

Policy Subject / Title – Administrative Assistance to Community Organizations

GENERAL STATEMENT OF POLICY

41.01 It shall be the policy of the Region of Queens Municipality to have guidelines for the provision of administrative assistance to community groups meeting the criteria in this policy.

OBJECTIVE

41.02 To provide administrative assistance to community groups to aid with their activity, event and fund raising efforts.

POLICY GUIDELINES

41.03 Any non-profit community organization in Queens County shall be eligible for the following administrative assistance at the time discretion of the Director of Recreation and community Facilities.

- (a) One thousand (1000) free photocopies per calendar year.
- (b) Free typing of letters and minutes for community organizations within reason. Responses to requests will normally be fulfilled within five days.
- (c) Newsletter, brochure and pamphlet design, layout and typing will be provided as time permits. New items will require up to two weeks for set up and layout while existing items can be revised within a few days.
- (d) Ticket and poster production, provided the poster design does not require substantial time to design.

ALLOCATION OF RESPONSIBILITIES

REGION OF QUEENS MUNICIPALITY COUNCIL

41.04 To support the volunteer efforts of community groups throughout the Region of Queens through this policy.

41.05 To review recommendations from the Director of Recreation and Community Facilities with regards to changes in this policy.

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SECRETARY/RECEPTIONIST

- 41.06 To perform the copying of items as requested immediately if practical, or to advise the group when copies will be completed.
- 41.07 To ensure photocopying records are kept up to date and, if required, coordinate payment as incurred, for extra copies with the Finance Department.
- 41.08 To advise groups using the service by letter if they have exceeded or are nearing the amount of free copies available yearly.
- 41.09 Consult with the Director of Recreation and Community Facilities in cases where there is uncertainty if a group is eligible for photocopying assistance and/or other services.
- 41.10 Keep computer records of previous requests for administrative assistance to ensure prompt turnaround of requests.

DIRECTOR OF RECREATION AND COMMUNITY FACILITIES

- 41.11 To ensure that this policy is adhered to consistently and equitably.
- 41.12 To deny request that are contrary to policy or place inordinate time demands on staff.

POLICY PROCEDURE

- 41.13 Organizations requesting assistance shall make their request in person with details of such. The Secretary/Receptionist shall indicate to the organizations representative an approximate date of completion for reference and shall obtain their name and telephone number to call when the items are ready to be picked up.
- 41.14 Organizations delinquent in paying for the previous years copies will not be allowed access to the administrative assistance of the department after March 31st in the following year.

Approved by Council: February 25, 2014