

**WASHINGTON METROPOLITAN CHAPTER
COMMUNITY ASSOCIATIONS INSTITUTE**

**POLICIES AND PROCEDURES
October 31, 2022**

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I. PURPOSE

The purpose of these Policies and Procedures is to provide overall guidance and direction to Washington Metropolitan Chapter Community Associations Institute management, staff, and volunteers and members. These policies are intended for internal management guidance only. They do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. The Chapter reserves the right to change any of these policies and to expect adherence to the changed policy.

II. DEFINED TERMS

- A.** “Board” shall mean the Board of Directors of the Chapter.
- B.** “Bylaws” shall mean the Chapter Bylaws.
- C.** “CAI”, “National”, or “CAI National” or means the Community Associations Institute.
- D.** “Chapter” shall mean the Washington Metropolitan Chapter Community Associations Institute (“WMCCAI”).
- E.** “Committee” shall have the meaning set forth in Article VIII, Section 5 of the Bylaws.
- F.** “Council” shall have the meaning set forth in Article VIII, Section 2 of the Bylaws.
- G.** “Director” means a member of the Board of Directors.
- H.** “EC” shall the Executive Committee of the Chapter.
- I.** “ED” shall mean the Executive Director of the Chapter.
- J.** “Member” shall mean a Member of the Washington Metropolitan Chapter of CAI.
- K.** “Member in good standing” shall mean a Member whose rights have not been suspended by the Chapter or CAI.
- L.** “Policies and Procedures” means these Policies and Procedures adopted October 31, 2022. In the event of a conflict between these Policies and Procedures and the governing documents (Bylaws and Articles of Incorporation), the governing documents shall control.
- M.** “Volunteer” shall mean anyone who chooses to perform service(s) for the Chapter without compensation or expectation of compensation (beyond reimbursement for preapproved specified expenses), and, who performs a task at the direction of and on behalf of the Chapter. By way of example, a Volunteer is a Member who serves on a Committee or task force, has been an appointed as a Committee or Council chair, assists Chapter staff with administrative functions on a volunteer basis, moderates or conducts educational sessions, and/or provides other similar services to the Chapter on a no-charge basis above one's participation as a Member.

Other capitalized terms used but not defined shall have the meaning set forth in the Bylaws.

III. MEMBERS

- A. Code of Conduct.** All Members owe a duty of respect to other Members and Chapter staff. At all times, Members shall address each other and Chapter staff with respect and civility and shall refrain from engaging in any verbal and/or physical altercations. Members shall not use inappropriate language or verbal tone when addressing other volunteers or Chapter staff. Members shall not harass or demean other Members or Chapter staff. Harassment, includes, but is not limited to unwelcome verbal or physical conduct based on race, color, religion, sex (whether or not of a sexual nature and including same-gender harassment and gender identity harassment), national origin, disability (mental or physical), sexual orientation, gender identity, veteran's status, familial status, marital status, source of income, citizenship, or immigration status, or retaliation thereof, or to repeatedly annoy or attack a person or group in such a way as to cause anxiety or fear for safety regardless of whether such person or group is part of a protected class. All Members shall recognize that their individual behavior is a reflection upon the Member's membership class, the Chapter, and, therefore, shall refrain from any conduct within the community that would bring the Chapter into disrepute.
- B. Scheduling Chapter Council/Committee Meetings/ Programs/ Activities.** Scheduling of any Chapter programs or activities must be approved by the Chapter prior to the proposed date. The Chapter must receive prior notice of the time and place of all Council and Committee meetings. The ED has the right to require a meeting, program, or other activity be rescheduled should the Chapter not receive notification of the proposed date in a timely manner or is in conflict with another meeting, program or activity.
- C. Reference to Chapter in Written Documentation.** A Member is prohibited from distributing written documentation without Board approval that:
1. Purports to be an official document of the Chapter, or
 2. Represents that the Member is speaking on behalf of the Chapter
- D. Use of Chapter Letterhead.**
1. Use of Chapter letterhead is prohibited without the prior approval of the Chapter.
 2. Correspondence or memoranda to the general membership, media, or public concerning Chapter business must be typed on Chapter letterhead and not on preparer's letterhead. If there is any question as to whether Chapter letterhead should be used, contact the ED for clarification.

- E. Distribution of Business Cards at Chapter Programs.** Since the Chapter programs are intended to be educational and non-commercial, business cards shall only be distributed at a Chapter program upon request of an attendee.
- F. Official Chapter Address.** The chapter address must be used for all returns of Chapter committee generated surveys, forms, applications, and other requests for information, unless otherwise approved by the ED.
- G. Violations.** Violations of the foregoing standards shall be brought to the attention of the ED and may be brought before the EC in accordance with Section IV.C. below.

IV. VOLUNTEERS

- A. Role.** The mission of the Chapter is enhanced by the active participation of its Members. To this end, the Chapter accepts and encourages the involvement of Volunteers within all appropriate programs and activities.
- B. Volunteer Standards and Responsibilities.** Volunteers must meet all relevant qualifications and abide by all relevant Chapter policies.
 - 1. Conflict of Interest: Volunteers shall comply with the conflict of interest policies adopted by CAI National and stricter policies as may be established by the Chapter.
 - 2. Confidentiality: Volunteers are responsible for maintaining the confidentiality of all appropriate or privileged information to which they are exposed while serving as Volunteers, whether this information involves Chapter staff, Volunteers, Members, or other persons, or involves overall business of the Chapter.
 - 3. Service at Discretion of the Chapter: The Chapter accepts the service of Volunteers with the understanding that such service is at the sole discretion of the organization. Volunteers understand that the Chapter may at any time, for whatever reason, decide to end the Volunteer relationship.
 - 4. Code: The Member Code of Conduct provision in Section III.A. above applies to all Volunteers. In addition, all Volunteers must read and sign the Chapter's Volunteer Code of Conduct available online and as an exhibit hereto.
- C. Member and Volunteer Accountability.** Any Member or Volunteer who fails to meet applicable Chapter standards or qualifications or who violates applicable Chapter policies may be subject to disciplinary action. The following procedures shall be implemented as follows:
 - 1. The conduct shall be reported in writing to the attention of the ED.
 - 2. The ED will bring the matter to the Vice President. The Vice President and ED shall review the conduct presented and undergo any necessary

inquiry of Members and/or Volunteers involved, including relevant Committee and Council chairs.

3. After conducting any necessary inquiries, the Vice President will review the matter and determine whether there has been a violation that cannot be resolved in an informal manner. The Vice President will consider:
 - a. The person's name, company, and CAI membership history.
 - b. History of Chapter volunteer assignments, including attendee ratings and feedback as applicable.
 - c. Information/facts adduced to support possible findings that the person fails to meet applicable Chapter standards or qualifications and/or adhere to Chapter policies.
 - d. Any mitigating information or facts.
 - e. Proposed remedial action, if any, that the member could take in order to meet the Chapter's qualifications and standards.
4. If the VP determines that there has been a violation that cannot be resolved in an informal manner, the VP will bring the matter to the attention of the EC and direct the ED to send written notice to the person and request that the person provide a written explanation. The VP may attempt informal efforts to resolve the matter before sending written notice.
5. Based on the person's response or lack thereof, the EC will then determine whether disciplinary action is warranted. Such disciplinary action may include, without limitation:
 - a. Formal written reprimand;
 - b. Suspension of some or all Chapter benefits;
 - c. Suspension of participation at Chapter events;
 - d. Suspension and/or removal of any volunteer roles upon Board approval;
 - e. Expulsion from the Chapter, upon Board approval; and/or
 - f. Reporting the member to National.
6. A final written notice of decision shall be sent to the person and shared with the Board, staff and appropriate Council and Committee chairs.
7. If the conduct involves a Board member, the ED will not be involved in the matter. The EC will handle the functions of the ED in the accountability

process. The EC may designate appropriate members of the EC to oversee the process.

8. If it is determined that there is a conflict of interest for anyone participating in the accountability process, the appropriate people will recuse themselves from the process.

V. BOARD OPERATIONS

A. Board Vacancies.

1. In accordance with Article VI, Section 11 of the Bylaws, the remaining Board members shall select a member to fill vacancies occurring on the Board between annual elections. To select a Member to fill the vacancy, the Board may solicit from past Board candidates, Council and Committee chairs and Members, and/or someone in the appropriate interest group who meets Board candidate qualifications as described below and that is interested in the position. The list of names, along with qualifications will be submitted to the Board for a vote at a regularly scheduled meeting. The Board's vote will be cast by secret ballot, with the winner having received the most votes.
2. Board members shall not be eligible to serve as Committee or Council chairs other than on a temporary basis as determined necessary by the Chapter President.
3. Board members are encouraged to participate actively in the growth and development of the Chapter by serving on Committees, and are encouraged to devote themselves to finding ways to contribute to the Chapter's effort to fulfill its mission.

B. Board Election Guidelines

1. **Nominating Committee.** The Nominating Committee shall be appointed in accordance with the provisions of Article VIII, Section 3 of the Bylaws, which shall be responsible for identifying qualified members to seek election to the Board and for oversight of these election procedures.
2. **Election Process.**
 - a. A written call for candidate nominations shall be distributed to all eligible Members no later than seventy-five (75) days prior to the first day of voting in the annual election.
 - b. All candidates must submit a completed nominating petition to the Chapter office no later than thirty (30) days prior to the first day of voting in the annual election. Nominating petitions may be submitted via electronic means.

- C. **Board Candidate Qualifications.** Candidates seeking election to the Board must be able to demonstrate that they have volunteered on behalf of the Chapter

and/or CAI, served consistently as a speaker at National and/or Chapter programs and/or contributed articles to *Quorum*™ magazine and/or other National publications. Any candidate seeking election to the Board who cannot demonstrate (based upon the records maintained by the Chapter or CAI, as applicable) prior volunteer, speaking or writing commitments may be eligible to seek election to the Board if they attest, and the Nominating Committee reasonably confirms, that they:

1. Have maintained a membership with National for a minimum of three (3) years as of the date of their candidacy statement;
2. Have not been officially sanctioned or otherwise censured by National relative to a National designation held by the member; and
3. Have not been convicted of a crime of a fiduciary nature of any degree.

D. Ballot Development. The Nominating Committee shall convene at least once annually for the purpose of reviewing the petitions of each proposed candidate for election to the Board and consulting with the ED to formulate the ballot. The ballot may be developed to be made available to and cast by members via electronic means through a platform and/or firm authorized by the Board to perform such services for the Chapter.

E. Election Procedures.

1. The annual election package shall be sent in accordance with Article V, Section 1 of the Bylaws. The election package shall contain a ballot.
2. No candidate may campaign for election or cause another individual or individuals to campaign on behalf of the candidate. A candidate campaigning for election who is elected shall be disqualified from serving.
3. Voting for election of members of the Board will be by ballot. Balloting will be conducted prior to the end of the Chapter's fiscal year. If electronic balloting is to be used, the ED shall coordinate with the firm conducting the election to ensure that appropriate measures are utilized to preserve the accuracy and proprietary nature of the voting process; and to allow ballots to be cast such that the identity of the member is verified and confirmed, as required by the Bylaws.
4. The record date for any election notices shall be as set forth in the Bylaws. The ballot will be sent to all Chapter Members in good standing as of the date of the mailing with instructions to return the ballot in a manner designed to protect validity of the vote.
5. Ballots will be collected for tallying by the Nominating Committee or, if applicable, the firm conducting the electronic voting. The ballots will be verified against the Chapter membership roster in effect as of the record date set forth in the Bylaws to establish the distribution list for the annual election package. The Nominating Committee (or the firm conducting the electronic voting) will tally the ballots.

