

Attachment 2

Letter of Agreement with United Way British
Columbia (Draft)



Letter of Agreement (LOA)

THIS AGREEMENT is made as of April 10, 2024 (the **"Effective Date"**)

BETWEEN:

United Way British Columbia, a registered charity operating in the Lower Mainland, Fraser Valley, Southern Interior, Thompson-Nicola-Cariboo, Central and Northern Vancouver Island, and Northern BC regions of British Columbia, and having its head office at 4543 Canada Way, Burnaby, British Columbia
("UWBC")

AND:

Grant Recipient Information:

Organisation Name (Grantee):	City of New Westminster				
Executive Director (or designate):	Erica Mark				
Executive Director Email Address:	emark@newwestcity.ca				
Website:	https://www.newwestcity.ca/				
Address:	620 8th Street				
City:	New Westminster	Province:	BC	Postal Code:	V3M 3S2
<input checked="" type="checkbox"/> Non-Profit <input type="checkbox"/> Indigenous Governing Body					
Is this organisation a Qualified Donee?	<input checked="" type="checkbox"/> Yes Charitable Reg. No. (if applicable): Municipality <input type="checkbox"/> No				
BC Society No.	N/A	First Nation No.	N/A		
Other Identifier: Description					

(the **"Grantee"** and, together with UWBC, the **"Parties"**)



CONTEXT:

- A. The Grantee is a "grantee organization" within the meaning of subsection 149.1(1) of the *Income Tax Act*, R.S.C., 1985, c. 1 (5th Supp.) ("**the ITA**");
- B. The Grantee is seeking financial support for the initiative described in [Schedule A](#) to this Agreement (the "**Program**");
- C. UWBC wishes to support the Grantee in delivering the initiative by making a grant to the Grantee; and
- D. Capitalized terms not otherwise defined in the main body of this Agreement are defined in [Schedule D](#).

THEREFORE, in consideration of the mutual premises contained in this Letter of Agreement (collectively with all schedules, the "**Agreement**") and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties agree as follows:

Section I – UWBC Commitments

Grant Funds

- 1. Subject to the terms and conditions of this Agreement, UWBC will deliver a total of \$225,000 (the "**Grant Funds**") to the Grantee according to the funding distribution schedule set out in [Schedule B](#) to this Agreement (the "**Distribution Schedule**").

Adjustments

- 2. UWBC's obligation to deliver the Grant Funds according to the Distribution Schedule is subject to UWBC having access to funds to do so. If UWBC does not have access to funds, UWBC may decide to reduce the amount of Grant Funds [**and/or revise the Distribution Schedule**].
- 3. If UWBC decides to reduce the amount of Grant Funds [**and/or revise the Distribution Schedule**], UWBC will deliver written notice of the reduction [**and/or revision**] to the Grantee as soon as practicable after its decision.
- 4. As soon as practicable after receiving the written notice of the reduction of Grant Funds [**and/or revision to the Distribution Schedule**] from UWBC, the Grantee will deliver to UWBC a written proposal setting out how it plans to allocate the funds in light of such reduction [**and/or revision, as applicable**] (the "**Adjustment Proposal**").
- 5. If UWBC approves the Adjustment Proposal, UWBC will notify the Grantee in writing of its approval and will deliver the Grant Funds as reduced [**and/or as set out in the revised Distribution Schedule, as applicable**]. If UWBC does not approve the Adjustment Proposal, acting reasonably, UWBC will notify the Grantee in writing that it has not been approved and the Grantee may prepare and deliver an amended Adjustment Proposal for UWBC's consideration within [**30**] days of such notification.
- 6. If UWBC approves the amended Adjustment Proposal, UWBC will notify the Grantee in writing of its approval and will deliver the Grant Funds as reduced [**and/or as set out in the revised Distribution Schedule, as applicable**]. If UWBC does not approve the amended Adjustment Proposal, acting reasonably, UWBC will notify the Grantee in writing that it has not been approved.



7. Any Adjustment Proposal or amended Adjustment Proposal approved by UWBC will form part of this Agreement.

Section II – Promotion and Recognition

By UWBC

8. The Grantee authorizes UWBC to disclose its relationship with the Grantee in its advertising, promotions, and communications to inform the public of the services offered by the Grantee and to use the name and marks of the Organization.
9. UWBC agrees (within a reasonable time frame) to use reasonable commercial efforts to withdraw or have withdrawn any disclosure made pursuant to paragraph 8 and to cease distributing or broadcasting any public message or printed material involving the use of the Organization's names and marks which in the view of the Organization, acting reasonably, could cause damage to the reputation of the Organization.
10. In furtherance of the Organization's obligations listed below, UWBC will provide to the Grantee the appropriate graphic elements and branding guidelines, including UWBC logo(s) and any other required links.

