

Version

7.1



MODEL AERONAUTICS ASSOCIATION OF CANADA

Roles and Responsibilities Not-for-Profit Organizations

Director's Manual

MAAC GOVERNANCE SERIES

Guidelines for Directors and Deputy Zone Directors

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1. Introduction

The intention of this guidebook is to provide information to assist new Zone Directors and Deputy Zone Directors get started in their respective roles and is a guide only.

Every new endeavor has a learning curve and functioning as a director is an ongoing work in progress. At present there are 13 zone Directors and 13 Deputy Zone Directors which means 26 different ways of doing certain tasks, particularly relating to interpersonal communication and people skills. The purpose of this document is to help new directors become conversant with their job requirements as soon as possible. Consider it a quick start process outline of who is responsible for who, what, when and how of managing and directing MAAC. The best source of assistance in deciding how to do the job is the other members of the board of directors and the MAAC president. MAAC office staff are experienced in all matters of MAAC administration, and if they can't answer a specific question, will usually be able to put the new person in touch with someone who can.

MAAC acts as a liaison to government agencies, such as Industry Canada (formerly Department of Communications) with regard to radio frequencies and their use in radio controlled models. MAAC also represents our internationally competitive modelers to the Fédération Aéronautique Internationale (FAI) through the Aero Club of Canada. In addition, MAAC acts to supply liaison between modelers and Transport Canada to ensure our privilege of the use of air space remains in place

2. Governing Documents

MAAC is organized around the Federated Model of management style. The power is with the Board of Directors (BOD) and MAAC is owned by the members.

The main document governing MAAC is the Canada Not-for-profit Corporations Act S.C.2009,c.23. It is the document that describes what constitutes such corporations and gives us the authority to pass by-laws and other documents governing our activities. The MAAC Constitution (rarely amended) and Bylaws (subject to frequent changes) are living documents which are found in MAAC Main documents section on the MAAC Website. http://www.maac.ca/e_docs.php

The Constitution states the purpose/goals of MAAC when it was incorporated with Industry Canada. The Bylaws describe the rules of operation on such topics as how directors are elected, how meetings of directors are conducted, and what officers the organization will have and a description of their duties. The bylaws are the governing document of MAAC.

There are five documents that are of primary concern to the board director.

2.1 Constitution

At the top of the hierarchy list is the MAAC Constitution that outlines the purpose of the organization.

2.2 Bylaws

Bylaws that contain the most fundamental principles and rules regarding the nature of the organization. They can be considered the laws of the organization.

2.3 Policy Manual

Contains the policies of the organization which are the rules the organization operates under.

2.4 Code of Ethics

The MAAC code of ethics is a self-imposed document which gives guidance to the approach a director is expected to take in his performance of the task of director of the corporation.

2.5 *Procedures for Meetings and Organizations*

MAAC uses Kerr and King's Procedures for Meetings and Organizations to guide its practices when conducting the business of the organization. It guides procedures for meetings, motions and resolutions when not otherwise specified in the bylaws.

3. Zone Director Duties

3.1 *Role*

3.1.01 They are the local representation of the association, and act as members of the MAAC board of directors, and as such, their first responsibility is to act in the best interests of the organization, followed by those of their zone.

3.1.02 They represent the zone membership to the association.

- a. The zone director's prime function with respect to his zone is to act as a SPARKPLUG to ignite the zone into activity and to act as COMMUNICATOR within the zone and the association. Each zone has different dynamics, needs and varying member interests and wishes, so directors are free to prioritize their time and resources accordingly.
- b. Further, directors from time to time are required to serve MAAC by acting on various committees including the executive committee, and other groups or projects, which will be of benefit to the entire organization and not just his home zone.
- c. Directors may apply themselves to the functions described below as they deem appropriate for their zone and the general membership.

3.2 *Key Functions*

3.2.01 Protecting the Corporation

3.2.02 Promoting safety

3.2.03 Promoting MAAC and encourage membership by talking to clubs, organizations and individuals. Utilizing Deputy and Assistant Zone Directors can augment efforts in this area. The ZD should enlist as many AZDs as is appropriate for the size, demographics and geography of the zone.

3.2.04 Encouraging flyers to form clubs and to point out the advantages of being a MAAC Chartered club such as:

- a. Assembly of people of the same interest
- b. Exchange of ideas
- c. Social activities
- d. Flying facilities
- e. Strength in numbers
- f. Competition
- g. Information
- h. Fellowship
- i. Being part of a national organization which protects frequencies

- j. provides insurance, co-ordinates national & international competition
 - k. Provides insurance for owners of flying sites, indoor & outdoors
 - l. Reduce resistance to modeling activities from neighbors and municipalities
- 3.2.05 To encourage and promote zone events, contests, fun-flys, mall displays, social events, modeling activities, etc.
- 3.2.06 To promote a public relations policy within the zone to create goodwill and co-operation within the community. To make use of the local media as a means of communications, to ensure that information about the zone and its activities is supplied to the MAC Magazine.
- 3.2.07 To promote youth activities programs in modeling both within MAAC and outside it.(e.g. Cubs, Cadets, YMCA, school classes, open houses at flying sites etc.)
- 3.2.08 To approve event sanctions for the zone and coordinate event dates within your zone.
- 3.2.09 Attend as many events as possible, particularly sanctioned events, to offer support to event organizers, either by attending in person, or utilizing his DZD and AZDs,.
- 3.2.10 To inform headquarters and/or committee chairmen of zone problems, ideas and achievements.
- 3.2.11 To assist in the maintenance of a listing of zone membership.
- 3.2.12 To submit bills of zone operating expenses to headquarters (see expense section).
- 3.2.13 To arrange and conduct your Annual Zone Meeting according to the constitution and bylaws (see AZM Section).
- 3.2.14 To attend in person the Annual General Meeting (AGM) and to encourage all members of his zone to do the same.
- 3.2.15 To ensure that a resume for each chairman nominated at his zone meeting is included with his minutes or has it with him at the AGM or that person may not be eligible to be elected.
- 3.2.16 It is also your responsibility to poll any existing committee chairmen in your zone to ensure whether or not they wish to stand for another year and record it in your AZM minutes.
- 3.2.17 If, at your zone meeting, a chairman is nominated from outside your zone, it is your responsibility to notify that person and verify whether or not they wish to stand.

4. Deputy Zone Director

4.1 Role

- 4.1.01 The Deputy Zone Directors support and work with the Zone Directors to administer the Zones. They will observe, learn, and generally prepare themselves to assume the role of Zone Director whether by election at an Annual Zone Meeting or by appointment by the Executive Committee & Board should the Zone Director not be able to complete their term for any reason.

5. Code of Ethics

Introduction

It is the obligation of the Board of Directors to ensure that MAAC follows the highest of ethical standards. To demonstrate leadership in the maintenance of those standards, the Board hereby promulgates and adopts this Code of Ethics for Directors to provide guidance in discharging individual responsibilities.

For the purposes of this document a director is defined to be the MAAC President, or Zone Director.

No code of ethics or statement of policy can spell out the appropriate moral conduct and ethical behavior for every situation that Directors will confront. Each Director must rely on reasonable judgment in applying the principles outlined in this Code.

Responsibilities

Each Director has a fiduciary obligation on behalf of MAAC, which encompasses at least two distinct duties; the Duty of Care and the Duty of Loyalty.

5.1 *The Duty of Care*

To fulfill the Duty of Care, each Director should be reasonably informed, participate in Board decisions, and do so in good faith, with the care of an ordinarily prudent person in similar circumstances.

The Duty of Care presumes that each Director shall attend meetings on a regular basis, promptly respond to communication where required (e.g. email, letters, phone calls), be informed about the workings of MAAC, and exercise independent judgment. In exercising independent judgment, Directors must always act on behalf of the whole Association, and not any particular constituency group.

A Director may rely on information from regular sources that the Director reasonably regards as trustworthy. While the bylaws provide that the executive Committee shall, when the Board is not in session, supervise and maintain the operations of the association and recommend changes to be addressed when the Board is in session the Board nonetheless retains overall responsibility for MAAC operations and activities. In order to discharge this responsibility properly, Directors have full access to any MAAC records and documents that they may reasonably require.

5.2 *The Duty of Loyalty*

The Duty of Loyalty requires Directors to exercise their authority in the interest of MAAC, rather than in their own interest or the interest of another entity or person. This duty primarily relates to three areas: conflict of interest, financial conflict, and confidentiality.

5.2.01 Conflict of Interest

In the event that a Director has interests that are in conflict with those of MAAC in fact or in appearance, the Duty of Loyalty requires that the Director be conscious of the potential for such conflicts and act with candor and care in dealing with such situations.

A possible conflict of interest exists:

- a. When a Director or a close relative is an officer, director, employee, proprietor, partner, trustee, or paid consultant of an organization that could be said in a business context to be "in competition with" MAAC by offering one or more products or services similar to a product or service offered by MAAC.

- b. When a Director or a close relative is an officer, director, employee, proprietor, partner, trustee, or paid consultant of an organization that seeks to do business with MAAC.
- c. When a Director has an interest in an organization that is in competition with a firm seeking to do business with MAAC, if the Director's position gives him or her access to proprietary or other privileged information that could benefit the firm in which he or she has an interest.

5.2.02 Financial Conflict

Before a Director engages in a transaction which he or she reasonably should know may be of interest to MAAC, the Director should disclose the transaction to the Board of Directors in sufficient detail and adequate time to enable the Board to evaluate the propriety of the transaction.

