

# 2021 Dominion Convention

## Questions and Responses

**13-15 August 2021**

Our Mission is to serve Veterans, which includes serving military and RCMP members and their families, to promote remembrance and to serve our communities and our country.



## 2021 DOMINION CONVENTION QUESTIONS AND RESPONSES

Throughout the 3-day Convention, Delegates had opportunities to ask questions on workshops, presentations, reports and resolutions. Due to time limitations, not all questions could be answered during the Convention. All questions were collected and the answers are provided in this document. Please note that similar questions were amalgamated for response, and comments that did not require a response are not included.

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## **ITEM 1:      Workshop 1: Communications**

- 1. I am bilingual and I can understand you. I have a French-only person in communications - is there a bilingual person on your team that he can communicate with?**
  - Yes, Jessica is bilingual and can communicate with her.
  
- 2. Why is it called National Headquarters and not Dominion Command?**
  - Dominion Command is the elected body of Senior Elected Officers, whereas National Headquarters is the administrative arm.
  
- 3. 100th annual poppy pin. Is it OK to wear until July 2022?**
  - Legion members are authorized to wear the 100 anniversary Poppy pin on Legion dress from January 1, 2021 to December 31, 2021.
  
- 4. Where do I check to see if our Branch is receiving The Legion Dispatch? I'm on the Member's Portal, can you direct me?**
  - Please email [marketing@legion.ca](mailto:marketing@legion.ca) with your Branch number and request to confirm whether you are receiving the Branch Dispatch.
  
- 5. Our email was changed with Command but when I go to the find a branch the email there is the old one still there. Who do I need to talk to to change it?**
  - Please contact Member Services at 855-330-3344 to update your Branch contact information.
  
- 6. Why does the Marketing team not use Royal Canadian Legion? Many comrades were understanding marketing and the Legion Store were moving back to using RCL.**
  - In our communications, we use The Royal Canadian Legion and the Legion. We do not use RCL as the Canadian public is more likely to recognize the organization's name when Legion is included.
  
- 7. Are there restrictions or requirements for the use of Legion business cards?**
  - Legion Branches must include their Legion Branch logo. Please contact [marketing@legion.ca](mailto:marketing@legion.ca) for your custom logo. A business card template is available on the Member Services Website under the Marketing and Public Relations section.
  
- 8. Is there an approval process for the final set up of a Branch website and or are Branches open to set up how they want?**
  - As Branches are autonomous, they select their own website providers and design their own sites. We do have a brand guide and a website style guide available for branches to download through our Member Services Website. The website style guide is helpful for web developers who want to create a

similar look and feel to the national Legion website (Legion.ca).

**9. It would be great if some best practices were developed not just for style but content to provide to web designers.**

- Legion.ca provides all the information and language helpful to branches to develop their website – from membership to Veteran support. We encourage Branches to use this content for their website.

**10. Could there be an option to view or print the dispatch or debrief in either English or French rather than both?**

- A PDF version of the Dispatch would be quite long and could mean printing 10 or more pages. The member Debrief would likely be between 5-8 pages for most editions. If this is something Branches are interested in, please email [marketing@legion.ca](mailto:marketing@legion.ca).

**11. What is a branch logo?**

- The Branch logo has the Legion name with Poppy 'swoosh' plus the Branch number and town/city below it. Please contact [marketing@legion.ca](mailto:marketing@legion.ca) to request your Branch logo.

**12. Not sure if this is the correct group to ask this but it seems that the majority of photos in the Legion magazine under 'Snapshots' are cheque presentations. Can more fun shots or branch activities be printed?**

- The Legion Magazine is a separate entity operated by Canvet Publishing and they determine their editorial policies and content. In general, we encourage Branches to submit photos of programs or activities in action, to show how the work of the Branch is making a difference.

**13. Does the Legion have a start to finish template for building a Branch Website? We will be doing that for our Branch soon.**

- Unfortunately, we are not able to provide a website template that would suit all website provider platforms. However, we do have a website style guide that is helpful for web developers who want to create a similar look and feel to the national Legion website (Legion.ca).

**14. Can the Legion Debrief be sent to individual members monthly?**

- The monthly Legion Debrief is emailed to all Legion members with an email on file at National Headquarters. If a member is not receiving this email, please contact Member Services to confirm we have their email address and they have not unsubscribed to the newsletter.

**15. When you list branches across the country could you list if they have Facebook or Instagram accounts?**

- If referring to the Branch Locator on Legion.ca, there is an option to include a link to a Branch website. We encourage Branches to have a website presence where you can promote your Branch and share social media links.

**16. Is there a vector file of the legion logo we can access?**

- Please contact marketing@legion.ca to request your Branch Legion logo in vector file.

**17. I have never received a Legion Debrief and as far as I know my email address is on file.**

- Please contact Member Services at 855-330-3344 to confirm we have your correct email on file.

**18. How do we ensure that members are not inundated with emails if the Branch, Command and Dominion are all sending emails to them?**

- All levels of the Legion must be careful in how many emails they send. And in almost all cases (except for emails required to administer a membership or process a transaction), emails must have an unsubscribe option. Please contact marketing@legion.ca for more information on privacy laws and Canadian anti spam legislation (CASL).

**19. Where can we find Legion statistics on website?**

- Please email marketing@legion.ca for information on the Legion.ca website.

**20. Is there something available from Dominion Command to commemorate a 100th birthday?**

- Please be in touch with the Secretary to the National Executive Director for help with 100th commemorations - for example a letter from the President

**21. Why is the promotion of the 100th Anniversary not in the community as I have seen nothing as to promoting the 100th Anniversary of the Legion?**

- Promotional materials have been shared with regions, best to reach out to your local Branch or Command if you think more could be done to help promote.

**22. Many poppy store items are only Legion items.**

- The idea is to help promote both Remembrance and the Legion.

**23. Many Royal Canadian Legions have outdated/aged and old signs, is any funds to help with signs?**

- This would need to be discussed with your Command.

**24. What's a hashtag?**

- A hashtag is a word or phrase preceded by a hash sign (#), used on social media (especially Twitter and Instagram) to identify digital content on a specific topic. You can click on those tags to see other similar content, and other people can find your content through these hashtags.

**25. Do you have tools too teach Branches on how to setup these programs such as Facebook and Twitter?**

- If you have any questions on how to set up any social media accounts, please reach out to marketing@legion.ca and we can help.

**26. Can Legions go direct to Dominion for guidance for important press issues, or must we go through Zone/Command? This may have timeliness issues when responding to press deadlines.**

- If there is an important media matter, ensure you reach out first to your Command, and then to National Headquarters. If you cannot get anyone at your Command, leave a message to them know you are contacting National.

**27. I've found valuable communication with BC/Yukon & Dominion Commands via FB Messenger. How often is FB messenger checked by Dominion Command? (daily? weekly?) Thank you.**

- Messenger is checked once or twice a day Monday to Friday between 9:00 am and 4:30 pm.

**28. Are templates available for PR, we have 100th birthday of WWII vet?**

- We do not have such a template but if there is interest, we can look at developing one.

**29. Is there a form that we should get members to sign for posting their pictures?**

- Yes, you can find it through the Member Services Website, under Marketing and Public Relations. Please modify it as needed to fit your circumstances.

**30. After this year's 100th poppy anniversary, what is the Legion's next theme in 2022 so we can prepare locally to reinforce this national theme working with schools?**

- TBD

**31. How many news items have been on tv radio print and other media over the year?**

- We receive thousands each year.

**32. Can anyone tell me when Veteran's week is? I know it is different than Legion week and don't want to overlap that**

- Please visit Veterans Affairs Canada site for exact dates and may also be some regional differences.

**ITEM 2: Workshop 2: Homeless Veterans**

1. The VAC Standing Committee did table a report with Recommendation to the House in 2019. Because the current Gov't called an election, the report fell off the table. I have been working with my MP to have this report re-tabled so the recommendations can be approved. Can you start pushing Command

**to pressure the VAC Committee to re-open this report and re-submit it to the House?**

- We are requesting the VAC/ESDC reports to Parliament and advocating for the Bill to reopen.

**2. Why can a Service officer not receive a PIN number from VAC to verify their status as available for confidentiality?**

- We are a third-party organization with a MOU with VAC, we only have access once a member/Veteran provides authority and for only established VAC accounts. No automatic access to Library and Archives Canada or the CAF Identification systems.

**3. How would you confirm Allied Veterans service credentials?**

- Dominion Command can forward a request to our UK counterparts to request VFS for Allied Veterans. Contact is Christine Racine, [cracine@legion.ca](mailto:cracine@legion.ca)

**4. Task trained Service Dogs are recognized as a significant tool that can assist in a singular or complex need. Q1. Why is Dominion Command not involved as a Stakeholder in the current efforts towards a National Standard for Service Dogs (currently underway)? Q2. Why is Dominion Command not advocating to Veteran Affairs in financially supporting service dogs to veterans as they are currently making referrals to veterans that they should seek out a service dog for their needs? Q3. When will Dominion Command have a uniform position regarding service dogs and require all Prov/Territorial Commands to follow suit so that veterans are uniformly supported across Canada and therefore protect against systemic discrimination or service provider monopolization?**

- Dominion Command has been advocating for national standards for service dogs for a long time. In 2014, at the Dominion Convention in Edmonton, it was passed to establish a Poppy Fund SUE for support for Psychiatric Service Dogs. As a SUE, all Provincial Commands abide by the Poppy Manual and can access this SUE. At the same time, DC provided some regulations for Commands to follow as there is no national standard.

**5. Can we do a fundraising earmarked for the homeless veterans program outside of the poppy fund?**

- Certainly, many branches hold fundraisers to raise funds for homeless veterans.

**6. Can this program be used for Allied Homeless Veterans in Canada? (Veterans from other countries Armed Forces)?**

- Yes.

