

JANUARY 1, 2023

Greater Los Angeles Chapter Policies and Procedures Manual Table of Contents

	<u>Pg.</u>
1. Administrative	
a. Fiscal Policy	
i. Collection Policy.....	5
ii. Reimbursement Policy.....	7
b. Job Description	
i. Executive Director.....	10
ii. Events & Membership Services.....	13
c. Executive Director Performance Review Policy.....	15
d. Document Retention and Destruction Policy.....	16
2. General Policies	
a. Sponsor Guidelines.....	18
b. Advertising Guidelines.....	19
c. Speaker Guidelines.....	22
d. Standard of Conduct for Speakers, Members.....	25
e. Social Media Policy.....	27
f. Suitcasing Policy.....	29
g. Reservation of Rights Regarding Chapter Participation.....	29
h. Guidelines for Handling Member Concerns.....	30
i. COVID-19 Protection Policy.....	31
j. Conflict of Interest-Board Member/Volunteer Agreement.....	33
k. Whistleblower Policy.....	34
l. Policy Statement on Ethical Conduct.....	35
3. Committee Policies	
a. Committee Guidelines.....	36
i. Basic Organization and Responsibilities-all Committees.....	36
ii. Committee Chair Responsibilities.....	36
4. Committees	
a. Community Expo Committee.....	38
b. Community Outreach Committee.....	42
c. Executive Leadership Summit Committee.....	44
d. Finance Committee.....	46
e. Fundraising Committees (Golf, Casino Night, CLAC Fundraising....	47
f. Homeowner Leader Education Committee.....	50
g. Legislative Support Committee.....	53
h. Manager Education Committee.....	56
i. Mediation Services Committee.....	58
j. Membership Committee.....	60
k. Nominating Committee.....	63
l. Programs/Luncheons Committee.....	64
m. Publications Committee.....	67
i. Magazine Committees <i>FOCUS</i>	69
ii. Membership Directory Committee.....	69
iii. Website Committee.....	70
n. Social Media Committee.....	71

Fiscal Policy

BUDGETARY PROCESS

The Executive Director, in coordination with the Treasurer, shall submit a proposed Annual Budget for the following year, at the August Board meeting. It shall be sent to all Committee and Event Chairs in July for input. They shall have a thirty-day period for their input. Any proposed changes recommended by Chair persons shall be noted in the Revised Budget submitted at the August board meeting.

The Budget shall be approved by the Board no later than October 31. It shall be sent to all Committee and Event Chairpersons within fifteen days of approval.

A Cash Flow Projection for the following year shall be submitted to the board under the same guidelines as noted above.

APPROVAL OF EXPENDITURES

Non-budgeted expenditures over \$750.00 per line item must be approved by the Board of Directors. This approval is to be done in writing at a Board Meeting. In the event of an emergency, a phone poll seeking Executive Committee approval can be taken by the Executive Director. The results of the poll must be in writing and presented to the Board at the next meeting.

Any committee or individual member of the Chapter seeking organizational funds for previously non-budgeted items must seek Board approval for such expenditures by submitting a written request detailing the item(s) to be purchased, amount requested, and purpose of the expenditure. Board approval must be sought at the monthly Board meeting preceding the actual expenditure.

PAYMENT OF BILLS

All supporting invoices must be marked "approved" and initialed, with the approval date.

All payments must be made from original invoices, not copies or statements.

Invoices shall be paid in a timely manner, so the Chapter does not incur late charges. In the event Chapter cash flow requires delayed payment of any invoices, the Executive Director shall notify the Treasurer via telephone or e-mail prior to the time the payment is due.

Reimbursement vouchers (for employee/volunteer travel and other expenses) are required in order for reimbursement. The vouchers must be accompanied by receipts for all expenses, including mileage. No expenses will be paid with supporting documentation.

All documentation shall be retained on file for review by the Treasurer.

