

SLR
GUIDING PRINCIPLES, POLICIES and PROCEDURES
December 2023

Approved by the SLR Board of Directors
January 2024

GUIDING PRINCIPLES

- 1) Learning is of benefit to the individual and to the community throughout one's life.
- 2) Learning in retirement promotes intellectual, physical, emotional and social well-being.
- 3) Peer learning and peer teaching are fundamental to SLR. Therefore, the experience and expertise of retirees is a valuable resource in the learning process both for group leaders and participants.
- 4) Learning activities must be responsive to the needs and interests of participants both in terms of content as well as in educational processes.
- 5) Learning takes place best in a friendly, sociable, and comfortable environment.
- 6) SLR supports equity, diversity and the dignity of all people in our learning programs, and in the conduct of our affairs.
- 7) Active volunteer participation by all those associated with the organization is encouraged: from managing its affairs through to planning its courses, to carrying out the learning process.
- 8) Collaboration and partnerships with other senior organizations are beneficial to SLR and to the community.
- 9) SLR is a charitable, not-for-profit corporation, and as such, will not support any political, commercial or self-serving activities.
- 10) SLR will be a financially self-sustaining organization relying on membership dues and course fees, as well as donations and grants for income.

POLICIES AND PROCEDURES

1) POLICY IN ACCORDANCE WITH THE FREEDOM OF INFORMATION & PROTECTION OF PRIVACY ACT (FIPPA)

Seniors Learning in Retirement collects personal information (full name, address, telephone number, and email address) for the purposes of maintaining records of membership, registration and communication with the members.

Following registration in a study, discussion, activity or interest group, a list comprising the names of registrants along with their telephone numbers and email addresses is distributed to the course leaders of the group in which the member is registered. This personal information is also distributed to all members of the group.

Should a member wish **not** to have personal information distributed to other group members, they should state this wish when first contacted by the course leader of the group.

Personal information will not be used for any other purpose or disclosed to any other persons unless required by legal subpoena.

2) RESPECTFUL LEARNING ENVIRONMENT POLICY

SLR recognizes the following:

- a) *A richly diverse community in London, Ontario and beyond;*
- b) *A duty to act in a manner consistent with existing legislation regarding human rights;*
- c) *A commitment to freedom of thought, inquiry and expression among members, which may result in respectful disagreements regarding beliefs or principles.*

SLR does not condone behaviour that is likely to undermine the dignity or self-esteem of any member, and is committed to an inclusive and respectful learning environment free from discrimination or harassment as prohibited by the Ontario Human Rights Code. (See details in Expectations of Conduct for all Members)

All members of SLR and particularly those in leadership roles, share the responsibility for establishing and maintaining a climate of respect within the community and for ensuring that any situation in which respect is lacking is reported to the President to deal with promptly. This may result in termination of membership. (See Policy on Limiting Membership)

3) EXPECTATIONS OF CONDUCT FOR ALL MEMBERS

Members are expected to encourage one another in the development of the peer-learning environment to which all make a contribution and from which all gain a sense of accomplishment. Thus, all members have the following responsibilities:

Participation

- To work to achieve the goals of SLR and the group
- To help the participants of a course to work together
- To contribute information and ideas to the group
- To listen to others without interrupting

Initiative

- To show interest and curiosity about new opportunities for learning
- To demonstrate a positive attitude toward learning

Intent

- To understand personal strengths and weaknesses of other members
- To accept feedback or contrary opinions from others in the group.

Cooperation:

- To be sensitive to the rights and opinions of others
- To listen to, acknowledge and consider different points of view

Conflict Resolution:

- To assist if necessary, to identify and maintain strategies for conflict resolution in acceptable ways
- The course leader will report to the President any unresolved disputes or any member who continues to be disruptive so that appropriate action may be taken.
- Members whose behaviour continues to disrupt a course may be asked to withdraw from SLR.

(See: Policy on Limiting Membership)

4) SPECIAL MEMBERSHIP POLICIES

New Members

When a new member pays the membership fee and registers for a Study group but is reluctant to make a presentation, they may audit the course for one term as an observer. They will be designated by "Audit" on the class list and their participation is not counted in the maximum number of persons who can register in the group. They should be encouraged to attend the next Presentation Workshop. There is a limit of two Audit and/or Emeritus registrants in any course.

Guests

Members are encouraged to bring a guest to one session. The member should consult with the course leader to arrange a suitable day for the visit. The guest may participate in the discussions.

Emeritus Members

In the event that a member, who has been active for a period of five years or more, finds that for health reasons or infirmity, they can no longer make a presentation but wish to continue to attend courses they can apply to the Registrar to be considered for designation as an Emeritus Member. This request will be considered at the next meeting of the Executive Council and if approved Emeritus status will be awarded.

The member will continue to pay the membership and course fee. They will be allowed to participate in the discussions. This member is designated with an "E" on the class list and is not counted in the maximum number of persons who can register in the group. There is a limit of two Audit and/or Emeritus registrants in any course.

Honorary Members

From time to time an individual will be awarded an Honorary Membership by the Board of Directors, as a result of outstanding service they have provided to SLR. They will receive a free lifetime membership and can attend courses without charge.