**7. How long does a person have to serve to be classified as a veteran?**

- Depending on what definition you are requesting, VAC considers any former

member of the Canadian Forces who releases with an honorable discharge and who successfully underwent basic training to be a Veteran.

- 8. If a SUE is not required to donate to the Homeless Veteran's Program, does this mean there is no limit on what a Legion can donate?**
  - At the beginning of the program, Dominion Command allowed Poppy Funds to be used with no restrictions. We are reviewing documentation and will request an amendment to the Poppy Manual.
- 9. Can you share the report given to Federal Government so Legion members can help with advocacy?**
  - There was no report to Government, we are advocating for the ESDC/VAC report to Parliament. The Legion Homeless Veterans Strategy has been shared with Commands.
- 10. If we wish to verify if the person is a veteran and what their service is, who can give that info if DND won't because of access to private information legislation?**
  - Library and Archives Canada
- 11. Do we provide financial planning and budgeting support for veterans once an income stream is established?**
  - This would be dependent on local programming.
- 12. Is there any way to get the numbers for homeless veterans by Province?**
  - We do not have any provincial or national statistics on homeless veterans.
- 13. Can we organize and hold fundraisers that are earmarked specifically to go to the Homeless Veterans program from our General Accounts?**
  - Yes
- 14. Is there any way to provide mental health support for these homeless Veterans?**
  - VAC Case Management
- 15. Comrade Gordon stated that command approval is not needed to use Poppy fund. Our understanding is all requests must be approved by provincial command.**
  - Provincial Commands have the right to impose the use of Poppy Funds.
- 16. Are there funds available through command for targeted studies at a local geographical level? North Vancouver Island has a disproportionate number of Homeless Veterans which make up 14.3% of the Homeless counts. We have a University wanting to partner with us for this study, and commitments from all of our local municipal governments.**
  - Check with provincial command.



**17. Does the poppy fund allow for funding for homeless Allied Veterans or is this just confined to CAF Veterans?**

- Depending on the request, Dominion Command can facilitate a request to the UK for Allied Benevolent Funding. Any shortfalls can be covered by the Poppy Fund.

**18. I am a service officer for my branch. Re-verification of former service, I've called VAC. One they won't say anything due to confidentiality. Two, the homeless person may very well be a veteran, just not a client of VAC. Some more clarity on your thoughts around verification of former service would be appreciated.**

- Dominion Command and Provincial Command Service Officers can verify service through Library and Archives Canada.

**19. One disturbing issue is the "Homeless Reservist" who live from reserve paycheck to paycheck and stays with friends or on the street. Have we attempted to reach out to these CAF members?**

- Dominion Command initiated a Reserve Outreach program a few years ago and constantly communicate and educate during presentations that Reservists can apply for VAC benefits.

**20. Do we provide financial planning and budgeting support for our veterans once we have a clear income source?**

- Yes, we reach out to VAC for assistance and also to Peer Support Workers

**21. First and last, can it come from Poppy without an SUF?**

- Yes, but if your Command has a Homeless Veterans program, discuss with your Command and they may pay.

**22. Can a district present financial assistance to the program?**

- Yes

**23. Is the document shared with Federal Government available to Legion members to help with advocacy?**

- The only document available would be our Legion Homeless Veterans Action Plan, there is no government plan.

**24. If I think that I have met someone who I think is a homeless veteran and I asked for a service number, are you able to verify this number?**

- Verify through your Command Service Officer.

**25. Why is it necessary to complete all the red tape in order to donate to these causes?**

- Not sure what is meant by Red Tape. We like to track donations etc. for reporting and support of the program.

- 26. Can Zones and Districts donate to financial assistance for the program in their province?**
- Yes
- 27. In the case of a person trying to use legions as a way to travel across the country, can we share this information with other Branches and Commands?**
- Absolutely
- 28. You mentioned giving out gift cards and paying first and last months rent, are branches allowed to pay first and last months rent for Veterans who are homeless?**
- Yes, however you must ensure the Veteran can maintain the apartment.
- 29. If the name of the veteran cannot be put on the cheque you give to the landlord, how does the landlord know it is for the veteran?**
- Enclose a letter with the cheque identifying the Veteran.
- 30. In Montreal, you only get VAC assistance if you are a "coded" vet with a disability identified on release. A "normal" hon release vet gets nothing. Comments?**
- If you have a disability attributable to service, you can submit a Pain and Suffering Compensation application to VAC, whether you were released medically or not medically.
- 31. Is it necessary to break down these numbers into genders? A veteran is a veteran!**
- A veteran is a veteran; however, there may be specific programs available for female veterans.
- 32. Homeless veterans may state they have served in the CAF or RCMP but have no paperwork to support their claim. Do you know how VFS or verification of former service? Does one have to make an information request to Library and Archives Canada? (which can take substantial time). Does the RCL have the means/access to assist branches with VFS?**
- Yes, contact your Command Service Officer with the name of the veteran and their DOB, the CSO and quickly obtain VFS from LAC.
- 33. Did you say a Branch in one province can donate to another provinces Command fund?**
- No! Branches should donate to their own command program and support Homeless Veterans in their area.

### **ITEM 3:      Workshop 3: Membership: What's New!**

- 1. So does Dominion send a copy of the new member signed form online or not, as it is important for the Branch?**
  - When a new member joins online, an email is automatically generated and sent to your standardized branch email account @legion.ca. In addition, a New Online Enrollment report resides on the portal for branch viewing.
- 2. Would we not have to ask permission from the member?**
  - Dominion Command is the National Registry for member information and members provide their consent to share their information when they sign the member application.
- 3. How does someone get sworn in when they sign up online?**
  - They must accept the Membership Declaration and Initiation by checking off online. This is the swearing in process.
- 4. If a branch refuses a member that signed up online, what prevents the member from continuing to use an E card?**
  - Branches will handle it similar to members who continue to use the plastic card if not in good standing.
- 5. Can you have both digital and a plastic card?**
  - Initially yes, as you renew you will need to choose one or the other.
- 6. Some Branches pay the Per Capita for members. If paid on-line, how does the branch receive its Per Capita back?**
  - Please contact Member Services.
- 7. Can small community radio stations get info on media releases?**
  - Please contact Dominion Marketing who can send or contact directly.
- 8. How come some Branches charge different prices for membership when the general bylaws do not allow it? If it is tolerated, can something be sent to the branches to allow them to do so?**
  - As discussed, Membership Committee will be reviewing a recommendation to Constitution and Laws Committee.
- 9. How can we reach out to new online members if we don't receive their information such as a phone number or address?**
  - All contact info is mandatory when a member joins online and is available within their member profile on the website.
- 10. On the portal my Last Year Members number has remained the same for the last three years. This number is not correct. Can this be looked in to?**
  - Yes, please contact Member Services.

**11. When entering members info at the branch level, can it be possible to do in batches? As of now, we have to one by one.**

- Currently not available. May be an option if funding is available in the future.

**12. What will the digital card look like?**

- Similar to the plastic card...layout may be slightly different between Apple and Android applications.

**13. How will the last year paid show and change on the electronic cards?**

- Card will display year paid.... when your renew you will get a new electronic card with updated year.

**14. Have the reports function been fixed?**

- Yes

**15. I recently went to update a deceased member, but it appeared to be no longer available to log on data form update. Can it be found elsewhere in the system?**

- Yes, you can update directly on the individual member profile page.

**16. If a Branch has not registered their ETF information and someone renews via online, how does the Branch receive their portion of the membership fee?**

- Please contact Dominion Finance for their plans moving forward.

**17. When a new member joins online, why do we not get the paperwork that they filled out online? Only the information saying we have a new member.**

- When a new member joins online, an email is automatically generated and sent to your standardized branch email account @legion.ca. In addition, a New Online Enrollment report resides on the portal for branch viewing. The information also resides on the member profile within the website.

**18. I have seen where someone has transferred branches online. I have seen no paperwork or prenotification from the previous branch. Basically, I am blind to this member.**

- A member cannot transfer online. Accepting Branches are the only ones who can request a transfer.

**19. Many members are proud that their years of being a member are displayed on their regular card. Will this be on the electronic card and will the current year be on the front of the electronic card?**

- Yes

**20. Has there been a survey of Branch 13 members why they are not joining local branches? If not, will there be one?**

- No formal survey has been conducted but we regularly remind them to

become more active by transferring to a local branch.

**21. When the legion signed up for the marketing project does this mean that that company has the entire legion members list, and can it be sold for telemarketing?**

- Our membership lists are not sold and if they need to be shared to conduct Legion business (direct mail renewal reminder) they are protected by a non-disclosure agreement.

**22. For members that prepaid five years of membership to get the watch through the promotion DC offered, will they receive their member stickers each year or will they receive all five stickers this year?**

- Currently stickers are only issued one year at a time.

**23. Is the per capita going up for 2022?**

- As of early September, there have been no increases in the 2022 per capita tax. That said, a few Commands have a convention planned for the Fall of 2022 which could impact this. Per capita tax increases must be approved by convention delegates.

**24. I am a life member and a Meritorious Medal, is there a different card for that membership?**

- No, same card but with a Life Membership category.

**25. Is there an opportunity for a member to transfer their own membership to a new branch upon their relocation?**

- Members cannot transfer branches themselves. The accepting branch must submit the transfer request

**26. Will additional 2022 stickers be included in the package?**

- No. You only receive a 2022 sticker in advance for those who had paid for 2021 by July 30th, 2021.

**27. I had an instance of an online enrollment. I contacted an Ordinary member but when contacted, he was not a veteran or a Canadian citizen. Can there not be a flagging system so that we at branch level are not left to follow up because the information is not in their profile?**

- Branches are asked to verify information when reaching out within the first 30 days.