PREPARATION OF CHECKS

The Executive Director has the authority to sign checking account checks that are for an amount up to \$1000.00, and for checks of an ongoing nature (lease, payroll, public affairs, budgeted committee or event expenditures, etc.) that are for an amount not to exceed \$2500.00.

All checks exceeding \$2500.00 must be signed by either the Executive Director and one Board member, or two Board members whose signature is on file with the banking institution on which the check is drawn.

Checks must be written to the company/person that appears on the approved invoice. The date, amount of check, and the name of the payee must be listed in each check. Checks shall not be post dated and must be mailed promptly after preparation.

Under no circumstances shall a check be made out to cash, or shall a blank check be signed by the Executive Director or board members.

The amount of the check shall correspond to the amount shown on the approved invoice unless a partial payment has been approved in lieu of the requested amount.

The Executive Director is responsible for writing checks.

Voided checks shall be clearly marked "VOID" and retained in a safe place.

All blank checks will be kept in a locked cabinet and access to them will be limited to authorized individuals.

All disbursements from the Money Market account, if one exists, must be authorized and approved by a Board member.

Expenses incurred by a Committee or Event can only be approved by the chair person of that event, and submitted to the Executive Director for payment, and board approval if required.

All checks and their accompanying invoices shall be reviewed by the Treasurer monthly. The Treasurer shall confirm by signature, that the Bank Statement and the checking account(s) are reconciled monthly.

CASH RECEIPTS

The mail will be opened and checks will be posted and deposited at least weekly. Daily deposits should be made when volume justifies it.

Checks will be endorsed on the back by using the "For Deposit Only" stamp.

Checks or back up received will be photocopied and attached to the deposit slip.

All documentation shall be retained on file in the form of a remittance advice and/or a copy of the check, for review by the Treasurer.

BANK RECONCILIATION

Upon receipt of the monthly bank statement, the Executive Director shall reconcile with the Quick Books accounts and the previous statement. The Executive Director will include the reconciled bank statement in the next month's board packet. The bank balance and book balance should be in agreement before additional checks are processed.

FINANCIAL STATEMENTS

Financial statements will be prepared monthly and reviewed by the Board of Directors at the following month's board meeting.

PROPERTY & EQUIPMENT

The Executive Director shall be responsible for maintaining equipment inventories. The inventory should reflect the name of the item purchased, date of purchase and purchase price, and where applicable, the serial number and model number.

For equipment purchases over \$1000.00, the Executive Director must get at least two price quotes before choosing a particular vendor. Purchases over \$1000.00 must be authorized by the Board of Directors in accordance with the organization's approved budget.

PAYROLL

Quarterly and year-end payroll tax reports shall be completed by QuickBooks Payroll, and submitted to the Treasurer for review.

ACCOUNTS RECEIVABLE COLLECTION

All program registrations have the following clause, "Registrations made by phone are considered confirmed reservations and those registrants who did not attend will be billed at the invoice rate. All cancellations must be received 48 hours prior to the program to receive a refund."

At each event, if attendee is not pre-paid, they will be asked to pay at the door, via cash, credit card or check. If they do not pay on-site, they will be mailed a bill for attending the event. This bill serves as an invoice for the attendee. A charge of \$5.00 or ten percent of the events' on-site registration cost, whichever is greater, shall be added to the bill.

Any other invoices will be sent monthly as needed. Sponsorship confirmations will be invoiced directly from the database. Annual Sponsors will be invoiced according to the payment plan outlined in the MARKETING PLAN. Payment(s) will be due per the Policy outlined under the following COLLECTION POLICY.

Collection Policy

PURPOSE AND GOALS

As a service to Chapter members, the Chapter Executive Director will bill members for various products and services provided by the Chapter. These include, but are not limited to, luncheon meeting costs, advertisements in various publications and at selected activities, fees for sponsorships and purchase of CAI publications. The effective and prompt collection of any amounts owed to the Chapter is critical to the running of the Chapter. To assist in this endeavor the Chapter has established the following collection policy.

