Members should resume their duties or new elections are to be held. The duration of the Board can vary from weeks to months/years depending on the seriousness of the situation which brought the establishment of the Management Board.

**SECTION III**

**STAFF**

1. **Leave**

That vacation time for Command staff will be: 2 weeks up to 4 years of employment; after 4 years up to 12 years will be 3 weeks; 12 years and thereafter will be 4 weeks per calendar year.

**Only 2 weeks vacation can be taken consecutively at one time. Employees wishing to take more at one time must obtain Personnel Committee approval.**

Compassionate leave for employees. Immediate family will be with the approval of the Command President.

Bereavement leave for immediate family – 3 days maximum.

Immediate family: Father, Mother, Step-father, step-mother, wife, husband or common law partner, son, daughter, brother, sister, **mother-in-law, father-in-law.**

That a proper log book for employee's work record be maintained and signed on a monthly basis by the Command President or the Treasurer.

2. **Christmas and New Year's Leave**

Office staff shall take the same block of leave during Christmas – New Year's break as Dominion Command.

**Staff will be paid regular wages for work during provincial convention, plus mileage and per diem. Staff must be available at all times during the working hours of the convention.**

3. **Sick Leave**

Terms of Reference:

- A. Allowed 1 ¼ days per month to a maximum of 30 days
- B After 3 consecutive days must have a doctor's certificate
- C Staff cannot build up over 30 days and upon retiring, no sick leave will be paid to any employee.

4. **Salary Increment**

Salary increments for staff – it is now established that annual increase may be by the amount set by the Federal Government annual cost of living figure and/or based on staff performance evaluation.

5. **Employee Pension Plan**

Nova Scotia/Nunavut Command will match the employee portion of the pension plan up to 5%, not to exceed a maximum of \$1,600.00 a year.

6. **Retirement**

That it be recommended to staff members approaching the age of 65 years to be asked to consider retirement.

7. **Confidentiality**

That an agreement of confidentiality letter shall be signed by all employees of Nova Scotia/Nunavut Command. Failure to abide by this agreement would result in disciplinary action and/or dismissal. (In accordance with the Nova Scotia Labour Laws)

8. **Staff Meetings**

The President will meet with all staff members periodically to discuss and debrief them on problems and situations as they may arise. All staff members are entitled to approach the President with matters that affect the Command affairs at any time.

9. **Staff performance of duties on non working days “Overtime”**

When a staff member is required to perform Command duties on a non-working day, said member will either receive time off to be taken within twelve (12) months (calendar year) which cannot be carried over from year to year, or be paid a per diem plus mileage but not both.

Staff Meal Allowance: Command staff be paid \$10.00 for Breakfast, \$15.00 for lunch and \$20.00 for dinner, for each day that they are away from the Command office on Command business when the option to receive time off in lieu of per diem is chosen. These amounts will be used for full or partial days as required.

10. **Storm Days**

**The Command Office Administrator will be responsible to make determinations regarding office openings and closings due to inclement weather (snow), after consultation with a senior Command Officer.**

11. **Training and Development**

NS/NU Command supports the ongoing learning and development of its employees. Training which benefits the job skills of employees is encouraged. All training must be approved by the Executive Council, and a Training Agreement Form is to be signed off by both parties.

If an employee attends training, subsidized by NS/NU Command, and fails the course, or fails to attend the course, the employee will be liable to pay the associated fees.

12. **Grievance Procedure**
13. **Staff Organization Chart**
14. **Command Secretary Job Description**
15. **Administrative Assistant Job Description**
16. **Bookkeeper/Clerical Job Description**
17. **Command Service Officer's Job Description**

### **STAFF GRIEVANCE PROCEDURES**

1. Any Member of Council having grievances with a member of the Nova Scotia/Nunavut Command Staff is as follows:
  - A. First speak with the Staff Member in question
  - B. If not resolved, write a letter to the Command Secretary who will note the grievance and speak with the staff member; and
  - C. If the situation is not corrected, the Member of Council is to write a letter to the Command President with a copy to the Member and a copy to the Command Secretary.
2. If the grievance is with the Command Secretary, the Member is to speak to the Command Secretary and if not corrected,
  - A. A letter is to be submitted to the Command President with a copy to the Command Secretary
3. Any other person having grievances with Staff Members are to write a letter to the Command Secretary, who will speak to the Member and note the grievance. If the grievance is with the Command Secretary, a letter is to be written to the Command President with a copy to the Command Secretary.
4. **If a staff member has a grievance with a Command Officer, the staff member is to speak to the Command Secretary and if not corrected, will then meet jointly with the Command President.**

NOTE: Letters of appreciation and acknowledgement of jobs well done are encouraged to be sent to the Command Secretary and Command President.

**NOVA SCOTIA/NUNAVUT COMMAND**

**STAFF ORGANIZATION CHART**

**COMMAND PRESIDENT**

**COMMAND OFFICE ADMINISTRATOR/SECRETARY**

**Administrative Assistant**

**Bookkeeping/Clerical**

**Command Service Officer**

**NOVA SCOTIA/NUNAVUT COMMAND  
THE ROYAL CANADIAN LEGION**

**Job Description**

**Position:** Command Office Administrator, referred to as “Secretary”

**Appointment:** Position engaged by Nova Scotia/Nunavut Council

**Location:** Nova Scotia/Nunavut Command office, Dartmouth, NS

**Accountabilities:**

1. Reports directly to the President of Nova Scotia/Nunavut Command
2. Accountable to Nova Scotia/Nunavut Sub Executive /Council by way of the President of Nova Scotia/Nunavut Command.
3. Administrates and maintains accurate accounting records for all financial transactions as directed by the Nova Scotia/Nunavut Command By-Laws and Command Council.
4. Administrates the day to day operation of the Nova Scotia/Nunavut Command Office and staff.
5. Must be cognizant and fully comply with the instructions and regulations as laid down by the Nova Scotia/Nunavut Command By-Laws and the Royal Canadian Legion General By-laws and the Nova Scotia/Nunavut Command Policy Book.

**Nature and Scope of Duties:**

1. The nature of this position is one that requires a great deal of dedication and diplomacy because of the complexity of its function.
2. To be liaison officer and personally receive all correspondence and telephone calls, if at all possible, referring same, when necessary, to other staff personnel, and/or, depending upon the nature of the correspondence, to the appropriate individual on Council for action. All such inquiries by phone shall be noted and brought to the attention of the President at the first opportunity. All correspondence shall be shown to the President who will decide what action, if any, shall be taken.
3. Direct and implement proper office procedures to ensure the smooth operation of the Nova Scotia/Nunavut Command office.

4. Responsible for the administration of all office personnel: (a) Administrative Assistant; (b) Bookkeeper/Clerical and (c) the Command Service Officer.
5. Responsible to ensure other Command members are kept informed of pertinent changes and/or amendments from Dominion Command and Nova Scotia/Nunavut Command.
6. Initiate and maintain a staff attendance register, keeping an accurate account of staff work records on a daily basis. Such a record shall show days worked vacations, sick and bereavement leave. Register is to be used when allocating staff pay periods. This record shall be shown to the President of Nova Scotia/Nunavut Command at the end of each month and signed by the President.
7. Receives all inquiries from Branches and Auxiliary members that require a decision or specific action and refers to or informs the appropriate District/Zone Commander, committee chairpersons, and the President for the action taken or for his/her instructions.
8. Maintains the existing filing system for the smooth operation of Nova Scotia/Nunavut Command. Responsible to instruct Nova Scotia/Nunavut Command office staff in all aspects of the filing system to ensure all are using the same system.
9. Initiate and implement a staff meeting on a regular basis to discuss and ensure all staff members are well informed of changes, etc., also, discuss any problems staff may wish to discuss. Minutes of these meetings shall be kept on file and concerns brought to the attention of the President and the Personnel Committee.
10. Responsible in coordination with the Public Relations Chairperson to maintain the Nova Scotia/Nunavut Command website and keep information up to date at all times.
11. Responsible to ensure Command banking is carried out on a regular basis.
12. Perform administrative duties such as production of general correspondence, taking minutes, production and distribution of minutes for various committees.
13. Convention Duties and Responsibilities as outlined under separate cover.
14. Must be cognizant and fully comply with the instructions and regulations as laid down in Article III of the General By-Laws, in coordination with the Command President and Command Chairman.
15. In consultation with the President, be responsible for making application for available grants that may relate to Nova Scotia/Nunavut Command Programs.

16. Gathers and collates the Branch Poppy Trust Fund reports once a year and ensures that all reports are sent to Dominion Command.
17. The Secretary will be the liaison between Dominion Command and Nova Scotia/Nunavut Command and therefore shall make himself familiar with Dominion Command Staff.
18. Shall be the Secretary to the following:
  - Finance Committee
  - Executive Council (Meetings)
  - Sub-Executive Council (Meetings)
  - Appeals Committee
  - Complaint Committee
  - Liquor & Gaming Committee
  - Command Conventions.
19. **The Secretary will be responsible to make determinations regarding office openings and closings due to inclement weather (snow), after consultation with a senior Command Officer.**
20. And any other duties as directed by the President.

### **Qualifications**

1. Grade 12 minimum.
2. Course in business administration or equivalent working experience.
3. Have a working knowledge and understanding of The Royal Canadian Legion
4. Be a member of the Legion or will become a member
5. Have a course in accounting or bookkeeping
6. Have a good knowledge of computer skills:
  - Microsoft Word
  - Microsoft Office
  - Word Perfect
  - Outlook Express
7. Operate general office equipment such as scanners, photocopiers, etc.
8. Pleasant demeanor, able to interface with people both in person, telephone, email, etc.

9. Must be within commuting distance of the Command office.

10. Some weekend work involved

Working Conditions:

The amount of work required in order to meet deadlines is often very demanding on the incumbent. The work entails a continuous requirement to deal with multiple demands for services, advice, heavy and unpredictable requirements as well as the ability to resolve conflicting priorities. There is a constant pressure to meet standards, in submission of reports, mailing information, making telephone calls, providing information to various Committee Chairpersons and responding to the many queries for various persons, etc.

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### **Nova Scotia/Nunavut Command Convention Duties**

Responsible for:

1. Collection and collation of all Branch and Command Officers Credential forms and be responsible to report these totals to the convention delegates at the call of the Chairman.
2. Arrangements of hotel reservations for Executive Council and invited guests.
3. To organize and supervise the registration of delegates at the host convention site.
4. The production of the Convention Call to the Branches which shall include all pertinent Convention information.
5. Collection of all Committee Reports and production of the Reports and Resolution Book as per Nova Scotia/Nunavut Command By-Laws.
6. The Command Secretary's Report to the delegates.
7. Liaison with the Local Arrangements Committee Chairman.
8. Purchase of gifts for all invited guests and any other supplies as instructed by the Command Chairman.
9. Arrange a hospitality room for the Command President and stock with supplies as per President's instructions.
10. Arrange for the Command President's reception including invitations, in coordination with the Command President and the Command Chairman.
11. Perform any other duties as directed by the Command President or Chairman.

### **Dominion Convention Duties**

Responsibilities:

1. Collection and collation of all Branch and Officer's Credential forms.
2. Travel arrangements and hotel accommodations for Senior Officers (Sub-Executive).
3. Arrange for a hospitality room for the Command President and stock with supplies as per President's instructions.
4. To organize and supervise the registration of delegates at the host convention site.

5. Arrange for supplies to be shipped to hotel. (Flags, etc)
6. Arrange for supplies for Nova Scotia/Nunavut Nite to be shipped to host Branch.
7. In conjunction with the Public Relations Chair, make arrangements with host Branch for Nova Scotia/Nunavut Nite.
8. Pertinent information for Caucus meetings.
9. Perform any other duties as directed by the Command President or Chairman.

**NOVA SCOTIA/NUNAVUT COMMAND  
THE ROYAL CANADIAN LEGION**

**JOB DESCRIPTION**

**TITLE: ADMINISTRATIVE ASSISTANT**

**Reports to: Command Secretary**

**Job Summary:**

This position is the first contact person in Nova Scotia/Nunavut Command responding to all telephone calls, e-mail queries, and counter queries from Members of Council, Branches, Veterans and interested parties, secretarial duties for various Committees, general office administrative duties, organizing bursary applications, organizing and reviewing Leadership Training Camp applications, liaison between Dominion Command and Branches regarding all Membership queries, preparing all Council and Branch mail outs, assisting in the annual Poppy Campaign and other related duties as assigned by the Command Secretary.