**28. If email reminders go out from you, is it necessary to send them from the Branch? People don't want to feel spammed.**

- Up to your local Branch. We can never overcommunicate renewal reminders.

**29. If a member joins a branch online and is issued an E card, then the branch**

**does not accept the member, what will prevent the member from continued use of the specific branch E card?**

- Similar issue currently exists with the plastic cards. Only Branch verification within the membership system can determine if the member is a member in good standing.

**30. With the online application can the branch still have the right to refuse the member?**

- Yes, the Branch always has the final decision.

**31. If a member registers and pays online, our membership cost 50\$, how does the branch get the difference return to his branch?**

- The Branch portion of the membership payment is returned monthly to the branches via cheque and now via EFT.

**32. Has anyone checked to see if the electronic cards will be recognized in the USA for snowbirds?**

- No. Local American Legions make their own decisions regarding allowing ' non-members.

**33. We find that we are not receiving transmittals on a consistent basis as well as the system being very slow. Is this something that is in the process of being fixed?**

- Transmittals are automatically generated with every invoice. Please contact Member Services.

**34. Will there be a new app developed or what format will it be in to save to the mobile device? (i.e. Apple devices have Passports, while Android has Google Pay or Samsung Pay)**

- No App. Cards will be downloadable to your wallet for both Apple or Android mobile devices.

**35. If a member pays through Command with the auto-renew option, what happens if a Branch raises their dues, will the increase be applied to the year(s) when the increase would be applied?**

- The membership system always bills the 'current year' rate for both pre-paid and buy-back years. Unless a member renews after Sept 1st and is choosing the next year it will invoice next year at the higher rate.

**36. My Branch refused membership to someone that has signed up online.**

- Yes. Please notify Member Services through the data change form and provide a reason for refusal.

**37. You want us to keep the information current, but we are not allowed to see or edit our member information on file. Is it possible and how?**

- Member information can be edited by the Branch by selecting the member

profile within you Branch. If unsure, please reach out to Member Services and we can show you.

**38. Are you considering making all WW2 and Korea vets as life members?**

- Not at this time. A resolution would be required for the Membership Committee to consider.

**39. Has there been a poll/survey of why the members in "Branch 13" are NOT joining local branches, it may be eye opening?**

- No survey has been conducted for 13-013 members.

**40. Why do you not have space on the membership data file for date of death? We need that for the annual remembrance activities.**

- Not sure why.....maybe the same reason we don't collect date of birth. If enough Branches want the change, we can look at updating.

**41. How are local branches defined for international members (e.g., there are only eight states that have branches, but some are quite active in engaging members at a distance)?**

- Local Legion Branches do not have defined boundaries for attracting members.

**42. What are the advantages to having an electronic card?**

- 1) modernizes the membership experience 2) can be delivered immediately 3) more efficient and saves money for Legion

**43. Are you concerned about individuals and/or branches that do not have internet or very poor internet?**

- Yes, because our organizational communications rely on connectivity. That said, Membership will always be able to assist Branches however they require the assistance (phone, mail etc.)

**44. How do I go about getting an electronic membership card?**

- Once available, a member can update their online profile, notify their branch or Member services or select the option when renewing online.

**45. Does a CAF member have to be retired to qualify for the VWP?**

- No. the offer is available for both serving and retired CF members...must be new to The Legion.

**46. Is the E card compatible to all phones/tablets etc.?**

- Both Android and Apple devices.

**47. Do you need the Vets service number to get the first year free?**

- Yes, the information is requested when the member joins.

**48. Why does it take a long time before our branch finds out a member has joined online?**

- An automatic email is sent to the branch standardized email account @legion.ca. If you don't have access, please call Member Services.

**49. We have several questions 1. When they issue an ETF could you please have at least the name who the money is from. 2. On the list of Branch membership new - could you please have at least a phone number or e-mail so we can reach out quickly 3. There was a program - pay 5 years and get a watch - some of our members do not have it yet - why? 4. Lost or misplaced cards take a long time to replace - are we doing something wrong? 5. We were told that Dominion would take a 2-tiered payment system, which is not true.**

- Good questions...please reach out to Member Services.

**50. The cost of membership for us is 60 dollars here. 20 dollars goes to branch, how do we get the financial audit of where the extra 40 dollars went to at either provincial or dominion, as we get asked by members?**

- Member Services can provide the exact breakdown of Dominion, Provincial, Legion Magazine and Branch component....it varies by Province so please reach out to Member Services.

**51. What about International Members using online systems?**

- If fees are collected in Canadian dollars, then the system can be used. Please contact Member Services for further discussion.

**52. Can branch execs get the email of new members so a best diligence and welcoming to the branch.**

- The email is sent to the standardized branch email account and the email account the branch has provided to Member Services. We currently only have 2 email options.

**53. I have been a Legion member for 30+ years, but just retired from the CAF. Should I apply for the VWP?**

- Thank you for your service! Unfortunately, the offer is only available to new Legion members.

**54. Why can you not allow more than one member in the household for online. Right now you need a second email for each member in the same household. When will this be fixed?**

- It is a privacy requirement. If you need to change your password a new password will be sent to the associated email on file. If the email appears on 2 accounts, it would be sent to both...thus a privacy breach.

**55. We are still having some difficulty running and printing reports....is this being handled?**

- Yes. The security upgrade is now complete. Thank you for your patience.



**56. Many Members are proud of the years of membership being shown on the card when they join. Will this be on the electronic card have this on it and also will the current year of membership be on the front of the card unlike the hard membership card.**

- The digital card will display the Member Since Date and the membership year the card is valid through.

**57. Online enrollments seems to be confusing to the applicants choosing membership category. If possible, can more information be in the online profile or a flagging system be implemented?**

- Legion membership categories are confusing to the general public. We have worked hard to condense, while fully explain the membership categories to new members joining. We will continue to work on refining.

**58. Can individual members sign up to receive the Legion Dispatch?**

- No. Legion Dispatch only goes to Branches

**59. How do you get your electronic card back if you lose your phone or get a new phone?**

- Digital cards can be easily replaced at no cost to member or Legion.

**60. When the Legion Dispatch comes to our Branch, the secretary automatically forwards it to the members of our executive so does that show up on your records as having been opened and read?**

- No as it only shows the initial email as being opened or not. This is great that the email is shared.

**61. Could you tell me what are the differences between MemberPerks and CAF Appreciation programs?**

- Memberperks is a Legion program. CF appreciation is run by the forces. Two separate programs.

**62. Some of our branches do not have a computer let alone someone to read emails. I have received a few calls this week regarding this.**

- Please have those branches reach out to Member Services so we can find a solution

**63. Would we not need the members permission to give you their email and phone numbers?**

- No. Dominion Command maintains the National database so information can be shared with Member service as stated in our Privacy policy on legion.ca. The member application form now includes a Personal Information Consent notice informing members how their personal information will be used.

**64. The new electronic cards, is this the reason I'm not getting cards for my new**

**members?**

- No. Please reach out to Member Services to resolve.

**65. Has any consideration been given to granting ordinary membership to Canadian civilians who worked in Afghanistan for international and/or national governmental agencies/organisations, non-governmental organisations or employed by private companies in support of the international effort of which Canada was a part?**

- Currently no consideration has been made. A resolution could be forwarded for consideration.

**66. If branch renews membership to command how can the individual choose paper or digital card?**

- Once available, a member can update their online profile, notify their branch or Member services or select the option when renewing online. Branches can select on member profile.

**67. Will the new electronic cards eventually replace the existing plastic membership cards, because some members will never go electronic, for a variety of reasons.**

- Not in the foreseeable future as we estimate only 25% of new members will have a digital card in 5 years.

**68. If a new member joins online and receives an electronic card, but once the branch receives the new member information and this member is not accepted by the branch, how does the member electronic card get cancelled?**

- They don't get cancelled ...the member will either show in a different branch or show as not in good standing in the system.

**69. How will the electronic card work with "Early Bird draw" renewals?**

- We currently are not planning to add an early bird sticker to a digital card. This could change over time.

**70. I am a life member and I take pride in the life membership card that was bestowed on me. I do not wish to lose this physical honourable card and would like that yearly update sticker for my card.**

- You will always be able to maintain your plastic card.

**71. Does DC have any recommendation for branches, particularly international branches, for utilizing an online POS for transactions (e.g., membership, donations, etc.)?**

- Please contact me (Randy) directly to discuss further.

**72. Why do we have to use the site in English because when we try to use the French version, it always freezes?**

- Our apologies. The French side of the site is operational.

**73. You mentioned the efforts to get new members to transfer to a local branch. Have there been efforts made to encourage longer-term members to transfer from DC Branch 13 to local branches? How are local branches defined for international members (e.g., there are only states that have branches, but some are quite active in engaging members at a distance)?**

- In the Legion Debrief (member newsletter) we always ask member to consider volunteering at a local branch.

**74. Automated Telemarketing Campaign. Should we be concerned about perceived harassment of Members since we call them all from the local as well?**

- Yes, we would be concerned but we made almost 28,000 automated calls and Member Services received less than 5 complaints. Members can remove themselves from future calls by pressing 9 when they hear the messaging of which 263 members did remove themselves.

**75. Earlier presentation advised we have only 28% of members email address. How can we contact the other 72%? Electronic cards may also present a problem?**

- We collect email addresses through online member renewals and joins, through the Memberperks program and when speaking directly with members. We encourage branches to ask members for their emails as it is a cost-effective way improve communications.

**76. If a person joins online and is added as a member of our local branch, does the branch still have the opportunity to approve the new member? Or does the branch just have to accept the new member?**

- Local Branches always have the right to approve or not approve new members.

**77. Why can't membership database hold information in reflection to honors & awards, years of service executive badges. So branches don't have to compile another data base.**

- Good suggestion. Something we have on our list to look at.

