OAIA

22 Water Street Markham, Ontario L3P 7P9

POLICIES AND PROCEDURES

Amended May 2017

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General Remarks

Older Adults In Action of the Town of Markham (OAIA; or the Club) is incorporated in Ontario as a mutual benefit Not-For-Profit corporation.

These policies and procedures are informed by the following:

- OAIA is member-centered
- OAIA is run entirely by volunteers
- OAIA Constitution and By-Laws
- OAIA operates within City of Markham provided facilities
- Corporate law

Purpose for OAIA Policies & Procedures Document

This Policies & Procedures document, last amended May 2017, outlines Board approved policies and practices for efficient OAIA management.

Authority and Responsibility

The Board of Directors, elected by the Club Membership, has authority and responsibility to review, amend and approve policies and procedures as necessary.

Changes/Additions to Policies & Procedures

Policies and procedures are reviewed and updated annually to maintain relevancy in the best interest of the Club Membership. The review commences in April for Board approval at the May meeting. At any time, Members may submit written P&P suggestions to the Board for consideration.

Document Distribution

This document will be distributed to:

- All Convenors and Directors
- OAIA Front Desk
- City of Markham Program Coordinator
- Club Members by way of a copy kept in the Library and posted to the OAIA website

Definitions, Policies and Procedures

Activity

An Activity is any regularly scheduled program or event organized for Club Members.

The following applies to all activities:

- All programs and special events will be coordinated by a Convenor
- Activity signup sheets as required and provided by the Convenor, are at the front desk
- Members shall be charged a facility fee for each activity.
- The Convenor may, in advance, additionally collect program session fees to recover incremental program costs, e.g. hired instructors, materials, permits.
- The Convenor maintains activity signup records to reconcile fees and invoicing.
- The Convenor will issue a program session fee receipt upon request by a member.
- As necessary, the Convenor, supported by their Director, will engage an instructor by way of a written agreement for an Activity Program Session. The terms and conditions of this written agreement will include:
 - Instructor name
 - Convenor name
 - Program description
 - o Instructor's qualifications
 - Agreed hourly rate to be paid the instructor
 - If eligible Exercise, H.E.L.P. or Osteo Program Instructor is informed that they may charge 15-minute preparation time for each instruction hour
 - Date, time and location of the program
 - Anticipated enrollment
 - Generally, paid instructors provide their own audio/visual equipment and batteries. If not, indicate any equipment OAIA must provide.
- Before finalizing with the instructor, the Convenor will share the written agreement with the Treasury Office and agree on a fee to be charged participants.
- No Program or Special Event shall run at a deficit, unless approved by the Board prior to the event
- Off-site activities must be self-funded
- For safety and insurance reasons, Members cannot assist custodians with room setup.
- Updated Activity Schedules will be posted in the newsletter in September, December, March and June.

- No pro-rating is allowed for session or Membership fees and there are no refunds. However, Members and prospective Member participants may try the class twice without cost to assess suitability.
- Caregivers who accompany and enable a Member's participation may take part in the activity and are exempted from the activity fee. If the caregiver takes part, they must pay the facility fee of \$.50 plus any of the other applicable activity fees for the event they are attending. If they are there solely for the support and assistance of the participating member, they are exempted from any payment.
- They must pay for any supply costs, caregiver's involvement incurs. The principle accommodating the caregiver's participation is that the Member requires the caregiver's active support to participate in the activity.

Activity Changes

- From time to time, changes in the scheduled activities/programs may be necessary. Proposed changes will be discussed with the Convenors and the appropriate Director and will be approved by both prior to implementation.
- If the proposed change will result in increased costs, the changes are to be approved by the Board of Directors prior to implementation.
- All changes will be posted on the Activity Schedule. Copies of the Activity Schedule will be posted in the News and Views in March, June, September and December.
- Room requests for unscheduled activities (e.g. events, group luncheons, etc.) must receive prior Board approval. Such requests must be submitted well in advance with a completed City of Markham facility setup form (available at Front Desk).
- Outside events proposed for the Seniors Centre require prior Board approval well in advance, typically several months. Such requests to the Board must be supported by details – Convenor, numbers, room requirements, etc.
- Directors are to advise the on-site City Manager of any changes in activity schedules.

