



Branch Advisory Operations

West Kootenay Zone



Presented by:
Darryn Langstaff, Branch Operations Advisor

Agenda

- 1) Overview of Executive Positions**
- 2) Legion Business Models**
- 3) Four Components to Legion Operations**
 - *Liquor and Gaming licensing overview*
- 4) Alternative Revenue Streams**

Overview of Executive Positions

- **President**
- **Vice President(s)**
- **Treasurer**
- **Secretary**
- **Service Officer**
- **Executive at Large**
- **Immediate Past President**

President

Key Responsibilities

- Lead and oversee branch operations, appoints committee chairs, and ensures smooth branch functioning. Ability to delegate and problem solve.
- Chair General and Executive meetings, ensuring processes are followed.
- Stay informed on all branch finances and make adjustments as needed.
- Guide the branch's involvement in the Poppy Campaign and Remembrance Day activities and initiatives.
- Ensure compliance and knowledgeable with laws/policies (ie. liquor, lottery, gaming) and Legion by-laws.
- Work closely with BC/Yukon Command and Zone Commander.

Vice President(s)

Key Responsibilities

- Assist the President in their duties and act as the second-in-command.
- Step in for the President when they are absent, with seniority determining the order.
- Automatically succeed the President if they cannot complete the term.
- Expect to chair at least one committee and participate in executive decisions.

Treasurer/Finance Chair

Key Responsibilities

- Maintain accurate records of all financial transactions and manage branch funds.
- Present monthly financial statements and manage the annual business plan and budget.
- Chair the Finance committee and enforce financial controls.
- Ensure proper handling of cash, bar sales, and inventory control.
- Prepare annual audited financial statements and ensure sufficient cash reserves.

Secretary

Key Responsibilities

- Maintain accurate records of all branch and executive meetings.
- Work closely with the President and Executive to prepare meeting agendas and carry out decisions.
- Ensure proper communication of correspondence and memos to the Executive, membership and committees.
- Sign legal documents along with the President as per by-laws.
- Ensure branch by-laws are followed pertaining to meeting procedures and signing of documents.

Branch Service Officer

Key Responsibilities

- Three main tasks:
 1. Assist eligible persons with the completion of the Legion Claim Form
 2. Investigate and consider Poppy fund applications.
 3. Assist and refer persons in need to available community resources.
- Veterans requiring assistance with disability claims should be directed to the Command Service Officers.

Executive at Large

Key Responsibilities

- Conducts the branch's business between general meetings, adhering to branch by-laws and policy.
- Members are expected to support the President, committees, and abide by the majority decisions.
- Some member may be elected to longer terms to maintain continuity.

Immediate Past President

Key Responsibilities

- Full voting member of the Executive Committee.
- Provide advise and support to the Branch President and Executive Committee.
- Ensure smooth operations and continuity within the branch.
- Assist in training new Executive members.
- Promote good relations with Zone and Command levels.
- Highlight the broader impact of the Legion's works beyond the branch.

3 Pillars

Serving Veterans and their families

Promoting Remembrance

Serving our communities

Legion Business Models

There are two business models in play when it comes to your branch's overall operations.

Understanding how those two models fit together and the role BC/Yukon Command, Zone Commanders and Branch Operations Advisors plays in helping branches navigate each model.



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Legion Business Models

The Legion is comprised of two business models:

1) Service Organization:

- Service to Veterans, their families and the community along with conducting the annual Poppy Campaign and Remembrance.

2) Revenue based business:

- A revenue based business that is designed to deliver profits which allows for sustained on going operational requirement. Any model that doesn't provide this profit must be reviewed and analyzed.



***What are the four key components for
operating a compliant Branch?***

Four Components to Legion Operations

- 1) Financial Management**
- 2) Human Resources**
- 3) Compliance and Legal Obligations**
- 4) Branch Operations**

All of your branch's decisions should revolve around the mission statement and the three pillars on which we conduct our business.



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Financial Management

What is Financial Management?

- Involves budgeting, financial reporting, and fundraising.
- Executives must manage finances transparently to ensure sustainability.

Fiduciary Duties & Responsibilities

- Financial oversight is a critical responsibility for every board member.
- Executives must act honestly and in the organization's best interest, maintaining confidentiality and avoiding conflict of interest.
- Executives also have a duty of care, requiring them to act with reasonable diligence and skill.
- While not all Executive members need to be financial experts, all should aim for a basic understanding of financial principles.