**78. When a Veteran joins online and is not aware of VWP, are they told of it and if not, why not? I had a member who joined online and transferred to our Branch who was not given the option/told about VWP.**

- The program is promoted on our website and offered directly through the CF to their members.

#### **ITEM 4:      Workshop 4: Member Rewards**

- 1. Just tried to register online and told my membership number is no good?**
  - Please contact Venngo for assistance - support@venngo.com or 1.866.383.6646
- 2. How to get the app?**
  - You can download on your app store on your phone - search "venngo" or "memberperks."
- 3. If I live in Prince Albert, I can't see Saskatoon.**
  - Once signed in you can adjust the radius to see a greater area.
- 4. The 100km radius isn't enough for me in Saskatchewan as the major city I would be willing to travel to is further than that away from the city I live in.**
  - You can adjust the city to whichever is closer to the location you wish to travel.
- 5. What is the website address for venngo?**
  - [www.legion.ca/memberperks](http://www.legion.ca/memberperks)
- 6. Both Bell and Panasonic Canada require you to give your email before they will advise you of discount codes.**
  - In some cases, as in the perks you've mentioned (and a few others), merchants will request additional information from users. There are various reasons for them doing so (perks may be location specific for example), it is allowed and is safe for users of MemberPerks to provide it, as it will remain with the merchant requesting it.
- 7. If you sign up and decide you no longer want to participate, is there a way to cancel?**
  - Yes - click on the unsubscribe link in one of the emails they send you or contact Venngo at support@venngo.com or 1.866.383.6646 and request to be removed.
- 8. To receive a MemberPerks discount code you have to register with the vendor - is there another way to know what discounts you might receive without sharing your email with another organisation?**
  - Once you have signed in there should not be requests for more info - most vendors will not require this. If you see vendors requiring more information, please contact us at marketing@legion.ca and we will investigate.
- 9. Do you just show your membership card at a retail facility to obtain the perk?**

- No, you are required to register online at [legion.ca/memberperks](http://legion.ca/memberperks) - once registered you will see all the perks in your area and how to redeem.

**10. Reviews of the Venngo App is very bad and seams to be very unstable. Will it be improved soon?**

- We have not received any complaints on the app - if you encounter any issues please contact [support@venngo.com](mailto:support@venngo.com) or 1.866.383.6646

**11. Have you or staff in Marketing and Comms actively reached out to Provincial or Territorial - Chambers of Commerce to educate them and then onwards to businesses apart of the Chambers to potentially sign up?**

- We have not - it is encouraged by branches to reach out at the local levels.

**12. Is MemberPerks available for non-digital members without smartphones?**

- You can access from a PC as well

**13. MBNA cards, do they allow Branches to have them or are they only for members?**

- There are no corporate cards with MBNA just personal. Finance has a relationship with BMO and if you reach out too they may be able to investigate a corporate card with branches

**14. How do we get a local business on board with MemberPerks?**

- Reach out to confirm they are willing to provide an offer and then complete the form under "suggest a perk"

**15. Can we see a list of the MemberPerks without signing up?**

- Unfortunately not. Once you sign in you will see the complete listing.

**16. Since most merchants on perks are not in our area, do we have to contact our own community partners to add them to the list?**

- You absolutely can, leveraging the "suggest a perk" function is highly recommended.

**17. Who, and how would we schedule a post-pandemic in-house event like you mentioned?**

- Please reach out to us at [marketing@legion.ca](mailto:marketing@legion.ca) to request.

**18. Is there a way to recruit merchants to join the app?**

- Best way would be to reach out directly to merchants in your area to explain the program and determine interest. From there, if interested, complete the suggest a perk form.

**19. When registering for the venngo app, do we use our membership number for account name?**

- 'Please 'register online at legion.ca/memberperks first.

**20. I am a member with Venngo through CPA, does this mean I will have the same Perks on the Legion? or each are unique?**

- Some will likely be the same but there should be ones unique to the Legion.

**21. What were the top 5 again?**

- Top categories are Apparel, Dining and Food, Home and Living, Computers and Electronics, Health and Wellness. The Lenovo offer is the top selling one.

**22. Are these perks available for only on-line shopping or also in personal at retail outlets?**

- A combination of the two.

**ITEM 5: Class Action Update – Legion/Aviva**

**1. Why would a Branch Choose to opt out?**

- Various reasons - perhaps they started their own independent action or felt their loss was insufficient to proceed with a claim.

**2. Who incurs the cost of the Lawsuit and the accountants?**

- If the legal proceeding is successful, legal costs will be funded through a percentage of the amount awarded. If unsuccessful, Lerner's law firm absorbs the cost.

**3. What happens if a branch closed during the pandemic and has their branch on the class action?**

- Branches required to close during the pandemic are impacted and, if covered by Aviva, are eligible to be part of the class action.

**4. Could you post your contact information again, please & thank you.**

- Kevin Ross, Lerner's Law Firm, [kross@lerner.ca](mailto:kross@lerner.ca)

**5. Last year, we were informed verbally by phone by Aviva that we were not able to get damages. We have no record for this communication.**

- Just like those branches that received a letter, it would not exclude you from being part of the class action.

**6. What types of losses will this class action cover?**

- The action alleges that Aviva is in breach of contract when it denied the Legions' loss of business income coverage after they were ordered by provincial and territorial governments to close their non-essential businesses due to the outbreak of COVID-19. The action claims for

payment of loss of business income damages to those Legions with the Aviva policy.

- 7. If the lawsuit fails, will all the branches be on the hook for the legal cost incurred?**
  - No
- 8. If our branch chooses to switch insurance providers on our upcoming renewal will it affect our status in the class action suit?**
  - No
- 9. Is this information available on a site as it is a lot to take back to the branch?**
  - Yes. Please visit <https://www.lerners.ca/cases/canadian-legion-class-action/>
- 10. Will the financial assistance received by branches from provincial and federal governments influence the amount awarded from the lawsuit for each branch?**
  - That should not have an impact on the class action.
- 11. Please send out a list of all branches that have submitted documents.**
  - Please contact Kevin Ross at [kross@lerners.ca](mailto:kross@lerners.ca)
- 12. If we were from Saskatchewan, does this apply to us?**
  - Any branch in Canada that had loss of business income coverage through Aviva can be part of the class action.
- 13. How do we confirm that our branch is included in the class action?**
  - Please contact Kevin Ross at [kross@lerners.ca](mailto:kross@lerners.ca)
- 14. What will you do when other insurance companies will not cover us because of the class action suit? Will the branch receiver help when we can't afford the new rates?**
  - Insurance companies will not deny coverage because of a pending class action. Rates are influenced by other factors and may increase or decrease depending on the individual branch situation and expected coverage
- 15. Why is BC not covered or part of this action?**
  - No branch in BC has coverage through Aviva.

## **ITEM 6: Grand President's Report**

- 1. Is there anyway that we can get either a percentage or amount of monies from the Cdn Poppy Fund that were donated to the New Zealand Poppy fund that was spoken of in the Grand President's (Larry's) report?**

- \$250,000 was donated to the Royal New Zealand Returned and Services Association.

#### **ITEM 7: Dominion President's Report**

##### **1. Why is this report not in the convention book?**

- Traditionally, the Dominion President's report is not printed in the book, rather presented orally. It will be included in the Convention Report from the Proceedings, to be shared electronically with each Branch.

#### **ITEM 8: Resolutions Committee**

##### **1. Does acceptance of this report also mean all concurred resolutions are accepted?**

- No. Resolutions are voted on individually

#### **ITEM 9: Dominion Treasurer Report**

##### **1. We have seen several memos talking about Credit Cards. Are we allowed to get a card for our Branch?**

- This is a future vision of Legion, no cheques issued or accepted. Please speak to your provincial command for the further instructions.

##### **2. How many Legions in small communities had to close due to Covid 19 or lack of funding that command provided to them?**

- We don't have confirmed data yet.

##### **3. How much of the 14 million was actually given out to the branches?**

- \$14M less Legion fees of \$140,000, means \$13,860,000 was distributed among all branches.

##### **4. Do we have to pay capital gains on the gains from the \$3 mill withdrawal?**

- Funds were taken from the Legion General fund Investment portfolio, and it was recorded as donation expense to the Legion. No capital gains/loss.

##### **5. What is the outstanding per capita owing from branches?**

- Report with outstanding balances sent every second month, or you can find it on portal under your account.

##### **6. Did all of the 14 Million go to the provincial commands (i.e. Ontario) or did it all go to branches?**

- A small portion was distributed to commands, for those who applied.



- 7. Why did the DEC arbitrarily decide to give all branches the same amount of money after requesting requests from the branches?**
  - Distribution was made based on the provincial pool, and after assessment of each branch.
- 8. My question is to why as branches we are to keep our balance low in our Poppy why then is there 9 million dollars in National Reserve?**
  - Poppy fund is a restricted fund, that used and regulated by Legion Poppy bylaw. This is a historically low balance.
- 9. Will there be a per capita tax increase?**
  - Not for the next three years.
- 10. Did the money owed to the Legion Magazine get paid back?**
  - Yes, last payment was made last year.
- 11. How is the GST ruling on Membership Dues going? Is it resolved yet?**
  - This is still in the process with CRA. Possible resolution next year.

**ITEM 10: Centennial Committee**

No questions received.

**ITEM 11: Membership Committee**

- 1. Is there a plan to create a "digital membership" card for people to have on their phone? A Legion app?**
  - Yes, it will launch later this Fall.
- 2. One of the major issue's veterans have with the Legion Branches is the repeated tendency to be turned away from Legion Branches due to private functions being scheduled at that time. What will RCL do to ensure all branches maintaining part of their establishment to be available for veteran drop-ins (even when private functions are scheduled)? A single veteran being turned away from a branch goes against the primary purpose of the RCL, impacts the perception of the RCL and directly impacts the recruitment potential of new (and younger) membership.**
  - Although Legion Branches exist to serve Veterans, we must also recognize their need to remain financially viable in order to provide the services they offer to Veterans. Private functions are one source of revenue some Branches rely upon to remain solvent. Where possible, these functions should always be balanced with the specific requirements of the Veterans they serve.