**Description**

**Task 1 Administration**

- A. Receives logs and distributes mail daily;
- B. Receives and if necessary forwards telephone, e-mail, counter queries;
- C. Collects, sorts and mails information to Council Members, weekly
- D. Collects, sorts and mails information to Branches as necessary (monthly);
- E. Typing of various memos, letters, reports, etc., for various Command Officers;
- F. Assist in the updating of information for the Command Website;
- G. Telephone Officers regarding deceased notices, accidents, etc, and
- H Maintaining files regarding various Committees
- I. Purchasing of office stationery, etc
- J. Knowledge of Poppy Supply.

**Task 2 Committees**

- A. Perform secretarial duties such as typing letters, taking, typing and distribution of minutes of various committees;
- B. Secretary for the following Committees:
  - Honours & Awards
  - Constitution & By-Laws
  - Legion Leadership & Development (Training)

Youth Leadership & Development

- Cadet Medal of Excellence
- Leadership Training Camp

Membership

Sports

- Curling
- Cribbage
- Darts
- Track & Field

Task 3      **Conventions**

- A. Assist the Command Secretary as necessary ie preparation of invitations for Dominion Conventions;
- B. Typing and assisting in the preparation of the Convention Book;
- C. Mail out of the Convention Kit to all Branches and Command Officers;
- D. Typing and mailing of Invitations;
- E. Maintain a record of Command Officers, noting those who have passed on;
- F. Oversee the Registration Desk
- G. Assist in the preparation of the Credential status Daily report to Convention; and
- H. Preparation of name tags

Task 4      Other related duties as assigned by the Command Secretary such as:

- A. Signing authority in the absence of the Command Secretary.
- B. Must be familiar with the day to day duties of the Command Office Administrator.

**Qualifications:**

- A. Grade 12 or equivalent work experience
- B. Computerized Administrative Course;
- C. Working knowledge in the following Computer Programs or latest versions:
  - 1. Word Perfect Suite 9.0 (including Word Perfect, Quattro Pro, Presentations, etc)
  - 2. Microsoft Suite 9.0 (including Word, Excel, Power Point, etc
  - 3. Windows, 90, ME or 2000
- D. Postage and Courier;
- E. Knowledge of General Office Procedures;

- F. Knowledge of General Office Equipment such as Typewriters, Calculators, Photocopiers, Printers, Postage Machines, Fax machines, etc., and
- G. Legion background an asset.

### **Job Requirements**

- A. Pleasant demeanor, able to interface with people both in person and via e-mail, telephone, etc.;
- B. Posses the basic skills in typing, filing and have the ability to learn to operate other office equipment;
- C. Be flexible so as to handle new tasks as required; and
- D. To have a basic knowledge and understanding of the “LEGION” what and who it is and to be willing to promote this aspect of Nova Scotia/Nunavut Command.

### **Working Conditions**

The amount of work required in order to meet deadlines is often very demanding on the incumbent. The work entails a continuous requirement to deal with multiple demands for services, advice, heavy and unpredictable requirements as well as the ability to resolve conflicting priorities. There is a constant pressure to meet standards, in submission of reports, mailing information, making telephone calls, providing information to various Committee Chairpersons and responding to the many queries for various persons. etc.

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**NOVA SCOTIA/NUNAVUT COMMAND  
THE ROYAL CANADIAN LEGION**

**JOB DESCRIPTION**

**TITLE: BOOKKEEPER/CLERICAL**

**Reports to: Command Secretary**

**Job Summary:**

This position is required to initiate and maintain an accurate computerized accounting record for all Financial transactions including all purchases, orders and Sales to Branches, Members, etc., maintaining an Inventory of Poppy and Legion Supplies, Petty Cash, packaging orders, mailing, arranging courier services, receiving orders, Payroll, employee remittances, creating reports, secretarial duties for various Committees, general office administrative and other related duties as assigned by the Command Secretary.

**Description**

**Task 1      Finance:**

- A. Receive all collections;
- B. Receive all supplies;
- C. Maintain inventories (Poppy Supplies);
- D. Perform Inventory checks quarterly;
- E. Match purchase orders with packing slips;
- F. Process all sales and deposits to correct computer accounting accounts;
- G. Posting all sales and purchase orders to the computer daily;
- H. Perform employee payroll bi-weekly;
- I. Perform employee monthly remittances;
- J. Perform HST remittances quarterly;
- K. Performs accounts payable daily;
- L. Performs accounts receivable daily;
- M. Balances all accounting records with the Bank statements monthly;
- N. Provides the Command Secretary with a monthly report; and
- O. Submits copy of monthly backup to Auditors monthly.

**Task 2      Sales:**

- A. Processing of Purchase Orders;
- B. Process sales orders;
- C. Packaging and mailing Customer orders as necessary;
- D. Arrange courier pickups and deliveries;
- E. Provide Branches with monthly statements;

- F. Contacting customers on overdue accounts, notifying the Command Secretary-Treasurer of any customer over sixty (60) days non payment;
- G. Maintaining a Petty Cash;
- H. Filing;
- I. Responding to Branch enquiries regarding supplies, etc.

Task 3 **Clerical Duties:**

- A. Answers telephone, E-Mail, Fax and counter queries;
- B. Typing of letters, reports, etc., when necessary;
- C. Takes and types minutes of Committees, in which the incumbent has been appointed Secretary of that Committee, i.e. Lotto Sweep, Public Relations, Call to Remembrance, Bursary, etc., and
- D. Assist in the preparation of Branch and Council Mail-outs.
- E. Other duties as assigned.

Task 4

Secretary to the following Committees:

Bursary  
 Call to Remembrance  
 Lotto  
 Public Relations

**Qualifications:**

- A. Grade 12 or equivalent;
- B. Computerized Accounting Course;
- C. Knowledge in the following Computer Programs or latest versions
  - 1. Simply Accounting 9.0
  - 2. Word Perfect Suite 9.0 (including Word Perfect, Quattro Pro, Presentations, etc.)
  - 3. Microsoft Suite 9.0 (including Word, Excel, Power Point, etc)
  - 4. Windows 98 or ME;
- D. Payroll;
- E. Inventory;
- F. Sales;
- G. Postage & Courier;
- H. Legion Background an asset; and
- I. Knowledge of General Office Procedures

**Job Requirements:**

- A. Pleasant demeanor, able to interface with people both in person and via e-mail, telephone, etc.;
- B. Posses the basic skills in typing, bookkeeping, filing and have the ability to learn to operate other Office Equipment;
- C. Be flexible so as to handle new tasks as required; and
- D. To have a basic knowledge and understanding of the “LEGION” what and who it is and to be willing to promote this aspect of Nova Scotia/Nunavut Command.

**Working Conditions**

The amount of work required in order to meet deadlines is often very demanding on the incumbent. The work entails a continuous requirement to deal with multiple demands for services, advice, heavy and unpredictable requirements as well as the ability to resolve conflicting priorities. There is a constant pressure to meet standards, in submission of orders, mailing, courier services, receipt of orders, monthly reports, bank balancing, etc.

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**NOVA SCOTIA/NUNAVUT COMMAND  
THE ROYAL CANADIAN LEGION**

**Job Description**

**Title: Command Service Officer**

**Reports to: Command Secretary**

**Job Summary:**

Provides counselling and assists veterans, RCMP, military personnel and widows/widowers in obtaining disability pension benefits. Advocacy through the submission of departmental briefs; presentation before Review Boards; and liaison with government representatives, is a fundamental requirement of the position. The incumbent is also responsible for the training Branch Service Officers and other staff as required.

**Task No. 1 Description**

**1. Advocacy**

A. Advises and counsels clients on disability pension application and redress processes;

Obtains, researches and analyses medical information and military service documents, and determines appropriate course of action;

Obtains, reviews, extracts, and summarizes relevant medical and other evidence from service documents, department files, hospital and other records which best promote clients' cases, used by pension adjudicators in pension decisions;

Prepares First Application Summary by identifying the diagnosis, legislation, basis of claim, and relevant medical or other evidence for submission to the appropriate Department;

Reviews and analyses Departmental decisions resulting from Application for Disability Pension claims, and counsels clients on further course of action;

Determines, after review of relevant service documents and other material, what additional evidence, if any, would be required to initiate a valid Review and/or Appeal and formulates, prepares and submits the required Notices to the appropriate agency for action;

Provides pension advice and interpretation of complex pension legislation and policies to Branch Service Officers and clients as required;

Conducts information sessions with still-serving Canadian Forces personnel and RCMP members regarding disability pension benefits and application process so they can make an informed decision on whether or not to proceed with a disability pension claim;

- B. Represents clients before *Veterans Review & Appeal Boards* Entitlement and/or Assessment Review panels and in so doing:

Reviews the Statement of Case and all the evidence to be adduced;

Reviews source documents for additional evidence;

Interprets the documentation for the client;

Provides the client with instructions in preparation of appearing and testifying before the *Veterans Review & Appeal Board*;

Consults with medical practitioners and other specialists in regard to obtaining expert evidence pertaining to the case;

Determines what evidence should be introduced at the Hearing including the medium of conveyance of the evidence, and advises the client accordingly;

Formulates the presentation of the Review Hearing including sequence of presentation and decides upon what evidence to place most emphasis; and

Presents the case, in conjunction with the *Bureau Pensions Advocates* including the examination of witnesses, presentation of documentary evidence, and arguments.

- C. Initiate Appeal level action before the Veterans Review & Appeal Board, including requests for Reconsideration of former decisions and in so doing, reviews, interprets, counsels, consults, analyses, decides, formulates and submits, in relation to the Appeal or Request for Reconsideration, essentially as described under Task 1.b.
- D. Researches, prepares and introduces Benevolent Fund submissions to the *Nova Scotia/Nunavut Command Benevolent Fund Committee*.
- E. Assists clients in dealing with outside agencies such as *Health and Welfare Canada* and *Department of National Defence* in regard to benefits or denial thereof and in so doing:

Determines whether there is a case to be made on behalf of the client, and if so;

Prepares submissions to ministers and/or senior officials of the department of government concerned.

2. **Training**

Conducts seminars for Branch Service Officers and executive across Nova Scotia and in so doing:

Informs of the contents of veteran's legislation;

Interprets complicated sections of legislation;

Informs of government agency policies applying to implementation of legislation;

Develops lectures on assigned subjects; and

Presents selected lectures/briefings.

3. **Administration**

A. Maintains records and statistics on all individual activities relevant to the Command Service Bureau and prepares for publication returns of all activities with statistical summary of applications, decisions, and awards;

B. Performs other related duties of a comparable level as assigned by the Command Secretary. Such duties include but are not limited to participating on the following Committees and Boards:

1. *Nova Scotia/Nunavut Command Resolution Committee;*
2. Board of Directors of the *Last Post Fund,*
3. *Veterans Organization Services* RCL representative;
4. 50% Exposition R.C.L. representative;
5. *Veterans Affairs Canada* Client Advisory Committee RCL representative.
6. Annual Poppy Campaign – Command Level

**Qualifications:**

- A. Administrative experience and experience in personnel relations;
- B. Grade twelve or equivalent;
- C. Military experience;
- D. Experience in Veterans' issues and advocacy;
- E. Bilingual (English/French) is preferable, and

- F. Eligible for *Legion* membership
- G. Pleasant demeanor, able to interface with people both in person, via e-mail, telephone, etc.

**Organizational Relationships:**

- A. Head Office staff of *Veterans Affairs Canada, Veterans Review & Appeal Board and Bureau of Pensions Advocates*;
- B. Regional and District Offices of Veterans Affairs Canada, *VRAB, BPA and Veterans Services*;
- C. *National Personnel Records Centre*;
- D. *Department of Social Security and Royal British Legion, U.K.*;
- E. Representatives of *Canadian and Imperial Benevolent Funds*;
- F. Office of the Minister of Veterans Affairs Canada;
- G. Department of National Defence;
- H. *Commonwealth War Graves Commission*;
- I. *Workers' Compensation Board*;
- J. *Municipal Welfare Agencies*; and
- K. *Last Post Fund*

**Working Conditions:**

The amount of work required in order to meet deadline is often very demanding on the incumbent. The work entails a continuous requirement to deal with multiple demands for services and advice, heavy and unpredictable case loads, as well as the ability to resolve conflicting priorities. There is constant pressure to meet Departmental standards in submission of pension applications and insuring our clients' rights are protected and always well represented.

