



NOVA SCOTIA  
**THERAPEUTIC RECREATION**  
ASSOCIATION

# Policies and Procedures Manual 2018



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NOVA SCOTIA  
**THERAPEUTIC RECREATION**  
ASSOCIATION

**POLICY:** Asset Ownership Policy  
**REVIEWED BY:** NSTRA Board 2018  
**ACCEPTANCE DATE:**

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**POLICY**

To ensure that equipment and service purchases are guided by the needs of the Association and that all members have an opportunity to request and/or reject equipment and or services based on those needs. In addition, this policy clarifies the ownership and disposal of any equipment or services purchased by the Association.

**PURPOSE**

The purpose of the assets policy is to outline the parameters with respect to capital equipment and service purchases with an expected usage time of at least five years.

**PROCEDURE**

- 1.1 Recommendations for equipment or service purchases can be presented to the board by any member.
- 1.2 For consideration of equipment or service purchases a minimum of 3 quotes is required.
- 1.3 Any equipment approved for purchase by the board shall be purchased using the Associations credit card that is in the possession of the Treasurer or the President. Therefore, all equipment purchases must be completed by the Treasurer or the President.
- 1.4 The asset will be located in the possession of the President, Treasurer or the Secretary as determined by the board.
- 1.5 The equipment is the sole property of the Nova Scotia Therapeutic Recreation Association. In the event that the Association noted above dissolves, the equipment will be sold at the final Annual General Meeting of the said Association.

1.6 In the event that the equipment is no longer usable the equipment shall be disposed of according to environmental regulations.



NOVA SCOTIA  
**THERAPEUTIC RECREATION**  
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**POLICY:** Concern and Complaint Response Policy  
**REVIEWED BY:** NSTRA Board 2018  
**ACCEPTANCE DATE:**

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## **POLICY**

To ensure that written concerns or complaints are responded to by the Association in a process that is in keeping with its mandate.

## **PURPOSE**

The purpose of this policy is to outline a consistent concern or complaint response process. As a membership organization, NSTRA's mandate does not include receiving, tracking or addressing any complaints or concerns from employers, employees or the public.

## **PROCEDURE**

- Written expression of concern or complaint is received.
- President will notify President Elect ( or one other member from the Executive) and the Communication Chair of correspondence.
- If any of these individuals have a conflict of interest, they will declare and excuse themselves. Another Director will be appointed.
- Any identifiers will be kept in confidence by the above individuals.
- President drafts a response and reviews with group.
- On behalf of NSTRA group will respond in writing, within a one week period of receipt, to the individual or organization who initiated the concern and any others who were included in the original notification,
- The response will include suggesting the individual who raised the complaint speak to the employer if it is related to their role in their job.

**Concerns / Complaints re: CTRS**

- If the concerns expressed relate to a CTRS, then the contact information for NCTRC will be provided.
  - *Guidelines from NCTRC:*
  - *All CTRSs have a professional responsibility to report legal and ethical issues regarding CTRSs. This includes organizations consisting of CTRSs. Failure to report in a timely manner may result in disciplinary action from NCTRC*
  - *NCTRC communicates with state/provincial licensure boards regarding CTRS issues. If NCTRC sanctions a CTRS in a state/province that has licensure we will notify the designated board. NCTRC does not notify the membership organization since it is a non-legal entity.*

**Concerns / Complaints re: non-CTRS**

- If the concern is not related to a CTRS, there is no further action available to NSTRA.
  - Copy of response will be kept in President's file for a five year period, at that time it will be destroyed.
  - All original correspondence will be destroyed after response letter is sent.





NOVA SCOTIA  
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**POLICY:** Conference Attendance Policy  
**REVIEWED BY:** NSTRA Board 2018  
**ACCEPTANCE DATE:**

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**PURPOSE:**

The purpose of this policy is to identify conference attendance benefits for conference presenters, board members and to outline a cancellation process for conferences and workshops.

**PROCEDURE:**

1. Conference presenters will receive a discount based on the total number of conference presenters for the session submitted.
  - a. The total discount for one (1) presenter shall be \$100.
  - b. The total discount for two (2) presenters shall be \$50 each.
  - c. The minimum total discount for presenters shall be \$25 each.
2. Conference presenters who are presenting more than one session shall receive the discount as identified above based on the session with the lowest number of presenters.
3. NSTRA Board members who have fulfilled their roles on the board in keeping with the board position descriptions shall receive a discount of \$100 each. NSTRA board members who have resigned within the term of office are ineligible to receive the board conference discount.
4. NSTRA Board members who are also presenting shall receive the board conference discount only.
5. Cancellations must be received in writing via email to the NSTRA.
6. Cancellations must be received at least 7 days prior to the first day of the commencement of the conference (inclusive of preconference proceedings). Cancellations received after 7 days will not be refunded however the registration can be transferred to another delegate.

