



**Branch 560
Kingston**

**The Royal Canadian
Legion
Limestone City Branch
560**

734 Montreal Street
Kingston, Ontario, K7K 3J4
Phone: 1-613-548-4570

Policy and Procedures Manual

Created January 21, 2025



**Branch 560
Kingston**

January 2025

**The Royal Canadian
Legion
Limestone City Branch
560**

734 Montreal Street
Kingston, Ontario, K7K 3J4
Phone: 1-613-548-4570

PREFACE

The purpose of the Limestone City Branch 560 Branch Policy and Procedures Manual herein after referred to as the P&PM - is to spell out the job descriptions or terms of reference for Executive Members, Committee Chairmen, Sub-committee Chairmen, Coordinators and Committee Members that are unique to our branch. It also outlines the policy and various procedures involved in carrying out these duties and responsibilities. It shall always be used realizing that the binding authority is resident in the General By-Laws of Dominion Command, and Ontario Provincial Command. As with any document of this nature it should be interpreted by the reader with intelligence, experience and common sense.

Note: "Masculine Words include the feminine" and "Singular words include the plural".

Note: "Bar and Building Manager" will be referred to as "Manager" throughout this document.



**Branch 560
Kingston**

**The Royal Canadian
Legion
Limestone City Branch
560**

734 Montreal Street
Kingston, Ontario, K7K 3J4
Phone: 1-613-548-4570

Table of Contents

**Cover
Preface
Table of Contents**

ARTICLE I - Limestone City Branch 560 Policies

- 1. Appointment of Branch Non-Elected Positions**
- 2. Appointment of Financial Review Committee**
- 3. Mandatory Positions Terms of Reference**
- 4. Mandatory Committee Terms of Reference**
- 5. Optional Standing Committee Terms of Reference**
- 6. Standalone Position Terms of Reference**
- 7. Temporary Standing Committees Terms of Reference**
- 8. Financial Committee Terms or Reference**
- 9. Bar and Building Hours**
- 10. Building Policy**
- 11. Food Policy**
- 12. Entertainment Budget**
- 13. Employee Drug and Alcohol Misconduct**
- 14. Manager Requirements**
- 15. Bar Staff Requirements**
- 16. N.S.F Cheques Policy**
- 17. Members Use of Rooms Policy**
- 18. Sick Leave Policy**
- 19. Games Room Policy**
- 20. Overtime Hours Policy**
- 21. Branch Privacy Policy**
- 22. Branch Bursaries Policy**
- 23. Branch Funding Policy**
- 24. Branch Correspondence Policy**
- 25. Travel Allowance**
- 26. Convention Representation**
- 27. Honours and Awards**
- 28. Membership Fees**
- 29. Patron Dress Code**
- 30. Animal Policy**



**Branch 560
Kingston**

**The Royal Canadian
Legion
Limestone City Branch
560**

734 Montreal Street
Kingston, Ontario, K7K 3J4
Phone: 1-613-548-4570

ARTICLE II - Limestone City Branch 560 Procedures

- 1. Employee Emergency Leave Procedure**
- 2. Death of a Member**
- 3. Room Rental – Cost and Procedures**
- 4. Cash Register Procedure**
- 5. Bar Incidents**
- 6. Daily Procedures**
- 7. Employee Discipline**
- 8. Lottery**
- 9. Membership Fees**
- 10. Travel Allowance**
- 11. Convention Delegates**
- 12. Procedure for Amending the By-Laws, Clubhouse Rules, and Policy and Procedure Manual**
- 13. Emergency Policy and Procedure Update**

ARTICLE III - Royal Canadian Legion Policies Quick Reference

- 1. Stolen Valor**
- 2. Hate Groups**

Annex's

Annex A - Remembrance Day Format
Annex B - Veterans Dinner Format

Appendix's

Appendix A - Employee Acknowledgement Form
Appendix B - New Years Work Sheet
Appendix C - Dress Code Guide



**Branch 560
Kingston**

**The Royal Canadian
Legion
Limestone City Branch
560**

734 Montreal Street
Kingston, Ontario, K7K 3J4
Phone: 1-613-548-4570

ARTICLE I - Limestone City Branch 560 Policies

A policy is a set of statements of principles, values and intent that outlines expectations and provides a basis for consistent decision-making and resource allocation in respect to a specific issue.

Policies are one of the chief tools of governance for an institution. The Royal Canadian Legion have long relied on them for branch operations, management, personnel and other areas that require institutional oversight.

1. Appointment of Branch Non-Elected Positions.

- a. The President will appoint the following mandatory positions at the first Executive Meeting in June to be ratified and for approval at the first General Meeting in June:

- **Branch Service Officer**
- **Chaplain's (2)**
- **Ladies Auxiliary Liaison Officer**
- **Sergeant-at-Arms**
- **Secretary**
- **Treasurer**

Note: Secretary and Treasurer may be the same person but will not be referred to as Secretary/Treasurer.

- b. The President will appoint the following mandatory Chairs at the first Executive Meeting in June to be ratified and for approval at the first General Meeting in June:

- **Leadership Development**
- **Legion Seniors**
- **Membership**
- **Poppy**
- **Public Relations**
- **Sports**
- **Track & Field**
- **Veterans Services**
- **Youth Education**

- c. The President will appoint the following optional Chairs at the first Executive Meeting in June to be ratified and for approval at the first General Meeting in June:

- **Bar** (note: recommended to be combined with Health & Safety)
- **Branch Regulations & By-Laws**



**Branch 560
Kingston**

- **Entertainment**
- **Health & Safety** (note: recommended to be combined with Bar)
- **Honours & Awards**
- **Housing & Property**
- **Lottery**
- **Ways & Means**

- d. The President will appoint the following standalone positions at the first Executive Meeting in June to be ratified and for approval at the first General Meeting in June:
- **Cadet Corp Liaison Officer** (Army, Navy and Air Force)
 - **Kitchen Liaison Representative**
 - **Legion Villa Liaison Representative**
 - **Sick & Visiting Coordinator**
- e. The President in accordance with (IAW) General By-Laws will chair all Executive and Membership Meetings at the branch or assign a Chair for each meeting.

-
2. **Appointment of the Financial Review Committee** - President will appoint a Financial Review Committee consisting of 3 members not of the Branch Executive or Hire a Chartered Accounting Firm at the first Executive Meeting in June to be ratified and for approval at the first General Meeting in June.

3. **Mandatory Positions Terms of Reference**

- a. **President, Immediate Past President, Vice Presidents, Secretary, Treasurer, Sergeant-at-Arms, Branch Chair, Executive Committee Members** – The General By-Laws for Branches of the Ontario Provincial Command Article VII and Royal Canadian Legion Officer Manual
- b. **Branch Service Officer** – Service Officers Handbook
- c. **Ladies Auxiliary Liaison** – The General By-Laws of the Ontario Provincial Command Article XII
- d. **Chaplain** – Chaplains Manual Memo
- e. **Branch Chair** – “Rules of Procedure for Legion Meetings” and the “Ritual, Awards and Protocol Manual” Chapter 3

4. **Mandatory Chairs Terms of Reference**

- a. **Leadership Development** – Royal Canadian Legion Officer Manual
- b. **Legion Seniors** – Royal Canadian Legion Officer Manual
- c. **Membership** - Royal Canadian Legion Officer Manual



**Branch 560
Kingston**

- d. **Poppy** - Royal Canadian Legion Officer Manual
- e. **Public Relations** - Royal Canadian Legion Officer Manual
- f. **Sports** - Royal Canadian Legion Officer Manual
- g. Track & Field - Royal Canadian Legion Officer Manual
- h. Veterans Service - Royal Canadian Legion Officer Manual
- i. Youth Education - Royal Canadian Legion Officer Manual

5. Optional Standing Committee Chairs Terms of Reference

- a. **Bar Chair** – The Bar Chairman works collaboratively with the paid Manager to ensure the efficient and compliant operation of the bar. This role focuses on oversight, strategy, and support to align the bar's operation with the objectives of the Royal Canadian Legion.

Key Responsibilities:

• **Oversight and Governance:**

- Ensure the bar operates in compliance with the Liquor Licence and Control Act, 2019 (LLCA) and Alcohol and Gaming Commission of Ontario (AGCO) regulations.
- Work with the Manager to uphold the standards, regulations, and traditions of the Royal Canadian Legion.
- Act as an intermediary between the membership and the Manager for concerns, feedback, and suggestions.

• **Collaboration with the Manager:**

- Support the Manager in maintaining adequate inventory and supplies.
- Review and discuss strategies for pricing, product selection, and promotional activities to enhance member and guest experiences.
- Assist in resolving operational challenges or incidents as needed.

• **Financial Accountability:**

- Ensure monthly bar inventories are conducted in collaboration with the Manager.
- Provide oversight on bar financial reporting, ensuring transparency and accuracy.
- Recommend bulk pricing changes to the executive committee and membership for approval.

• **Bar Committee Leadership:**

- Chair the Bar Committee and appoint committee members as required.
- Convene regular committee meetings to discuss operational updates, member feedback, and strategic initiatives.
- Present bar reports, including operational updates, incidents, and financial summaries, at General Meetings.

• **Health and Safety:**



Branch 560 Kingston

- Collaborate with the Manager and Health and Safety Chair to ensure compliance with health and safety regulations.
- Address any safety or cleanliness issues promptly, including fire safety measures and accessibility standards.
- **Event Support:**
 - Coordinate with other committees to ensure bar services meet the needs of events and activities hosted by the Legion.
 - Provide input on staffing needs for special events and work with the Manager to ensure adequate coverage.
- **Member Engagement:**
 - Actively engage with members to gather feedback and identify opportunities for improving the bar's services.
 - Promote a welcoming and inclusive atmosphere within the bar.
- **Policy Implementation:**
 - Ensure that bar policies, including those related to responsible service of alcohol, are understood and enforced by all staff.
 - Review and recommend updates to bar policies as needed, subject to approval by the executive committee.

- b. **Branch Regulations & By-Laws Chair** - The Branch By-Laws and Regulations Chairman is responsible for maintaining, updating, and ensuring compliance with the Branch By-Laws, Clubhouse Rules, and Policy and Procedure Manual. This role is vital for supporting the efficient governance and operations of the Branch while aligning with the standards set by the Royal Canadian Legion.

Key Responsibilities:

- **Maintenance and Updates:**
 - Ensure the Branch By-Laws, Clubhouse Rules, and Policy and Procedure Manual are current and reflective of the Branch's needs and operations.
 - Incorporate any changes approved at Executive or General Meetings into the relevant documents.
 - Review the documents annually to identify areas requiring amendments or updates.
- **Amendments and Proposals:**
 - Draft and propose amendments to the Branch By-Laws, Clubhouse Rules, and Policy and Procedure Manual as required.
 - The committee shall advise the President and the Executive Committee concerning all matters relative to the By-Laws and Regulation.
 - At the request of the Executive committee prepare resolutions for By-Laws or other Manual changes in accordance with the instructions provided for by Ontario Command and the Officers Manual page 169.



