

**WASHINGTON METROPOLITAN CHAPTER  
COMMUNITY ASSOCIATIONS INSTITUTE**

**POLICIES AND PROCEDURES**

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The purpose of these policies is to provide overall guidance and direction to Washington Metropolitan Chapter Community Associations Institute (or "Chapter") management, staff, and volunteers. 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.

## **I. Volunteers.**

**A. Role and Definition.** The mission of the Chapter is enhanced by the active participation of citizens of the community. To this end, the Chapter accepts and encourages the involvement of volunteers within all appropriate programs and activities. A "volunteer" is 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.

**B. Volunteer Standards and Responsibilities.** Volunteers must meet all relevant qualifications and abide by all relevant Chapter policies.

1. Conflict of Interest: Those who volunteer on behalf of the Chapter shall comply with the conflict of interest policies adopted by the CAI Board of Trustees 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 staff, volunteers, 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.

**C. Volunteer Accountability.** Unless otherwise stated in Chapter Policies and Procedures, complaint(s) regarding a volunteer's conduct, a volunteer's failure to meet applicable Chapter standards or qualifications, and/or a volunteer's violation of applicable Chapter policies shall be brought to the attention of the Chapter's Executive Director ("ED"), and:

1. The ED shall notify the volunteer of their failure to meet applicable Chapter standards or qualifications and/or of any violation of applicable Chapter policies and request written explanation from the volunteer.
  - a) If the volunteer fails to provide written explanation, the ED may declare the individual ineligible for certain Chapter volunteer

assignments. Such rendering shall be conveyed to the volunteer, Board of Directors, staff, and appropriate committee leaders.

- b) Upon receipt of the volunteer's written explanation, the following may occur:
- (i) The ED may cite mitigating circumstances and declare that no further action is necessary for the individual to remain eligible for Chapter volunteer assignments. Such decision shall be conveyed to the volunteer, Board of Directors, staff, and appropriate committee leaders.
  - (ii) The ED may question the volunteer's ability and eligibility for certain Chapter volunteer assignments, in which case, the ED shall submit a statement to the Executive Committee which includes:
    - Volunteer's name, company, and CAI membership history.
    - History of Chapter volunteer assignments, including attendee ratings and feedback as applicable.
    - Information/facts adduced to support possible findings that volunteer fails to meet applicable Chapter standards or qualifications and/or adhere to Chapter policies.
    - Any mitigating information or facts.
    - Proposed remedial action, if any, that volunteer could take in order to meet the Chapter's qualifications and standards.

The Executive Committee shall review the ED's statement and may request a meeting with volunteer to discuss the matter.

The Executive Committee may render the individual ineligible for certain Chapter volunteer assignments until a time certain or after certain conditions are met. The rendering and conditions shall be conveyed to the volunteer, Board of Directors, staff, and appropriate committee leaders.

The volunteer shall be notified of the Executive Committee's decision in writing and shall have 10 days

from the date of receipt to request reconsideration and/or to present additional information/documentation for consideration by the Executive Committee.

In the event an individual is rendered ineligible for certain Chapter volunteer assignments, such decision shall be conveyed to the volunteer Board of Directors, staff and appropriate committee leaders.

If there are conditions set by the Executive Committee in order for the individual to regain eligibility for certain volunteer assignments, proof that those conditions have been met shall be submitted by the individual to the ED for confirmation.

## **II. Board Operations**

**A. Board Vacancies.** In accordance with Article VI, Section 2 of the Bylaws, the remaining members shall select a member to fill vacancies occurring on the Board of Directors (or "Board") between Annual meetings. 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.

**B.** 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.

**C.** Board members are encouraged to participate actively in the growth and development of the Chapter by serving on Chapter committees and task forces, and are encouraged to devote themselves to finding ways to contribute to the Chapter's effort to fulfill its mission.

## **III. Board Election Guidelines**

**A. 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 of Directors and for oversight of these election procedures.

### **B. Election Process.**

1. A written call for candidate nominations shall be distributed to all eligible members no later than seventy five (75) days prior to commencement of the annual election.

2. All candidates must submit a completed nominating petition to the Chapter office no later than thirty (30) days prior to commencement of the annual election. Nominating petitions may be submitted via electronic means.
3. All eligible candidates, as determined by the Nominating Committee in accordance with these policies and Chapter Bylaws, will be placed on the ballot.

**C. Board Candidate Qualifications.** Candidates seeking election to the Board of Directors must be able to demonstrate that they have volunteered on behalf of the Chapter and/or CAI, served consistently as a speaker at CAI and/or Chapter programs and/or contributed articles to *Quorum™ magazine* and/or other CAI 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 CAI 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 CAI relative to a CAI 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 of Directors 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 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. Members and candidates for election to the Board of Directors are discouraged from sending written communications in support of any particular candidate.
3. Voting for election of members of the Board of Directors 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



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 CAI and WMCCAI 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 of Directors. Any run-off election shall be concluded within thirty 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. The organizational meeting for the Board shall be convened no later than January 31 of each year.
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 of Directors following the annual 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 of Directors 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.

#### **IV. Officer Position Descriptions**

##### **A. President.**

1. Basic Function: The President serves as chief elected officer of the WMCCAI and serves as Chair of both the Board of Directors and Executive Committee. The President serves as a non-voting *ex-officio* member of all committees, except for those committees to which s/he is appointed a full member with voting privileges. The President makes all required appointments of committees and task forces with the approval of the Board of Directors.
  - a) The President exercises personal leadership in the motivation of other officers, Board members, committee chairs, committee members, and the membership, and influences the establishment of goals and objectives for the organization during the term of office. The President acts as spokesperson and inspirational leader and works in partnership with the President-elect.
2. Duties, Responsibilities, and Authority:
  - a) Presides at and attends all meetings of the Board of Directors and Executive Committee. Coordinates agenda material with the Executive Director for the Executive Committee and the agenda for the Board.
  - b) Works to see that the Board of Directors and Officers are kept fully informed on the conditions and operations of the Chapter.
  - c) Works with the Executive Director to see that policies and programs designed to further the goals and objectives of the Chapter are presented to the Board.
  - d) Following Board approval, works with the Executive Director 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.
  - e) Work with Executive Director to review programs and policies of the Board after implementation to determine if the goals and objectives were in fact met.
  - f) Appoints the chairs of all councils, committees, and tasks forces, with the approval of the Board of Directors, and outlines their purpose and duties and monitors progress.
  - g) Supports and defends policies and programs adopted by the membership, Board of Directors, and Executive Committee.
  - h) Promotes interest and active participation in the Chapter on the part of the membership, and reports activities of the Board and Chapter to members by means of the monthly Chapter publication and public speeches.

- i) Acts as spokesperson for the Chapter to the press, the public, legislative bodies, and related organizations.
- j) Exercises general supervision over the work and activities of the Chapter Board, Council, and Executive Committee.
- k) Assumes a key role in the orientation and transition of the President-Elect to the duties of President.
- l) In conjunction with the President-Elect and the Immediate Past President and with input from the Executive Committee, the President evaluates the ED's performance annually and negotiates the employment contract with the ED. President reports outcome to the Executive Committee. The Executive Committee shall approve final compensation package and final written annual performance evaluation for ED.
- m) Performs all duties as defined in the Board of Director's position description.
- n) Writes a regular column for *Quorum*<sup>TM</sup> magazine, as determined by the President and Chapter staff annually.
- o) Attends National and Regional Conferences.
- p) Provides a report of all decisions or actions of the Executive Committee 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 Executive Committee.