7. For cancellations received six days or less before the commencement of the program, requests for refunds are assessed on a case-to-case basis. In the event of death or sickness in the family, a 100% refund of total registration fees will be provided (a letter of explanation is required to be sent to the Treasurer in strictest confidence).
8. All cancellations are subject to a \$25 processing fee. Reasons for a \$25 processing fee includes costs incurred for nutrition breaks, conference packages that will include conference paraphernalia, printing, name badges, etc.
9. Refunds will be issued within 30 days of written notification of cancellation by the Treasurer. All refunds will be in the form of a cheque and issued to the payee (agency or individual).
10. Non-attendance ("no show") counts as cancellation on the day and will not receive a refund for registration.



NOVA SCOTIA  
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**POLICY:** Government Response Policy  
**REVIEWED BY:** NSTRA Board 2018  
**ACCEPTANCE DATE:**

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**POLICY**

To ensure that NSTRA as a board responds respectfully to Government platforms which are announced to the community, to encourage considerations and the importance of therapeutic recreation.

**PURPOSE**

The purpose of the Government response policy is to express support and excitement regarding Government platforms which therapeutic recreation could be involved, outlining the potential role of therapeutic recreation in the new initiative.

**PROCEDURE**

- 1.1 The Communications chair and/or delegate will attend Government platform announcements and will bring information back to the Board of Directors.
- 1.2 A standard letter template will be used each time, outlining purpose, support of platform announcement, importance of recreation therapy, and potential role of recreation therapy in platform.
- 1.3 Communication Chair and/or delegate will be responsible for sending letter to the appropriate Government member within one week of discussing platform with the Board of Directors.
- 1.4 Any response or request for further information will be brought to the Board of Directors, then addressed appropriately by Communications Chair and/or delegate.

Name (person, and title)

Address

Phone numbers

E-mail

Dear Name, or To Whom It May Concern

I am writing this letter on behalf of the Nova Scotia Therapeutic Recreation Association (NSTRA) in support of the Platform Name. NSTRA is a professional organization representing professionals in the field of Therapeutic Recreation who work in a variety of settings that are clinical, community or treatment based. The Nova Scotia Therapeutic Recreation Association promotes excellence in the field of Recreation Therapy.

Leisure, recreation and play are essential to health and wellness. Focusing on people's strengths, therapeutic recreation engages people in a systematic process through which leisure is used as a primary tool in achieving health and wellness. The announcement of *Platform Name* is very exciting, and as a Therapeutic Recreation professional I am hopeful that considerations will be made to look at the role of Therapeutic Recreation in the new initiative.

Therapeutic Recreation can play an essential role across many different settings in the community and we often take an untraditional look at how to improve quality of life, health, and wellness. Our focus is on the needs of the population we serve and the promotion of healthy leisure lifestyles. When looking at the *Platform Name*, Therapeutic Recreation would appropriately play a role in identify specific areas of the platform where a RT professional could be used.

*Platform Name* is going to make a huge difference in the health and wellbeing of many people in the community and I am looking forward to seeing the impact it will have. We invite you to contact our organization to further explore the contributions of Therapeutic Recreation, Communications chair at [communication@nstra.info](mailto:communication@nstra.info).

Sincerely,

Signature

Your Name

Board Position

E-mail



NOVA SCOTIA  
**THERAPEUTIC RECREATION**  
ASSOCIATION

**POLICY:** Investment Policy  
**REVIEWED BY:** NSTRA Board 2018  
**ACCEPTANCE DATE:**

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**POLICY**

To ensure that investment decisions are guided by the membership and that the investments have a guaranteed return that would be in the best interest of the Association.

**PURPOSE**

The purpose of the investment policy is to guide future investment purchases, maintain consistency and reduce the possibility of risky investments.

**PROCEDURE**

1.5 Under the direction of the membership any investment purchases shall be done by the Treasurer and any documents shall be co-signed by the President.

1.6 The financial reports regarding the investment shall be reviewed annually at the Annual General Meeting with the membership to determine and choose investment recommendations. Therefore, the investment term shall be for one year.

1.7 The investments shall be managed by the association's financial institution and records are filed with the Treasurer.

1.8 The investments shall be categorized as low risk (ie. GIC's, mutual funds and bonds) unless otherwise determined by the membership at the Annual General Meeting.

