



The Northern Association of Community Councils
Policy and Procedure Manual
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Section: Administration
Title: **MISSION**

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The of NACC is to be in a meaningful and effective advocacy group. To improve the quality of life in Northern Association Communities by having positive, proactive meetings with ministers and cabinet on issues affecting our communities and to inform and involve community councils and residents in our progress. We believe that all communities are unique and that their needs and interests should be recognized.



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Section: Administration

Number: 1.02

Title: OVERVIEW

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NACC exists to act as an advocacy group in order to serve the interests of (up to) 56 Northern Affairs Community Councils throughout the Province of Manitoba. The communities fall within the jurisdiction of the Department of Aboriginal and Northern Affairs, formerly known as the Department of Native and Northern Affairs. NACC serves to provide a unified and collective voice for the communities that it represents as they encounter important developmental phases.

The core objective of NACC is to promote the improvement of services to communities. Services to communities are those that may be classified as government services including the following, which are referred to in the Northern Affairs Act:

- Water supply
- Sewage disposal
- Garbage disposal
- Community planning
- Recreation

NACC strives to make governments aware of the needs of its membership, and accountable to the communities within their jurisdiction. The success of NACC is based on the principle that unity is essential to political strength.

NACC has assisted communities by helping them to assess the economic potential of the regions in which they are located. NACC also investigates circumstances, which may inhibit the development process in said communities, and also makes recommendations for the removal of such circumstances. NACC is very pro-active in encouraging all parties involved in the developmental process, (i.e., communities and governments) to cooperate in so that all objectives may be met. The NACC holds an Annual General Conference in Winnipeg so that its members may gather to share ideas, create plans, implement changes and make collective recommendations to governments



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Title: MEMBERSHIP

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The membership of NACC shall be communities under Part III of the Northern Affairs Act entitled "Local Committees and Community Councils" as set forth in the Northern Affairs Act; and those areas as defined in Section 1(k) of the Northern Affairs Act.

Any community within the Area of Jurisdiction that qualifies as an incorporated community pursuant to Section 21 (1) of the Northern Affairs Act having duly established an incorporated community entitles that community to become a member or remain in the NACC.

The areas shall be divided into three regions: Northern, Eastern and Western Regions.

The said regions shall cover the following geographic areas:

WESTERN REGION: Shall include all that area that is in the Western portion of the Northern Affairs jurisdiction and shall include the communities of Baden, Barrows, Camperville, Crane River, Duck Bay, Mallard, Powell, Waterhen, Meadow Portage, National Mills, Red Deer Lake, Salt Point, Spence Lake, Rock Ridge and Westgate.

EASTERN REGION: Shall include all that area that is in the Eastern Region of the Northern Affairs jurisdiction and shall include the communities of Aghaming, Dauphin River, Berens River, Bissett, Dallas/Red Rose, Fisher Bay, Harwill, Homebrook, Little Grand Rapids, Loon Straits, Manigotagan, Matheson Island, Pine Dock, Princess Harbour, Red Sucker Lake, Seymourville, Poplarville and Island Lake.

NORTHERN REGION: Shall include all that area that is in The Northern Region of the Northern Affairs jurisdiction and shall include the communities of Brochet, Cormorant, Cross Lake, Dawson Bay, Easterville, God's Lake Narrows, Granville Lake, Herb Lake Landing, Ilford, Moose Lake, Nelson House, Norway House, Oxford House, Pelican Rapids, Pikwitonei, Sherridon, South Indian Lake, Thicket Portage and Wabowden.



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Section: Administration
Title: **DEFINITIONS**

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When the acronym NACC is used, it is to be interpreted as the Northern Association of Community Councils.

The word Board refers to the Board of Directors of the Association as defined above.

Executive Committee refers to the executive committee of the Board; and includes the President, Northern Chairperson, Eastern Chairperson, and Western Chairperson.



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Section: Administration
Title: **STRUCTURE OF MANUAL**

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The policy and procedure manual for the Northern Association of Community Councils is structured as follows:

Sections

Section 1.0	Administration
Section 2.0	Financial Management
Section 3.0	Personnel Management
Section 4.0	Board of Directors

Each section will begin with an individual Table of Contents and a master index is located at the end of the Manual.

