RETIRED WOMEN TEACHERS OF ONTARIO RWTO/OERO



HAMILTON-WENTWORTH BRANCH

POLICY AND PROCEDURES

2015

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Definition of Policy and Procedures

The Policy and Procedures outline specific policies and procedures at the branch level. All are in accordance with provincial policies and procedures. Additional information is provided for members of the Executive including Table Officers, Convenors, Other Executive Positions and Committees.

Organizational Dates

These dates structure the branch year:

- Membership Year: September 1 August 31. This is set by Provincial. New memberships are welcome at any time. Renewals should be made by August 31. Those enrolled in the RWTO Insurance plan(s) must be RWTO members in good standing.
- 2. Fiscal Year: April 1 March 31. This is also based on Provincial. Branch books are closed March 31. In April the Financial Statement is prepared, the branch books are audited, and the Financial Report submitted to Provincial by April 30.
- 3. Executive Year: From the Annual General Meeting in May to the Annual General Meeting the next year. At the Annual General Meeting (AGM) the new executive is installed. The new executive assumes their duties immediately following the AGM. One of their immediate responsibilities is to propose a branch budget which is presented to the membership in the fall.

Program

The program includes branch meetings, events, activities and outreach initiatives. Input from the membership through feedback should be considered when the program is planned. The Executive determines the program for the year in March and drafts a brochure to be provided to the members prior to the AGM.

Branch Meetings

- Usually luncheon events, at which there is a greater attendance by the broad membership, are considered branch meetings.
- The branch meeting held in May is the Annual General Meeting. At this meeting
 the audited financial statement is presented. Elections may be held, and the new
 executive is installed. Other business, as necessary, may be conducted.(e.g.
 Memorial Service, presentation of the Cora Bailey Award)
- At the first branch meeting in the fall, a proposed annual budget is presented to the membership for approval. Business, as necessary, may be conducted.
- Any branch meeting may contain a business portion. Members should be notified by the President in advance.

Budget

The Budget Committee is composed of the Table Officers. Input is solicited from other Executive members. A Working Budget is prepared in April. At the first meeting of the new Executive after the AGM, the Working Budget is reviewed, revised (if necessary), and approved. This Proposed Budget is presented to the membership for approval at the first branch meeting in the fall.

Finances

- There should be a separate bank account for RWTO Hamilton-Wentworth.
- There should be three signing officers on the bank account: President, Treasurer and the First Vice-President.
- Cheques must be done using business duplicate form. All cheques must have two signatures.
- Any person making a deposit must notify the Treasurer within 2 days stating the date of the deposit, the amount deposited, the reason for the deposit.
- The Treasurer will complete the annual financial statement after March 31 and before April 15. The President and the Treasurer sign their approval prior to the submission of the financial statement to Provincial.
- The annual financial statement that has been submitted to Provincial is presented to the branch membership at the branch AGM.
- Auditors
 - a. Two branch auditors (not current members of the Executive), appointed by the President, will review the annual financial statement and the financial

- records after April 15 and before April 30. See Appendix C Guidelines for Auditors.
- b. Clarification of the financial statement, as suggested by the auditors, will be communicated to the Treasurer before the statement is submitted to Provincial RWTO by April 30.
- c. At the first meeting after the AGM, the Executive accepts the auditors' report and considers recommendations in their revision of the Working Budget.
- d. Auditors are each provided with a Gift Certificate to a Branch event in appreciation of their services.

Petty Cash

- a. Any Convenor or Committee Chair may request petty cash to a maximum of \$50 per request.
- b. Committee members may request petty cash from their Convenor or Committee Chair.
- The Convenor or Committee Chair is responsible for petty cash received and must provide a report to the Treasurer along with receipts at least 30 days prior to the end of the fiscal year; i.e. no later than March 1. Monies not spent must be returned. The following Convenors are responsible for completing financial reports (see Appendix B): Outreach, Events (both the event itself and the donation component, if applicable)Membership, and Goodwill. The Financial Report for Events will be submitted to the Treasurer for verification within two weeks of the event. Other reports are due to the treasurer no later than March 1.
- Members requisitioning a cheque or completing a petty cash summary should attach original receipts. They should make copies of receipts for their personal records.
- Expenses over \$200 require approval by motion.