POLICY STATEMENT

1. Invoices are due upon receipt (unless other written arrangements have been made), and delinquent 30 days thereafter. Invoices may be paid by check, money order or credit card.
2. Forty-five (45) days after the date of the invoice, the member will receive a telephone call from the Executive Director informing the member of their delinquency and requesting payment.
3. Sixty (60) days after the date of the invoice, the member will receive a letter from the Chapter Executive Director advising the member of their delinquency, requesting payment and informing them of the consequences if payment is not made as outlined below.
4. Ninety (90) days after the date of the invoice, the member will receive a letter from the Chapter Executive Director notifying the member their membership is suspended, and that any advertising in the magazine, and/or sponsorships will cease, effective the next issue, and that any further events the member plans to attend will need to be paid at the time of registration. These restrictions will be in place until the account is brought current.
5. Any invoice one hundred-twenty (120) days delinquent will result in legal action.

For Annual Marketing Plan related Invoices:

1. All Marketing Plan invoices must be paid in full upon receipt (unless other written arrangements have been made).
2. If payment arrangements are made and a payment is not received when promised, the entire amount will become immediately due and payable and the other provisions set forth in this policy below will apply.
3. Any Marketing Plan invoice not paid in full within 60 days of the date of the invoice will not receive any discounts otherwise applicable for their sponsorship level.
4. Any Marketing Plan invoice not paid within 90 days will result in the member being suspended.
5. Any Marketing Plan invoice 120 days delinquent will result in legal action.

Note: Any member in "suspension status" will be ineligible to:

1. Speak at any CAI-GLAC function.
2. Advertise at any CAI-GLAC function.
3. Exhibit or sponsor at any CAI-GLAC event.
4. Incur any additional liability to CAI-CLAC.

Note: Any member who has been is a "suspended" status will be on a C.O.D. status for one year following the payment of the liability in full before returning to "member in good standing."

WHO DOES WHAT
CHAPTER OPERATIONAL PROCEDURES
COLLECTION POLICY

BOD

CED

1. Invoice members for various charges.				X
2. Send first delinquency letter (at 60 days after invoice).				X
3. Send second delinquency letter (at 90 days after invoice).				X
4. Send certified letter (at 120 days after invoice).				X
5. Determine additional collection action, and whether to proceed to Small Claims Court	X			
6. If small claims action taken, place on C.O.D. status for one year.	X			

Reimbursement Policy

PURPOSE AND GOALS

The Chapter wishes to provide an equitable reimbursement plan, which is in agreement with the requirements of the Internal Revenue Service.

EXECUTIVE DIRECTOR

The Chapter Executive Director is entitled to reimbursement for the following expenses while on approved Chapter business:

- Mileage for travel
- Airfare for travel outside of the area
- Parking expenses
- Meals while traveling
- Lodging while traveling overnight
- Transportation, when appropriate, such as a rental car or taxi
- Incidental expenses such as tips, business phone calls and other Chapter- related expenses

The Executive Director is expected to attend the Spring National Conference of CAI, unless otherwise directed by the Chapter Board.

The Executive Director may be required to attend regional meetings of CAI Executive Directors, and other meetings as directed by the board. At the Executive Director's discretion, attendance at other CAI Chapters' functions is allowed.

The Executive Director is expected to pick up and deliver Chapter business (such as mailings) and attend all chapter events (unless otherwise excused), board meetings and committee meetings (as time allows). The Executive Director will be reimbursed for mileage to and from any and all Chapter functions and in the line of attending to Chapter business.

Mileage

The Chapter will reimburse the Executive Director for mileage at the current IRS mileage rate. This is considered to be an accountable plan as defined by the IRS and will not be included in income of the Executive Director. A mileage log must be kept showing the date, mileage and purpose of the trip.