3. Relationships:

- a) Responsible to the Board of Directors 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 Executive Committee on all matters pertaining to Chapter policies, programs, and finances.
- c) Supports the needs of the Executive Director and staff in implementing the programs and policies of the Chapter.
- d) Networks regularly with Chapter volunteer leaders to share ideas and further common goals.
- e) Identifies, cultivates, and recruits future leaders for the Chapter.

**B. President-Elect.**

1. Basic Function: The President-Elect serves as the second highest-ranking elected officer of the WMCCAI and as a key member of the Executive Committee. At the conclusion of the President's term of office, the President-Elect automatically succeeds to the office of President, in accordance with the Chapter Bylaws.
2. Duties, Responsibilities, and Authority:
  - a) In the absence or incapacity of the President, performs the duties and exercises the powers of the President.
  - b) Works closely with the current President to learn the duties of the Presidency in preparation to assume that office.

- c) Serves as a member of the Board of Directors, Executive Committee, and Budget Committees.
- d) Supports and defends policies and programs adopted by the membership, Board of Directors, and Executive Committee.
- e) Promotes interest and active participation in the Chapter on the part of the membership.
- f) Represents the Chapter with other associations, groups, or organizations as requested by the President or Board of Directors.
- g) Performs such other duties and assumes such responsibilities as may be assigned by the President or Board of Directors.
- h) In conjunction with the President and the Immediate Past President and with input from the Executive Committee, the President-elect evaluates the ED's performance annually and negotiates the employment contract with the ED. The Executive Committee shall approve final compensation package.
- i) Performs all duties as defined in the Board of Director's position description.
- j) Serves as Strategic Planning Committee Chair, if committee is created; provides reports to the Board of Directors discussing the implementation and progress status of the Chapter's strategic plan.
- k) Attends National and Regional Conferences.
- l) Works in conjunction with the Executive Director in formulating the goals for the Chapter Board and its committees as well as appointments of committee and council chairs prior to the beginning of their term as President.

3. Relationships:

- a) Supports the needs of the Executive Director and staff in implementing the programs and policies of the Chapter.
- b) Works closely with the President so as to fully understand the duties of that office and to ensure a smooth transition.
- c) Networks regularly with Chapter volunteer leaders to share ideas and further common goals.

**C. Vice President.**

1. Basic Function: The Vice President is a key member of the Executive Committee who assists the President in the performance of his or her duties. The Vice President is the official "keeper of the committees" and ensures the councils and committees are operating effectively within the Chapter structure.
2. Duties, Responsibilities, and Authority:
  - a) Serves as a member of the Board of Directors and Executive Committee.

- b) Serves as Chair of Committees and Council Structure to ensure the committees and council operate effectively and efficiently within the Chapter structure.
- c) In conjunction with the Executive Director and staff, conduct regular meetings, at a minimum of one meeting annually with the Chapter council chairs to review the status of their operations.
- d) Works with the Executive Director, council, and committees to annually produce the calendar and budget requests to be sent to the Budget Committee.
- e) May serve as an interim council chair if a vacancy should arise.
- f) Attends all meetings of the members of the Chapter, Board of Directors, and Executive Committee.
- g) Supports and defends policies and programs adopted by the membership, Board of Directors, and Executive Committee.
- h) Promotes interest and active participation in the Chapter on the part of the membership.
- i) Represents the Chapter with other associations, groups, or organizations as requested by the President or Board of Directors.
- j) Performs such other duties and assumes such responsibilities as may be assigned by the President or Board of Directors.
- k) Performs all duties as defined in the Board of Director's position description.

3. Relationships:

- a) Supports the needs of the Executive Director and staff in implementing the programs and policies of the Chapter.
- b) Supports the council chairs to ensure all committee goals are met.
- c) Networks regularly with Chapter volunteer leaders to share ideas and further common goals.
- d) Identifies, cultivates, and recruits future leaders for the Chapter.

**D. Treasurer.**

1. Basic Function: The Treasurer is a key member of the Executive Committee who assists the President in the performance of his or her duties. The Treasurer is the official "keeper of the funds" and ensures the integrity of the fiscal affairs of the Chapter.
2. Duties, Responsibilities, and Authority
  - a) Serves as a member of the Board of Directors and Executive Committee.
  - b) Serves as Chair of the Budget Committee, and in conjunction with that committee and the Executive Director, ensures that the Chapter maintains accurate financial records.
  - c) In conjunction with the Budget Committee and the Executive Director, reviews Chapter expenditures and financial status on a regular basis to ensure overall fiscal integrity.

- d) Presents regular financial reports to the Executive Committee and Board of Directors and presents an annual financial report to the membership.
- e) Works with the Executive Director to annually produce the Chapter budget for presentation to the Executive Committee and Board of Directors.
- f) Submits the financial accounts of the Chapter for an annual independent audit.
- g) Attends all meetings of the members of the Chapter, Board of Directors, and Executive Committee.
- h) Supports and defends policies and programs adopted by the membership, Board of Directors, and Executive Committee.
- i) Promotes interest and active participation in the Chapter on the part of the membership.
- j) Represents the Chapter with other associations, groups, or organizations as requested by the President or Board of Directors.
- k) Performs such other duties and assumes such responsibilities as may be assigned by the President or Board of Directors.
- l) Performs all duties as defined in the Board of Director's position description.

3. Relationships:

- a) Supports the needs of the Executive Director and staff in implementing the programs and policies of the Chapter.
- 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.**

- 1. Basic Function: The Secretary is a key member of the Executive Committee who assists the President in the performance of his or her duties. The Secretary is the official "keeper of the records."
- 2. Duties, Responsibilities, and Authority:
  - a) Serves as a member of the Board of Directors, the Executive Committee, and chairs the Bylaws Committee, if any.
  - b) Attends all meetings of the members of the Chapter, Board of Directors, and Executive Committee and ensures that attendance, votes, and the proceedings of the meetings are recorded and maintained in the permanent records of the Chapter.
  - c) Ensures that copies of the minutes of the Board meetings and Executive Committee meetings are approved by those bodies and provided to the officers and directors as appropriate.
  - d) Serves as Chair of the Bylaws Committee, if any, and in conjunction with that committee and Executive Director, ensures that the Chapter maintains accurate Bylaws, Policies, and Resolutions.

- e) As Chair of the Bylaws Committee, make recommendations on policy and/or Bylaw amendments.
- f) Responsible for production of the Chapter's documentation on Strategic Planning and Annual Planning with the cooperation of the Executive Director and President-Elect, and presents said documents to the Board for approval and implementation.
- g) Supports and defends policies and programs adopted by the membership, Board of Directors, and Executive Committee.
- h) Promotes interest and active participation in the Chapter on the part of the membership.
- i) Represents the Chapter with other association groups, or organizations as requested by the President or Board of Directors.
- j) Performs such other duties and assumes such responsibilities as may be assigned by the President or Board of Directors.
- k) Performs all duties as defined in the Board of Director's position description.

3. Relationships:

- a) Supports the needs of the Executive Director and staff in implementing the programs and policies of the Chapter.
- b) Networks regularly with other local and special purpose associations or volunteer leaders to share ideas and further common goals.
- c) Identifies, cultivates, and recruits future leaders for the Chapter.

**F. Immediate Past President.**

1. Basic Function: The Immediate Past President serves as a non-voting officer of the Executive Committee and provides advice and counsel to the Board of Directors. 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 of Directors.