Events

- Members who have paid for an event and cannot attend will receive a full refund
 if the Event Convenor is advised seven days prior to the event. No refunds will
 be available after this time.
- All RWTO members attending an event must pay the event fee. Members
 wishing to attend an event must pay at least one week in advance. No payments
 will be received at the door on the date of the event.
- Non RWTO members may attend the Friendship Lunch in February. They must pay the event fee.

Guidelines for Events Convenor

- Committee: The Events Convenor will establish an events committee. One person should look after name tags for those attending an event. Additional tasks include booking a venue, deciding on a menu, obtaining door prizes and providing decorations.
- 2. Venue: These items should be considered when booking a venue:
 - a) number of guests and size of venue;
 - b) access elevator/stairs;
 - c) parking- access and cost, if any;
 - d) coat racks;
 - e) washrooms;
 - f) podium, microphone, risers, etcetera;
 - g) tables for membership, insurance, interest groups and other activities;
 - h) linens;
 - i) arrangements and timing for set-up, clean-up and exit;
 - j) meal costs including menu and special dietary requests;
 - k) bar costs:
 - I) decorations:
 - m) availability;
 - n) cost for room, taxes and gratuities; and,
 - o) contract and deposit.
 - * Note that menus and set-ups are confirmed closer to the event, the timelines determined by the venue. Each venue will have a date on which a guaranteed number must be called in a few days prior to the luncheon.
- 3. Dates: Venues should be booked well in advance to ensure information is ready for the Yearly Brochure (April). It is customary to book the same venue immediately following an event. If unavailable or unsuitable for the following year, another venue should be chosen as soon as possible.
- 4. Entertainment: A speaker or entertainment should be considered for each event.

 This is arranged by the Entertainment Committee that decides on the entertainment, books the entertainment and has the entertainment approved by the Executive. The business at the Annual General Meeting may negate the need for a speaker or entertainment.

5. Prizes:

- a) Obtain or purchase three or four door prizes for a luncheon event (approximately \$10 value per prize). Door prize tickets can be placed in the name tags for convenience.
- b) Those members wearing member pins receive a ticket for a special prize (also approximately \$10). A suitable prize should be obtained. Tickets should be obtained and provided to those wearing member pins when they pick up their name tags.
- c) Arrange for a person (s) to draw the prizes.
- d) Ensure that all activities are organized and staffed.
- 6. Insurance: The Events Convenor will obtain a copy of the RWTO annual insurance policy from the Provincial Secretary Treasurer. This confirms insurance is in place at events when the venue does not provide coverage.

7. Other:

- a) Name tags for attendees should be organized in advance.
- b) Place grace cards and evaluation sheets on the tables prior to attendees arriving.
- c) Have one person from each table bring the money donations and name tags to a designated person when announced.
- d) Arrange for a member to lead the attendees in O Canada and Grace.

Membership

Updated membership lists are provided to the President, 1st Vice President, Goodwill Convenor, Communications Officer, and the Events Payment Person.

Outreach

- a) Each major event should have an outreach component. Specific charities should be designated by the Executive before the program brochure is published.
- b) Envelopes should be placed on the tables for members' monetary donations.
- c) Records of expenses and the receipts are submitted to the Treasurer with a request for reimbursement (see Appendix B). This should be done after each Outreach activity.
- d) Donations and proceeds from other activities (e.g. silent auction) should be collected by the Outreach Convenor, who will count the monies with a Table Officer and complete a record. The monies are submitted to the Treasurer

for deposit. The Treasurer provides a cheque or cheques, made out to the designated charity or charities, to the Outreach Convenor. The Outreach Convenor sends the cheque, and a covering letter to the designated charity/charities requesting a receipt. Receipts must be submitted to the Treasurer within one month of the event.