Airfare

While traveling outside of Southern California, the Chapter will pay for airfare at the lowest coach rate available. Whenever possible, reservations should be made at least 21 days in advance of travel to ensure the lowest rate.

Meals

The Executive Director may choose to either submit actual receipts for meals or may use the IRS-approved per diem rate for meals and incidental expenses (as contained in IRS Publication 1542, *Per Diem Rates (For Travel Within Continental United States)*). (For 2015 the standard rate was \$52 per day with increases to \$65 per day for high-cost localities.) In accordance with the IRS, either method can be used and be considered to be an accountable plan and not taxable to the Executive Director.

However, the same method must be used for all days within any single trip. Also, if the trip is less than 24 hours, the per diem must be prorated for each day. The per diem rate includes laundry, cleaning and tips for services such as baggage handling.

Lodging

The Chapter will pay for overnight lodging. The Executive Director may choose to either submit actual receipts or may use the IRS-approved rate (as discussed in the above publication). (For 2015 the lodging per diem rate was \$172 per day, increasing to \$259 per day for high-cost localities.) For actual expenses, the Chapter will pay for the standard, single room rate at the location of the event.

Transportation

The Executive Director will use good judgment in determining what transportation is most cost-effective. Actual expenses will be reimbursed for necessary taxi, limo, bus, shuttle or rental car charges.

Incidental Expenses

The Executive Director will use good judgment in incurring other incidental charges. Personal phone calls, mini-bar charges, in-room movies, laundry/cleaning services and other such items are not to be reimbursed.

OTHER CHAPTER OFFICERS/VOLUNTEERS

Other Chapter officers and volunteers are entitled to reimbursement of expenses while on approved Chapter business, as pre-determined by the Board of Directors. Those expenses, listed here, include those defined above:

- Mileage for travel
- Airfare for travel outside of the area
- Meals while traveling
- Lodging while traveling overnight
- Transportation, when appropriate, such as a rental car or taxi
- Incidental expenses such as tips, business phone calls and other Chapter related expenses
- Committee members may be reimbursed for expenses approved in the Committee's Annual Budget, or the Events approved budget, provided proper documentation accompanies the Request for Reimbursement.

The Chapter President Elect is expected to attend the Spring Conference of CAI unless otherwise directed by the Chapter Board. (Note: this is a requirement for re-certification).

If a National event is held in Southern California, which would normally be attended by many Chapter members, the Board may vote to exclude reimbursing board members or others, for attending the event.

If Chapter member attendees are making a presentation at the event, or are receiving CAI National recognition, the Board may consider reimbursing the attendee's expenses per the preceding guidelines.

APPROVAL PROCESS

It will be the responsibility of the person signing the checks to ensure that there is proper documentation for reimbursement of the above expenses. For that reason, the person incurring the expense cannot sign their own check. Any unusual or questionable reimbursements will be brought to the attention of the board for approval.

Any travel outside of the normal business of the Chapter or any meetings not noted in this procedure must be approved in advance by the Board of the Chapter. Consideration will be given as to the current financial position of the chapter, whether there is money in the budget, and the importance of the event to the Chapter.

WHO DOES WHAT
CHAPTER OPERATIONAL PROCEDURES
REIMBURSEMENT POLICY

	BOD	Chair (N/A)	Committee (N/A)	CED / Other Volunteer
1. Keep mileage log for reimbursement.				X
2. Obtain lowest airfare. Submit proof for reimbursement.				X
3. Send second delinquency letter (at 90 days after invoice).				X
4. Submit actual receipts for meals and lodging, or choose to use the IRS approved rate.				X
5. Use judgment for other approved expenses.	X			X
6. Approve unusual type of reimbursements.	X			

CAI-GLAC

Job Description – Chapter Executive Director

Basic Function

Serves as the chief staff executive, responsible to the board of directors for the effective conduct of the affairs of the association. Recommends and participates in board formulation of association mission, goals and objectives, and related policies. Within that framework, plans, organizes, coordinates, controls and directs the staff, programs and activities of the association.