3. **Why is it taking so long to receive membership cards?**
  - During the slow periods, cards are only requested once every 3-4 weeks to reduce set-up costs.
  
4. **The RCL General Bylaws Ordinary Member section does align with the definition of veteran. Specifically, s. 206 (j.) j. a city, municipal or provincial police force, as a police officer, for not less than one year. The def. of Veteran in the very same General Bylaw notes VETERAN: A Veteran is any person who is serving or who has honourably served in the Canadian Armed Forces, the Commonwealth or its wartime allies, or as a regular member of the Royal Canadian Mounted Police, or as a Peace Officer in a special duty area or on a special duty operation, or who has served in the Merchant Navy or Ferry Command during wartime**
  - Every Ordinary member is not necessarily a Veteran for the reason you have highlighted. A resolution would need to be brought forward to re-define the term Veteran for the GBL's.
  
5. **So, if you increase the potential number of delegates, it would likely increase the overall cost per delegate?**
  - No, the concept is to allow more members to take an active role in helping determine the future of the Legion.
  
6. **Should it not read "...send 2 delegates for the first 100 voting members..." not every 100?**
  - Every Branch shall be entitled to send to a convention two (2) delegates up to the first 100 Voting members or fraction thereof and one (1) delegate for the remaining 100 members or fraction thereof.
  
7. **Does this resolution refer to all conventions?**
  - Only Dominion Conventions – Provincial Commands can set their own guidelines.
  
8. **So will it be mandatory for a Branch to pay one delegate now? Will it be up to Branches whether or not they want to pay for two or more delegates to attend?**
  - This remains a local Branch decision.
  
9. **Why not have a delegate for every 60 members?**
  - A resolution would be required for consideration.
  
10. **Would the cost be coming out of poppy fund or branch?**
  - These costs are not covered by Poppy Fund.
  
11. **Please clarify "fractions thereof"**
  - If you have 105 voting members you would have 2 delegates for the first 100 and 1 for the remaining 5 = total of 3 delegates

**12. Why can't we just drop different classes? We are all legion members, don't like to see anyone feel less of a legion member.**

- A resolution would be required for consideration.

**13. Does this increase the number of votes per Branch?**

- Yes

**14. If passed, will this give them access to the Poppy Fund?**

- No, Poppy Fund can only be used to assist Veterans (as defined in GBL's 101d) and their families.

**15. Will CBSA officers then fall under the RCL definition of Veteran?**

- Not considered a Veteran as defined in GBL's 101d.

**16. Would your everyday police officer not qualify as well?**

- Someone who served as a city, municipal or provincial police officer for not less than one year qualify for an Ordinary membership.

**17. Can there not be a distinction between Veteran and Ordinary since there is a difference?**

- There is a distinction found within the GBL's 101d.

**18. Why 2 years and not 1 year for other peace officers?**

- The original resolution stated 2 years and was voted on by convention.

**19. Is it true that you do not need the Birth year or Citizenship for an online enrollment?**

- Birth year and Citizenship are both mandatory fields to complete an online process.

**20. Does this mean that branches would have to issue new pins every year (costly)?**

- Branches make the decision on if, when and how often they issue service pins.

**21. Do we still have past years in our data base?**

- Our membership system goes back to 2006 for electronic records. Manual records are maintained.

**22. Will lifetime members receive an electronic card?**

- a. Yes, if requested.

**23. Are you looking at using PayPal as a mode of payment for membership dues?**

- a. We are currently looking at all options to improve online payment processing.

- 24. When looking at membership lists, I see many still listed who have not paid for a few years, can you rid them for main office or they automatic delete when past two years?**
- a. The Membership Committee has requested to show previous members as a reminder to branches that these members could still be contacted to become active members.
- 25. Is the old paper life membership card still acceptable for use?**
- a. Yes.
- 26. I have a grave concern that no documents to prove service is needed when joining online. Yes, they sign a piece of paper that they are a veteran however anyone can do that and only keeps the honest, honest. We had a member transfer into our Branch as an ordinary member. It was not until he was asked for some help from our service officer that we found out he had never served. The previous branch took his word for it. Can anyone say Stolen Valour! Branches and Commands are working so hard to eliminate this horrendous crime, yet it is easy to pull off without proof of service! I ask that this be reconsidered.**
- a. We ask that Branches verify the membership category when reaching out to new online members.
- 27. Are we still doing the swearing in for new members at branch levels?**
- a. The Welcoming Ceremony for new members is at the Branches discretion.
- 28. When members pay online, can we get on the ETF some indication as to who they are?**
- a. Branches receive an automatic email to their standardized @legion account notifying them of a new member plus a report exists on the portal - Branch Online Member Enrollments.
- 29. Why is it so difficult to work in French on the Legion web site?**
- a. Please reach out to Member Services so we can identify any issues.
- 30. Once a new member joins a branch online, and is issued a digital card, what prevents the member from continue using the digital card if the Branch does not accept the member?**
- a. There is a process in place if the member is not accepted where the members will be transferred to the Dominion Branch (after considering reason for non-acceptance).
- 31. When a member registers online, the Branch is not given contact info other than address - Can we get more info in order to contact within 30 days?**
- a. All contact fields (email, phone, address etc.) are mandatory when a member joins online. The information resides on the member profile within the membership website.

- 32. Many Branches have never received their gifts for renewing, how are you going to rectify this?**
- Gifts? Please reach out to Member Services with specific details for follow up. Thanks!
- 33. When updating membership info, can it be done by batch process instead of one by one?**
- Unfortunately, it must be completed on each individual profile by the Branch.
- 34. Some small branches don't have a computer. How do they get their information?**
- Please reach out to Member Services for suggestions.
- 35. Why does Dominion Command Membership not verify the information from a new online member, you have left the onus on the branch and by that point the member has already been accepted.**
- Branches always have the option to accept new members. If not, the Branch notifies Dominion Command who has a process for these non-accepted members.
- 36. Can a small branch remove themselves from the information of people joining online?**
- Yes, but taking out your branch rates within the system. Not something we encourage as membership has declined for over the past 30 years.
- 37. If you have two members of your household and only 1 email can we both get digital card?**
- Each digital card will require a unique email address.
- 38. Can you explain the recent upgrade on the online portal as to the complications getting the update done and the continued issues from this update?**
- A security update was required for our membership reporting menu which was planned for our quiet period...Unfortunately it took longer than anticipated and we apologize. All is functioning now.
- 39. If a digital card is issued will the plastic card still be delivered to the branch?**
- Plastic cards will continue to be issued to the Branch. If a member has a digital card, no plastic card will be issued.
- 40. Does the Branch still have the right to vote to accept a new member?**
- Local Branches decide on the process for accepting new members.
- 41. For the first year or so, can we choose BOH electronic and plastic cards - until we know if will work (i.e. at sports events)**
- Our current plan is to offer one or the other in order to realize the cost

efficiencies.

**42. With the removal of the line asking on the application if a applicant is an expelled member, are we accepting those who were expelled at one time? thank you,**

a. The application currently still asks about being expelled.

**43. Is there anyway that Command can confirm that a new online member is actually a Veteran?**

a. We do not collect personal information online to verify and this is why we ask the local Branches to verify the membership category when they reach out to welcome the new member.

**44. There are many districts and branches that have no Wi-Fi, will they be able to still mail in?**

a. Yes

**45. We understand that the reason US-based memberships can't be processed online is due to the currency issue. Are there plans in 2021-22 to explore the ability to accept US funds through the online payment system?**

a. All possibilities are being examined to assist US membership levels.

**46. What is the outstanding per capita balance due from branches?**

a. Please contact Member Services or your Provincial Command directly.

**47. Membership revenue is budgeted to decline over the next 3 years. The strategic plan's goal is to reach 300k members by the 100th anniversary. Has the membership committee changed it's goal and if so what is the new goal?**

a. The goal to grow membership remains the same for the Committee. Unfortunately, the pandemic as been a set back to a more immediate turnaround in membership.

**48. Some of us had questions regarding membership including myself, who do we contact outside of our Provincial chairs for the answers?**

a. You can reach out to Member Services directly 1-855-330-3344.

## **ITEM 12: VSS Committee**

**1. Is CIC a Veteran in the Legion's eyes? I thought they had to do at least BMQ.**

b. VAC considers any former member of the Canadian Armed Forces who releases with an honourable discharge and who successfully underwent basic training to be a Veteran. The Legion's definition of Veteran is "A Veteran is any person who is serving or who has honorably served in the Canadian Armed Forces, the Commonwealth or its wartime allies, or as a

Regular Member of the Royal Canadian Mounted Police, or as a Peace Officer in a Special Duty Area or on a Special Duty Operation, or who has served in the Merchant Navy or Ferry Command during wartime." So if CIC served any Class A service, they are entitled to VAC benefits and deemed to be a Veteran.

**2. Will the current OVI visitors be re-trained?**

c. No, the current OVI volunteers will not require retraining.

**3. I was initially awarded 9% and fought for more and got another 3% but not enough to get to the next level.**

d. Resolution did not pass, no response required.

**4. It is high time to get rid of "Modern Day" Veterans and just refer them to Veterans.**

e. We refer to modern day Veterans as post-Korean war Veterans, but the Committee concurs, a Veteran is a Veteran is a Veteran.

**5. The President stated the RES #3 was for all of Canada when in fact it is for the 14 ONT health authorities.**

f. LTC is a national issue and will be forwarded to the government as a national issue.