2. Duties, Responsibilities, and Authority:

- a) Serves as a non-voting member of the Executive Committee and participates in the evaluation of the Executive Director with the President and President-elect.
- b) Serves as Chair of the Nominating Committee, and oversees the nominating process to the Board of Directors and officer positions.
- c) Hosts any Past Presidents' events held during his year as Immediate Past President.
- d) Supports and defends policies and programs adopted by the membership, Board of Directors, and Executive Committee.
- e) Promotes interest and active participation in the Chapter on the part of the membership.
- f) Represents the Chapter with other associations, groups, or organizations as requested by the President or Board of Directors.

- g) Performs all duties as defined in the Board of Director's position description.
  - h) Performs such other duties and assumes such responsibilities as may be assigned by the President or Board of Directors.
3. Relationships:
- a) Supports the needs of the Executive Director and staff in implementing the programs and policies of the Chapter.
  - b) Works closely with the President so as to ensure a smooth transition.
  - c) Networks regularly with Chapter volunteer leaders to share ideas and further common goals.
  - d) Identifies, cultivates, and recruits future leaders for the Chapter.
  - e) Remains an active participating member of the Chapter following his or her term of office.

**G. Director.**

1. Basic Function: The Director 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.
2. Duties, Responsibilities, and Authority:
  - a) Attends all meetings of the Board of Directors and works diligently to achieve consensus on all issues.
  - b) Develops a vision, mission, and goals for the Chapter and works to help achieve them.
  - c) 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.
  - d) Reviews all proposed policies and programs designed to further the goals and objectives of the Chapter.
  - e) Supports and defends policies and programs adopted by the membership, Board of Directors, and Executive Committee.
  - f) Promotes interest and active participation in the Chapter on the part of the membership.
  - g) Identifies and recruits new members into the Chapter.
  - h) Identifies to the rest of the Board and the Executive Director, revenue-generating opportunities.
  - i) Identifies industry trends and issues and suggests vehicles to communicate these issues to the Board, committees, and membership.
  - j) Performs such other duties and assumes such responsibilities as may be assigned by the President.
3. Relationships:



- a) Responsible to the membership for seeing that the programs and policies of the Chapter reflect the needs and aspirations of the membership.
- b) Supports the needs of the Executive Director and staff in implementing the programs and policies of the Chapter.
- c) Identifies, cultivates, and recruits future leaders for the Chapter.

**V. Council Structure**

**A. Council Structure.**

- 1. The council exists to provide communication between and among the Board of Directors, committees within each council and among council chairs.
- 2. In accordance with Article VIII, Section 2 of the Bylaws, the Chapter Board of Directors 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 council organizational structure and committee descriptions are attached to this policy as Exhibit 1. The Board may modify the council structure from time to time by amending this policy.
- 3. The Chapter Vice President serves as Chair of the Council.

**B. Council and Committee Chairs.**

- 1. The council and committee chairs serve at the pleasure and under the direction of the Chapter Board of Directors. The council and committee chairs that will serve during the President-elect's term as President are appointed by the President-elect and approved by majority vote of the Board of Directors. In the absence of a council or committee chair, the President may appoint a board liaison.
- 2. Council and committee chairs must be members of the Chapter and must have actively served on a Chapter committee or task force for a period of at least one (1) year.
- 3. A council or committee chair may resign or may be removed by a majority vote of the Board of Directors.
- 4. Council chairs cannot be a current committee chair or current member of the Board of Directors. Council chairs may fill a committee chair vacancy, if needed, until a new appointment is confirmed by the Chapter President.
- 5. Committee chairs cannot be a current council chair or current member of the Board of Directors.

**C. Guidelines for Council and Committee Chairs.**

1. Basic Function: Chapter committees, committee chairs, and council chairs serve at the pleasure and under the direction of the Board of Directors. The Chapter President-elect 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 of Directors annually.

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 Board of Directors annually. Task forces shall adhere to the terms of reference approved by the Board of Directors.

2. Term/Structure: One year, January 1 – December 31

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.

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. 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 of Directors 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.

Committee members may be removed by resignation and acceptance by the committee or may be removed by a majority vote of the Board. A member who is absent from three (3) consecutive meetings shall be deemed to be an ex officio member and will no longer vote on any committee matters, receive material, or appear in publications as a member of the committee.

3. Duties and Responsibilities:
  - a) Committees will report their progress and status of their goals and objectives to the Board of Directors monthly by providing minutes of their meetings and updates through their council chair or Board Liaison. "Council Reports" will be a specific agenda item on the Board's monthly agenda.
  - b) Meeting notices will be sent through the Chapter office. 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 at least ten (10) days prior to the meeting.

- c) Each council chair shall meet with the chairs of the committees in that council at least once each quarter with the Chapter's Executive Director. The Vice President shall convene a meeting of all council chairs at least once annually.
- d) Responsible for providing calendar and budget requests for Chapter's annual budget to the Chapter Treasurer by no later than July 30<sup>th</sup> each year or as indicated by the Chapter staff.
- e) Responsible for overseeing the budget for a specific committee and providing support to meet the budgetary goals (where applicable).
- f) The committee chair is responsible for tracking volunteer activity through the volunteer point tally report, as outlined in Section XXIX.

4. 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.

**VI. Interest Group Composition**

CAI 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.

**VII. Board and Chapter Executive Director Responsibilities**

<b>Activity</b>	<b>Board</b>	<b>Executive Committee</b>	<b>Executive Director</b>
Strategic Plan Implementation	Establishes and reviews as suggested by President-Elect; tasked to President-Elect for monitoring with input from President and Executive Director	None	Ensures review is placed on Board meeting agenda under "Old Business" when requested by President-Elect
Long Term Goals	Establishes	None	Recommends & executes
Short Term Goals	Establishes	None	Recommends & executes
Daily Operations	None	None	Makes management decisions

<b>Activity</b>	<b>Board</b>	<b>Executive Committee</b>	<b>Executive Director</b>
Budget	Approves	Treasurer Chairs Budget Committee	Drafts
Capital Purchases (over \$2,500)	Approves	Approves up to \$5,000	Requests
Unbudgeted expenditures over \$2,500	Approves	Approves up to \$5,000	Requests
Unbudgeted expenditures under \$2,500	May review if time permits	May review if time permits	Makes prudently & reports in following ED report to the Board
Contracts (real property interest/lease)	Approves	None	Recommends
Contracts (services provided exceeding 3 months)	Approves	Approves up to \$5,000	Recommends
Contracts (budgeted items that exceed budgeted cost by more than 20% or \$2,500, whichever is lower)	Approves	Approves up to \$5,000	Recommends and executes
Contracts (unbudgeted items over \$2,500)	Approves	Approves up to \$5,000	Recommends and executes
Contracts (all other)	May review	Reviews, if \$10,000 or more	Executes
Decision on lease, building, expansion	Approves	Reviews	Recommends
Credit/Collection	Adopts policy	Reviews A/R	Proposes & implements
Review of Individual Cases	Defers to Executive Committee	Authorizes Action	Proposes & implements
Annual Write off	Adopts policy	Approves	Proposes & implements
Hiring Staff	Authorizes overall staff budget	N/A	Selects & hires
Staff assignments	No role	N/A	Makes management decisions
Terminating	Is notified	Reviews	Consults with Executive Committee and implements
Personnel policies	Adopts	N/A	Recommends & implements
ED Evaluation	Defers to Executive Committee	Conducts per policies	Provides needed information and attends evaluation
ED Compensation	Defers to Executive Committee	Adopts	Receives

<b>Activity</b>	<b>Board</b>	<b>Executive Committee</b>	<b>Executive Director</b>
Staff evaluation	None	None	Conducts evaluation
Staff compensation	Establishes overall labor budget	None	Recommends budget and sets salaries within budget
Major Annual Sponsorship Packages	Approves	N/A	Recommends and Implements

## **VIII. Board Meetings**

**A. Frequency.** Meetings of the Chapter Board of Directors will be held as often as necessary to conduct the business of the Chapter. If there is no business before the Board or requiring Board action, 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 agreed upon by the Board. 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. Attendance.** Members are required to attend all meetings as provided in the Bylaws Article VI, Section 10.