Human Resources

- Focuses on training for employee and volunteer management.
- Recruitment & Retention: strategies to attract and keep talent.
- Conflict Resolution: tools to address and resolve issues effectively.
- Ensure compliance with BC Workplace legislation for employees and volunteers.

Compliance and Legal Obligations

Defining Compliance and Legal Obligations

- Executives must be aware of a comply with all legal and regulatory requirements, including health and safety, privacy, Legion by-laws and policies, liquor licensing, and gaming regulations.
- Legion by-laws are vital for efficient and effective operations. They provide a framework for decision making, clarify roles and responsibilities, and establish meeting and election procedures.
- By adhering to guidelines, members can fulfill their duties with clarity and consistency and maintain its focus on its core objectives—supporting veterans, promoting remembrance, and serving the community.

Liquor License Compliance

1. Liquor license must be posted
2. Floor plan must be accessible
3. Serving It Right for all staff
4. Liquor Register must be accessible
5. LCRB Social Responsible signage posted
6. Maintain and up-to date incident log

Liquor License Compliance

- Licensees have additional responsibilities beyond the terms and conditions listed on the face of the liquor licence. They have a dual responsibility to control the conduct of patrons within the establishment by controlling conditions that might lead to patron misconduct. They must also deal with inappropriate conduct when it arises.
- Section 61(3) of the Act ensures licensees and permittees have the authority to deal with inappropriate or unsafe patron conduct. Licensees are responsible for ensuring that sufficiently trained staff are employed at all times to fulfill their obligations to prevent intoxication and other inappropriate behaviour and deal with it when it arises.

Controlling Your Establishment

Your responsibilities

- You and your employees are responsible for controlling the behaviour of patrons.
- You must ensure that no one is harmed as a result of liquor misuse or criminal activity in your establishment or at an event site.
- You are required to take steps to ensure your business does not disturb the surrounding community. Anyone providing door security at an establishment is required to be licensed under the Security Services Act.
- An individual who has been asked to leave, or who has been barred from entering your service area, must not return for at least 24 hours.

Controlling Your Establishment

Your responsibilities

- If a person does not comply, they are committing an offence and may be arrested.
- If there is an imminent threat to people's safety, the LCRB can suspend a liquor licence for 24 hours or suspend/cancel an authorization and order the immediate removal of patrons. In extraordinary circumstances, the LCRB may suspend a licence or authorization or impose terms and conditions for up to 14 days without a hearing.

Controlling Your Establishment

Over service and intoxicated patrons

- It is your responsibility to make sure patrons do not become intoxicated while in your establishment or at an event site.
- You must not let a person who appears to be intoxicated enter or remain in your service area.
- You must refuse the person service, have the person removed and ensure they depart safely.
- You must write down all incidents of intoxicated patrons and the action you took in an incident log and have the information available for the liquor inspector or police officers.

Controlling Your Establishment

Disorderly or riotous conduct:

- You must not allow disorderly conduct or unlawful activities to take place in your establishment or at an event site. This includes behaviour that might cause a reasonable person to believe his or her safety is threatened.
- If you know or suspect that this kind of behaviour has taken place, is currently taking place or may take place, you must notify the police immediately.

Policies regarding the management of patron conduct are based on the duties set out in the Liquor Control and Licensing Act of both the Branch and the licensee.

Liquor Inspector Visits

The inspections process ensures liquor and cannabis licensees, authorization holders and permittees are following the requirements established in the liquor act, regulations, and terms and conditions and cannabis acts, regulations, and terms and conditions.

Inspectors check for compliance by:

- Inspecting licensed and authorized establishments
- Investigating complaints
- The enforcement process follows a specific order. Serious or repeated contraventions might mean the Liquor and Cannabis Regulation (LCRB) has to take enforcement.

Liquor Inspector Visits

LCRB inspectors regularly inspect licensed and authorized establishments to ensure compliance with legislation and licence terms and conditions.