6. In years when the Board does not have the required minimum representation from the Community Association Volunteer membership class, the winning candidate(s) from that class, if any, shall be determined first by the highest number of votes among the candidates in that class. Next, the winning candidates for the remaining vacancies on the Board shall be determined by the highest number of votes cast, provided however that the requirements for the composition of the Board, as set forth in the National governing documents and Chapter Bylaws, shall not be violated.
 7. If there is a tie for any position after balloting for the annual election has been closed a run-off election shall be conducted among those candidates who tied for election to the Board. Any run-off election shall be concluded within thirty (30) days of the initial annual election. The procedures and quorum for any run-off election are further detailed in the Bylaws.
 8. The terms of office of successful candidates will be determined by the number of votes received by that candidate, with the person receiving the highest number of votes serving the longest available term, and the next highest receiving the next longest term until all vacancies are filled. Terms of office of members of the Board will be staggered so that 1/3 (or a fraction as near to 1/3 as possible) of the total number of Directors is elected each year. All newly elected directors' terms will commence at the organizational meeting following the annual election
 9. Election results shall remain confidential until announced to the membership, provided that the Nominating Committee may notify the candidates of the election results immediately prior to publishing the election results to the entire membership.
- F. Election of Officers.** Officers will be nominated and elected from the newly elected and existing Board members and elected by a vote of the newly constituted Board at the first meeting of the Board following the annual election, or no later than January 31st following the election. Board members interested in serving as an officer may nominate themselves by completing a nomination form or be nominated by another Board member at the meeting. The election will be conducted by secret ballot. The winners of the officer elections will be determined by a plurality of the votes cast at the meeting. In the event of a tie, the candidates who tied will participate in a run-off ballot. In the event that the Board is an even number as determined prior to the voting, the President shall abstain from voting so as to cause an odd number of votes to be possible. If through abstentions the voting is tied, the President shall cast the tie-breaking vote.

VI. OFFICER POSITION DESCRIPTIONS

- A. President.** The President serves as chief elected officer of the Chapter and serves as chair of both the Board and EC. In addition to the duties set forth in Article VII, Section 5 of the Bylaws, the President undergoes the following:

1. **Leadership.** Serves on and chairs the EC and the Board. Exercises personal leadership in the motivation of other officers, Board members, Committee chairs and Volunteers, and the Members, and influences the establishment of goals and objectives for the organization during the term of office. Acts as spokesperson and inspirational leader and works in partnership with the President-elect. Promotes interest and active participation in the Chapter on the part of the Members, and reports activities of the Board and Chapter to Members by means of the monthly Chapter publication and public speeches.
2. **Meetings.** Presides at and attends all meetings of the Board and EC. Coordinates agenda material with the ED for the EC and the agenda for the Board. Attends all meetings of the members of the Chapter, the Board, and the Executive Committee.
3. **Reporting.** Works to see that the Board is kept fully informed on the conditions and operations of the Chapter. Provides a report of all decisions or actions of the EC since the last Board meeting, if any. The report shall be presented to the Board at the first Board meeting following the decision or action of the EC.
4. **Creation and Implementation of Policies.** Works with the ED to see that policies and programs designed to further the goals and objectives of the Chapter are presented to the Board. Following Board approval, works with the ED to see that the basic policies, programs, orders and resolutions of the Board, designed to further the goals and objectives of the Chapter, are planned, formulated, and executed. Work with ED to review programs and policies of the Board after implementation to determine if the goals and objectives were in fact met. Supports and defends policies and programs adopted by the Members, the Board, and the EC.
5. **Publicity and Communications.** Acts as spokesperson for the Chapter to the press, the public, legislative bodies, and related organizations. Attends National and Regional Conferences. Writes a bi-monthly article for *Quorum* Magazine.
6. **Administration.** Exercises general supervision over the work and activities of the Chapter Board, Councils, and EC. Supports the needs of the ED and staff in implementing the programs and policies of the Chapter. Serves on the Budget Committee.
7. **Transition.** Assumes a key role in the orientation and transition of the President-Elect to the duties of President.
8. **Staff.** In conjunction with the President-Elect and the Immediate Past President and with input from the EC, the President evaluates the ED's performance annually and negotiates the employment contract with the ED. President reports outcome to the EC. The EC shall approve final compensation package and final written annual performance evaluation for ED.

9. Relationships.

- a. Responsible to the Board and to the membership for seeing that the programs and policies of the Chapter reflect the needs and aspirations of the Members.
- b. Consults and advises with the EC on all matters pertaining to Chapter policies, programs, and finances.
- c. Networks regularly with Volunteers to share ideas and further common goals.
- d. Identifies, cultivates, and recruits future leaders for the Chapter.
- e. Gives state of the Chapter address at Annual Meeting.
- f. Provides an outgoing President's speech at the Annual Awards gala.

10. Committees. Appoints the chairs of all Councils and Committees with the approval of the Board, and outlines their purpose and duties and monitors progress. Serves as a non-voting ex-officio member of all Councils and Committees, except for those Committees to which s/he is appointed a full member with voting privileges. The President makes all required appointments of Councils and Committees with the approval of the Board for such President's term. Serves on the Nominating Committee.

B. President-Elect. The President-Elect is the second highest-ranking elected officer of the Chapter and is a member of the Board and the EC. At the conclusion of the President's term of office, the President-Elect automatically succeeds to the office of President, in accordance with the Bylaws. In addition to the duties set forth in Article VII, Section 6 of the Bylaws, the President-Elect undergoes the following:

- 1. Leadership.** Serves on the EC and the Board. In the absence or incapacity of the President, performs the duties and exercises the powers of the President. Works closely with the current President to learn the duties of the Presidency in preparation to assume that office. Promotes interest and active participation in the Chapter on the part of the membership.
- 2. Meetings.** Attends all meetings of the members of the Chapter, the Board, and the EC.
- 3. Creation and Implementation of Policies.** Supports and defends policies and programs adopted by the membership, Board and the EC.
- 4. Publicity and Communications.** Represents the Chapter with other associations, groups, or organizations as requested by the President or

Board . Attends National and Regional Conferences. Attends President-Elect training.

5. **Administration.** Performs such other duties and assumes such responsibilities as may be assigned by the President or Board. Supports the needs of the ED and staff in implementing the programs and policies of the Chapter. Serves on the Budget Committee.
 6. **Transition.** Works closely with the President so as to fully understand the duties of that office and to ensure a smooth transition. Assumes a key role in the orientation and transition of the President-Elect to the duties of President.
 7. **Staff.** In conjunction with the President and the Immediate Past President and with input from the EC, the President-elect evaluates the ED's performance annually and negotiates the employment contract with the ED. The EC shall approve final compensation package.
 8. **Relationships.**
 - a. Responsible to the Board and to the membership for seeing that the programs and policies of the Chapter reflect the needs and aspirations of the membership.
 - b. Consults and advises with the EC on all matters pertaining to Chapter policies, programs, and finances.
 - c. Networks regularly with Chapter Volunteer to share ideas and further common goals.
 - d. Identifies, cultivates, and recruits future leaders for the Chapter.
 - e. Provides an incoming Presidents speech at the Annual Awards gala.
 - f. Attends National and Regional Conferences.
 - g. Works in conjunction with the ED in formulating the goals for the Board and its Committees as well as appointments of Committee and Council chairs prior to the beginning of their term as President.
 9. **Strategic Planning Committee.** Serves as Strategic Planning Committee Chair, if active provides reports to the Board discussing the implementation and progress status of the Chapter's strategic plan.
 10. **Nominating Committee.** Serves on the Nominating Committee.
- C. **Vice President.** The Vice President is the third highest-ranking elected officer of WMCCAI and is a member of the Board and the EC. In addition to the duties set

forth in Article VII, Section 7 of the Bylaws, the Vice President undergoes the following:

1. **Leadership.** Serves on the EC and the Board and the Budget Committee. In the absence or incapacity of the President and the Vice President, performs the duties and exercises the powers of the President. The Vice President Serves as chair of Committees and Council structure to ensure the Committees and Councils operate effectively and efficiently within the Chapter structure and may serve as an interim Council chair if a vacancy should arise. Promotes interest and active participation in the Chapter on the part of the membership. Oversees the accountability process for Members and Volunteers in accordance with Section IV.C herein.
 2. **Meetings.** Attends all meetings of the members of the Chapter, the Board, and the EC. In conjunction with the ED and staff, conduct regular meetings, at a minimum of one meeting annually with the Council chairs to review the status of their operations.
 3. **Creation and Implementation of Policies.** Supports and defends policies and programs adopted by the membership, the Board and the EC.
 4. **Publicity and Communications.** Represents the Chapter with other associations, groups, or organizations as requested by the President or Board. Attends National and Regional Conferences.
 5. **Administration.** Works with the ED, Council, and Committees to annually produce the calendar and budget requests to be sent to the Budget Committee. Supports the needs of the ED and staff in implementing the programs and policies of the Chapter. Performs such other duties and assumes such responsibilities as may be assigned by the President or the Board. Serves on the Budget Committee.
 6. **Relationships.**
 - a. Represents the Chapter with other associations, groups, or organizations as requested by the President or the Board.
 - b. Supports the Council chairs to ensure all Committee goals are met.
 - c. Networks regularly with Chapter Volunteers to share ideas and further common goals.
 - d. Identifies, cultivates, and recruits future leaders for the Chapter.
- D. Treasurer.** The Treasurer is an elected officer of the Chapter and is a member of the Board and the EC. In addition to the duties set forth in Article VII, Section 8 of the Bylaws, the Treasurer oversees the Chapter's finances and ensures the integrity of the fiscal affairs of the Chapter and undergoes the following:

1. **Leadership.** Serves on the EC and the Board. The Treasurer serves as the Chair of the Budget Committee. Promotes interest and active participation in the Chapter on the part of the Members.
 2. **Meetings.** Attends all meetings of the members of the Chapter, the Board, and the EC. In conjunction with the ED and staff, conducts budget preparation meetings. Presents regular financial reports to the EC and the Board and presents an annual financial report to the Members.
 3. **Creation and Implementation of Policies.** Supports and defends policies and programs adopted by the Members, the Board, and the EC.
 4. **Publicity and Communications.** Represents the Chapter with other associations, groups, or organizations as requested by the President or the Board. Attends National and Regional Conferences.
 5. **Administration.** Serves as chair of the Budget Committee, and in conjunction with that committee and the ED, ensures that the Chapter maintains accurate financial records. Reviews Chapter expenditures and financial status on a regular basis to ensure overall fiscal integrity. Works with the ED to annually produce the Chapter budget for presentation to the EC and the Board . Submits the financial accounts of the Chapter for an annual independent audit. Supports the needs of the ED and staff in implementing the programs and policies of the Chapter. Performs such other duties and assumes such responsibilities as may be assigned by the President or the Board. Signs checks in accordance with Chapter check-signing policy or in the absence of the ED.
 6. **Relationships.**
 - a. Represents the Chapter with other associations, groups, or organizations as requested by the President or the Board.
 - b. Networks regularly with Chapter volunteer leaders to share ideas and further common goals.
 - c. Identifies, cultivates, and recruits future leaders for the Chapter.
- E. Secretary.** The Secretary is and elected officer of the Chapter and is a member of the Board and the EC. In addition to the duties set forth in Article VII, Section 9 of the Bylaws, the Secretary maintains the books and records of the Chapter and undergoes the following.
1. **Leadership.** Serves on the EC and the Board. The Secretary serves as chair of the Bylaws and/or Policy Committees when active. Promotes interest and active participation in the Chapter on the part of the Members.
 2. **Meetings.** Attends all meetings of the members of the Chapter, the Board, and the EC and ensures that attendance, votes, and the

proceedings of the meetings are recorded and maintained in the permanent records of the Chapter. Ensures that copies of the minutes of the Board meetings are approved by those bodies and provided to the officers and directors as appropriate. Ensures that EC decisions are communicated to the Board. Serves as recording secretary as necessary.