By the Organization

11. The Grantee agrees to recognize and promote its relationship with UWBC including the financial support provided UWBC to the Grantee on all advertising and communications pertaining to the areas benefitting from UWBC's funding support. Specifically, the Grantee agrees to include UWBC's name and marks in its publicity and communications material including but not limited to brochures, newsletters, website content, social media, videos, press releases, presentations, media interviews, and all other written, audiovisual, and public communications (<https://uwbc.ca/media/#toolkit>) See Schedule A-Required Engagement Activities for more details if applicable.
12. The Grantee agrees to offer UWBC the opportunity to be part of presentations, community events and speaking engagements organized by the Organization and to recognize UWBC at these presentations, events, and engagements.
13. The Grantee agrees to participate in donor engagement activities yearly as applicable by providing speakers for UWBC workplace campaigns and events, hosting donor engagement opportunities and working with UWBC's Marketing and Communications team to develop a video, story, social media post for distribution on UWBC channels.
14. The Grantee agrees to place the UWBC logo and other UWBC recognition materials provided to the Grantee by UWBC in a highly visible location within the Grantee (i.e., program site, agency reception, or other high traffic area) and to place the UWBC logo on the Organization's website with a hyperlink to www.uwbc.ca.
15. The Grantee agrees to use reasonable efforts to follow UWBC's social media accounts and to provide to UWBC the Organization's social media account details.
16. The Grantee agrees to submit to UWBC available success stories and impact statements by clients for use by UWBC in its discretion.



17. The Grantee agrees to withdraw or have withdrawn from circulation and cease distribution of broadcasting (in a reasonable time frame) of any public message or printed material involving the use of UWBC's name or marks which in the view of UWBC, acting reasonably, could cause damages to UWBC.

Section III - Grantee Commitments

Grant Funds

18. The Grantee will only use any Grant Funds to fund the Program in accordance with [Schedule A](#) of this Agreement.
19. The Grantee will return any unused Grant Funds by 11:59 PM on the End Date set out in the Distribution Schedule, or, if applicable, the revised Distribution Schedule.

Monitoring and Reporting

20. The Grantee will comply with the monitoring and reporting requirements set out in [Schedule C](#) to this Agreement (the "**Monitoring and Reporting Requirements**").

Compliance with Laws

21. The Grantee will at all times comply with all applicable laws.

Confidential Information

22. The Grantee will not disclose, use or allow unauthorized access to any Confidential Information related to UWBC that it has acquired in connection with this Agreement without UWBC's prior written consent.

Non-Compliance

23. If UWBC believes the Grantee is not in compliance with this Agreement, UWBC may deliver written notice of the Grantee's non-compliance (the "**Notice of Non-Compliance**") to the Grantee:
- (a) identifying the relevant provisions of this Agreement with which the Grantee is not complying; and
 - (b) describing the corrective action the Grantee must take in order to help address its non-compliance and the timelines to do so.

24. If the Grantee receives a Notice of Non-Compliance, the Grantee must take the corrective action within the timelines described in the notice and confirm in writing to UWBC that it has done so (the "**Confirmation of Compliance**").

Section IV – Compliance and Termination

25. Either Party may terminate this Agreement for any reason by providing the other Party with 90 days' written notice.
26. UWBC may immediately suspend delivery of all or any part of the Grant Funds and/or terminate this Agreement, without notice to the Grantee if:



- (a) UWBC does not receive an amended Adjustment Proposal within **[30]** days of providing the Grantee notice that the Adjustment Proposal was not approved;
- (b) UWBC does not approve an amended Adjustment Proposal;
- (c) the Grantee does not comply with any of its obligations under this Agreement;
- (d) the Grantee receives any notice of or takes any acts or proceedings, or if any act or proceeding is taken against the Grantee, in connection with any liquidation, winding-up, dissolution, bankruptcy, receivership, reorganization or termination of operations of the Grantee;
- (e) UWBC believes that any actions taken by or on behalf of the Grantee have placed the health and safety of any person involved in delivering the Program, or any beneficiary of the Program, at risk;
- (f) if UWBC does not receive the Confirmation of Compliance from the Grantee within the timelines described in the Notice of Non-Compliance; or
- (g) if UWBC receives a Confirmation of Compliance and determines on a reasonable basis that the Grantee is still not in compliance as identified in the Notice of Non-Compliance.

27. If this Agreement is terminated for any reason, the Grantee will promptly, and in any event within **[30]** business days after termination:

- (a) provide UWBC with an accounting of the portion of the Grant Funds that were spent as at the date of termination;
- (b) return any unspent portion of the Grant Funds to UWBC;
- (c) inform all persons involved in delivering the Program and all beneficiaries of the Program that UWBC is no longer contributing to or associated with the Program.

28. If this Agreement is terminated for any reason, upon request by UWBC, the Grantee will arrange for an authorized representative of the Grantee to meet with a representative of UWBC to discuss and settle any outstanding issues under this Agreement at a mutually convenient time not more than **[30]** days following the date of termination.

29. If this Agreement is terminated for any reason, the Monitoring and Reporting Requirements, Clauses 22, 30, and 31 and any other provisions of this Agreement that, by their nature, are intended to survive the termination of this Agreement, will survive termination.

Section V – Indemnification and Limitation of Liability

30. The Grantee agrees to indemnify and save harmless UWBC from and against all liabilities, claims and demands whatsoever arising at any time in connection with this Agreement or the Program.