These inspections may be done with or without advance notice and can be conducted by the Liquor Inspector or Local Police

Generally, inspections focus on issues, such as:

- Intoxication
- Sale to minors
- Overcrowding
- Sale or purchase of unlawful liquor
- Sale, possession, or supply of unlawful cannabis
- Community disturbances associated with the operation of a licensed or authorized establishment

Local Police Officers may also make regular, unannounced visits to licensed or authorized establishments. Generally, they look for anything that may lead to a disturbance within the community or could threaten public safety, such as: Noise ... Overcrowding ... Drunkenness As well as Minors in possession of liquor or cannabis

Liquor Inspector Visits

Inspectors also do inspections to review records and documents, such as:

- Liquor or cannabis licence
- Floor plan
- Serving It Right or Selling It Right certification for staff
- Liquor or cannabis register (purchase receipts)
- Incident Log
- Price List
- Social Responsibility/Awareness Signage

Gaming Requirements

Licenses for Meat Draw, 50/50/, Raffles, Bingo and Poker

Record Keeping:

- All sales and Expenses/Payouts for each license
- Yearly filing records (2 online ones)
- 10 week Window for Renewal

Who is Allowed to Play:

Participation of Organization Members Board members and those listed as responsible for the conduct and management (officers responsible) of an event are not permitted to participate in any gaming events held by their organization.

At the discretion of the officers or members responsible for the event, all other volunteers may be permitted to purchase entry into events where they are not actively volunteering at the time of purchase.