Advertising

- All advertisers in the News & Views publication are required to pay the established fee for submissions. Fees charged offset print costs which are entirely borne by OAIA.
- Requests for complimentary ads must be submitted in writing to the Board of Directors for approval.

Alcohol Permit

Proposed events that include alcohol require Board approval.

For such events:

- The Event Convenor shall also be responsible for purchasing, monitoring the serving of the alcohol and maintaining records.
- A Smart Serve Certificate holder must be present
- A Special Occasion Permit must be received from the LCBO
- City of Markham policy letters are available from the Coordinator's office

Club Equipment Use

- One walker and one wheelchair will be kept on hand for visitors.
- Without Board approval being required, Members may borrow Club equipment subject to availability
- The borrower must assume responsibility for any loss or damage. Tablecloths must be laundered before return to the kitchen convenor.
- Club equipment may not be used by outside groups or persons without prior Board approval.
- Item may not be removed from the premises without date, time, description of item, signature of borrower, counter signed by the Front Desk volunteer being entered in the 'Sign-out' book kept at the Front Desk.
- Date of return must also be entered and counter-signed.
- This procedure applies to all Club Members
- This policy is stated in the 'Sign-out' book and all volunteer staff on the Front Desk are to be informed.

Code of Conduct

- OAIA's Code of Conduct Policy's purpose is to promote an atmosphere of friendliness and tranquility within the club. It is designed to prevent unacceptable behaviour.
- OAIA operates within City of Markham facilities and abides by City of Markham posted Code of Conduct.
- Unacceptable behaviour is anything directed toward another Member which the recipent deems offensive and includes, but is not restricted to:
 - Loud verbal assaults
 - Threats and/or attempts to intimidate
 - Aggressive approaches to another individual or group
 - Physically striking another individual
 - Racial or ethnic slurs
 - Abusive language
 - Damage to property

- The consequences for unacceptable behaviour can be any of the following:
 - Letter of reprimand from the Board of Directors
 - \circ $\,$ Suspension from the Club for a period determined by the Board
 - Revoked Club Membership.
- If an aggrieved Member is unable to resolve a situation directly with another Member, they should confer with their Convenor, Co-convenor or a Director. As appropriate, the Convenor, Co-convenor and/or Director will confer and attempt to resolve the matter.
- If the aggrieved Member prefers, they may write their concern to the President for Board attention. All such complaints must be signed. After investigation, the Board may initiate a Disciplinary Committee review to formally resolve the matter.

Coffee

- Volunteers are entitled to free coffee or tea, while on duty; other Members are required to pay a nominal charge.
- All Members are required to clean up their dishes. Convenors will ensure this occurs after an activity.

Computers/Wi-Fi

- Three computers with internet access are available in the Club for Members use.
- The Club has Wi-Fi access. The Front Desk will provide the password to any Member who requests it. All Members using the Wi-Fi must sign to acknowledge password receipt.
- Rogers Communications is the OAIA's Internet Service Provider. Only the following are Board approved to conduct business with them: President, Vice President and Secretary. Any system changes resulting in an increased charge of more than \$500.00 must receive Board approval.
- The television prompter in the lobby is for OAIA use only. Board approval is required for any other requests for information display.

Contact Lists

- Printed Contact Lists are kept at the Front Desk and will include:
 - Members (see *Members Lists* elsewhere in this document)
 - o Instructors
 - Emergency Services Ambulance, Fire, Police
 - City of Markham
 - OAIA Board Members
 - Convenors and Co-convenors
 - o 20 Water St. Management Office
- The Front Desk Director assigns responsibility to others for Contact List accuracy and completeness
- Contact Lists computer files are maintained on the Club Office computer.

Convenors and Responsibilities

- Are responsible for their scheduled activities, fees collections and attendance records maintenance. Attendance records are to be kept for two years.
- For session activities involving paid instructors, the Convenor must reconcile attendance records and invoicing with the Treasury Office
- All Convenors should have an assistant to cover holidays, illness, etc.
- All Convenors are to confirm that activity attendees are paid up Members.
- Addenda 1 and 2 provide fuller descriptions of Convenors Duties and Responsibilities. There are two general Convenor categories: Session and Non-Session. Session activities require instructors and Non-Session activities do not.