5.2.03 Confidentiality

A current or past Director shall not disclose MAAC confidential, proprietary, or privileged information to third parties, including members of MAAC. What constitutes MAAC confidential, proprietary, or privileged information for this purpose is a question of fact to be determined in each case, on the basis of the nature of the information and whether it is already known by the membership.

5.3 *Gifts or Business Courtesies*

A business courtesy is a gift, favor, gratuity, or entertainment given to an individual Director from a person, firm, organization and governments with whom MAAC maintains or may establish a business relationship and for which fair market value is not paid by the recipient. A Director should limit giving or receiving gifts, favors, gratuities, or entertainment to only what is acceptable in a normal business context, and should never give or receive gifts, favors, gratuities, or entertainment in a way that might create, or be perceived to create, an obligation to or from another.

5.4 *Political Activity*

MAAC may also propose legislation or regulation changes with the applicable government agency. (e.g. Transport Canada).

MAAC, however, may not engage in political activity, which is defined as intervening directly or indirectly in any political campaign on behalf of or in opposition to any candidate for public office.

A Director therefore must disassociate MAAC from any political activity or involvement by that Director and must not use his or her status as a MAAC Director or MAAC's name, property (including mailing lists), or facilities to further a particular political candidate or campaign.

As an individual, however, a Director is not constrained regarding his or her political activities and retains the right to endorse political candidates, contribute to political campaigns, and otherwise make his or her political views known.

5.5 *Use of Association Property*

A Director may use MAAC property only in the furtherance of reasonable MAAC business. The use of resources negligible in value is an exception.

5.6 *Public Statements*

A Director should speak on behalf of MAAC only to the extent that he or she is confident that the statement reflects established MAAC policy. Any other public statement by a Director should be identified as his or her personal opinion.

5.7 *References*

Further explanations of the duties of a director called "Primer for Directors of Not-For-Profit Corporations" is found at http://www.ic.gc.ca/eic/site/cilp-pdci.nsf/eng/h_cl00688.html

In addition a book *Duties and Responsibilities of Directors of Not-For-Profit Organizations* by Hugh M. Kelly, Q.C. is available from the MAAC office.

6. Administration

6.1 *Disclosure Statement*

Upon assuming office, each Director shall file a Disclosure Statement with the MAAC Executive Committee, Head Office and shall retain a copy thereof. The statement shall disclose any current or foreseeable conflicts that the Director may recognize as set out in section II of this document and shall disclose other information necessary or helpful to administer the Code of Ethics. Such statement shall be retained in confidence by Head Office during the period of the Director's service on the Board.

A Director is responsible for ensuring that the information in his or her Disclosure Statement remains current, and must promptly apprise the MAAC Executive Committee in writing of any information that materially affects the accuracy or completeness of his or her Disclosure Statement.

The MAAC Executive Committee shall review all Disclosure Statements annually and after each review shall report to the Board, noting any ethical concerns.

6.2 *Conflict of Interest at a Meeting*

When handling a conflict of interest that arises at a meeting a Director should be sensitive to any interest he or she may have in a decision to be made by the Board of Directors and, insofar as possible, recognize such interest prior to the discussion or presentation of such a matter before the Board. When a Director has an interest in a transaction being considered by the Board, the Director should disclose the conflict before the Board takes action on the matter. The Director shall refrain from voting on any such transaction, participating in deliberations concerning it, or using personal influence in any way. The Director's presence may not be counted in determining the quorum for any vote with respect to any MAAC business transaction in which he or she has a possible conflict of interest.

If the Director recognizes that the conflict is ongoing and that information discussed at the Board meeting will bear on the conflict, the Director should not participate in that portion of the discussion and should leave the room. The Director should request deletion of appropriate material from the minutes as provided to that Director.

If a Director in good faith fails to recognize a conflict, the Director, when it is recognized, shall report that failure to the President, who shall take appropriate action to prevent continuation of the conflict and mitigate past action to the extent reasonable. The matter shall then be referred to the Executive Committee for review and recommendation.

6.3 *Infringement of Code of Ethics or Other Governance Documents*

6.3.01 A Director who is unsure about the applicability of the Code of Ethics in a particular situation or has questions is encouraged to consult with the MAAC Executive

Committee. In such event, the Director must recognize that the MAAC Executive Committee's responsibility is to MAAC and not to the Director.

- 6.3.02 Upon receipt of information regarding a possible infringement of the Code of Ethics, the MAAC Executive Committee shall promptly notify the Board, and the Director who is the subject of the possible infringement. The MAAC Executive Committee shall then investigate the matter with due diligence and the utmost discretion, and shall provide ample opportunity for due process for all parties concerned.
- 6.3.03 Upon completing the investigation, the MAAC Executive Committee shall make recommendations to the Board for appropriate action. These recommendations may include, but are not limited to, dismissal of the allegation, remedial action, or removal from office or from MAAC pursuant to the bylaws and section 158 of the Act.
- 6.3.04 Details of the process regarding allegations of misconduct, and the appropriate action available to the Board depending on the circumstances of the issue at hand, are outlined in the Policy Manual in Section 6.4 dealing with the Infringement of the Code of Ethics or other documents of governance, pertaining to the members of the Board of Directors.
- 6.3.05 The President shall disclose the name and membership number of any past or current director who has breached the Code of Ethics more than once. Details of the infringement shall remain confidential to the MAAC Executive committee and board of Directors and future MAAC Executive committee and board of Directors.

6.4 *Conflict of Interest Policy*

6.4.01 Introduction

This policy establishes procedures and guidelines that are to be followed in identifying and managing conflicts of interest pertaining to operations of the Executive and Zone Directors and their responsibilities both in their zones and as a member of the Board of Directors. Members of the Executive and the Board herein referred to as "Individuals".

6.4.02 Definition

The term "conflict of interest" refers to situations in which financial or other personal benefit may compromise, or have the appearance of compromising, a members actions. A personal benefit or a benefit to family members or a business with which an individual is associated is a potential "Conflict of Interest" situation.

6.4.03 Policy Philosophy

It is the intention of this organization to encourage its membership to participate as members/potential members of the Executive, Board of Directors and Zone Directors without encumbrances of overly stringent "Rules and Regulations" while protecting the rights of it's members. Individuals will not normally be prohibited from holding any of these positions on the basis of "Conflict of interest" but rather required to identify the nature of any conflict and if deemed appropriate, be disqualified from participating in any discussion or decision-making on that particular matter.

Examples of conflict situations:

- a. If the Organization is letting a contract and an individual works for or owns a company bidding for the contract, a clear conflict of interest exists. In such a case, the individual should be allowed to bid on the contract but not allowed to

participate in the creation of the bid nor have any input in the selection of the successful contractor.

- b. During a general discussion on committee funding, a Zone Director who is also a committee chairman should not be considered as having a conflict of interest. However if the discussion is for funding for his committee only, a conflict of interest exists.

6.4.04 Policy

- a. Individuals are required to identify all real and potential conflict of interest as soon as they are aware of them. In the interest of expediency, the Executive will resolve such issues identified by its members and the Board will resolve issues identified by its members when they are acting as members of the board. A Zone Director, who needs to have a conflict of interest issue resolved, will request resolution in writing from the President. The President will make a decision available to the Zone Director in writing or if required will put the matter to the Executive or the Board depending on the nature of the issue.
- b. Under no circumstance will any individual use information from membership lists, or other Association documentation for any personal non-association use.
- c. The Publisher/Editor of Model Aviation Canada will not normally be allowed to hold an Executive or Board position. This is intended to maintain a non-biased nature for our magazine.
- d. Persons who make a substantial portion of their income providing a service to the Association will not normally be allowed a position on the Board or Executive.

6.5 *Defamatory Statements*

A defamatory statement is one that may tend to injure the reputation of another. "There is no complete or comprehensive definition of what constitutes a defamatory statement, since the word 'defamatory'; is nowhere precisely defined. Generally speaking, a statement is defamatory of the person of whom it is published if it tends to lower him in the estimation of right thinking members of society generally or if it exposes him to public hatred, contempt or ridicule or if it causes him to be shunned or avoided." In general, words will be found to be defamatory "if they impute lack of qualification, knowledge, skill, capacity, judgment or efficiency in the conduct of his trade, business or professional activity."

There are certain defenses to defamation. These include the defense of justification (that the statements were substantially true), that the statements were fair comment (based on true facts made in good faith) and that the statements were made in circumstances of qualified privilege (where the person who makes the communication has an interest or a duty to make it). It is up to the party disputing the defamation to make out the defenses. If that party is able to establish justification, there is an absolute defense. If it can only establish a defense of fair comment or qualified privilege, the onus shifts back to the party making the allegation to prove the presence of malice (which includes spite, ill will or any indirect motive or ulterior purpose), which defeats both of the latter defenses.

Without further exploring the law of defamation, it should be sufficient to say that circulation of comments that might negatively impact the good reputation of another individual may give rise to an award of damages against MAAC, or at least a legal action against MAAC, both of which should be avoided. Malicious comments should never be made by one director against another as these comments are not only potentially actionable; they violate the spirit and intent of the very purpose of MAAC.