2011

## **PERSONNEL COMMITTEE**

- (a) The Personnel Committee will consist of the 1<sup>ST</sup> Vice President, 2<sup>nd</sup> Vice President and Treasurer.
- (b) This committee will interview and recommend to the Sub-Executive potential employees of Command when required.
- (c) This Committee will investigate Employer/Employee problems.
- (d) This Committee will meet with all Command Employees once a year and more if required. Reports from these meetings will be made to the Executive Council.
- (e) Any meetings held by the Command Secretary/Office Administrator and other employees will be followed by a report to the Committee Chair.

**SECTION IV**

**MISCELLANEOUS**

1. **Past President's Club**

That a Past President's Club for Nova Scotia/Nunavut Command be formed with a reunion once a year at this Command's expense.

2. **Branch Submissions to The Torch**

When submitting articles for inclusion in the Command's quarterly newspaper, The Torch, all such articles/photographs are to be emailed, mailed or delivered directly to the Command office to the attention of the editor. Please refer to the NS/NU Website for guidelines when submitting to the Torch.

**SECTION V**

**CONSTITUTION & BY-LAWS**

**NOVA SCOTIA/NUNAVUT COMMAND  
BY-LAWS AMENDMENTS/CHANGES**

**BRANCH:#** \_\_\_\_\_ **NAME** \_\_\_\_\_ **VOTING MEMBERSHIP** \_\_\_\_\_

The following format is the only one to be used by all Branches when requesting amendments or changes to their Branch-By-laws. Changes/Amendments to Ladies Auxiliary By-Laws must be approved by the Branch Executive/President and submitted by the Branch Secretary/President to Nova Scotia/Nunavut Command. **(Only one (1) amendment per page.)**

A copy of the existing By-Laws must accompany your amendments/changes submission.

---

<b>EXISTING BY-LAW</b>	<b>PROPOSED CHANGE/AMENDMENT</b>

The amendments/changes to these By-Laws were approved at the Branch General Meeting held:

---

It was moved by Comrade \_\_\_\_\_ Seconded by Comrade \_\_\_\_\_

Branch President \_\_\_\_\_ Zone Commander \_\_\_\_\_

NS/NUCommand By-Law Chairman: \_\_\_\_\_ Date \_\_\_\_\_

NS/NUC03

### **Directions**

Existing by-law is to appear on the left hand side of form and the new/or amended by-law is to appear on the right. Only one new or amended by-law to appear per page.

Form must be signed by the Zone Commander.

The form must show the date of the meeting and signed by the Branch President and the Zone Commander.

**SECTION VI**

**FINANCES**

1. **Inventory Control**

The Trustees, along with the Command President, will be responsible to carry out a yearly physical inventory of Command property and to ensure that stock inventory is to be taken by proper catalogue numbers.

2. **Shipping, Handling & Branch Credits**

That a nominal fee for shipping/handling be applied to supply orders being sent to the branches through the postal system, effective January 1/95. The fee will correspond to postal increases as necessary.

That effective January 1/95 Branches overpayments will be kept as a credit to be applied to future orders, unless a branch requests otherwise.

3. **Funeral Policy**

Upon the death of a Command President (serving or past) the Sub-Executive Committee would be authorized reimbursement if they wish to attend the funeral

Upon the death of any other Officer of Command (Honourary/Grand President or Chaplain) only the President or his delegate would be reimbursed.

4. **Travel – Command – (Amended FC May 2007/2008)**

The mileage rate be .40 km for any member of NS/NU Command while traveling on Command duties while in their own vehicle.

Any other means of travel, i.e. Shuttle, Bus., the expenses will be reimbursed to the member. All air travel must be pre-approved and booked by Command.

The per diem will be \$125.00 or as authorized by the Command.

The Command Secretary may attend other provincial conventions at the expense of Command, but not to include time off for time away from the office, at the discretion of the Command President.

That the Nova Scotia/Nunavut Command Treasurer receives \$125.00 per month for travel and services rendered to the Command.

Officers travelling on related Command duties for an unspecified time to submit their mileage and per diem upon return to Command for reimbursement.

That any member of NS/NU Command traveling over 300 km return on Command duties **MAY** be paid one extra day per diem, **IF** lodging is required the night before the meeting or the last day of the meeting. A fee of \$50.00 shall be paid for the last day of travel.

Examples of when extra days per diem may **NOT** be paid:

- (1) Meeting over by 1PM
- (2) Meetings starts after 1 PM (first nights lodging not required)
- (3) Member does not require lodging for the night

That all travel expenses and per diems related to the Command President be charged to the Command President's account, including all committee meetings, etc. with the exception of Provincial and Dominion Conventions.

#### **5. Command Officers Attending Branch Functions**

When the Nova Scotia/Nunavut Command President is invited to attend a branch function, all expenses for the President, or if he is unable to attend, his assigned representative, are paid for by Nova Scotia/Nunavut Command.

All other Command Officer's expenses, when invited to a branch function, i.e. Honours & Awards, meetings, etc., are the responsibility of the Branch and or Zone.

Branches are reminded that when inviting a Command Officer, to ensure that the Zone Commander is made aware that the Command Officer will be in attendance.

Command will not pay these costs under any circumstances other than the instance where the Officer is standing in for the President at his request.

#### **6. Financial Reports**

Monthly financial statements will be sent to each member of the Executive Council and every quarter a copy will be sent to every member of the Full Council.

#### **7. Donations – C.E.L. Fund**

Nova Scotia/Nunavut Command may donate up to \$1,000.00 to the CEL Fund at Conventions.

#### **8. Sponsorships – Cadet League of Canada**

That Nova Scotia/Nunavut Command sponsor the Cadet League to the amount of \$1,000.00 per year upon request, provincially, to Land, Air and Sea.

Amendment: for all three if a deserving program.

9. **Requests for Command Expenditures**

That any requests which would involve Command finance expenditures should be in writing to the Sub-Executive Committee which would be passed along to the Finance Committee to see if appropriate and for their recommendations.

10. **Command Budget**

That when the Finance & Building Committee take into consideration when they discuss the budget, that the projected revenue be given a good scrutiny to ensure that we do not over project our budget.

11. **Officer's Mileage for Halifax Metro Area**

That members of Nova Scotia/Nunavut Command living in the Halifax Metro area, etc, be paid the same mileage as those members residing outside the Halifax Metro area.

12. **Branch Financial Reports**

Branch Treasurers are to present a monthly financial statement at each General Meeting which shall include an opening balance, all revenue, and all expenditures and a closing balance on all accounts.

13. **Use of Command Benevolent Funds**

It has been determined that the best method of utilizing the Command Benevolent fund to its fullest capacity will be as follows:

- A. The Guidelines for the Nova Scotia/Nunavut Command are as laid down in The Royal Canadian Legion current Poppy Manual.

Eligibility: Canadian ex-service personnel that have served in Her Majesty's Regular forces or Class "C" Reserve, Merchant Navy personnel who are eligible for and who have been awarded campaign stars of decorations, dependents of the above, ex-service personnel of Commonwealth countries who are resident in Canada and ex-service personnel of allied countries who are resident in Canada.

Criteria: The funds may only be used for emergency assistance, which is defined as shelter, food, fuel, clothing, prescription medicine and necessary transportation. Assistance will be provided on a one time basis.

- B. Nova Scotia/Nunavut Command will accept applications after all other local agencies have been approached and the applicant must provide proof of acceptance/rejection from the local agency.
- C. All applications must be reviewed and recommendations provided by the local Veterans Affairs Canada counsellor and the Legion Branch Service Officer.
- D. Applicants must be made on the Nova Scotia/Nunavut Command Benevolent Fund Form.

14. **Finance (New) FC May 2008 – Collateral for a Branch**

If Nova Scotia/Nunavut Command supplies collateral for a Branch use, one of the signing Officers shall be an Officer of Nova Scotia/Nunavut Command.

15. **Requirements for approval of Branch requests for Loans or Mortgages**

Reference: Article 1, Section 120 d – General By-Laws

Nova Scotia/Nunavut Command requires the following information when considering requests from branches applying for a loan or mortgage from a financial institution:

- (a) Motion at General or Special General Meeting, including date of meeting, mover and seconder of Motion and Motion results.
- (b) Amount of funds to be applied for and the purpose of the loan or mortgage.
- (c) Name of financial institution granting the loan or mortgage.
- (d) Expected payments and duration of loan or mortgage.
- (e) Any existing branch loans or mortgages, amount of payments and name of financial institution.
- (f) Financial statements on all Branch accounts for the previous twelve months, if not already submitted to Command.
- (g) Any other information that may assist Nova Scotia/Nunavut Command in making a decision.
- (h) Request for approval to be signed by Branch President.
- (i) Request for approval to be signed by Zone Commander or a letter from Zone Commander with their comments. (Copy to District Commander)
- (j) It must be emphasized that Nova Scotia/Nunavut Command will not be liable in any way by granting approval of a Branch request for a loan or mortgage from a financial institution.

**SECTION VII**

**SPORTS**

1. **Non-Sanctioned Sports Policy**

That Nova Scotia/Nunavut Command re-affirms its policy not to be involved financially with non-sanctioned sports.

Non-sanctioned sports are those sports that do not lead to the Dominion Command Level.

2. **Sanctioned Sports**

Authorized sports are those that lead to Dominion Command Level, which are: open darts, cribbage, regular and senior curling.

3. **Distribution of Sports Information**

That Nova Scotia/Nunavut Command will not distribute any information on non-sanctioned sports that do not lead to Dominion Level playoffs.

4. **Track & Field Chaperones**

That the chaperones for the Track & Field meets to be selected by Nova Scotia/Nunavut Command. Coaches selection will be Male and Female.

5. **Travel**

Regards sport travel, this Command will tend to all travel arrangements for Command sports events.

6. **Terms of Reference**

- A. The Cribbage Chairman be responsible for all matters dealing with Nova Scotia/Nunavut Command Cribbage that lead to a Dominion Command Member Sports Championship, including, supply the Command's Finance Committee with its sports budget for the year, and that Sports Chairman receive per diem and mileage while attending these Provincial Play-offs.
- B. The Dart Chairman be responsible for all matters dealing with Nova Scotia/Nunavut Command Darts that lead to a Dominion Command Member Sports Championship, including, supplying the Command's Finance Committee with its sports budget for the year, and that Sports Chairman receive per diem and mileage while attending these Provincial Play-offs.
- C. The Curling Chairman be responsible for all matters dealing with Nova Scotia/Nunavut Command Regular and Senior Curling that lead to a Dominion Command Members Sports Championship, including supplying the Command's Finance Committee with its sports budget for the year, and that

the Sport Chairman receive per diem and mileage while attending these Provincial Play-offs.

- D. The Track and Field Chairman be responsible for all matters dealing with the Nova Scotia/Nunavut Command Track and Field that leads to a Dominion Championship, including supplying the Command's Finance Committee with its Track and Field budget for the year, and that Sport Chairman receive per diem and mileage while attending the Dominion Championships.
- E. During a year that one or more of our Nova Scotia/Nunavut Command Branches have been awarded the privilege of hosting a Dominion Command Member Sports Championship by Dominion Command, our Provincial Sports Representative along with our Command President receive per diem and mileage to attend this special event.
- F. That one of the four Sports Chairs be appointed by the other Sports Chair to be the Nova Scotia/Nunavut Command Sports Chairman.

**SECTION VIII**

**BURSARY AND SCHOLARSHIPS**

1. **SELECTION POLICY**

Consideration should be given to the applicant whose family member has/is working for the betterment of The Royal Canadian Legion. This applies to all members of The Royal Canadian Legion.

2. **LIST OF SCHOLARSHIP/BURSARIES AVAILABLE**

**Nova Scotia/Nunavut Command**

10 bursaries awarded at \$500.00 each

**Elsie Jean Lambert**

10 bursaries awarded at \$1,000.00 each

**Wales Scholarship**

\$6,000.00 divided as per annual request

**Jack Moore Memorial Bursary**

4 bursaries awarded at \$500.00 each

**AIL**

\$500.00 – amount of bursaries determined each year

3. **BURSARY AND SCHOLARSHIP PAYMENTS**

All cheques issued by Nova Scotia/Nunavut Command to bursary/scholarship winners shall be made payable to the university/college and the student.

**SECTION IX**

**PUBLIC RELATIONS**

## **Speaking to the Media**

Please refer to the Nova Scotia/Nunavut Command By-Laws, Article V – Officers, para 516 which states:

“All official information for publication to the press or otherwise shall be issued by the President or by the Public Relations Chairperson/Command Secretary upon authorization of the President.”

This by-law shall be interpreted as, but not limited to, meaning all items which deal with the policies or By-Laws of Nova Scotia/Nunavut Command or of The Royal Canadian Legion in general.