Branch 560 Kingston

- Ensure all proposed amendments comply with Dominion and Provincial Command By-Laws.
 - Submit proposed amendments to the Executive and General Membership for approval, and subsequently to Provincial Command if required.
 - **Compliance Oversight:**
 - Monitor all motions passed at Executive and General Meetings to ensure they do not contravene existing By-Laws or regulations.
 - Advise the Executive Committee and Membership of any inconsistencies or required changes.
 - **Communication and Education:**
 - Inform the membership of approved amendments and ensure updated documents are accessible.
 - Provide guidance to members and committees regarding the interpretation and application of Branch By-Laws, Clubhouse Rules, and the Policy and Procedure Manual.
 - Maintain open communication with Dominion and Provincial Command regarding regulatory updates.
 - **Record Keeping:**
 - Maintain master copies of all governing documents and ensure they are securely stored.
 - Keep detailed records of all amendments, correspondence, and approvals related to By-Laws and regulations.
 - Provide copies of updated documents to Executive Members and post them in the Branch for member reference.
 - **Audit and Review:**
 - Periodically audit Branch operations to ensure compliance with By-Laws and regulations.
 - Address and rectify any discrepancies or non-compliance issues promptly.
 - **Liaison Responsibilities:**
 - Serve as the primary point of contact for all matters related to Branch By-Laws and regulations.
 - Coordinate with other committees to ensure their activities adhere to the Branch's governing documents.
 - Work with the Honours and Awards Chairman and other relevant roles to align policies with recognition and operational practices.
- c. **Entertainment Chair** - The Entertainment Chairman is responsible for planning, organizing, and overseeing entertainment activities for the Branch. This role ensures that events are engaging, inclusive, and align with the values and traditions of the Royal Canadian Legion, fostering camaraderie among members and guests.



Branch 560

Kingston

Key Responsibilities:

**The Royal Canadian
Legion
Limestone City Branch
560**

734 Montreal Street
Kingston, Ontario, K7K 3J4
Phone: 1-613-548-4570

- **Event Planning and Coordination:**
 - Develop an annual entertainment calendar, ensuring a variety of events to appeal to diverse member interests.
 - Plan and coordinate key events such as the New Year's Day Levee, St. Patrick's Day, Remembrance Day, New Year's Eve, Canada Day, and other notable occasions.
 - Collaborate with other committees to ensure seamless integration of entertainment with Branch activities.
- **Budget Management:**
 - Work within the entertainment budget as set out in the Branch's Policy and Procedure Manual.
 - Provide cost estimates for events and seek Executive Committee approval for expenses exceeding the allocated budget.
 - Maintain accurate financial records for all events and submit them to the Treasurer within two weeks post-event.
- **Vendor and Performer Coordination:**
 - Identify, book, and coordinate entertainers, bands, and other performers for events.
 - Negotiate contracts and fees with performers or service providers, ensuring value and alignment with Branch objectives.
 - Oversee setup and logistics for entertainment activities, including sound, lighting, and seating arrangements.
- **Promotion and Marketing:**
 - Collaborate with the Public Relations Officer to promote entertainment events through newsletters, social media, and posters.
 - Ensure events are well-publicized to maximize member and guest participation.
- **Volunteer Engagement:**
 - Recruit, train, and manage volunteers to support entertainment activities.
 - Assign roles and responsibilities to volunteers to ensure events run smoothly.
 - Recognize and appreciate volunteer contributions.
- **Collaboration with Branch Committees:**
 - Work closely with the Ways and Means, Bar, and Hospitality Committees to align efforts and share resources.
 - Assist other committees with entertainment needs for their events as requested.
- **Evaluation and Reporting:**
 - Gather feedback from members and guests to assess the success of events.
 - Prepare detailed reports on event outcomes, including attendance, financial performance, and areas for improvement.



**Branch 560
Kingston**

**The Royal Canadian
Legion
Limestone City Branch
560**

734 Montreal Street
Kingston, Ontario, K7K 3J4
Phone: 1-613-548-4570

- Present updates and recommendations at Executive and General Meetings.

d. **Health & Safety Chair** - The Health and Safety Chair will work with the Manager and is responsible for ensuring compliance with all health, safety, and building regulations to provide a secure environment for patrons, employees, and the public. This includes overseeing public health standards, fire safety measures, and building safety requirements.

Key Responsibilities:

- **Public Health Compliance:**

- Ensure food and beverage preparation and handling meet local public health regulations.
- Conduct routine inspections of storage areas, kitchens, and bars to prevent contamination and ensure cleanliness.
- Maintain Records of Health inspections and coordinate corrective actions for any deficiencies identified.

- **Fire Safety:**

- Oversee the implementation and maintenance of fire safety measures, including fire alarms, extinguishers, and emergency exits.
- Perform routine inspections of the premises to identify and address fire hazards.
- Inspect fire extinguishers monthly
- Ensure compliance with local fire codes and obtain required permits.

- **Building and Property Safety**

- Ensure the building meets all structural and safety regulations, including capacity limits and accessibility standards.
- Monitor and manage risks associated with slips, trips, and falls within the property premises.
- Address any safety concerns or complaints promptly to mitigate potential hazards.

- **Reporting and Communication**

- The Health and Safety Officer will report immediate safety concerns to the Manager and President.
- Regular reports on compliance, incidents, and improvements will be made at the General Meeting.

e. **Honours & Awards Chair** - The Honours and Awards Chairman is responsible for the administration and coordination of the Legion's recognition programs. This role ensures that members, volunteers, and community contributors are appropriately recognized for their service, achievements, and dedication to the values and mission of the Royal Canadian Legion.



Branch 560

Kingston

Key Responsibilities:

- **Recognition Program Management:**

- Administer and oversee the Legion's Honours and Awards program in accordance with established policies and procedures.
- Maintain a comprehensive understanding of the awards criteria, nomination processes, and presentation protocols.

- **Nominations and Evaluations:**

- Solicit and collect nominations for awards from members and committees.
- Review and evaluate nominations to ensure they meet eligibility criteria.
- Submit recommendations for approval to the executive committee or higher-level authority as required.

- **Ceremony Planning and Coordination:**

- Organize award ceremonies, ensuring all logistical aspects are planned and executed, including venues, invitations, and presentations.
- Work with other committees to incorporate recognition events into Legion activities where appropriate.
- Coordinate the procurement and engraving of awards, medals, and certificates.

- **Record Keeping:**

- Maintain accurate records of all award recipients, including details of the recognition given and the reasons for the award.
- Ensure all records are securely stored and accessible for historical and reporting purposes.

- **Promotion of Recognition Programs:**

- Promote awareness of the Honours and Awards program among members and the community.
- Encourage nominations by highlighting the importance of recognizing contributions and achievements.

- **Collaboration and Communication:**

- Collaborate with other Legion committees to identify deserving candidates for awards.
- Provide regular updates to the executive committee on the status of the Honours and Awards program.
- Act as the primary point of contact for inquiries related to the recognition program.

- **Compliance:**

- Ensure all activities align with the guidelines established by the Dominion Command and other governing bodies.
- Adhere to confidentiality requirements when handling sensitive information related to nominations and recipients.

**The Royal Canadian
Legion
Limestone City Branch
560**

734 Montreal Street
Kingston, Ontario, K7K 3J4
Phone: 1-613-548-4570

Branch 560 Kingston

- f. **Housing & Property Chair** - The Housing and Property Chair works collaboratively with the Manager, Bar Chair, and Health and Safety Chair to oversee the maintenance, safety, and improvement of the Branch's facilities and properties. This role ensures that the building and its associated assets are well-maintained, compliant with relevant regulations, and meet the needs of members, guests, and staff.

Key Responsibilities:

• Maintenance and Repairs:

- Ensure the electrical, mechanical, and structural systems are functioning properly and maintained in good order.
- Identify and address maintenance issues promptly, including emergency repairs when necessary.
- Coordinate with Manager for contractors and service providers for repair and maintenance tasks, ensuring work is completed to a high standard.

• Safety and Compliance:

- With the Health and Safety Chair, ensure the building complies with fire codes, health and safety regulations, and accessibility standards.
- Conduct regular inspections to identify and mitigate potential hazards, such as slips, trips, and falls.
- Maintain records of inspections, permits, and compliance certificates.

• Planning and Budgeting:

- Prepare an annual maintenance and improvement plan, outlining priorities and estimated costs.
- Submit the plan to the Executive Committee for approval and ensure all projects stay within the approved budget.
- Obtain necessary permits, plans, and approvals for major works before starting projects.

• Asset Management:

- Maintain an up-to-date inventory of all Branch assets, including equipment, furniture, and fixtures.
- Report on the condition of assets and recommend replacements or upgrades as needed.

• Emergency Preparedness:

- Develop and maintain an emergency contact list for contractors and service providers.
- Ensure emergency equipment, such as fire extinguishers and exit signage, is regularly inspected and maintained.
- Respond promptly to urgent issues requiring immediate attention to prevent further damage or risk.

• Improvements and Renovations:

Branch 560 Kingston

- Propose and manage improvement projects to enhance the functionality, appearance, or sustainability of Branch facilities.
- Solicit input from members on proposed changes to ensure they align with the needs of the Branch community.
- Oversee work parties and ensure volunteers have the necessary tools and materials to complete tasks efficiently.

• **Reporting and Communication:**

- Provide regular updates to the Executive Committee on the status of building maintenance, repairs, and projects.
- Present detailed reports at General Meetings, including progress on major works and financial summaries.
- Communicate with members about significant maintenance or renovation activities that may impact facility use.

• **Vendor Relations:**

- Establish and maintain relationships with reliable contractors and service providers.
- Obtain competitive quotes for major works to ensure value for money.
- Ensure all contractors meet insurance and safety requirements before commencing work.

- g. **Lottery Chair** - The Lotto Chair is responsible for the oversight, coordination, and management of all lottery-related activities conducted by the Limestone City Branch 560 Royal Canadian Legion, ensuring compliance with the Alcohol and Gaming Commission of Ontario (AGCO) rules and regulations. This role encompasses Raffles, 50/50 Draws, Chase the Ace, Nevada Break Open Tickets, Social Gaming, any other sanctioned games and the organization of Bingo Volunteers.

Key Responsibilities:

• **Governance and Compliance:**

- Ensure all lottery activities comply with AGCO rules, regulations, and licensing requirements.
- Maintain up-to-date knowledge of AGCO policies and communicate changes to relevant stakeholders.
- Submit required applications, reports, and documentation to AGCO on time.

• **Planning and Coordination:**

- Develop a comprehensive schedule for all lottery events.
- Oversee the planning, execution, and closure of Raffles, 50/50 Draws, Chase the Ace, and other lottery activities.
- Coordinate with vendors for the procurement of Nevada Break Open Tickets and other materials.

• **Financial Oversight:**



Branch 560 Kingston

- Monitor all financial transactions associated with lottery activities to ensure accuracy and transparency.
- Prepare detailed financial reports, including income, expenses, and net proceeds, as required by AGCO.
- Ensure proper handling and secure storage of funds generated from lottery events.

• **Volunteer Management:**

- Recruit, train, and manage Bingo Volunteers and other personnel supporting lottery activities.
- Assign roles and responsibilities to volunteers, ensuring adequate coverage for all events.
- Foster a positive and collaborative environment for all team members.

• **Community Engagement:**

- Promote lottery activities within the local community to maximize participation and support.
- Act as the primary point of contact for inquiries related to lottery events.
- Ensure that when sales are completed, in the presence of a witness, the seller will count the cash from all ticket sales and turn over 50% of revenue in the case of a 50/50 draw or 100% in the case of a raffle to the bartender on duty to be recorded and deposited into an envelope labelled raffle to be deposited separately from the bar register.
- Ensure that the seller, in full view of most buyers, will appoint a neutral person to draw one (1) ticket, of which the buyer with the matching ticket will receive 50% of the 50/50 money purchased or the raffled prize.
- Represent the Legion's values and mission in all interactions.

• **Record Keeping:**

- Maintain accurate records of all lottery activities, including licenses, tickets sold, winners, and financial documentation.
- Ensure records are readily accessible for audits or inspections by AGCO.

• **Reporting:**

- Provide regular updates to the Legion's executive committee on the status of lottery activities.
- Provide regular reports to the executive committee, membership and Ontario stake holders.
- Highlight any challenges or issues requiring executive intervention.

- h. **Ways & Means Chair** - The Ways and Means Chairman is responsible for planning, coordinating, and executing fundraising activities and revenue-generating initiatives for the Royal Canadian Legion. This role is vital to ensuring the financial sustainability of the Legion and supporting its community-based programs and services.