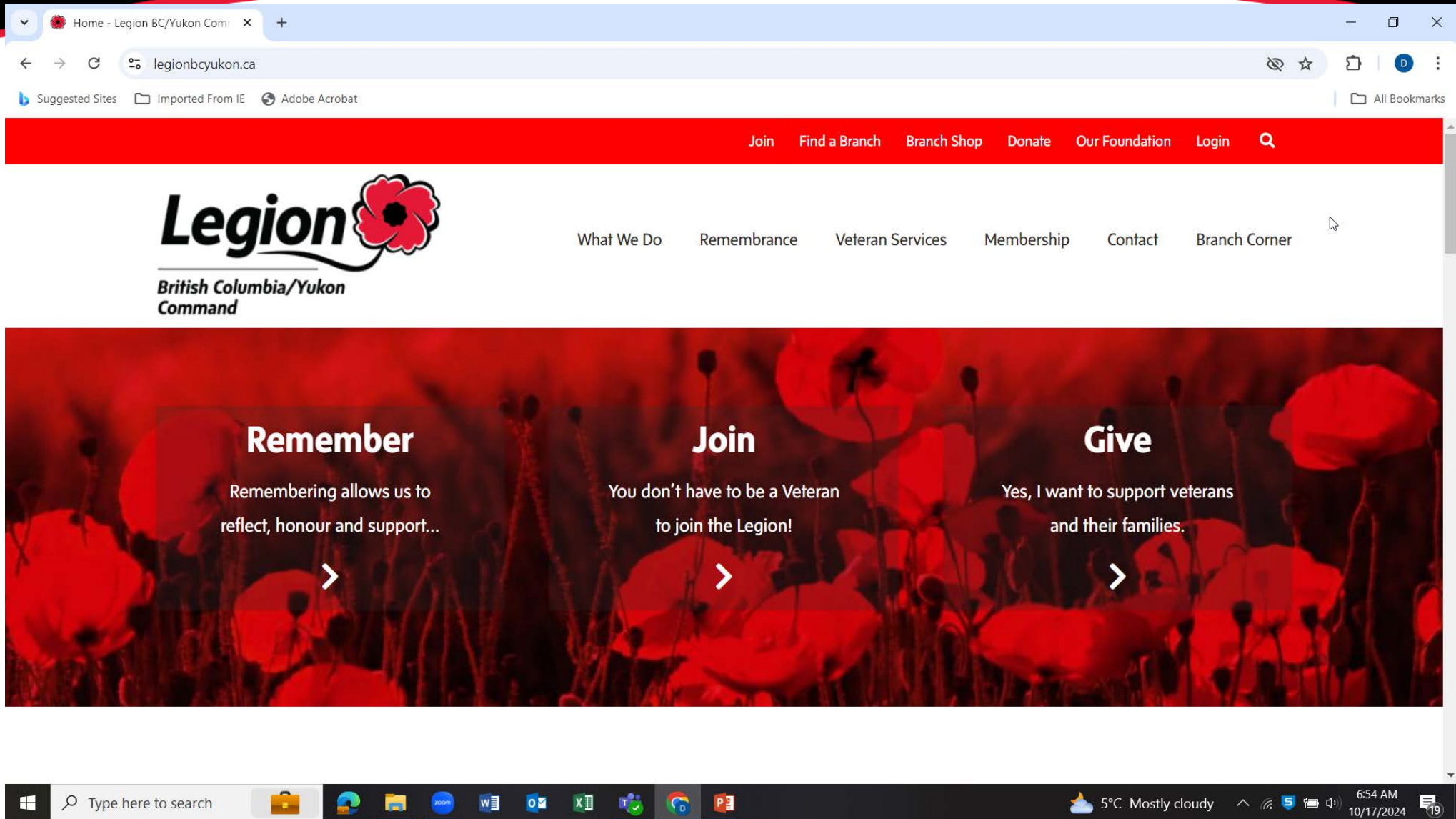


Branch Operations

How can we define Branch Operations?

The Business Aspect of the Legion (Building Operations & Revenue Center)


This includes training on day-to-day administrative tasks, managing membership records, organizing events, and maintaining the branch's facilities.



Login - Legion BC/Yukon Command

legionbcyukon.ca/login/

Suggested SitesImported From IEAdobe AcrobatAll Bookmarks



[What We Do](#)[Remembrance](#)[Veteran Services](#)[Membership](#)[Contact](#)[Branch Corner](#)

Login

What We Do >

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Login

Username or email address *

ba.command

Password *

Type here to search




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Branch Corner - Legion BC/Yukon

legionbcyukon.ca/branch-corner/

Suggested SitesImported From IEAdobe AcrobatAll Bookmarks


British Columbia/Yukon Command

Branch Corner

BC/Yukon Command

Branch Advisory & Branch Management >

Elections

Liquor and Gaming Resources

Constitution & By-Laws

Convention

Rituals, Honours and Awards

Marketing and Public Relations

Membership

Service Bureau

Sports >

Eightball

Crib

What We Do

Remembrance

Veteran Services

Membership

Contact

Branch Corner

Welcome to Branch Corner

Wondering where to begin? Branch Corner has been updated to make information more readily available for success in your role as a Branch Executive, Zone Commander, and BC/Yukon Command Board Member.

Looking to report branch elections? [Click here >](#)

Information Organized for Your Success on Branch Corner

- Download BC/Yukon Command By-laws and familiarize yourself before Convention, General Meeting, or PEC meeting.
- Get updates on BC/Yukon Command convention.
- Read through what's happening on your Provincial Executive Council.
- See who these BC/Yukon Command Staff are, and how to get a hold of them.
- Clarity on when and where to find info on how to run your branch. Finance, gaming, liquor and everything related to making your branch a member's second home.
- Important dates and what to do about them.

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Branch Corner - Legion BC/Yukon

legionbcyukon.ca/branch-corner/

Suggested Sites Imported From IE Adobe Acrobat All Bookmarks

Legion
British Columbia/Yukon Command
Training and Public Relations

What We Do Remembrance Veteran Services Membership Contact **Branch Corner**

Membership

Service Bureau

Sports >

Eightball

Crib

Darts

Euchre

Poppy, Poster and Literary

Poppy SUE's & Finance

Poppy Campaign

Zone Commander

Memos

Training

- Download BC/Yukon Command By-laws and familiarize yourself before Convention, General Meeting, or PEC meeting.
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- Clarity on when and where to find info on how to run your branch. Finance, gaming, liquor and everything related to making your branch a member's second home.
- Important dates and what to do about them.
- Memos from the last three years available on demand. Download them anytime you choose.
- The need to know from your BC/Yukon Standing Committees. Everything applicable to you right where you are from the volunteers that make your Command go round.
- A place to **order** BC/Yukon Command dress shirts, golf shirts, convention shirts in both men and women's styles and sizes. Just call our reception and we'll send them to you directly by mail the next time our postman pops his head in the door.
- Zone Commanders are your source for assistance, mentoring and connections for growing your volunteer role. Zone Commander resources and forms are available in a section dedicated for their success.
- Training is a huge topic for almost every volunteer. Start learning the skills necessary and instantly applicable to your role here at the Royal Canadian Legion. Updates come every month.