3. **Creation and Implementation of Policies.** Supports and defends policies and programs adopted by the Members, the Board, and the EC.
4. **Publicity and Communications.** Represents the Chapter with other associations, groups, or organizations as requested by the President or the Board. Attends National and Regional Conferences.
5. **Administration.** Serves as chair of the Bylaws and Policy Committees, when active and in conjunction with those committees and the ED, ensures that the Chapter maintains accurate Bylaws, Policies, and Resolutions. Makes recommendations on policy and/or Bylaw amendments. Supports the needs of the ED and staff in implementing the programs and policies of the Chapter. Performs such other duties and assumes such responsibilities as may be assigned by the President or the Board.
6. **Relationships.**
 - a. Represents the Chapter with other associations, groups, or organizations as requested by the President or the Board.
 - b. Networks regularly with Chapter Volunteers to share ideas and further common goals.
 - c. Identifies, cultivates, and recruits future leaders for the Chapter.

F. Immediate Past President. The Immediate Past President is a non-voting officer of the EC and provides advice and counsel to the Board. At the conclusion of the President's term of office, the President automatically succeeds to the office of Immediate Past President. The Immediate Past President also serves as an ex officio member of the Board if director term has already expired. In addition to the duties set forth in Article VII, Section 10, the Immediate Past President undergoes the following:

1. **Leadership.** Serves as a non-voting officer on the EC and serves on the Board of Directors (either voting or non-voting capacity depending on term). The Immediate Past President serves as the chair of the Nominating Committee, and oversees the nominating process to the Board and officer positions. Promotes interest and active participation in the Chapter on the part of the membership.
2. **Meetings.** Attends all meetings of the members of the Chapter, the Board, and the EC.

3. **Creation and Implementation of Policies.** Supports and defends policies and programs adopted by the Members, the Board , and the EC.
 4. **Publicity and Communications.** Represents the Chapter with other associations, groups, or organizations as requested by the President or the Board . Attends National and Regional Conferences.
 5. **Administration.** Performs such other duties and assumes such responsibilities as may be assigned by the President or the Board . Supports the needs of the ED and staff in implementing the programs and policies of the Chapter. Serves as a non-voting member of the EC and participates in the evaluation of the Executive Director with the President and President-elect. Performs such other duties and assumes such responsibilities as may be assigned by the President or the Board.
 6. **Transition.** Works closely with the President to ensure a smooth transition.
 7. **Relationships.**
 - a. Remains an active participating member of the Chapter following his or her term of office.
 - b. Networks regularly with Chapter Volunteers to share ideas and further common goals.
 - c. Identifies, cultivates, and recruits future leaders for the Chapter.
 - d. Serves as liaison for all Chapter Past Presidents.
- G. Director.** The Director serves on the Board and is a key member of the Chapter who assists in the development of goals and objectives for the Chapter. Directors serve as the final policy making body of the Chapter. In addition to the duties set forth in Article VI of the Bylaws, each Director undergoes the following:
1. **Leadership.** Promotes interest and active participation in the Chapter on the part of the membership.
 2. **Meetings.** Attends all meetings of the Board and works diligently to achieve consensus on all issues. Keeps confidential all Board discussions to ensure the integrity and cohesiveness of the Board as a team and to protect the Chapter's sensitive initiatives from disclosure except as agreed to by the Board.
 3. **Creation and Implementation of Policies.** Develops a vision, mission, and goals for the Chapter and works to help achieve them. Supports and defends policies and programs adopted by the Members, the Board , and the EC. Reviews all proposed policies and programs designed to further the goals and objectives of the Chapter.

4. **Publicity and Communications.** Represents the Chapter with other associations, groups, or organizations as requested by the President. Attends National and Regional Conferences.
5. **Administration.** Identifies to the rest of the Board and the ED, revenue-generating opportunities. Identifies industry trends and issues and suggests vehicles to communicate these issues to the Board, Committees, and the Members. Responsible for seeing that the programs and policies of the Chapter reflect the needs and aspirations of the membership. Performs such other duties and assumes such responsibilities as may be assigned by the President or the Board . Supports the needs of the ED and staff in implementing the programs and policies of the Chapter.
6. **Relationships.**
 - a. Networks regularly with Chapter Volunteers to share ideas and further common goals.
 - b. Identifies, cultivates, and recruits future leaders for the Chapter.

VII. COUNCIL AND COMMITTEE STRUCTURE

A. Council Structure.

1. The Council exists to provide communication between and among the Board, Committees within each Council and among Council chairs.
2. In accordance with Article VIII, Section 2 of the Bylaws, the Board establishes a Council comprised of Chapter Committees. Chapter Committees are organized into four Councils: Communications Council; Legislative Council; Member Services Council; and Education Council. The Committee descriptions are contained in Committee charters. The Board may modify the Council structure from time to time by amending this policy. Please refer to Council/Committee Organizational Chart.
3. The Chapter Vice President serves as chair of the Councils.
4. Any disputes within a Committee shall be handled by the Council Chair. If that Council Chair is unable to resolve the dispute, the matter shall be handled by the Vice President. If the Vice President is unable to resolve the dispute, the EC shall resolve the dispute.

B. Committee Structure.

1. Committee members must be a Member of the Chapter. Committees may be comprised of Members from all areas of specialization. There should be no more than three (3) representatives from any one company or association on the same Committee. No one Member company shall account for the majority of the Committee roster. Emphasis should be made to comprise a Committee made up of Volunteers from the major

areas of specialization: homeowners, managers, professionals and service providers. The Board may impose limitations on the size of any Committee in order to ensure that there is adequate member participation to support all active Chapter Committees.

2. Service on Committees is voluntary. Members may resign at any time. Members may also be removed in accordance with the Accountability Policy in accordance with Section IV. C. A Member who is absent from three (3) consecutive meetings shall be deemed inactive on the Committee. Chapter staff shall review Committee rosters on a semi-annual basis.

C. Council and Committee Chairs.

1. The Council and Committee chairs serve at the pleasure and under the direction of the Chapter Board. In the absence of a Council or Committee chair, the President may appoint a board liaison.
2. Council and Committee chairs must be Members in good standing. Committee chairs must have actively served on a Chapter Committee for a period of at least one (1) year. Council chairs must have actively participated on a Chapter Committee or task force for a period of at least two (2) years.
3. A Council or Committee chair may resign or may be removed by a vote of the Board.
4. Council chairs cannot be a current Committee chair or current member of the Board. Council chairs may fill a Committee chair vacancy, if needed, until a new appointment is confirmed by the Chapter President.
5. Committee and Council chairs must read and sign the Volunteer Code of Conduct and Conflict of Interest Disclosure Form before term begins.
6. Chapter Committees, Committee chairs, and Council chairs serve at the pleasure and under the direction of the Board. The Chapter President shall appoint the chairs of all Committees and task forces that will serve during his or her term as President with the approval of the Board annually.
7. Committees are responsible for the implementation of the Chapter strategic plan. Each Committee will carry out the Chapter's goals and objectives as outlined by the Chapter President and the Board annually. Task forces shall adhere to the terms of reference approved by the Board.
8. **Term/Structure**
 - a. One year, December - December, commencing on the date of the December Board Meeting.

- b. The term of office of Council and Committee chairs shall be one (1) year, and the chairs will serve until successors are appointed. At the conclusion of the Chapter year, the Committee chair may be reinstated for an additional term(s) at the discretion of the incoming Chapter President.

9. Duties and Responsibilities

- a. Committee chairs prepare meeting agenda.
- b. Committee chairs send out meeting reminders and access information.
- c. Committees will report their progress and status of their goals and objectives to the Board monthly by providing minutes of their meetings and updates through their Council chair or staff liaison. "Council Reports" will be a specific agenda item on the Board's monthly agenda.
- d. Meeting notices will be sent through the Chapter office no later than three (3) days prior to the meeting. Notices will include (when applicable): meeting agenda, minutes from prior meeting, back-up material and notice of meeting. This material shall be developed by the Committee chair in coordination with the appointed staff liaison.
- e. Each Council chair is expected to meet with the chairs of the Committees in that Council at least once each quarter. The Vice President shall convene a meeting of all council chairs at least once annually.
- f. Responsible for providing calendar and budget requests for Chapter's annual budget to the Chapter Treasurer by no later than July 30th each year or as indicated by the Chapter staff.
- g. Responsible for overseeing the budget for a specific committee and providing support to meet the budgetary goals (where applicable). Where applicable, Committee chairs are given monthly financial reports that include Committee budget and year to date actual revenues and expenses.
- h. Staff liaison, in coordination with the Committee chair, is responsible for tracking volunteer activity through the volunteer point tally report, as outlined in Section XXVIII.

10. Relationships

- a. Committees report to Chapter Vice President through their Council chair or Board liaison.

- b. Committees will work directly with a staff liaison, who will attend all of the Committee's regularly scheduled and special meetings.

VIII. INTEREST GROUP COMPOSITION

CAI National policy dictates that a person or business be a member of CAI in the interest group under which that person is classified under CAI policy. For example, if someone is a manager and also a homeowner, they shall be deemed a member in the manager interest group, not as a homeowner.

IX. BOARD AND CHAPTER EXECUTIVE DIRECTOR RESPONSIBILITIES

Activity	Board	Executive Committee	Executive Director	Council/Committee Chairs
Strategic Plan	Establishes and reviews as suggested by President-Elect; tasked to President-Elect for monitoring with input from Board; Board implements plan	None	Ensures review is placed on Board meeting agenda when requested; Staff implements plan through delegation by ED	Implements plan
Daily Operations	None	None	Makes operational decisions	None
Budget	Budget Committee works with ED in preparation of draft; Board approves budget	Treasurer Chairs Budget Committee	Drafts and Executes final approved budget	Provides annual budget requests to Budget Committee; execute committee specific budget through ED/staff
Capital Purchases \$2,500 and over	Approves	Approves up to \$5,000 in extraordinary circumstances	Requests	None
Capital Purchases under \$2,500	Approves if time permits; otherwise notification from ED	None	ED with notification to Board	None
Unbudgeted expenditures \$2,500 and over	Approves	Approves up to \$5,000 in extraordinary circumstances	Requests	None
Unbudgeted expenditures under \$2,500	Approves if time permits; otherwise notification from ED	None	ED with notification to Board	None
Contracts on real property interest/lease/expansion	Approves	None	Recommends	None

Activity	Board	Executive Committee	Executive Director	Council/Committee Chairs
Contracts for purchase of non-capital property	Board approval if unbudgeted AND amount is \$5,000 or over	Approves up to \$5,000; notification to Board	Recommends	None
Contracts for Services to Chapter	Board approval if unbudgeted AND amount is \$5,000 or over	Approves up to \$5,000 ; notification to Board	Recommends	None
Contracts for Chapter programs	Board approval if unbudgeted and amount is \$2,500 or over	Approves up to \$2,500; notification to Board	Recommends	Committees send requests for approval to staff liaison
Contract commitment authority to bind Chapter	President	President	ED	None
Signatory authority on Contracts	None	President President Elect Treasurer	ED	None
Credit/Collection/Annual Write-off	Adopts collection and annual write-off policies;	Reviews A/R and individual cases; can authorize action; Notification to Board on action	Proposes & implements; ED sends notification to Board when 90 days past due	None
Hiring Chapter Staff; Compensation	Authorizes overall staff budget	Sets ED salary	Selects & hires-; sets non-ED staff salary and bonus within budget	None
Non-ED Staff management and tasking	Can make recommendations to ED; Board is notified by ED of termination of staff	Can make recommendations to ED; EC is notified by ED of termination; may be involved as requested by ED	Makes all management And tasking decisions; decisions on discipline and termination; conducts staff performance evaluation	None
ED Management and tasking	Gives direction to ED	Provides input on tasking to ED; conducts performs	With input from Board and EC, sets duties and executes tasks	None

Activity	Board	Executive Committee	Executive Director	Council/Committee Chairs
		evaluation; hires and terminates EC with notice to Board		
Personnel policies	Adopts	Secretary Chairs policies committee	Recommends & implements	None
Partner Program	Board approves budget for program	None	Creates and implements	None
Sponsorship Packages	Board approves	N/A	Creates and implements	Committees provide input with staff on packages

X. BOARD MEETINGS

- A. **Frequency.** Pursuant to Article VI, Section 5 of the Bylaws, the Board shall hold a minimum of one (1) meeting per quarter. Additional meetings of the Chapter Board will be held as often as necessary to conduct the business of the Chapter called by the President or upon the written request of one-third (1/3) of the Directors or upon the written request of the ED, at such time and place as the President, or President-Elect, as the case may be, may designate. Notice of such special meetings shall be provided at least seventy-two (72) hours in advance, except in an emergency, when notice should be given at least twenty- four (24) hours, where practicable, before the time appointed for the meeting. Such notice may be waived in accordance with applicable law. If there is no business before the Board or requiring Board action, the meeting may be canceled by a vote of the Board at least three (3) days prior to any regularly scheduled meeting.
- B. **Time and Location.** Meetings will be held at the Chapter office, unless otherwise determined by the Chapter President. Any or all Directors may participate in duly called meetings of the Board by means of conference telephone or by any means of communication by which all persons participating in the meeting are able to hear one another, and such participation shall constitute presence in person at a meeting. The calendar of regular meeting dates shall be reviewed annually at the first meeting after the annual election and may be changed at any time by a majority vote of the Board.
- C. **Open Meetings.** All Board meetings held in person shall be open to all Chapter Members, but Members other than Directors may not participate in any discussion or deliberation unless expressly authorized by the Board. The Board may meet in closed, executive session to discuss and vote upon personnel matters, litigation in which CAI or the Chapter is or may become involved, contract negotiations, matters that, in the exercise of the Board's reasonable discretion, require personal privacy, or other matters that require confidentiality. The nature of any and all business to be considered in executive session shall first be announced in open session.