Authority

Executive Director shall report directly to the Board of Directors. The President and Executive Committee shall be the conduit to respond to Executive Director questions and requests, and authorize the ED to perform the services necessary to keep the Chapter vibrant, effectively organized and financially sound.

Duties, Responsibilities and Authority

Within the limits of the association's articles of incorporation, bylaws and policies established by the board of directors, the Executive Director, shall with appropriate delegation:

1. Establish the organizational and staffing structure for the office.
2. Establish administrative policies and procedures for office functions.
3. Recruit, hire and train staff. Provide position descriptions, if needed, conduct performance appraisals, and recommend compensation levels.
4. Manage the finances of the association,
 - a. Prepare an annual budget and marketing opportunities brochure/offering (marketing plan), in conjunction with the board and committee chair inputs.
 - b. Maintain the chapter's financial records in QuickBooks, and produce the necessary financial reports monthly to keep the board current on the chapter's financial position.
 - c. Accounts Payable.
 - i. Pay all approved invoices. Obtain board approval for unusual types of expenses per this Policy Manual.
 - ii. Pay expenses online through bank portal as appropriate.
 - iii. Produce and print checks on a timely basis to avoid late payment fees.
 - iv. Obtain signature on checks per this Policy Manual and mail promptly.
 - v. Record checks in QuickBooks and allocate the expenses and income to the appropriate accounts, so event profitability can be determined.
 - d. Accounts Receivable.
 - i. Prepare and send out all invoices in a timely manner.
 - ii. Collect, deposit and record all checks to QuickBooks promptly. Allocate income to the appropriate events.
 - iii. Follow the collection policy as outlined in the Procedure Manual.
5. Ensure the legal integrity of the Chapter.
 - a. File all required documents annually with CAI to assure Chapter certification.
 - b. Provide the treasurer, or income tax preparer, all documents required to have taxes and other state or federal reports completed when required.
 - c. Keep the Directors and Officers Insurance current.
 - d. Maintain any other insurance required for the Chapter.
6. Plan and coordinate meetings of the officers, board of directors and committees of the association.
 - a. Prepare board meeting agendas and the board packet. Email to board members with meeting notice, approximately one week prior to scheduled meeting date.
 - b. Collect reports from all committee chairpersons, for inclusion in board packet.

- c. Prepare Executive Director's report to include in board packets.
 - d. Attend all board meetings, and committee meetings if at all possible.
7. Coordinate with appropriate committees to develop and maintain the required number of meetings and events, as determined in the Annual Budget and Marketing Plan.
 8. Coordinate with appropriate committees to develop and conduct education programs to advance the professional, technical and managerial skills of the membership.
 9. Coordinate with the appropriate committee(s) to develop and maintain an effective program of membership recruitment and retention.
 10. Coordinate with Social Media Committee to maintain vibrant social media presence.
 11. Coordinate with the Publications Committee and sub-committees to develop and maintain publications, websites and programs responsive to the needs of the membership.
 - a. Upload information and events to the website to keep its contents current. Work with Webmaster to design new features and updates as necessary.
 - b. Produce annual membership directory.
 - c. Collect and proof articles provided by the Publications Committee for Focus Magazine and solicit articles to fill space, if necessary.
 - d. Sell and receive ads for Focus Magazine issues to pass on to designer.
 - e. Work with designer on magazine layout, contents and final proofing. Give final approval for an issue's uploading to printer portal and approval of printer's proof and print quantity prior to actual printing.
 12. Submit applications for National Chapter Awards by required deadline.
 13. Coordinate with the appropriate committee(s) to develop and conduct annual and periodic special events consistent with the objectives of the chapter.
 14. Maintain effective internal and external public relations.
 15. Work with Chapter President to resolve any sensitive member issues.
 16. Serve as spokesperson for the association in conjunction with the elected officers.
 17. Maintain regular contact with the national association, other chapters and with the general membership.
 18. Maintain appropriate relationships with other associations, government, public service organizations and vendors to enhance the image of the association and facilitate the attainment of its objectives.