7. Zone Communications

Zone communications is probably your most important day-to-day task; unfortunately it's also the most difficult. The major things to keep in mind are:

- 7.1.01 **BE VISIBLE** - Take every opportunity for yourself, your DZD and AZDs to get out and meet the membership. Attend fun-flys, contests, or any other gathering of modelers. Wear MAAC attire and provide MAAC attire to your DZD & AZDs to achieve maximum visibility. (see promo funds)
- 7.1.02 **APPROACH PEOPLE** - Don't be afraid to walk up to strangers and introduce yourself as the Zone Director.
- 7.1.03 **BE A GOOD LISTENER** - Your members will always want to discuss MAAC matters with you. Listen, makes notes, follow up.
- 7.1.04 **ESTABLISH A NEWSLETTER LINK** - Almost every club has some kind of a newsletter. Contact every club and get the name and address of their editor. Make a list and send to the clubs urging them to exchange newsletters and also copy the ZD & DZD. One point - editors tend to consider the newsletters they receive as personal property, urge them to share.
- 7.1.05 **ZD NEWSLETTER** - A valuable communications tool is a newsletter, authored by the ZD, sent to the club contacts in your zone in the months between MAC Magazines. Creating a brief newsletter and sending by email does not take a lot of time but pays dividends within your zone.
- 7.1.06 **ZONE REPORTS** - These are a very important link to your zone. Sometimes it's difficult to think of something to say, but anything is better than nothing. Again, utilize you DZD & AZDs for input. Avoid missing an issue of the MAC Mag. Hi-lite member names and club names. Utilize pictures and event reports. Members are proud of their accomplishments and what happens in their zone. You must remember you are their link to the Association. (see the following Editor's Guidelines)
- 7.1.07 **WEB SITE** - MAAC has a Web site on the Internet at <http://www.maac.ca> It is the Zone Director's responsibility to make sure zone info on the site is complete and up-to-date.
- 7.1.08 **MASS EMAIL** - One of the recently adopted methods for zone communication is the mass email tool to which all directors, the president and the head office have access to. It should be used carefully in order for the membership not to feel that they are being inundated with "junk mail" and begin to block or delete our efforts to communicate with them on important matters. The emails will only be received by those that have provided MAAC with their Email contact information so you may not expect that each and every member has received the item.

8. Zone Organization

In Canada we have 3 basic zone configurations:

- a. High density (highly populated, clubs fairly close together)
- b. Low density (spread out, smaller clubs far apart)
- c. Mixed density (combo of above)

A recommended organization chart is as follows:



AZD – Assistant Zone Director, there is no limit to how many AZDs you can enlist.

The utilization of your Deputy Zone Director and Assistant Zone Directors to minimize travel is wise. You can distribute the zone clubs between your AZDs basically by geography and assign a certain number of clubs to each AZD. This could be as few as 1 or 2 or as many as 5 or 6. By delegating you increase visibility and your exposure to your members. It also provides a valuable training ground for future DZDs and ZDs.

The AZDs job is to keep the zone director abreast of the goings on in his area. Conversely the zone director can communicate more effectively with the zone the membership utilizing his AZDs. Keep your DZD and AZDs up-to-date on MAAC happenings so that they can keep members informed. An e-mail newsletter works very well.

9. MAAC Services

You will be asked the question periodically “What does MAAC do? What do I get for my membership dues?”

The following contains information important to all Association members, both sport fliers and FAI competitors alike, and references are included that will aid individuals and clubs in obtaining information of importance to them.

The following is a partial list of some the services that your association provides:

- | | |
|----------------------------------|---------------------------------|
| 1. Insurance | 22. Youth Programs |
| 2. Frequencies – RABC | 23. Special Events |
| 3. Transport Canada Liaison | 24. Trade Shows |
| 4. Flying Sites (information) | 25. Industry Liaison |
| 5. Incorporation | 26. Magazine Publication |
| 6. Legal Matters | 27. Magazine Policies & Editing |
| 7. Club Charters | 28. Magazine Advertising |
| 8. Contest Director Applications | 29. Films and Video Tapes |
| 9. Leader Member Applications | 30. Training Programs |
| 10. Aero Club of Canada Liaison | 31. General Inquiries |
| 11. Member services | 32. Liaison with A.M.A. |
| 12. Subscriptions | 33. Accounting Services |

- | | |
|---------------------------|--|
| 13. Address Changes | 34. Compilation of Zone Reports |
| 14. MAAC Rule Books | 35. Coordinate Comm. Activities |
| 15. World Championships | 36. Communicate to levels of Assoc |
| 16. Contest Sanctions | 37. Fellowship |
| 18. Contest Calendar | 38. General Coordination with M.A.A.C. |
| 18. Records | 39. Field locations and club contacts |
| 19. Trophies & Awards | 40. Interclub Liaison |
| 20. National Competitions | 41. Museum |
| 21. Team Selection | 42. Archives |
| | 43. Support to FAI Competitors |

10. Insurance

ZD's have the same Third Party Legal Liability Insurance all members have, as well as coverage under the Members Accident and Disability policy. In addition to that, they have coverage under the Directors and Officers Policy (\$1,000,000) as well as a "Key Personnel" AD&D Travel policy. That one differs slightly from the members' one as it covers the ZD's when traveling on MAAC business and has higher limits as well.

Insurance policies are subject to change from year to year. The most current information is posted at http://www.maac.ca/committees/maac_committee.php?cm=14

11. Annual Zone Meetings

11.1 When

MAAC bylaws state that all annual zone meetings shall be held in the fall of each year so that you can have your minutes to the office no later than October 31st.

11.2 Quorum

A zone meeting cannot be held if a quorum is not present (attendees and proxies held). The meeting notice and waiting period as per bylaws will have to be reset. It imperative that you collect a sufficient number of proxies ahead of time to assure a constitutional meeting (a quorum = 5% of your open membership). Junior members do not get a vote and are not part of the quorum calculation.

11.3 Suggested AZM Format

See template for meeting in appendix 17.7 on page 29

See Appendix 17.18 on page 36 for advice and direction regarding the exercise of Zone Director's vote, use of proxies, and making of motions.

The importance of your Annual Zone Meeting (AZM) cannot be over emphasized. Not only is it where the Zone Director and Deputy Zone Director become elected in alternate years. It is the only opportunity for your zone membership to make their concerns known, and to formulate action for those concerns. Matters which must come before the Board of Directors and Executive can only be taken forward as Resolutions and Recommendations.

Historically, attendance at AZMs is low (expressed as a percentage of the total zone membership). Many ideas have been tried to combat this, e.g. free or subsidized lunch, incorporate a static display and/or a swap meet, have it at an aviation facility e.g. a museum, show movies, have a luncheon and maybe a short tour for the ladies who might attend if there

is something for them to do which might encourage male attendance. The opportunities are limited only by your imagination.

Remember to poll existing committee chairmen in your zone to verify whether or not they wish to stand for another year. Include results in your minutes.

Sign –in Sheet - The MAAC office will send you an excel spreadsheet with the listing of the zones current membership which you should have at the meeting. All members attending must sign in along with their MAAC number. You can speed up the sign in process by pre-filling the sign-in sheet with the info from the zone spreadsheet the office sent you. An embedded water mark page number on each sheet helps keep the paperwork in order. An additional option for very large zones is to break the list up into separate binders or groups i.e. A to D in one group E to K in another etc..

The easiest way to make a sign in sheet

- a. Save the excel file that the office sent you to a new name.
- b. Retain the field header names and related info– MAAC NO, LAST, FIRST, MEMBER TYPE, ADDRESS, CITY, HPHONE, E-MAIL HOME
- c. Delete the remaining field names and related info.
- d. Add the following field names – Signature, Proxies Held, IN PROXY BY.

Most home offices only have a printer capable of printing 8.5 X 11 paper. The ups store or a local office supply store can print your file on larger paper i.e. 8.5 X 14 or 11 X 17. It is not expensive.

The person who is registering does not have to take time and hold up the line by printing all their information. It is already there. This is their opportunity to correct the information if it is wrong. They just have to sign their name in the signature space.

Proxies, if any, are then given to the individual manning the registration desk. The desk auditor checks to see if each name is a valid zone member on the list. The initials or the MAAC number of the individual holding the proxy is placed in the cell of the proxy giver with the heading "in proxy by". Once all the proxies have been verified the total for that holder is placed by their name under the column heading PROXIES HELD". At the end of the day the total of the column "proxies held must equal the column "in proxy by. A card with the number of votes that the member is carrying is prepared and given to them. They will hold up that card when a vote is taken.

Should a member have given his proxy to more than one other member, only the most recent one is valid. Should a proxy be open, that is, not related to a specific issue, the holder of the proxy may vote for the absent member at his discretion. Should the proxy be closed, wherein the agenda issue is specified, the proxy holder, who need not be a MAAC member, will vote in accordance with the wishes of the absent member. Sections 22 through 25 of the MAAC by-laws cover the voting procedures in more depth.

In order for voting on any resolution to be valid, make sure that you keep the originals of all documents and submit copies with your zone meeting report (proxies, sign in sheets, minutes, resolutions and recommendations, applications for leader member etc.)

ENLIST SOMEONE TO TAKE MINUTES

Call meeting to order (include time, date and place in minutes)

Establish a quorum (a quorum consists of 5% or your open membership). Junior members do not get a vote and are not part of the quorum calculation.

Therefore, state the number of open and junior members in the minutes and the number of members and proxies in attendance at your meeting. If you have 5% in attendance, then you have a quorum and the meeting is legal. If for some reason you do not have a quorum, you can still hold a meeting, but your resolutions will not be carried forward to the annual general

meeting. . Recommendations will be dealt with as usual. State in the minutes whether or not you have a quorum. Also, state the number of juniors and the total membership in your zone. (total membership equals all open and junior members)

Have the minutes of the previous meeting read. For expediency, it is suggested copies of last year's minutes be made available at the registration desk for attendees to take and read.