- D. Agenda Requests.** The agenda for each Board meeting will be set at least seven (7) days prior to the meeting. Requests for items to be placed on the agenda must be submitted in writing to the President and to the ED at least ten (10) days prior to the meeting. No issues will be considered by the Board at a meeting without the required notification, unless it is an emergency or at situation needing attention because of a time deadline.
- E. Board Packet.** The ED is responsible for preparing the Board meeting packet prior to each meeting. Board meeting packages will be delivered at least five (5) days in advance of the meeting. All packet materials are due to the ED no later than ten (10) days prior to the Board meeting.
- F. Council Chair Reports.** Each Council chair is responsible for submitting a written report to the ED for inclusion in the Board packet. Council chairs are encouraged to attend all Board meetings to make a brief update to their report. Action items will be-considered in new business or taken off of the consent agenda.
- G. Committee Reports.** Each Committee chair is responsible for submitting a written report to the Board after each meeting of the Committee. This report may be in the form of meeting minutes. The report should be submitted to the ED for inclusion in the Board packet. Committee chairs are invited to attend Board meetings. If Board action is needed on a Committee request, the issue will be considered in new business or taken off of the consent agenda.
- H. Executive Director's Report.** The ED shall report on the following issues at a minimum:
1. Membership status;
 2. Status of current projects outside the scope of the budget and/or strategic plan;
 3. Financial highlights (substantial successes or significant problems);
 4. Noteworthy Chapter or CAI issues;
 5. Calendar updates;
 6. Website updates;
 7. Legislative updates;
 8. Committee/council issues;
 9. Significant contract activity, including all contracts subject to Board or EC approval;
 10. Media exposure;

11. New opportunities for the Chapter (i.e., awards for which we can compete; new endeavors to pursue, etc.);
 12. Personnel issues, if any (EC only); and
 13. Any other significant areas of concern.
- I. **President's Report.** The President is responsible for providing a verbal report on any matters the President deems relevant.
 - J. **Treasurer's Report.** The Treasurer is responsible for submitting a written financial report to the Board at each meeting and provide a verbal summary on the following issues at a minimum:
 1. Financial state of the Chapter;
 2. Significant budgetary concerns

XI. **BOARD/COUNCIL/COMMITTEE CHAIR TRAVEL & EXPENSE REIMBURSEMENT**

- A. **National Conferences.** The ED and the President-Elect (or the EC's designees if the ED or President-Elect is unable to attend) are required to attend the CAI National Conference. The Chapter shall pay for registration and reasonable transportation and hotel accommodations for the ED and President-Elect (or the EC's designees). Cost for meals will not be reimbursed. The President-elect will attend President-elect training at the Conference immediately preceding taking office as President. The Chapter may, upon request and as the budget allows, pay for registration and reasonable transportation and hotel accommodations to allow the President to attend the CAI National Conference.
- B. **Law Seminar.** The ED shall attend CAI's Law Seminar as a Chapter representative if/as provided for in the Chapter budget. The Chapter will pay for registration and reasonable transportation and hotel accommodations. The Chapter President may attend the Law Seminar, upon request and as the budget allows.
- C. **Regional Meetings.** All Board members, Council chairs, and Committee chairs are encouraged to attend Regional meetings. The Chapter may underwrite a portion of the expenses, as the budget allows, for Board members, Council and Committee chairs, and staff to attend.
- D. **Chapter Functions.** Board members, Council chairs, and Committee chairs are encouraged to attend as many Chapter programs and functions as possible. When possible, leadership and/or the event chair may be offered a reduced rate for Chapter events.
- E. **Volunteer Expenses.** Chapter Volunteer leaders shall not incur expenses payable by the Chapter unless expressly directed by the ED.

- F. **Chapter-Paid Expenses.** Volunteers and staff are required to attend all functions when the Chapter is paying for that attendance by that Volunteer or staff member.

XII. CHAPTER OFFICE PROCEDURES

- A. **Contracts.** Refer to Section IX - Board and Chapter Executive Director Responsibilities for contract approval authority. Contracts for routine services and budgeted events may be signed by the ED. All other contracts must be signed by the Board President or Vice President.
- B. **Check Signing.** With the exception of checks to pay the Chapter's rent, the ED has the authority to sign all checks written by the Chapter for monthly budgeted expenses that are less than \$10,000. All other checks written over \$10,000 must have a second signature. Any member of the EC may from time to time be required to cosign checks at the Chapter Office as requested. The Board Treasurer will review the check register and all paid bills on a monthly basis.

XIII. RECORD RETENTION POLICY

- A. The Chapter shall implement a document retention system for the maintaining of books and records that is consistent with industry standards and best practices. Such document retention system may consist of electronic storage, paper storage, off site storage, or any combination thereof.
- B. The following books and records shall be maintained for the time periods below before they may be purged:
 - 1. Documents maintained on a permanent basis:
 - a. Articles of Incorporation, Bylaws and all amendments thereto
 - b. Policy and Administrative Resolutions
 - c. Legal correspondence or records
 - d. Minutes of all Board and membership meetings
 - e. Patents, Trademarks registrations, copyrights, and related papers
 - f. Deeds, current leases, and other property records
 - g. IRS determination letter
 - h. Retirement plans
 - 2. Documents maintained for a period of 7 years
 - a. Federal and state income tax returns and worksheets
 - b. Personal property tax returns

- c. IRS filings
- d. State and federal unemployment taxes (if any)
- e. Audit reports
- f. Financial records
 - i. Bank reconciliations and statements
 - ii. Deposit tickets
 - iii. Canceled checks
 - iv. General ledgers
 - v. Cash receipts and cash disbursements journals
 - vi. Monthly financial statements
 - vii. Budgets
 - viii. Year End Financial Statements
- g. Invoices and proposals (to customers and from vendors)
- h. Withholding tax statements
- i. Depreciation Schedules
- j. Payroll records and summaries
- k. Employee personnel files
- l. Retirement and pension records
- 3.** Documents maintained for a period of 5 years
 - a. Contracts, mortgages, notes, and leases (expired)
 - b. Insurance records, current accident reports, claims, policies, etc.
- 4.** Documents maintained for a period of 3 years
 - a. Annual reports to state corporation agencies
 - b. Employment applications
 - c. Inventories of supplies, materials
- 5.** The Board shall retain the following records for at least 2 years
 - a. Correspondence between the Chapter and the general public.
 - b. Correspondence between the Chapter, members, or vendors.

Email correspondence kept in the normal course of business that relates to receipts and expenditures affecting the operation and administration of the Chapter shall be considered part of the books and records of the Association and shall be maintained for a period of two (2) years. Other email correspondence not relating to receipts and expenditures affecting the operation and administration of the Chapter shall not be maintained in the ordinary course of business of the Association and may be deleted at the discretion of the ED.

XIV. STAFF COMPENSATION AND BENEFITS

The ED is responsible for overseeing, hiring, firing, and supervision of Chapter staff. All salaries and benefits are to be planned for in the annual budget. Benefits may vary, as allowed by law. Employment is governed by the Chapter Employment Manual. If the ED wants to vary from any budgeted salary amount in excess of \$2,500, the EC must approve the recommendation. The Board will not negotiate directly with any employee regarding salary or benefits.

XV. COLLECTIONS POLICY

- A.** It is the policy of the Chapter that payment of all program fees, advertising fees, sponsorship contributions, or other purchases or services provided by the Chapter shall be made prior to the program attendance, publication, sponsorship of any event, or delivery of product or providing of such service.
- B.** All invoices shall be mailed within fifteen (15) days after the order has been made and shall state that the invoice is to be paid within thirty (30) days of the invoice date, unless another arrangement has been made and approved by the ED.
- C.** The due date for event fees is the date of the event. The due date for advertising fees is thirty (30) days in advance of publication.
- D.** If the invoice remains unpaid for a period of sixty (60) days after the due date, a late charge shall be imposed. The late charge will be determined on an annual basis by the Budget Committee through the annual budget process.
- E.** If payment is not received within ninety (90) days after the due date, a written notice, signed by the Chapter President or ED, shall be sent to the responsible individual. Staff may also place a telephone call to the person placing the order or responsible for payment as a reminder of the unpaid invoice. Any Member who is ninety (90) days or more past due on the payment of any financial obligation owed to the Chapter shall be deemed a Member not in good standing and the member's voting, eligibility for any Chapter awards and participation in Chapter events (which shall include, but is not limited to, restriction of the member's speaking opportunities, premium advertising, booth selection, prioritized marketing opportunities, membership directory listings and requests as well as all other presentation or marketing opportunities offered by the Chapter) may be suspended in accordance with the Accountability policy in Section IV.C herein.

- F. The Chapter Treasurer shall review all accounts receivable on a monthly basis and if, after consultation with the ED, there appears to be a sum, which should be referred for collection, the matter shall be placed on the agenda for consideration by the EC. All accounts unpaid after ninety (90) days of the due date shall be considered a delinquent account and shall be included in the report to the EC.
- G. The EC shall have the authority to handle all collections matters, to include, without limitation, approving payment plans, granting waivers, or other collections activity. The EC shall provide a report to the Board of any decision made by the EC regarding collection efforts.
- H. The EC will vote on referring delinquent accounts to an attorney or a collection agency for further collection action.
- I. Based on recommendations from the ED and EC, the Board has the discretion to vote on any write-offs. The Board may delegate by resolution to the EC, the ability to write off or negotiate for delinquent accounts over one hundred and eighty (180) days past due.

XVI. INVESTMENT POLICY

- A. The EC shall be responsible for investing the cash resources of the Chapter in marketable securities, which are federally insured or otherwise guaranteed, such as treasuries, bill and notes, certificates of deposit, money market funds and held in the name of the Chapter for the purpose of earning a return.
- B. Invested funds shall be readily salable with a readily determinable market price. Such funds shall be laddered, to the extent possible and practicable, in investment vehicles that do not expire on the same date.
- C. On an annual basis, the ED and the Treasurer will review with the EC the performance of the invested funds, any need to make changes in the investment of funds, and determine any need to liquidate or transfer some or all of the funds to meet the cash flow obligations of the Chapter.
- D. The Treasurer, as part of the regular report to the Board, shall provide information on the investment of such funds and value of the funds. The report shall contain a detailed listing of the types of investments made with the funds. (For purposes of meeting this reporting requirement, a copy of any investment statement provided by a third party which details the investments shall be satisfactory).
- E. The Chapter shall maintain appropriate fidelity insurance coverage that specifically names the ED, the Treasurer, and all members of the Board of Directors in the discharge of assigned duties with respect to management of chapter funds.