Public Relations Manual: For all matters dealing with internal Branch public relations, the Branch or Zone/District PRO is requested to refer to: The Royal Canadian Legion PUBLIC RELATIONS MANUAL AND SPEAKERS GUIDE – Catalogue No. 900989 Dominion Command.

**SECTION X**

**MEMBERSHIP**

1. **Branch Membership Applications**

It is the responsibility of the Branch Membership Chairperson to submit copies of all new voting members approved applications to the Command office on a monthly basis.

**SECTION XI**

**POPPY/REMEMBRANCE**

**SECTION XII**

**INVESTIGATIONS**

**1. Branch Request For An Investigation**

That Nova Scotia/Nunavut Command adopt the recommended guidelines for Zone Commanders, in the event a branch requests an investigation be handled by the Zone, as submitted by the Command Investigations Committee, to be developed as Nova Scotia/Nunavut Command policy for inclusion in the “Nova Scotia/Nunavut Command Policy Book”.

**2. Guidelines**

That the guidelines as set down by Nova Scotia/Nunavut Command Investigations Committee be accepted as printed in the minutes.

**3. Guidelines for Zone Commanders:**

- A. The request for Zone intervention must be in writing both to the Zone Commander involved and to Nova Scotia/Nunavut Command.
- B. The reason why the branch does not wish to handle the complaint at Branch Level.
- C. The Zone Commander involved is to examine the situation prior to forming his/her committee.
- D. The branch is to have no input into the decision of the Zone Complaint Committee.
- E. Members of the Complaint Committee to be comprised of members from different branches within the Zone.
- F. Any costs incurred regarding the investigation by the Zone Commander and the Committee to be paid by the branch involved.
- G. Once the complaint Committee has completed their investigation, a full written report will be submitted to Nova Scotia/Nunavut Command by the Zone Commander involved.

#### 4. **Complaint Hearings Procedure**

Zone Commanders and Nunavut District Commander will be responsible to hold Mediation and/or Hearings on all Branch Presidents within their respective Zone/District.

The following procedure is to be adhered to:

- A. Complaints against Branch Presidents will continue to be received at the Command Office;
- B. The Command Secretary will bring the Complaint to the Command President for direction;
- C. Once it has been determined that the Complaint is valid, the Command Secretary will forward the complaint to the appropriate Zone or District Commander for their action, however, all letters pertaining to the complaint will be sent from the Command Secretary's Office.
- D. The Zone /District Commander will be responsible to ensure that a recording secretary complete with record is available and the normal two members plus two members in waiting are available for all hears, however, the Command Complaint Chairman will chair all hearings.
- E. Once the Zone/District Commander has formed the Committee all information pertaining to the date, time and place of the Hearing is to be forwarded in writing to the Command Secretary, who will ensure that the letters are sent to both parties and the Complaint Committee Chairman with copies for other members.
- F. Upon completion of the Hearing, the Zone/District Commander will provide a copy of all information pertaining to the Hearing complete with a typed copy of the recording and the decision of the Committee to the Command Secretary who will forward the information to both parties of the Complaint.
- G. All appeals to the Complaints will continue to be reviewed by the Command Appeals Committee.

We cannot stress the importance of each and every Zone and District Commanders in making themselves familiar with Article III of the General By-Laws. We **MUST** ensure that all information is provided to the appropriate parties in the timely manner in accordance with the General By-Laws. Therefore the information has to be provided to the Command Secretary in sufficient time for him to be able to produce the letters, mail them and ensure that the Complaining Member and the Member complained against have their sufficient time as detailed in Article III.

The Command Secretary has attached a check list for all Zone and District Commanders to follow, if you note that items can be added or revised, please submit your changes to the Command Secretary, who will make the changes and send the corrected form to all Zone & District Commanders

5. **CHECK LIST FOR HANDLING COMPLAINTS**

Branch: \_\_\_\_\_ NO.# \_\_\_\_\_

Date Received complaint: \_\_\_\_\_

Command President's decision of complaint:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Letter of non valid complaint sent to complaining member: \_\_\_\_\_

**IF COMPLAINT IS VALID SEND THE FOLLOWING OTHERWISE SEND LETTER BACK TO COMPLAINING MEMBER AS PER COMMAND PRESIDENT'S COMMENTS.**

1. Letter of acknowledgement sent to complaining member \_\_\_\_\_
2. Letter re-complaint sent to member complained against (incl copy of complaint) \_\_\_\_\_
3. Letter to the Zone/District Commander \_\_\_\_\_
4. Letter to the Command Secretary re information on Committee, Date, Place & Time of the Meeting \_\_\_\_\_
5. Letter to complaining member re Complaint Committee \_\_\_\_\_
6. Letter to complainant re Complaint Committee \_\_\_\_\_
7. Letter to complaining Member of Complaint Committee, Date, Place & Time of the Meeting \_\_\_\_\_ (Can be combined in above letter #5)
8. Letter to complainant of Complaint Committee, Date, Place & Time of the Meeting \_\_\_\_\_ (Can be combined in above letter #6)
9. Copies of all letters to all Complaint Committee Members \_\_\_\_\_
10. Decision of the Complaint Committee to the Command Secretary
11. Decision of the Complaint Committee to the Complaining Member \_\_\_\_\_
12. Decision of the Complaint Committee to the Complainant \_\_\_\_\_

6.1

**THE ROYAL CANADIAN LEGION  
COMPLAINT FORM**

1. The Royal Canadian Legion as defined by our Purposes and Objects, and our Articles of Faith is a fraternal veteran’s organization based on comradeship and service to our Nation. In any organization, problems and disputes arise. To deal with these, Article 111 of our General By-Laws provides a formal resolution mechanism. Face-to-Face discussion and compromises are all less formal means to resolve issues and should be considered as alternatives to formal action. However, where situations cannot be resolved amicably, a complaint may be lodged to seek resolution. Section 304 of the General By-Laws should be consulted to ensure that problems are dealt with efficiently and expeditiously.

2. To be completed by the Person Lodging the Complaint (Complainant):

“I, \_\_\_\_\_, of Branch # \_\_\_\_\_, wish to initiate  
Complaint proceedings against \_\_\_\_\_ of Branch # \_\_\_\_\_  
for a breach of Sub Section 304.a. of The General By-Laws, and specifically Sub Section  
(circle the appropriate Sub Section(s))”:

- i. Breach of clubhouse rules or privileges.
- ii. Profane or disorderly conduct in or about any place where any event is being carried on under Legion auspices or control.
- iii. Breach of his obligations to the Legion or of these By-Laws.
- iv. Knowingly lodging a false complaint against a member.
- v. Conduct which in any way brings or tends to bring the Legion into discredit.
- vi. Theft or misappropriation of Poppy funds, Legion funds or property.

3. Circumstances Surrounding the Complaints: (See Sub Section 304.b.i. Provide a brief account of the circumstances surrounding the complaint, including: location and date of incident, witnesses, etc. Use a separate sheet of paper if necessary.)

4. Signature of Complainant: \_\_\_\_\_  
Complainant Date

5. To be valid, the complaint must be lodged with the Secretary of the appropriate branch or command within 15 days of the alleged offence or knowledge thereof.

6. Signature of Secretary of Branch/Command receiving complaint:

\_\_\_\_\_  
Secretary Date

**6.2 Original Complaint Letter**

XPRESSPOST MAIL

Date: \_\_\_\_\_

Comrade \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

RE: COMPLAINT - \_\_\_\_\_, Membership  
# \_\_\_\_\_

Dear \_\_\_\_\_;

This letter will serve notice that we are in receipt of a complaint lodged against you by Comrade \_\_\_\_\_ as per the General By-Laws of The Royal Canadian Legion, Article III Section 304, Paras \_\_\_\_, \_\_\_\_, \_\_\_\_, \_\_\_\_.

A copy of this complaint is attached to the letter for your review.

Please note that a letter will be forwarded to you informing you of the date, place and time of the scheduled Complaint Committee meeting to review the evidence to be presented by yourself and the complaining member.

In Comradeship;

Branch Secretary

**6.2 (a) Removal from Office and denied Clubhouse privileges**

**NOTE:**

**THE FOLLOWING PARAGRAPH WILL HAVE TO BE INSERTED IF THE BRANCH PRESIDENT WISHED THE MEMBER TO BE DENIED CLUBHOUSE PRIVILEGES AND REMOVED FROM ANY AND ALL OFFICES HELD IN THE BRANCH.**

Comrade, due to the seriousness of the complaint lodged against you, the Branch President has ruled that you are to be denied clubhouse privileges and you are removed from any and all positions held in this Branch, pending the outcome of this complaint as per the General By-Laws of The Royal Canadian Legion Article III Section 304 para h.

**6.3 Court Case Letter**

XPRESSPOST MAIL

Date: \_\_\_\_\_

Comrade \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

RE: COMPLAINT - \_\_\_\_\_, MEMBERSHIP# \_\_\_\_\_

Dear \_\_\_\_\_;

It has been brought to our attention that the current complaint lodged against you has been brought to the Civil Authorities for action in Civil or Criminal Court.

Based upon this information, and in accordance with the General By-Laws, Article III Section 304, Paragraph and Section 307, the date of the Complaint Committee to review the evidence to be presented by yourself and the complaining member will be postponed until the decision of the Civil or Criminal Proceedings has been rendered by the Court.

Once a decision has been made by the Civil or Criminal Court, the Complaint Committee will re-schedule a new date for you and the member laying the complaint to attend and present your evidence, as per Article III of The General By-Laws of The Royal Canadian Legion.

Please remember as per Article III Section 304 Paragraph, your privileges as a member are denied and you are reminded that you are removed from any and all positions held in this branch, pending the outcome of this Complaint lodged against you.

In Comradeship;

Branch President

**6.4 Complaint Lodged letter against you**

**XPRESSPOST MAIL**

Date

Comrade \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**RE: COMPLAINT - COMRADE**

Reference: The Royal Canadian Legion, General By-Laws (June 2002 Edition), Article III

Dear Comrade \_\_\_\_\_ ;

The Branch President, has appointed a Complaints Committee to deal with the complaint lodged against you by Comrade \_\_\_\_\_, (copy enclosed) in accordance with the General By-Laws of The Royal Canadian Legion.

Comrade in accordance with Article III Section 304 para h of The General By-Laws of The Royal Canadian Legion, you are deprived clubhouse privileges and removed from any office or position held in the Branch pending the final disposition of this complaint.

The Complaint Committee is comprised of the following Members:

Comrade	Chairman
Comrade	Member
Comrade	Member
Comrade	Waiting Member
Comrade	Waiting Member.

The Committee will review all information dealing with this complaint as noted below:

Place: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_.

#### 6.4 (a) Complaint lodged letter against you part 2

Those attending the Hearing are responsible for their own expenses.

Each party shall have the privilege of one peremptory challenge of any one of the members except for the Chairman, by serving notice thereof on the Chairman at least 10 days prior to the hearing. No challenge will be allowed at the hearing.

The Complaint Committee, shall hear the evidence in support of the complaint in the presence of the member complained against and his agent (if desired). Both parties or their agent (but not both), shall have the right to introduce evidence, cross-examine witnesses and to call witnesses on their behalf.

The evidence at the hearing may be given under oath or affirmation.

If the “**Member complained against**” does not appear, without due cause and notification, the Committee upon proof of service on the Member, may proceed in his absence.

If the “**complainant**” does not appear, without due cause and notification, the Committee upon proof of service on the complainant, shall dismiss the complaint and may assess costs.

The Chairman for due cause and with notification may postpone the hearing for a period not to exceed 60 days from the date originally scheduled.

Both parties have the right to appeal the decision of the Complaint Committee under Article III Section 314 of The General By-Laws of The Royal Canadian Legion. Particular attention should be paid to 314 (e)

Your co-operation and understanding in this matter is appreciated.

In Comradeship;

Branch Secretary

CC: Complaint Committee

**6.5 Complaint lodged letter by you**

**XPRESSPOST MAIL**

Date

Comrade \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**RE: COMPLAINT - COMRADE**

Reference: The Royal Canadian Legion, General By-Laws (June 2002 Edition), Article III

Dear Comrade \_\_\_\_\_ ;

The Branch President, has appointed a Complaints Committee to deal with the complaint lodged by you against Comrade \_\_\_\_\_, (copy enclosed) in accordance with the General By-Laws of The Royal Canadian Legion.

Comrade in accordance with Article III Section 304 para h of The General By-Laws of The Royal Canadian Legion, Comrade \_\_\_\_\_ is deprived clubhouse privileges and removed from any office or position held in the Branch pending the final disposition of this complaint.