Ask for a motion to approve the minutes as read or as distributed if copies available. (All motions should have a mover, seconder and a vote recorded).

Business from the Minutes, self-explanatory.

Old Business, self-explanatory.

Zone Director's Report

The zone director should then give a report on the activities within the zone for the past year. Have any other members' give reports you feel are of interest to your zone.

New Business

Election of zone director and deputy zone director:

Persons wishing to stand for election to either position must notify the incumbent zone director and the MAAC Head Office at least 30 days prior to the Zone Meeting so that the names of all persons standing for election will be included in the meeting agenda. Section 30(4) of the MAAC by-laws refers.

Election of a zone director (alternate years). Call for nominations; when all nominations have been recorded (with mover and seconder) have someone move that nominations cease. Have a vote for Zone Director and state in the minutes who is the Zone Director for the coming 2-year term.

Election of a deputy zone director (alternate years). Call for nominations; when all nominations have been recorded (with mover and seconder) have someone move that nominations cease. Have a vote for deputy zone director and state in the minutes who is the deputy zone director for the coming 2-year term.

List in the minutes any assistant zone directors appointed by the zone director. (remember they should be in a different area than the zone director as they will represent an area that the zone director is unable to cover in his normal travels).

Nominations for committee chairmen and committee members

The following is a list of committees in MAAC. Verify this list with your current MAAC Magazine to assure the list is current.

Board Appointed Advisory Groups

Constitution Insurance UAV

The process to join the Constitution Advisory Group is contained in its Terms of Reference which can be found on the MAAC website under *Advisory Groups/Constitution/Group Documents/*. Interested members should submit a letter of interest and resume through their respective Zone Director to the Board of Directors and copied to the Chair of the Group.

Board Appointments

ACC Delegate (Aero Club of Canada), Chair of Chairs, Translation and Transport Canada

Standing Committees

Archives	Youth & Beginner	Control Line
Control Line Aerobatics	Disability Awareness	FAI
First Person View	Flying Fields	Free Flight Indoor

SAM Free Flight	Multi Rotor	Noise
Public Relations	Electric Aircraft	RC Float Planes
RC Giant Scale	RC helicopter	RC Jet
Website	RC Precision Aerobatics	RC Pylon
RC Sailplane	R/C Scale	RC Scale Aerobatics
RC Combat	Radio Spectrum	Safety

Space Modeling

It is very important to indicate beside the name of the person nominated whether they were nominated as chairman or as a committee member. When listing the nominees, be sure to list the person's MAAC number as there may be more than one individual with the same name. Each zone is entitled to two committee members. If there are others that are interested in the office an election must take place. The first two highest vote receivers are on the committee the others may be appointed as advisors to the committee at the pleasure of the chairman. The committee chair position is not one of the two members allowable from a zone, but is a third person from the zone in question. Note - the insurance advisory group is board appointed and not an elected committee.

Nominations for Leader members, Lifetime members, Lifetime Achievement and Hall of Fame

Zone Directors should have available forms for Leader Member nominations and ask the members present if they have any nominations. These forms need signatures and information that can maybe be looked after immediately. Should this not be possible, the Zone Director will have the names of the persons nominated and will be able to have the appropriate information sent to the office prior to the Annual General Meeting. The basic criterion for recognition is located on the MAAC website under docs/ media. In addition, the nominee's sponsor, or person making the nomination should supply a resume' with sufficient information to satisfy the persons adjudicating on the award that the member concerned is in fact a leader amongst members and deserving of recognition. http://www.maac.ca/e_docs.php

Lifetime Achievement nominees can also be taken at your zone meeting as well or at the very least, the Zone Director should bring this award to the attention of those present. The criterion for the award is published in MAAC magazine in the issue preceding the AGM. Criteria and forms are also available on the MAAC website.

Hall of Fame nominees can also be taken at your zone meeting as well or at the very least, the Zone Director should bring this award to the attention of those present. The criteria for the award is published in MAC magazine in the issue preceding the AGM. Criteria and forms are also available on the MAAC website.

Resolutions

Resolutions pertain to the MAAC Constitution or the MAAC bylaws. The Constitution and Bylaws define who we are and how we are made up and governed. Changes or additions or deletions from these documents require a majority of 2/3rds for acceptance at the AZM. The motion must have a mover and a seconder of the motion. It is suggested that all resolutions begin with the wording "Be it resolved that:" All other motions which deal with how MAAC does things are recommendations.

Please list the resolutions clearly, including the by-law or policy number and section, in your minutes as they are copied exactly for the AGM. Be sure the mover's and seconder's names and MAAC numbers are included. It is recommended that the wording of resolutions be approved by the chair of the Constitution Advisory Group or another competent person to ensure that the application will not be summarily rejected due to a procedural error, which may have nothing to do with the issue subject of the resolution.

Recommendations

Recommendations can be accepted from any member attending your zone meeting or in writing and sent to you by a zone member prior to your AZM. A simple majority vote is all that is required to pass the recommendation. Recommendations can be used to amend the MAAC policy manual, code of ethics, safety documents or any other MAAC produced document of governance other than the constitution or by-laws.

Closing remarks

Adjournment

Minutes along with proxies and sign-in sheet should arrive at headquarters as soon as possible and no later than October 31st of each year.

NOTE: Resolutions and Recommendations

At AZM's in the past resolutions have been brought forth that are misdirected. The process has been to review them at the directors meeting and refer them to the appropriate group for their recommendations the following year. Because of this many members' thoughts and ideas have taken too long to be acted upon.

It is recommended that resolutions and recommendations, if possible, be prepared well ahead of your AZM, and then submitted to the Constitution Chairman for guidance so that when brought forward at the meeting you will know that what you are voting on is correct. If it is properly structured, and is passed, then it can be properly addressed at the next MAAC AGM.

Resolutions and recommendations arising from the AZM will be reviewed by the Constitution Advisory Group for correct form, grammar and spelling. Should there be sufficient reason, the resolution and/or recommendation with comment, will be returned to the appropriate Zone Director. The Zone Director will contact the original mover and seconder to assure they accept the correction(s). If the correction(s) are unacceptable the resolution and/or recommendation will be forwarded "as is".

The Constitution Advisory Group will not intentionally change the intent of the resolution and/or recommendation.

11.4 *Resolution Format*

Resolution Name – *A very short title for the resolution*

Be it resolved that:

Resolutions are only used to add, amend or remove sections of the constitution and bylaws. Be specific in what is being resolved and include the bylaw number and name to be amended or added to. Include language to be removed and or language to be added.

Rationale:

A short rationale for why the resolution is being made, what problem it solves and its benefit to MAAC.

Moved by *name MAAC number* and seconded by *name MAC number*

Quorum (*present and proxies at meeting*), abstain (*number of abstains*), oppose (*number of votes opposed*) Motion Carried/Failed

Fictitious Example:

Termination of Membership

Be it resolved that:

Bylaw 11.h be amended from a vote of 3/4 of the members to a vote of 2/3 of the members at an annual or special meeting of the members.

Rationale:

This type of vote is consistent with a special resolution and should require the same vote as a special resolution.

Quorum 198, abstain 2, opposed 3

Motion Carried

11.5 *Recommendation Format*

Recommendation Name – *A very short title for the recommendation*

Be it recommended that:

Recommendations are generally used to direct the activities of MAAC including additions, amendments and deletions to the Policy Manual. They may include new initiatives, ways of doing things, introduce new ideas or other initiatives not associated with changing the constitution or bylaws. Be clear in what is being recommended to be done or considered and who is to do it.

Rationale:

A short rational for why the recommendation is being made, what problem it solves, why it is a new idea or initiative and its benefit to MAAC.

Moved by *name MAAC number* and seconded by *name MAAC number*

Quorum (*present and proxies at meeting*), abstain (*number of abstains*), oppose (*number of votes opposed*) Motion Carried/Failed

Fictitious Example:

MAAC Identification on Models

Be it resolved that:

It be mandatory that every member of MAAC identify each non-tethered model that is flown outdoors with Name and Address and/or MAAC Number.

Rationale:

There are a great many people flying model aircraft and drones in an inappropriate manner. The majority of these are not members of MAAC. It is a matter of time before there is an "incident" that could well impose major restrictions on model flight. It is important that Transport Canada sees that we are determined to police and protect our membership.

Quorum 198, abstain 2, opposed 3

Motion Carried

11.6 *Process for Resolutions and Recommendations from Zone Meetings*

This section speaks to the process that a resolution or recommendation follows after it is submitted to the MAAC office following an AZM.

The resolutions and recommendations from all the zones are compiled into two separate documents by the Constitution Chairman. The recommendations that originate at an AZM are handled differently than the resolutions that are generated by a committee.

The Chair of Chairs compiles the recommendations that come from the various Committee reports and are in addition to the AZM recommendations. (A chairman may have submitted committee recommendations through his AZM as well.)

The resolutions and recommendations are forwarded to the following groups:

- a. Executive Committee
- b. Board of Directors
- c. Committee Chairmen

d. Constitution Advisory Group

In previous years the two documents were forwarded to the various committees involved for follow-up after the Annual General Meeting. Needless to say, there was much confusion doing it that way. It is far more reasonable and time effective to have committee input prior to the directors having to make a decision which then can be announced at the AGM meeting.

The compiled recommendations are not to be confused with the various committee recommendations forwarded to the board via the annual committee reports. Having said this, some chairmen may put their committee recommendations forward at a zone meeting to cover all the bases.