**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 Executive Director 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. Board meeting packages will be delivered at least five (5) days in advance of the meeting.

**E. Council Chair Reports.** Each council chair and Board Liaison is responsible for submitting a written report to the Vice President and the Executive Director ten (10) days prior to the Board meeting. Council chairs are encouraged to attend all Board meetings to make a brief update to their report. Action items will be listed on the agenda under new business.

**F. Committee Reports.** Each council chair and 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. If time permits, the report should be submitted to the Executive Director no later than ten (10) days prior to the Board meeting. Committee chairs are invited to attend Board meetings. If Board action is needed on a committee request, the issue will be discussed under new business.

**G. Executive Director's Report.** The Executive Director 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. Web site updates;
7. Legislative updates;
8. Committee/council issues;
9. Significant contract activity, including all contracts subject to Board or Executive Committee 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 (executive committee only); and
13. Any other significant areas of concern.

**H. President Report.** The President is responsible for submitting a verbal report to the Board (or written if he or she anticipates missing the meeting) at each meeting on the following issues at a minimum:

1. Executive Committee decisions
2. Status of Ad-Hoc Committees

**I. President-Elect Report.** The President-Elect is responsible for submitting a verbal report to the Board (or written if he or she anticipates missing the meeting) at every other meeting, discussing the implementation and progress status of the Chapter's strategic plan. The President-Elect shall be responsible for coordinating with the respective councils, committees, and Chapter staff to whom implementation of the strategic plan has been delegated. If Board action is needed on a request, the issue will be discussed under new business.

## **IX. Board/Council/Committee Chair Travel and Expense Reimbursement**

**A. National Conferences.** The Executive Director and the President-Elect (or the Executive Committee's designees) are required to attend the CAI National Conference. The Chapter shall pay for registration and reasonable transportation and hotel accommodations for the Executive Director and President-Elect (or the Executive Committee's designees if the Executive Director or President-Elect is unable to attend). 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 Executive Director shall attend CAI's Law Seminar as a Chapter representative. 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.

**D. 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, committee chairs, and staff to attend.

**E. Chapter Functions.** Board members, council chairs, and committee chairs are encouraged to attend as many Chapter programs and functions as possible. When possible, leadership discount rates will be offered for Chapter events. Event chairs shall be eligible for the leadership rate for the event that they chair.

**F. Volunteer Expenses.** Chapter volunteer leaders may not incur expenses payable by the Chapter, other than those that have been specifically budgeted and pre-approved, unless special provision has been made in advance with the Executive Director.

**G. 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.

## **X. Chapter Office Procedures**

**A. Contracts.** Contracts for routine services and budgeted events may be signed by the ED. Contracts for services that are of an ongoing nature (in excess of three (3) months), such as lease agreements and long-term service contracts must be signed by an authorized officer of the Board of Directors after approval by the Board of Directors or the Executive Committee (up to \$5,000). In addition, contracts for budgeted items or services that exceed the budgeted amount by twenty percent (20%) or \$2,500, whichever is lower, and contracts for unbudgeted items or services that exceed \$2,500 must be approved by the Board of Directors or the Executive Committee (up to \$5,000) prior to execution by the ED. Contracts for \$10,000 or more shall be reviewed by the Executive Committee prior to execution.

**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 \$6,000. All other checks written over \$6,000 must have a second signature. Any member of the Executive Committee may from time to time be required to cosign checks at the Chapter Office as requested. For purchases over \$2,500 that are not specifically budgeted, such as equipment purchases, the ED must receive approval from the Executive Committee (up to \$5,000) or the Board of Directors, if time permits. For unbudgeted or unplanned expenses less than \$2,500 the ED may authorize these purchases if time does not allow for Board approval, but the ED shall report the details of any such transaction at the next regularly scheduled Board meeting. The Board Treasurer will review the check register and all paid bills on a monthly basis.

## **XI. Record Retention Policy**

**A.** Under the general supervision of the Board, chapter staff shall maintain a filing system appropriate for the daily use and long-term retention of Chapter's documents and records.

**B** Because of the limited storage available at the Chapter office, it is impossible for the staff to maintain copies of all of the records detailed in this policy on-site in paper format. Instead, as determined by the Executive Committee, any portion or all of the documents detailed in this policy may be stored in digital format on-site provided that: a) the documents

shall be retained for the time periods detailed below; and b) one additional copy of all digitally stored data is stored off-site, determined by the Executive Committee.

C. To the extent that e-mail correspondence relates to any of the categories of documents referenced below, it shall be printed or digitally stored and retained for the time periods detailed below.

D. Except as hereafter expressly determined by the Board of Directors, the books and records of the Association shall consist exclusively of the documents enumerated below.

1. The Board must permanently retain the following records:
  - a) Charter Bylaws and all amendments thereto
  - b) Policy and Administrative Resolutions
  - c) Deeds, leases, and other property records
  - d) Federal and State income tax returns and worksheets
  - e) Personal property tax returns
  - f) State and federal unemployment taxes (if any)
  - g) Audit reports
  - h) Minutes of all Board and membership meetings
  - i) Financial records evidencing disbursements for \$6,000 or more plus all rent payments
  - j) Contracts, mortgages, notes, and leases (still in effect)
  - k) Depreciation Schedules
  - l) Year End Financial Statements
  - m) Insurance records, current accident reports, claims, policies, etc.)
  - n) Patents, Trademarks registrations, copyrights, and related papers
  - o) Payroll records and summaries
  - p) Retirement and pension records
  - q) Legal correspondence or records
  
2. The Board shall retain the following records for at least seven (7) years:
  - a) Bank reconciliations and statements
  - b) Deposit tickets
  - c) Canceled checks
  - d) General ledgers
  - e) Cash receipts and cash disbursements journals
  - f) Monthly financial statements
  - g) Payroll records and timesheets
  - h) Employee files (terminated employees)
  - i) Budgets
  - j) Invoices and proposals (to customers and from vendors)
  - k) Withholding tax statements
  - l) Contracts, mortgages, notes, and leases (expired)
  - m) Inventories of supplies, materials
  
3. The Board shall retain following records for at least three (3) years:



- a) Employment Applications
- b) Insurance policies (expired)

4. The Board shall retain the following records for at least two (2) years

- a) Correspondence between the Chapter and the general public.
- b) Correspondence between the Chapter, members, or vendors.

## **XII. Staff Compensation and Benefits**

The Chapter will provide compensation to all employees, and benefits to all full time staff members. A full time employee is defined as any employee who regularly works 37.5 hours or more per week. The American Society of Association Executives (ASAE) guidelines for similar sized associations will be consulted when reviewing the benefit program. The ED shall procure a benefits package designed to enhance the attraction and retention of qualified employees with the resources allocated in the Chapter's budget. All salaries and benefits are to be planned for in the annual budget. Benefits may vary, as allowed by law.

**A. Staff Salaries.** The ED shall have sole responsibility for the supervision of the staff and the determination of staff salaries, bonuses, and benefits subject to the employee manual. Projected amounts will be budgeted and approved by the Board of Directors through the annual budget process. If the ED wants to vary from any budgeted salary amount in excess of \$2,500, the Executive Committee must approve the recommendation. The Board will not negotiate directly with any employee regarding salary or benefits.