1.9 The return expectations are variable and shall be defined by the type of the low risk investment.



NOVA SCOTIA  
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**POLICY:** Job Posting Response Policy  
**REVIEWED BY:** NSTRA Board 2018  
**ACCEPTANCE DATE:**

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## **POLICY**

To ensure that NSTRA as a board responds respectfully to Recreation Therapy job postings that do not follow the Canadian Therapeutic Recreation Association Standards of Practice.

## **PURPOSE**

The purpose of the job posting response policy is to guide and reinforce consistent recreation therapy job postings to reflect Canadian Therapeutic Recreation Association Standards of Practice, as well as qualifications of a Certified Therapeutic Recreation Specialist (CTRS).

## **PROCEDURE**

- 1.1 A standard letter template will be used each time, outlining purpose, request to reconsider job description, importance of recreation therapy, Standards of Practice, and Why Hire a CTRS.
- 1.2 A copy of the letter and information package will be cc'd to the related provincial government department, and accrediting bodies/organization.
- 1.3 Advocacy Chair and/or delegate will be responsible for responding to job postings within one week of recognition of posting.

Name (person, and title)

Organization

Address

Phone numbers

E-mail

Dear Name, or To Whom It May Concern

I am writing this letter on behalf of the Nova Scotia Therapeutic Recreation Association (NSTRA). NSTRA is a professional organization representing professionals in the field

of Recreation Therapy who work in a variety of settings that are clinical, community or treatment based. The Nova Scotia Therapeutic Recreation Association promotes excellence in the field of Recreation Therapy. We recently reviewed the posting where, competition number, position title, organization name.

Together with the Nova Scotia Recreation Professionals in Health, TRAAC and the aforementioned association wrote a Joint Standards of Practice document outlining qualifications of each level of recreation therapy service worker from Certified Therapeutic Recreation Specialist (CTRS) to Program Assistant. During the past decade, the province of Nova Scotia and treatment facilities within NS have set a standard of care in recreation therapy to primarily hire a CTRS to assess, implement, plan and evaluate recreation therapy programming for recreation therapy services. In response to your advertised position, NSTRA would like to take this opportunity to urge the Organization to revise the job qualifications for the Position and hire an individual in accordance with the Standards of Practice to fulfil the posted position to ensure the needs of individuals are met in regards to recreation therapy services. Recreation and leisure are essential components of people's everyday life. In order to achieve success in recreation therapy programs for your clients, the hiring of a qualified candidate to provide recreation therapy services is crucial.

You will find two documents attached that should be helpful in understanding the benefit of hiring a CTRS and the Standards of Practice. We would be happy to assist you in any way we can.

Sincerely,

Signature

Your Name

Board Position



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**POLICY:** Licensure Funds Policy  
**REVIEWED BY:** NSTRA Board 2018  
**ACCEPTANCE DATE:**

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## **POLICY**

To ensure protection of funds to continue the process of licensure with the government of Nova Scotia.

## **PURPOSE**

The purpose of the licensure funds policy is to dedicate a portion of membership fees to the ongoing process of CTRS licensure in the province of Nova Scotia.

## **PROCEDURE**

A portion of every Professional CTRS membership will be directed to a fund established for fees and activities related to the process of licensure.

\$75 of each CTRS membership fee will be designated to the Licensure fund.

The treasurer and membership coordinator will work together to ensure monies from the CTRS designation will be transferred into the licensure fund upon payment of membership fees.

The treasurer will keep a running balance of funds available for licensure.

The treasurer will liaise with the chair of the licensure committee to receive financial requests for the purpose of licensure.

Financial requests for licensure will be approved by the board in a timely manner.

Existing funds:

Funds secured from TRAAC Licensure committee will be added to the licensure fund of NSTRA and be used for the sole purpose of Therapeutic Recreation Licensure in Nova Scotia.



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**POLICY:** Mail Policy  
**REVIEWED BY:** NSTRA Board 2018  
**ACCEPTANCE DATE:**

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## **POLICY**

To ensure due diligence of mail management and proper postal account maintenance.

## **PURPOSE**

The purpose of the Mail Policy is to set parameters for timely pick up and response of mail, and maintenance of post office account.

## **PROCEDURE**

- 1.1 The president and treasurer shall hold the keys to the mailbox.
- 1.2 The president and/or treasurer will coordinate minimum of one day a week to pick up the mail to ensure no outstanding bill payments are overdue and so membership applications can be processed in a timely manner.
- 1.3 Any mail addressed to NSTRA will be opened by the officer designated to pick up the mail and responded to or forwarded as determined appropriately by that officer.