The intent of this procedure is to obtain feedback from the committees regarding the AZM recommendations and resolutions. Many resolutions and recommendations directly affect committees. Recommendations also cross committee lines and thus, could impact multiple committees i.e. an AZM recommendation to the board regarding R/C Scale could also impact on Safety issues.

The constitutional Chairman will establish deadlines for responses to ensure that the information is handled in a timely manner.

It is suggested that each group handle the documents in the following manner:

Board of Directors

At this time the documents are for information only to keep the board apprised of what has been received in the way of resolutions and/or recommendations. The circulated summary is for discussion and clarification purposes only. It is premature to tag each resolution or recommendation with the word "Pass" or "Defeat". The additional information could help the Constitution Advisory Group in its analysis and their development of a recommendation.

A further compilation will be forward to the board at a time closer to the annual board meeting. This compilation will supply recommendations to the board members as to how each resolution should or could be resolved. These recommendations are in no way binding on the board members who are free to make their own decisions. The final disposition of all recommendations is given by the board of directors. The final disposition of resolutions is given by the members (usually in accordance with board recommendations) at the Annual General Meeting.

Executive Committee

The same procedure as the Board of Directors.

Committee Chairmen

The resolutions and recommendations are supplied to the relevant committee chairmen for their perusal and comment. It is not obligatory but it is intended to make the committee chairs aware of motions which have been put forward which may impinge on their committee's interests. It is not expected that the committee chairs will respond to all of the resolutions and/or recommendations. In the past, recommendations have been put forward for a particular discipline which have had direct consequences for the Safety Committee and/or other committees.

Constitution Advisory Group

The resolutions and recommendations are supplied to the Constitution Advisory Group to begin the process of evaluating them. The evaluation would include such considerations as legality, practicality and enforceability to mention a couple. All comments are taken into consideration when preparing the final presentations to the executive committee meeting, the board of directors meeting and the Annual General Meeting.

In all cases, where necessary, timing guidelines will be given.

12. Board and Annual General Meetings

12.1 When

The Annual MAAC Board meeting and AGM is usually held in March. Locations change, usually in a pattern of Ontario, East, Ontario, West, Ontario and so on. Your first one will occur roughly 6 months after you become ZD. Those first 6 months present a fairly steep learning curve, but with the support, hopefully, of your predecessor you will do just fine as you prepare yourself for the meetings. Always remember you are there wearing two hats. On one hand, you are a member of MAAC's Board of Directors and must act in the best interests of MAAC as a whole. On the other hand you are representing your zone and all its members.

12.2 Meeting Documents

Two or three weeks prior to the meeting you will receive an electronic version or have access to a download of the agendas and all the support documents for matters which will come before the meetings. It is suggested that you review the minutes of the previous year's board meetings and AGM's. This will do two things for you: First, it will familiarize you with the items normally dealt with and second, give you some background information to assist when making decisions and casting your vote at the BOD meeting and AGM.

12.3 Travel

MAAC will arrange for, and pay for, your travel and lodgings. You are provided with a private hotel room. With most hotels the rate is the same single or double which means if you wish to bring your spouse/significant other, you will not incur hotel costs. Travel costs, meals and other expenses for your spouse are your responsibility.

You will usually travel on a Thursday and the Board meeting commences Friday AM and runs through Saturday PM, with Sunday AM saved for overflow business if necessary. The AGM takes place on Sunday PM. You will return home Sunday evening or Monday AM depending on timing and travel arrangements.

You may feel a bit shy at your first meeting, but your fellow ZDs will soon make you feel right at home.

12.4 Meeting Timeframes

The AGM schedule is set in three timeframes. The executive meeting is held on Thursday, the board meeting is in Friday and Saturday, the AGM is on Sunday. Every MAAC member is entitled to attend any of the meetings. The executive meeting, in reality is a preparation meeting for the two other meetings that follow. The visitors to the meetings, sometimes called auditors, can only speak at the meetings if they are recognized by the chairman.

12.5 Voting

As a zone director you are a member of the Board and you, along with 12 others, will design and plan the future of the MAAC organization. You will be voting on issues such as: budget, committee chairmen, accountants report, legal matters etc. etc. You will be voting on the recommendations and resolutions that came from the Annual Zone Meetings the previous Sept./Oct.

Each Zone Director has one of 13 votes. The President has only a tie-breaking vote. Deputy & Assistant Zone Director do not have a vote on Board matters.

Only the executive board members can vote at the executive meeting. The entire board can vote at the board meeting. Each director has one vote at the Board meeting. Voting at the AGM is more complicated. Each director carries a vote number that is established by the current number of members in their zone at the time of the AGM. They are in effect, carrying the unwritten proxies of their members. The zone director may be carrying written proxies that

direct them to vote a certain way on an issue. The individual member directed vote only comes in play if the direction of the individual proxy is different, than the direction the director chose's to vote. Thus when the vote is called on an individual issue the director who has a zone vote of 500 members and a written proxy direction vote of 25 against and the director is in favour – then they will cast a vote of 475 to pass and 25 to defeat. The director is free to vote their full 500 ballots as they see as most appropriate, if there is no written direction. The total of all the members votes are then counted by the Constitutional Chairman. Some items require 51% to pass while others require 66.6% to pass.

12.6 *Social*

There will be very little free time; however, there is usually a social on the Friday evening and a banquet on Saturday evening.

13. Hosting an Annual General Meeting

To host the annual meeting provides the members who elected you the opportunity to meet the Board of Directors, and Executive of the association. This may not sound like a big deal, but the members that have had this opportunity have made good use of their time. The local members take the opportunity to place their concerns, praise, and questions directly to the executive and/or the board of directors. The local members also have the chance to show-off or brag about local facilities and/or events.

To many members M.A.A.C. is just an address to send money to for insurance and a magazine. This availability of the executive and board of directors to the members is good public relations within the organization.

At this time of the year, the heavy load on the office staff to get recommendations and resolutions from the Annual Zone Meeting minutes sorted out, processed through the constitution chairman and/or lawyer, and inserted into the agenda, combined with financial and year end office reports is quite a task. Combined with the high number of membership renewals, makes the hosting of an AGM by a zone director an effective means of spreading the workload.

Hosting a MAAC AGM is a rewarding experience.

13.1 *What is it?*

There are four days of meetings, the first day (Thursday) is the Executive Committee meeting, from 8:00 a.m. until approximately 5:00 p.m. Meeting room required for seven to nine people, coffee at 10:00 a.m. and 2:30 p.m., provided in the meeting room. The second and third days (Friday & Saturday) are the beginning of the Board of Directors meetings, again from 8:00 a.m. until approximately 5:00 p.m. Meeting room required for fifteen to twenty people, coffee at 10:00 a.m. and 2:30 p.m., provided in the meeting room. Working lunches may be requested.

The fourth day (Sunday) is divided half for the completion of the directors meeting (if needed), and half for the Annual General Meeting. Sunday from 8:00 a.m. to noon, directors meet in hopefully the same room as Friday & Saturday, coffee in the room at 9:30 a.m. and a working lunch at 11:00 a.m. (usually sandwiches and some choice of beverages, perhaps some vegetables and dip). Then at 1:00 p.m. the Board goes before the general membership. This meeting hall is generally set up with the Board of Directors seated across a long head table with the President and Secretary/Treasurer included. The main body of the room is set up theatre style for the approximate number of members expected. A facility must be set up to control access, so that membership cards and proxies may be checked before entry. This room is usually only required for two to three hours.

Ideally, all sleeping rooms and meeting rooms, including the AGM will be at the same facility. Many hotels are gear for this type of "convention" business.

13.2 *Who's Coming?*

The Executive Committee, 6 in all, and the 13 zone directors. In addition, the Constitution Chairman and certain invited guests will be present. For the AGM there will be all of the above plus all MAAC members who wish to attend.

13.3 *What to do When?*

Depending upon the area in which you are going to host the meetings, you will probably have to book the hotel accommodations and meeting rooms eight months to a year ahead. The meeting rooms and banquet facilities are usually easy. Most hotels which are geared for this type of business will be very helpful with your plans.

Headquarters will give you guidelines for sleeping rooms. Usually a block of rooms is booked with the understanding that final bookings with names will be made available in January prior to the meetings

Time to finalize the menu, standard banquet menus are available, but if you go with a smorgasbord, you leave your guests with a choice as well as keeping the cost low enough to be able to invite several local club executives or VIP's for the same cost as a service banquet. If you have volunteer drivers they and their spouses should be invited regardless of the dinner format. Note most people on specialized diets should be able to get by at a smorgasbord style dinner.

13.4 *A Few Things to Consider*

While it is not a formal part of meeting arrangements many ZD's and Executive members bring spouses or significant others. A modest program of side trips, shopping trips, luncheons etc. for the ladies, hosted by local wives, is always welcome and is a good hosting touch.

Drivers - These are often volunteers from local clubs willing to meet the incoming members at the airport and bring them to the selected facility. Then after the AGM return the guests to the airport. This is not mandatory but is much appreciated when provided.

Banquet night - Remember the local members, in fact all members present are only going to be able to come to this event if the ladies will let them. All locals who assist in the preparation for or hosting of the event should be invited to attend with their escorts. Other members at large with wives are usually welcome to come at their own expense, up to the capacity of the banquet room. This opportunity would have to be publicized ahead of time, perhaps with a stipulation in numbers and a date by which a commitment would be required.

At the AGM help at the door to check memberships is most important. Check with the MAAC secretary to make arrangements. Due to time required for checking in, socializing before and after the formal meeting, coffee is generally provided, within the meeting room. A member is usually appointed as sergeant at arms to officially count the votes, again consultation with the secretary may help.