- e) Should goods be collected at an event, the Outreach Convenor should communicate, at least one month prior to the event, with the designated charity to arrange for pick-up at the end of the event.
- f) An annual summary of outreach initiatives, including amounts donated and the specific charities receiving donations, will be produced by the Outreach Convenor.

Recruitment

One of tasks of the Recruitment Convenor is to contact those branch members who do not renew their annual memberships. The Sample Script in Appendix E could be used. It is important to be invitational and informative. The Membership Convenor provides a list of those to contact.

Committees

- a) Awards: The primary purpose is to explore potential award winners (e.g. Feather in the Hat and Cora Bailey see Provincial Policy and Procedures, section XIII pages 2 and 3). Recommendations for winners of the Cora Bailey award are brought to the executive for approval. The committee communicates the names of the winner(s) to Provincial, arranges for certificates to be obtained, and presents the award at the Branch Annual General Meeting.
- b) **Nominations:** This committee, led by the First Vice-President determines which positions will be vacant. This should be done by the end of January. Nominations are solicited from the membership for any Table Officers and Convenors in the February and March newsletters. Specific details for this committee are found in the Constitution.
- c) **Constitution/Policy and Procedures:** This committee reviews and makes recommendations for changes following the procedures outlined in the Constitution.
- d) Program: This committee plans the branch program of events and meetings. The plans are presented for approval by the Executive in April.
- e) **Public Relations:** This committee determines and implements strategies to create public awareness of branch RWTO initiatives.

- f) Special Outreach: This committee oversees the selection of a candidate to receive this special grant. Branch members are invited to submit suggested recipients. The committee selects a recipient and presents the names for approval by the Executive.
- g) **Budget:** This committee is chaired by the Treasurer. The committee develops a proposed budget and presents it to the Executive for approval.

Branch Annual General Meeting

The Branch Annual General Meeting will be held in May. At this time the audited financial statement will be presented for approval, elections held if necessary, any other business conducted, and the new executive installed.

Interest Groups

- a) Each interest group has a Chair who communicates with members of the group and arranges meetings of the group.
- b) The Chair requests that each interest group member is cognizant of the protection of privacy issue by signing a form agreeing to use personal information for communication within the interest group (see Appendix B).
- c) Any member is eligible to join an interest group. A list of interest group members is submitted to the President in November for verification that all those listed are current members of RWTO.
- d) Non-members may attend two sessions before they must join RWTO Hamilton-Wentworth to continue their participation.
- e) Any member may start a new interest group. Arrangements should be made through the Convenor who will ensure communication to the broader membership. This may be done through announcements in newsletters as well as by other means.

Updating Policy and Procedures

Annually, the Executive shall review and revise policies and procedures. See Appendix D.

Timelines

The calendar in Appendix D provides a summary of significant dates for the branch.

Appendix A: Definition of Terms

Budget

The budget is an explanation of income and expenses projected for the fiscal year. A Proposed Budget is approved by the Executive in June and then the membership in October.

Convenor

A Convenor has responsibilities for a specific area of branch activities. She establishes a committee to assist her as necessary. Each Convenor has one vote on the Executive.

Financial Statement

The financial statement is produced at the end of the fiscal year to summarize the income and expenses for the year. The opening bank balance plus the income minus the expenses produces the closing bank balance. The Treasurer produces the financial statement. After auditors review it, along with the other financial records, it is forwarded to the Provincial Office.

Outreach

Outreach is the community support provided by the branch. Funds and goods are donated to specific charities in the Hamilton-Wentworth area. For the most part, focus is placed on charitable organizations that support women, children and geriatrics.

Recruitment

Recruitment focuses on obtaining new members and encouraging lapsed members to rejoin.

Table Officer

There are six table officers: Past-President, President, First Vice-President, Second Vice-President, Secretary, and Treasurer. Table Officers are elected positions. These officers have primary responsibility for conducting branch business. With the Convenors they form the Executive.