The Complaint Committee is comprised of the following Members:

Comrade	Chairman
Comrade	Member
Comrade	Member
Comrade	Waiting Member
Comrade	Waiting Member.

The Committee will review all information dealing with this complaint as noted below:

Place: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_.

Those attending the Hearing are responsible for their own expenses.

**6.5 (a) Complaint lodged letter by you part 2**

Each party shall have the privilege of one peremptory challenge of any one of the members except for the Chairman, by serving notice thereof on the Chairman at least 10 days prior to the hearing. No challenge will be allowed at the hearing.

The Complaint Committee shall hear the evidence in support of the complaint in the presence of the member complained against and his agent (if desired). Both parties or their agent (but not both), shall have the right to introduce evidence, cross-examine witnesses and to call witnesses on their behalf.

The evidence at the hearing may be given under oath or affirmation.

If the **“Member complained against”** does not appear, without due cause and notification, the Committee upon proof of service on the Member, may proceed in his absence.

If the **“complainant”** does not appear, without due cause and notification, the Committee upon proof of service on the complainant, shall dismiss the complaint and may assess costs.

The Chairman for due cause and with notification may postpone the hearing for a period not to exceed 60 days from the date originally scheduled.

Both parties have the right to appeal the decision of the Complaint Committee under Article III Section 314 of The General By-Laws of The Royal Canadian Legion. Particular attention should be paid to 314 (e)

Your co-operation and understanding in this matter is appreciated.

In Comradeship;

Branch Secretary

CC: Complaint Committee

**6.6 Decision Letter**

**XPRESSPOST MAIL**

**DATE:** \_\_\_\_\_

**Comrade** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**RE: COMPLAINT - \_\_\_\_\_, MEMBERSHIP# \_\_\_\_\_**

**Dear \_\_\_\_\_:**

**The Branch Complaint Committee met on \_\_\_\_\_ to review the evidence submitted in support of the complaint and that refuting the complaint.**

**The decision of the Complaint Committee is attached.**

**In Comradeship;**

**Branch Secretary**

**6.7 Decision Form**

**DECISION OF**

\_\_\_\_\_ **BRANCH #** \_\_\_\_\_  
**COMPLAINTS COMMITTEE**

**TO: Branch President  
Branch Secretary**

Comrade \_\_\_\_\_ **Member Complained Against**  
Comrade \_\_\_\_\_ **Complaining Member**

The \_\_\_\_\_ **Branch Complaints Committee** met on  
\_\_\_\_\_ **to hear the evidence regarding the complaint lodged by**  
**Comrade \_\_\_\_\_ against Comrade \_\_\_\_\_.**

**The decision of this Complaint Committee is as follows:**

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\_\_\_\_\_  
**(Name & Signature of  
Chairperson**

\_\_\_\_\_  
**(Name & Signature of  
Member**

\_\_\_\_\_  
**(Name & Signature of  
Member**

## **7. MISAPPROPRIATION POLICY**

### **MISAPPROPRIATION OF BRANCH EQUIPMENT, FUNDS AND POPPY FUNDS**

It is the Policy of Nova Scotia/Nunavut Command that any misappropriations or thefts of Legion Funds, Equipment or Poppy Funds shall be reported immediately to the Local Policy Authority for prosecution in the Civil Courts.

Once a person has been convicted by the Courts or the Member admits either in writing or in front of witnesses, then Complaint procedures must commence in accordance with The General By-Laws, Article III of The Royal Canadian Legion.

The policy of Nova Scotia/Nunavut Command is that persons found guilty of theft or misappropriation of Legion Property, Funds or Poppy Fund may be expelled from The Royal Canadian Legion.

In order for a person to be removed from Office or requested not to enter Legion Property to attend Social or any other activities, a Complaint must be completed in accordance with Article III of The General By-Laws. The Branch President has the right under Article III Section 304 “h” and Section 307 to remove the individual from office and deny the individual from attending any Legion functions.

**SECTION XIII**

**LIQUOR & GAMING**

**SECTION XIV**

**LOTTO SWEEP**

1. **Bonding – Lotto Sweep Committee**

That the Lotto Sweep Committee members be included in bonding for the period July to November each year.

2. **Branch Report on Deceased Members**

Branches are to submit to Command, on a monthly basis, the name, membership number, and category of each deceased voting member so those names can be removed from the Lotto Sweep mailing list.

**SECTION XV**

**HONOURS & AWARDS**

## 1. **General**

Applications for awards submitted by branches **must** be signed by the Zone Commander before they are received at this office. Unsigned applications will be returned to the Branch. Life Membership applications/or previous award applications must accompany the MSM/MSA or Palm Leaf application. If a life membership application is not available, please advise the Committee as to why it is not available. Usually a life membership is given before an MSM/MSA however, under special circumstances consideration will be given to those Comrades who are aging and/or in declining health and have numerous dedicated years of service to The Royal Canadian Legion and have not been previously recognized by the Branch.

It is the policy of this Command that there be a five year waiting period between application/approval of major awards.

## 2. **Applications for Life Membership**

Only those Life Membership applications that are submitted complete with the covering cheque (made payable to Dominion Command) with completed Transmittal Form and Registration Form will be accepted for review.

## 3. **Awarding of Bars to Past Chairpersons**

Only those members who have been issued a Past Officer medal at any level are entitled to receive a Chairman Bar.

Any member who did not serve on the Executive of a branch, zone, district or command are not entitled to a Chairman Bar.

## 4. **Command Long Service Gift**

Any member of Full Council who has provided long time service to the Command will be eligible to receive a gift on retirement from service.

## 5. **Example Citation**

Since being presented life membership/previous major award, John Doe served as treasurer of Branch ????? from 1995 - 2000. During his term of office, finances were always a problem at the branch. The branch had very little in ways of big bank accounts as there were less than a hundred members, most of them veterans. Joe struggled every day to keep a roof over their heads at the same time was very cautious with what money they did have. It was extremely difficult to raise funds in such a small area, but Joe went about having card parties, teas, craft sales, anything that would bring in enough funds to keep them going. The veterans of the branch were gathered from a wide rural area and for some it was difficult to even attend meetings. Because of the declining health of the veteran, when one got sick or housebound, Joe would immediately step in and take over that particular committee and see it through. In March of 2003, when the membership chairman was sick, Joe did that job, collecting dues and filling out forms and keeping the membership chairman abreast of what was happening. The Poppy Chairman was also struck

down by cancer, so in April 2002, Joe again stepped in and went to the businesses selling the wreaths, making up the programs and organizing a banquet for the veterans. He then made sure that the poppy trays were ready, and saw to the countless little things that go along with the poppy program.

In 2002 Joe took over as Secretary of the Branch. He kept the service officer advised of all inform veterans and went to call on each and every one of them. He visited those who were in hospital having to drive several miles. This was done at his own expense. He would also bring them comforts that he purchased from his own money. He kept them informed as to what has been happening at the branch and called DVA as need be. He always checked with the veteran to make sure that they had been looked after. He was in close contact with the President, and in August of 2002, when he had to be hospitalized, he called him every day from his own phone (long distance) to cheer him up and keep him informed. This veteran had to have his leg amputated and Joe was the one who drove fifty miles to the nursing home to take him back to his branch for functions.

Joe is still the secretary of the branch as well as Social Affairs Officer. He organizes the Remembrance banquet each year and single handily organizes the Poppy Campaign from ordering the poppies to the Cenotaph service on November 11<sup>th</sup>. He goes above and beyond his own duties to make sure the branch is looked after.....he writes articles for PR, takes pictures, makes a light lunch for the members for after the meeting. He sends cards of get well, sympathy, etc., to the community signed by the Branch. This is all done from his own pocket. He is a take charge person and when the need is there, so is Joe, working long into the night to get the job done.

## **6. Command Honours and Awards Committee Responsibilities**

To review and put forth nominations annually for the various awards in The Royal Canadian Legion and Provincial and Federal Government Awards to members and staff of Nova Scotia/Nunavut Command.

Examples: Life Membership  
MSM/MSA  
Palm Leaf  
Minister of Veterans Affairs Accommodation  
Order of Nova Scotia  
Order of Canada

**SECTION XVI**

**CALL TO REMEMBRANCE**

## **Call to Remembrance**

### **Terms of Reference**

The Call to Remembrance Committee is responsible to the President of Nova Scotia/Nunavut Command for the scheduling of the Annual Command Call to Remembrance Competition.

#### **Duty of Chairman**

- A. Select dates, time and place for committee meetings (approx) three meetings prior to the competition, and
- B. Designate various responsibilities to each committee member.

### **DUTIES OF COMMITTEE MEMBERS**

- A. Schedule dates for the CTR annual competition
- B. Select a Branch to host the competition, ensuring the Branch has capabilities to take on this task
- C. Liaison with the Host Branch to ensure there are not problems in the setting up of the “Team Responder Equipment”.
- D. Review the Study Material
- E. Prepare question packets for the competition
- F. Select a date when Zone Commanders are required to submit name of school and team members to Command
- G. Ensure purchase of plaques, medallions and produce certificates, etc
- H. The Command Public Relations Officer is to be advised of the dates for the competition, so that he/she may inform the media
- I. Invitations to Command President, Nova Scotia Minister of Education, local MLA and Councillor
- J. Letter to all Branches asking for volunteers for judges, scorekeepers and time keepers
- K. Prepare a budget
- L. Provide assistance to any Zone Commanders, Branches and Schools when requested
- M. Prepare certificates for volunteers and host branch
- N. Prepare a check off list
- O. Selection of a Moderator

**SECTION XVII**  
**YOUTH, LEADERSHIP**  
**&**  
**DEVELOPMENT**

NOVA SCOTIA/NUNAVUT COMMAND  
OF THE  
ROYAL CANADIAN LEGION

**LEADERSHIP TRAINING CAMP RESPONSIBILITIES**

**CHAIRPERSON:**

1. Review and confirm all letters ensuring dates, information, etc. prior to package being sent to Zone Commanders, Branches, etc.
2. Review and confirm all contacts for accommodations, photographer, etc.
3. Review and confirm supply list for replenishment.
4. Review and confirm uniform list for replenishment.
5. Review and confirm staff list including rate of pay for each camp staff member.
6. Provide name of guest speaker to Administrative Assistant.
7. Provide list of personnel to attend camp closing ceremonies.

**ADMINISTRATIVE ASSISTANT  
- COMMITTEE SECRETARY DUTIES:**

1. In late August to mid-September, the Leadership Training Camp Kit is prepared for handout at the September Executive Council Meeting for District and Zone Commanders.
2. In mid-January correspondence is sent to the following:
  - a] NSAC requesting confirmation of facilities [Contract] for the June camp. When it arrives at the office copies are made and distributed to the Chairperson and the Treasurer, after which it is signed by the President. The contract shows the number and types of rooms, number of meals, sports requirements and other facilities required.
  - b] Perry Rand Transportation Group is contacted to book their services for 2 occasions during the camp; the Karaoke Nite – Debert Branch 106 and the camp outing at Victoria Park.
  - c] Debert Br 106 is contacted in writing to confirm they will host the karaoke night with the date and time. Chairperson to receive a copy of the confirmation.

- d] Correspondence is sent to Colchester Br 026 for confirmation that their Sgt at Arms will have the Colours on site at the closing ceremonies of the camp.
  - e] Send copy of correspondence relating to Br 026 and 106 to the Zone Commander and the District Commander.
  - f] Correspondence is sent to all camp staff members requesting confirmation of their attending, change of address, phone, etc.
  - g] Check with the Chairperson for speaker photographs and any special guests so that invitations/request can be sent in writing.
  - h] Contact the Command insurance company, in writing, for coverage.
  - i] Order camp uniforms, supplies and medical requirements.
  - j] Contact DJPro – Craig Robertson – Corporate Audio Visual & Entertainment Inc – [djpro@eastlink.ca](mailto:djpro@eastlink.ca) to confirm light requirements as per date and time from Camp Director.
  - k] High Schools are sent the application form both by snail mail and email.
  - l] Request funding from Nova Scotia Health Promotion in early February of each year.
3. Other than sending more kits to the Commanders, Branches or schools as requested, Leadership Training Camp activity is quiet until selection is near. All applications are checked to see that all the required information has been included.
  4. The Selection Committee meets after the March 30<sup>th</sup> - April 15<sup>th</sup> deadline. Once selections have been made, students are notified in writing. A Camp Information Booklet is enclosed. Alternates are also notified.
  5. Zone Commanders are notified of the selection and the alternates to enable them to inform their branches and obtain sponsorships.
  6. As cancellations happen, alternates are then sent the selected candidate package. As time comes near to the camp date, the Commanders are advised and asked to find replacements.
  7. As Branch sponsorship cheques come in, they are photocopied for LTC file and a copy, along with the cheque, is given to the bookkeeper.