## **XIII. 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 otherwise indicated as stated below.

**C.** The due date for event fees is the date of the event. The due date for advertising fees is forty-five (45) days in advance of publication.

**D.** If the invoice remains unpaid for a period of thirty (30) days after the due date, a reminder invoice shall be mailed. The invoice shall state if the invoice is not paid prior to 45 days following the issuance of the original invoice, a late charge will be assessed. 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 sixty (60) days after the due date, a firm letter, 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.

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 Executive Committee. All accounts unpaid after sixty (60) days of the due date shall be considered a delinquent account and shall be included in the report to the Executive Committee. Any member who is sixty 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 by the Executive Committee until payment in full is received by the Chapter.

G. The Executive Committee shall provide a report to the Board of any decision made by the Executive Committee regarding collection efforts.

H. The Executive Committee will vote on referring delinquent accounts to an attorney or a collection agency for further collection action.

I. Based on recommendations from the Executive Director and Executive Committee the Board of Directors has the discretion to vote on any write-offs. The Board may delegate by resolution to the Executive Committee, the ability to write off or negotiate for delinquent accounts over one hundred and eighty (180) days past due.

#### **XIV. Investment Policy**

A. The Executive Committee of the Board shall be responsible for investing the cash resources of WMCCAI 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 WMCCAI 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 a quarterly basis, the ED and the Treasurer will review with the Executive Committee 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 WMCCAI.

D. On a quarterly basis, the Treasurer, as part of the regular report to the Board of Directors, 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.

## **XV. Operating and Program Reserve Policy**

A. The Chapter, through its staff, any current or appointed committee, including the Budget Committee 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.

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.

The funds in the reserve accounts will be invested in accordance with the investment policy of the Chapter.

## **XVI. Replacement Reserve Policy**

A. The Chapter, through its staff and Budget Committee will annually prepare and/or update an inventory of the physical assets of the Chapter.

1. 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 and a determination will be made by the committee as to which of the items will be incorporated in the annual operating budget of the Chapter and as to the items that will be maintained as replacement reserve items. It is anticipated that the components of the Replacement Reserve Schedule will remain relatively static from year to year.
2. 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.
3. 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 of Directors. The Board of Directors 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 of Directors will determine whether or not they will need or need to repay the loan.

4. The funds maintained in the Replacement Reserve will be invested in accordance with the Chapter's Investment Policy.
5. The Board of Directors will determine at the adoption of the annual budget whether the Replacement Reserve Fund will be funded monthly or annually.
6. 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.

## **XVII. 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 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. All advertisements and/or other materials distributed in connection with such efforts and/or activities shall be required to include a disclaimer in a form, which has been approved by the Board.
4. If the Chapter President 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 President shall appoint appropriate representatives from the Board to investigate the alleged circumstances and report same to the Board, with recommendation(s) for appropriate action at its next regular meeting. Persons appointed for this purpose may not serve from the same category of membership as the member(s) suffering the alleged harm.
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*<sup>TM</sup> 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 Article XXXII. 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 Chapter 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 WMCCAI 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 for Chapter Speakers and Members, as may be updated from time to time.
12. Contracts and/or any other agreements entered into between the Chapter and another party in conjunction with the Chapter's Revenue/Benefits Development described herein may be signed by the ED on behalf of the Chapter, following approval by the Board.
13. Contracts and/or any other agreement 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 inclusion of the following language, as may be updated from time to time, in any agreement with the Chapter:

Acceptance of {advertising; linkage, etc.} by the above named {advertiser; individual; vendor; organization} in no way constitutes approval or endorsement of {products or services advertised; the organization}; and is subject to the approval of the Washington Metropolitan Chapter of the Community Associations Institute ("WMCCAI"), and to agreement by the {advertiser; individual; vendor; organization} to hold harmless, defend,

indemnify and protect the WMCCAI from loss or expense on claims or suits based upon the contents of such {advertisements; linked sites}. This includes, but is not limited to, suits for libel, plagiarism; trademark, service mark, and copyright infringement, unauthorized use of a person's name and/or photograph, or other forms of unfair competition. The WMCCAI reserves to the right to revise any and all copy which it may deem objectionable.

14. Limited use of Chapter office for a fee, consistent with the provisions of this policy, may be made for individual business/members' activities, at the review and discretion of the ED.

**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.
2. 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 Board shall then have thirty (30) days in which to make a determination as to whether or not it wishes to proceed with the project. Failure of the Board to act within this time frame, unless the time frame has been extended by affirmative action by the Board, will result in an automatic rejection of the project or proposal.
3. All agreements, contracts, and the like, entered into by the Chapter in

connection with this Revenue/Benefits Policy shall be governed by and construed in accordance with the laws of the Commonwealth of Virginia.

## **XVIII. PRIORITIZED MARKETING COURTESY PROGRAM POLICY**

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

### **A. Premium Advertising.**

1. Premium Placement in On-Line Membership Directory
2. Front and Back Cover of *Quorum*™

Current premium advertisers are given a specific time frame, to be established by the Chapter Staff, (but not less than fifteen (15) days) to submit a written request for the premium advertising along with full payment. After the established deadline, any premium advertising remaining would then be open to the Chapter Partners (for a limited time period as detailed in subsection D below) before any premium advertising is made available to the entire Chapter membership using the following system:

Using a lottery system, the Chapter Staff would send out notification of the time period to apply for the premium advertising (not less than 15 days). All applications received by the deadline would be eligible for the lottery. All applications must be submitted with a deposit as determined by the Executive Director.

All Premium Advertising copy must be submitted by the deadline established by Chapter Staff. Failure to produce advertising copy within the allotted time frame may be cause for forfeiture of premium advertising space.

Payment for premium advertising must be made in accordance with the above requirements and before 45 days prior to publication. Failure to submit payment will be cause for forfeiture of premium advertising space for that publication.

### **B. Advertising.**

All other advertising will be marketed through the Marketing Opportunities brochure and Chapter staff.

- Written request for advertising opportunities must be received by deadlines established by Chapter Staff.
- 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.
- All advertising must be paid before 45 days prior to publication or as negotiated by the Executive Director.

### **C. EXPO Booth Space.**

- At the conclusion of the annual Conference and Expo, all current Benefactors shall be given a specific time frame, to be established by Chapter Staff, (but

not less than fifteen (15) days) to submit written request for the booth space of their choosing for the following year. A deposit, due upon receipt of the request, shall be made by the Benefactor to confirm the request. The deposit will be determined annually by the Executive Director.

- After the deadline, all remaining booth space will be opened to the current year's expo exhibitors on a first come, first serve basis.
- Payment for booth space must be made in full at least thirty (30) days prior the expo or as determined by the Executive Director. 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 Executive Director 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 for Chapter Partners may be made on a quarterly or monthly basis, if requested.

