Programme Documentation

Purpose:

To ensure that the Board's due diligence responsibilities respecting the development and delivery of programming by the Ralph Thornton Community Centre (RTCC) are documented and met.

Application:

This policy applies to all programming undertaken and funded in whole or part by the Ralph Thornton Community Centre effective January 2016.

Policy:

Prior to the implementation of programming by the RTCC, the Executive Director will present the Board with relevant programming documentation for approval. The minimum programme documentation includes:
- Programme name;
- Programme activities, need and intended results;
- Intended participants;
- Organizational fit (e.g., alignment with strategic priorities and plans);
- Duration, frequency and time requirements of programming;
- Sponsorship (e.g., organizations involved);
- Programming indicators (as appropriate);
- Resource requirements and RTCC capacity, including: funding, human resources and space;
- Applicable regulatory requirements, programme standards and/or best practices involved;
- Risks/liabilities that RTCC may incur in delivering such programming, including, for example: financial, health and safety, legal, political, personal security, privacy, property loss/damage, and reputation. This analysis will be done as per the risk management policy.

The Executive Director will evaluate the required programme documentation periodically and advise the Board respecting proposed changes, as required, to update the programme documentation questionnaire.

Related Policies:
- Data Collection and Evaluation Policy
- Privacy Policy
- Administrative Policy: Programme Documentation Questionnaire [*Provided for Information only*]

Programme/Activity Name:

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1. **Programme Activities, Need and Results:**
   a. What is the general purpose of this programme? (e.g., recreation, education, cultural preservation/enrichment, capacity building or community development)

   b. What is the range of activities to be undertaken?

   c. What is the identified community need for this programming?
      i. Who needs/wants this programming and why?
      ii. Is similar or the same programming offered elsewhere in the community?
      iii. Is there a waiting list for this type of programming?
   d. What will change as a result of this programming?

2. **Intended Participants**
   a. Who will take part in this programme? (clearly identify the intended user group)

   b. What is the minimum and maximum number of participants that can be accommodated?

   c. How will participants be identified and recruited?

3. **Organizational Fit:** How is this programming linked to the Strategic Renewal Plan/Annual Operating Plan?
   a. Strategic objective?
   b. Priority population?
   c. Other?

4. **Duration and Frequency of Programming and Time Requirements**
   a. How long and how often will the programme run (e.g., 6 months, seasonal, annual, permanent)
   b. How many days/hours per week will programming be offered/delivered?
   c. How much preparation and programme administration time are required to manage and deliver effective programming on a weekly or monthly basis?

5. **Sponsorship?** Which organizations are involved in planned programming?
   a. RTCC Only (RTCC is the sole funder and delivery agent);
   b. Joint Programming (another agency participates in funding and control or programming):
      i. Identify participating organization(s) and if a formal partnership agreement is in place or required:

6. **Programme Indicators:** How will we know if the programming is successful? (See description below)

    a. Measurable indicators

        i. Process/Output indicators

        ii. Outcome/Impact Indicators

    b. Evaluation strategy and timing

7. **Resource Requirements & RTCC Capacity**:

    a. Funding

        i. Total amount required?

        ii. Amount secured to date? Funding source(s)?

        iii. Any outstanding amount? How will this amount be secured?

    b. Human Resources (hours per week required)

        i. Staff (Existing / New?)

        ii. Volunteers (Existing/New?)

    c. **Space** (RTCC or other location). Is there sufficient existing space at the Centre? Does it conflict with current users? If so, which user?

8. **Regulatory Requirements/Programme Standards and/or Best Practices** (Are there associated legislative or regulatory/by-law requirements or programme standards to be met? Are there best practices that should inform programming?)

    a. Identify regulatory requirements and whether RTCC can/has met them

    b. Identify programming standards and/or best practices and whether RTCC can/has met them

9. **What (if any) risks or liabilities may RTCC incur in delivering this programming? RISK: Low/Medium/High**

    a. **Financial**? (Potential exposure to theft or misuse of assets, or a funding deficit?)

    b. **Health and safety**? (Staff, volunteers and participants?)

    c. **Legal**? (Potential for RTCC to be sued or subjected to financial penalties for (e.g.,) non-performance, errors or omissions?)

    d. **Political**? (e.g., subjected to community, public media, City Council/Local Councillor criticism)

    e. **Personal Security**? (e.g., Potential risk of assault or harassment)

    f. **Privacy**? (e.g., unauthorized disclosure of personal information)

    g. **Property Loss/Damage**? (Potential risk of RTCC property loss (e.g., theft) or damage (e.g., significant breakage) due to programme delivery)

    h. **Reputation**? (Potential damage to RTCC's credibility or status in the community)

GLOSSARY:

Activity: An operation or work process internal to an organization, intended to produce specific outputs. Activities are the primary link in the chain through which outcomes are achieved.

Outputs are direct products and/or services that are generated by programme-specific processes or activities, without specific reference to their ultimate purpose. They are usually within the control of the organization and provide evidence that an activity has occurred. They are a means to an end, with that end being the achievement of results.

Outcomes are the future state, how things will have changed or be different as a result of the activities and outputs.

Indicators are demonstrable signs of change towards the achievement of programming results and outcomes over a specified period of time. They are measurable milestones and may include **process indicators** (e.g., the extent to which planned activities have been implemented), **output indicators** (e.g., goods/services produced or delivered), and **outcome or impact indicators (**e.g., behavioural or environmental changes achieved as a result of the programme). Indictors are relevant to the programming; meaningful (provides valuable information); and measurable (quantifiable, precise and easy to measure). Collectively indicators facilitate understanding of the success and value of programming.

Project: A project has the following characteristics: it has a one-time set of activities or events; it has <u>defined start and end dates</u>; it has a set of objectives that are designed to be completed within the scope of the project; it includes an activity or activities designed to achieve project objectives; and it is delivered by the RTCC solely or in conjunction with a partner agency.

Joint Programming – Programming is (a) created, (b) controlled and (c) funded <u>jointly</u> with another agency in accordance with a negotiated agreement. Both RTCC and the partner agency are jointly accountable for resource use and outcomes. All parties are accountable for the results and risk something if the programming is not successful.

Programme – a series of coordinated activities or events that provide service or benefit to local (catchment area) residents or Centre users on an individual or group basis, including (for example) recreation, education, cultural preservation/enrichment, capacity building or community development.

RTCC Programmes are approved by RTCC's Board, fully or partially funded from resources under RTCC's control, and involve RTCC's staff and/or volunteers. Programmes may be delivered in partnership with another agency or solely by RTCC, and may be delivered on-site or at another community location.

Results are the "current state" indication of specific changes achieved as a direct or indirect result of programme activities and outputs. Changes may have been sought or may be serendipitous.