Branch 560

Kingston

Key Responsibilities:

- **Fundraising Strategy Development:**

- Develop and implement an annual fundraising plan that aligns with the goals and objectives of the Legion.
- Identify and evaluate potential revenue-generating opportunities.
- Ensure all activities comply with legal and organizational policies.

- **Event Planning and Coordination:**

- Organize and oversee fundraising events such as dinners, auctions, entertainment nights, and special campaigns.
- Coordinate logistics, including venue booking, permits, marketing, and volunteer assignments.
- Work with community members and organizations to maximize participation and sponsorships.

- **Financial Management:**

- Prepare and manage budgets for fundraising activities.
- Track income and expenses for each event and report outcomes to the executive committee.
- Ensure proper handling and secure storage of funds generated from activities.

- **Volunteer Engagement:**

- Recruit, train, and manage volunteers to support Ways and Means activities.
- Delegate responsibilities to ensure smooth execution of all initiatives.
- Recognize and appreciate volunteers' contributions.

- **Collaboration and Communication:**

- Work closely with other Legion committees and executive members to coordinate activities and share resources.
- Serve as the primary liaison between the Legion and external sponsors or partners.
- Provide regular updates to the executive committee on progress and outcomes.

- **Promotion and Marketing:**

- Promote fundraising initiatives through local media, social media, and community networks.
- Design and distribute promotional materials such as flyers, posters, and online content.
- Build and maintain relationships with sponsors and donors.

- **Record Keeping and Reporting:**

- Maintain accurate records of all activities, including participant data, funds raised, and expenses.
- Provide detailed post-event reports, including evaluations and recommendations for improvement.
- Ensure records are accessible for audit purposes.



**Branch 560
Kingston**

**The Royal Canadian
Legion
Limestone City Branch
560**

734 Montreal Street
Kingston, Ontario, K7K 3J4
Phone: 1-613-548-4570

6. Standalone Positions Terms or Reference

- a. **Cadet Corp Liaison Officer** – The Cadet Corp Liaison Officer will be the common name used at Limestone City Branch 560 Royal Canadian Legion and will encompass the Army, Navy, and Air Force Cadets. This position is the point of contact for all local Cadet Units. It will act as the liaison between members and executive for all Cadet matters.
- b. **Kitchen Liaison Representative** - This position is the point of contact for the in-house kitchen. It will act as the liaison between members and executive for all kitchen matters.
- c. **Legion Villa Liaison Representative** - This position is the point of contact for Legion Villa affairs. It will act as the liaison between the Legion Villa and the Limestone City Branch 560 of the Royal Canadian Legion.
- d. **Sick & Visiting Coordinator** – This position will ensure that all members are informed of who is in the hospital. Ensure that a suitable card or gift is sent to the member in hospital. Ensure that the member is visited while in hospital, and provide small comforts such as reading material, or other appropriate comforts to make the member's hospital stay more comfortable.

-
- ## **7. Temporary Committees Terms of Reference**
- The Temporary Subcommittee is established to address specific, time-limited objectives or tasks as determined by the Executive Committee or General Membership. This subcommittee functions under the authority of the Branch and is dissolved upon the completion of its assigned mandate.

Key Responsibilities:

a. Objective Definition:

- Clearly define and understand the scope, goals, and deliverables of the assigned task.
- Develop a timeline and action plan to achieve the objectives within the specified timeframe.

b. Collaboration and Communication:

- Work collaboratively with Branch committees, members, and other stakeholders as needed.
- Provide regular updates to the Executive Committee on progress, challenges, and milestones.



**Branch 560
Kingston**

**The Royal Canadian
Legion
Limestone City Branch
560**

734 Montreal Street
Kingston, Ontario, K7K 3J4
Phone: 1-613-548-4570

- Ensure open lines of communication within the subcommittee and with the broader Branch membership.

c. Research and Analysis:

- Conduct necessary research or fact-finding to support the subcommittee's mandate.
- Analyze findings and present well-supported recommendations or conclusions.

d. Implementation Support:

- Where applicable, support the implementation of approved recommendations or solutions.
- Coordinate with relevant Branch committees or personnel to ensure seamless execution.

e. Reporting:

- Prepare a final report summarizing findings, actions taken, and results achieved.
- Present the final report to the Executive Committee and General Membership for approval or acknowledgment.

f. Adherence to Governance:

- Operate within the guidelines and policies established by the Royal Canadian Legion.
- Ensure all activities align with the mission, values, and standards of the Branch.

g. Membership:

- The Subcommittee shall include a Chair, appointed to oversee and coordinate activities.
- Members of the Temporary Subcommittee are appointed by the President or the Subcommittee Chair.
- Additional members may be included based on expertise, interest, or availability.

h. Meetings:

- Meetings shall be scheduled as necessary to achieve the subcommittee's objectives.
- A quorum shall consist of 3 members, including the Chair.

i. Duration – The subcommittee duration is limited to the completion of its assigned mandate or specific deadline, which ever comes first.



**Branch 560
Kingston**

**The Royal Canadian
Legion
Limestone City Branch
560**

734 Montreal Street
Kingston, Ontario, K7K 3J4
Phone: 1-613-548-4570

- j. **Dissolution** – The subcommittee shall be dissolved upon submission and acceptance of its final report or upon the decision of the Executive Committee.

-
8. **Financial Committee Terms of Reference:** The Financial Review Committee is responsible for providing independent oversight of the financial records and practices of the Branch. This committee ensures compliance with the Royal Canadian Legion Financial Review Committee Handbook and supports transparency and accountability in financial management.

-
9. **Bar and Building Hours** - This policy outlines the standard operating hours for the bar at Limestone City Branch 560 and provides guidelines for adjustments due to unforeseen circumstances or operational needs. It ensures clarity, flexibility, and adherence to responsible service practices.

Standard Operating Hours - The standard bar hours will be posted prominently within the Branch. These hours are subject to periodic review and adjustment by the Executive Committee based on operational needs and member feedback.

Authority to Adjust Bar Hours:

a. **Bartender Discretion:**

- Bartenders have the authority to:
- Close the bar early if the number of customers does not justify remaining open.
- Extend bar hours by up to one (1) additional hour if warranted by customer demand.
- All adjustments must be recorded in the incident book, including the time and reason for the early closure or extension.

b. **Executive Member Authorization:**

- A bar hour extension beyond one (1) hour may be authorized by an Executive Member, with the concurrence of the bartender.
- The Executive Member authorizing the extension must not personally benefit from the event requiring extended hours.

c. **Post-Closure Policy:**

- **Member and Guest Departure** - Members and guests are permitted to remain on the premises for up to 45 minutes after the bar's official closing time.
- **Bartender Clearance:**
 - Bartenders are allowed an additional 15 minutes beyond the guest departure period to complete clearing and secure the bar.
 - The total time post-closure, including guest departure and bartender clearance, shall not exceed one (1) hour of paid time.

d. **Recording Requirements:**



**Branch 560
Kingston**

- All deviations from standard bar hours, including early closures or extensions, must be documented in the incident book with:
 - Date and time of the adjustment.
 - Reason for the adjustment.
 - Name of the bartender and, if applicable, the Executive Member authorizing the extension.
- e. **Compliance** - This policy ensures adherence to liquor license regulations and maintains a safe and welcoming environment for members, guests, and staff. Any deviations from this policy must be reported to the Executive Committee for review.

10. Building - This Building Policy establishes clear guidelines for the security, safety, and operational procedures related to the building's use and management. These measures are designed to ensure the integrity of the premises, the safety of members and staff, and adherence to responsible service practices.

Key Provisions:

a. **Building Hours**

- Building hours will be officer hours 9am to close only if Alarm has been deactivated.
- Access will only be members only through member key card or buzzed into the building.
- Members must vacate building if alarm must be set.

b. **Lock-Up Procedures:**

- All hard liquor must be securely locked up nightly to ensure proper storage and prevent unauthorized access.
- Lock-up will be conducted as outlined in the Daily Bar Procedures.
- Liquor bottles may remain on display shelves until after last call has been given but must be securely stored immediately afterward.

c. **Bar Area Access:**

- The duty bartender has sole control over access to the area behind the bar.
- Unauthorized individuals are not permitted behind the bar under any circumstances.

d. **Water Jugs on Bar** – Jugs of water will not be placed on the bar to maintain cleanliness and adherence to health and safety standards.

e. **Key Card Access:**

- Back Entrance - Key Card access will only be used at the back entrance of the building will remain unchained during hours of operation to ensure safe and accessible entry and exit.
- Front Entrance - Key Card access will be used at bartender discretion.

f. **Closing Time:**



**Branch 560
Kingston**

- The “crashing of doors” (securing and locking of all building access points) will be carried out at the bartender’s discretion, ensuring safety and convenience for members and staff.
- All final exit checks will be performed in alignment with the Daily Bar Procedures.
- No Member or Patron will remain in the building when final lock up is completed and alarms are set.

g. Responsibilities:

• Bartenders:

- Enforce lock-up procedures and ensure all liquor is secured nightly.
- Maintain control of access to the bar area and oversee closing activities.
- Monitor compliance with policies regarding liquor storage and access points.

- **Manager & Executive Committee** - Ensure all staff are adequately trained on this policy and related procedures.

11. Food Policy - The Royal Canadian Legion is committed to ensuring the safety and satisfaction of its members and guests while maintaining the integrity of its kitchen and bar operations. This policy establishes guidelines for the handling of food and beverages within the Legion premises.

Scope: This policy applies to all members, guests, and employees participating in activities at the Royal Canadian Legion. Exceptions are outlined below for specific events and circumstances.

Policy Directives:

a. Outside Beverages:

- No outside beverages are allowed within the Legion during operating hours.

b. Outside Food:

- Outside food is not permitted during Kitchen operating hours, with the following exceptions:
 - Birthday cakes, wedding cakes, retirement or anniversary desserts provided that the food is the responsibility of the party and all persons consuming are aware of ingredients and accept liability for allergies and foodborne illnesses.
 - Simple foods such as fruits or vegetables for medical purposes, limited to personal use and not for sharing.
- Snack foods (e.g., chips, chocolate, popcorn) are not permitted unless a room has been rented, and a signed contract explicitly allows such items.
- Cannabis edible (also called 'edibles', 'marijuana edibles') is any food or beverage item that contains cannabinoids. Cannabis edibles contain the psychoactive part of the cannabis plant, delta-9-Tetrahydrocannabinol (THC). However, cannabis edibles may also contain cannabidiol (CBD) or other types



**Branch 560
Kingston**

of THC are forbidden to be consumed on Limestone City Branch 560 Royal Canadian Legion property.

- Delivered food for members and public is allowed under the following conditions:
 - The Legion kitchen is closed.
 - The food is from an accredited restaurant with safe food handling practices.
 - The delivery is made by the restaurant or an accredited delivery service, not brought by an individual.
 - The delivered food does not duplicate items available for purchase at the Legion bar.

c. Private Functions:

- Room rentals for private functions may provide their own food or catering services.
- Responsibility for food quality and safety rests solely with the private function host or their chosen catering provider.
- Beverages are not permitted for private functions; all beverages must be purchased from the bar unless prior arrangements have been made with Management.

d. Enforcement – Manager, Members, guests, and employees must ensure adherence to these guidelines. Any individual found bringing unauthorized food or beverages will be asked to remove them. Refusal to comply will result in the individual being asked to leave the premises. Repeated violations may result in administrative action or denial of future entry.

e. Exceptions - Legion Events organized by the Ladies Auxiliary, such as Celebrations of Life, are exempt from this policy. These events must involve members with Safe Food Handling certification and utilize the on-site kitchen, which meets current safety standards and inspections.

f. Responsibilities - The Executive Committee, Bar and Office Manager, employees, and members are responsible for ensuring this policy is observed.