### **XIX. 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.

## **XX. Chapter Partners and Sponsorships**

### **A. Chapter Partners.**

**Benefactors.** “Benefactor” status is conferred by the annual commitment, and contribution of at least \$10,000 to the Chapter by a member. In recognition of the member’s contribution, the Board of Directors shall annually determine the benefits that the Chapter will provide to any Benefactor; however, at a minimum any Benefactor shall receive the following:

1. Recognition at all Chapter events (verbal recognition and signage with company logo)
2. Recognition in all Chapter marketing materials with company logo
3. Monthly listing in *Quorum*™ (prominent placement and with company logo)
4. Partner recognition name tags (four per company) to wear at all events
5. Annual profile in *Quorum*™ including company logo
6. Listing on Web site homepage and on all program/event pages on the Chapter Web site with company logo and hyperlink to company Web site
7. Designation as sponsor in the annual Membership Directory including company profile
8. List of program attendees after all events (upon request)
9. \$1,600 in Partner Dollars for the purchase of any Chapter sponsorship, advertising, or event registration
10. ½ page Conference & Expo Directory advertisement
11. At the conclusion of the annual Conference & Expo, current Benefactors shall be able to select the booth location of their choice for a limited period of time.
12. Major event sponsorship valued at least \$400, or such greater amounts approved of by the Board of Directors.
13. First opportunity to secure additional event sponsorships and premium advertising (limited time to act)
14. Opportunity to place marketing materials at select Chapter events (at Chapter’s discretion)
15. Speaking opportunities at select Chapter events (at Chapter’s discretion)
16. Communication line or Web based tool dedicated to Chapter partners
17. \$300 Legislative Action Committee (LAC) donation (\$100 each to District of Columbia, Maryland and Virginia, unless otherwise specified)
18. Occasional special “partner” discounts

**Patrons.** “Patron” status is conferred by the annual commitment, and contribution of at least \$5,000 to the Chapter by a member. In recognition of the member’s contribution, the Board of Directors shall annually determine the benefits that the Chapter will provide to any Patron; however, at a minimum any Patron shall receive the following:

1. Recognition at all Chapter events (signage with company name)
2. Recognition in all Chapter marketing materials with company name
3. Partner recognition name tags (four per company) to wear at all events

4. Listing on all program/event pages on the Chapter Web site with company name
5. List of program attendees after “major” events (upon request)
6. \$800 in Partner Dollars for the purchase of any Chapter sponsorship, advertising, or event registration
7. 1/4 page annual Membership Directory advertisement
8. Major event sponsorship valued at least \$400, or such greater amounts approved of by the Board of Directors
9. First opportunity to secure additional event sponsorships and premium advertising, following Chapter Benefactors (limited time to act)
10. Communication line or Web based tool dedicated to Chapter partners
11. Occasional special “partner” discounts

**Supporters.** “Supporter” status is conferred by the annual commitment, and contribution of at least \$2,500 to the Chapter by a member. In recognition of the member’s contribution, the Board of Directors shall annually determine the benefits that the Chapter will provide to any Supporter; however, at a minimum any Supporter shall receive the following:

1. Recognition at all Chapter events (signage with company name)
2. Recognition in all Chapter marketing materials with company name
3. Partner recognition name tags (two per company) to wear at all events
4. \$400 Partner Dollars for the purchase of any Chapter sponsorship, advertising, or event registration
5. Major event sponsorship valued at least \$400, or such greater amounts approved of by the Board of Directors.
6. Listing on all program/event pages on the Chapter Web site with company name
7. First opportunity to secure additional event sponsorships and premium advertising, following Chapter Benefactors and Patrons (limited time to act)
8. Occasional special “partner” discounts

**B. Event Sponsorships.** The following policy shall be applied by event planning committees:

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.
3. All event sponsors shall get verbal recognition at the event and written recognition in *Quorum*<sup>TM</sup>. Other benefits will vary depending on the event and should be determined by the event planning committee.

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-CAI member sponsor shall pay twenty-five percent (25%) more than the sponsor cost to a CAI member.

## **XXI. QUORUM AUTHOR AND ARTICLE SELECTION POLICY**

**A. Purpose.** Establish guidelines that will encourage, develop, and select the most knowledgeable, motivated, and effective authors for *Quorum*™ magazine.

The purpose of *Quorum*™ is to provide WMCCAI membership 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.**

The Board of Directors shall:

1. Not endorse or approve statements of fact or opinion made within *Quorum*™ nor assume responsibility for those statements.
2. Arbitrate any disputes that may arise within the committee as to any article selections.

The *Quorum*™ Editorial Committee shall:

1. Conduct ongoing evaluation of the local community association industry trends and knowledge needs to identify and recommend articles to meet those needs.
2. Develop a theme, general content, and production schedule for each issue.
3. Encourage the participation of all readers in the magazine.
4. Solicit original contributions from individuals both within and outside the community association industry.
5. Shall work with staff to execute the editorial process as follows:
  - a) 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.
- b) Chapter staff shall send an acknowledgement of receipt to authors of all articles/letters.
- c) 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.
- d) 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.
- e) Once an article has been accepted for publication and copy-edited, the article shall be sent to the author(s) for final approval.
- f) Other than reviewers' copies, articles will not be released for distribution prior to publication.
- g) Each author shall receive one complimentary copy of the issue in which the article appears. Reprint information is sent with these copies.

## **XXII. VOLUNTEER SPEAKER SELECTION POLICY**

**A. Purpose.** Establish guidelines that will encourage, develop, and select the most knowledgeable, motivated, and effective volunteer speakers for WMCCAI programs.

### **B. Responsibilities**

The Board of Directors shall:

1. Review and approve proposed programs recommended by the Education Committee during the budget process.
2. Arbitrate any disputes that may arise within the committee as to any presentations/speaker selections.

The Education Committee shall:

1. Annually evaluate the local community association industry trends and

knowledge needs to identify and recommend educational programs to meet those needs.

2. Develop a theme, general content, venue, and schedule for each recommended program.
3. Call for presentations from industry and CAI 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.
4. Evaluate proposed speaker qualifications and select individuals for volunteer speaking assignments.

The following minimum criteria shall be met by all individuals granted Chapter volunteer speaking assignment(s):

- Three years' active experience in their field related to the community association industry and/or the course subject matter.
- Evidence of previous public speaking experience and/or training evidenced as follows:
  - Individuals who have not previously been engaged as a Chapter volunteer speaker shall provide a list of at least three previous public speaking/training experiences.
  - Individuals who have previously been engaged as a Chapter volunteer speaker shall demonstrate an average rating of 3.8 or better, on a scale of 1.0 (poor) - 5.0 (excellent), for those previous WMCCAI assignments (based upon the records of the Chapter).
- Have not been officially sanctioned or otherwise censured by CAI relative to a CAI designation held by the member.
- Have not been convicted of a crime of a fiduciary nature of any degree.

Signed agreement to adhere to all applicable Policies and Procedures. 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

6. Select program moderators, introducers, scripted roles, and other supporting speakers. Preference shall be given first to CAI members; and second based on experience, knowledge, and reputation.

7. 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.** WMCCAI programs are intended to educate program attendees.

1. 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.
2. 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 Executive Committee 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 Education Committee to review and approve. The Education Committee in conjunction with 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 WMCCAI 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. 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](mailto:john@smithco.com)***

3. WMCCAI reserves the right to prohibit the distribution of any handout, which has not been reviewed and approved by WMCCAI, 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 WMCCAI Educational Materials.**

1. All persons who develop and/or submit materials for inclusion in WMCCAI 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. WMCCAI 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 WMCCAI programs has made a reasonable effort to identify the appropriate person(s) from whom written permission has been obtained.

**XXIII. Standards of Conduct for Chapter Members**

**A.           Scheduling Chapter Council/Committee Meetings/Programs/Activities.**

Scheduling of any chapter programs or activities must be approved with WMCCAI prior to the proposed date. The Chapter office must receive prior notice of the time and place of all council/committee meetings. The ED has the right to require a meeting, program, or other activity be rescheduled should WMCCAI not receive notification of the proposed date in a timely manner.

**B.           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 WMCCAI, or
2. Represents that the member is speaking on behalf of WMCCAI.