**6. Does eligibility now not include all CF veterans?**

g. CAF Veterans can access LTC in a preferred admission bed at select previously run federal facilities. Our advocacy is to increase the number of preferred admission beds in all LTC facilities, not just in previously federally owned facilities.

**7. Please define what a "VAC Contract Beds" means for clarity.**

h. Facilities with beds designated through contractual arrangements with the province, health authority and/or facility for priority access for World War II and Korean War Veterans.

**8. Are there some Canadian Armed Forces veterans who are excluded from the eligibility of the contract beds?**

i. Canadian Veterans who have not served in World War II or Korea are not eligible for priority access for a contract bed, they would be entitled based on disability benefits for preferred admission beds.

**9. Should amend to include RCMP member.**

j. There is no entitlement for RCMP Veterans.

**10. Does that include allied veterans living in Canada?**

k. Yes, as long as the Allied Veteran is a person who meets the service requirements described in subsection 37(4), (4.1) or (4.2) of the War

Veterans Allowance Act.

**11. Could Resolution #3 be amended to make it applicable to all Provinces and not just NB?**

- l. It is applicable to all of Canada and will be presented to government as a national issue.

**12. Who will verify the quality of the service?**

- m. VAC can verify service through Library and Archives Canada if service is not already verified.

**13. Can a list of these Beds be made available to provincial commands?**

- n. Can be located on VAC website: veterans.gc.ca

**14. Who has real control of the veteran's wings?**

- o. Provincial Health Care and the facility

**15. Will RCL lobby that the entitlements be retroactive?**

- p. Will have to wait to see first if the clause is withdrawn before discussing retroactivity.

**16. What is being done to change the criteria for entrance into these facilities Long Term Care?**

- q. Legion is proactively advocating for increased preferred admission beds.

**17. Can you push to VAC that each provincial command be made aware of which hospitals are in the program?**

- r. VAC website lists the preferred admission bed locations.

**18. What is being done to change the criteria for entrance?**

- s. Our advocacy includes resolutions and annual meetings with the VAC DM and Executive staff. In addition, provincial Commands advocate on a provincial level to both provincial health authorities and VAC departmental staff.

**19. In BC, this is not the actual practice on the ground. BC Min. of Health does not hold beds for Vets. One is made available only if there is an empty bed.**

- t. Not true, there are 15 Preferred Admission Beds at The Veterans Memorial Lodge at Broadmead in Victoria, BC.

**20. Has Dominion Command forcefully pushed to have the definition of veteran expanded to allow for more recent Cold War, NATO, UN veterans?**

- u. VAC considers any former member of the Canadian Armed Forces who releases with an honourable discharge and who successfully underwent basic training to be a Veteran.



**21. Are lost or stolen medals able to be re-ordered by relatives of a veteran if that relative is not a legion member?**

- v. Information regarding CAF medals is located at this link:  
<https://www.canada.ca/en/department-national-defence/services/medals/cf-honours-policy-manual/chapter5.html>. Should you have any additional questions, please contact [veteransservices@legion.ca](mailto:veteransservices@legion.ca), attention Medals Advisor.

**22. What is the Financial threshold that a veteran must meet to access support from the poppy fund?**

- w. There is no financial threshold to access Poppy Funds. It depends on monthly income minus monthly expenses equals a deficit or a surplus. If a deficit and it meets Poppy Fund criteria, it would be favourable. All applications are reviewed by a Coordinator and approved by two Trustees to ensure decisions are rendered in accordance with the Poppy Manual guidelines.

**ITEM 13: Poppy and Remembrance Committee**

1. I have a question regards to Part 1 resolution 10. I agree that it would be great if we could have contactless payment or a tap box. We have learned from last year that the financial institution took their money directly from the amount being donated. The public along with most of our comrades believed that they were actually donating that amount. Going forward we should ensure that we have a national financial institution involved and we have a set fee for everything. So how does this resolution plan on doing so? Thank you.
  - There is a cost to doing business and we received the lowest possible rate from our financial institutions. This rate will be negotiated again in the future for all Legion Branches.
2. re Remembrance Island II, is there any thought to instead of just one day, to have it live from the last Friday of October (first poppy presentations) up to and including 11 Nov? I think word-of-mouth, media and those Fortnite massive 350 million registered accounts would yield more traction and education as a whole?
  - Yes, both Remembrance Island I and II will run through 2021 & 2022.
3. If we see questionable poppy use who do we report it too?
  - National HQ to [Fchute@Legion.ca](mailto:Fchute@Legion.ca)
4. How do the branches receive digital payments?
  - The Electronic Fund Transfer (EFT) information should be sent to the Finance section of the National HQ so funds can be transferred electronically to the Branch.

- 5. Poppy Tap and pay should be a Canadian Bank not a Bank controlled by China**
- HSBC Bank Canada is a separately capitalized subsidiary of the UK-headquartered multinational banking and financial services company. It is the seventh largest bank in Canada, with offices in every province except PEI and just celebrated its 40<sup>th</sup> anniversary operating in Canada. It is a member of the Canadian Bankers Association (CBA) and registered member with the Canada Deposit Insurance Corporation (CDIC), a federal agency insuring deposits at all of Canada's chartered banks.
- 6. Question re: poppy fund---will Dominion Command permit branches to donate poppy funds to the communities in B.C. that have been destroyed by the recent forest fires?**
- Poppy funds are donated for specific requirements as indicated in the Poppy manual. Special use of Poppy Trust Funds can be approved through Provincial Command.
- 7. Where is the poppy of remembrance worn on your legion blazer and can it be worn all year?**
- On the Left lapel of the blazer from the last Friday in October until midnight on the 11 November.
- 8. Does DC have an intellectual Property Trust on the Poppy or is it just a Trademark?**
- Poppy falls in intellectual property as well as Trademark.
- 9. Why is the RCL not making these items out of environmentally friendly material?**
- If we are talking about the wreaths and Poppies, we are in the process of implementing biodegradable materials.
- 10. To take tap donations for poppy tagging do we need a cordless POS machine and Wi-Fi capability where we go?**
- The current Pay Tribute tap to give Poppy boxes have batteries and work off of cell coverage.
- 11. Is the tap automatic \$2?**
- The current Pay Tribute tap to give Poppy boxes have 3 donation options: \$2, \$5, and \$10
- 12. Who bares the cost of the tap poppy box?**
- HSBC Bank Canada has generously funded the Pay Tribute tap to give Poppy boxes.
- 13. If the machines are used for the Poppy Fund, why is the maintenance not covered 100%?**

- Covered in resolutions.

## **ITEM 14: Sports Committee**

### **1. What about joining the CAF sports?**

- Thank you for your suggestion. It has been added to the next Sports Committee meeting agenda.

### **2. What about a national golf championship?**

- In order to add a national championship, a high percentage of Provincial Commands must already be running a provincial championship in that sport. Based on our records, only Saskatchewan, Manitoba & NW Ontario, Ontario, and Quebec Commands have golf as one of their member sports.

### **3. As sports and citizenship is part of the Cadet Youth programs, Legions can be part of this in support to young people, rather than duplication of programs.**

- Thank you for your suggestion. It has been added to the next Sports Committee meeting agenda.

### **4. Has consideration been given to expanding youth sports beyond track and field, many small rural communities have access to hockey or curling, not track and field.**

- Thank you for your suggestion. It has been added to the next Sports Committee meeting agenda.

### **5. What is the uptake of youth joining local branches who participate in sports sponsored by the Legion?**

- That data would be extremely difficult to collect and track; however, it has been added to the next Sports Committee meeting agenda.

### **6. Is it time to look at adding new sports?**

- In order to add a new sport, a high percentage of Provincial Commands must already be running that sport for the Sports Committee to take it into consideration. At this point, there are no new sports that even 50% of Provincial Commands are coordinating.

### **7. When do you think that we will be able to play sports again?**

- Some Branches have already begun member sports as they are dependent on varying provincial restrictions and local COVID-19 and public health orders.

### **8. Can you authorize Provincial Commands to reopen their sports programs?**

- Reopening sports programs must be done at the Provincial Command and regional level due to the varying provincial restrictions and local COVID-19

and public health orders.

**ITEM 15: Public Relations Committee**

1. **How many news items have been on tv radio print and other media over the year?**
  - We receive thousands each year
2. **Can anyone tell me when Veteran's week is? I know it is different than Legion week and don't want to overlap that.**
  - Please visit Veterans Affairs Canada site for exact dates and may also be some regional differences.

**ITEM 16: Constitution and Laws Committee**

1. **Is expulsion the exclusive responsibility of the Dominion President?**
  - Expulsion is a disposition available as the result of a complaint committee hearing. It is appealable and all expulsions are reviewed at the national level regardless if an appeal is launched or not.
2. **Since we are almost back to normal and Branches are having meetings again, should we have to inform all members in writing of upcoming General Meetings or is email sufficient?**
  - If all members are on email, then that is an acceptable mode of communication.
3. **Over 7000 serving CAF members and Veterans have come forward to say they have been sexually assaulted and this was even a discussion? We invite the community into our branches and the fact that some voted against this is unbelievable. All volunteers should have criminal record checks. We let Cadet Corps practice in branches. I am absolutely disgusted.**
  - The resolution as worded was rejected as it was unenforceable. As well the requirement for all members to have a PRC is not feasible due to the expense and the time required by the police to conduct one - if they will be based on a general request. Volunteers dealing with youth should have a PRC, but general membership does not indicate a need to have one.
4. **CF members are not allowed to join the Legion for any conviction e.g. AWOL**
  - Those that have a dishonourable discharge are not acceptable as Ordinary members.
5. **How would a branch know if a complaint was pending against a member wishing to transfer from another branch?**

- By contacting the applicants former Branch.
- 6. Why is the Secretary now an Executive Director?**
- Change in terminology to reflect more accurately the position held.
- 7. Since there are certain restrictions regarding amounts of persons gathering. Can a Branch have a General Meeting without notifying all its members and if so, how do you determine who is allowed to attend the meeting**
- All members need to be notified of upcoming meetings.