12. Entertainment Budget - Entertainment will have a monthly budget of determined at the Executive Meeting. This budget will be calculated on the current rates to days of regular entertainment and will be voted on at an in-camera meeting. The following conditions apply:

- When more is required, it must be passed at an Executive or General Meeting.
- Any member in good standing will be able to view the minutes on request.



**Branch 560
Kingston**

**The Royal Canadian
Legion
Limestone City Branch
560**

734 Montreal Street
Kingston, Ontario, K7K 3J4
Phone: 1-613-548-4570

- Individual entertainment prices will be only known between the Entertainment Committee, President, Duty Bartender, and Manager to protect confidentiality.
- Special Events (New Years, St-Patrick's) must have a budget

13. Employee Drug and Alcohol Misconduct - The Limestone City Branch 560 of the Royal Canadian Legion is committed to ensuring a safe, professional, and productive environment for its members, staff, and patrons. This Drug and Alcohol Policy outlines expectations and requirements regarding the use of drugs and alcohol prior to or during a shift for all employees and volunteers.

Policy Statement - All employees and volunteers of the Limestone City Branch 560 must report to work fit for duty and remain so while on duty. The use of drugs, alcohol, or other substances that impair performance, judgment, or safety is strictly prohibited before or during shifts.

Scope - This policy applies to all employees, volunteers, contractors, and other individuals representing the Limestone City Branch 560.

Key Provisions:

a. Prohibited Conduct:

- Consumption of alcohol or use of drugs (other than prescribed medications as outlined below) within eight (8) hours prior to the start of a shift.
- Being under the influence of alcohol, recreational drugs, or impairing medications while on duty.
- Possession or distribution of illegal drugs on Branch property.
- Use of prescribed medications that may impair performance without prior disclosure and approval.

b. Medications:

- Employees or volunteers using prescribed medications that may affect their ability to perform their duties must notify the President or the Manager in advance.
- Reasonable accommodations will be made where possible, provided the safety and functionality of the Branch are not compromised.

c. Alcohol Use on Branch Property:

- Alcohol may only be consumed on Branch property by employees or volunteers outside of their scheduled shifts and in a responsible manner.
- Employees or volunteers must not begin their shifts after consuming alcohol.

d. Acknowledgement:

- The Branch requires all employees to sign and Acknowledgement (Annex A) of this policy prior to starting work at the Limestone City Branch 560 Royal Canadian Legion.



**Branch 560
Kingston**

e. Disciplinary Action:

- Violation of this policy may result in disciplinary action, up to and including termination of employment or volunteering privileges.
- Incidents involving illegal substances will be reported to the appropriate authorities.

f. Support Services:

- Employees or volunteers struggling with substance use are encouraged to seek assistance from support services or Employee Assistance Programs (EAP) where applicable.
- Requests for help will be treated confidentially and without prejudice.

g. Responsibilities:

- Employees, Volunteers and Members: Adhere to this policy and report any concerns about substance use or impairment.
- Managers: Enforce this policy and address any suspected violations promptly and fairly.
- Branch Leadership: Provide education and resources about the effects of drugs and alcohol and support those seeking help.

14. Manager Requirements - The Manager is responsible for the day-to-day management and oversight of the Branch's facilities and bar operations. This role ensures the efficient, safe, and compliant functioning of the building and bar, aligning with the mission and values of the Royal Canadian Legion and applicable regulations.

Key Responsibilities:

a. Building Management:

- Collaborate with Committee Chairs on all bar and building issues.
- Ensure the maintenance and cleanliness of the Branch's facilities, including common areas, event spaces, and storage areas.
- Coordinate routine and emergency repairs, liaising with contractors and service providers as needed.
- Oversee compliance with health, safety, and accessibility standards, including fire safety and evacuation procedures.
- Maintain an inventory of building supplies and equipment, ensuring their availability and proper condition.

b. Bar Operations:

- Supervise the day-to-day operations of the bar, including inventory management, ordering supplies, and ensuring compliance with Alcohol and Gaming Commission of Ontario (AGCO) regulations.
- Schedule bar staff and ensure adequate coverage for all events and operational hours.



**Branch 560
Kingston**

- Train bar staff on responsible service practices, customer service, and Branch policies.
- Oversee cash handling procedures, including daily reconciliation and secure deposits.
- c. **Event Coordination:**
 - Collaborate with committees and members to support events held at the Branch.
 - Ensure bar and building resources are available and prepared for events, including room setups and special beverage requests.
- d. **Financial Oversight:**
 - Monitor bar and building budgets, ensuring expenditures are within approved limits.
 - Provide monthly financial and operational reports to the Executive Committee.
 - Identify opportunities to optimize revenue and reduce costs while maintaining service quality.
- e. **Policy Compliance:**
 - Enforce Branch policies regarding building and bar usage, including room rental agreements and bar service guidelines.
 - Address and document any incidents, ensuring they are reported to the Executive Committee.
- f. **Leadership and Communication:**
 - Serve as the primary point of contact for building and bar-related inquiries.
 - Foster a positive and professional environment among staff, volunteers, and members.
 - Communicate regularly with the Executive Committee, providing updates on operations and addressing any concerns.

15. Bar Staff Requirements - The Bartender is responsible for providing excellent customer service while ensuring the safe and efficient operation of the Royal Canadian Legion bar. This role involves maintaining compliance with all relevant regulations and promoting a welcoming atmosphere for members and guests.

Key Responsibilities:

a. Bar Operations:

- Prepare and serve beverages, including alcoholic and non-alcoholic drinks, in accordance with standard operating procedures and liquor laws.
- Ensure the bar area is clean, organized, and always fully stocked.
- Handle cash and operate a point-of-sale system accurately, including processing payments and balancing the till at the end of each shift.

b. Customer Service:

- Greet members and guests warmly and provide prompt, courteous service.



**Branch 560
Kingston**

- Address customer inquiries and concerns in a professional manner.
- Promote a positive and welcoming atmosphere within the bar area.

c. Regulatory Compliance:

- Adhere to all Liquor Licence and Control Act, 2019 (LLCA) regulations and Alcohol and Gaming Commission of Ontario (AGCO) requirements.
- Adhere to Smoke-Free Ontario Act as it applies to Employees and Property.
- Adhere to Clubhouse Rules.
- Verify the age and identification of patrons as necessary.
- Refuse service to intoxicated individuals and handle such situations diplomatically.

d. Safety and Hygiene:

- Ensure compliance with all health and safety standards, including food and beverage handling protocols.
- Maintain cleanliness in all areas of the bar, including counters, sinks, and glassware.
- Monitor the bar environment to ensure the safety of patrons and staff.
- Hands and fingernails must be clean, free from dirt and well-manicured.
- Hair must be well groomed and clean, shoulder-length hair must be tied back away from the face.

e. Dress Code:

- White or black shirts or blouses with at least ¼ sleeve or approved Legion golf shirt.
- Red tops which honour Veterans maybe worn on Fridays.
- Black trousers or slacks. Pant legs must be hemmed to ensure they are not dragging on the ground. Baggy or low-sitting pants are not permitted. Blue jeans, leggings, or sweatpants are not permitted.
- Outerwear such as hoodies and jackets are not permitted.
- Open-toed shoes or sandals are not permitted.
- All clothing, including shoes must be clean and in good shape. Discernible rips, tears or holes are not permitted.

f. Stock Management:

- Monitor inventory levels and notify the Manager or designated personnel of replenishment needs.
- Assist with the receipt, storage, and organization of bar supplies and inventory.

g. Team Collaboration:

- Work collaboratively with other bartenders, bar staff, executive and the Manager to ensure seamless operations.
- Communicate effectively with the Manager regarding issues, incidents, or suggestions for improvement.

h. Event Support:



**Branch 560
Kingston**

- Provide bar services for special events and assist with setup and teardown as required.
- Adapt to varying levels of activity during events and ensure efficient service.

16. N.S.F. Cheques - An administrative fee of fifty dollars (\$50.00) will be applied to process any returned cheques due to insufficient funds.

17. Members Use of Rooms - This policy outlines the guidelines for the use of rooms within the Royal Canadian Legion Branch premises to ensure equitable access for members and guests while maintaining the integrity of the Branch's operations. Exceptions to this policy apply during rented private functions.

Scope - This policy applies to all members, guests, and staff of the Royal Canadian Legion, except during times when rooms are rented for private functions under a signed rental agreement.

Policy Guidelines:

a. General Use:

- Rooms within the Branch are primarily intended for the use of members and their guests for activities that align with the mission and values of the Royal Canadian Legion.
- All room use must be approved by the Branch management or designated committee.

b. Priority of Use:

- Branch activities, events, meetings, and private rentals take precedence over casual use.
- Designated committee activities or official Legion events have priority scheduling.

c. Prohibited Uses:

- Rooms may not be used for activities that conflict with the values or purpose of the Royal Canadian Legion.
- Any unauthorized or disruptive use of rooms will result in removal and potential disciplinary action.

d. Private Functions Rental:

- During private functions, access to the rented room(s) is restricted to the host and their guests.
- Members and guests not associated with the function must respect the exclusivity of the space.
- Members and Employees of Limestone City Branch 560 are entitled to a discount on normal room rental charges as set by the Executive.



**Branch 560
Kingston**

e. Funeral Room Rentals:

- **Eligibility** - Rooms will be provided free of charge for funerals of:
 - Royal Canadian Legion Members.
 - Past Members of Limestone City Branch 560.
 - Veterans.

f. Room Booking Non-Rental:

- Members or committees wishing to use a room must submit a request to the Branch Executive or designated authority.
- Requests will be accommodated based on room availability and alignment with Branch priorities.
- Members, committees or non-charity organizations wishing to use a room for extra non-legion activities such as mini clubs, game leagues or entertainment venues activities may be charged a two-dollar (\$2.00) fee for bartender wage and cleaning fees.
- It is the responsibility of the organizer to ensure that rooms are left in the condition they were found unless otherwise specified.

g. Conduct and Care:

- Members and guests must maintain respect for Branch property and adhere to all posted rules while using rooms.
- Any damage to Branch property caused during use must be reported immediately and may result in financial liability.

h. Hours of Use - Room use must conclude within the hours of operation unless special permission is granted by the Executive Committee.

i. Compliance - All room use must comply with Branch policies, including those related to alcohol, safety, and conduct.

j. Enforcement - The Manager, along with Branch staff and the Executive Committee, are responsible for ensuring compliance with this policy.

i. Violations - Violations of this policy may result in loss of room use privileges.

18. Sick Leave - This policy provides guidelines for employee sick leave at Limestone City Branch 560, in compliance with the Ontario Employment Standards Act (ESA) and applicable labor laws. It ensures a fair and transparent process for managing employee absences due to illness while maintaining operational efficiency.

a. Eligibility - All employees, including full-time, part-time, and casual workers, are eligible for sick leave in accordance with the provisions outlined in this policy.

b. Entitlement:

- Personal Emergency Leave (PEL):
- Full Time Employees are entitled to up to three (3) paid sick days per calendar year but cannot be carried over.



**Branch 560
Kingston**

- Part Time Employees are entitled to up to three (3) unpaid sick days per calendar year as stipulated by Ontario labor laws.
- Additional paid or unpaid sick leave may be granted at the discretion of the Branch Executive Committee, depending on specific circumstances and contractual agreements.

c. Notification and Documentation:

• Notification:

- Employees must notify their supervisor or the Branch Manager as soon as possible when they are unable to work due to illness.
- Notification should include the expected duration of the absence.

• Documentation:

- For absences exceeding two (2) consecutive days, the Branch may require a medical certificate or other reasonable proof of illness.
- Documentation requirements must comply with the Ontario ESA, ensuring they are not overly burdensome for employees.

• Job Protection:

- Employees on sick leave are entitled to job protection in accordance with the ESA.
- The Branch will not penalize or terminate an employee for taking sick leave within their legal entitlements.

d. Responsibilities:

• Employees:

- Notify their supervisor promptly of any illness-related absence.
- Provide required documentation if requested for absences exceeding two (2) days.