WHO DOES WHAT
CHAPTER OPERATIONAL PROCEDURES
Executive Director Responsibilities

	BOD	Chair	Committee	CED
1. Establish Committee meeting dates		X		
2. Notify Committee of dates.		X		
3. Prepare agenda for/of meeting		X		
4. Distribute report to committee/Board/CED.		X		
5. Prepare budget figures for Board.		X		
6. Develop membership campaigns:				
a. Prepare targeted campaign, ie., new members, expirations, special categories, etc.		X	X	
b. Prepare and/or compile lists.		X	X	X
c. Prepare and/or compile materials.		X	X	X
d. Prepare mailing.				X
e. Maintain data on results.		X	X	X
f. Prepare necessary follow-up reports and distribute to committee.		X	X	X
g. Report results to Board.		X		
7. General				
a. Maintain membership roster.				X
b. Maintain and prepare statistical data on membership: New members, expirations & recruitment/retention				X
8. New Members:				
a. Prepare and mail new member welcome packets.				X
b. Follow-up welcome telephone call/note.		X	X	X
9. Expirations				
a. Prepare and mail expiration letters.				X
b. Follow-up telephone call/note on expirations.		X	X	X
c. Maintain data on expirations and distribute to committee to follow-up		X	X	X
10. Prospects:				
a. Handle telephone inquiries.		X	X	X
b. Prepare and mail prospect packets.		X	X	X
c. Maintain prospect list.				X
d. Follow-up telephone calls to prospects.		X	X	X

Job Description Events & Member Services Manager

BASIC FUNCTION

To manage CAI-GLAC Chapter events and member services as directed by the Chapter Executive Director and to adhere to CAI-GLAC Policies and Procedures.

AUTHORITY

Events & Member Services Manager shall report directly to the Chapter Executive Director.

DUTIES AND RESPONSIBILITIES

MEMBERSHIP

1. Answer membership inquiries; refer to Membership Committee for follow-up.
2. Maintain online and internal databases.
3. Assist in compilation and proofing of annually-printed membership directory.
4. Maintain and distribute membership statistics to Membership Committee.
5. Send New Member welcome packets.
6. Send Prospect kits to potential members.
7. Send renewal reminders and follow up on expired members.
8. Maintain prospect list according to input from members and send to CAI National requesting their follow-up.
9. Make address changes and corrections as needed and submit changes to CAI National at least monthly.

COMMITTEE SUPPORT

1. Provide committees with needed information and materials.
2. Maintain committee rosters.
3. Attend committee meetings, if needed.

EVENT MANAGEMENT

1. Assist in flyer mailings for events.
2. Work with Executive Director to manage events uploaded to website.
3. Take reservations and compile registration lists for all events, built from online registrations, phone calls, emails, etc.
4. Prior to event, confirm event sponsorships and sponsor representation and send out sponsor and attendee event reminders and details.
5. Prepare event nametags and gather/reproduce all materials and handouts for programs.
6. Attend Chapter events as necessary, sign in participants, and act as on-site coordinator.
7. Compile educational event evaluation results and submit to Executive Director.
8. Compile event attendee lists for post-event dissemination to sponsors.
9. Send attendance verification forms to managers post-event; respond to requests for attendance history when necessary.

CHAPTER WEBSITE

1. Keep online directory and chapter information sections current.

SOCIAL MEDIA

1. Assist Social Media Committee in implementing social media strategy.
2. Design, schedule and monitor posts using Canva and HootSuite.
3. Regularly use Facebook, LinkedIn, Twitter and Instagram to raise awareness of CAI-GLAC.