**ITEM 17: National Executive Director**

- 1. I thought that this was a bottom-up organization. I also thought that if you wanted to change anything in The Royal Canadian Legion that it had to be done with a resolution. Our uniform should be done with a resolution not by staff and executive at Dominion Command! I saw no resolution for this new uniform.**
- Instituting an informal Legion dress was done under the authority of the Dominion Executive Council, on which every Command is represented. When Dominion Convention is not in session, supreme authority rests with the Dominion Executive Council.
- 2. Who is national HQ specifically?**
- The National Headquarters is the Legion House building in Ottawa and all staff who work there.
- 3. What is/was Operation Santa Claus? As part of Legion Supply?**
- a. Each year, the Legion sends a gift package containing a variety of items to every deployed member of the CAF and RCMP. This is done through Legion Supply in concert with Canadian Forces Morale and Welfare Services and involves.

**ITEM 18: Defence and Security Committee**

- 1. Would this call to the government be in the form of a press release, Yes or No?**
- It has been sent out in a policy paper to relevant members of parliament as well as posted to social media and on the Legion's website at <https://legion.ca/news/articles/2021/08/30/royal-canadian-legion-releases-it-s-our-duty-position-paper> and on Facebook.
- 2. Would this be like a police commission which has oversight of a police service?**
- The proposal for an independent Inspector General would have very

specific terms of reference with a clearly defined mandate, authority and budget to explicitly include oversight to ensure transparency, accountability and public engagement.

**3. An Inspector General would take politics out of the decisions. Need a position related to sexual misconduct.**

- Thank you for your comment. Please see the full resolution at [https://legion.ca/docs/default-source/convention/d-s-1\\_e.pdf?sfvrsn=d74502f1\\_0](https://legion.ca/docs/default-source/convention/d-s-1_e.pdf?sfvrsn=d74502f1_0) and the Legion Position Paper at <https://legion.ca/news/articles/2021/08/30/royal-canadian-legion-releases-it-s-our-duty-position-paper>.

**4. Should this not go beyond sexual misconduct?**

- Our recommendation is specifically to address sexual misconduct; however, it could go beyond to include harassment, sexism, misogyny, homophobia, ableism and racism.

**5. Too bad there is not such a position for RCMP?**

- The RCMP established an external and independent organization for the reporting and investigation of sexual misconduct - Independent Centre for Harassment Resolution. RCMP employees can report sexual harassment or sexual misconduct, and it has the power to investigate, make binding findings and recommend penalties.

**6. Is this only for sexual misconduct?**

- Our recommendation is specifically to address sexual misconduct; however, it could go beyond to include harassment, sexism, misogyny, homophobia, ableism and racism.

**7. I assume there are some where-as to this resolution?**

- Please see the full resolution at [https://legion.ca/docs/default-source/convention/d-s-1\\_e.pdf?sfvrsn=d74502f1\\_0](https://legion.ca/docs/default-source/convention/d-s-1_e.pdf?sfvrsn=d74502f1_0)

**8. What about strengthening the current Ombudsman position?**

- The mandate of the ombudsman's is very wide and includes both DND and CAF. It is important that this issue related to sexual misconduct be addressed to ensure independent reporting, investigation and accountability. Numerous studies have been completed in the last 20 years that have called for an independent inspector general. Please see the full resolution at [https://legion.ca/docs/default-source/convention/d-s-1\\_e.pdf?sfvrsn=d74502f1\\_0](https://legion.ca/docs/default-source/convention/d-s-1_e.pdf?sfvrsn=d74502f1_0).

**9. Reporting to Parliament would make this political.**

- It would report to the institution not a specific person or political party. This would be a similar structure to the Security Intelligence Review Committee which provides oversight of CSIS. <http://www.sirc-csars.gc.ca/index->

[eng.html](#)

**10. This is already being dealt with inside the military. What is the rationale for this resolution?**

- Unfortunately, it has not been dealt with inside the military. Please see the full resolution at [https://legion.ca/docs/default-source/convention/d-s-1\\_e.pdf?sfvrsn=d74502f1\\_0](https://legion.ca/docs/default-source/convention/d-s-1_e.pdf?sfvrsn=d74502f1_0)

**11. Do you mean to not have a Minister of National Defence in which the CAF ultimately reports and flows too currently?**

- No, this structure does not replace the requirement for a Minister of National Defence. Rather, it would provide an independent reporting mechanism and investigation for allegations of sexual misconduct and ensure the accountability of the CAF leadership and Minister of National Defence. The CAF and Minister would still have the same relationship and responsibility to Parliament. Please see the full resolution at [https://legion.ca/docs/default-source/convention/d-s-1\\_e.pdf?sfvrsn=d74502f1\\_0](https://legion.ca/docs/default-source/convention/d-s-1_e.pdf?sfvrsn=d74502f1_0)

**12. Who in Parliament will it report to?**

- It would report to the institution not a specific person or political party. This would be a similar structure to the Security Intelligence Review Committee which provides oversight of CSIS. <http://www.sirc-csars.gc.ca/index-eng.html>

**13. What is the status of the VSM?**

- A resolution for the Volunteer Service Medal (VSM) was not received by the Committee since Convention 2018. Following Convention 2018 the Minister of National Defence and the government interdepartmental honours policy committee replied that they have considered and responded many times in the past. Their response has included that to maintain and protect the prestige and integrity of official honours, a medal must represent service performed in theatre of active operations, in an operational setting (with the presence of danger, threat, hardship, or operation intensity), or under exceptional circumstances. A VSM would fall outside the this scope. Furthermore, they note the Canadian Forces Decoration (CD) is received in recognition of 12 years of military service and felt to adequately recognize good conduct. For any performance above and beyond the call of duty, an individual or group may be nominated for a wide range of other honours, such as the meritorious service decoration. The government response in 2012 can be found at [http://portal.legion.ca/docs/default-source/branch-and-command-resources/Convention/commentsonresolutions\\_2012\\_e.pdf](http://portal.legion.ca/docs/default-source/branch-and-command-resources/Convention/commentsonresolutions_2012_e.pdf) on page 32 and has remained essentially the same for many years. The Legion has accepted the government's decision.

## **ITEM 19: Ritual and Awards Committee**

- 1. When will these changes to the Rituals, Awards and Protocol manual be in print?**
  - All manual amendments are listed and detailed on the RCL website as they are promulgated.
- 2. Under what circumstances can the commemorative poppy be worn?**
  - Directions have been forwarded to each Provincial Command and promulgated in the Legion Dispatch.
- 3. Better explanation on the new blue shirt is needed.**
  - The R&A manual has been updated. Any other questions are to be addressed to the Supply Department.
- 4. What about the CBSA?**
  - Should be taken by Branch through the Resolution Process.
- 5. Are all RCMP personnel former military? Veterans?**
  - All RCMP policing fall under the Veteran's definition.
- 6. Does the vice regal party not have to be authorized by CAF and the Federal Government?**
  - The Regal Party is designated by the Government, CAF has nothing to do with it or approving the list.
- 7. If RCMP are considered Ordinary Members, then it seems completely appropriate to include RCMP in the Vice Regal Party as official members of the RCL. As they have "royal" designation, how can they not be officially recognized?**
  - The guidelines and decisions have been promulgated to all Provincial Command. For the HQ response if more has to be promulgated on this topic.
- 8. I have a general question about dress that is not addressed in the Dress Manual. Many Branch members wear various name tags. Some are blue, black, or gold with various Legion crests. Is there an approved name tag for Legion Dress?**
  - Art 105. The legion does not direct what a name tag will specifically look like or the colour, this is up to local availability.
- 9. Having just sent a message to indigenous peoples do we want to fly the flag of the police force most involved in their sorrow?**
  - RCL National HQ has provided all provincial Command directions on this topic.



**10. Why can't the RCMP flag be flown preceding the RCAF flag?**

- Art 901 of the RAP manual list which flags are approved for used. The RCAF flag is not one.

**11. Why is the ordinary members RCMP not allowed in our parades?**

- There is no such restrictions directed by National Command.

**12. The RCMP Members are considered Veterans within the Royal Canadian Legion. Having their flag flown with the others on parade is a sign of respect for their service. The RCMP have a Force Flag.**

- This should be taken through the Resolution process if to be pursued.

**13. Heritage Canada determines what position a flag flies in?**

- Art 901 RAP list the order of precedence.

**14. How come the RCMP flag has been half mast since I can remember? June at least.**

- This is for the RCMP to answer.

**15. Medals should be awarded and not sold.**

- This has been addressed through the Resolution process.

**16. Supply should not sell medals without a criteria requirement.**

- RAP Art 259-275.

**17. Please address the pin placement for women.**

- There is no difference, same location on lapel.

**18. When are these shirts to be worn? Meetings have opening or closing ceremonies?**

- RAP Art 101.

**19. Undress ribbons on the informal legion dress...can this be approved please? Aligns nicely with the wound stripe pin.**

- This is to be brought up through the Resolution Process.

**20. Will the new informal blue shirt replace the white dress shirt (short sleeves)?**

- White shirt are Summer dress, not the same ref RAP Art 101.

**21. Can you clarify the article on Page 48 regarding Informal Dress? Does a pin come with the purchase of the shirt, or must it be purchased separately?**

- RAP Art 101.