31. The Grantee acknowledges that UWBC and its affiliates and their respective officers, directors, agents, servants, employees and volunteers will not be liable for any loss or damages resulting, directly or indirectly, from any action or decision of the Grantee, its affiliates, or their respective



officers, directors, agents, servants, employees and volunteers, unless UWBC gave prior written consent to such decision or action.

Section V – General

32. Each Party agrees that it will execute or deliver such further documents and do such further acts and things as another Party may reasonably request in order to carry out this Agreement.
33. All notices, proposals, and other communication from one Party to the other under this Agreement must be in writing and delivered to the address of the recipient Party set out above, or to such other address as may be specified by such Party to the other.
34. This Agreement may only be amended by an agreement between the Parties in writing. The rights and obligations under this Agreement may not be assigned or transferred by a Party without the prior written consent of the other Party.
35. This Agreement will be construed in accordance with the laws of British Columbia and the federal laws of Canada applicable therein.
36. This Agreement constitutes the entire agreement between the Parties with respect to the subject matter of this Agreement and supersedes any prior understandings or agreements of the Parties with respect to the subject matter of this Agreement. Any provision of this Agreement which is, or becomes, illegal, invalid, or unenforceable will be severed here from and be ineffective to the extent of such illegality, invalidity, or unenforceability, but shall not affect or impair the remaining provisions hereof.
37. Time is of the essence of this Agreement. This Agreement will not be construed as creating a partnership, joint venture, franchise, agency, or other similar relationship between the Parties. Neither Party will have the right, power, or authority to bind the other Party in any way without the other Party's prior written consent.
38. The headings in this Agreement have been inserted for convenience or reference only, and are in no way intended to describe, interpret, define, affect the construction of or limit the scope, extent or intent of this Agreement or any provision in this Agreement. This Agreement may be executed by electronic transmission and in counterparts and all executed and delivered counterparts will be deemed to be an original and together will constitute one and the same Agreement and regardless of the date of execution, will be deemed to have been executed on the Effective Date.



The Grantee hereby agrees to the terms and conditions of this Agreement effective as of the Effective Date by signing and returning this Agreement to UWBC (with all schedules attached):

Name of Signatory:

Signature:

Date (MM/DD/YY):

_____/_____/____/

Title of Signatory: (Board President/Chair, Chief or designate)

Name of Signatory:

Signature:

Date (MM/DD/YY):

_____/_____/____/

Title of Signatory: (CEO, Executive Director, Senior Administrator or designate)

City of New Westminster
620 8th Street
New Westminster, British Columbia
V3M 3S2

UWBC Name of Signatory:

Signature:

Date (MM/DD/YY):

Jeff Calbick

4/10/24

Title of Signatory:

Chief Operating Officer

United Way British Columbia
4543 Canada Way
Burnaby, British Columbia
V5G 4T4



Schedule A.1 – Social Meals

General Description

*Description of Initiative/ Program. Include **who** the activity will benefit (i.e., who are the "charitable beneficiaries") and **how** (i.e., what "public benefit" will the beneficiaries receive as a result of the activity taking place).*

This program hosts free community meals representing local cultures. They are enhanced with social opportunities, diversity programming and connection to resources. Seniors in the City - Eat & Greet will host three social meals per month (one at Century House, one at Queensborough Community Centre, and one at təməsew̓txw Aquatic and Community Centre). We want to offer meals in different neighbourhoods so seniors can meet people in their community. We will be working with the Seniors Services Society to find transportation solutions for seniors who would like to attend meals outside of their neighbourhood or who have mobility issues. Each community meal will include programming or an activity relevant to the culture highlighted. The programming will provide opportunities for participants to meet and interact with other seniors. We will also be inviting CBSS partners to attend as part of a resource fair so they can share information about their services. CBSS partners will help identify and refer vulnerable seniors to these events. In the summer we will host bi-weekly lunch & arts programming in partnership Arts New West. In an effort to provide additional food security and connection and to provide opportunity for CBSS partners, we would like to provide free lunch vouchers to the Connections Café. Connections Café provides nutritious meals, made from fresh ingredients, in a community living room at Century House. These lunch vouchers will be shared amongst the CBSS Network so partners can provide them to 50+ community members they identify in need.

Initiative / Program Goals

Key deliverables of the Initiative/Program:

We will use contract companies or local businesses for some of the cultural food as well as matched cultural recreational activities or entertainment. We will use internal paid City of New Westminster staff for coordination, administration, food services and volunteer support. Volunteers will be used for event implementation. Volunteers and staff will be provided with an orientation, Trauma Informed Practice Training, Creating Safe and Welcoming Spaces Training and they will be encouraged to learn about the services provided by our CBSS partners so they can share the information with community members as needed. Volunteers will be supported and supervised by an experienced City of New Westminster staff member. All CBSS partners will be recognized when the initiative is promoted and discussed. There will be volunteer appreciation events as well as a written letter of appreciation.