ADMINISTRATIVE

1. Attend monthly Chapter board meetings.
2. Respond to routine calls and correspondence.
3. Maintain and order supplies.
4. Maintain organized Chapter Office and offsite storage.
5. Assist Executive Director, as needed.

Executive Director Performance Review Policy

Whereas the Board of Directors shall cause to be conducted a performance review of the Executive Director (ED) at least annually:

1. An initial review shall be performed internally by the Executive Committee (EC) no later than 11/30 annually.
2. Prior to the EC review, the President shall solicit comments from the Board of Directors, no later than 10/31.
3. Following the initial review by the EC, an in-person review with the ED shall be conducted no later than 12/31 annually. This review shall consist of 2 persons from the EC, chosen either by default of the President, or by majority vote of the EC. In the event of a conflict, the EC vote shall decide.
4. ED will be provided with the averages of all ratings and an aggregated list of all comments, presented anonymously. In no event shall the ED be provided with individual EC member reviews or comments.
5. In no event shall the ED be provided with individual EC member reviews or comments.
6. A list of goals shall be provided as either part of the review or as an addendum to the review.
7. A list of Board actions shall be drafted by the EC with the intent of assisting the ED in meeting his/her goals for the coming year.
8. A copy of the list of ED goals and the list of Board actions, as recommended by the EC, will be presented to the Board at the meeting following the completion of the review.
9. The EC shall assign a secondary person, besides the President, to assist with goal follow-up for both the initial 90 day post-review period as well as the entire 12 month calendar year. By default, this person shall be the Vice President, unless otherwise voted by the EC.
10. An in-person post-review follow-up shall be performed 90 days into the year, no later than 3/31 annually. Other reviews may follow, as needed.

Approved 12-15-15

Document Retention and Destruction Policy

This Document Retention and Destruction Policy of the Community Associations Institute – Greater Los Angeles Chapter (“CAI-GLAC”) identifies the record retention responsibilities of staff, volunteers, members of the Board of Directors, and outsiders for maintaining and documenting the storage and destruction of CAI-GLAC’s documents and records.

RULES

CAI-GLAC’s staff, volunteers, members of the Board of Directors and outsiders (i.e., independent contractors via agreements with them) are required to honor these rules: (a) paper or electronic documents indicated under the terms for retention below will be transferred and maintained by the Chapter Office; (b) all other paper documents will be destroyed after three years; (c) all other electronic documents will be deleted from all individual computers, databases, networks, and back-up storage after one year; and (d) **no paper or electronic documents will be destroyed or deleted if pertinent to any ongoing or anticipated government investigation or proceeding or private litigation.**

TERMS FOR RETENTION

a. Retain permanently:

Governance records – Charter and amendments, Bylaws, other organizational documents, governing board and board committee minutes.

Tax records – Filed state and federal tax returns/reports and supporting records, tax exemption determination letter and related correspondence, files related to tax audits.

Intellectual property records – Copyright and trademark registrations and samples of protected works.

Financial records – Audited financial statements, attorney contingent liability letters.

b. Retain for ten years:

Pension and benefit records – If and when created for staff, pension (ERISA) plan participant/beneficiary records, actuarial reports, related correspondence with government agencies, and supporting records.

Government relations records – State political contribution reports and supporting records.

c. Retain for three years:

Employee/employment records – Employee names, addresses, social security numbers, dates of birth, INS Form I-9, resume/application materials, job descriptions, dates of hire and termination/separation, evaluations, compensation information, promotions, transfers, disciplinary matters, time/payroll records, leave/comp time/FMLA, engagement and discharge correspondence, documentation of basis for independent contractor status (retain for all current employees and independent contractors and for three years after departure of each individual).

Lease, insurance, and contract/license records – Software license agreements, vendor, hotel, and service agreements, independent contractor agreements, employment agreements, consultant agreements, and all other agreements (retain 5 during the term of the agreement and for three years after the termination, expiration, non-renewal of each agreement).

d. Retain for one year:

All other electronic records, documents and files – Correspondence files, past budgets, bank statements, publications, employee manuals/policies and procedures, survey information.