Is the executive open to suggestions for activities on Friday night? YES, but best to run your ideas past the president before you commit the executive to anything. Dinner away from the hotel in a relaxed atmosphere such as a pub or a visit to an aviation museum followed by dinner are a couple of suggestions which have been well received. Use your imagination!

After it is all over those guests whom are not flying out Sunday night often like to go out to dinner somewhere away from the meeting hotel. Local members involved are welcome, this is Dutch treat so no budget is required, but perhaps Saturday or early Sunday reservations may be in order.

14. Expenses

14.1 Budgets

Each zone director has a budget comprised of two parts. One is a travel budget, the other a promo budget. The travel budget is calculated using a formula which considers number of clubs and area of your zone. The promo budget is related to the number of members in your zone. The amount varies year to year and is allocated effective January 1st of each year, although the final budget is not approved until the March board meeting.

14.2 Use of Funds

Travel is just that. You should report mileage. Hotel/motels (although the budget will probably not cover a lot of lodging) legitimate meals etc. You should also share your budget with your DZD and AZDs, compensating them for at least mileage if requested. The 2009 allowance for mileage is \$0.45 per km., but you can reduce that amount on your expense claims if you would like to 'stretch' your budget.

Don't be afraid to use your budgets. The funds are there to help you do your job. If your personal circumstances are such that the MAAC budget is not really necessary, that is good for MAAC. Most zone directors, however, can make use of the funds and do so.

Promo funds are for such things as wearing apparel for your DZD & AZDs, suitably embroidered with the MAAC logo and their title (a good way to increase visibility, see , perhaps prizes for special events, portable canopies, again for visibility, special awards and so on, initiatives which 'promote MAAC and the hobby'.

Part of your budget should be devoted to administrative costs. Such things as postage, phone toll charges, possibly a portion of your internet costs, photocopying, photo processing etc. etc.

You are free to purchase tangible assets such as tents, PA systems etc. etc. but these must be recorded and a copy of the list send to HQ annually.

If you should wish to consider an expense that you feel is not on the above list or is out of the ordinary, call the sec/treas. at HQ office for guidance before incurring the expense.

14.3 Collateral

Each new zone director will receive a nylon jacket, a hat, zone director's wing pin, business cards, and a name badge. Replacement of any these items are charged to zone expenses. Likewise wearing apparel for DZDs and AZDs is chargeable to the zone promo budget.

14.4 Reporting

Expenses should be reported on the prescribed MAAC expense claim form (APPENDIX IV) ideally on a monthly basis. Reporting should NOT be left until year-end.

14.5 Reimbursement of Expenses

See Policy Manual Section 9.6 Remuneration of Directors clause 9.6.01 which authorizes directors to incur expenses on behalf of MAAC and sets an annual cutoff date for filing expense claims. It is strongly recommended that expense claims be submitted quarterly to assist head office with accounting and managing the budget and to ensure you as a director is not out of pocket for an extended period.

15. Email

Email is probably the most useful tool to come along for communications purposes, surpassed only by a phone-call. Used properly it can assist you unbelievably and miss-used it can be extremely damaging both to yourself and to MAAC.

- i Use it wisely!!!
- ii Email should be used for the request or dissemination of information.
- iii Emails should be directed to the person or persons directly involved.
- iv Emails should not be broadcast indiscriminately.
- v Emails should never contain threatening, defamatory or libelous material. Lawsuits can result.
- vi Emails should not be used to wage personal vendettas.
- vii If you receive an Email of an unsuitable nature, answer stating that the contents are not within the guidelines. Do not retaliate. Copy the M.A.AC. office only.

15.2 *Mass e-mails*

Under your ZD tab in your MAAC website account area, you will find a new link called 'Send Mass Email'. This tool allows the office and the Zone Directors to send a large number of emails to members and club contacts as well as a list manually input into the tool. There is a set of instructions in the ZD help file tab in your account area.

This is a very powerful tool that will let you send a large number of emails without the constraints typically imposed by ISPs. Each email is individually sent so the recipients will not see the distribution list. The emails will only be received by those that have provided MAAC with their Email contact information, hence you may not expect that each and every member has received the item.

16. Ideas That Work

16.1 *Purpose*

Each ZD and DZD and AZD will have an opportunity to contribute to this section. The concept is to share ideas which address the following:

- Overall promotion of model aviation
- Overall promotion of MAAC
- Ideas which will potentially generate new members
- Ideas which will potentially increase member satisfaction within MAAC
- Ideas which will make the ZD/DZD assignment more productive

With internet communication so effective, the easiest way to share your ideas is by use of email. Almost everyone has scanning (for diagrams etc.) ability, and picture capability with digital cameras.

16.2 *Submissions*

You are asked to follow a basically standard format for these submissions as follows:

- Use "An Idea That Works" as your email subject. That will alert other ZDs that this should be printed out and inserted in his manual
- Start with the background and what matter the idea is to address
- Outline the idea itself and any technical stuff needed to support it
- Describe how it positively impacted your zone and members
- Add pictures and diagrams as jpegs

DIRECTOR'S MANUAL

Any given idea may not apply to your zone, or be of use in your zone at present. It may, however, be of use in the future. Overall, it will give each ZD and DZD a sense of what other ZDs & DZDs are doing. Ideally it will bring a certain level of standardization to how we all do our jobs.

17. Appendices

17.1 Zone Map

http://www.maac.ca/zones/maac_zone_map.php

17.2 Confidentiality Agreement

I the undersigned understand and agree that information pertaining to the private domain and internal operations of the Model Aeronautics Association of Canada (MAAC) will not be used for any purpose other than business pertaining to the Model Aeronautics Association of Canada. All discussion, information, documents and membership lists that are considered confidential are to remain confidential. Any such information, documents and membership lists will, upon my resignation, be turned over to my successor in a timely manner. Any copies of such information, documents and membership lists if kept in my possession after my resignation, will remain confidential according to the terms of this document.

Accord de Confidentialité

Je, soussigné, comprends et consens que l'information pertinente à la propriété privée et aux opérations internationales des Modélistes Aéronautiques Associés du Canada (MAAC) ne sera utilisée qu'à des fins pertinentes d'affaires des Modélistes Aéronautiques Associés du Canada (MAAC). Toute discussion, information, document et liste de membres considérés confidentiels demeureront confidentiels. Toutes informations, documents et listes de membres seront remis à mon successeur dans un délai acceptable, lors de ma résignation. Toutes copies de telles informations, documents et listes de membres demeureront confidentiels, en conformité avec le document présent.

Signature _____

Print Name/Nom _____

Position _____

17.3 Disclosure Statement

Model Aeronautics Association of Canada

Disclosure Statement

Name of Director: _____

MAAC Number: _____

Answering "yes" answer to any question does not imply that a relationship or transaction was necessarily inappropriate.

Do you, or does any member of your immediate family, have a financial interest in, receive any remuneration from, or serve as an officer or director of any business organization with which MAAC has substantial business dealings or with which MAAC could be said, in a business sense, to be in competition? Yes ___ No ___

Name of the business organization(s), any office(s) held, and the approximate dollar amount of business involved with MAAC last year: _____

Nature and amount of each such financial interest or remuneration: _____

During the past year, did you or any member of your immediate family receive any remuneration, gifts, or loans from MAAC (other than reimbursement for Board-related expenses)? Yes ___ No ___

If your answer is "yes," please list such remuneration, gifts, or loans, including dollar amounts: _____

Were you involved in any other activity during the past year that might be interpreted as a possible conflict of interest? Yes ____ No ____

If your answer is "yes," please describe:

I certify that the foregoing information is true and complete to the best of my knowledge.

I have read and fully understand the MAAC Board of Directors Code of Ethics and agree to abide by it in all respects

Date Signature

Date Witness

17.4 *ZD Expense Report Form*

This form is available on the MAAC website under documents > forms> MAAC expense form

17.5 *ZD, DZD, AZD Attire*

Part of the roll of the ZD, DZD, and AZDs is to get out, visit clubs and events, in other words...BE VISIBLE. It is all part of promoting our hobby/sport and being accessible to members to address concerns and keep the members up-to-date on happenings within MAAC and in the hobby.

An excellent way to be more visible is to wear jackets, shirts, vests etc. with MAAC logo.

There are a number of styles and colors, but the MAAC RED is probably the most visible. Embroidered denim shirts are also popular.

MAAC Promo site is available for ZD's (and members) for obtaining MAAC attire/custom options on the MAAC homepage under " E-Store(promo items ie. Pins, flags etc.)" and "MAAC Wear"

17.6 *Zone Assets*

Every zone has physical assets. This list will vary from zone to zone. At one time, some years back, each zone was issued a free-standing display board to display pictures etc. No doubt some have disappeared, but if you have one it should be listed. Other items you may have might be file cabinets, fax machines, tents, PA systems, tables, chairs, and so on.

Shown below is an example format.

SEND A PHOTOCOPY OF THIS PAGE TO HQ WITH THE MINUTES OF YOUR ANNUAL ZONE MEETING EACH YEAR.

ZONE ASSETS

ZONE: BC & Yukon - C

Item Description (as much detail as possible incl. serial #s etc)	Date Acquired (if known)	Original Cost (if known)
Free-standing table-top display board with case	pre-2000	n/a
Realistic PA, 4 speakers, mic, wire, case	2000	\$450
Caravan 10 x 10 canopy with case	2002	\$300
Signs for canopy	2003	\$175
30 X 72 folding table	2004	\$80
photo albums	pre-2000	n/a
Sanyo fax machine	1996??	\$250??

