

**2025 BC/Yukon Command Convention Workshops  
Coast Kamloops Hotel & Conference Centre**

**Friday, June 6<sup>th</sup> 2025**

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**Session #1 - 9:00 – 10:00am**

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***Effective Volunteer Engagement and Retention Strategies***

**Facilitator:** Tony Rushworth

**Time:** 9:00 to 10:00am

BC/Yukon Command Branch Operations Advisor, Tony Rushworth will provide effective strategies for recruiting, retaining and recognizing volunteers. You will learn how to engage with volunteers, enhance your leadership skills, and contribute meaningfully to Legion initiatives. Whether you are new to volunteering or looking to enhance your skills, this workshop offers valuable insights and practical tools to ensure a rewarding experience.

***Governance 101 - By-laws***

**Facilitator:** Amber Stewart

**Time:** 9:00 to 10:00am

What do we mean when we say “good” governance? In this session, Amber Stewart will talk about how bylaws work alongside “good” governance, where this can go “bad” and how to avoid it getting downright “ugly”.

***BC Lottery Corporation***

**Facilitator:** Allen Ko

**Time:** 9:00 to 10:00am

Representatives from BC Lottery Corporation will provide an overview of current initiatives, share updates, and demonstrate new equipment. This is a great opportunity to ask questions and stay informed on tools and resources available through BC Lottery Corporation.

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**Session #2 - 10:30 – 11:30am**

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***Liquor Due Diligence Requirements for BC Legions***

**Facilitator:** Tony Rushworth

**Time:** 10:30 to 11:30am

BC/Yukon Command Branch Operations Advisor, Tony Rushworth, will discuss due diligence requirements for liquor primary and club licensed establishments, with an emphasis on BC Legions. Topics include due diligence requirements, best practices to ensure compliance and minimizing risks, staff training and record-keeping, common compliance challenges, and recent policy updates. Attendees will be equipped with the knowledge to uphold legal, safe, and responsible alcohol service.

***Service Officer Training***

**Facilitator:** Lori Castle

**Time:** 10:30 to 11:30am

BC/Yukon Command Service Officer, Lori Castle will be delivering training for Branch Service Officers on how to provide the much needed support for former Military and RCMP Members as well as those that are currently serving. Topics will include Disability Claims and Poppy Funds.

***Poppy Fund Compliance***

**Facilitator:** Emily Yuan & Lance Jenn

**Time:** 10:30 to 11:30am

Join BC/Yukon Command Controller, Emily Yuan and Poppy Coordinator, Lance Jenn for an interactive workshop on Poppy Funds! Key topics include poppy fund compliance, BC/Yukon Command reporting requirements, poppy fund statements, assessments, and audits. There will be a walkthrough of how to complete these reports. Attendees are encouraged to bring questions.

***BC Lottery Corporation***

**Facilitator:** Allen Ko

**Time:** 10:30 to 11:30am

Representatives from BC Lottery Corporation will provide an overview of current initiatives, share updates, and demonstrate new equipment. This is a great opportunity to ask questions and stay informed on tools and resources available through BC Lottery Corporation.

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**Session #3 - 1:00 – 2:00pm**

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***WorkSafe BC – Workplace Bullying & Harassment***

**Facilitator:** TBA

**Time:** 1:00 to 2:00pm

WorkSafeBC representatives will provide a general overview of bullying and harassment in the workplace, including what it is, how to recognize it, and what steps can be taken to prevent and address it. This session is open to anyone interested in learning how to help support a safe and respectful work environment.

***Service Officer Training***

**Facilitator:** Lori Castle

**Time:** 1:00 to 2:00pm

BC/Yukon Command Service Officers, Lori Castle will be delivering training for Branch Service Officers on how to provide the much needed support for former Military and RCMP Members as well as those that are currently serving. Topics will include Disability Claims and Poppy Funds.

***Article III Complaints***

**Facilitator:** Karen Kuzek

**Time:** 1:00 to 2:00pm

This session will provide a comprehensive guide to Article III complaints, including an overview of the recent changes to the process. Key topics will include handling complaints, adhering to timelines, complaint hearings, decisions, and understanding the appeal process.

***Membership Portal Training***

**Facilitator:** Brenda Thomson & Lindsay Petrie

**Time:** 1:00 to 2:00pm

Join Brenda Thomson and Lindsay Petrie of the Provincial Membership Committee as they discuss online communication with your membership. Receive helpful guidance on Branch administration topics such as the Legion Portal, your Branch email, and generating reports. Learn more about keeping your members engaged, and reaching new ones, with digital marketing techniques such as social media, email blasts, and newsletters. Followed by an informative Q&A session and bring any questions you want answered.

*\*This workshop will live streamed on BC/Yukon Command's Facebook page.*

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**Session #4 - 2:30 – 3:30pm**

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**Veterans Ombudsman - Town Hall**

**Facilitator:** Nishika Jardine & Jamie Morse

**Time:** 2:30-3:30pm

**Room:** Salon A

The workshop will be primarily directed at Service Officers and those who assist Veterans with VAC issues. They will discuss how the Office of the Veterans Ombud resolves Veterans complaints, and suggest options for Service Officers to assist Veterans with VAC complaints.

***Governance 101 – How to Hold Effective Meetings***

**Facilitator:** Amber Stewart

**Time:** 2:30-3:30pm

**Room:** Salon B

Who is Robert and why did he make all those Rules? In this session, Amber Stewart will review the most common basic motions, how to handle them properly and how to avoid common mistakes. She will also talk about tips and tricks to use Robert's Rules to make meetings run more effectively.

***BC/Yukon Command – Meet the Staff***

**Facilitator:** BC/Yukon Command Staff

**Time:** 2:30-3:30pm

**Room:** Ida

Drop-in for an informal meet and greet with the BC/Yukon Command staff from all departments – Service Bureau, Branch Advisory, Finance, Poppy, and Administration. This open session is a great opportunity to connect, asking specific questions, and learn more about the support provided to Legion branches.