• Branch Management:

- Maintain accurate records of employee sick leave.
- Ensure compliance with Ontario labor laws and this policy.
- Provide a supportive environment for employees returning to work after illness.
- Follow procedures for Emergency Sick Leave.

- e. Accommodations:** The Branch is committed to accommodating employees with disabilities or chronic illnesses in accordance with the Ontario Human Rights Code. Requests for accommodations should be directed to the Branch Manager or the Executive Committee.

19. Games Room - The games room contains two (2) 8 ball pool tables, two (2) snooker tables, and three (3) dartboards, all of which are available for use by



**Branch 560
Kingston**

**The Royal Canadian
Legion
Limestone City Branch
560**

734 Montreal Street
Kingston, Ontario, K7K 3J4
Phone: 1-613-548-4570

members and their guests. No specific game is given precedence over another, except during tournament play.

20. Overtime Hours - This policy outlines the guidelines for managing overtime at Limestone City Branch 560. The Branch is committed to ensuring fair and equitable treatment of staff while maintaining operational efficiency and adhering to budgetary constraints.

a. **Policy Statement:** The Branch's policy is not to pay overtime at premium rates. Staff members are hired for a maximum of 44 hours per week and may utilize any of the following options for hours worked beyond their regular schedule:

- **Limit Work to 40 Hours per Week** - Staff members may choose not to work more than 40 hours in any given week.
- **Time Off in Lieu** - Staff members may take equivalent time off during the following week to account for any hours worked over 44.
- **Regular Rate Compensation** - Staff members may opt to be paid at their regular hourly rate for hours worked over 44 in each week.

b. **Procedures:**

- Approval for Overtime Work - All overtime hours must be pre-approved by the Manager or a designated authority and the President.
- Agree to option above.

c. **Recording Overtime:**

- Staff must accurately record all hours worked beyond a 44-hour workweek.
- Time records must be submitted to the Manager for verification.

d. **Time Off in Lieu** - Time off in lieu must be scheduled in coordination with the Branch Manager or President to ensure minimal disruption to Branch operations.

e. **Payment for Overtime Hours** - If a staff member opts to receive payment for overtime hours, they will be compensated at their regular hourly rate.

f. **Responsibilities:**

• **Staff Members:**

- Notify the Manager in advance if overtime work is anticipated.
- Choose one of the available options for managing overtime and communicate their preference to the Manager.

• **Manager:**



**Branch 560
Kingston**

**The Royal Canadian
Legion
Limestone City Branch
560**

734 Montreal Street
Kingston, Ontario, K7K 3J4
Phone: 1-613-548-4570

- Contact the President or Acting President to approve or deny overtime requests based on operational needs.
- Ensure accurate tracking and implementation of overtime options chosen by staff.

21. Branch Privacy – Limestone City Branch 560 Royal Canadian Legion values your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you interact with our services, website, or events. Please read this policy carefully to understand our views and practices regarding your personal information.

a. **Information we Collect** - We may collect the following types of information:

• **Personal Identifiable Information (PII):**

- Name, email address, phone number, postal address, and other contact details.
- Membership details, such as roles within the club, dates of membership, and participation records.

• **Financial Information** - Payment details for membership dues, donations, or event registrations.

b. **How We Use Your Information** - We use your information for the following purposes:

- To manage membership and club communications.
- To process payments, donations, and event registrations.
- To comply with legal obligations and respond to legal inquiries.

c. **Information Sharing and Disclosure** - We do not sell or rent your personal information. However, we may share your information:

- With members of the service club for collaborative purposes.
- When required by law or in response to valid legal requests.

d. **Data Storage and Security** - We implement appropriate technical and organizational measures to protect your personal information. However, no method of transmission or storage is 100% secure. While we strive to protect your information, we cannot guarantee its absolute security.

e. **Children's Privacy** - Our services are not intended for individuals under the age of 19. We do not knowingly collect personal information from children. If we discover that we have collected information from a child, we will delete it promptly.



**Branch 560
Kingston**

**The Royal Canadian
Legion
Limestone City Branch
560**

734 Montreal Street
Kingston, Ontario, K7K 3J4
Phone: 1-613-548-4570

-
- 22. Branch Bursaries** - The Limestone City Branch 560 Bursary Policy outlines the eligibility criteria, application process, and governance for the Bursary Assistance Program. This program provides financial support to eligible individuals connected to Branch 560 members, ensuring equitable access to funding for educational purposes.
- a. **Eligibility** - Applicants must meet the following criteria to qualify for bursary assistance:
 - Be a member of Limestone City Branch 560 in good standing, or:
 - A Canadian or Commonwealth War Veteran, their spouse, or their children, grandchildren, stepchildren, or step-grandchildren.
 - b. **Application Process:**
 - Applicants must adhere to the guidelines established by the Branch for the Bursary Assistance Program.
 - Completed applications must be submitted to the Branch within the specified deadlines.
 - c. **Bursary Review Committee:**
 - **Composition:**
 - The committee will consist of no fewer than three (3) members.
 - Members may include any officer of the Branch, the Poppy Chair, or the Youth Education Chair.
 - The committee will be appointed as an ad hoc committee by the Branch President.
 - **Responsibilities:**
 - Review all submitted applications.
 - Assess eligibility and determine the allocation of funds.
 - Maintain confidentiality and impartiality throughout the review process.
 - **Decision** – The committee's decision to approve or reject an application is final and cannot be appealed.
 - d. **Funding** - The total bursary funding will not exceed five thousand dollars (\$5000.00) in any one Poppy Campaign year without prior approval from both the committee and the General Membership.
 - e. **Accountability** - The committee will report annually to the General Membership on the allocation of bursary funds and the overall performance of the program.
-
- 23. Branch Funding** - This policy ensures that all disbursements from Branch accounts, other than normal administrative or operating commitments, are subject to a standardized approval process to maintain transparency and financial accountability.



Branch 560

Kingston

Policy Guidelines:

a. **Written Requests for Disbursements:**

- All requests for disbursement of funds from Branch accounts, excluding normal administrative or operating commitments, must be submitted in writing.
- The written request should include:
 - A detailed description of the proposed expenditure.
 - The purpose and justification for the disbursement.
 - The estimated cost and any supporting documentation.

b. **Approval Process:**

- The written request must be reviewed and approved by the Branch President prior to any commitment for the expenditure being made.
- In the absence of the President, the Acting President may approve the request.
- No Executive Committee Member is authorized to commit Branch funds without prior approval.

c. **Record Keeping:**

- All approved requests must be documented and retained for financial records and auditing purposes.
- The Treasurer will maintain a record of all approved disbursements and their corresponding written requests.

d. **Compliance:**

- Any unauthorized expenditure may result in disciplinary action as determined by the Executive Committee.
- Members are encouraged to adhere strictly to this policy to ensure proper financial management and accountability.

e. **Responsibilities:**

- **Members and Committees** - Submit written requests for all non-administrative or non-operating expenditures.
- **President/Acting President** - Review and approve or deny written disbursement requests.
- **Treasurer** - Maintain records of all approved disbursements and ensure compliance with this policy.

24. Branch Correspondence - This policy establishes guidelines for handling incoming and outgoing correspondence to ensure effective communication and proper oversight within Limestone City Branch 560.

Policy Guidelines:

a. **Outgoing Correspondence:**

- All outgoing correspondence from the Branch, other than normal administrative or operational communications, must be approved by the Branch President.

Branch 560 Kingston

- In the absence of the President, the Acting President must review and approve such correspondence before it is sent.
- b. **Incoming Correspondence:**
 - All incoming correspondence will be opened by the Manager.
 - The Manager will forward correspondence to the appropriate chair and the Branch President as required.
 - Correspondence clearly marked as personal will not be opened and will be directed to the intended recipient.
- c. **Inter-Branch Correspondence:**
 - Inter-branch correspondence is exempt from this policy.
 - Members engaged in inter-branch communications must keep the Branch President and Manager updated on any and all new activities or developments.
- d. **Responsibilities:**
 - **Manager:**
 - Open and distribute incoming correspondence appropriately.
 - Maintain records of correspondence as necessary.
 - **Branch President/Acting President** - Review and approve outgoing correspondence to ensure alignment with Branch goals and policies.
 - **Members and Chairs** - Keep the President and Manager informed of new activities and developments involving correspondence.
- e. **Compliance** - Failure to adhere to this policy may result in administrative review or corrective action as deemed necessary by the Executive Committee. IAW Article 3 Process.

25. Travel Allowance - This policy establishes guidelines for travel funding and reimbursement for members of the Limestone City Branch 560 Royal Canadian Legion. It aims to ensure fair, cost-effective, and transparent use of Branch resources while supporting members' participation in approved events and training.

Policy Guidelines:

- a. **Cost Efficiency:**
 - Members are expected to minimize travel costs by carpooling and room sharing wherever practical.
 - Exceptions to carpooling or room sharing must be approved in advance by the Branch President, Sports Officer, or Training Chairman.
- b. **Approval Process:**
 - All travel requests must include a detailed itinerary and be submitted for vetting and approval to the Branch President, Sports Officer, or Training Chairman.
 - Travel within Zone G1 will not be subsidized unless specifically approved in advance by the Executive Committee.
- c. **Authorized Reimbursements:**



**Branch 560
Kingston**

- **President Travel Allowance** - The Branch will reimburse the President up to \$350.00 for travel to out-of-area District, Provincial, or Dominion Conventions.
- **Convention(s) Registration Fees** - The Branch will reimburse the cost of registration for Executive Members and Members attending Zone, District, Provincial, and Dominion Conventions.
- **Training** - The Branch will reimburse members for costs associated with Legion-approved training programs.

26. Convention Representation - This policy outlines the process for selecting and approving delegates to represent the Limestone City Branch 560 at Royal Canadian Legion conventions and establishes guidelines for registration and associated costs.

a. **Delegate Selection:** Delegates for conventions will be approved by the Branch President in the following order of priority:

1. President
2. 1st Vice President
3. 2nd Vice President
4. 3rd Vice President
5. Immediate Past President
6. Elected Members of the Executive Committee
7. Former Past Presidents
8. Committee Chairs
9. Members of the Branch in good standing

b. **Registration Fees:**

- The Branch will cover the registration fees for all approved delegates and observers attending Zone, District, Provincial, and Dominion Conventions.

c. **Accredited Voting Members** - The number of accredited voting members the Branch may send to a convention is determined by the Branch's membership size the remainder are in an observer non-voting capacity:

- For the first 100 voting members: 2 delegates
- For each subsequent 100 members or fraction thereof: 1 delegate

d. **Responsibilities:**

• **Delegates:**

- Represent the Branch professionally and in alignment with the values and mission of the Royal Canadian Legion.
- Participate actively in convention proceedings and report back to the Branch on outcomes and key discussions.

• **Branch President:**



Branch 560 Kingston

- Approve the list of delegates based on the outlined priority order.
- Ensure proper documentation is submitted for registration and delegate accreditation.
- **Branch Treasurer** - Process registration payments for all approved delegates and observers.
- e. **Compliance:**
 - Delegates must adhere to all convention rules and procedures.
 - Non-compliance or failure to represent the Branch appropriately may result in disqualification from future delegate opportunities.

27. Honours and Awards - This policy outlines the criteria, procedures, and responsibilities for the nomination, selection, and presentation of honours and awards at Limestone City Branch 560. The goal is to recognize and celebrate outstanding contributions, achievements, and service within the Legion and the community.