Policies provide the overall intent of the organization through a policy statement and, in some cases, the approved procedure to implement the policy.

Numbering

Policies are numbered according to their section number.



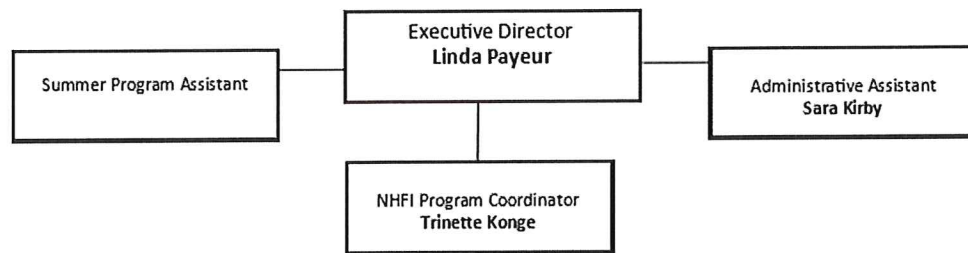
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Section: Administration
Title: ORGANIZATIONAL CHART

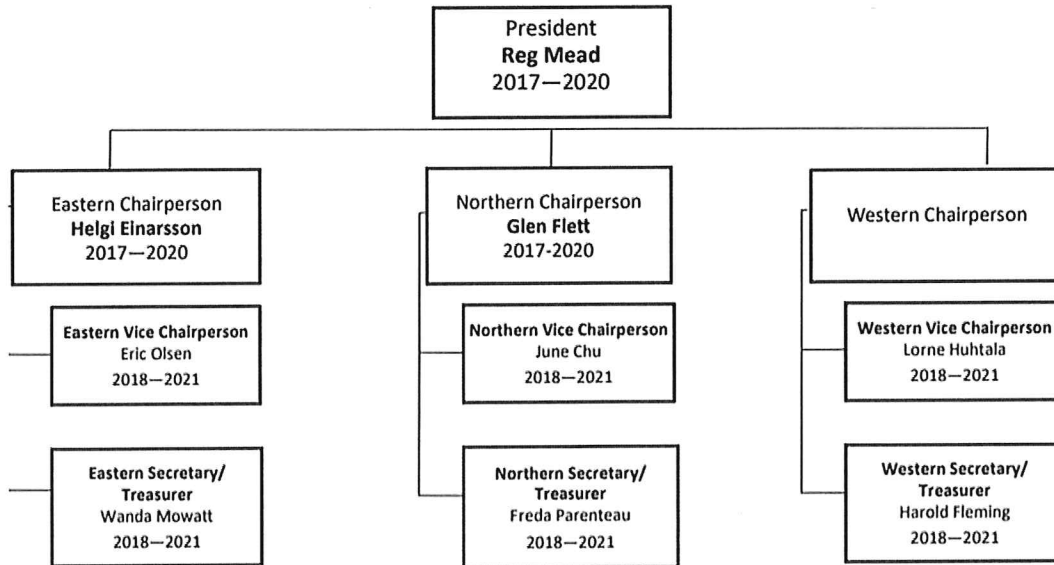
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Northern Association of Community Councils
Organizational Chart



Northern Association of Community Councils
Board of Directors
Organizational Chart





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Section: Administration
Title: APPROPRIATE ATTIRE

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The Northern Association of Community Councils respects the ability of staff to dress appropriately for their environment. The objective in establishing a dress code is to enable employees to project a professional image while still experiencing the comfort advantages of a casual and relaxed environment.

Guidelines

- Clothing that works well for the beach, yard work, dance clubs, exercise sessions, and sports contests may not be appropriate for a professional appearance at work. Sun dresses, casual capris, dance club dresses, and midriff bearing tops are examples of clothing not appropriate in a work setting.
- Clothing that reveals excessive cleavage, back, chest, stomach, or undergarments is not appropriate for a business setting.
- Even in a casual work environment, clothing should be pressed and never wrinkled.
- Any clothing that has words, terms, or pictures that may be offensive to other employees is unacceptable. This includes images that are political or religious in nature, are sexually provocative, use profanity, or are insulting of other employees.
- Clothing that has the NACC logo is encouraged. Sports team, university, and fashion brand names on clothing are generally acceptable. Use common sense when wearing clothing that has words on it; other staff members may be offended.