Directors and Responsibilities

- Directors are elected to the Board. The Board assigns each Director to support Convenors of several activities.
- Most matters needing attention are resolved by Convenors and Directors together
- Where Board approvals are required, the Director brings such matters to the Board on the Convenors behalf
- Addendum 3 provides a fuller description of Directors Duties and Responsibilities

Disposal of Physical Assets

- From time to time it may be appropriate for the Club to dispose of physical assets
- Disposal recommendations shall be submitted, in writing, to the Board. The article requested for disposal should be described, reason for disposal, approximate value.
- Disposal Options:
 - Offer to our own Members using a sealed bid process.
 - Offer to other Senior organizations for minimum payment
 - Offer for sale on the open market
 - o Give away, if sale is unwarranted or no sale possible
 - o Discard

Donations

- Donations to the Club may be received for general funds or for a specific activity or event. A letter of appreciation will be sent by the Secretary.
- The OAIA does not issue charitable receipts

Finances

- A petty cash fund is available for the purchase of small items up to \$200.00 with the approval of the Treasurer.
- Any single item exceeding \$5,000, per By-Law 8f, requires Club Membership approval.
- Convenors must submit 'Request for Payment' forms to the Treasurer to receive payment for approved expenses, up to \$200.00. (Copy of form, addendum 4). Claims for reimbursement should be submitted within a month of incurring the expense.
- 31 August is the Club's year end. The Treasury Office should be informed of any pending claims unresolved before August month end.
- Mileage claims:
 - If claim involves travel, purpose of the trip(s) must be stated, date(s) and number of kilometres. Fifty or more kilometre claims must be validated by a Convenor.
 - Requisitions for mileage reimbursement may be submitted with the approval of the convenor and director. (Copy of form, addendum 5). These are for travel approved by OAIA and not to be used for purchasing supplies which can be ordered by the Club Secretary
 - The mileage rate will be determined by the Board on an annual basis.
 - The Board may question the amount and/or frequency of any mileage claim.
 - Mileage will not be paid for any trip involving the purchase of items which can be purchased by phone and delivered by a supplier
- Purchases between \$200.00 and \$500.00 must have signed approval from the Convenor and Director.
- Purchases between \$500.00 and \$5,000.00 require Board approval. Three quotes are necessary prior to purchase approval.
- The Club fiscal year runs from 1 September to 31 August.
- The annual financial statement will be presented at the Annual General Meeting (AGM). Per the Constitution and consistent with Corporate Law, the Annual Financial Statement will be available to Members 21 days prior to the AGM.

Food Policy

• Any food left over from a Club event may be sold at a nominal price to Members.

Hours of Operation

- The Senior Centre is open Monday to Friday except for all statutory and municipal holidays:
 - Monday to Wednesday 9:00 am to 10:00 pm
 - Thursday and Friday 9:00 am to 5:00 pm
- The Centre closes for City of Markham maintenance prior to Labour Day; actual closure dates and conditions are determined by City of Markham and reviewed by the Board.

Inventory of Club Assets

- Inventory of Club assets will be done at least annually for evaluation, repairs if necessary and to assist in tracking any missing items
- Club Assets are documented in the Inventory folder, kept by the Treasurer and Secretary.

Keys and Key Log

- The Treasury Office maintains a key log and spare keys
- Any locks introduced by Club Members for any purpose must be reported to the Treasury Office. A spare key or the combination must be accommodated within Treasury Office control.

Lunch Tickets

- Are available to Members and City of Markham personnel.
- Tickets are to be purchased by 3:30 pm Wednesday for the Friday lunches
- With Kitchen Convenor's prior approval, a Member may bring a guest twice a year.

Mail Pickup

• The Markham Seniors Centre mailbox is in the mail centre across the road from the municipal parking lot, south of 22 Water St. The President and Secretary have keys.