Scope: This policy applies to all members of Limestone City Branch 560, as well as individuals and organizations eligible for recognition by the Branch.

a. **Categories of Honours and Awards:**

- **Branch Service Awards** - Recognizes exceptional contributions to the operations and mission of the Branch.
- **Legion Honours** - Includes awards such as the Meritorious Service Medal (MSM) and Certificates of Appreciation, as governed by the Royal Canadian Legion By-Laws.
- **Community Recognition** - Acknowledges contributions made by non-members, organizations, or groups that support the objectives of the Royal Canadian Legion.

b. **Nomination Process:**

- **Eligibility** - Members in good standing or individuals/groups that have made significant contributions to the Branch, or the community are eligible for nomination.
- **Submission** - Nominations must be submitted in writing to the Honours and Awards Chairman. Nominations should include:
 - The nominee's name and contact information.
 - A detailed description of the nominee's contributions or achievements.
 - Supporting documentation, if applicable.
- **Deadline** - Nominations must be submitted by the announced deadline to be considered for that year's awards.



**Branch 560
Kingston**

c. Selection Process:

- **Honours and Awards Committee** - The Committee shall consist of at least three (3) members appointed by the Branch President and chaired by the Honours and Awards Chairman will review all nominations.
- **Nominations** - The nominations will be evaluated based on their alignment with the mission and values of the Royal Canadian Legion and the impact of the nominee's contributions.
- **Approval** - Recommendations by the Committee must be approved by the Branch Executive Committee.

d. Presentation of Awards:

- **Ceremonies** - Awards will be presented at an appropriate Branch event, such as the Annual General Meeting or a dedicated awards ceremony.
- **Documentation** - The Honours and Awards Chairman will ensure that all awards are documented in the Branch's records.

e. Responsibilities:

- **Honours and Awards Chairman:**
 - Oversee the nomination, selection, and presentation process.
 - Maintain accurate records of all awards presented.
- **Honours and Awards Committee** - Evaluate nominations impartially and recommend recipients to the Executive Committee.

28. Membership Fees - This policy establishes the membership fee structure for the Royal Canadian Legion Limestone City Branch 560. The fees are designed to ensure consistency, fairness, and alignment with the operational needs of the Branch.

Fee Structure:

a. Transfer, Reinstatement, and Renewal for Current Members - Annual Membership Fee: \$55.00

b. New Members:

- **January to June:**
 - Membership Fee: \$55.00
 - Administration Fee: \$10.00
 - Total: \$65.00
- **July to August:**
 - Membership Fee: \$27.50
 - Administration Fee: \$10.00
 - Total: \$37.50
- **September to December:**
 - Membership Fee: \$13.75



**Branch 560
Kingston**

- Administration Fee: \$10.00
- Total: \$23.75

c. Payment Details:

- **Fee Due Date** - Membership fees for renewals are due annually by December 31st for the upcoming year.
- **Members Playing Legion Sports** - No member will be permitted to participate in Legion Sports unless paid up for calendar year.
- **Membership Fee Calculations** - New member fees will be calculated based on the month of application and prorated accordingly.
- **Refunds** - Membership fees are non-refundable except in cases of administrative error or special approval by the Executive Committee.
- **Administrative Fee** - The \$10.00 administration fee for new members covers the cost of processing and onboarding.

29. Patron Dress Code - This policy establishes the dress code for members and guests within the clubhouse of Limestone City Branch 560. It ensures a respectful and welcoming environment while allowing flexibility for specific occasions.

Policy Guidelines:

a. General Dress Code:

- All attire must be clean, neat, and appropriate for a family-friendly environment.
- Offensive, inappropriate, or overly revealing clothing is not permitted.

b. Headwear:

- Headwear is generally not allowed in the clubhouse, except:
 - After 6:00 PM on Fridays and Saturdays.
 - Events featuring public entertainment.
 - During themed parties or events where headwear is part of the theme.

c. Themed Parties and Special Events:

- Themed attire is encouraged for designated events.
- The Duty Bartender will ensure that themed costumes remain respectful and conform to Branch standards.

d. Enforcement:

- The Duty Bartender is responsible for monitoring compliance with the dress code.
- Members will not address patrons on dress code, they may report it to Bartender.
- Bartender will consult dress code guide in Appendix.
- Guests or members not adhering to the dress code may be asked to modify their attire or leave the premises.

e. Annex Reference:



**Branch 560
Kingston**

- The attached Appendix provides detailed examples of acceptable and unacceptable attire.
- The annex will be updated periodically to reflect evolving standards and feedback.

Responsibilities:

a. Duty Bartender:

- Enforce the dress code consistently and respectfully.
- Address any disputes or concerns regarding attire.

b. Members and Guests:

- Adhere to the dress code while on Branch premises.
- Respect the decisions of the Duty Bartender.

30. Animal Policy - This policy outlines the guidelines for the presence of animals within the Limestone City Branch 560 Royal Canadian Legion, which owns and operates a kitchen and dining room. The policy ensures compliance with Ontario laws and health regulations while fostering a welcoming and safe environment for members, guests, and staff.

Definitions

a. Service Animals – Service animals are specially trained to assist individuals with disabilities. They are legally recognized under the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code and are permitted in public spaces, including dining areas. Examples include but are not limited to:

- Guide dogs for individuals with visual impairments.
- Hearing dogs for individuals who are deaf or hard of hearing.
- Medical alert dogs for conditions such as epilepsy or diabetes.
- Mobility assistance animals.

b. Emotional Support Animals (ESA) – ESAs provide comfort and therapeutic benefits to their owners but are not legally recognized as service animals under Ontario law. As such, ESAs do not have the same public access rights as service animals and are subject to restrictions in areas where food is prepared and served.

c. Pets – Pets are animals kept for companionship and personal enjoyment. They do not have specialized training to assist individuals with disabilities and are not permitted inside the Legion building, including the kitchen and dining areas, except under specific circumstances.



Branch 560

Kingston

Policy Guidelines

a. Service Animals :

- Service animals are permitted in all public areas of the Legion, including the dining area, but are not permitted in the kitchen or food preparation areas in accordance with Ontario health and safety regulations.
- Handlers must keep service animals under control at all times.
- The Legion may request documentation verifying that the animal is a trained service animal but cannot request specific details about the handler's disability.
- Service animals are not required to wear specific vests or harnesses, but they must be leashed or harnessed unless it interferes with their ability to assist their handler.

b. Emotional Support Animals:

- ESAs are not permitted inside the Legion building, as they are not classified as service animals under Ontario law.
- Special exceptions may be made for private events where ESAs are required for individual well-being. Requests must be submitted in writing to the Branch Executive for approval.

c. Pets:

- Pets are not permitted inside the Legion building, except for:
- Outdoor Legion events where pets are specifically allowed.
- Special occasions or themed events as approved by the Executive Committee.
- If permitted on Legion property, pets must be leashed and under the control of their owner at all times.

d. Health and Safety Compliance:

- The presence of animals in food preparation areas (kitchen) is strictly prohibited except for official inspections by service animals trained to detect allergens or other hazards.
- Food handlers and staff must follow Ontario Food Premises Regulation (O. Reg. 493/17) to maintain hygiene standards.

e. Member and Guest Responsibilities:

- Owners are responsible for cleaning up after their animals.
- Animals are required to be leashed at all times.
- Animals are required to remain on the ground at all times.
- Animals are required to be under the immediate control of the owner.
- Owners are legally responsible for any damages that might be caused by their animal.
- Animals that display aggressive behavior or cause disruptions may be asked to leave.



**Branch 560
Kingston**

**The Royal Canadian
Legion
Limestone City Branch
560**

734 Montreal Street
Kingston, Ontario, K7K 3J4
Phone: 1-613-548-4570

f. Compliance:

- This policy aligns with the Accessibility for Ontarians with Disabilities Act (AODA), the Ontario Human Rights Code, and the Ontario Food Premises Regulation (O. Reg. 493/17).
- The Legion reserves the right to modify this policy as needed to maintain compliance with provincial regulations.
- Failure to comply with this policy may result in removal from the premises.



**Branch 560
Kingston**

**The Royal Canadian
Legion
Limestone City Branch
560**

734 Montreal Street
Kingston, Ontario, K7K 3J4
Phone: 1-613-548-4570

Limestone City Branch 560 Procedures

A procedure is a document that instructs employees, executives, membership and patrons on executing one or more activities of a business process. It describes the sequence of steps and specifies for each step what needs to be done, often including when the procedure should be executed and by whom.

- 1. Employee Emergency Leave** - This procedure outlines the process for granting emergency leave to employees at Limestone City Branch 560, ensuring fairness, consistency, and compliance with the Ontario Employment Standards Act (ESA).

a. Steps for Requesting and Granting Emergency Leave

1) Eligibility:

- Emergency leave may be granted for urgent and unforeseen circumstances, such as:
 - Illness or injury of the employee or a family member.
 - Death of a family member.
 - Urgent personal matters requiring immediate attention.

2) Employee Request:

- The employee must notify their supervisor or the Branch Manager as soon as possible, either in person, by phone, or email.
- The employee should provide:
 - The reason for the emergency leave.
 - The anticipated duration of the leave.
 - Any supporting documentation, if applicable (e.g., medical certificate, obituary notice).

3) Approval Process:

- The Branch Manager will review the request promptly.
- Approval will be based on:
 - The nature of the emergency.
 - The operational needs of the Branch.
 - Compliance with the employee's entitlements under the ESA.
- If the Branch Manager is unavailable, the President or Acting President will make the decision.

4) Communication of Decision:

- The Branch Manager will communicate the decision to the employee as soon as possible.
- If the leave is approved, the employee will be informed of the following:
 - Duration of the leave.
 - Any expectations for maintaining communication during the leave.

5) During the Leave:



**Branch 560
Kingston**

- The employee is expected to remain in contact with the Branch Manager for updates, especially if the duration of the leave changes.

6) Return to Work:

- Upon returning, the employee must provide any required documentation confirming the reason for the leave, if not already submitted.
- The Branch will reinstate the employee to their original position or a comparable position as per the ESA.

b. Emergency Leave Guidelines:

- **Paid vs. Unpaid Leave** - Emergency leave is unpaid unless otherwise specified in the employee's contract or collective agreement.
- **Confidentiality** - All information related to the leave request will be kept confidential and shared only with those directly involved in the approval process.
- **Limits on Leave** - Employees are entitled to up to three (3) unpaid days of emergency leave per calendar year, as per the ESA.

c. Responsibilities:

• **Employee:**

- Notify the Branch of the need for emergency leave promptly.
- Provide supporting documentation if required.

• **Branch Manager:**

- Assess and approve or deny leave requests in a timely manner.
- Ensure compliance with the ESA and Branch policies.

- **Executive Committee** - Review leave procedures periodically to ensure fairness and compliance

2. Death of a Member - This procedure outlines the steps to be taken when a member of the Limestone City Branch 560 passes away. It ensures timely communication, respect for the family's wishes, and appropriate recognition of the member's contributions to the Branch.

a. Procedure:

1) Initial Notification – Whoever receives information regarding the death of a member shall immediately inform the Membership Chair by phone via the Branch Phone and provide as much detail as possible.

2) Confirmation of Membership:

- The Membership Chair will confirm the deceased's membership status and notify the Branch Chaplain and President.
- The Membership Chair will await further instructions from the Branch Chaplain and President.

3) Alternate Step if Membership Chair is Unavailable - If the Membership Chair cannot be contacted, notify the Branch President.



**Branch 560
Kingston**

4) Family Contact - The Branch Chaplain will contact the deceased member's family to:

- Offer condolences on behalf of the Branch.
- Determine the family's wishes regarding the Branch's involvement in arrangements.
- Gather information about memorial or funeral services and any requests for Branch participation.

5) Branch Involvement - Based on the family's preferences, the Chaplain will:

- Notify the President of the need for a Colour Party or ceremonial presence.
- Coordinate with the Colour Party to ensure proper representation.

6) Memorial Recognition – The Membership Chair shall provide the Secretary with the following information:

- Details for inclusion on the Memorial Board in the Clubhouse.
- Information for the "Last Post" section of the Branch website.
- Content for the Branch newsletter.