Appendix B: Forms

The following forms are included and can be downloaded from the RWTO Hamilton-Wentworth website:

- Financial Report for Event
- Outreach Financial Report by Event
- Nomination Form
- Membership Options for New Members Joining in February and March
- Cheque Request
- Request for Reimbursement
- Executive Meeting Motion
- Sample Gift Certificate
- Resignation Form

FINANCIAL REPORT FOR EVENT

Name of Event		
Date of Event		
Venue:		
Income		
X \$		\$
Pre-paid		
X \$		\$
Tota	I Income	\$
Expenses		
Number of refunds (if applicable)	X \$	\$
Note: Attach all receipts.		
Venue		\$
Decorations		\$
Door Prizes		\$
Other (specify)		
		\$
		\$
	Total Expenses	\$
Profit/(Loss)		\$
Signature of Event Coordinator	•	

OUTREACH FINANCIAL REPORT BY EVENT

RWTO Hamilton Wentworth Charity Funds			
Date Submitted	Signature of Depositor		
	<u></u>		
CHEQUE TALLY TO CHARITIES:			
#1 Name of Charity	# 2 Name of Charity		
A B C TOTAL	A B C TOTAL		
FUNDS TO RWTO:	EVENT TOTALS		
A B C TOTAL	Charity #1 Charity #2 RWTO TOTAL		
AN EQUAL AMOUNT WILL BE DONATED TO EACH CHARITY			
Charity #1 will receive: Charity cheques: Cheque from RW: TOTAL:	Charity #2 will receive: Charity cheques: Cheque from RW: TOTAL:		
Signature of the RW Treasurer:			

RWTO Hamilton Wentworth Charity Funds 50/50 DRAW NOTES: Collected: _____ Number of Prizes: _____ BILLS: ____ X \$5 = \$____ Amount of each Prize: ____X \$10 = \$____ ____ X \$20 = \$____ Amt. to Charities ____ X \$50 = \$_____ X \$100 = \$ ROLLS OF COIN SUBTOTAL = \$ ROLLS OF COIN LOOSE COIN: ____ X \$2 =____ X \$0.05 = \$____ ____ X \$5 =____ X \$0.10 = \$____ ____ X \$10 =____ X \$0.25 = \$____ ____ X \$25 = ____ X \$1.00 = \$____ ____ X \$50 =____ X \$2.00 = \$____ SUBTOTAL = TOTAL OF FUNDS: \$_____

RWTO Hamilton Wentworth Charity Funds TABLE ENVELOPES CHEQUE TALLY TO CHARITIES: CHEQUE TALLY TO RWTO: (List names and amounts in Notes box) Notes: BILLS: X \$5 = \$ _____ X \$10 = \$_____ ____X \$20 = \$_____ ____X \$50 = \$____ X \$100 = \$ ROLLS OF COIN SUBTOTAL = \$ ROLLS OF COIN LOOSE COIN: ____ X \$2 =____ X \$0.05 = \$____ ____ X \$5 =____ X \$0.10 = \$____ ____X \$10 =_____X \$0.25 = \$____ ____X \$25 =_____X \$1.00 = \$_____ ____X \$50 =_____X \$2.00 = \$_____ SUBTOTAL = TOTAL OF FUNDS: \$____

RWTO Hamilton Wentworth Charity Funds RAFFLE - SILENT AUCTION CHEQUE TALLY TO CHARITIES: (List names and amounts in Notes box) (Keep Funds Separate) CHEQUE TALLY TO RWTO: (List names and amounts in Notes box) \$____ Notes: BILLS: ____X \$5 = \$____ ____X \$10 = \$____ ____X \$20 = \$____ X \$50 = \$ ____ X \$100 = \$____ ROLLS OF COIN SUBTOTAL = \$ LOOSE COIN: ROLLS OF COIN ____X \$2 =_____ X \$0.05 = \$_____ ____X \$5 =_____ X \$0.10 = \$_____ ____X \$10 =_____X \$0.25 = \$_____ ____X \$25 =_____X \$1.00 = \$_____ ____X \$50 =_____X \$2.00 = \$____ SUBTOTAL = TOTAL OF FUNDS: \$____