8. Committee Secretary to prepare Certificates for campers for presentation at closing.
9. During the camp, the Director keeps in daily contact with information as to who left camp, why, etc. and any problems that arise.
10. Information on the camp staff's mileage is gathered for the preparation of their cheques.
11. Information is gathered for the closing meal, Officers, etc., who will be attending so the Camp Director can have sufficient meal cards on hand for them.
12. All applications are photocopied – one set for the Camp Director and one set for the Committee Secretary. Forms for registration, payment of photos and uniforms are taken to Camp on registration day. A “Window Screens” letter is taken to the camp for distribution to the students as they register.
13. The sponsorships from the branches are reviewed to ensure there are none outstanding. If there are any unpaid sponsorships, the appropriate Zone Commanders are notified.
14. Committee Secretary to ensure that the following items are taken to Camp on/before Registration Day.
  - Application forms for Camp Director.
  - Registration Forms (2 Sets of 4 Groups) – One for Camp Director and the other set for those registering the students.
  - Group photo from previous year to show campers on registration day.
  - Letter re Window Screens to give to students as they register.
  - Uniform Supply Requisition Form for next Camp to give to Camp Director for completion after current camp.
  - Stationary Supply Requisition Form for next Camp to give to Camp Director for completion after current camp.
  - Medical Supply Requisition Form for next Camp to give to Camp Director for completion after current camp.
  - Staff salary cheques.
  - Copy of invoice from Perry Rand to be given to Camp Director. This needs to be shown to bus driver on trips.
  - Games – 80 copies of each game as per Camp Director request.
  - Small amount of petty cash - \$50.00 in \$5.00 bills.
  - Cash Box
  - LTC Certificates for presentation at closing.
  - Medical and Stationary Supplies for current camp.
  - Legion Lanyards for campers to put room key on.

15. The photos are mailed with covering letter to the newspapers in the areas from which the students came. Copies are also given to the Editor of the TORCH, as is one of the colour photos of the entire camp. One colour photo is kept on file.
16. As time permits with other committee duties, the Camp Report Book is prepared. This includes the typing of the student evaluations and community reports. These are then mailed to every student, camp staff, and Full Council members. Extra booklets are prepared for filling requests from schools or Branches.
17. Now it's time to prepare the new Leadership Training Camp Kits.

#### **BOOKKEEPER'S RESPONSIBILITIES:**

1. Depositing and keeping a record of Branch sponsorships.
2. Prepare Staff salary cheques.
3. Pay invoices as required.

#### **REPORT OF THE CAMP DIRECTOR:**

Within one week of the end of the camp, a written report is to be sent to Command with a copy to the Chairman, which shall include the following:

1. Persons leaving and why
2. Injuries of students
3. List of all supplies need to be replenished (including the First Aid Kit)
4. List of uniforms complete with sizes need to be replenished
5. Any damage to facilities
6. Check building prior to Camp and on completion of camp, with a representative from the school (university) to ensure there are no damages
7. Recommendations
8. Names of students to be placed on the back of pictures and newspaper photographs

**SECTION XVIII**

**VETERANS' SERVICES**  
**&**  
**SENIORS' LEGISLATION**

**SECTION XIX**

**RESPONSIBILITIES FOR**  
**HOSTING CONVENTIONS**  
**(Amended July 2009)**

## HOST BRANCH RESPONSIBILITIES

The following are steps and responsibilities to be taken by The Royal Canadian Legion Branch hosting a Provincial Biennial Convention.

1. A Branch who wishes to apply to host a future Command Convention, must submit an application 30 days prior to the current Convention, so that the branch application may be checked. In order for the application to host to be considered it must be approved at a branch general meeting with the date of the meeting listed and the signatures of the branch President and Secretary included.
2. The Branch must show that it is capable of complying with all the necessary components and requirements of a host branch which are clearly stated in this Policy Book – Section X1X.
3. The facilities of each Branch making application to host must be inspected by the Command Convention Committee which shall include the President, Command Secretary, 1<sup>st</sup> Vice President and Command Chairperson, and any other Officers as deemed necessary by the Command President, prior to the current convention to ensure that facilities such as hotel, motel accommodations, Opening Ceremony and Business Session venues are adequate to handle those attending.

NOTE: Normal attendance at Conventions is 250 - 300 Delegates, Command Staff, LAC Members, Guests, Observers, etc. (See Convention Layout for seating requirements for Business Sessions and Opening Ceremonies).

4. **Local Arrangements Committee (L.A.C.)**  
Immediately, or as soon as possible, thereafter, following approval of the Convention Site, the Host Branch is to form a Local Arrangements Committee. A copy of the structure of this Committee is attached for guidance – please read this section carefully. When the LAC has been formed, the Command Secretary must be notified immediately with the names of the LAC Chair, Co-Chair, Treasurer and Secretary. The names of the other committee chairs may be forwarded as they are named.
5. **Revenues to the Host Branch:**
  - (1) All monies received from advertising in the souvenir Convention Booklet;
  - (2) Nova Scotia/ Nunavut Command will cover the cost of the flowers presented to the wives of V.I.P's such as the Lt. Governor's Wife (if applicable), Branch President's wife (if applicable), Dominion Representative's wife (if applicable), Nova Scotia/Nunavut Command President's wife (if applicable), etc., during the Opening Ceremonies. Nova Scotia/Nunavut Command will cover the cost of Fruit Baskets to be

placed in the Command Guest hotel rooms. The LAC will be responsible to ensure that these items are purchased and delivered and will be reimbursed upon the issuance to Command of the appropriate receipts. (A list of recipients for the above will be provided by the Command Secretary)

- (3) All monies received from the registration of convention delegates and observers will be retained by the host Branch. If the host Branch feels that the registration fee charged at the previous convention is outdated and not in keeping with today's costs, then it has the right to send a letter to Nova Scotia/Nunavut Command requesting that the fee be revised. The revised registration fee must then be approved by Nova Scotia/Nunavut Command Executive Council. This matter is usually discussed at the Executive Council's first meeting in September prior to the convention. If a raise in the registration fee is approved, all Branches will be notified of the cost of the registration when the "Convention Call" is mailed out.
- (4) The host Branch will be reimbursed, upon the issuance of appropriate receipts, for expenses incurred during the Nova Scotia/Nunavut Command reception. These expenses will include, but not limited to, the following:
  - Hot and cold finger foods for a guest list of approximately 100 – 120 persons.
  - An "open bar" for the duration of the reception (approximately 1 ½ hours)

The host Branch will be requested to supply catering for the reception, appropriately attired servers and a Sgt-at-Arms as a door person as this function is by NS/NU Command invitation only.

- (5) The host Branch will be requested, at an agreed upon cost per plate, to cater a hot luncheon for the Executive Council on the day following the end of convention. The luncheon will immediately follow the post convention Executive Council meeting. The Branch will be reimbursed, upon the issuance of an appropriate invoice, for expenses incurred for the luncheon.

## **6. Gifts**

It is a tradition of Nova Scotia/Nunavut Command to make some sort of gift available to invited guests from outside of our own Command. The cost and supply of these gifts are covered by Nova Scotia/Nunavut Command.

## **7. Clarification**

The Local Arrangements Committee will no doubt run into many questions which may require some clarification. The NS/NU Command Convention Committee

will be available to answer any and all questions. When questions arise between visits of this Committee the LAC may contact Command Headquarters at any time for clarification. Contact the Command Secretary by mail at Nova Scotia/Nunavut Command, 61 Gloria McCluskey Avenue, Dartmouth, N.S. B3B 2Z3, email – [info@ns.legion.ca](mailto:info@ns.legion.ca) or phone (902) 429-4090.

## **8. Seating**

The Command Secretary will provide the Local Arrangements Committee a stage seating plan for the Opening Ceremonies, Business Sessions and a list of Invited Guests to the Convention. This is normally done in April of the Convention year.

## **9. Installation of Officers**

The Command Secretary will provide a list of names of elected officers in order of installation to the convention Sgt-at-Arms whose duty it will be to present the members of the new Executive Council of Nova Scotia/Nunavut Command for installation into their respective office by the Dominion Command representative.

## **10. Command attendance at LAC Meetings**

The NS/NU Command Convention Committee (see item #3) will attend a select amount of LAC meetings leading up to convention and will be available to answer any and all questions concerning the details of the convention during those meetings. The Convention Committee will be available as a resource to the LAC and should be used when any doubt arises as to the proper procedures or protocol to be followed. The LAC may invite the Command Convention Committee, or a representative of the Committee, to any LAC meeting by contacting the Command President.

## **11. Convention Walk-through**

On the Saturday afternoon of convention, immediately following the Executive Council meeting, the Command Convention Committee will schedule a rehearsal/walk-through of the convention program including the parade, wreath laying ceremony, opening ceremonies, and business sessions. The LAC chair, co-chair, and all applicable chairpersons will be expected to attend. A sound check of the audio systems and seating layouts for the opening ceremonies, business sessions and Cenotaph ceremonies will be a priority at this time.

## **12. Court Reporter**

Nova Scotia/Nunavut Command will pay for the services of a qualified court reporter to record and transcribe the proceedings of the Business Sessions of the convention. It will be the LAC's responsibility to locate and retain the services of a local court reporter after the service fees have been approved by NS/NU

Command. The business session chair will be responsible to make provisions for the court reporter to access the sound system.

### **13. Newly Elected Command Officers**

Any newly elected Command Officers at Convention be allowed to address the delegates if they so wish.

### **Local Arrangements Committee**

The Local Arrangements Committee (LAC) will be responsible for the following:

#### **1. Local Arrangements Committee Chairperson**

- Will oversee, and be responsible to NS/NU Command, for the actions of all LAC committees.
- To hold meetings of all committee Chairpersons, when necessary
- To see that all committees are doing the tasks assigned
- To ensure that someone is detailed to obtain Medical Services (St. John's Ambulance) and ensure these services are available at all functions, i.e. Parade, Opening Ceremonies and Business Sessions.
- To be responsible to Nova Scotia/Nunavut Command for prior approval to reproduce the Legion (Nova Scotia/Nunavut Command) Crest on any Convention items.
- To ensure that the Host Branch is prepared to set up separate float of \$1,000.00 to handle expenses of committees, prior to receiving revenue. (See Host Branch responsibilities item #5, 1-5)
- To present a twice daily verbal report to the convention as to the various aspects of the convention, i.e. Branch entertainment, lost and found, prize draws, etc.
- To ensure that a final written Convention Report is sent to Command and to the next Hosting Branch.

#### **Local Arrangements Co-Chairperson**

An LAC Co-Chairperson is recommended to assist the Chairperson and in the event that the LAC Chairperson is not able to carry out his/her duties. The LAC Co-Chairperson is to be kept up to date on all matters at this time.

#### **2. Treasurer**

- To attend all meetings and to receive and deposit all monies in a special account as directed by the LAC Chairperson.
- To prepare a budget for the various LAC committees.
- To pay all LAC Convention bills as submitted and approved by the LAC

- To prepare a final financial report for the LAC and the Host Branch and submit two copies to Nova Scotia/Nunavut Command as well as send one copy to the Branch hosting the next Nova Scotia/Nunavut Command Biennial Convention.

### **3. Secretary**

- To attend all meetings of the LAC and any special meetings that may be held and to take minutes of all meetings.
- To respond to all correspondence directed to the LAC as directed by the LAC Chairperson
- To ensure that copies of all minutes of the LAC are forwarded to Nova Scotia/Nunavut Command Office within 14 days.

### **4. Billeting Chairperson**

- To visit all types of local accommodation and make sure that they are adequate to Nova Scotia/Nunavut Command's satisfaction.
- To set up accommodation for at least 300 to 350 persons.
- To try, if possible, to ensure special convention rates.
- To set up accommodations as close as possible to the convention hall.
- To keep proper records of this operation.
- To provide the Command Secretary with lists of hotels, motels, prices and distance from convention hall by November 30 of the year preceding the Convention year.
- It is no longer the billeting chairperson's responsibility to billet the delegates. All delegates are responsible to book their own accommodations based on the list of hotels, motels and rates supplied by the billeting chair.