17.7 *Template for an AZM Agenda/Minutes*

Title

Location

Date & Time (*in the fall so that minutes and paperwork can be sent to the office prior to Nov 1st*)

Quorum: Open + Junior = Total Membership

5% of Open required for quorum

Number of open members present or by proxy

Quorum established/not established (*if quorum not established business of the meeting will not go forward to the AGM. A special meeting will need to be called for the election of a ZD/DZD*)

Call to Order:

Scribe/Secretary:

Approve/Amend Agenda: Motion, record the mover, second and vote.

Approve Minutes of Previous Meeting: Motion to approve as published or read, record the mover, second and vote.

Business Arising from the Minutes: List

Zone Directors Report: Hand out or verbal, motion to "receive" the report. Record the mover, second and the vote.

Other Reports: List the reports made and by whom. Motion to "receive" the reports, mover, second and vote is to be recorded.

Nominations for Chairmen/Committees: Suggest a spreadsheet be made available for members to sign up for the committee(s) they wish to participate in. Spreadsheet should separate Advisory and Appointments from Standing Committees and should allow only space for chairman and two volunteers.

Request a motion for approval of the list, record mover, second and vote.

Awards: Bursary, Hall of Fame, Leader, Lifetime Achievement, Pioneer. Paperwork must be presented at the meeting and included with the minutes sent to the office. Motion required approving award nominees, record the mover, second and the vote.

Resolutions: Must include a mover, second and vote count. Only those resolutions approved by the zone will go forward to the AGM.

Recommendations: Must include a mover, second and vote count. Only those recommendations approved by the zone will go forward to the AGM.

Zone Business Discussion/Decisions:

Election of ZD/DZD: Alternate years. Motion, second, vote must be recorded.

Assistant Zone Directors: List names and MAAC numbers.

New Business: List

Adjourn: Motion, no second required – majority vote necessary.

Recording secretary: Show name and MAAC number of recording secretary.

Minutes should contain business only. No discussion or opinions, this would include "rationale" which tends to lean towards opinion. Rationale for motions can be carried forward to the BOD and members at the AGM by the zone director if necessary.

Minutes and paperwork must be sent to the office prior to November 1st.

17.8 *Writing for the Model Aviation Canada Magazine*

17.8.01 Submission Guidelines

Model Aviation Canada Submission Guidelines January 2012

As supplied by Keith Morison, Editor & Publisher of MAC

Deadlines: Posted usually on page 4 of MAC – subject to change by editor.

To help continually improve Model Aviation Canada for our members we continue to try and move to a more general interest product. This means that the individual columns, both zone and committee, should continue to be tighter and more direct in what you present. We continue to look for photo collections and special interest stories from across the country as standalone articles. The goal is to move your pictures and good stories into view of a broader audience rather than leaving them

hidden in zone or committee columns. Target lengths set for submissions are not 'maximum' or 'minimum lengths. The target is the number of words, within reason, your column needs to be. Remember that in terms of word count, if you are a fan of long words, the column will need to be a bit shorter. If you usually use short words the column can be a bit longer. Note that columns that are too short (under 400 words) will be sent back!

17.8.02 Zone Directors

475 words or 300 words and one picture, 400 words and one mug shot. This is still enough space to feature a member in the zone and preview a coming event. It is plenty of room to start some thought on an issue or review a good idea from one of your members or clubs. Remember that you are directors and, as such, you should be giving direction. Rather than reviewing what has happened, your columns should be looking forward and giving ideas or highlighting special events that are coming up. The key point is that your column should speak to ideas, issues and concerns that are UNIQUE to your region. We need to avoid the trap of these columns becoming repetitions and overly dry. I will also need your help in identifying events, models and people who deserve a bit more attention. See the 'pitch' section below.

17.8.03 Committee Chairman

475 words or 300 words and one picture, 400 words and one mug shot (head and shoulders.) This is still enough space for general information or ideas. A lot can be said in 400 words if it is kept tight and to the point. While we need to avoid the trap of focusing on what has happened and remember to be a bit more forward looking.

17.8.04 Committee Chairman (optional)

825 words and two pictures If you have negotiated rotating columns, your submissions will not change significantly from the past. There are some obvious choices for alternating or seasonal columns but there is also a need for content through the year and value in having a regular presence in the magazine.

17.8.05 Stand Alone Articles

Approximately 650 words and several pictures (negotiable). Stand-alone articles need to have some level of pre-planning and forethought. The right pictures and the right information is critical to making the story engaging. Stand-alone articles should bring a human connection when possible. They should be about someone and their involvement in the hobby. Examples of good standalone articles would include:

- The impressions of a first time competitor at a contest.
- The a first time participant at a fun fly.
- The 'regular' MC at some of the bigger air shows.
- The articles should be about the people in the hobby and why they are involved.

17.8.06 Event Reviews

Approximately 475 words and 4 – 6 good pictures

Event reviews will take a look at events on several levels. These need to be more in-depth that have been done in the past. The events should offer something 'different' and of general interest. The reviews should focus on a number of specific aspects: - The key people and why they get involved (there is a tendency to say that everyone is a key person, that is rarely the case. There is almost always a primary motivator

behind the scenes) - The most unique planned aspect of the event and how it adds to the event. - The most interesting or different model at the event and the details and story behind it.

Pictures should complement the points above and should be carefully taken to maximize the quality.

17.8.07 Model Features

Approximately 300 words and 4 – 6 good pictures

Everyone likes looking at a well done or unique model. Model features will be chosen through direct submission as well as the recommendation of the zone directors and committee chairmen. The builder will always be a part of these features, but the focus will definitely be the model and what makes it special. Model features should focus on a number of aspects: - the modeler's motivation for building it - what makes the model unique - the basic specification (span, weight, engines, radio, construction, covering etc.

Pictures should include: Overall pictures showing the majority of the model both with and without the builder, detail pictures of any special features or particularly nice construction points, pictures of the model in the air, pictures of the modeler working on the project, if it is still under construction.

17.8.08 Hints and Tips

Approximately 150 to 200 words, pictures/drawings as needed

Sharing knowledge and information is a big part of the hobby. Hints and tips can be fairly basic and general to specific and detailed ideas. Often a good idea from one discipline can carry over to others. Hints and tips:

- Should be a single idea or 'fix'
- Short and to the point.

17.8.09 Photo Galleries

Many of the pictures that would have been found in the zone and committee reports will find a home in picture galleries. Pictures should:

- Be of models or people and their models.
- Have detailed and complete captions.
- Include a photographer credit line.
- As high resolution as possible.

17.9 *Filing System*

17.9.01 MAAC Office

More and more, hard copies are giving way to digital recording and filing. It is the ZDs option as to how he files his information. As a guide, the following list identifies the subject, heading and file numbering system used at MAAC HQ.

Subject	Heading	File Number
Administration	Office	A-1000
	President	A-1010
	Executive	A-1020

DIRECTOR'S MANUAL

	Board	A-1030
Aero Club of Canada	A.C.C.	A-2000
	Constitution & By-Laws	A-2010
AMA/MAAC	AMA	A-3000
	Rule Book	A-3050
Annual General Meeting	A.G.M.	A-4000
Annual Zone Meeting	A.Z.M.	A-5000
Archives	Archives	A-6000
Awards/Trophies	General	A-7000
Committee	General	C-1000
	Constitution	C- 1010
	Safety	C-1020
	Pylon	C-1030
	Boats	C-1040
	Competition Fund	C-1050
	Helicopter	C-1060
	Youth	C-1070
	FM	C-1080
	Control Line	C-1090
	Frequency	C-1100
	Precision Aerobatics	C-1110
	Free Flight	C-1120
	Nationals	C-1130
	Scale	C-1140
	Electric	C-1150
	Sailplane	C-1160
	Car	C-1170
	Scale Sailplane	C-1180
	Scale Aerobatics	C-1190
	Indoor	C-1200
	SAM	C-1210
	Public Relations	C-1220
	Giant Scale	C-1230
	Noise	C-1240
	Museum	C-1250
	Control Line Stunt	C-1260
	Insurance	C-1270
	Jet	C-1280
	Rocket	C-1290
	Committee Chairmen	C-1300
Cadets	General	C-1500
Clubs	Clubs General	C-2000
	Club Lists	C-3000
Dept. Consumer & Corp.	Dept. Consumer & Corp	D-1000
Dept. National Revenue	Dept. National Revenue	D-2000
Dept. Transport	D.O.T.	D-3000
FAI	General	F-1000
	CIAM/Rules	F-1010
	Records	F-1020
	World Championships	F-1030
Financial	Financial	F-2000
File System	File System	F-3000
French Services	General	F-4000
General	Members	G-1000
	A	G-1001
	B	G-1002
Hobby Shows	Hobby Shows	H-1000
Hobby Shops	Hobby Shops	H-2000
Insurance	General	I-1000

	Claims	I-1010
	Policies	I-1020
Legal	Legal	L-1000
Mail Votes	Mail Votes	M-1000
Minute Book	Minute Book	M-2000
MA.A.C. Magazine	General	M-3000
Operations Manual	General	O-1000
	Office	O-1010
	Zone Director	O-1020
Post Office	Post Office	P-1000
Tariffs/Duty	Tariffs/Duty	T-1000
Web Page	General	W- 1000
Wings Program	General	W-2000

17.10 Suggested Zone Files

- | | |
|--------------------------|-------------------------|
| Club Lists | Chartered Clubs |
| Zone Activities | Sanctions |
| Field Insurance Renewals | DZD - AZD Communication |
| Zone Business | Zone Directors Expenses |
| Zone Directors Reports | |

17.11 Use of Member/ZD Web Account

If you don't already have a web account in place, you need to set one up immediately. If you have difficulty, the MAAC Webmaster (Jason Aube) will be able to assist you. Head Office can direct you as to getting in touch with him. He will ensure that the Email address of your choice is linked to the normal Zone Director address so that service to your Zone members is uninterrupted because of the change of person in the position of ZD.