XVII. OPERATING AND PROGRAM RESERVE POLICY

- A. The Chapter, through its staff, and the Board Treasurer will, annually, submit for review by the Budget Committee, an analysis of any existing reserve fund, as

well as, any recommendations for the creation, if any, of the reserved funds. The analysis and recommendation will address the need and adequacy of each reserve in terms of its purpose and funding.

- B.** The Chapter will classify these reserve accounts as unrestricted funds. The only limits on the use of unrestricted funds are those limits defined in the Bylaws of the Chapter, and the operational resolutions and policies of the Chapter.
- C.** The Chapter shall endeavor to maintain no less than least 3 months' worth of operating reserves.
- D.** The funds in the reserve accounts will be invested in accordance with the Investment Policy.

XVIII. REPLACEMENT RESERVE POLICY

- A.** The Chapter, through its staff, and in concert with the Chapter's audit firm will annually prepare and/or update an inventory of the physical assets of the Chapter.
- B.** The inventory will include a list of the physical assets including the original or replacement cost of the item; the normal expected useful life of the item; useful life will be defined as either functional or aesthetic life as it applies to each item. This inventory will be reviewed by the Budget Committee annually. It is anticipated that the components of the Replacement Reserve Schedule will remain relatively static from year to year.
- C.** The method of determination for the funding of the Replacement Reserve will be either the component method where the replacement cost is amortized over the remaining useful life subject to existing available funds or the cash flow method where the fund balance requirements are determined by the reasonable expectations of short term and long-term cash disbursements.
- D.** In any event, the Chapter will classify the assets of the Replacement Reserve as a temporarily restricted fund. The term of the restriction will be annual and coincide with the annual adoption of the Chapter budget. If the Chapter should have a need to utilize any of the temporarily restricted funds for purposes other than the replacement of the inventoried items during the restricted period, the Chapter may borrow the funds with the approval of a majority vote of the Board. The Board will implement a resolution identifying the amounts of funds borrowed, intended use, and repayment plan. Annually, with the adoption of the budget or by a majority vote, the Board will determine whether or not they will need or need to repay the loan.
- E.** The funds maintained in the Replacement Reserve will be invested in accordance with the Chapter's Investment Policy.
- F.** The annual budget will reflect that the Replacement Reserve Fund will be funded annually.

- G.** Depreciation Schedules for the inventoried assets will be prepared and maintained by the audit firm as part of the annual audit and tax preparation process.

XIX. REVENUE/BENEFITS DEVELOPMENT GENERATION

A. Goals.

- 1.** The Chapter will seek to promote generation of revenue and Member benefits consistent with its stated mission and strategic plan. As relates to this Revenue/Benefits Policy, Member benefits may include services and other activities that add value to realize a greater return on their involvement and investment in the Chapter and CAI.
- 2.** Priority will be placed on efforts which encourage providing products and/or services that offer opportunities for enhancing Members' value and benefits, and/or which encourage development of ongoing streams of income for the Chapter, viz., an ongoing "annuity".
- 3.** Efforts and/or activities engaged in pursuant to this Revenue/Benefits Policy may not be advertised or otherwise promoted as an endorsement, sponsorship, or warranty of merchantability, by the Chapter of a party's products or services.
- 4.** If the Chapter is advised that any efforts and/or activities in which the Chapter is involved in connection with this Revenue/Benefits Policy, may be having unintended consequences on, or is harming a Member, or Members, the EC will review the alleged circumstances and report same to the Board, with recommendation(s) for appropriate action at its next regular meeting.
- 5.** Chapter revenue generation efforts in connection with this Revenue/Benefits Policy should be targeted to pursuit of self-sustaining sources of income. The financial risk of all revenue generation shall be borne by the advertiser or other party generating revenue for the Chapter, and not by Chapter. The Chapter shall not be responsible for reimbursing contracting parties for any promotional efforts through which persons are offered discounts or rebates on products and/or services.
- 6.** The revenue generated on behalf of the Chapter shall be significant enough as to not reduce the net income that would be generated by utilizing the marketing avenues already in place (e.g. *Quorum*™ advertising, Expo booths, etc.).
- 7.** Contracts and other agreements entered into by and between the Chapter and third parties in connection with activities, projects, and/or any endeavors in connection with this Revenue/Benefit Policy shall be subject to the Chapter's Collections Policy, and as may be amended and/or otherwise updated in the future.

8. There shall be equitable opportunities for membership participation in accordance with Section XXIX.C. The Chapter may not enter into any contracts, agreements, or other endeavors on an exclusive basis. Contracts, agreements, and the like shall not be assignable or delegable, without the prior written consent of the Board. Nothing contained in any agreements or contracts entered into between the Chapter and other parties shall be construed to interpret the relationship between them as one of agency.
9. Revenues generated from non-member resources may be considered.
10. Members and non-members may advertise at Chapter programs; differential rates may be charged.
11. All activities, projects, programs, and the like, engaged in pursuant to this Policy shall comply with the Chapter's policies relative to Fair Trade, and Standards of Conduct, as may be updated from time to time.
12. Limited use of the Chapter office for non-Chapter-related activities, consistent with the provisions of this policy, may be made for Members' activities, at the review and discretion of the ED. A reasonable fee for use may be charged, at ED's discretion.

B. Process.

1. All requests and/or proposals for consideration of Chapter efforts and/or activities for generating and developing additional revenues and Member benefits shall first be submitted to the ED for consideration. Such request and/or proposal shall include, but need not be limited to:
 - a. A detailed description of the effort/activity, the estimated Chapter costs associated therewith, the likely revenue sources and/or member benefit that will result. A budget will also be provided which shall indicate as many of the associated costs as can be anticipated.
 - b. A breakout, or similar description of the time required of Chapter staff, and Chapter resources required, for implementation.
 - c. A timetable for implementation, including estimated duration, if the idea or concept is not intended to occur pursuant to a single event.
 - d. The estimated net financial gain, if any, to the Chapter.
 - e. How the Chapter will be indemnified and protected against any loss or expense on claims or suits based upon the contents, or other unforeseen results impacting third parties.
 - f. Upon initial review, consideration, and evaluation by the ED, should it be determined that a proposal falls within the guidelines

of this Revenue/Benefits Policy, the proposal shall be submitted to the Board at its next regular meeting for review, approval, and/or other appropriate action. The ED reserves to modify, suspend or terminate any Chapter activity for good cause.

XX. PRIORITIZED MARKETING COURTESY PROGRAM POLICY

The following are the four (4) Qualifying Marketing Programs:

- A. Quorum and On-Line Service Directory Advertising Sales.** Advertising sales are handled by the Chapter's third-party advertising service provider and/or Chapter staff. Placement of advertising is negotiated with the advertiser. Standard and premium advertising rates are established annually. The Chapter does not guarantee exact placement of advertising.
- B. Other Advertising.** All other advertising will be marketed through the Marketing Opportunities brochure and Chapter staff.
 - 1. Written request for advertising opportunities must be received by deadlines established by Chapter staff.
 - 2. All advertising copy must be submitted by a deadline established by Chapter staff. Failure to produce advertising copy within the allotted time frame may be cause of forfeiture of advertising space.
 - 3. All advertising must be paid before 30 days prior to publication or as negotiated by the ED.
- C. EXPO Booth Space.**
 - 1. At the conclusion of the annual Conference and Expo, all current exhibitors are provided first opportunity to renew their booth space for the next year, provided a paid deposit is received by the date set by the Chapter.
 - 2. Current Benefactors shall be given a specific time frame, to be established by Chapter Staff to submit written request for the booth space of their choosing for the following year before the general membership. Second priority will be given to Chapter Patrons and Supporters, respectively. A deposit, due upon receipt of the request, shall be made by the Partner to confirm the request. The deposit will be determined annually by the ED.
 - 3. After the deadline, all remaining booth space will be opened to the rest of the Members and non-members. Payment for booth space must be made in full at least thirty (30) days prior the expo or as determined by the ED. Confirmation of booth space is contingent on payment of the deposit.
 - 4. Failure to submit payment will be cause for forfeiture of current booth space.

- D. Sponsorships/Partnerships.** This category applies to all partnership packages and program/event sponsorships.
1. Chapter Partners shall be given the first opportunity to sponsor Chapter programs/events. First priority will be given to Chapter Benefactors within a specified time period, which shall be determined by staff. Second priority will be given to Chapter Patrons and Supporters, respectively. In addition, and subject to the aforementioned priorities, sponsors of a prior year's event shall be given first opportunity to continue such sponsorship for the following year. Deadlines for written requests to continue with sponsorship will be set by Chapter Staff. After the applicable deadlines, all remaining sponsorships will be open to the entire membership.
 2. The due date for event sponsorships shall vary for each event, depending upon production dates for event materials, including signage, and shall be determined by the ED prior to the promotion of the sponsorship opportunities. Unless otherwise indicated, payment for event sponsorships must be made in full by the date of the educational/networking event. Payments pursuant to specific agreements may be made on a quarterly or monthly basis, if requested.

XXI. FAIR TRADE

- A. Whenever competitors within an industry gather, appropriate care must be exercised to ensure that violations of anti-trust laws do not occur.
- B. All participants of a meeting should avoid any collusive practices or discussions. Collusion is an agreement to restrain trade and most usually is evidenced in the following anti-trust violations: product boycott, restrictive market allocations, refusal to deal with a third party, and price restraining activities.
- C. There need not be written or verbal agreements to restrain trade. Conversation regarding any of these sensitive areas may be construed as implicit violations.
- D. Members should avoid discussion of pricing, such as the prices paid and the prices charged, including labor costs; market share and allocation; quality ratings of products or suppliers - particularly those that may cause a competitor to lock out or to cease purchasing from a specific supplier; any other areas that might have anti-competitive repercussions. For the members' own protection and the protection of the member company, CAI recommends that should one of these subjects be brought up in any discussion, it would be in the best interest of the member to voice objection to it and disassociate from the discussion should it continue.

XXII. CHAPTER PARTNERS AND SPONSORSHIPS

- A. **Chapter Partner Program.** The Chapter Partner Program is an enhanced sponsorship program designed to showcase participating Member entities across all of the Chapter's programs. Partners receive increased marketing exposure by during the Partner Program period (Jan. 1 to Dec. 31, annually). Partners receive

exclusive benefits not available to other Chapter program sponsors. The Partner Program levels are:

1. **Benefactors.** “Benefactor” status is conferred by the annual commitment, and contribution of at least \$10,000 to the Chapter through the Chapter Partner Program by a Member entity. In recognition of the Member’s contribution, the Board shall annually determine the benefits that the Chapter will provide to any Benefactor the following, in addition to other benefits as determined by the Chapter on an annual basis; however, at a minimum any Benefactor shall receive the following:
 - a. Recognition at all Chapter events (verbal recognition and signage with company logo, name badges, etc.)
 - b. Recognition in all Chapter marketing materials with company logo
 - c. Monthly listing in *Quorum*™ (prominent placement and with company logo)
 - d. Annual profile in *Quorum*™ including company logo
 - e. Listing on Web site homepage and on all program/event pages on the Chapter Web site with company logo and hyperlink to company website
 - f. Designation as sponsor in the online Service Directory
 - g. List of program attendees after all events (upon request)
 - h. Partner Dollars for the purchase of any Chapter sponsorship, advertising, or event registration; amount set annually by Chapter; partner dollars do not roll over annually.
 - i. Legislative Action Committee (LAC) donation

2. **Patrons.** “Patron” status is conferred by the annual commitment, and contribution of at least \$5,000 to the Chapter by a Member entity. In recognition of the Member’s contribution, the Board shall annually determine the benefits that the Chapter will provide to any Patron the following, in addition to other benefits as determined by the Chapter on an annual basis; however, at a minimum any Patron shall receive the following:
 - a. Recognition at all Chapter events (signage with company name, name badges, etc.)
 - b. Recognition in all Chapter marketing materials with company name
 - c. Listing on all program/event pages on the Chapter Web site with company name

- d. List of program attendees after “major” events (upon request)
- e. Partner Dollars for the purchase of any Chapter sponsorship, advertising, or event registration; amount set annually by Chapter; partner dollars do not roll over annually.