No dress code can cover all contingencies so employees must exercise a certain amount of judgment in their choice of clothing to wear to work. If you experience uncertainty about acceptable, professional attire for work, please confirm with the Executive Director.

When on external business, staff will respect the dress code of the organization and/or event.



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Section: Administration
Title: **CONCERNS AND COMPLAINTS**

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The Northern Association of Community Councils encourages our staff and community members/partners to bring forward concerns or complaints they may have about the Association. When concerns or complaints are brought forward, NACC is committed to resolving the matter in a timely and appropriate manner.

Recording and Reporting

A complainant is required to identify themselves when making a complaint. Anonymous complaints will not be investigated. Where possible and as appropriate, NACC will maintain confidentiality for both the complainant and persons named in the complaint.

The minimum expectation is that the following are recorded when a complaint or concern is received:

- Date of complaint or concern (or date file started)
- Name of complainant
- Nature of the concern or complaint
- Date of initial response
- Person handling concern or complaint
- Date of formal response
- Any other subsequent actions

Resolution

1. A file will be opened containing copies of all correspondence relating to the concern or complaint.
2. All registered concerns or complaints will be forwarded to the Executive Director who will review the situation and develop a formal response within 5 working days.
3. Complainants have 10 working days to appeal to the Executive Committee if they are not satisfied with the response. The Executive Committee must respond in writing within 15 working days of receiving the appeal. The decision of the Executive Committee is final and will be documented and their decision will be communicated to all related stakeholders.
4. The Executive Director will annually review all registered concerns and complaints and provide staff with training and assistance if required.

Employees who wish to bring forward a complaint or concern can do so under the Conflict Resolution Policy.



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Section: Administration
Title: CONFLICT OF INTEREST

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An employee shall not engage in any activities which create a conflict of interest, or might appear to conflict, with the employee's responsibilities and obligations with NACC. Good judgment of employees is essential, and no list of rules can provide for all of the possible circumstances that arise. Decisions by employees involving a conflict of interest may create an appearance of impropriety which should be avoided. This would include, but is not limited to, making any decisions; taking any actions; or seeking to influence any decision or action that may appear to create or does create a conflict of interest.

Best Interest of the Northern Association of Community Councils

Each employee should act in the best interests of the NACC always using good judgment.

Suppliers of Goods or Services

An employee who has a direct or indirect interest (whether through family or business connections) in suppliers of products or services to NACC, or an interest in contractors or potential contractors who would do business with NACC, shall not act or be involved in decisions with respect to that interest.

Disclosure

An employee will provide full disclosure of any business, personal or financial interest in which the employee might influence (or might appear to influence) his or her official decisions or actions on behalf of NACC. Disclosure should be made on prior to decision making involvement to the Executive Director.

Personal Gifts

Personal gifts from or to people whom NACC has a business relationship are not permitted. Personal gifts should be politely declined or returned.



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Section: Administration
Title: **MEDIA RELATIONS**

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It is the policy of NACC to respond to news media questions/inquiries effectively, accurately and on a timely basis to help promote public understanding of NACC services, activities and issues. Effective communications with the news media shall be accomplished both responsively and pro-actively.

NACC is committed to free and open provision of information about our mission, programs, services, initiatives, policies, and our role as a advocacy agency.

Guidelines

1. The Board President, in conjunction with the Regional Chairpersons, serves as the NACC spokesperson.
2. When appropriate, staff members may be requested to provide a response to media inquires.
3. The Executive Director ensures effective and timely responses to calls from the news media.
4. The Executive Director works cooperatively with the Board of Directors, and staff in both responding to inquiries and acting pro-actively through such methods as news releases and telephone/personal contacts to increase public understanding and knowledge of mental health issues.
6. If a call or request for information from the media is received:
 - a. Get the name, number, and media outlet of the reporter, topic and deadline (if possible).
 - b. If the reporter has specific questions, note them.
 - c. Advise the reporter that you will contact the Executive Director with the request.
 - d. The Executive Director shall coordinate with the appropriate person to provide the requested information. It is important that response to media requests are in a professional and timely manner, within reasonable limits of staff availability and resources.