Required Engagement Activities

Specific engagement and attendance requirements set by the grantor. This can include meetings, use of platforms, or marketing supports etc.:

Please refer to the Learning and Evaluation Plan in [Schedule E](#)

Location

Describe the location(s) where the initiative or program will take place (this can be addresses or communities):

Queensborough, Connaught Heights, West End, Kelvin, Brow of the Hill, Glenbrooke, North Queen's Park, Victory Heights (includes Massey Heights), Sapperton, North Arm, South Arm, Uptown, Downtown, Brunette Creek. We recognize and respect that New Westminster is on the unceded and unsundered land of the Halkomelem speaking peoples.



Duration

Provide the anticipated start date and end date for the Initiative/Program. If the start date and/or end date may be affected by any particular factor(s) or circumstance(s), describe said factor(s) or circumstance(s) in the "notes" section below:

Start Date (DD/MM/YY): 01/04/24 End Date (DD/MM/YY): 31/03/25

Notes: _____

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Schedule A.2 – Volunteer Coordination & Supports

General Description

*Description of Initiative/ Program. Include **who** the activity will benefit (i.e., who are the "charitable beneficiaries") and **how** (i.e., what "public benefit" will the beneficiaries receive as a result of the activity taking place).*

This grant will be used to hire a staff to coordinate and support the Century House Association, City of New Westminster and Seniors Services Society volunteers. This person would support the recruitment, training, support, recognition and retention of volunteers for all three organizations. Each organization would do their own on site support and organization specific orientation, but Volunteer Coordinator would provide a general training, identify volunteer opportunities in each organization and match volunteers to opportunities. They would spend time engaging with the seniors population to recruit and recommend placements. They would be responsible for workshops and education on volunteering, leadership and opportunities. They will connect regularly with staff from Century House Association, the City of New Westminster and Senior Services Society to ensure the organization's volunteer needs are met. They will coordinate and implement volunteer recognition events and activities as a way of showing appreciation and encouraging retention. This Volunteer Coordinator would ensure volunteer hours for all three organizations are added to the iVolunteer Platform. Depending on capacity, there may be opportunities to work with additional CBSS partners. The Volunteer Coordinator would work 20 hours a week.

Initiative / Program Goals

Key deliverables of the Initiative/Program:

The Volunteer Coordinator will be housed out of Century House and will be hired by the City of New Westminster. They will be provided an orientation by each partner organization that includes relevant policies and procedures, their current volunteer offerings and their hope for this initiative. The Volunteer Coordinator will be supported and supervised by the City of New Westminster's Seniors Program Coordinator. The Volunteer Coordinator will be supported to receive appropriate training as needed. The Coordinator will be recognized regularly and through the CBSS when appropriate.

Required Engagement Activities

Specific engagement and attendance requirements set by the grantor. This can include meetings, use of platforms, or marketing supports etc.:

Please refer to the Learning and Evaluation Plan in [Schedule E](#)

Location

Describe the location(s) where the initiative or program will take place (this can be addresses or communities):

Queensborough, Connaught Heights, West End, Kelvin, Brow of the Hill, Glenbrooke, North Queen's Park, Victory Heights (includes Massey Heights), Sapperton, North Arm, South Arm, Uptown, Downtown, Brunette Creek. We recognize and respect that New Westminster is on the unceded and unsundered land of the Halkomelem speaking peoples.

Duration

Provide the anticipated start date and end date for the Initiative/Program. If the start date and/or end date may be affected by any particular factor(s) or circumstance(s), describe said factor(s) or circumstance(s) in the "notes" section below:

Start Date (DD/MM/YY): 01/04/24 End Date (DD/MM/YY): 31/03/25

Notes: _____



Schedule A.3 – Community Connector

General Description

*Description of Initiative/ Program. Include **who** the activity will benefit (i.e., who are the "charitable beneficiaries") and **how** (i.e., what "public benefit" will the beneficiaries receive as a result of the activity taking place).*

The Seniors Community Connector will work with older adults who are referred from Health Care Professionals and community partners to connect them with community supports and services through referrals, applications, advocacy, and introductions. They will co-developing personalized wellness plans, to providing practical support to older adults and their families. Century House is a fantastic location for the Community Connector as there are built in social and recreation opportunities that seniors can be referred to. We have meaningful volunteers opportunities and a Peer Support program that helps support and enhance the social and mental well-being of individuals who are facing life transitions and challenges. Through our partnership with the Century House Association, we have various support groups (Low Vision, Parkinson's Self Help, Tinnitus Support Group, Seniors Gay Straight Alliance), blood pressure clinics, and activity groups. We also have low cost social meals through the Connections Café. We have the facility, equipment and support to effectively implement this initiative. We would look to hire the Seniors Community Connector as soon as possible and get them connected to the other Community Connectors. They would work Monday to Friday with 4 day shifts and one evening shifts so they can be accessible to people with non standard schedules. They would be provided an office with space where they can have confidential meetings. They would be encouraged to do outreach in community and connect with CBSS Partners regularly. We have facilities in other neighbourhoods so if needed, we can meet seniors where they are at.