### **5. Chairperson – Responsible for Convention Kits, Printing and Program Booklet**

- To select a Printer for Publication
- To agree on prices for the Souvenir Booklet advertisements.
- To solicit advertisements for the Booklet from Legion Branches, local businesses, local politicians, etc.
- To determine the size of booklet and number of pages based on the number of advertisements obtained.
- To contact Nova Scotia/Nunavut Command, the Lt. Governor's office, the Premier's Office, Mayor's Office, etc to obtain photos and good will messages which must be included in the booklet.
- To assist in preparation of advertisements for the printer.
- To ensure that the Booklet is printed and ready to be placed in the kits by April 30.

- To prepare tickets for social activities
- To arrange for donations of gifts to be included in kits
- Briefcases (Kits) are provided by Command
- Items (give a ways) which are to be placed in Kits are the responsibility of LAC and the committee is responsible to fill the kits with donations, program booklets, notices of special events, etc.
- The convention Reports and Resolutions Book is produced by Command and will be distributed separately during registration.
- To ensure sufficient numbers of Kits are on hand for all convention delegates, guest and observers.

## **6. Public Relations**

- To arrange for convention hall/Opening Ceremony hall decorations.
- To arrange for local media coverage – especially the parade and wreath laying.
- To assist the Souvenir Booklet chair in preparation of the Booklet
- Ensure that the Cenotaph is properly prepared for the wreath laying ceremony.

## **7. Transportation**

- To be responsible for supplying courtesy vans and drivers for VIP's (convention guests and Command reps) when required. i.e. pick up Dominion representative at the airport – vehicle to be accompanied by an Executive Member of Nova Scotia/Nunavut Command.
- Transportation of VIP's to and from motels, to Convention hall, parade and entertainment events as required.
- Arrange for buses/vans for transport of Delegates to and from motels to Branch entertainment events. (This service would be in the Branch's own interests)
- Arrange for appropriate transport of disabled veterans / delegates to and from the Cenotaph for the parade and wreath laying ceremony.
- Transportation of Nova Scotia/Nunavut Command President, Command Secretary and Executive Council members to and from Convention hall and Branch entertainment events as required
- All drivers should be in direct contact with a central dispatch point. i.e. the Branch..

## **8. Parade Chairperson**

- To arrange for permission/permits for the parade from the appropriate city or town offices.

- To arrange for the parade route. The parade route should be as level and as short as possible keeping in mind the increasing age of our Veterans and membership
- Arrange for a Police escort for the Lt. Governor to the Parade site (if required)
- Arrange for a Police escort on the Parade route
- Arrange for Marching Band
- In conjunction with Nova Scotia/Nunavut Command to arrange for Command Colours to be carried in the parade.
- To arrange for an appropriate sound system at the Cenotaph. (A sound check will be required during the Saturday afternoon walk-thru – see Host Branch responsibilities item #11)
- To arrange for laying of Wreaths at Cenotaph. A list of those laying wreaths should be submitted to the Command Secretary.
- To arrange for a colour party for the parade and the opening and closing ceremonies and to ensure that they are properly attired in Legion Dress as per the Ritual and Insignia manual, and properly instructed under supervision of the convention Sgt-at-Arms in conjunction with the Command Chairperson.

#### **9. Entertainment Chairperson**

- To arrange for suitable entertainment at the host Branch, or Branches within the immediate vicinity, for Delegates, Guests and Observers.
- To arrange for suitable entertainment/day trips for spouses of Guests, VIP's, Delegate and Observers, etc during Business Sessions.
- To arrange for a "Meet and Greet" on the Friday evening prior to convention for the LAC committees and the Nova Scotia/Nunavut Command Executive Council.

#### **10. Ladies Auxiliary (if available)**

To assist the host Branch in any and all ways that may be requested to ensure the smooth progress of the convention.

#### **11. Registration Chairperson**

The procedure to be followed is listed below:

- A. One table for registration of Delegates and Guests (clearly marked)  
 One table for registration of Observers (clearly marked)  
 Cashiers, cash box or register at each table – one for accepting registration fees for Delegates and one for Observers  
 Typists and typewriters (Large Type) to be at each table. Nova Scotia/Nunavut Command will see that Guests are registered and given Kits and Name Tags prior to Regular Registration.

- B. Tables to be set up cafeteria style (i.e.) single file.  
Tables to be manned in the following order:

Delegate Table

Cashier to be placed short distance from registration table who will give tape or receipt for registration fee  
Typist – indented and set back from table  
Nova Scotia/Nunavut Command Staff to hand out Name Tags, Convention Reports, Ballot Books and Convention Kits.

Observer Table

Cashier to be placed short distance from registration table who will give tape or receipt for registration fee  
Typist – indented and set back from table  
Person to hand out Observer Kits (if available) including Entertainment schedule, etc.

**NOTE: REGISTRATION FEES WILL BE ACCEPTED IN CASH ONLY TO EXPEDITE REGISTRATION PROCEDURES.**

- C. Table for registration of Delegates and guests to be handled by Nova Scotia/Nunavut Command with assistance of the Branch. Ballot Books, Kits and Convention Reports to be issued to Delegates and Guest from this table.  
To type name on Name Tags of Guests, Delegates and Observers (Tags supplied by Command)

**12. Opening Ceremonies Chairperson**

- To arrange for an appropriate venue (with a raised stage) capable of sitting approximately 300 – 400 people.
- To arrange for proper lighting
- To arrange for a colour party for the opening and closing ceremonies and to ensure that they are properly attired in Legion Dress as per the Ritual & Insignia manual, and properly instructed under supervision of the convention Sgt-at-Arms in conjunction with the Command Chairperson.
- To arrange for extra props as required, i.e. stage setting, stage background, podium(s), mikes, a picture of the Queen, etc.
- To arrange for an appropriate sound system. (See Host Branch responsibilities item #11)
- To arrange for appropriate music prior to the commencement of the opening ceremony program.

- To make arrangements for the playing of the Vice Regal Salute (if necessary), a Bugler for Last Post and Reveille and a Piper for the Lament and parading of VIP's on to Stage from holding room.
- Nova Scotia/Nunavut Command will provide the opening ceremony program and the Branch will be kept informed of the details and hand out the programs before the Opening Ceremony commences.
- NS/NU Command will make arrangements for a rehearsal / walk-thru on the Saturday afternoon prior to the Ceremonies on Sunday. (See Host Branch responsibilities item #11)
- To arrange for young people to present bouquets during the Ceremony (i.e., Cadets, Guides, Brownies, etc)
- To arrange for a VIP room and an Executive Council room, separate but near the auditorium, for those who will be marched on during the opening.

### **13. Business Sessions Chairperson**

- To arrange for sufficient seating for approximately 250 – 300 people. (See floor layout)
- To arrange for a sufficient number of microphones on the floor and a control/switch box for the mics as directed by the Convention Chairman.
- Will be responsible for the setup of the Command supplied overhead projector and screen to be used during nominations and elections of Officers.
- To arrange for an appropriate sound system. (See Host Branch responsibilities item #11)
- Will be responsible, in conjunction with the Convention Sgt-at-Arms, to ensure that Command colours are displayed.
- A separate table is to be made available for seating of Command Guests (if there is insufficient room on the stage)
- Ensure that there are sufficient rooms (6-7) available for Caucus Meetings as directed by the Command Chairman.
- To ensure that an Office is available at the convention hall for Command Staff use and is equipped with phone, copier and computer/internet capabilities.
- In conjunction with the convention Sgt-at-Arms, to have sufficient personnel to man all doors during the election of Command Officers and to ensure that proper order is followed by Delegates.

## **INSTALLATION OF COMMAND OFFICERS**

1. Sgt-at-Arms to arrange for Colour Party to be in place at the back of the room.
2. Elected Command Officers to be installed to assemble at the back of the room.
3. Each Group or individual to be installed to be led to a position in front of the Installing Officer. Colour Party to stand fast and lead the elected Command President to the Installing Officer and upon completion of the installation to the Command President's seat.

**SAMPLE AGENDA**  
**OPENING CEREMONIES**

1. Doors open at 6:00 pm
2. All workers to be in place at 6:00 pm
3. Command President to arrive by 6:45 to greet VIP's
4. VIP gather in VIP room and all should arrive by 6:45 pm
5. Band should be in place by 6:00 to play while audience take seats
6. Choir – if any should be in place by 6:30 pm
7. Colour Party should be in place by 6:30 pm
8. Branch President and escort and LA President join VIP's
9. Council Members, Staff and Wives piped into the special seats in auditorium 6:50 pm
10. Command President escorts special VIP's into auditorium 7:00pm
11. Lt Governor (if attending) is piped on to the Stage
12. Command Chairperson takes place on stage and welcomes Delegates, Guest and Public
13. Command Chairperson calls for march on of Colours
14. Piper and Bugler to be ready on stage
15. Chairperson calls for singing of "O'Canada"
16. Padre offers invocation and audience is seated
17. Choir leads in singing of Amazing Grace, the audience is seated
18. 1<sup>st</sup> Vice President of Command quotes "Act of Remembrance"
19. Lights dimmed – light on Bugler
20. Audience rises and Bugler plays "Last Post"
21. Two Minutes of Silence with piper playing the Lament
22. Bugler plays "Reveille"
23. Padre offers Prayer
24. Band (if available) Audience sings "Abide with Me"
25. Padre pronounces Benediction
26. Colour Party retires
27. Chairperson introduces platform personnel
28. Chairperson calls on Nova Scotia/Nunavut Command President to give address of Welcome (excluding the LT Governor who is welcomed and never introduced)
29. Dominion Command President gives welcome
30. Mayor/Warden gives welcome
31. Premier gives address
32. Minister of Veteran Affairs gives greeting (for Federal Government if the Local MP is not in attendance.)
33. Lt Governor addressed the Delegates and officially opens the Convention.
34. Chairperson makes announcements
35. Vice Chairperson to announce presentation of bouquet to Ladies on Stage and the Bouquet is presented in the following order:
  - (a) Lt Governor's Spouse/Companion
  - (b) Dominion President's Spouse/Companion

- (c) Nova Scotia/Nunavut Command President's Spouse/Companion
  - (d) Minister of Veterans Affairs Spouse/Companion
  - (e) Premier's Spouse/Companion
  - (f) Branch President's
  - (g) LA President
- 
- 36. Chairperson call of Resolution of Loyalty to the Queen (Read by the 1<sup>st</sup> Vice President of Command)
  - 37. Chairperson calls for the Marching off of the Colours
  - 38. Band Plays "God Save the Queen"
  - 39. Lt Governor departs
  - 40. March off the Colours
  - 41. Chairperson request that the audience stay in place until the Platform and the VIP/Full Council Members have been piped from the room
  - 42. Opening Ceremony completed

**NOVA SCOTIA/NUNAVUT COMMAND PRESIDENT'S RECEPTION**  
**SAMPLE – CONVENTION LIST**

<b>GUESTS</b>	<b>ZONE COMMANDERS</b>
	14 Zone Commanders 7 District Commanders
<b>PAST COMMAND PRESIDENTS</b>	<b>OTHERS</b>
	Torch Editor Legion Magazine NS/NU Command Legion Rep
<b>SUB-EXECUTIVE COMMITTEE</b>	<b>HOST COMMITTEE</b>
President and Spouse/Guest 1 <sup>st</sup> Vice President and Spouse/Guest 2 <sup>nd</sup> Vice President and Spouse/Guest Immediate Past President and Spouse/Guest Treasurer and Spouse/Guest Chairman and Spouse/Guest Chaplain and Spouse Grand President and Spouse/Guest	Chairperson Branch President and Spouse/Guest LA President and Spouse/Guest
<b>Staff</b>	
Command Secretary Administrative Assistant Bookkeeper/Clerical Command Service Officer	



## NOVA SCOTIA/NUNAVUT COMMAND

### REQUEST FOR A VISIT BY A COMMAND OFFICER

PLEASE PRINT OR TYPE

This completed form is to be forwarded in triplicate to the Command Office at least 90 days before the event is to take place.

1. We of \_\_\_\_\_  
Branch #                      Branch Name                      Zone

Wish to invite:

Command President \_\_\_\_\_

Representative of the Command President \_\_\_\_\_  
Name

With spouse (guest) \_\_\_\_\_  
Name

2. To attend the following function: \_\_\_\_\_  
\_\_\_\_\_

3. Will the invited Officer be the main guest? (Yes) \_\_\_\_\_ (No) \_\_\_\_\_

4. Other Legion Officers who may be in attendance: \_\_\_\_\_  
\_\_\_\_\_

5. Will the invited Officer be the main speaker? (Yes) \_\_\_\_\_ (No) \_\_\_\_\_

(a) How long do you expect the Officer to speak? \_\_\_\_\_

(b) Is there a preferred subject matter? (Yes) \_\_\_\_\_ (No) \_\_\_\_\_

(c) If yes, please indicate: \_\_\_\_\_

(d) List other duties you wish the Officer to perform during the visit:

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6. Is there an alternative date on which your function may be held?