- 1.4 Any mail addressed to a BOD officer will be set aside and addressee will be notified via email within 48 hours of receipt.
- 1.5 The mail will be brought to the next BOD meeting unless other arrangements are required due to urgency of contents.



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**POLICY:** Photo Release Policy  
**REVIEWED BY:** NSTRA Board 2018  
**ACCEPTANCE DATE:**

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**POLICY**

To ensure that all photos utilized by NSTRA for the purposes of publication and promotion including, but not limited to (website, newsletter and brochures) are released by the individual(s) and/or responsible party with written consent and are filed with the association.

**PURPOSE**

The purpose of this policy is to have a specific process in place to ensure that NSTRA always has consent to use photos before they are used in any type of NSTRA publication. It also ensures there is an organized system to keep track of what photos NSTRA has received consent to use.

**PROCEDURE**

1. Any NSTRA member can submit photos to be used on the NSTRA website and/or other NSTRA publications. Before a photo can be used by NSTRA we must receive a signed Photo Release form for every individual in a photo. If a client/individual is unable to give permission to use a photo themselves a family member can give written permission.

2. If an individual is in more than one photo they may sign only one Photo Release form for a group of photos. If this is the case, it must be specified directly to the Communications Chair which photos are being consented to for use.
3. If a photo does not include clients directly but only NSTRA members themselves, a written email to the Communications Chair giving consent to use a photo(s) will suffice until an individual has the opportunity to fax the signed Photo Release form.
4. All signed Photo Release forms and photos must be forwarded to the Communications Chair. Both digital and regular photos will be accepted. If regular photos are being submitted and an individual wants them returned they must specify this to the Communications Chair and provide an appropriate mailing address.
5. Upon receiving a Photo Release form and photo(s) the Communications Chair will print off a black and white copy of each photo an individual is consenting to let NSTRA use. The copy of the photos will be attached directly to each Photo Release form to ensure we know specifically which photos NSTRA has consent to use.
6. The Communications Chair is responsible for the storage of the Photo Release Forms. All Photo Release forms and attached photos will be put in the Photo Release Form binder in alphabetical order by each individual's last name.



**NOVA SCOTIA  
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**POLICY:** CTRA Conference and Provincial Partners Meeting Attendance Policy  
**REVIEWED BY:** NSTRA Board 2018  
**ACCEPTANCE DATE:**

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**POLICY**

The NSTRA will provide financial support to the President, or delegate to attend CTRA Provincial Partners meeting at the annual CTRA Conference and AGM

**PURPOSE**

The President's attendance at the CTRA Provincial Partners meeting at the annual CTRA Conference and AGM serves to exchange information/ideas and maintain relationships with other provincial associations and the CTRA.

**PROCEDURE**

President or delegate must notify the treasurer at least 21 days prior to the early bird registration deadline with the intent to attend.

Treasurer will book return airfare, including cancellation insurance, with NSTRA credit card reflecting the most economical fares available.

Treasurer will book hotel accommodations with NSTRA credit card for a maximum of three (3) nights stay.

President or delegate will complete registration form and submit to treasurer 21 days prior to early bird registration. Treasurer will send completed registration form and check for conference fees. Only early bird registration will be covered by NSTRA.

President or delegate will complete travel reimbursement form and attach appropriate receipts. President or delegate will provide the treasurer with receipts for: a) ground transportation to and from airport; and food (not exceeding \$50 per day, alcohol prohibited) within one month for reimbursement.

Total funding for President or delegate to attend conference will not exceed 25% of NSTRA's total bank balance.

The President or delegate is expected to attend no less than 80% of the sessions offered, the President's Meeting and AGM.

Upon return the President or delegate will provide a written report to the NSTRA board. A brief verbal synopsis of the Conference will also be given at the board meeting following the conference.

Within 14 days after the conference the President or delegate will have a conference report prepared for distribution to the members.

If the President is not able to attend the conference they will request a call for interest from those who wish to attend. The suitable delegate will be decided upon by a majority vote of the board of directors. The delegate will assume the same responsibilities regarding conference expectations as the President.



NOVA SCOTIA  
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**POLICY:** Regional Zone Fundraising and Finance Policy  
**REVIEWED BY:** NSTRA Board 2018  
**ACCEPTANCE DATE:**

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**POLICY**

To ensure proper and consistent financial accountability of NSTRA zones.