Initiative / Program Goals

Key deliverables of the Initiative/Program:

The Community Connector will attend the regular Community Connectors Table as well as our CBSS network meetings. They will attend the bi-monthly SIAN meetings. In addition to the CBSS network meetings, the Community Connector will work closely with the Seniors Services Society and Century House Association and other CBSS partners to ensure that seniors are connected to the many fabulous offerings that our partners are providing. They will also work closely with our City of New Westminster Program Coordinator and Assistant Program Coordinator as needed. The Community Connector will be included in the Century House and Youth Centre Staff Team's bi-weekly meetings to ensure we are sharing information, discussing issues and problem solving as a team.

Required Engagement Activities

Specific engagement and attendance requirements set by the grantor. This can include meetings, use of platforms, or marketing supports etc.:

Please refer to the Learning and Evaluation Plan in [Schedule E](#)

Location

Describe the location(s) where the initiative or program will take place (this can be addresses or communities):

Queensborough, Connaught Heights, West End, Kelvin, Brow of the Hill, Glenbrooke, North Queen's Park, Victory Heights (includes Massey Heights), Sapperton, North Arm, South Arm, Uptown, Downtown, Brunette Creek. We recognize and respect that New Westminster is on the unceded and unsundered land of the Halkomelem speaking peoples.



Duration

Provide the anticipated start date and end date for the Initiative/Program. If the start date and/or end date may be affected by any particular factor(s) or circumstance(s), describe said factor(s) or circumstance(s) in the "notes" section below:

Start Date (DD/MM/YY): 01/04/24 End Date (DD/MM/YY): 31/03/25

Notes: _____

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Schedule B – Distribution Schedule

Term

UWBC will deliver the Grant Funds to the Grantee as follows:

☐

Single Installment

☒

Multiple Installments

If the Grant Funds will be delivered in a single installment, write the date on which the Grant Funds will be delivered here (MM/YY): _____

If the Grant Funds will be delivered in multiple installments, write the date on which the first installment will be delivered next to the words "Start Date", and the date on which the last installment will be delivered next to the words "End Date":

Start Date (MM/YY): 04/24 End Date (MM/YY): 10/24

Distribution Schedule

Upon payment of the final installment, the total amount in the "Amount of Installment" column should be equal to the total amount of the Grant Funds.

Installment No.	Payable (MM/YY)	Amount of Installment	Grant Stream	GL-Code (internal use)
1	04/24	\$25,000	Social Meals Payment 1	EXP0064-D2155-W170
		\$37,500	Volunteer Supports Payment 1	EXP0064-D2015-W164
		\$50,000	SPP/CC Payment 1	EXP0064-D2140-W051
April 2024 Subtotal		\$112,500		
2	10/24	\$25,000	Social Meals Payment 2	EXP0064-D2155-W170
		\$37,500	Volunteer Supports Payment 1	EXP0064-D2015-W164
		\$50,000	SPP/CC Payment 1	EXP0064-D2140-W051
October 2024 Subtotal		\$112,500		
Total:		\$225,000		



Schedule C – Monitoring and Reporting Requirements

Tracking Funds

1. The Grantee shall keep separate records in respect of the Grant Funds, and shall ensure that such records contain sufficient information to allow the Grantee and UWBC to determine how the Grant Funds were spent, and what portion of the Grant Funds have been spent at any given time;
2. The Grantee shall not allow the Grant Funds or any portion thereof to be used as, or to confer, a Private Benefit.

Reporting Requirements

3. UWBC shall provide the Grantee with report templates (the “**Report Templates**”), and the Grantee shall complete the Report Templates and submit them to UWBC in accordance with the following schedule:

No.	Type	Deliverable
1.	<input checked="" type="checkbox"/> Report <input type="checkbox"/> Evaluation <input type="checkbox"/> Meeting <input type="checkbox"/> Other: _____	07/31/24 <i>(MM/DD/YY)*</i>
Information to be Included in Report: Social Meals Q1 Volunteer Coordination & Supports Q1 Community Connector Q1		

No.	Type	Deliverable
2.	<input checked="" type="checkbox"/> Report <input type="checkbox"/> Evaluation <input type="checkbox"/> Meeting <input type="checkbox"/> Other: _____	10/31/24 <i>(MM/DD/YY)*</i>
Information to be Included in Report: Social Meals Q2 Volunteer Coordination & Supports Q2 Community Connector Q2		



No. Type	Deliverable
3. <input checked="" type="checkbox"/> Report <input type="checkbox"/> Evaluation <input type="checkbox"/> Meeting <input type="checkbox"/> Other: _____	01/30/25 <i>(MM/DD/YY)*</i>
Information to be Included in Report: Social Meals Q3 Volunteer Coordination & Supports Q3 Community Connector Q3	

No. Type	Deliverable
4. <input checked="" type="checkbox"/> Report <input type="checkbox"/> Evaluation <input type="checkbox"/> Meeting <input type="checkbox"/> Other: _____	05/09/25 <i>(MM/DD/YY)*</i>
Information to be Included in Report: Social Meals Annual Outcome Report Volunteer Coordination & Supports Annual Outcome Report Community Connector Annual Outcome Report	