Any questions? Contact Reception at info@legionbcyukon.ca

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Branch Operations

How can we define Branch Operations?

It also includes looking for other opportunities to enhance the Legion's business presence and or profit.

Ensuring Sustainability

Other opportunities to enhance the Legion's business presence through other Revenue Streams.



Alternative Revenue Sources



Thrift Store

Revelstoke Legion opens Bargain Basement

A new second hand store has come to town and donations and volunteers are needed



Accept donations only when open

No furniture

All displays on wheels, easily maneuvered

Provides rent to Legion, Builds funds for other improvements and community

One of three stores servicing Revelstoke

Open 12 – 4 (Tuesday to Saturday)

Volunteer run

Thrift Store

Branch # 46 Revelstoke
Branch # 94 Quesnel



- Here is what each branch brings in (net) annually from just their thrift store:
 - Branch 46 Revelstoke - \$75,000+
 - Branch 94 Quesnel - \$31,000+

Farmers Market Partner and or Event Supplier

Saturday, September 28th
After the Fall Fest Market
Down East Kitchen Party

Foot stompin' music, a dance or two
Stories and Songs

Ugly Stick Competition

Sign in at the Bar!

Snacks by



Down East Kitchen Party

It's a Kitchen Party! Bring yerself, yer friends and if you got it, a musical instrument. Ugly stick, spoons, fiddles, guitars anything to make the evening fun!

Saturday, September 28th
after the Fall Fest Market on 13th Street
Starting at 7:00pm

Join us for foot stompin' music, songs and maybe a dance or two
Ugly Stick competition, see who has the best!

71 Fish & Chips
Clam Chowder
Lobster Rolls
and more

Sign in at the Bar before September 21.
so we know how many's comin'!

Legion Windermere District #71

Branch # 71 Windermere
Net \$28.8K

Farmers Market Partner and or Event Supplier



Branch # 35 Armstrong

Net \$15K from Parking admission. They provide volunteers to run parking lot, splitting revenues.

Campgrounds and Cabin Rentals

Branch 94 Quesnel



Legion Beach Campground

521 likes • 552 followers

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Would you like to provide cooking classes?



The Royal Canadian Legion Br 59 on 6th St has a wonderful kitchen that would be ideal for holding cooking classes.

There is room for six people and an instructor comfortably. I for one love to cook and I am always looking to learn something new. Perogies is one just one of the recipes I would be interested in learning how to prepare.

Is there anyone in our community who would consider putting on some cooking classes?

For Kitchen Rental we charge \$75.00 for four hours or \$100.00 for the day. We have a 10 burner gas stove and double oven.

For more information, please contact Cindy our Hall Rental Chairman at



rclbr59@gmail.com
or 250-442-6242.

Recycle Depot



Fire Wood Sales

Port McNeil Branch 281

Up to \$19,000 splitting in a weekend



Retail Case Lot Food Sales Takeaway Meal Service Program

With inflation and rising food costs branches are poised through their connections to be able to serve the Community by offer different staples at reduced prices.

Examples include:
Frozen Meat/Pies
Heat and Serve Meals
Vegetables
Sundries



Branches can reach out to their membership to survey members needs and then can fill a niche and add to their revenue with no extra cost.

Orders paid in full and pre-arranged pickup time is scheduled.