RWTO Hamilton-Wentworth Nomination Form

We nominate		
for the position of		
Date:		
1 st Nominator:		
	Printed Name	Signature
2 nd Nominator:	Drinted Name	
	Printed Name	Signature
Signature of nominee:		
I agree to stand for this position.		
		Signature

RWTO Hamilton-Wentworth Branch Membership Options

Options for New Members Joining in February and March

Option A

I wish to join immediately and have dated my cheque as of today. I understand that the branch will submit my payment to the provincial office immediately and, once I have been registered provincially, I will be entitled to apply for the RWTO Insurance Plan. I also understand that my membership is valid from today until August 31 of this year at which time I must renew to maintain my membership and its benefits.

Name (Print)	Signature
Date	
Option B	
will submit my payment to the provincial or registered provincially, I will be entitled to a understand that my membership is valid from	•
Name (Print)	Signature
Date	

CHEQUE REQUEST

Hamilton-Wentworth Branch Retired Women Teachers of Ontario

Retired Women Teachers of Ontario	
Date:	
Name:	
Committee/Function:	
HONORARIUMS, PRESENTERS/SP	EAKERS, DONATIONS
(All requests for cheques should be submitted to the prior to the date of the event.)	e local treasurer no later than 1 week
Name of Event:	Date of Event:
Recipient Amount	
1	
2	\$
3	\$
4	\$
5	\$
Forward to:	T
FOR OFFICE USE:	Treasurer H-W RWTO
Date:	-
Cheque #:	_

REQUEST for REIMBURSEMENT

Hamilton-Wentworth Branch
Retired Women Teachers of Ontario

ired Women Teachers of Ontario)ate:
Name:	
Committee/Function/Event:	
Description of Expense	Amount
l	\$
·	\$
3	\$
·	\$
j	\$
TOTAL	\$
nature of Claimant:	1
R OFFICE USE:	
re:	
eque #:	
dget Line:	

RWTO/OERO Hamilton Wentworth Branch Executive Meeting Motion

Date:					
		Motion #			
Motion:					
Be It Resolved that RWTC	O/OERO Hamilton-Wentworth Branch _				
Rationale (if necessary):					
Moved by:					
Seconded by:					
Disposition:					
For Treasurer's Use:	Cheque #				
	Date Issued:				
	Amount: \$				
	Budget Line:				
	Cheque payable to:				

RETIRED WOMEN TEACHERS OF ONTARIO RWTO/OERO



HAMILTON-WENTWORTH BRANCH

GIFT CERTIFICATE FOR	
to attend Branch Bı	reakfast by the Bay,
Harvest Lunch	OR Friendship Lunch
	Events Convenor
	Branch President

 Please notify Events Convenor two weeks prior to the event you choose to attend.

RETIRED WOMEN TEACHERS OF ONTARIO RWTO/OERO



Date:	
To: Hamilton-Wentworth Branch Pres	ident
From: (Please Print)	
Please consider this notification as my	resignation from the position of
in the Hamilton-Wentworth RWTO Bra	anch.
	Signature

Appendix C: Auditors' Guidelines

An Audit is the process of validating our organization's financial tracking and reporting system. It verifies that the treasurer has been diligent in accounting the funds.

The Treasurer is not present when one first goes over the books. If the auditors have questions, they should meet with the Treasurer to obtain clarification. The auditors should provide a summary of their findings and make recommendations for changes in record-keeping procedures. This report is submitted to the President. Auditors may be asked to attend an Executive Meeting to present their findings.

The Financial Statement should indicate the closing bank balance of the previous year. The opening bank balance + total revenues – total expenses = closing bank balance for this year.