**C. Use of WMCCAI Letterhead.**

1. Use of WMCCAI letterhead is prohibited without the prior approval of WMCCAI.
2. Correspondence or memoranda to the general membership, media, or public concerning WMCCAI business must be typed on WMCCAI letterhead, subject to paragraphs B1 and B2, above, and not on preparer's letterhead. If there is any question as to whether WMCCAI letterhead should be used, contact the Executive Director at WMCCAI for clarification.

**D. Distribution of Business Cards at WMCCAI Programs.** Since WMCCAI programs are intended to be educational and non-commercial, business cards shall only be distributed at a WMCCAI program upon request of an attendee.

**E. 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 Executive Director.

**F. Violations.** Violations of the foregoing standards shall be brought to the attention of the Executive Director and may be brought before the Executive Committee.

**XXIV. 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 XXIV (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:

Reprinted with permission from the Washington Metropolitan Chapter Community Associations Institute. Copyright [year] WMCCAI.

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.

3. 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*<sup>TM</sup> 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:

Reprinted from *Quorum*<sup>TM</sup> magazine. Copyright [year], with permission, Washington Metropolitan Chapter Community Associations Institute. *Quorum* is a trademark of the Washington Metropolitan Chapter Community Associations Institute.

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 WMCCAI and materials published by WMCCAI on its Web site, may be granted only after receiving prior written approval from, and subject to the use of any appropriate legends as required by, the Executive Director of WMCCAI.

F. The making of any electronic recording by any means of any WMCCAI education programs without the prior written permission of the Executive Director is expressly prohibited.

G. The duplication or uses in any manner of the WMCCAI trademarks are strictly forbidden without specific prior written permission from the Executive Director of the Chapter. The WMCCAI 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 WMCCAI, 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.

I. **Violations.** Violations of the foregoing standards shall be brought to the attention of the Executive Director and may be brought before the Executive Committee or the appropriate agency.

## **XXV. Legislative Support: Issues to Consider Before Support**

The Board of Directors 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:

- the principal beneficiary of the legislation current laws or procedures affecting the issue
- effects on fundamental rights
- frequency of occurrences and future impact
- expenses to be incurred by those affected
- whether the issue is a state or local government issue and compliance expectations.

The Board may also consider former positions of CAI, the Chapter's strategic plan, and CAI's Public Policy in making a decision on support.

## **XXVI. Legislative Action Committee; Delegate Nomination Procedures**

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.

1. Call for Nominations - Annually, the Chapter Legislative Council will solicit nominations from the Legislative Action Committees that serve the Chapter, Chapter Legislative Committees, the Board of Directors, and the Legislative Council for persons qualified 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.
2. 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.
3. Statement Review/Interviews - The Legislative Council will collect and review the Statements of Interest. The Council will invite the nominees to interview with the Council, if the Council determines that necessary.
4. Recommendation - After considering all nominees in accordance with #3 above, the Legislative Council will present nominees to the Board of Directors for consideration.
5. Nomination - The Board will consider the nominated candidates presented by the Legislative Council and present nominations for LAC delegates to CAI. The Virginia Legislative Committee Chair shall be among the nominees for the Virginia LAC that are submitted to CAI by the Board. If the Maryland LAC does not include a seated Director

or Officer of the Chapter, the Maryland Legislative Committee Chair shall be among the nominees for the Maryland LAC that are submitted to CAI by the Board. The Board reserves the right to interview any or all nominees prior to presenting nominees to CAI.

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, unless the Legislative Council determines otherwise. In any case, the Legislative Council will confirm that the incumbent delegate is interested in continuing to serve on the legislative action committee as a representative of the Chapter.

## **XXVII. Contributions to Legislative Action Committee (LAC) Requests**

A. The Chapter 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.

B. Contributions to the LACs will be made once a year as determined by the Executive Director and Treasurer after review of the Chapter's financial condition.

C. Additional requests for funds will be reviewed by the Board of Directors upon written request from a Legislative Action Committee.

## **XXVIII. Community Association Award Criteria**

In keeping with the Washington Metropolitan Chapter Community Associations Institute'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 Humanitarian of the Year and Communicator of the Year. Additionally, the Washington Metropolitan Chapter may recognize associations that demonstrate a commitment to green association operations and management in the form of the Green Community Association Special Recognition Award.
2. At least forty-five (45) days prior to the application deadline:
  - a) A Call for Nominations will be distributed to all Chapter members. Only those community associations governed by at least one director or officer 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.
  - b) An article promoting the Contest(s) and the Award(s) shall be placed in *Quorum*<sup>TM</sup> magazine.

- c) A press release shall be issued announcing the Call for Nominations.
  - d) Promotion of the Contest(s) and Award(s) may be conducted as deemed appropriate.
3. Awards shall be announced at Jump Start January and presented at the Annual Conference and Expo. Community Association of the Year award winners and runner-ups (if recognized) and all other award winners and communities receiving special recognition shall receive up to two (2) free passes to Jump Start January 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. An article highlighting the Community Associations of the Year and each award winner shall be published in *Quorum*<sup>™</sup>. 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 Jump Start January.

**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+ units
Large	500 – 999 units
Medium	150 – 499 units
Small	1 – 149 units

3. A panel of at least three (3) persons, selected by the Chapter staff, in consultation with the ED, for each category shall judge the Community Association of the Year contest. Each panel member shall review all of the eligible submissions for that category, and shall use the same point scale-judging sheet for each question. Panel members 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 prior to the nomination review.

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 panel of 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 panel in consultation with the ED may decline to issue an award in any category if the panel and ED find that the nominations received to not merit any award.
6. A winner of the Washington Metropolitan Chapter CAI's Community Association of the Year Contest is not eligible to compete in the contest in the following year.

**C. Humanitarian of the Year Award Criteria.**

1. The Chapter may present one Humanitarian of the Year Award in conjunction with the Community Association of the Year Contest. The Humanitarian 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 persons who judged the Community Association of the Year Award nomination forms shall review the nominations for the Humanitarian of the Year, and select the recipient of the Humanitarian of the Year Award based upon the review and selection criteria outlined above.

**D. Association 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 association members through accurate and relevant information and receiving member feedback in accordance with guidelines and principles as set forth by CAI GAP Report 15. 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 persons 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. Green Community Association Special Recognition 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 persons who judged the Community Association of the Year Award nomination forms shall review the nominations for the Green Special Recognition, and select the applicant(s) deserving of Special Recognition for commitment to green association operations and management. Special recognition in the Green category is given at the judge's discretion and is not based on a point tally.

**XXIX. Volunteer Awards Policy**

**A. Volunteer Award Criteria.** The Washington Metropolitan Chapter Community Associations Institute has developed this Volunteer Award Criteria as a model for recognizing Chapter volunteers formally.

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 of Directors.

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.

**B. Awards Process.**

1. **Defined Period.** October 1<sup>st</sup> - September 30<sup>th</sup>.
2. **Award Presentation.** All awards will be given at the Annual Awards Dinner 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 Executive Committee will informally encourage recipients to attend the applicable event.

3. **Tally Process.** Committee chairs, in conjunction with Chapter Staff will maintain a “tally” of volunteers and their activities. This tally will be maintained monthly and compiled no later than September 30<sup>th</sup> annually. The ED will prepare a summary report with recommendations for award recipients, where possible, to the Executive Committee for review and approval no later than October 15<sup>th</sup>. 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’s Board of Directors are eligible only for the following awards:
  - a. President’s Award;
  - b. Chapter Appreciation Award;
  - c. Recruiter of the Year Award;
  - d. Educator of the Year Award; and
  - e. Public Advocate Award.
5. **Quantity of Awards.** Receiving an award makes the recipient ineligible for all other awards, except the Recruiter of The Year and Public Advocate Awards.