7) Communication: Ensure all relevant details are communicated promptly to involved parties, including the Executive Committee and other members as appropriate.

b. Responsibilities:

• Membership Chair:

- Confirm membership status and notify key individuals.
- Provide information for memorial recognition.

• Branch Chaplain:

- Contact the family and determine their wishes for Branch involvement.
- Communicate requirements for Colour Party and ceremonial participation to the President.

• President - Oversee the execution of Branch involvement as determined by the family's wishes.

• Secretary - Update the Memorial Board, Branch website, and newsletter with appropriate information.

3. Cash Register Procedure

Steps for Register Management

1) Printing the Cash Register Tape:

- At the end of the shift, print the cash register tape.
- Attach the tape to the Bar Report for documentation.

2) Logging Payouts:

- Record all payouts on the Bar Report, including:
 - Winning Nevada ticket amounts paid out.
 - Payments made for band fees, Wilton Cheese deliveries, or other expenses.



**Branch 560
Kingston**

3) Calculating Cash to Remove:

- Determine total bar sales from the cash register tape.
- Subtract the amount paid out (e.g., Nevada payouts, band fees) from total sales.
- The remaining amount is what should be removed from the cash register and placed in the envelope.

4) Counting the Float:

- Count the cash remaining in the register tray to ensure it equals the original float of \$400.00.
- If the remaining cash is not \$400.00, adjust the envelope amount to balance the register float.
- Log any adjustments on the Bar Report as an overage or shortage.

5) Managing Change:

- Retain sufficient small denominations (5's, 10's, loonies, and toonies) in the register for making change.
- Exchange larger denominations (20's, 50's, and 100's) from the main float to replenish the envelope.

6) Nevada Float Specifics:

- Maintain 50's and 100's in the Nevada float for large payouts.
- Avoid using small denominations from the Nevada float for payouts, as this may inconvenience customers.

7) Final Documentation:

- Ensure all transactions, adjustments, and payouts are clearly logged on the Bar Report.
- Secure the envelope with the cash removed from the register and submit it according to Branch procedures.

Additional Notes:

- *Ensure all cash handling is done securely and in view of a witness if possible.*
- *Report discrepancies or issues to the Bar Manager immediately.*

-
- 4. Bar Incidents** - This procedure outlines the steps for tracking and logging incidents occurring at the bar of Limestone City Branch 560. It ensures proper documentation, accountability, and compliance with Branch policies and applicable regulations.

a. Steps for Tracking and Logging Incidents

1) Immediate Response:

- Address any immediate safety concerns and de-escalate the situation if possible.
- Call for assistance from the Bar Manager or on-duty supervisor as necessary.

Branch 560 Kingston

- Contact emergency services if the incident involves threats to safety, violence, or medical emergencies.

2) Documenting the Incident:

- Use the designated Incident Report Form to document the incident as soon as it is safe to do so.
- Include the following details:
 - *Date and time of the incident.*
 - *Names of individuals involved (staff, members, or guests).*
 - *Description of the incident, including actions taken.*
 - *Names of witnesses, if any.*
 - *Any injuries or damages resulting from the incident.*

3) Reporting to Management:

- Submit the completed Incident Report Form to the Bar Manager or Branch Manager before the end of the shift.
- For significant incidents, immediately notify the Branch President and Executive Committee.

4) Logging Incidents:

- The Bar Manager will log all incidents in the Incident Log Book, which is securely stored at the Branch.
- Each entry should include a brief summary of the incident, the date, and a reference to the corresponding Incident Report Form.

5) Follow-Up Actions:

- Management will review the incident and determine if further action is required, such as:
 - *Contacting law enforcement.*
 - *Addressing complaints or concerns with staff or patrons.*
 - *Revising policies or procedures to prevent future incidents.*
- Document any follow-up actions taken in the Incident Log Book.

6) Retention of Records:

- Incident reports and the logbook will be retained for a minimum of five (5) years or as required by legal and regulatory guidelines.
- Access to incident records is restricted to authorized personnel only.

b. Types of Incidents to Report:

- Disruptive behavior or altercations.
- Violations of Branch policies or AGCO regulations.
- Injuries or medical emergencies.
- Property damage.
- Over-service or refusal of service.

c. Responsibilities:

• Bartenders:

- Document incidents promptly and accurately.



Branch 560 Kingston

- Notify the Bar Manager of any significant issues.
- **Bar Manager:**
 - Ensure all incidents are properly logged and addressed.
 - Conduct follow-ups and report significant incidents to the Executive Committee.
- **Executive Committee** - Review significant incidents and take necessary actions to uphold Branch policies and safety.

5. Daily Protocol

a. Duty Bartender Procedures:

i. Day Shift

1) Start of Day:

- Put up flags.
- Count and verify floats.
- Unlock the fridge and liquor cabinet.
- Open the point-of sale (POS) system.
- Set up and start the glasswasher.

2) Administrative Tasks:

- Insert the Nevada pin and record the starting number.
- Count empty beer bottles and record the amount.
- Check the calendar and room rental contracts for that day.

3) Stocking and Maintenance:

- Fill the fridge with beverages.
- Clean tables as needed.

4) End of Shift:

- Log out of Nevada and record the closing number.
- Print out a Z tape and log out of the POS system.
- Remove the cash register tray and complete the daily bar report.
- Confirm and verify the A Float.

i. Night Shift

1) Start of Shift:

- Bring in flags.
- Count and verify till B.
- Switch tills with A shift after they have printed their Z report.
- Log on the POS system.

2) Administrative Tasks:

- Insert the Nevada pin and record the starting number.
- Check the calendar and room rental contracts for that day.



**Branch 560
Kingston**

**The Royal Canadian
Legion
Limestone City Branch
560**

734 Montreal Street
Kingston, Ontario, K7K 3J4
Phone: 1-613-548-4570

3) Stocking and Maintenance:

- Fill the fridge with beverages.
- Put away liquor bottles.
- Empty and clean the dishwasher.
- Wipe down tables.

4) Inventory and Security Checks:

- Perform a beer and cigarette count.
- Clean the tables as needed.

5) End of Day:

- Empty and clean the glasswasher.
- Clean bar top.
- Count empty beer bottles and record the number.
- Print out Z tape and log out of the POS system.
- Log out of Nevada and record the closing number.
- Remove the cash register tray and complete the daily bar report.
- Confirm and verify the B till and Main Float.

6) Security Checks and

- Conduct a full security check of the premises.
- Open all bathroom doors and ensure no water is running in the sinks or toilets.
- Lock the safe.
- Lock all doors securely.
- Turn off all lights.
- Set the alarm code.

b. Custodian Procedures:

1) Daily Cleaning:

- Sweep and mop floors in the bar, hall, and restroom areas.
- Empty all trash bins and replace liners.
- Clean restrooms, including sinks, toilets, and mirrors.

2) Maintenance Checks:

- Report any maintenance issues (e.g., leaks, broken fixtures) to the Manager.
- Refill restroom supplies (soap, paper towels, toilet paper) as needed.

3) Special Tasks:

- Assist with setting up or cleaning after events as scheduled.
- Maintain exterior cleanliness, including entrances and pathways.

4) Weekly Deep Cleaning:

- Conduct detailed cleaning tasks (e.g., dusting high surfaces, cleaning windows) as assigned.

c. Manager Procedures

1) Morning Tasks:

- Review daily reports submitted by bartenders.



Branch 560 Kingston

- Verify and reconcile floats and previous day's cash deposits.

2) Operational Oversight:

- Check stock levels and place orders for supplies (e.g., beverages, cleaning materials) as needed.
- Ensure that all scheduled employees have arrived and are prepared for their shifts.

3) Staff Management:

- Conduct brief meetings with staff to discuss daily goals and address any concerns.
- Approve any necessary shift adjustments or overtime.

4) Administrative Duties:

- Monitor and update schedules as needed.
- Handle correspondence and coordinate with suppliers, vendors, and external parties.

5) Facility Management:

- Inspect the building for any maintenance issues and coordinate repairs as needed.
- Ensure that all health and safety regulations are met.

6) End of Day:

- Review and sign off on bartender reports and closing procedures.
- Address any incidents or discrepancies that occurred during the day.

6. Employee Discipline – This procedure outlines a progressive disciplinary process for employees at Limestone City Branch 560, ensuring fairness, consistency, and compliance with Ontario Labour Laws.

The Branch follows a progressive discipline process, escalating through levels based on the nature and severity of the infraction. The goal is to provide employees with opportunities to correct their behaviour or performance while maintaining a respectful and compliant workplace.

a. Progressive Discipline and Termination Processes:

1) Verbal Warning

- **When Issued** - For minor infractions or first-time offenses.
- **Process:**
 - The supervisor discusses the issue with the employee privately.
 - Clearly communicate the behavior or performance concern and expectations for improvement.
 - Document the conversation, including the date, issue, and agreed-upon actions, for internal records.

2) Written Warning

- **When Issued:** For repeated minor infractions or more serious offenses.
- **Process:**

Branch 560 Kingston

- Provide the employee with a written warning outlining the issue, prior discussions, and required corrective actions.
- The employee and supervisor sign the warning to acknowledge receipt (signature does not imply agreement).
- Place a copy of the warning in the employee's personnel file.

3) Suspension

- **When Issued:** For continued infractions after a written warning or for serious misconduct.
- **Process:**
 - Notify the employee in writing of the suspension, including the reason, duration, and expectations upon return.
 - Meet with the employee upon their return to review expectations and address any questions.
 - Document the suspension in the employee's personnel file.

4) Termination

- **When Issued:** For gross misconduct, egregious violations of workplace policies, or failure to improve after prior disciplinary actions.
- **Process:**
 - Conduct a thorough investigation to gather all relevant facts.
 - Provide the employee with a termination letter, outlining the reasons and final pay details, including any severance or notice entitlements as per the Ontario Employment Standards Act (ESA).
 - Ensure compliance with ESA requirements for termination, including pay in lieu of notice, severance pay (if applicable), and final payment of outstanding wages or vacation pay.

b. General Guidelines:

- **Documentation** - Maintain accurate records of all disciplinary actions, including dates, details, and outcomes.
- **Communication** – Ensure all disciplinary discussions are conducted privately and respectfully.
- **Consistency** – Apply disciplinary actions consistently across all employees to avoid discrimination or favoritism.
- **Legal Compliance** – Follow all applicable labour laws, including those outlined in the Ontario Employment Standards Act and Human Rights Code.
- **Right to Representation** – Employees may request a representative or witness during disciplinary meetings.

c. Responsibilities:

- **Manager:**
 - Enforce workplace policies and initiate disciplinary actions as needed.



**Branch 560
Kingston**

- Document and report all disciplinary actions to the Executive through the President.
- **Executive:**
 - Oversee the disciplinary process to ensure compliance with policies and laws.
 - Review and approve all terminations.

7. Lottery – The Limestone City Branch 560 Royal Canadian Legion is committed to operating all lottery activities in full compliance with the regulations and guidelines established by the Alcohol and Gaming Commission of Ontario (AGCO). The following Procedures will be followed for Branch Lottery Events:

a. 50/50 – This procedure establishes the guidelines for conducting 50/50 draws at Limestone City Branch 560 to ensure transparency, fairness, and compliance with applicable rules.

Procedure:

- 1) Appointment of Ticket Seller** - The Lotto Chair will appoint an individual to sell tickets for the draw at all events as required.
- 2) Ticket Sales and Cash Handling** - When ticket sales are completed, the seller will count the cash from all ticket sales in the presence of a witness. 50% of the total cash collected will be turned over to the bartender on duty to be recorded and deposited into the cash register.
- 3) Drawing the Winner** - The seller, in full view of most buyers, will appoint a neutral person to draw one ticket. The remaining 50% of the collected funds will be presented as the prize to the buyer holding the ticket that matches the numbers on the drawn ticket.
- 4) Cash Management** - No cash will be removed from the ticket sales other than the amounts stated above. The prize amount must equal the total sales revenue, divided as 50% to the Branch and 50% to the winner.