**PURPOSE**

The purpose of the Regional Zone Fundraising Policy is to ensure proper tracking of and access to designated funds to each NSTRA zone.

**PROCEDURE**

Each Zone may fundraise money for the purpose of regional education or special events.

The Zone Representative is responsible for transfer of all monies to the treasurer of NSTRA to be held in trust for their respective zones.

Fundraising initiatives must receive board approval.

When required, the Zone Representative will request required monies from the Treasurer of NSTRA. The treasurer will review request and disperse funds accordingly within a two-week time frame.

The Zone Representative will be responsible to submit all receipts to the treasurer of NSTRA.

No monies will be held by the zone independently.



NOVA SCOTIA  
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**POLICY:** Regional Zone Governance Policy  
**REVIEWED BY:** NSTRA Board 2018  
**ACCEPTANCE DATE:**

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**POLICY**

To ensure proper and consistent governance of the Zones of NSTRA.

**PURPOSE**

The purpose of the Zone Governance Policy is to guide organizational structure and accountability of the Zones of NSTRA.

**PROCEDURE**

All persons attending a zone meeting must be members in good standing of NSTRA.

NSTRA is comprised of 6 zones; Cape Breton, Northeast, Valley, Halifax, Southwest and South Shore.

As per NSTRA bylaws, a Zone Representative from each zone will be elected at the AGM. This position will be the official liaison between the zone and the board of directors.

Zones will meet a minimum of 4 times per year.

Meetings will follow Robert's Rules of Order. The Zone representative will chair each meeting and act as recording officer.

The Zone representative is responsible for sending meeting minutes to the recording officer for addition to NSTRA Google Docs.

The Zone Representative provide regular updates at board meetings.

The Zone Representative will compile a report for submission at each AGM.

Zone Representative will be the liaison to the executive in regards to zone finances. Please refer to the Zone Fundraising Policy.

All projects must be approved by board.





NOVA SCOTIA  
**THERAPEUTIC RECREATION**  
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**POLICY:** Travel Policy  
**REVIEWED BY:** NSTRA Board 2018  
**ACCEPTANCE DATE:**

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**POLICY**

This policy applies to all members of the Nova Scotia Therapeutic Recreation Association when incurring travel expenses in relation to association business.

**PURPOSE**

To ensure proper approval and reimbursement for travel expenses related to board duties and association initiatives.

**PROCEDURE**

1. The member is responsible for complying with the travel policies. All travel requests must be brought to the board for approval. NSTRA assumes no obligation to reimburse members for expenses that are not in compliance with this policy. The board must approve any deviation from this policy

2. Members shall exercise good judgment and act prudently when incurring expenses for NSTRA.

3. Travel Arrangements:

a. Air Fare:

- Members shall fly Economy class on all flights.
- Treasurer and/or President will book return airfare, including cancellation insurance, with NSTRA credit card reflecting the most economical fares available.
- Members are expected to use non-direct flights when the savings are substantial
- Upgrades for air travel are not reimbursable. If a member wishes to upgrade, it is done at the member's expense.
- For travel within the Atlantic Provinces flights are only to be used when the total cost of traveling is cheaper than renting a car or using your own vehicle following this policy.

b. Accommodations:

- Treasurer and/or President will book accommodations with NSTRA credit card. Member must present personal credit card at time of check in for incidentals.

c. Mileage:

- When using your personal vehicle for association business outside their work area NSTRA will reimburse at a rate of 40 cents per kilometer of travel.

d. Car Rental:

The following guidelines are to be used when a car rental is needed for association business:

- Members must reserve a car in the compact car category.
- At the time of rental inspect the car and be sure that any damages found are noted on the contract before the vehicle is accepted.
- Members may book a car rental class higher than compact when:

- o The traveler can be upgraded at no extra cost
- o Three or more members are traveling together
- o Cars in the authorized category are not available
- o The member is transporting excess baggage such as booth displays.
- Travelers should always accept the collision insurance offered by rental agencies.
- Should a rental car accident occur, members should immediately contact the rental car company and local authorities.

e. Meals:

- Members must provide receipts for meal expenses. NSTRA will reimburse a maximum of \$50.00 per day (including gratuity).  
(\*NSTRA will not reimburse for alcoholic beverages.)

4. Enforcement:

Members who do not comply with this policy may be subject to delay or withholding of reimbursement.

5. Reporting Guidelines:

Members must file expense reports no later than 30 days following the completion of the trip or of incurring the expense(s). Travel expense form is to be completed in its entirety with attached receipts. Expenses must be submitted for reimbursement within 3 months of being incurred, or they will not be reimbursed.