** The "deliverable" date for each interim report should precede the "payable" date for the next installment of the Grant Funds as set out in the Distribution Schedule so that if the Grantee fails to deliver the interim report, or the interim report is not satisfactory, UWBC has time to take appropriate steps (e.g., by suspending delivery of the next installment of the Grant Funds to the Grantee).*

<p>4. In addition, the Grantee shall immediately notify UWBC in writing of any change in circumstances that impacts, or may impact, the intent and purpose of this Agreement, UWBC's ability to comply with its obligations under the ITA or the relationship between UWBC and the Grantee, including, but not limited to:</p> <ul style="list-style-type: none"> (a) any change in circumstances that results in, or may result in, the Grantee no longer being a "grantee organization" within the meaning of subsection 149.1(1) of the ITA; (b) any change in circumstances that results in, or may result in, the Program or UWBC's support thereof no longer being consistent with or in furtherance of UWBC's charitable purposes; (c) any instance of the Grant Funds or a portion thereof being used as, or to confer, a Private Benefit and, more generally, any instance of a Private Benefit being conferred in connection with or in the course of delivering the Program whether or not the Grant Funds contributed to the Private Benefit; (d) any change in the involvement of Related Persons or Third Parties in the delivery of the Program, including, but not limited to, the involvement of new Related Persons or Third Parties, or any change in the nature or extent of the involvement of Related Persons or Third Parties;



- (e) any change in circumstances that results in, or may result in, the Grantee being unable to comply with the Monitoring and Reporting Requirements;
- (f) any change in the social, political or financial stability of the area where the Program is being delivered;
- (g) any change in circumstances that affects, or may affect, the Grantee's or UWBC's reputation; and
- (h) the dissolution of the Grantee or any other change in circumstances that results in, or may result in, the Grantee no longer having capacity to deliver the Program, or the suspension or cancellation of the Program.

Monitoring

5. UWBC may request that the Grantee do any of the following, and the Grantee shall comply with such request as soon as reasonably practicable:
- (a) provide UWBC with information about the Grantee including, but not limited to, information related to the Grantee's finances, property, organizational structure, employees, volunteers and programs and services, and information related to any Related Persons or Third Parties directly or indirectly associated with the Grantee;
 - (b) provide UWBC with audit reports, financial statements and bank records of the Grantee for a certain period;
 - (c) provide UWBC with invoices and receipts issued to the Grantee for a certain period;
 - (d) provide UWBC with records of the Grantee's communications by letter, telephone, videoconference and/or email for a certain period;
 - (e) provide UWBC with certain photographs or video in the possession of the Grantee;
 - (f) permit UWBC staff to visit any of the Grantee's premises and/or the location where the Program is being delivered.



Schedule D – Definitions

In this Agreement:

The term **Related Persons** has the meaning ascribed to it in section 151 of the ITA.

The term **Third Parties** includes any person or entity (e.g., partner organization or contractor) that is or will be involved in delivering the Program, but does not fall within the definition of “Related Persons” set out in this Schedule.

The term **Grantee** is a "grantee organization" within the meaning of subsection 149.1(1) of the *Income Tax Act*, R.S.C., 1985, c. 1 (5th Supp.) ("**the ITA**");

The term **Confidential Information** includes any information that is not publicly available or well-known, could reasonably be considered private or proprietary, or could reasonably be expected to cause harm, financial or otherwise, to any person or entity if released, and, without limiting the foregoing, information identified as confidential by UWBC, whether orally or in writing.

The term **Income Tax Act** (ITA) is a statute that outlines the rules and regulations governing income tax in the country. It provides the legal framework for determining taxable income, calculating taxes payable, and administering tax collection and enforcement. The ITA contains provisions that define what constitutes taxable income, establish tax rates, and outline the rules for claiming deductions and credits. It also sets out the powers and responsibilities of the Canada Revenue Agency (CRA), which is responsible for enforcing the tax laws and collecting taxes.



Schedule E – 2024-25 Healthy Aging Learning & Evaluation (L&E) Plan

Previously Learning & Quality Assurance (LQA) Plan

Funded agencies and their partners play a key role in enabling United Way British Columbia's (United Way BC) learning approaches and in helping to continuously improve our programs, locally, regionally, and provincially. Our Learning & Evaluation (L&E) processes will continue to evolve in response to what we learn as our new initiatives are implemented in communities across BC.

Support for, and participation in L&E is an expected deliverable for funded agencies. Expectations from organizations are described in this document, as well as resources and supports for L&E activities. Updated versions of this documents will be shared, as necessary.

What is Learning & Evaluation for UWBC Grants?

When we talk about **Learning & Evaluation (L&E)**, we often describe this as *proving, and improving* – that is, attempting to understand what works well and what could be improved so that we can increase the impact of projects, programs, and activities.