**C. Awards.**

1. **The President’s Award - Definition:** 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. **Volunteer of The Year - Definition:** Award presented to the 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.)*  
*Determination: Based upon point valuation system attached and nominations made by council chairs and committee chairs.*
3. **Committee Chair of The Year - Definition:** Award presented to the committee chair who has demonstrated outstanding leadership skills in promoting the interest of the Chapter through successfully chairing a Committee. *(To be awarded every year.)*  
*Determination: Based upon point valuation system attached and nominations or feedback received from active committee members and council chairs based on the criteria set forth below.*
4. **Rising Star Awards - Definition:** Awards presented to those individuals 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.)*

*Determination: Based upon point valuation system attached.*

5. **Public Advocate Award - Definition:** Award presented to the individual who has been an advocate on legislative issues on behalf of the Chapter. *(To be awarded every year to a maximum of three people, one per jurisdiction.)*  
*Determination: Awarded to the volunteer who has distinguished himself/herself in promoting and advocating community associations. Based upon nomination and recommendations by Chapter Legislative Committees. Legislative committee can nominate as many people as they feel appropriate. Awarded to up to three people each year, but no more than one person per jurisdiction.*
  
6. **Hall of Fame Award - Definition:** Award presented to Chapter members who have provided continuous, dedicated service to the Chapter for a minimum of ten (10) years. 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.)*  
*Determination: Recommendation of the Executive Committee.*
  
7. **Chapter Appreciation Award - Definition:** Awards given to individuals who have provided outstanding contributions to the Chapter in one specific area, or on a program, or an event. *(To be awarded every year; no more than four awards shall be given in any one year; Board Members eligible for the award.)*  
*Determination: Selection to be made by the Executive Committee with staff input and recommendation based upon point valuation system attached, or exceptional performance on a particular event, program or topic.*
  
8. **Recruiter of The Year - Definition:** Award presented to the individual who recruits the most institute 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. **Educator of The Year - Definition:** Award presented to the individual who excels in furthering the Institute's mission of education through course development and instruction, as well as written materials and electronic communication. *(To be awarded every year; Board Members eligible for the award.)*  
*Determination: Selection to be made by the Executive Committee with staff input and recommendations, taking into account accumulated points. The criteria for the award shall also include speaker reviews by attendees*



10. **Board Member Recognition - Definition:** Award presented to retiring or outgoing Board Members who have completed a full elected term of office.

*Determination: Secretary of the Chapter's Board of Directors.*

**D. General Point Valuation System.**

<b>Point Criteria Activity</b>	<b>Points Per Activity</b>
Active Committee Member (attended a minimum of 50% of the meetings)	1 point per meeting
Author in <i>Quorum</i> <sup>TM</sup>	750 – 1500 words 4 points 500 – 750 words 2 points
Program Speaker	4 points per program
Event/Sub Committee Chair	3 points per event/sub committee
Minute Taker	1 point per meeting
Recruiter	1 point per member recruited
Volunteer Services	
Sponsor Recruitment	1 point per sponsor recruited
New Venture Opportunities	1 point per opportunity
Media Exposure/Allied Publications	1 point per Outlet
Other	0 points (descriptions only)

**Committee Chair of The Year Point Valuation:** In addition to the general point valuation system, the Committee Chair of The Year candidates will accumulate points according to the following valuation system:

<b>Other Committee Chair Criteria</b>	<b>Points Per Activity</b>
Provides timely and complete minutes throughout the year	3 points
Achieves goals as outlined in strategic plan	Range: 5 to 10 points

**XXX. Membership Directory**

A. The Annual Membership Directory shall be published on-line or in other digital format at least once every twelve months and shall incorporate membership information that is current at least ninety (90) days prior to production.

B. An addendum directory may be published on-line or in other digital format between the yearly directories which shall include all membership information which has changed since the ninety (90) days preceding the publication of the membership directory.

### **XXXI. Membership List Rental**

The Chapter may rent the membership list as an electronic file or labels to members only. Members will be offered the option to be excluded from the list, once a year, in conjunction with the directory update cards. The fee may be adjusted annually by the Executive Director.

### **XXXII. Utilization of CAI 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 CAI members as Chapter service providers when proposals are considered and a member provides an equal or better service and value.
3. Use of any CAI members as Chapter service providers will be reported to the Board of Directors 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 Chapters will not be utilized for Chapter services and must cancel Chapter contracts prior to taking office or upon election, to the Board of Directors. 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

### **XXXIII. Internet and Social Media**

WMCCAI 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. WMCCAI's usage of the Internet and social media website(s) shall comply with WMCCAI's Bylaws and Policies and Procedures.
2. WMCCAI's official website ([www.caidc.org](http://www.caidc.org)) shall be WMCCAI's primary and predominant Internet presences.
3. WMCCAI's official website and any social media website(s), material(s) or posting(s) attributed to WMCCAI will be administered by and subject to approval of WMCCAI staff.

4. WMCCAI's 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 WMCCAI.
5. The intended purpose of WMCCAI's official website and any WMCCAI social media website(s) is to serve as a mechanism for WMCCAI to communicate with its members and members of the public.
6. The following forms of content shall not be allowed on WMCCAI's official Website and social media website(s):
  - i. Profane language or content;
  - ii. 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 or sexual orientation;
  - iii. Sexual content or links to sexual content;
  - iv. Solicitations of commerce (other than WMCCAI authorized advertising);
  - v. Promotions of products, events or services other than those sponsored by or affiliated with WMCCAI;
  - vi. Conduct or encouragement of illegal activity;
  - vii. Information that may tend to compromise the safety or security of the public or public systems;
  - viii. Content that violates a legal ownership interest of any other party;
  - ix. 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; or
  - x. Confidential information.
7. The following legal notice shall appear on all WMCCAI 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, WMCCAI's website and social media tools shall not allow users or visitors to post content unless the posting of content is authorized by the WMCCAI Board. If posting is so authorized, WMCCAI (acting through its CED or Executive Committee) reserves the right to restrict or remove any content posted on WMCCAI's official site and any WMCCAI social media website(s) that is deemed in violation of WMCCAI Policies and Procedures or any applicable law.
9. Any content removed based on these guidelines must be retained by WMCCAI staff, including the time, date and identity of the offender when available.
10. WMCCAI's applicable Policies and Procedures shall be displayed or made available by hyperlink.

## **B. Social Media Content**

1. The best, most appropriate WMCCAI usage of social media falls generally into two categories:
  - i. As a channel for disseminating time-sensitive information as quickly as possible.
  - ii. As a marketing/promotional channel, which increases WMCCAI's ability to broadcast its messages to the widest possible audience.
2. Wherever possible, content posted by WMCCAI on social media website(s) will also be available on WMCCAI's official website.
3. Wherever possible, content posted by WMCCAI on social media website(s) should contain links directing users back to WMCCAI's official website for in-depth information, forms, documents or online services.
4. As is the case for WMCCAI's official website, WMCCAI staff will be responsible for the content and upkeep of any WMCCAI social media website(s).
5. WMCCAI will approach the use of social media tools as consistently as possible.
6. All new social media tools and platforms proposed for WMCCAI use will be approved by the WMCCAI board of directors.
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.

### **C. Administration of Social Media**

1. WMCCAI staff will maintain a list of social media tools which are approved for use by WMCCAI.
2. WMCCAI staff will maintain a list of all WMCCAI social media website, including login and password information.
3. WMCCAI 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 WMCCAI operational use and guidelines will be developed by staff and adopted by WMCCAI board of directors.