## **ITEM 20: Legion National Foundation**

- 1. For the LNF, can you donate investments in kind so donors can profit, in their tax return, from being taxed on the capital gain?**
  - Yes, donors can donate gifts of securities. These gifts are processed through Canada Helps and the information can be found at <https://lnfcanada.ca/donate/donate-monthly/donate-securities/>.
- 2. Are you able to make a donation via eTransfer?**
  - At this time, the LNF does not have a way to accept e-transfers for donations. We will research options for future.
- 3. Has there been any confusion from Donors between the Foundation and the Poppy Campaign?**
  - There has been confusion between the two organizations. For the Poppy Campaign it is a combined effort with the traditional Poppy being overseen by the Legion and the Digital Poppy being overseen by the Foundation – both form the Poppy campaign with the difference being that the Foundation, as a charity, can issue tax receipts.
- 4. Why is there no financial report for the Legion National Foundation?**
  - The Foundation is a separate organization and reports to a Board vice the Legion under CRA rules.
- 5. What is the Legion's policy in regards to having a relationship with a 3rd party organization that has been charged for criminal conduct? Mar 2021 BC Alberta Guide Dog Association (ADI), the founder William Thorthen and his wife have been sited in the documentation as being the responsible parties of the offenses against the former founder of VICD (before being merged with BC Alberta Guide Dogs Association). This organization currently has the monopolized funding by RCL BC/Yukon Foundation.**
  - The Legion at all levels supports many organizations with funding or other means of support. Should there be any improprieties identified with those we are supporting the expectation is to review that relationship in regard to the standards set by the Legion and if found lacking to cease any support provided.
- 6. It was my understanding that the Pilgrimage of Remembrance is now under the Legion Foundation?**
  - Yes, this is correct.

## **ITEM 21: Veterans Consultation Group**

- 1. Where can we find information on who the different groups are represented in the Veteran's Consultation Assembly?**

- National Veterans organizations are invited to be represented on the group. Because of COVID-19, this group has not met since 2019 but plans are to meet again in 2022 and detail on attendees will be shared then.

#### **ITEM 22: OSI Special Section**

1. **What is BSO?**
  - Blessure de stress opérationnelle (French abbreviation for OSI).
2. **How do Branch Executives or members get loaded and funded for the Mental Health Awareness Course, Mental Health First Aid Course or even Suicide Prevention Courses?**
  - MHFA courses are advertised, and info sent out via Provincial Commands and VSS Committees. No courses currently scheduled due to high level of last-minute cancellations.

#### **ITEM 23: RCEL Committee**

1. **RCEL Donations: Can the Foundation issue receipts for RCEL donations?**
  - Foundations cannot issue receipts for RCEL donations, due to it is a distinct independent business entity.
2. **If a Canadian Veteran chooses to relocate to any of those Tropical Lands, are they; having been a member of the Commonwealth Armed Forces able to be assisted in the same way? As well as their widows(ers) should they pass away? If not, why not?**
  - Assistance is still available to Canadian Veterans and their widows, but not through the RCEL

#### **ITEM 24: Supply Department**

1. **Where can I get the Commemorative Poppy and also the new dress shirt. I could not locate them in the Poppy Shop**
  - It can be ordered on Poppystore.ca, through your Branch or by calling the Supply Department at 1-888-301-2268.
2. **I have a question regarding the new Informal Shirts. On page 48 of The Ritual & Awards Committee Report it says that "Pinned below the crest will be the member designation, Veteran, Associate, Affiliate or Life Member. The pin will be included with each shirt." However, when I try to order a Shirt online it does not give me the option to select which Informal pin I require. It states that I may wish to purchase an Informal pin in addition to my shirt. Can somebody help to clarify this, please?**

- The shirt and pin are sold separately. The manual has been updated to reflect this. The reason was that Members may want to buy more shirts but only 1 pin so it was decided to sell them separately. The price would be no different if they were sold as a set.
3. **Can these beautiful commemorative poppies be ordered at supply for our branches?**
    - Yes, Branches can order and get a volume price.
  4. **Our own Zone couldn't even order their own medals from Supply.**
    - Zones can order medals, but a Branch cannot order medals for the Zones. They must be ordered and purchased by the Zones only.
  5. **Supply needs to stop individuals from ordering their own medals, they need to be ordered by a Branch.**
    - Non commemorative medals are not sold to individuals, but only to Branches, Zones, Districts and Commands.

**ITEM 25: Other**

1. **Dominion Chair: Will all of the approved resolutions take effect immediately or is there an administrative delay?**
  - BY-LAW 921 – Unless otherwise specified, take effect on the first day of the fifth month following convention or January 1<sup>st</sup>, whichever comes first.
2. **Dominion Chair: Can a non-concurred resolution be amended?**
  - Yes, only if returned to the floor with a Command caucus approval.
3. **Dominion Chair: Who is doing the seconding. maybe that person should be named as far as we can see it can be just one person?**
  - There were four Legion members present, the Chair, the Dominion President, IPP and the 1st VP. One of them was the seconder when required.
4. **Elections: How was the process with the selection of candidates - was there not a nomination committee set up and why was it not put out to members for nominations?**
  - The Convention Call was distributed to all Branches in May to allow any member the opportunity to nominate a candidate for office. Another email was sent to all members in July to encourage members to participate and provide them with a link to the Convention webpage which included nomination information.
5. **Elections: How do we know which Legion we are a proxy for?**
  - Proxies were provided to Dominion Command by Provincial Commands through the Credential Certificates; therefore, please contact your

Provincial Command.

**6. Elections: Why is it permissible for Dominion to hold elections via Zoom and not permit Branches to have elections via the same method. Branch executives are tired, some want to appropriately retire through the election process and not resign. We want authority now, with Branch membership approval, to run elections and NOT WAIT until next May.**

- DEC had approved the election process prior to the virtual convention. As a note the elections were not conducted via Zoom but rather on a accredited platform designed specifically for voting. With the advancement in technology it is possible to conduct remote voting at Branch level however the system used must be accredited for this purpose and the members must be able to participate – not all Legion members have a computer or are familiar with how to use one. Changes in how to vote must be approved through the resolution process.

**7. Elections: I recommend for all future Dominion Command executive position elections that the specific nominees be collected, published and circulated by email to all registered attendees/delegates 7 days prior to the conference so that new attendees/delegates can communicate the nominees to their respective branches for their consensus. This is particularly important for first time attendees and/or relatively new Legion members that may not know one name from the other. I feel it is important that these votes not be made without sound, best judgment, and support from each branch executive.**

- An email was sent to all delegates on July 27 that included a link to all nominations for elected positions on the Dominion Executive Council.

**8. Elections: Why does Quebec have so few entitlements?**

- Every branch is entitled to send to a convention one delegate for every 100 voting members or fraction thereof. The 2021 Branch delegate numbers are included here: [https://legion.ca/docs/default-source/convention/2021\\_convention\\_delegates103c6caf4ab96e79a6a3ff00003d8727.pdf?sfvrsn=758f02f1\\_4](https://legion.ca/docs/default-source/convention/2021_convention_delegates103c6caf4ab96e79a6a3ff00003d8727.pdf?sfvrsn=758f02f1_4)

**9. Elections: Will you be able to report the number of ballots cast?**

**1<sup>st</sup> Vice President**

Total delegates registered: 883

Available votes: 2,267 (based on the 883 delegates registered and the 1,384 proxies they are carrying)

Votes cast: 1,977

## **Vice President**

Total delegates registered: 883

Available votes: 6,801 (2,267\*3) (based on the 883 delegates registered and the 1,384 proxies they are carrying x 3 since they can vote up to 3 vice presidents)

Votes cast: 5,042

### **10. The Royal New Zealand Returned and Services Association: How much was the donation to the Australian and New Zealand Legions?**

- \$250,000 was donated to the Royal New Zealand Returned and Services Association. No funds were donated to Australia.

### **11. Late Resolution DEC 1: I support the resolution; however, would like to see a plan going forward regarding how RCL will provide unreserved support.**

- That discussion is occurring now between the Legion's OPERATION HARMONY committee and the leadership of indigenous Veterans groups.

### **12. Late Resolution DEC 1: Could the text of this resolution be made available to the branches, since it is not in the book?**

- Yes, it will be included in the Convention Report on the Proceedings book, which will be sent to all branches. You can view it now on the convention resources page at <https://legion.ca/who-we-are/how-we-operate/2021convention>

### **13. Late Resolution DEC 1: Can we include the Land acknowledgement when we have meetings?**

- Yes

### **14. Late Resolution DEC 1: Are we only going to support the Indigenous community? What about ALL VETERANS?**

- The Legion's mantra is "A Veteran is a Veteran is a Veteran." All Veterans are supported and assisted equally.

### **15. Late Resolution DEC 1: I recommend that the Legion be involved in the healing of the Indigenous Peoples in that we help give them the tools by funding service dog trainer within the Indigenous Community.**

- Thank you for your recommendation.

### **16. Late Resolution DEC 1: If a veteran is a veteran is a veteran -- why do we need a separate resolution for Indigenous veterans? Will there be special resolutions for others who were treated unfairly? for women? for gays? for veterans who were treated unfairly because they were conscripted instead of volunteering? were suffering from PTSD and were turned away from**

**Legions because they were alcoholics? Were abused and sexually assaulted at private boarding schools? We need to move forward with treating today's veterans -- ALL EQUALLY. How many special resolutions do we need to address all our historical errors? When do live by "a veteran is a veteran is a veteran" and treat all veterans with respect instead of saying just a few?**

- The recent events were tragic and organizational support was imperative. The Legion's OPERATION HARMONY will work to ensure the organization is one of diversity, equality and inclusiveness for all.

**17. Late Resolution DEC 1: The inclusion of Residential Schools with support of Indigenous Veterans is not appropriate. They should be treated separately.**

- Information in the WHEREAS statements were provided for historical context and with the concurrence of indigenous Veterans.

**18. Late Resolution DEC 1: If passed, will Command be writing a letter to the Canadian Assembly of First Nations?**

- Dominion Command worked with the Aboriginal Veterans Association in developing this resolution and the final version was shared with their organization.