3. Supporters. “Supporter” status is conferred by the annual commitment, and contribution of at least \$2,500 to the Chapter by a Member entity. In recognition of the member's contribution, the Board of Directors shall annually determine the benefits that the Chapter will provide to any Supporter the following, in addition to other benefits as determined by the Chapter on an annual basis; however, at a minimum any Supporter shall receive the following:

- a. Recognition at all Chapter events (signage with company name, name badges, etc.)
- b. Recognition in all Chapter marketing materials with company name
- c. Partner Dollars for the purchase of any Chapter sponsorship, advertising, or event registration; amount set annually by Chapter; partner dollars do not roll over annually.
- d. Listing on all program/event pages on the Chapter Web site with company name

B. Event Sponsorships. The following policy shall be applied by event planning committees and Chapter staff:

- 1. No event sponsor shall receive “free” give backs (i.e., event tickets, *Quorum* ads, etc.) of more than twenty-five percent (25%) of the sponsorship amount. The type of give backs should be decided by the event planning committee.
- 2. The dollar amount of event sponsorship, and the designation or name of the sponsorships shall be decided by the event planning committee and Chapter Staff.
- 3. All event sponsors shall get verbal recognition at the event and written recognition in *Quorum*™. Other benefits will vary depending on the event and should be determined by the event planning committee and Chapter Staff.
- 4. Chapter Partners shall be recognized before all event sponsors in the event of verbal recognition at the event, in event promotional flyers, and in *Quorum*.
- 5. Any commercial non-member sponsor shall pay twenty-five percent (25%) more than the sponsor cost to a Member.

6. The Chapter has sole discretion in the allocation of sponsorship funds.

XXIII. QUORUM AUTHOR AND ARTICLE SELECTION POLICY

- A. **Purpose.** The purpose of *Quorum*™ is to provide Members with information on community association issues. *Quorum*™ shall be issued with the understanding that the publisher is not engaged in rendering legal, accounting, or other professional services. If legal advice or other expert assistance is required, the services of a competent professional should be sought.
- B. **Responsibilities.**
 1. The Board shall not endorse or approve statements of fact or opinion made within *Quorum*™ nor assume responsibility for those statements.
 2. The EC shall arbitrate any disputes that may arise within the *Quorum* Editorial Committee as to any article selections.
 3. The *Quorum*™ Editorial Committee shall:
 - a. Conduct ongoing evaluation of the local community association industry trends and knowledge needs to identify and recommend articles to meet those needs.
 - b. Develop a theme, general content, and production schedule for each issue.
 - c. Encourage the participation of all readers in the magazine.
 - d. Solicit original contributions from individuals both within and outside the community association industry.
 - e. Shall work with staff to execute the editorial process as follows:
 - i. Consider contributions when they fall into one of the editorial categories identified below:
 - (a) **Letters.** Letters may be in response to an article, a series of articles, or the magazine as a whole, or they may relate to issues of interest pertaining to the community association industry.
 - (b) **Articles.** Articles considered for publication in *Quorum*™ magazine typically address timely topics of interest and trends within the community association industry. Suggested approaches include first-hand accounts of the author's experience or informative articles regarding a current issue or trend affecting the community association industry. Case examples may add

support to such articles. Commentary and opinion pieces may also be accepted.

- ii. Chapter staff shall send an acknowledgement of receipt to authors of all articles/letters.
- iii. Chapter staff shall present any received articles/letters to the *Quorum*™ Editorial Committee for review. When necessary, reviewers outside of the committee with a specific area of expertise may be sought.
- iv. Upon receipt of *Quorum*™ Editorial Committee comments and recommendations, Chapter staff shall determine if the article/letter shall be published in *Quorum*™, rejected for publication, or returned to author for revisions. Any decisions shall be communicated to author by Chapter Staff.
- v. Once an article has been accepted for publication and copy-edited, the article shall be sent to the author(s) for final approval.
- vi. Other than reviewers' copies, articles will not be released for distribution prior to publication.
- vii. Each author shall receive one complimentary copy of the issue in which the article appears. Reprint information is sent with these copies.
- viii. The *Quorum*™ Editorial Committee will endeavor to utilize a variety of authors and not have any one author or company monopolize an issue.

XXIV. VOLUNTEER SPEAKER SELECTION POLICY

- A. Purpose.** Establish guidelines that will encourage, develop, and select the most knowledgeable, motivated, and effective volunteer speakers for Chapter programs.
- B. Responsibilities**
 1. The EC shall arbitrate any disputes that may arise within the Education Committee as to any presentations/speaker selections.
 2. The Education Committee and Chapter staff shall:
 - a. Continually evaluate the local community association industry trends and knowledge needs to identify and recommend educational programs to meet those needs.

- b. Develop a theme, general content, venue, and schedule for each recommended program.
 - c. Call for presentations from industry and Members to identify potential topics and volunteer speakers for each approved program theme. At a minimum, applicants shall include a presentation synopsis, definition of the need for the information proposed to be presented, and an outline of the supporting materials anticipated.
 - d. Evaluate proposed speaker qualifications and select individuals for volunteer speaking assignments.
 - e. The following minimum criteria shall be met by all individuals granted Chapter speaking assignment(s):
 - i. Three years' active experience in their field related to the community association industry and/or the course subject matter.
 - ii. Evidence of previous public speaking experience and/or training evidenced as follows:
 - (a) Individuals who have not previously been engaged as a Chapter speaker shall provide a list of at least three previous public speaking/training experiences.
 - (b) Individuals with no prior speaking experiences may be considered as Chapter speakers but may be paired with experienced Chapter speakers to ensure that quality standards are maintained.
 - (c) Individuals who have previously been engaged as a Chapter speaker do not need to provide speaking references but their past survey results may be used when evaluating submissions.
 - iii. Have not been officially sanctioned or otherwise censured by CAI relative to a CAI designation held by the member.
 - iv. Have not been convicted of a crime of a fiduciary nature of any degree.
 - v. Signed agreement to adhere to all applicable Policies and Procedures.
- 3.** To provide equal volunteer opportunities, the Committee shall give consideration to the number and frequency of assignments granted to any one individual and also to the representatives of a single company, firm, or community association.

4. Select program moderators, introducers, scripted roles, and other supporting speakers. Preference shall be given first to sponsors, Committee Members; and second based on experience, knowledge, and reputation.
5. Request, analyze, compile, and maintain program attendee evaluations to determine the success of each program, the effectiveness of each speaker, and identify new programs that may be desired.

C. Speaker Conduct. Chapter programs are intended to educate program attendees.

1. Speakers speak at no charge to the Chapter. They are not paid by the Chapter nor are any travel expenses reimbursed.
2. No promotional or advertising materials that serve a commercial interest to the speakers may be used. Reference to brands or specific products or services shall be avoided.
3. Complaints regarding a speaker's conduct, a speaker's failure to meet applicable Chapter standards or qualifications, and/or a speaker's violation of applicable Chapter policies shall be brought to the attention of the ED and may be brought before the EC as described elsewhere in Chapter Policies and Procedures.

D. Speaker Preparation. Each speaker shall be expected to adequately prepare for their participation in a program. They shall be requested to:

1. Prepare and submit a presentation outline and list of planned supporting materials within the time frame determined by the Chapter staff or committee before the scheduled presentation for the Chapter to review and approve. Chapter staff shall advise each speaker of approval of the presentation outline and all supporting materials within a reasonable time frame after receipt of such materials.
2. Prepare and submit approved presentation outline and handout materials in camera-ready format, conforming to the Chapter policy on copyright, as directed by the Chapter staff.
3. Provide a brief biography for program promotion as directed by Chapter staff.

E. Handouts at WMCCAI Programs.

1. Handouts shall not be presented on the speaker's letterhead.
2. Speakers are responsible for printing handouts, if applicable, at no expense to the Chapter. Handouts may state the name, company, address, phone number, and e-mail address of the preparer, as a footer. For example:

Prepared by: John Smith
Smith & Smith Management Co.
1000 Tolson Avenue
Washington, D.C. 20049
202.569.0000
john@smithco.com

3. The Chapter reserves the right to prohibit the distribution of any handout, which has not been reviewed and approved by the Chapter, or received by the established deadline.
4. The contents of handouts shall not refer by name to the preparer or the preparer's company other than as indicated above.
5. Contents of handouts should reflect the educational purpose of the program and should not promote the speaker's commercial interests.

F. Reproduction of Copyrighted Works in Chapter Educational Materials.

1. All persons who develop and/or submit materials for inclusion in Chapter educational programs, and publications must provide written confirmation that permission has been obtained from the author(s) of any works which are not original to them.
2. Chapter programs include, but are not limited to, *Quorum* magazine, the Annual Conference and Expo, and homeowner and professional educational programs.
3. The required written confirmation must be in a form signed by the copyright owner, or an authorized representative of the copyright owner. The Chapter will provide a sample form letter, which may be used for this purpose, as well as additional information that may be utilized in identifying the type of materials that may be affected by this policy, both of which may be updated from time to time. The Chapter will assume that the person developing and/or submitting materials for Chapter programs has made a reasonable effort to identify the appropriate person(s) from whom written permission has been obtained.

XXV. COPYRIGHTS AND REPRINTS; USE OF SERVICE MARKS AND TRADEMARKS

- A. Except as provided for below, articles, commentary, reports, reviews, stories, and other communications prepared, written, authored, and/or compiled for use or inclusion in any Chapter publication, Chapter program, and/or the Chapter's Web site, are considered a "work for hire" within the meaning of the U.S. Copyright Act, 17 U.S.C. § 101, *et seq.*, and all right, title, and interest in and to the copyright in such works is considered to be owned by the Chapter.
- B. The provisions outlined in XXV.A shall not apply to: text or graphics submitted for use or inclusion in Chapter publications specifically for advertising; works which

are subject to pre-existing copyright rights of others; or works for which authors have received a written waiver from the Chapter's Executive Director.

- C.** Authors of articles, commentary, reports, reviews, stories, and other communications prepared, written, authored, and/or compiled for use or inclusion in Chapter publications may reprint their work(s) pursuant to the following requirements:
1. If the work being reprinted first appeared in *Quorum*™ magazine, the legend provided in Section D, below, must be added to all copies of the reprint.
 2. If the work being reprinted first appeared in another Chapter publication, or on the Chapter's Web site, the following legend must be added to the reprint:
 - a. Reprinted with permission from the Washington Metropolitan Chapter Community Associations Institute. Copyright [year] WMCCAI.
 - b. The year inserted is to be the year in which the article is published. In lieu of using the word "Copyright", the copyright symbol, "©", may be used.
 - c. A copy of the reprint, as prepared for publication and/or distribution by the author is provided to the Chapter's Executive Director simultaneously with its publication and/or distribution, together with a brief explanation of the purpose for which the reprint is being published and/or distributed.
- D.** Except for registration forms, or as otherwise stated, permission to reprint articles from *Quorum*™ magazine, including downloading, disseminating, transferring, reprinting, publishing, and/or transferring in any form or by any means, articles appearing on the Chapter's Web site, may be granted only after receiving prior written approval from the Executive Director of WMCCAI. In the event such permission is granted, the following legend must be added to the reprint:
1. Reprinted from *Quorum*™ magazine. Copyright [year], with permission, Washington Metropolitan Chapter Community Associations Institute. *Quorum* is a trademark of the Washington Metropolitan Chapter Community Associations Institute.
 2. The year inserted is to be the year in which the article is published. In lieu of using the word "Copyright", the copyright symbol, "©", may be used.
- E.** Except for registration forms, or as otherwise stated, permission to reprint other materials published by the Chapter and materials published by the Chapter on its web, may be granted only after receiving prior written approval from, and subject to the use of any appropriate legends as required by, the ED.