United Way BC will continue to adopt a 'learning systems approach' to learning, evaluation, and quality assurance. The main intention with this approach is to create a safe space where identifying and addressing areas for improvement is not seen as a failure or something to hide, but as a learning opportunity. In a learning system, data, evidence, and experience are continuously collected and integrated into practice to support agencies to improve. Learning systems share similarities with the [Developmental Evaluation](#) approaches that are currently adopted by many organizations in the Community-Based Seniors' Services (CBSS) sector.

Learning, reflective practice, and knowledge-sharing are central to growth and collaboration, particularly to support program development and quality improvement. United Way BC is pleased to continue to provide learning opportunities and to support and participate in community engagement activities to help bring as much intentionality and rigor to the process of reflective learning and knowledge-sharing as possible.

L&E activities will support funded agencies, United Way BC, and other partners to:

- track and describe progress, results, and impacts
- inform planning, program development, and quality improvements
- reflect, learn and adapt strategies to improve design and delivery
- build the capacity of funded agencies to serve the intended target population of vulnerable seniors and generally deliver programming as effectively as possible
- develop knowledge and learn from each other, as well as create Communities of Practice (COPs)
- ensure and demonstrate accountability

Expectations: Learning & Evaluation Activities

In order to ensure adoption of promising practices, and for ongoing learning and quality improvement, all funded agencies/projects will be required to participate in certain learning and quality assurance activities. Tools, training, and resources enable local program staff and service providers (volunteers, contractors, etc.) to have the needed mechanisms in place to run efficient, effective programs and provide high quality services that help seniors remain independent and connected to their community. It is expected that funded agencies participate in the following:



1. Orientation Sessions

Initial and ongoing orientation sessions for local program staff (via teleconference/online/in person) will be provided by UWBC staff, as needed.

2. Data Collection and Reporting Training Sessions

Training sessions are available for local program staff about specific data collection and reporting, including training in quality data collection, a demonstration of available tools, forms, and resources, and online reporting training (i.e., how to submit and download applications and reports) by UWBC staff, as needed.

3. Other UWBC Training and Learning Opportunities

Other opportunities may be organized by UWBC as the program evolves. We will listen to input/suggestions for additional training and learning opportunities from funded agencies and will revisit previously compiled interest areas to build the training/capacity development plan.

4. Provincial and/or Regional Consultations and Provincial Summit on Aging

All programs/projects are **strongly encouraged** to participate in Provincial and/or Regional Consultations (RC) and will be invited to participate in the biennial Provincial Summit on Aging. RCs offer an obvious opportunity for funded agencies to engage in community partnership-building activities. Similarly, the RC could also be a venue for highlighting grantee-initiated efforts to coordinate programs for seniors in the community. RCs are a collaborative effort involving UWBC Regional Community Developers (RCDs) and regional funded agencies, as well as a diverse group of others in the Community-Based Seniors' Services (CBSS) sector.

5. Communities of Practice (COPs)

All programs are expected to participate in a Community of Practice (COP). COPs are, “groups of people who share a concern or a passion for something they do and learn how to do it better as they interact regularly” ([Wenger, et al., 2015](#)). They support and promote knowledge sharing and learning, mutual problem solving, and community partnership building on the part of participating staff and programs. COPs also offer a venue for the professional development of Coordinators and collaborative program- and sector-oriented projects. Funded agencies are **strongly encouraged** to participate in regular COP meetings (monthly, quarterly etc.), whether in-person or virtually. A Terms of Reference (TOR) may be developed with COP members.

6. Collaboration

All funded agencies are expected to work in collaboration with one another, as well as other CBSS organizations and the health care system. During the COVID-19 pandemic, collaboration was at the core of the CBSS sector's successful pandemic response, and in a survey of the sector 80% of respondents reported that community partnerships made a substantial difference in the effectiveness of their efforts. In recent evaluations of the Better at Home program and Higher Needs Demonstration Projects, agencies have also reported the value of partnerships, and how they can be leveraged to facilitate referrals, share resources, and fill service gaps.

7. Reporting

UWBC grants are driven by a community-based approach; thus, we believe it is important to build a solid understanding about each program's development and implementation across the many different communities and contexts. Organizations' roles in supporting reporting activities include:



- a. Collection and reporting of data to United Way BC for each of the Key Attributes for Learning and Development, as outlined below.

Key Attributes for Learning & Development

1. Program Standards & Progress Assessing adherence to program guidelines as well as funded agencies' interpretation of what is working well and what can be improved.	2. Accessibility Ensuring programming is accessible to vulnerable populations.
3. Participant Satisfaction Feedback from participants regarding their satisfaction with programming offered.	4. Impact Measuring if, how, and to what extent the model achieves its intended outcomes.

- b. Submission of **Quarterly Reports** (not applicable for Digital Learning (DLP)/Active Aging Plus (AA+) or Active Aging (AA) programs), in which funded agencies will be expected to report on the 'Program Standards & Progress' attribute, including the following types of indicators.