Community Fundraisers

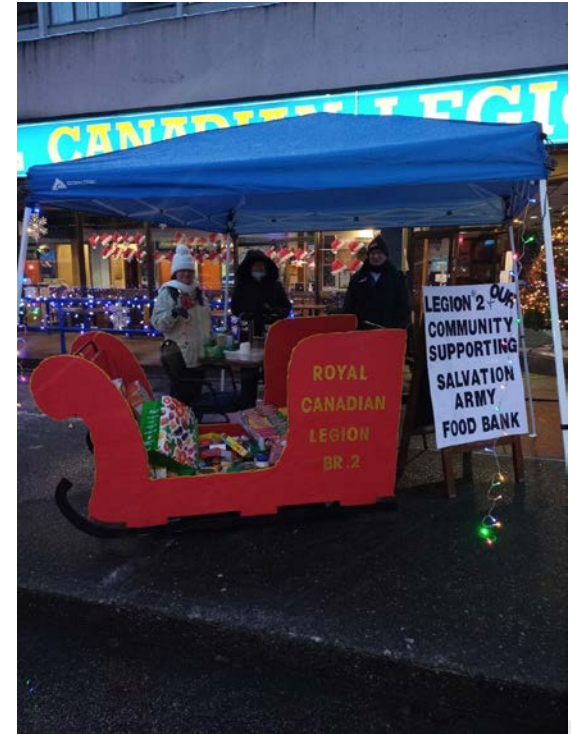


Creston Legion raises \$785 at BBQ fundraiser

Coupon Book Sales

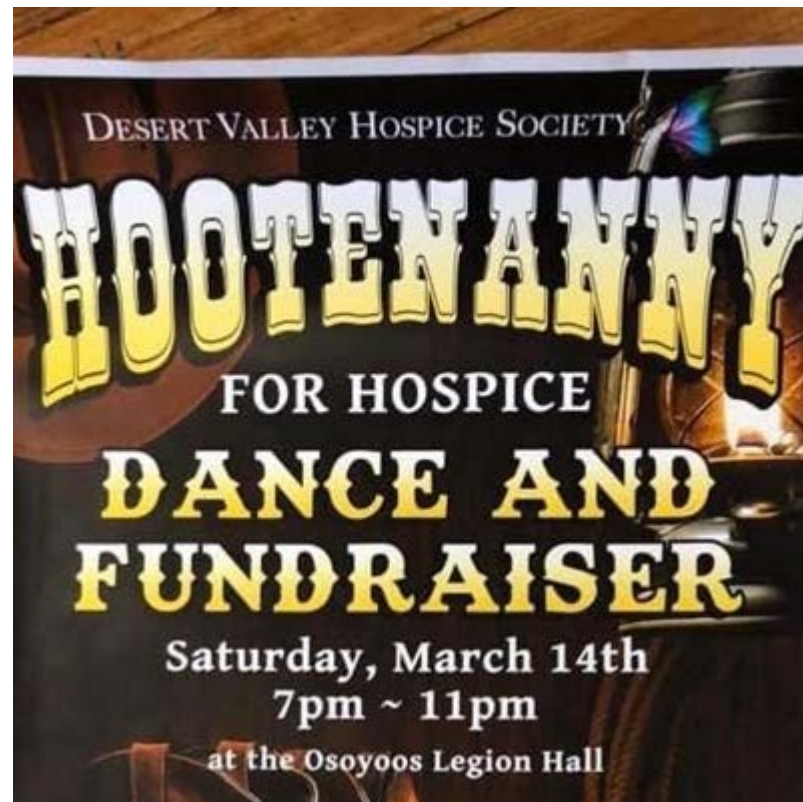
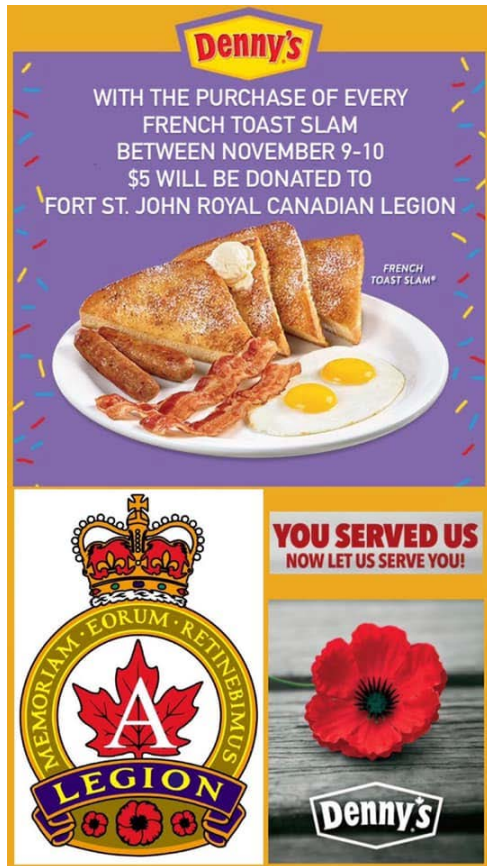


Barriere Legion Branch 242 rep, Eileen Miers, with a cheque for \$1450



Toy and Food Drive New West Legion

Community Fundraisers



Thank you

Questions



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