Once your account is active, you will see at "my account" three tabs labeled "My Info", "ZD" & "Help". The first one, you had access to as an ordinary member. It allows you, amongst other things, to renew your personal and club memberships and registrations on-line.

The next one labeled "ZD" will become your best friend and together with your daily Email traffic, be your most demanding mistress for your coming term. When you open this tab you will find eleven(as of this writing) sections which will assist you in doing your day-to-day functions of handling membership and club data including club registrations, event sanctions, management of details concerning your deputies and assistants and doing routine communications with your membership. At a glance you will be able to see which clubs have renewed their registrations and their expiry years. At present, Head Office sends out periodic reports of your current Zone membership details including comparisons from previous years. This data will also eventually be available via the website. You are encouraged to explore each area of this tab and become familiar with its abilities and limitations.

The next tab labeled "Help" is just that. If you are doubtful about how to deal with any of the functions mentioned on the help list, please reading the help tips will probably allow you to work your way through the problem. If not, give Head Office, or a more experienced ZD a call for assistance. At that point the help section will have given you enough knowledge to ask a well thought-out question.

You must bear in mind that this part of the website is a "work in progress" and as such will be in a constant state of improvement and modification.

17.12 To Do List

From time to time, you will receive an Email outlining the status of this list. It was originally prepared by our Sec./Treas., Linda Patrick, and the responsibility for maintaining it was subsequently assumed by our then Constitution Advisory Group Chairman. The items on the list were surfaced at executive and board meetings and were delegated to certain individuals, usually board members, with a given date by which progress on the item was to be reported back to the originating body. These tasks were then extended or deemed concluded as was appropriate.

17.13 *Board of Director's Forum*

This forum is still in its formative period. It is intended that this forum will provide a venue for board members to discuss the various issues that surface from time to time in order to give all involved an opportunity to share ideas, opinions and facts as best as they can be ascertained, so that members can make decisions on various proposals. The board is currently (Sept. '12) in the process of preparing to put in place a procedure by which issues can, after being duly discussed both electronically and personally or by telephone, be voted upon. The voting procedure itself will probably be done by Email and not as part of the discourse in the forum. Proper and disciplined use of the forum could leave us with Email for informal chatting. Specific guidelines for forum use haven't yet been drawn up.

17.14 *Year End Report*

You will be expected to deliver an annual year-end report to the board prior to the AGM. This may be basically the same as the AZM report given to your Zone membership with whatever embellishments you feel are appropriate. You will see that some ZD's reports are very brief while others are much more detailed. If in doubt, discuss with an experienced ZD or the Pres. These reports are available for viewing in the minutes of past annual Zone and General Meetings on the MAAC website.

17.15 *Poll List*

This is a recent (2013) addition to the tools available to the board to assist in obtaining a consensus on various issues. A poll subject is entered and then discussion is invited after which an informal vote or poll is taken in order to arrive at an indication of the general consensus on the issue. The results are not to be treated as a binding opinion of the board. After the poll is closed, the board may pursue the matter more formally or not as it sees fit. The polling tool is available in each director's personal account under the ZD tab.

17.16 *Conference Calls*

In 2013 the board began making use of conference calls to have periodic meetings. Some are formal in nature including motions complete with minutes being taken by our secretary-treasurer, Ms. Patrick. The executive committee also avails itself of these calls for meetings. Further, from time to time various projects are undertaken where small work groups use the calls to meet and discuss the task at hand. While not as effective as face to face meetings, these calls have done much to allow the board to carry on the business of MAAC without having to wait for scheduled face to face meetings in order to be considered "in session". Board and executive scheduled conference call meetings follow published agendas and minutes are taken subject to approval in due course.

17.17 *MAAC Workplace Harassment & Violence Policy*

This policy together with supporting acknowledgement and reporting forms are posted on the MAAC website under "Main MAAC Documents"

17.18 *Motions, Voting and Proxy Use by a Zone Director at an AZM*

Note: The following opinion was prepared by the chair of the Constitution Advisory Group in September of 2014

This opinion provides guidance to Zone Directors at Annual Zone meetings with respect to the making of motions, voting and use of proxy votes by Zone Directors at Annual Zone Meetings. It is not a legal opinion and legal advice was not used in forming this opinion. The board of directors may wish to consult legal counsel if they feel it valuable and important to the corporation.

Three questions were posed by the board in respect to Annual Zone Meetings:

- i Can a Zone Director make motions at a zone meeting?
- ii Can a Zone Director vote at zone meetings he/she is presiding at?
- iii Can a Zone Director vote the proxies granted to them by members?

In reviewing the questions the MAAC Bylaws and Policy Manual, The Act, Kerr and King Procedures for Meetings and Organizations and web research were consulted.

Question 1 - Can a zone director make motions at a zone meeting?

The bylaws, policy manual, Bill C-23 and Kerr and King are silent on this subject. Web research provides the following information.

The short answer is yes. The longer answer is that a wise chair will only move certain motions from the chair.

The only motions a president or person in the chair should move are motions of congratulations or motions of condolence or motions of thanks. These are nearly always “carried by acclamation” with the obvious exception of the motion of condolence. These are often carried without a seconder.

Inexperienced or “power chairs” sometimes move all sorts of motions and in so doing demonstrate their lack of understanding of their role. The chair has a responsibility to preside over the discussion following a motion and their major role is to fairly and impartially *preside*.

Procedural motions should never be moved from the chair. For instance, a motion seeking to close debate, when moved from the chair, takes away all impartiality – the cornerstone of the chair’s authority.

Substantive or main motions can be moved from the chair technically, but a wise chair will not – they will invite a member to move the motion.

A chair may suggest that it would be appropriate for a particular motion (procedural or substantive) to be moved but encourage someone else to move it. They may even suggest the wording.

The minute a chair moves a motion from the chair, they have “declared their hand” and their impartiality goes out the window. They therefore cannot, with integrity, preside over the discussion which follows and their major role is to fairly and impartially *preside*.

There is no law as such that prevents a chair from making a motion; it is custom and good governance. Most meeting procedure authorities agree that the presiding person should not move motions from the chair.

<http://masterofmeetings.com/index2/can-the-president-or-chair-move-a-motion-at-a-meeting>

Question 2 - Can a Zone Director vote at zone meetings he/she is presiding at?

The presiding chair, usually the Zone Director, of an Annual Zone Meeting does not vote unless there is a tie.

The bylaws and the policy manual are silent on the specific question posed. Bill C-23 and Kerr and King refer to the bylaws of the corporation to guide voting. The use of other references in the MAAC bylaws and Policy manual provide guidance in answering this question.

The annual zone meeting is defined in the bylaws as "Annual Zone Meeting" or "AZM" means the annual meeting of the members of a National Organization Zone".

Section 6.6 of the Policy Manual refers to member rights and voting at any meeting of members. It is specific in that the chair of the meeting will cast the deciding vote in the event of a tie.

Further, Section 23.a of the Policy Manual specifies that the president shall preside at all meetings of the corporation and of the board of directors and that the president shall vote only to break a tie vote.

While there is no specific rule in the MAAC bylaws or policy manual, regarding the voting of the chair of an AZM voting, other references in the MAAC policy manual demonstrate the intent that the presiding chair of a MAAC meeting cast the deciding vote in the event of a tie.

Question 3 - Can a Zone Director vote the proxies granted to them by members?

The Zone Director may vote the proxies assigned to him/her according to the bylaws governing proxy votes and if the use of the proxy vote's results in a tie the chair of the meeting shall cast his/her vote to break the tie.

The bylaws of the corporation permit voting by proxy but are silent on whether the Zone Director may use them. The opinion from question two, *that the Zone Director does not vote unless to break a tie*, might lead one to believe that he/she cannot vote the proxies in his/her possession unless there is a tie.

It has been the practice of MAAC at Annual Zone Meetings for a Zone Director and presiding chair of the meeting to collect and exercise proxy votes. There are typically two types of proxy votes, a closed proxy that specifies how the proxy will be voted and an open proxy where the holder exercises the proxy vote at his/her discretion. A closed proxy vote is not at issue as it is specific in how it is to be voted. Closed proxy votes should be announced at the beginning of the vote. The use of an open proxy vote by the presiding chair of the meeting raises the question. It is the opinion of the writer that those members assigning open proxies to the Zone Director expect the Zone Director to vote on the assignor's behalf. This respects the rights of the members assigning the proxy votes and should be permitted. If a tie results then the Zone director would exercise the obligation of voting his/her own vote to break the tie.

18. Version Control

18.1 *Version 7.1*

December 01, 2014

Changes:

Based on Version 6 approved at the 2014-01-23 Board Meeting
Reformatted and renumbered document

- 6.3.04 New - Inserted Reference to Policy Manual Section 3.4 Board of Directors Disciplinary Procedures
- 11.4 New - Add Resolution format for Annual Zone Meetings
- 11.5 New - Add Recommendation format for Annual Zone meeting
- 18 New - Add version control section to document changes
- 14.5 New - Re-imbusement of Expenses