(Yes) \_\_\_\_\_ (No) \_\_\_\_\_ Alternate date: \_\_\_\_\_

7. If the above Officer is not available, list alternates in order of preference:

a) \_\_\_\_\_ b) \_\_\_\_\_

Signature: \_\_\_\_\_

Secretary/President

Date

**Note:** Please make sure your Zone Commander is aware of this invitation.

Please return completed form to:

The Command Secretary  
Nova Scotia/Nunavut Command  
61 Gloria McCluskey Avenue  
Dartmouth NS B3B 2Z3

(Fax: 902-429-7481)

# ZONE COMMANDERS REPORT

Revised July/11

*This report to be completed and remitted to District Commanders by Dec.31 of each year.*

Name: \_\_\_\_\_ Zone: \_\_\_\_\_ Date: \_\_\_\_\_

1. Which Branches in your Zone have you visited in the last six months?

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2. What type of meetings have you attended?

Executive \_\_\_\_\_ General \_\_\_\_\_ Special \_\_\_\_\_ Other \_\_\_\_\_

a) Was correspondence read & discussed at Executive and General Meetings? Yes \_\_\_\_\_ No \_\_\_\_\_

b) Were the Executive minutes read for information at the General Meetings? Yes \_\_\_\_\_ No \_\_\_\_\_

c) Were previous General Meeting Minutes read for approval at General Meetings? Yes \_\_\_\_\_ No \_\_\_\_\_

d) Were Branch Finance reports given at Executive and General Meetings? Yes \_\_\_\_\_ No \_\_\_\_\_

e) What were the dates of the last branch audit? \_\_\_\_\_

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f. Have Branches been remitting Source deductions to proper authority? (i.e. CPP/EI/Workers Comp/HST)

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g) Were the following Manuals available at the meetings?

\*General By-Laws? Yes \_\_\_\_\_ No \_\_\_\_\_

\*Ritual & Insignia? Yes \_\_\_\_\_ No \_\_\_\_\_

\*Rules of Procedure for Legion Meetings? Yes \_\_\_\_\_ No \_\_\_\_\_

\*NS/NU Command By-Laws? Yes \_\_\_\_\_ No \_\_\_\_\_

\*Branch By-Laws? Yes \_\_\_\_\_ No \_\_\_\_\_

\*Latest version NS/NU Command Policy Book Yes \_\_\_\_\_ No \_\_\_\_\_

3. What other Branch or Zone functions have you attended? \_\_\_\_\_

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4. Have Branches been submitting the follow reports on time?

\*Monthly financial reports? Yes \_\_\_\_\_ No \_\_\_\_\_

\*Annual Poppy Trust Fund Report? Yes \_\_\_\_\_ No \_\_\_\_\_

\*Branch Executive Information Form/ Yes \_\_\_\_\_ No \_\_\_\_\_

\*Inquiries from Dominion & NS/NU Command? Yes \_\_\_\_\_ No \_\_\_\_\_

\*Branch By-Law changes/revisions and Honours/Awards submissions? Yes \_\_\_\_\_ No \_\_\_\_\_

5. Have you ensured Branch credentials for Dominion and NS/NU Command Conventions are forwarded to NS/NU Command on time? Yes \_\_\_\_\_ No \_\_\_\_\_

6. What is the last date of Branch By-Laws amendment(s) \_\_\_\_\_

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7. Have you thoroughly reviewed By-Law revisions and Honours/Awards submissions prior to signing? Yes\_\_\_\_\_ No\_\_\_\_\_

8. How have membership numbers changed in the last six months?

Increased	Decreased	Unch'gd	Unknown

9. Do all Branches attend District & Zone Meetings? Yes\_\_\_\_\_ No\_\_\_\_\_ If not, why not?  
(it is the responsibility of the Branch Presidents to ensure representation at all meetings)

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10. Date of last Zone Board Meeting? \_\_\_\_\_

11. Date of last Zone Rally? \_\_\_\_\_

12. What duties, if any have been assigned to your Deputy Zone Commander?  
\_\_\_\_\_  
\_\_\_\_\_

13. List Training that has been given in your Zone.

a) Zone Level: Subjects & Dates \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

b) Branch Level: Subjects & Dates \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

14. Do Branches send copies of deceased Members notices to Dominion and NS/NU Command? Yes\_\_\_\_\_ No\_\_\_\_\_

15. Are there Branches in need of assistance in order to operate properly? Yes\_\_\_\_\_ No\_\_\_\_\_  
If so, please explain. \_\_\_\_\_

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16. Additional information/comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



THE ROYAL CANADIAN LEGION  
NOVA SCOTIA/NUNAVUT COMMAND

Probation: \_\_\_\_\_ Month

Yearly: \_\_\_\_\_ Year

Employee Performance Evaluation

Employee: \_\_\_\_\_

Date: \_\_\_\_\_

Job Position: \_\_\_\_\_

Performance Categories	Score
A. Works Safely	
B. Applies Knowledge	
C. Quality of Work	
D. Utilizes Time Productively	
E. Takes Initiative	
F. Team Work	
G. Attendance & Punctuality	
H. Attitude	
I. Customer Focus	
J. Leadership	

Overall Scores (from above)	
Calculate Average Score (divide by number of scores)	
Final Score (use below to indicate performance rating)	

Performance Rating	√
Final Score 1 – 1.9 – Critical Gap (performance improved plan required)	
Final Score 2 – 2.9 – Development Required	
Final Score 3 – 3.9 – Meets Expectations	
Final Score 4 - - Exceed Expectations	
A score of 1-1.9 for any performance category above requires a performance improvement plan.	

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**A. Works Safely**

- 1. Knows and applies all safety rules and safe work practices for the work being performed. 1 2 3 4
- 2. Keeps his/her workplace clean and orderly 1 2 3 4
- 3. Will ask for help or assistance when performing heavy tasks 1 2 3 4
- 4. Asks for direction and clarification when not sure of what or how to do a task safely. 1 2 3 4
- 5. Reports all incidents (including near misses) immediately to supervisor. 1 2 3 4
- 6. Reports any hazardous condition found to supervisor. 1 2 3 4
- 7. Uses tools and equipment correctly. 1 2 3 4
- 8. Identifies potential safety improvements. 1 2 3 4

<b>Comments:</b>	Total: _____
	Divide by 8
	Score: _____

**B. Applies Knowledge**

- 1. Is able to perform the duties/responsibilities of the job. 1 2 3 4
- 2. Communicates knowledge with others effectively and appropriately. 1 2 3 4
- 3. Seeks to expand job related knowledge. 1 2 3 4
- 4. Applies knowledge to produce good quality work in a reasonable time frame. 1 2 3 4

<b>Comments:</b>	Total: _____
	Divide by 4
	Score: _____

**C. Quality of Work**

- 1. Completes tasks accurately and thoroughly, paying attention to detail. 1 2 3 4
- 2. Recognizes his/her potential for errors and makes efforts to correct mistakes. 1 2 3 4
- 3. Seeks and implements ways to improve quality. 1 2 3 4
- 4. Takes pride in his/her work. 1 2 3 4

- |   |               |
|---|---------------|
| 5. Demonstrates interest in continuous improvement.                           | 1   2   3   4 |
| 6. Accepts accountability for work assignments and commits to its completion. | 1   2   3   4 |

<b>Comments:</b>	Total: _____
	Divide by 6
	Score: _____

**D. Utilizes Time Productively**

- |  |               |
|--|---------------|
| 1. Pursues tasks and goals with persistence.                                   | 1   2   3   4 |
| 2. Manages changing work priorities to meet on-time delivery.                  | 1   2   3   4 |
| 3. Responds to problems in a decisive manner.                                  | 1   2   3   4 |
| 4. Successfully organizes actions independently, while using time effectively. | 1   2   3   4 |
| 5. Able to maintain a productive work flow with or without supervision.        | 1   2   3   4 |
| 6. Meets commitments and deadlines.  | 1   2   3   4 |
| 7. Keeps distractions from interfering with work schedule.                     | 1   2   3   4 |

<b>Comments:</b>	Total: _____
	Divide by 7
	Score: _____

**E. Takes Initiative**

- |   |               |
|---|---------------|
| 1. Willingly takes on new tasks.                              | 1   2   3   4 |
| 2. Behaviour reflects motivation to excel                     | 1   2   3   4 |
| 3. Identifies and pursues new opportunities.                  | 1   2   3   4 |
| 4. Reports progress and obstacles appropriately.              | 1   2   3   4 |
| 5. Seeks exposure to new ideas and training to enhance skills | 1   2   3   4 |

<b>Comments:</b>	Total: _____
	Divide by 5
	Score: _____

**F. Team Work**

- 1. Contributes to reaching office objectives 1 2 3 4
- 2. Stays focused on relevant issues. 1 2 3 4
- 3. Is consistent and predictable with people. 1 2 3 4
- 4. Deals with differing opinions well. 1 2 3 4
- 5. Is able to work with people beyond the immediate group. 1 2 3 4

<b>Comments:</b>	Total: _____
	Divide by 5
	Score: _____

**G. Attendance and Punctuality**

- 1. Has an acceptable attendance record by accepted workplace standards 1 2 3 4
- 2. Observes starting, quitting and lunch times as considered by supervisor 1 2 3 4
- 3. Gives sufficient notice before any absences. 1 2 3 4
- 4. Is consistently on the job working. 1 2 3 4

<b>Comments:</b>	Total: _____
	Divide by 4
	Score: _____

**H. Attitude**

- 1. Demonstrates a positive work attitude. 1 2 3 4
- 2. Responds and acts on constructive suggestions/feedback from supervisor. 1 2 3 4
- 3. Interacts harmoniously with fellow employees and supervisor. 1 2 3 4
- 4. Keeps personal emotions from affecting others. 1 2 3 4
- 5. Exhibits a good working ethic and is flexible. 1 2 3 4
- 6. Exhibits a professional attitude. 1 2 3 4
- 7. Maintains confidences. 1 2 3 4

<b>Comments:</b>	Total: _____
	Divide by 7
	Score: _____

**I. Focus on Customers**

- 1. Identifies and understands the needs of internal and/or external customers. 1 2 3 4
- 2. Responds to customer inquiry and needs and consistently ensures customer satisfaction. 1 2 3 4
- 3. Delivers value in the eyes of the customer, while balancing business unit objectives. 1 2 3 4
- 4. Alerts customers to emerging needs, priorities and opportunities. 1 2 3 4

<b>Comments:</b>	Total: _____
	Divide by 4
	Score: _____

**J. Leadership Skills**

- 1. Develops goals for team members, communicates expectations and holds team members accountable for their achievement. 1 2 3 4
- 2. Creates an environment that encourages independent problem solving by creating work opportunities with specific outcomes and objectives. 1 2 3 4
- 3. Maintains a steady, positive, realistic and constructive attitude during change and communicates the need for change to others. 1 2 3 4
- 4. Involves people and resources to ensure the achievement of short and long-term goals. 1 2 3 4
- 5. Maintains a visible level of professionalism with employees at all times. 1 2 3 4

<b>Comments:</b>	Total: _____
	Divide by 5
	Score: _____

**SIGNATURES:**

Employee \_\_\_\_\_ Date \_\_\_\_\_  
 (Signature does not necessarily denote agreement with official review and means only that the Employee was given the opportunity to discuss the official review with the supervisor.)

Evaluated by: \_\_\_\_\_ Date \_\_\_\_\_

Reviewed by: \_\_\_\_\_ Date \_\_\_\_\_

## **RRSP WITHDRAWS BY EMPLOYEES**

The purpose of the Registered Retirement Savings Plan is to provide NS/NU Command employees with some measure of pension and long term type savings.

Should an employee make a withdrawal from the plan while still in the employ of NS/NU Command, the plan provider will notify the employer of the withdrawal.

Nova Scotia/Nunavut Command, as the employer, reserves the right to review and/or revise the terms of this benefit for each employee, including the elimination of employer contribution for a period of up to one year, should it deem that withdrawals from the plan are not in keeping with the purpose and intent of this employee benefit.

NOVA SCOTIA/NUNAVUT COMMAND  
**POLICIES & GUIDELINES**

DATE APPROVED: SEPTEMBER 2011

COMMAND PRESIDENT \_\_\_\_\_

COMMAND BY-LAWS CHAIRMAN \_\_\_\_\_