Members Lists

- The computer based Members List master record is to be kept on site and will be updated by the Membership Director or their designate.
- A master copy is stored on the Club Office computer and is available to Directors
- A printed copy will be distributed to the Front Desk, Secretary and Special Occasion Acknowledgement Convenor.
- No personal information from the Members List will be available to outside interests, or for any commercial use.

• The personal information is available to EMS (Emergency Management Services) and emergency responders.

Membership

- Annual Membership renewals commence in Sept and finalize by 31 Oct.
- The correct amount in cash or cheque is always appreciated. Membership fee cheques are payable to "OAIA".
- All collected Membership fees are remitted to City of Markham
 - Membership fees for residents and non-residents are prescribed in a Facility Operating Agreement between OAIA and City of Markham
 - $\circ~$ In April, a Members List, effective 31 March, is forwarded to City of Markham
- Membership fees are waived for renewing Members whose 90th birthday falls within our membership year. *New* members who are 90 or over are required to pay the annual fee for the first year only.

Name Tags

- OAIA is a "Members Only" Club and non-Members may be asked to leave.
- Members must have their name tags while on club premises to:
 - Distinguish a Member from a guest
 - Facilitate name recognition, especially for new Members
 - Confirm current Membership status
 - o Identify a Member, in case of emergency (i.e. illness)
- Members are encouraged to complete the back of the name tag and provide medical response information; emergency medication and contacts

Notice Boards

- The purposes for Notice Boards:
 - o Inform Members about Club activities
 - Inform Club Members about general interest matters
- Club Notice Boards will be monitored by the Club President, Vice President or Secretary. The City of Markham Seniors-Coordinator will monitor the City of Markham notice board.
- Doors/walls/windows are not to be used to post notices
- In addition to wall mounted notice boards, one easel is available for temporary notice purposes. The easel will be placed between the inner and outer vestibule doors or in the area between the reception desk and the display cabinet in the lobby. Only one notice will be placed on the easel. Notices are to be posted no earlier than 30 days prior to the event and shall be removed after the event concludes.

OAIA Elections

- The OAIA Constitution describes OAIA elections fully
- Nominees for election are posted early in May
- Club elections are held over a five-day period in May

Photographs

 Photographs or other forms of media recording may be used at any OAIA event. By participating in said OAIA events, Members imply consent to be included.

Political Election Campaigning

• Municipal, Provincial, or Federal electioneering will be permitted only through 'All Candidates' meetings.

Raffle Licence

If a raffle is proposed:

- Approval from the Board is required
- A licence must be obtained, issued by the City of Markham
- Application forms are available from the City offices at 101 Town Centre Blvd.
- Separate raffles require separate licences, and can't be drawn on the same day

Special Occasions

- Death notices of any Member are not to be posted in the Club newsletter.
- If a Member wishes to have another Member's Special Occasion acknowledged, they can receive the appropriate form from the Front Desk and instructions for submission.
- The City policy does not allow for the lowering of the flag for any deceased Member.

Suggestions

- Any suggestions or questions from a Member should be directed to the event Convenor or put into the Suggestion Box. The Secretary brings Suggestion Box items to the Board.
- If there is no resolution about a suggestion between the Member and Convenor, the Convenor will involve the Director. If there is no resolution at that level, the matter is to be addressed, in writing, to the Board by the Member and must be signed to be acknowledged.
- Signed suggestions will receive a written response.

Ticket Payment

- Payment for theatre and other day trips tickets must be paid in full by cheque or exact cash, in Canadian funds, at the time of registration. Cheques must be dated two weeks prior to the event.
 - Theatre and day trip event tickets are available to OAIA Members and City of Markham staff engaged with the Seniors Centre.
 - It is the ticket purchaser's responsibility to arrange resale of the ticket if they cannot attend, as no refunds are possible
 - The OAIA does not assure caregiver support for participating Members. Members are encouraged to consider their caregiver needs to participate and arrange accordingly.
- Christmas and other Special event meals:
 - Tickets will be for sale initially to Club Members only.
 - Sale to guests will be offered if spaces are available
 - Events are to be financially self-sustaining. Any overages must receive Board approval.

Volunteer Lunch

 OAIA hosts lunch in April as thanks to Members who've contributed 40 or more hours throughout the previous year for the betterment of other members.