Responsibilities:

- **Lotto Chair** - Ensure proper oversight of ticket sales and adherence to this procedure.
- **Ticket Seller** - Handle ticket sales, count cash in the presence of a witness, and appoint a neutral person for the draw.
- **Bartender on Duty** - Record and deposit the Branch's portion of the proceeds into the cash register.

b. Raffle – This procedure establishes the guidelines for conducting raffle draws at Limestone City Branch 560 to ensure transparency, fairness, and compliance with applicable rules and regulations.

Branch 560

Kingston

Procedure:

- 1) **Appointment of Ticket Seller** - The Lotto Chair will appoint an individual to sell tickets for the draw at all events as required.
- 2) **Ticket Sales and Cash Handling** - When ticket sales are completed, the seller will count the cash from all ticket sales in the presence of a witness.
- 3) **Drawing the Winner** - The seller, in full view of most buyers, will appoint a neutral person to draw one ticket. The item raffled will be presented as the prize to the buyer holding the ticket that matches the numbers on the drawn ticket.
- 4) **Cash Management** - No cash will be removed from the ticket sales.

Responsibilities:

- **Lotto Chair** - Ensure proper oversight of ticket sales and adherence to this procedure.
- **Ticket Seller** - Handle ticket sales, count cash in the presence of a witness, and appoint a neutral person for the draw.
- **Bartender on Duty** - Record and place the Branch's portion of the proceeds into the Lotto envelope.

- c. **Catch The Ace** – This procedure outlines the steps for conducting a Catch the Ace lottery at Limestone City Branch 560 in compliance with the Alcohol and Gaming Commission of Ontario (AGCO) regulations. It ensures transparency, fairness, and proper management of funds.

Procedure:

1) Licensing and Compliance:

- Obtain the appropriate lottery license from the AGCO before starting the Catch the Ace lottery.
- Ensure all rules and conditions outlined in the AGCO license are strictly followed.

2) Ticket Sales:

- Appoint designated individuals to sell tickets during the event.
- Record all ticket sales, ensuring each participant receives a ticket with a unique number.
- Retain a corresponding stub or duplicate of each ticket for the draw.

3) Drawing the Ticket:

- Arrange a volunteer to video each draw.
- At the designated time, draw one ticket in the presence of attendees.
- Announce the winning ticket number and verify the winner's ticket.

4) Selecting a Card:

- The ticket holder selects a card from a standard deck of 52 cards, which has been sealed and verified before the lottery begins.



Branch 560 Kingston

- Ensure the deck is displayed to attendees at the start of the event to confirm it is complete and untampered.
- If the Ace of Spades is drawn, the ticket holder wins the accumulated jackpot.
- If any other card is drawn, the card is removed from the deck, and the remaining cards are resealed for the next draw.

5) Prize Distribution:

- Award a percentage of the ticket sales (e.g., 20%) as a consolation prize to the ticket holder if the Ace of Spades is not drawn.
- Allocate the remaining funds to the progressive jackpot, which carries over to the next draw.
- Record all prize distributions in a logbook.

6) Financial Management:

- Deposit all funds collected from ticket sales into a dedicated lottery account.
- Maintain accurate records of ticket sales, prize distributions, and expenses related to the lottery.

7) Promotion and Communication:

- Advertise the lottery and the jackpot amount according to AGCO guidelines.
- Include license numbers on all promotional materials.

8) Closing the Lottery:

- When the Ace of Spades is drawn, the lottery concludes.
- Submit a financial report to the AGCO, including total sales, prize amounts, and any expenses, as required by the license conditions.

Responsibilities:

- **Lotto Chair** - Oversee the operation of the lottery to ensure compliance with AGCO regulations. Ensure all volunteers are trained and aware of the rules and procedures.
- **Ticket Sellers** - Manage ticket sales and handle cash responsibly.
- **Event Participants** - Follow the rules of the lottery and respect the decisions of the organizers.

d. Horse Racing – This procedure establishes guidelines for conducting a Horse Racing Game of Chance at Limestone City Branch 560 in compliance with the Alcohol and Gaming Commission of Ontario (AGCO) regulations. It ensures that the game is conducted fairly, transparently, and responsibly.

Procedure:

1) Licensing and Compliance:

- Obtain the appropriate lottery license from the AGCO before conducting the Horse Racing Game of Chance.



Branch 560 Kingston

- Ensure all AGCO rules and conditions outlined in the license are strictly adhered to.

2) Game Setup:

- Use a licensed game format or equipment that is approved by the AGCO.
- Clearly display the rules of the game, including how bets are placed, how winners are determined, and the prize structure.
- Ensure that the game area is monitored by designated staff or volunteers to maintain integrity.

3) Ticket Sales:

- Assign designated individuals to sell tickets or accept wagers for the game.
- Record all bets and provide participants with a ticket or receipt for each wager.
- Maintain accurate records of all ticket sales or wagers placed.

4) Game Execution:

- Conduct the race simulation or random draw in full view of participants.
- Ensure the outcome of the race is determined entirely by chance, with no interference or manipulation.
- Announce the results of the race immediately after it concludes.

5) Prize Distribution:

- Award prizes based on the predetermined payout structure, as stated in the rules.
- Document all prize distributions, including the recipient's name and the amount or value of the prize.

6) Financial Management:

- Deposit all funds collected from ticket sales or wagers into a dedicated lottery account.
- Maintain detailed records of ticket sales, wagers, prize distributions, and expenses.
- Ensure that no funds are removed from the proceeds except as authorized for prize payouts and allowable expenses.

7) Promotion and Communication:

- Advertise the game and prizes according to AGCO guidelines.
- Include the lottery license number on all promotional materials.

8) Audit and Reporting:

- Submit a financial report to the AGCO after the event, detailing total revenue, prizes awarded, and any allowable expenses.
- Retain all records related to the game for the period specified by AGCO regulations.

Responsibilities:

- **Lotto Chair** - Oversee the organization and execution of the game to ensure compliance with AGCO rules.



Branch 560 Kingston

- Train volunteers or staff involved in the game on proper procedures and regulations.
- **Game Operators** - Facilitate ticket sales or wagers and manage the game equipment responsibly.
- **Participants** - Adhere to the game rules and respect the decisions of the organizers.

e. Social Gaming – This This procedure establishes the guidelines for conducting social gaming card activities at Limestone City Branch 560 in compliance with the Alcohol and Gaming Commission of Ontario (AGCO) regulations. The goal is to provide an enjoyable gaming experience while ensuring adherence to legal requirements.

Procedure:

1) Licensing and Compliance:

- Obtain the appropriate license from the AGCO for social gaming card activities before starting any games.
- Ensure all games comply with the terms and conditions of the AGCO license.
- Display the license prominently at the venue during the gaming session.

2) Game Setup:

- Use standard playing cards or approved gaming materials.
- Clearly outline and display the rules of the games being played, including any limits on stakes or prizes.
- Ensure all equipment used for the games is in good condition and tamper-free.

3) Player Participation:

- Participation in social gaming card activities is limited to members and their invited guests.
- Players must be at least 18 years of age to participate.

4) Game Operation:

- Appoint a designated individual (e.g., a dealer or game coordinator) to manage the games and ensure fair play.
- No house advantage or rake is allowed; all winnings must be distributed among players as outlined in the rules.
- Collect and record all stakes in a transparent manner, ensuring that all players understand how prizes are determined.

5) Financial Management:

- Maintain accurate records of all stakes collected and prizes awarded.
- Ensure that any funds used for gaming activities comply with AGCO regulations.
- No funds may be diverted to the Branch's accounts unless explicitly allowed under the AGCO license.



**Branch 560
Kingston**

**The Royal Canadian
Legion
Limestone City Branch
560**

734 Montreal Street
Kingston, Ontario, K7K 3J4
Phone: 1-613-548-4570

6) Promotion and Communication:

- Advertise the gaming event in compliance with AGCO guidelines.
- Include the license number on all promotional materials.

7) Monitoring and Security:

- Assign a staff member or volunteer to monitor the gaming area to ensure compliance with the rules and prevent any unauthorized activities.
- Address any disputes or issues immediately to maintain the integrity of the games.

8) Audit and Reporting:

- Prepare a financial report for each gaming session, detailing stakes collected, prizes awarded, and any allowable expenses.
- Submit required reports to the AGCO as specified in the license conditions.
- Retain all records for the period required by AGCO regulations.

Responsibilities:

• Lotto Chair:

- Ensure all gaming activities comply with AGCO regulations.
- Oversee the organization and operation of social gaming card events.

• Game Coordinator - Manage the gaming session and enforce the rules of play. Record and report all financial transactions related to the games.

• Participants - Follow the rules of play and respect the decisions of the game coordinator.

Compliance: Failure to adhere to this procedure may result in penalties or revocation of the Branch's license. All participants and organizers must strictly comply with AGCO regulations.

8. Procedure for Amending the By-Laws, Clubhouse Rules, and Policy and Procedure Manual.

- 1) The by-laws shall be reviewed once yearly by the Branch executive or an appointed By-laws committee to determine if all articles and sections are in the best interest of the Branch and of the Royal Canadian Legion.
- 2) Any voting member in good standing may submit an amendment in writing with reasons for such an amendment to the bylaws committee. Notice of Motion shall be posted in the branch for one month in advance of the debate and vote on such amendments.
- 3) To approve an amendment a two-third majority of members present shall be necessary, subject to the approval of the Ontario Command By-Laws Committee.
- 4) The Annex's and Appendix's will be exempt from membership approval as they will be corrected based on Committee Chair After Action Reports.

-
- 9. Emergency Policy and Procedure Update** – This procedure outlines the process for implementing emergency amendments to the Policy and Procedure Manual at Limestone City Branch 560. It ensures that urgent changes can be made while maintaining transparency and compliance with regulatory, legal, and organizational requirements.

Procedure:

1) Emergency Amendments:

- In cases where a policy or procedure contravenes any regulations, by-laws, civil, criminal laws or is a health and safety issue or affects the good and welfare of the Limestone City Branch 560 the Executive Committee is authorized to adjust the policy immediately without a Notice of Motion.
- Such adjustments will be documented and communicated to the Branch membership as soon as practicable.

2) Notice of Motion:

- All other emergency amendments to the Policy and Procedure Manual must be ratified through a formal Notice of Motion at the next General Meeting.
- The Notice of Motion must include:
 - A clear description of the proposed amendment.
 - The rationale for the change.
 - Any supporting documentation or references to regulatory requirements.

3) Approval Process:

- The proposed amendment will be presented to the membership for discussion at the next General Meeting.
- Final approval of the amendment will occur through a vote at the following General Meeting.

4) Record Keeping:

- All emergency amendments, including those made by the Executive Committee and those ratified by the membership, must be recorded in the minutes of the relevant meetings.
- Updates to the Policy and Procedure Manual will be published promptly and distributed to all relevant parties.
- **Communication** - Emergency amendments must be communicated to the Branch membership through email, bulletin board postings, or other appropriate channels to ensure transparency.

Responsibilities:

• Executive Committee:

- Implement emergency amendments as needed and ensure they comply with regulations and laws.
- Present proposed amendments for discussion and approval as outlined in this procedure.



The Royal Canadian
Legion
Limestone City Branch
560

734 Montreal Street
Kingston, Ontario, K7K 3J4
Phone: 1-613-548-4570

**Branch 560
Kingston**

• **Branch Secretary:**

- Document all amendments and maintain accurate records in the meeting minutes.
- Ensure updated policies are distributed and accessible to members.

• **Branch Members** – Participate in discussions and voting on proposed amendments during General Meetings.

//signed//
Comrade Gary Veley
President

//signed//
Comrade Kathleen O'Connor
Secretary

2025 03 03