- F. The making of any electronic recording by any means of any Chapter education programs without the prior written permission of the ED is expressly prohibited.
- G. The duplication or uses in any manner of Chapter trademarks are strictly forbidden without specific prior written permission from the ED. The Chapter trademarks include, but are not limited to “QUORUM”, displayed in any manner or logo; as well as any displays or designs utilized as trade dress in the publications or other written materials of the Chapter, as may be identified and designated from time to time.
- H. It is expressly recognized that “CAI”, “Community Associations Institute”, Professional Community Association Manager (PCAM), Association Management Specialist (AMS), Certified Manager of Community Associations (CMCA), Reserve Specialists (RS), Accredited Association Management Company (AAMC), College of Community Association Lawyers(CCAL), Large Scale Manager (LSM), Community Insurance and Risk Management Specialist (CIRMS), Common Ground, as well as the titles of other publications published by the Community Associations Institute (“CAI”), are trademarks and service marks of CAI, and subject to any restrictions, which may be imposed by CAI.

XXVI. LEGISLATIVE MATTERS

- A. **Support: Issues to Consider Before Support.** The Board will utilize the following guidelines prior to voting on monetary or issue support and it is expected that the requesting committee or party will outline its recommendations. The information presented to the Board may include:
 1. The principal beneficiary of the legislation current laws or procedures affecting the issue
 2. Effects on fundamental rights
 3. Frequency of occurrences and future impact
 4. Expenses to be incurred by those affected
 5. Whether the issue is a state or local government issue and compliance expectations
 6. The Board will consider positions of CAI, the Chapter's strategic plan, and CAI's Public Policy in making a decision on support.
- B. **Legislative Action Committee; Delegate Nomination Procedures**
 1. **Legislative Action Committee (LAC) Guidelines:** All LAC delegate nominations shall be made in accordance with the requirements established in the Legislative Action Committee Guidelines enacted by CAI, as amended from time to time.
 2. **Call for Nominations:** To fill vacancies, the Legislative Action Committees will solicit nominations to serve on the Legislative Action

Committees that serve the Chapter. Such nominations may come from Chapter Legislative Committees, the Board, and other qualified Members of the Chapter to serve and represent the Chapter on the Legislative Action Committees for the District of Columbia, Maryland, and Virginia. Interested volunteers will also be invited to self-nominate.

3. **Statement of Interest:** All nominees will be asked to provide a Statement of Interest indicating their qualifications and interest in serving on the Legislative Action Committee. In those instances where persons serving on the Legislative Action Committee wish to continue service on the Committee, Statements of Interest need not be submitted. In such case, the Chapter will confirm that the incumbent delegate is interested in continuing to serve on the legislative action committee as a representative of the Chapter.
4. **Nomination:** The Board will consider the nominated candidates presented by the Chapter President and/or ED and present nominations for LAC delegates to CAI and for approval.

C. Contributions to Legislative Action Committee (LAC) Requests

1. The Board will develop a budget line item, and in conjunction with the Chapter's annual budgeting process. The amount may be based on availability of funds, contributions from the Chapter Partner Program and/or other donations.
2. Contributions to the LACs will be made once a year as determined by the Executive Director and Treasurer as budgeted.
3. Additional requests for funds will be reviewed by the Board upon written request from a Legislative Action Committee.

The Chapter does not participate in any Political Action Committees (PAC).

XXVII. COMMUNITY ASSOCIATION AWARD CRITERIA

In keeping with the Chapter's mission of advocating and providing better living through community associations, the Chapter shall hold an annual contest, to recognize those community associations, which excel in accomplishing this mission.

A. General Procedures.

1. Each year the Washington Metropolitan Chapter shall hold a Community Association of the Year Contest and shall consider recognizing a Charitable Community of the Year and Communicator of the Year. Additionally, the Washington Metropolitan Chapter may recognize associations that demonstrate a commitment to sustainable operations and management in the form of the Sustainable Practices Special Recognition Award.

2. At least forty-five (45) days prior to the application deadline:
 - a. Notification that at the contest has begun will be distributed to all Chapter members. Only those community associations governed by at least one Board member or homeowner who is an active member of CAI and that are located within the Chapter's geographic region shall be eligible to apply for and receive any award. Managers may assist in the application process but only a homeowner member may write the essay.
 - b. Advertising and/or an article promoting the Contest(s) and the Award(s) shall be placed in *Quorum*[™] magazine.
 - c. Promotion of the Contest(s) and Award(s) may be conducted as deemed appropriate.
3. Awards shall be announced and presented at the annual awards celebration. Community Association of the Year award winners and runners-up (if recognized) and all other award winners and communities receiving special recognition shall receive up to two (2) free to the annual awards celebration and up to two (2) free passes to the Conference and Expo. The Community Associations of the Year and all other award winners may also receive an opportunity to present information about their community at the Annual Conference & Expo. The essay from each winning community shall be published in *Quorum*[™]. The Community Associations of the Year and each award winner may receive additional recognition, including signage for display on association grounds, as deemed appropriate.
4. Award recipients and Contest applicants shall be advised of award decisions in writing prior to the annual awards dinner

B. Community Association of the Year Contest Criteria.

1. Awards shall be given to the communities that best demonstrate excellence in all facets of association operations and governance by following CAI's Best Practices.
2. There shall be four (4) categories for the Community Association of the Year Award:
 - Very Large - 1,000+ dwelling units
 - Large - dwelling 500 - 999 units
 - Medium - 150-499 dwelling units
 - Small - Less than 150 dwelling units
3. A panel of at least three (3) Members shall judge each Community Association of the Year contest entry. Three judges shall review all of the eligible submissions for that-each category, and shall use the same point scale-judging sheet for each question. At least one of the three judges reviewing each entry must be a manager member. Judges may not judge

any applications received from communities with which they have a current relationship.

4. A point value shall be established for each question before the judging process begins.
5. The eligible association receiving the highest combined points shall be awarded the Community Association of the Year for that category. A minimum point requirement may be set by the judges in consultation with the ED. At the discretion of the panel, each Category may also have a runner-up winner and/or "honorable mention" recognition. The judges in consultation with the ED may decline to issue an award in any category if the judges and ED find that the entries received do not merit any award.
6. A winner of the Chapter's Community Association of the Year Contest is not eligible to compete in the contest in the following year. A winning community can submit an entry for the Charitable Community or the Communicator of the Year every year. A community may not win more than one award each year.

C. Charitable Community of the Year Award Criteria.

1. The Chapter may present one Charitable Community of the Year Award in conjunction with the Community Association of the Year Contest. The Charitable Community of the Year Award shall be awarded to the community association that best demonstrates exemplary service to the community outside of their own association. Contestants shall be judged for outstanding service to the community in areas of community service and charitable works. The award is granted without regard to the size and age of a community, although those factors may be considered.
2. A panel comprised of (3) Members who judged the Community Association of the Year Award entries shall review the entries for the Charitable Community of the Year, and select the recipient of the Charitable Community of the Year Award based upon the review and selection criteria outlined above.

D. Communicator of the Year Award Criteria.

1. Award will be given without regard to community size and will recognize the community that best communicates to residents via a community web site, newsletter, or other established communications infrastructure.
2. The Chapter may present one Communicator of the Year Award in conjunction with the Community Association of the Year Contest. The Association Communicator of the Year award shall recognize the community association in the Washington metropolitan area that best demonstrates commitment to CAI's best practices in both educating and informing their homeowners through disseminating accurate and relevant information and receiving homeowner feedback. The award is granted

without regard to the size and age of a community, although those factors may be considered.

3. A panel comprised of three (3) Members who judged the Community Association of the Year Award nomination forms shall review the nominations for the Communicator of the Year Award, and select the recipient of the Communicator of the Year Award based upon the review and selection criteria outlined above.

E. Sustainable Practices Special Recognition Award Criteria.

1. The Chapter may recognize the community association in the Washington metropolitan area that best demonstrate a commitment to sustainability in their building exterior and site maintenance programs, efficient use of energy and water, indoor environmental quality, and overall commitment to the environment. The recognition is granted without regard to the size and age of a community, although those factors may be considered.
2. A panel comprised of (3) members who judged the Community Association of the Year Award nomination forms shall review the nominations for the Sustainable Practices Special Recognition, and select the applicant(s) deserving of Special Recognition for commitment to sustainable operations and management. Special recognition in the Sustainable Practices category is given at the judge's discretion and is not based on a point tally.

XXVIII. VOLUNTEER AWARDS CRITERIA

A. Volunteer Awards.

1. The Chapter has developed this Volunteer Award Criteria as a model for recognizing Chapter volunteers formally.
2. Recognizing that the conveying of awards to volunteers is difficult, the Board's goal in adopting criteria is to create objective standards. For this reason, a number of awards are primarily based on a point system. Points are accumulated by volunteers between October and September of each year based upon the attached point valuation system. In addition to the point system, award recommendations are solicited from Chapter Committee chairs, Council chairs, and members of the Board.
3. The purpose of the awards is to recognize outstanding volunteers. Chapter Board members are not generally eligible for all awards, except those specifically noted. The awards program is intended to recognize numerous volunteers. Therefore, except where noted, volunteers are eligible to receive only one (1) award in any given year.
4. The EC makes all final award determinations.

B. Awards Process.

1. **Defined Period.** October 1st - September 30th.
2. **Award Presentation.** All awards will be given at the annual awards celebration or the Jump Start January event. The names of the recipients of the awards shall remain confidential until the presentation of the award, except as required to insure recipients' attendance at the applicable event and to give program participants ample opportunity to prepare for presentation. The EC and staff will informally encourage recipients to attend the applicable event. The Chapter is under no obligation to provide award in each category each year.
3. **Tally Process.** Committee chairs, in conjunction with Chapter Staff will maintain a "tally" of volunteers and their activities. The points year runs from October 1 - September 30, annually. The points do not roll over. The ED will prepare a summary report with recommendations for award recipients, where possible, to the EC for review and approval no later than October 15th. The summary report will include the tally sheet for all Chapter volunteers, a copy of this Award Criteria, recommendations for the Public Advocate Award from each Legislative Committee, a summary of prior award recipients and a summary of award recommendations.
4. **Board Member Eligibility.** Members of the Chapter Board are eligible only for the following awards:
 - a. President's Award;
 - b. Chapter Appreciation Award;
 - c. Recruiter of the Year Award;
 - d. Presenter of the Year Award;
 - e. Writer of the Year; and
 - f. Public Advocate Award.
5. **Quantity of Awards.** Receiving an award makes the recipient ineligible for all other awards, except the President's Award, Recruiter of The Year and Public Advocate Awards.

C. Awards.

1. **The President's Award:** Award presented to the person who has contributed the most toward assisting the President and the Chapter in reaching goals for the year. *(May be awarded at the discretion of the President; Board Members eligible for the award).*
2. **Committee Member of The Year:** Award presented to the Committee Volunteer who exemplifies the qualities of dedication and service to the Chapter and is committed to the goals of CAI. *(To be awarded every year; 1 for each Member category (Business Partner, Manager, Homeowner); Committee chairs and Council chairs are ineligible for this award. Committee chairs will nominate one person from their committee to be considered based on point valuation system and Committee participation.*

The EC will then select one Committee Volunteer for the award for each member category.).