Attachments

Addendum 1 – Convenors Duties – Non-Session

Convenors are the heart and soul of the OAIA Club. Without Convenors, no activities are planned or executed for Members.

The *Convenors Duties – Non-Session* describes the Convenor role and responsibilities for general Member awareness of what these volunteers undertake. Activities overseen by Non-Session Convenors do not require a hired instructor.

Addendum 2 – Convenors Duties – Session

Activities overseen by Session Convenors include recruiting certified instructors, reaching ageement with them on compensation and scheduling, overseeing activity sessions, collecting Member fees and ensuring the instructor is paid. In performing their duties, Convenors collaborate with their Director and the Treasury Office.

Addendum 3 – Directors Roster of Duties

Directors are the elected Member representatives for managing the OAIA Club. *Older Adults in Action of the Town of Markham* is incorporated as a Not-for-Profit corporation. As such, Directors are responsible to ensure the Club fulfills its legal obligations as well as delivers services to Members.

The *Directors Roster of Duties* describes the Director role and responsibilities for general Member awareness of what these volunteers undertake.

Addendum 4 – REQUEST FOR PAYMENT

To be completed for out-of-pocket expenses reimbursement incurred on the Club's behalf per the terms and conditions described under "Finances" within this Policies & Procedures document.

Blank forms are available in the Club Office. Completed and signed forms should be left in the Club Office for Treasury Office action.

Addendum 5 – MILEAGE REIMBURSEMENT

To be completed for mileage reimbursement per the terms and conditions described under "Finances" within this Policies & Procedures document.

Blank forms are available in the Club Office. Completed and signed forms should be left in the Club Office for Treasury Office action.

Addendum 1 - CONVENOR DUTIES - NON-SESSION

- 1. Each Convenor should arrange for an assistant who can fill in during any absences.
- 2. Each attendee must be a current O.A.I.A. member and wear their name badge. The Convenor has the right to deny entrance pending proof of membership.
- 3. There is a \$.50 facility fee for each activity except for the Crafts and Knitting programs who provide funding from their product sales. There may also be a small fee requested if tea, coffee and/or refreshments are served or prize money is distributed.
- 4. If space in your event is limited, please keep a sign in sheet in the Activity book at the front desk so that members can be put on a waiting list.
- 5. If your activity is cancelled for the summer months, please record this in the Activity book at the front desk by May 15th.
- 6. All participants must sign in. Sign in records are kept in the Convenor files. New books can be obtained from the bottom drawer of the file cabinet in the office. Filled records are to be retained for two years, then discarded/destroyed.
- 7. Any changes to programs must be coordinated with your Director.
- 8. Any purchases of equipment and/or supplies between \$200.00 and \$500.00 must be approved by the Director. Any purchases in excess of that amount must receive Board approval.
- 9. Please ensure that your storage boxes are clean and that contents are current and necessary. Report damaged boxes to your director who will arrange for a replacement.
- 10. If refreshments are served during your event, ensure that everything is cleaned and stored away before you leave.
- 11. Any changes in schedule which affect the room set up must be relayed, using the forms designed for this purpose which are available at the front desk. Allow sufficient time for City Management to coordinate with the custodian