Financial Statement

Income: Actual Budget

(Income is listed in specific categories; e.g. Membership)

Total Income:

Expenses

(Expenses are listed in specific categories; e.g. Office Supplies)

Total Expenses:

Total income less total expenses is the same as the closing bank balance.

Notes:

- 1. When adjustments are considered, the final financial picture of the organization is apparent. Adjustments **may** include:
 - · outstanding cheques from the year
 - downpayments for an event the following year e.g. Liuna Station
 - deposits that came in for next year e.g. April -June events
 - deposits that came in from last year e.g. April June events
 - term deposits
- 2. The following process should be followed:
 - Check the cheque register to ensure each entry is recorded and explained.
 - Ensure that deposits from the Membership Convenor's records and the provincial Secretary-Treasurer match the financial statement.
 - Balanced events Financial Statements should match the entries of the Annual Financial Statement.
 - Check that receipts are included for expenses.

Appendix D: Timelines and Dates at a Glance

May	Executive Year begins
May	New Executive is installed at the Branch AGM
May 15	Deadline for President to send in names of incoming Branch President, Insurance
	Convenor, Goodwill Convenor and Treasurer, to Gloria Drake, Secretary-Treasurer
June	Book hotel rooms for next year's Convention if possible
Sept. 1	Membership Year begins
Sept. 1	Branch fees are due and payable to the Branch Treasurer
Oct. 15	Deadline for membership fees to be forwarded to Provincial
Nov. 15	Deadline for Provincial AGM resolutions to be submitted to Prov. 1st Vice-President
Nov. 30	Deadline for membership fees to be forwarded to Provincial and for Convention delegates to be counted in membership numbers
Jan. 1	Send in Feather in Your Hat nominee(s) to Provincial Membership Convenor no later than March 1
Feb. 1	Send in recipients of Cora Bailey Award to Area Director and to Gloria Drake (Secretary Treasurer) no later than April 15
Mar. 1	Deadline for Feather in Your Hat submissions
Mar. 1	Deadline for Branch Reports and receipts to be submitted to Branch Treasurer
Mar. 15	Deadline for President's report to be sent to Area Director
Mar. 15	Register for Convention when Provincial newsletter comes in mid-March
Mar. 31	Treasurer closes books for current fiscal year
Apr. 1	Fiscal Year begins
Apr.	Changes to Policy and Procedure Manual and Constitution submitted to Executive
Apr.	Convenors for the following year are approved by Branch Executive
Apr. 15	Deadline for names of Branch Delegates to be registered
Apr. 15	Names of over 90's attending Convention given to Convention Convenor
Apr. 15	Deadline date for names of Cora Bailey recipients due to Area Director
Apr. 30	Deadline date for Treasurer to submit Financial Report to Provincial
Apr. 30	Committee Reports due to President for President's Report at Branch AGM
June	Take picture and write-up of the Cora Bailey recipient(s) to the Convention, to be
	placed in the Cora Bailey binder.

RWTO/OERO Hamilton-Wentworth

SAMPLE YEARLY CALENDAR

May - Luncheon & Branch AGM	June – * "New Executive" Meeting	July
New Executive Year begins At the AGM:	 Delegates attend Provincial Convention Table Officers Meeting to review & revise the Working Budget (becomes Proposed Budget) and set direction Executive approves Proposed Budget Branch Program Brochure is finalized and sent to Membership Membership are asked for Provincial resolutions 	

August	Sept * Executive Meeting	Oct. Luncheon/Meeting
Table Officers meet to set direction and conduct other business, and to discuss items for September Executive Meeting Table Officers approve Executive Meeting agenda	Membership Year begins September 1 • Awards Committee is established for Cora Bailey and Feather-inthe-Hat awards • Nominations Committee is established • Other standing committees established • Executive drafts resolutions for Provincial AGM	 Membership Fees forwarded to Provincial by October 15 At the luncheon/ meeting, support for the Provincial Resolutions are solicited and the Proposed Budget is presented for approval Table Officers meet to conduct business and discuss November agenda items for Executive Meeting Table Officers approve Executive Meeting agenda