Attribute	Potential Indicators for Reporting
1. Program Standards & Progress	<ul style="list-style-type: none"> # of new participants served # of unique participants served (total and by service type) # of participants on waitlist for services (total and by service type) # of services offered (total and by service type) Funded agencies report of: program strengths; areas for improvement; gaps in services; opportunities for mid-course corrections

- c. Submission of an **Annual Outcome Report**, in which funded agencies will be expected to report on the 'Program Standards & Progress' attribute, as well as the 'Accessibility', 'Participant Satisfaction' and 'Impact' attributes, including the following types of indicators.

Attribute	Potential Indicators for Reporting
1. Program Standards & Progress	<ul style="list-style-type: none"> # of new participants served (annual total) # of unique participants served (annual total and by service type) # of participants on waitlist for services (annual total and by service type) # of services offered (annual total and by service type) Funded agencies report of: program strengths; areas for improvement; gaps in services; opportunities for mid-course corrections
2. Accessibility	<ul style="list-style-type: none"> Basic demographic information for participants (age, gender, etc.) % of participants who self-report experiencing 2+ of the following vulnerabilities: (i) low to moderate income; (ii) social isolation; (iii) low to moderate frailty; (iv) member of an underserved population, including immigrant and ethnocultural minority seniors, Indigenous elders, caregivers, 2SLGBTQIA+ seniors, and persons living with a disability Program report of challenges reaching the target population Participants report of program accessibility (referral source, barriers to access, suggestions to improve access)
3. Participant Satisfaction	<ul style="list-style-type: none"> Participants' self-report of: program satisfaction; program quality; extent to which needs are met; program strengths; areas for improvement



Attribute	Potential Indicators for Reporting
4. Impact	<ul style="list-style-type: none"> Impacts for participants, programs, staff/volunteers, communities, and partners Differences in key intended outcomes, such as but not limited to: <ul style="list-style-type: none"> Sense of social connectedness Health, well-being, and quality of life Availability of social supports Food security Community connectedness Resilience/confidence to age-in-place

Please note that additional data requests could arise in response to evolving needs.

Note that data collection will be completed by funded agencies at the individual level as participants register with the program/project, and, on an ongoing basis as participants receive services.

Funded agencies will be supported to collect the above information through the creation of sample questions and surveys. Effort will also be made to learn from tools already being used by funded agencies, as well as effective strategies adopted in past evaluations.

- d. Annual Check-in with Regional Community Developers (RCDs). Check-in meetings will take place between funded agencies and their local RCDs to review program progress, explore challenges, and potential solutions for moving forward.
- e. In alignment with the reporting schedule below, funded agencies will be required to submit Quarterly (if applicable) and Annual Outcome Reports to United Way BC.

Report Type	Deadline	Reporting Period
Quarterly Report 1 (not DLP/AA+ or AA)	July 31, 2024	April 1 – June 30, 2024
Quarterly Report 2 (not DLP/AA+ or AA)	October 31, 2024	July 1 – September 30, 2024
Quarterly Report 3 (not DLP/AA+ or AA)	January 30, 2025	October 1 – December 31, 2024
2024-25 Annual Outcome Report	May 9, 2025	April 1, 2024 – March 31, 2025

If programs/projects are considering participating in other research or evaluation beyond that being planned for in this Agreement (outside of local program satisfaction and improvement evaluation activities), we ask that the grantee contacts UWBC prior to making commitments.

Resources for Learning & Evaluation Activities

The following resources will support the implementation of L&E activities.

1. Program Handbooks & Guides

Program handbooks or guides have been created to support each program. It is recommended that funded agencies review these documents at regular intervals.

2. Healthy Aging CORE

[Healthy Aging CORE](#) (Collaborative Online Resources & Education) is a provincially coordinated, interactive on-line platform designed to foster communication, coordination, sector cohesion, capacity building, collective impact, and other collaborative efforts among community-based seniors' service (CBSS) agencies and stakeholders. CORE was developed because of extensive research and consultations aimed at



addressing the lack of recognition of the value of CBSS programs in the broader community and by government, and the need to build capacity of the sector to address the growing needs of an aging population. Funded agencies are encouraged to access relevant resources and participate in training and development opportunities on CORE, including closed groups where relevant information is available and discussion forums are hosted.

3. Closed Groups on CORE

The closed and private learning groups on [Healthy Aging CORE](#) are used to support provincial COPs in an online format, and will enable access to relevant resources, facilitate ongoing learning, and help staff make connections. UWBC staff will moderate, monitor, respond to, and facilitate traffic in these groups regularly. The agency's participation in the group's activities will ensure that relevant resources can be accessed by all funded agencies.

Discussion Forums

All funded agencies are encouraged to participate in the discussion forums on [Healthy Aging CORE](#). Discussion forums support and promote knowledge sharing and learning and mutual problem solving. **Note:** *The grantee must be both a member of [Healthy Aging CORE](#) and the respective closed group(s) to access this information.*

Support from UWBC Regional Community Developers

UWBC Regional Community Developers (RCDs) work at regional levels and will help funded agencies to increase their capacity, support program development, and facilitate connections to other organizations and resources. RCDs are also available to assist with questions regarding grant applications and reporting.

For program support or questions about funded agencies' roles and responsibilities related to the L&E activities, contact your region's RCD:

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