Addendum 2 - CONVENOR DUTIES - SESSION

- 1. Each Convenor should arrange for an assistant who can fill in during absences. Each attendee must be a current O.A.I.A. member and wear their name badge. The Convenor has the right to deny admittance pending proof of membership.
- 2. All classes must be self funding. Fees charged to participants must cover the facility fee of \$.50 per member plus the cost of the instructor's fee.
- 3. All instructor's must submit at least one invoice per month to the Convenor. The Convenor will attach a remittance request form, obtained from the office and approve for payment. The invoice and form to be deposited in the remittance request file in the front of the Convenor's file drawer.
- 4. The members must pay the full session fee on the first day of class. There is no pro rating allowed. New, interested parties may try up to 2 classes to determine suitability. If they then decide to join, they must pay the full session fee. Late registrants must pay the full course fee and there are no refunds for missed classes. Any decisions of the Board to cancel a class for another event will result in an extra class being added to fill the void.
- 5. The Convenor, instructor and director will arrange session length (8 12 weeks) normally and ensure that allowances are made for instructor absences and for times when the room may be required for another event whenever possible.
- 6. Once this information is available, signup sheets are to be filled out and placed in the activity signup book at the front desk. Fall schedule information must be in the book by August 15th. Winter class information must be in by November 15th, Spring information must in by March 15th and Summer information by May 15th to allow the secretary time to prepare schedules for the News and Views and for the front desk.
- 7. Any purchases of equipment/supplies between \$200.00 and \$500.00 must be approved by the Convenor and Director. Purchases in excess of \$500.00 must receive Board approval.
- 8. Attendance at each class will be recorded. These records will be kept in the activity file in the Convenors drawer in the file cabinet. Replacement books are kept in the bottom drawer of the file cabinet. Records are to be kept by the Convenor for 2 years, then destroyed.
- 9. All paid instructors are to supply their own audio equipment, microphones and batteries.
- 10. Any changes in schedule which affect the room set up must be relayed, using the facility setup sheets designed for this purpose which are available at the front desk. Allow sufficient time for City management to coordinate with the custodian.
- 11. Contact your director with any changes to programs, instructors, etc: and enlist their help when necessary to facilitate such changes.
- 12. Please ensure that your storage boxes are in good condition and that the contents are current and necessary. Please report damaged boxes to your director who will arrange for replacement.
- 13. If refreshments are served, ensure that everything is clean and stored away before you leave.

Addendum 3 - DIRECTORS ROSTER OF DUTIES

- 1. At your first meeting, the Secretary will supply you with copies of the Constitution and Policies and Procedures. Read them and use them as guidelines for making directoral decisions.
- 2. Once you have received your specific list of convenors, at your earliest opportunity meet with them to introduce yourself and familiarize yourself with their programs. Ensure that they have updated copies of the Constitution and Policies and Procedures and that they understand what their roles as convenors entail. Assist them in acquiring a co-convenor if they do not have one and invite the convenor to contact you with any suggestions or problems. Drop in on their sessions periodically to ensure them of your continued support.
- 3. Ensure that sign-in books are being used when required and that we are accommodating the maximum number of participants.
- 4. If a problem arises, try to resolve it with your convenor. If a resolution is not reached at that level, ask the convenor or concerned member to write a letter outlining the problem and bring that letter to the next Board meeting for their assistance. Signatures of the complainant are mandatory.
- 5. Advise the convenors of any changes which impact their particular program such as holiday closure dates, etc.
- 6. Advise the secretary and the front desk of start-up and ending dates for your programs, session length, costs, etc: and ensure that these changes are recorded in the program signup book at the front desk.
- 7. Remind your convenors that membership badges must be worn at all times when inside the Centre.
- 8. Ensure that equipment being used is adequate, clean and in good repair.
- A petty cash fund is available for the purchase of small items up to \$200.00 with the approval of the Treasurer. Purchases between \$200.00 and \$500.00 must be authorized by signature by the Director and Convenor. Purchases between \$500.00 and \$5,000.00 must receive Board approval. Purchases in excess of \$5,000.00 require the approval of the general membership.
- 10. Changes which impact the schedule of the custodians must be reported to the City facility manager. Facility setup forms for this purpose are available at the front desk. Please allow enough time for corrective arrangements to be made with the custodians.
- 11. The secretary requires a copy of any correspondence you receive that requires submission to the Board of Directors.

Addendum 4 – REQUEST FOR PAYMENT

DATE:		
ACTIVITY:		
AMOUNT REQUESTED:	\$	
PAYABLE TO:	Print Name	
APPROVAL:	Convenor/Director Signature:	
	(Print name):	
Cheque instructions:	Please mail 🗌	Please leave in my OAIA folder \Box

Addendum 5 – MILEAGE REIMBURSEMENT

DATE:				
ACTIVITY:				
EXPLANATION:				
PAYABLE TO:	Please print			
KILOMETRES TR	AVELLED:	Km	X \$0.50 / km	\$
APPROVAL:	Convenor/Director Signature:			
	(Print name):			-