Nov- * Executive Meeting	Dec-Luncheon/Meeting	Jan. * Executive Meeting
 Number of Provincial Convention delegates are determined Awards Committee establishes recipients of Cora Bailey Award and proposed Feather-inthe-Hat awards are determined Resolutions (if any) for the provincial AGM are submitted to the provincial office by November 15 Nov 30 last day for paid members to be counted for number of eligible branch convention delegates 	 Table Officers meet to review direction and discuss agenda items for January Executive Meeting Table Officers approve Executive Meeting agenda Over 90's and Mother/Daughter Pairs honoured at Christmas luncheon 	 Executive confirms recipient(s) of Cora Bailey Award Feather in the Hat nominee(s), if any, are sent to Provincial Membership Convenor (March 1 deadline) Executive begins planning the Program for next year Executive reviews and revises Branch Policy and Procedures (if applicable) Positions on the executive becoming vacant in the next year are determined.

Feb. Luncheon/Meeting	March – Fiscal Year Ends	April – * Executive Meeting
Nominations Committee begins to establish roster of convenors and solicits nominations for vacant table officer positions (to be elected at the AGM in May) Recipients of Cora Bailey Award are sent to Area Director and Provincial Executive - Secretary (deadline April 15)	 All expense reports and receipts to be submitted to branch Treasurer no later than Mar 1. Treasurer closes books for the current year March 31. President sends Annual Report to Area Director by March 15 Convention delegates are confirmed and names sent to Sec/Treasurer (deadline April 15) Table Officers meet to prepare Exec. Meeting and approve agenda 	New Fiscal Year April 1 Treasurer prepares financial statement by the 15 th and auditors review Treasurer submits financial statement to Provincial by April 30 Budget Committee prepares a Working Budget Branch Program Brochure is drafted Provincial Convention delegates register by 15 th Changes to Branch Constitution approved by Executive (if applic) Convenors for following year are approved by Executive

Appendix E: Sample Script for Contact with Non-Renewals

	and I am calling on behalf of the RWTO Hamilton-
	We have noticed that you have not renewed your membership
for(year)	_ ·
	our records are accurate and I'd like to know if, in fact, you have can follow up and make sure everything is in order.
If your non-renewal wa	s an oversight, I would be pleased to send you a renewal form.
(If the answer i	s "No, I've decided not to renew" do NOT ask why)
(ii tile aliswei i	3 110, 1 ve decided not to renew do 1101 ask why)
•	at, if you have the RWTO Home Care Insurance, you must be a
	ny claims you make could be in jeopardy. If you'd like more can give you the contact phone number for our Insurance
Convenor.	
(Conclude)	
(00.10.000)	
Thank you for your pas	t membership and we hope to see you back again in the future.

Appendix F: Protocol for Renewals (to be added)

Appendix G: Sample Talk for Recruitment Events

Appendix H: Sample Talk for Citizenship Celebration

When a Citizenship Ceremony is held in Hamilton-Wentworth, a local community group is asked to host the event by welcoming our newest Canadians, and the best part - providing refreshments.

Today, the Retired Women Teachers of Ontario, Hamilton-Wentworth Branch, is pleased to provide this service.

We have over 300 members in this area, who taught in your local elementary and secondary schools for the Public and Catholic Boards of Education. We have many social activities and interest clubs, and greatly enjoy assisting a variety of charities and community events.

As teachers, we have all worked with students who have recently arrived in Canada, and although some needed extra assistance in learning English and French, most understood and appreciated the importance of a good education, and strived to become excellent students, to meet with future success, and make their families proud.

It is wonderful to see so many new Canadians in this room today. We are honoured that you not only came to live in Canada, but are choosing to become Canadian citizens. All of our families at one time, came from somewhere else, and then chose to live here. Now it is your turn. Welcome!