Points Valuation:

- *Participant at Committee Meeting (minimum of 50% of meetings) - 1 point*
- *Minute Taker - 1 point*
- *Working group chair - 3 points per activity or event*
- *Working group member - 1 point*
- *New venture opportunities - 1 point*
- *Chapter office or event project (stuffing bags, phone calls/phone bank, registration desk, etc.) - 1 point per activity*
- *All other Chapter points apply (Presenter, Writer, Public Advocate, etc.).*
- *Other - Discretion of Committee or Council chair and EC*

- 3. Chair of The Year:** Award presented to the Committee or Council chair who has demonstrated outstanding leadership skills in promoting the interest of the Chapter through successfully chairing a Committee or Council. *(To be awarded every year; Based upon point valuation system and nominations or feedback received from active Committee members based on the criteria set forth below).*

Points Valuation:

- *Same points valuation as Committee member of the year, plus:*
- *Attendance at Board Meetings - 1 point each meeting*
- *Achieves goals as outlined in strategic plan - Up to 10 points, at discretion of EC*
- *Other - Discretion of the EC*

- 4. Rising Star Award:** Awards presented to those Volunteers who have become more active in the Chapter, have demonstrated outstanding leadership skills and have shown an interest in being future leaders of the Chapter. *(To be awarded every year; only awarded to an individual once in CAI lifetime; no more than ten awards shall be given in any one year.)*

Points Valuation:

- *Same points valuation as Committee Member of the Year and Committee Chair of the Year.*

- 5. Public Advocate Award:** Award presented to the Volunteer who has been an advocate on legislative issues on behalf of the Chapter. Awarded to the Volunteer who has distinguished himself/herself in promoting and advocating community associations. *(To be awarded every year to a maximum of three people, but no more than one person per jurisdiction; Based upon nomination and recommendations by Chapter Legislative Committees. Legislative committee can nominate as many people as they feel appropriate).*

6. **Hall of Fame Award:** Award presented to Volunteers who have provided continuous, dedicated service to the Chapter for a minimum of ten (10) years, through serving on committees, serving as committee or council chairs, service on the Board, and/or volunteerism. Past recipients are recognized, introduced and brought forward during the Annual Dinner during induction of a new Hall of Fame member. *(To be awarded every year; EC sole discretion to determine; the Chapter may elect, but is not required to, solicit nominations from the Members).*

7. **Chapter Appreciation Award:** Awards given to persons who have provided outstanding contributions to the Chapter in one specific area, or on a program, or an event. *(No more than four awards shall be given in any one year; Board members eligible for the award; Selection to be made by the EC with staff input and recommendation based upon all points available, or exceptional performance on a particular event, program or topic).*

8. **Recruiter of The Year:** Award presented to the Member who recruits the most Members in one calendar year, as determined by CAI National. *(To be awarded every year; recipient is eligible to receive other awards in the same year; recipient may receive the award in successive years; Board members eligible for the award; Determination: By CAI records).*

9. **Presenter of The Year:** Award presented to the Volunteer who excels in furthering the Institute's mission of education through presentation and instruction. *(To be awarded every year; Board members eligible for the award. Selection to be made by the EC with staff input and recommendations, taking into account accumulated points. The criteria for the award shall also include speaker reviews by attendees).*

Point Valuation:

- *Educational webinar - 2 points per program*
- *In person education programs - 3 points*
- *Other programs - in discretion of EC*

10. **Writer of the Year:** Award presented to the Volunteer who excels in furthering the Institute's mission of education through writing and preparation of course development. *(To be awarded every year; Board Members eligible for the award. Selection to be made by the EC with staff input and recommendations, taking into account accumulated points through Quorum articles, course development, written materials for educational programs, etc.).*

Point Valuation:

- *Quorum article - 750 - 1500 words - 4 points*
- *Quorum articles under 750 words - 2 points*
- *Educational course materials or course development - 4 points*
- *Other writings - in discretion of EC*

11. **Outgoing Board Member Award:** Award presented to retiring or outgoing Board members who have completed a full elected term of office (*Selection to be made by the EC*).
12. **Other Awards:** Other awards may be created and presented in and at the discretion of the EC.

XXIX. MEMBERSHIP MATTERS

- A. **Membership Directory.** The Membership Directory may be published on-line or in another digital format. It shall be updated at least once every twelve months and incorporate membership information that is current at least ninety (90) days prior to production.
- B. **Membership List Rental.** The Chapter does not rent or otherwise provide the membership list to any third parties, including members, outside of online/digital publication.
- C. **Utilization of Chapter Members to Provide Services to the Chapter.**
 1. When the Chapter solicits proposals for services traditionally paid for, the Chapter Staff may request proposals from members providing comparable services/products.
 2. Chapter staff may select Members as Chapter service providers when proposals are considered and a member provides an equal or better service and value.
 3. Use of any Members as Chapter service providers will be reported to the Board by Chapter staff no later than the next regularly scheduled meeting of the Board immediately following such use.
 4. Upon renewal of any contract for services to the Chapter, the Chapter staff may give members the opportunity to submit proposals for services provided to the Chapter except those services related to the financial management and auditing of the Chapter.
 5. Directors and Officers of the Chapter will not be utilized for new Chapter services (does not apply to existing contracts). Chapter Directors and Officers may volunteer their professional services on behalf of the Chapter, but any arrangement where payment by the Chapter is a contractual obligation is strictly prohibited.

XXX. INTERNET AND SOCIAL MEDIA

The Chapter has an overriding interest in deciding what is “spoken” on behalf of the organization on the Internet. This policy establishes guidelines for the use of the Internet and social media.

A. General

1. The Chapter's email addresses are for the sole use of the Chapter staff. Volunteers may not utilize Chapter email addresses even if for Chapter business.
2. The Chapter's official website (www.caidc.org) shall be the Chapter's primary and predominant Internet presence. The Chapter may utilize other social media platforms, including, without limitation, Facebook, LinkedIn, Twitter and YouTube; however, the primary forum is the Chapter website. The ED will maintain the official list of social media forums and account information.
3. The Chapter's official website and any social media website(s), material(s) or posting(s) attributed to the Chapter will be administered by and subject to approval of Chapter staff.
4. The Chapter official website and social media account(s) and website(s), services and equipment, including information transmitted or stored on them, are the sole property of the Chapter.
5. The intended purpose of the Chapter's official website and any WMCCAI social media website(s) is to serve as a mechanism for the Chapter to communicate with its members and members of the public.
6. The following forms of content shall not be allowed on the Chapter's official website and social media website(s):
 - a. Profane language or content;
 - b. Content that promotes, fosters, or perpetuates discrimination on the basis of race, creed, color, age, religion, gender, marital status, status with regard to public assistance, national origin, physical or mental disability sexual orientation, or gender identity;
 - c. Sexual content or links to sexual content;
 - d. Solicitations of commerce (other than Chapter authorized advertising);
 - e. Promotions of products, events or services other than those sponsored by or affiliated with the Chapter;
 - f. Conduct or encouragement of illegal activity;
 - g. Information that may tend to compromise the safety or security of the public or public systems;
 - h. Content that violates a legal ownership interest of any other party;

- i. Discussion of pricing, such as the prices paid and the prices charged, including labor costs; market share and allocation; quality ratings of products or suppliers or any other areas that might have anticompetitive repercussions;
 - j. Confidential information; or
 - k. Content that is deemed harassing or bullying.
7. The following legal notice shall appear on all Chapter-administered internet forums that allow users to post content: *LEGAL NOTICE: WMCCAI is not responsible for screening, policing, editing or monitoring comments and encourages all to use reasonable discretion and caution in evaluating or reviewing any comment. WMCCAI does not endorse the accuracy, completeness, timeliness or reliability of any advice, opinion, statement or other material displayed, uploaded or distributed by any user. Nevertheless, WMCCAI reserves the right to delete or take other action with respect to postings (or parts thereof) that WMCCAI believes in good faith violate this legal notice and/or are potentially harmful or unlawful. WMCCAI may, in its sole discretion, remove or delete unacceptable content, issue a warning to offender and/or terminate offender's use of this or any WMCCAI site. Moreover, it is a policy of WMCCAI to take appropriate actions under the Digital Millennium Copyright Act and other applicable intellectual property laws. If you become aware of postings that violate these rules regarding acceptable behavior or content, you may contact WMCCAI at (703) 750- 3644.*
8. Notwithstanding anything to the contrary in these policies, the Chapter's website and social media tools shall not allow users or visitors to post content unless the posting of content is authorized by the Chapter. If posting is so authorized, the Chapter (acting through the ED or the EC) reserves the right to restrict or remove any content posted on Chapter official site and any Chapter social media website(s) that is deemed in violation of Chapter Policies and Procedures or any applicable law.
9. Any content removed based on these guidelines must be retained by Chapter staff, including the time, date and identity of the offender when available.
10. The Chapter's applicable Policies and Procedures shall be displayed or made available by hyperlink.

B. Social Media Content

1. The best, most appropriate Chapter usage of social media falls generally into two categories:
- a. As a channel for disseminating time-sensitive information as quickly as possible.

- b. As a marketing/promotional channel, which increases the Chapter's ability to broadcast its messages to the widest possible audience.
2. Wherever possible, content posted by the Chapter on social media website(s) will also be available on the Chapter's official website.
3. Wherever possible, content posted by the Chapter on social media website(s) should contain links directing users back to the Chapter's official website for in- depth information, forms, documents or online services.
4. As is the case for the Chapter's official website, the Chapter staff is responsible for the content and upkeep of any Chapter social media website(s).
5. The Chapter will approach the use of social media tools as consistently as possible.
6. All new social media tools and platforms proposed for the Chapter use will be approved by the Chapter Board.
7. Care will be taken to ensure that any photos, videos or other content shared via social media, which may be considered proprietary or promotional in nature, do not generate privacy, safety or intellectual property right concerns once such content is disseminated.
8. The Chapter has the sole right to delete or remove any content for any reason on the Chapter's social media platforms. The Member Code of Conduct applies to the Chapter's social media.

C. Administration of Social Media

1. Chapter staff will maintain a list of social media tools which are approved for use by the Chapter.
2. Chapter staff will maintain a list of all Chapter social media website, including login and password information.
3. Chapter staff must be able to immediately edit or remove content from social media website(s).
4. For each social media tool and website approved for use by the Chapter, operational use and guidelines will be developed by staff and adopted by the Board.

EXHIBIT: Washington Metropolitan Chapter Committee Member Code of Conduct

The Board of Directors of the Washington Metro Chapter of Community Associations Institute (WMCCAI) seeks to establish the following policy regarding the Code of Conduct for its Committee Members.

Committee Members are expected to:

1. Always strive to serve the best interest of WMCCAI regardless of their personal interests.
2. Use sound judgement to make the best possible business decisions for WMCCAI, taking into consideration all available information, circumstances, and resources.
3. Act within the boundaries of their authority as defined by the Committee Charter and the governing documents of WMCCAI and the Board of Directors.
4. Perform Committee duties without bias for or against any group.
5. Disclose personal or professional relationships with any company or individual who has, or is seeking to have, a business relationship with WMCCAI.
6. Committee members should support Committee and Board of Directors' decisions.

Committee Members shall not:

1. Use their committee position for personal gain or for the benefit of any other organization.
2. Use inside information in their position as a Committee Member to the detriment of WMCCAI. Inside information is defined as information obtained by a Committee Member through their position on that Committee that has not become public information.
3. Discuss or reveal confidential information obtained as a Committee Member unless specifically authorized by the Committee Chair or Board of Directors.
4. Make unauthorized promises to another member of the organization.
5. Advocate or support any action or activity that violates the position of WMCCAI.
6. Enter or sign any contracts on behalf of WMCCAI or spend WMCCAI funds that have not been duly authorized by the Board of Directors.
7. Accept any gifts, directly or indirectly, in their capacity as a Committee Member from members or suppliers.
8. Knowingly misrepresent known facts in any issue pertaining to WMCCAI.

9. Divulge personal information about any WMCCAI member or employee that was obtained in the performance of Committee duties.
10. Make personal attacks, by any means, on WMCCA Committee members, Board of Directors, nor staff.
11. Harass, threaten, or attempt to control or instill fear in any Board member, Committee member, WMCCAI member, employee or contractor.
12. Reveal to any member of a third party the discussions, decisions and comments made at any meeting of the Committee properly closed or held in executive session.

Discipline

If a Committee Member fails to follow the Committee Member Code of Conduct at any time while they serve on the Committee, the Accountability Policy (Section VI.C of the Chapter Policy and Procedures Manual) will take effect.

By signing, I acknowledge that I have read and agree to the above policy.

Signature: _____ **Date:** _____

EXHIBIT: Organizational Chart

(See Attached)