Caregivers

Members who require caregivers are welcome to bring them to learning groups. Caregivers will not be charged a fee. Caregivers may participate in class discussion but not make presentations in Study courses.

5) POLICY ON LIMITING MEMBERSHIP

SLR strives to provide an environment that is hospitable and conducive to learning. that because of the behaviour and/or inability of an SLR member to participate in an appropriate way, it may be necessary to limit that member's participation in activities or to terminate membership in SLR. These situations are expected to be rare and of a serious nature. When such situations arise, SLR will deal with them in a compassionate and confidential manner providing an opportunity for those who are concerned (or offended) to make a complaint, and also providing an avenue for the affected member to appeal the decision.

Procedure:

- I. When there is perceived to be a problem with a member's behaviour or their ability to participate in a meaningful way in a course, the problem will be reported in confidence to the President, who will determine if any action is needed.
- II. The following resolutions are possible:
 - a. No action will be taken. Nothing will be placed on file.
 - b. Verbal Warning: The member will be given a verbal warning about their behaviour. Appropriate efforts will be made to assist the member with their behaviour. A confidential report will be kept on file in the SLR Office.
 - c. Termination of Membership: Within one week of making the determination that the issue will be resolved by terminating membership in SLR, the member will be informed by the President (or delegate) that their membership is to be terminated. A confirming letter will be sent/given to the member and a copy will be kept on file in the SLR Office. The letter will inform the affected member that they may appeal the decision by writing to the Board Chair within 30 days. In the event that a letter of appeal is received the Board Chair will review the information and make a final decision. The member will be notified of the Chair's decision within a week of receiving the letter of appeal.
- III. When a membership is terminated or when a member is asked to withdraw from a course, all fees will be reimbursed.
- IV. Copies of confidential letters and reports should be kept in the SLR Office for a period of three years, and subsequently destroyed.
- V. In order to protect the privacy of the affected member, reports to SLR committees will not contain the member's name. Decisions and actions taken will be reported as numeric values only, for example: "The membership of one member has been terminated during the current year."

6) REGISTRATION POLICY

General Registrations:

Registrations are open to members after the distribution of the program brochure, and are taken on a first-come first-served basis. Registration is complete only when SLR has received full payment (membership and program fees).

Procedure:

Registrations and payments are completed online through the SLRLondon.com website. Registration forms and payment may also be submitted at the SLR office in the Coach House, at the Open House, or by mail. SLR accepts cheque or credit card payments only. Cheques are payable to SLR London.

Waiting Lists

If a course is full, a member may apply to be on a sequential 'waiting list' by sending an email to the Registrar with no guarantee of access.

Co-Registration

To guarantee a place in any group, payment is required for each course at the time of registration. However, if there is space available in an additional course AND a member has already registered and paid for one course of equal or higher value, they may apply for co-registration in the additional course AFTER the Open House or within 2 weeks before the start of the course, at no charge. Interest groups are excluded from co-registration.

Procedure:

Co-registrations may be submitted to the Registrar at the Open House, or after by mail, email or telephone. The applications will be processed during the week prior to the start of courses and all applicants will be contacted as to the status of their applications.

7) COURSE PAYMENT REFUND POLICY

Low Course Enrolment

When a course has low registration, the Curriculum Committee Chair will discuss actions to be taken with the Course Leader.

The following resolutions are possible:

- a. Course cancellation: If the course is to be cancelled, members will be offered placement in an alternative course or have the course fee refunded.
- b. Course length reduced: If the course is to operate but with less than optimum numbers, the Course Leader may decide to reduce the number of sessions. If the course is reduced by more than 20%, course participants may request a pro-rated refund.

Members affected are to be contacted and advised of the action taken before the start of the course.

Member Withdrawal

If a member chooses to withdraw from a course before the second week of Term, a full refund of fees less a nominal administration fee will be made.

Members who withdraw after the second week will normally not receive a refund.

Full refund may be made on compassionate grounds.

Refund Procedure:

The Registrar will provide the Treasurer with details of refunds required and cheques will then be mailed to members.

8) POLICY REGARDING DONATIONS

Since SLR is a Registered Charity (#1755356), donations are accepted.

When a donation is made, a tax receipt will be provided.

When a member generously foregoes any refund of fees paid, a tax receipt will be offered for the donation.

9) POLICY REGARDING INSURANCE PROTECTION

SLR has Insurance covering activities at Grosvenor Lodge.

In the event of an accident/incident at Grosvenor Lodge an Incident Report Form (see attached) shall be completed immediately, and forwarded to the President. If necessary, the President will initiate an enquiry and decide on any actions to be taken.

Members participating in off-site field trips shall complete a Waiver Form (see attached) before going.

Procedure:

These forms will be retained in the SLR Office for three years.

10) POLICY REGARDING COURSE CANCELLATIONS DUE TO INCLEMENT WEATHER

If any of the following are closed due to weather, then SLR classes are cancelled:

- Western University
- Fanshawe College
- The Thames Valley School Board
- The London Transit Commission.

Course Leaders will advise course members before 8:30am, either by phone or email.

If any member believes it is too dangerous to travel, they should remain home and notify their Course Leader by 8:30am.

WAIVER FORM
INCIDENT REPORT FORM