EXCEPTIONS

Exceptions to these rules and terms for retention may be granted only by CAI-GLAC's chief staff executive or President of the Board.

Sponsor Guidelines

PURPOSE AND GOALS

A sponsor is a CAI member who pays an agreed upon amount to be able to advertise at a Chapter function. The sponsor is considered to be the firm or company that holds the membership in CAI. The various events which generally have sponsors include luncheon meetings, evening or weekend seminars, satellite mini-trade shows, trade show(s), golf outing, holiday party, other social events(such as Casino Night, Wine Tasting), and Essentials Workshops.

Non-member Sponsors shall be allowed at local events, such as a *MOVIE NIGHT*, where the audience is mainly from a specific locale, and the event coordinator might be using a local vendor as a sponsor. They shall pay the non-member sponsorship rate.

PROMOTIONAL OPPORTUNITIES

The sponsor's name will be included in any promotional materials for that event.

Depending on the type of sponsorship, the sponsor may set up a tabletop display, where space allows, and/or hand out materials to the attendees. The sponsor is responsible for setting up and/or handing out materials, as well as taking down/cleaning up any leftover materials after the event. The sponsor's name will be announced at the event. The sponsor may call the Chapter Office a few days before the event and the Executive Director will let them know the number of expected attendees.

If a sponsorship includes a meal (such as the luncheon, workshop, or breakfast meetings), one individual may attend at no charge. The remaining attendees will be charged at the Event's published price for vendors.

This chapter prefers that management companies attend rather than exhibit their services using a tabletop display at luncheons and the Expo in order to maximize our vendors' networking opportunity and allow the greatest manager/board member turnout possible. Management companies are encouraged to show their support for the event and promote their companies through non-display table sponsoring, i.e. Educational Sessions Sponsor, Speaker Sponsor.

IMPROPER SOLICITATION

Professionals and affiliates who are not sponsors are prohibited from actively soliciting attendees or distributing marketing literature at the event. Exchange of business cards is allowed.

Advertising Guidelines

PURPOSE AND GOALS

Advertising with the Greater Los Angeles Chapter of CAI provides a marketing opportunity for professionals, contractors and vendors in the community association industry. Advertising serves as a networking resource for our members and others who wish to use the services of the advertisers. Advertising is a primary revenue source for the Chapter.

MARKETING PLAN SPONSORSHIPS

Becoming a Marketing Plan Sponsor affords professionals, vendors, management companies and contractors and opportunity to have their advertising message in front of Chapter members throughout the entire year, depending upon the level of Sponsorship they purchase. These Sponsors are the fiscal backbone of the Chapter.

In September of each year the Marketing Plan for the following year will be sent to all non-association members of the Chapter. The Plan must be returned by January 31, and is a contractual agreement to purchase and pay for the amount of the Sponsorship purchased. Completion of the details of the Marketing Plan at this early timeframe is necessary, so the various committees will know the level of financial sponsorship their event(s) have obtained from the Marketing Plan. This determines the number of event sponsors they must obtain throughout the rest of the year.

Payment of the Marketing Plan as agreed to is necessary to obtain future discounts afforded by the Plan. Please refer to the Collection Policy which is part of this Policy Manual.

CHAPTER PUBLICATIONS

These policies pertain to the Chapter magazine (*FOCUS*) and (*L.A. HOA Insider*), the annual Chapter Membership Directory, the Chapter's Website, various event flyers and any other Chapter publication that includes advertisements or sponsorships.

Advertising Opportunities

Advertising opportunities are not limited to CAI members. With the exception of the annual membership directory, each advertising opportunity will have a member and non-member fee. The non-member fee is considerably higher than the member fee. If there are limited opportunities for advertising at any event or in any publication, preference will be given to members of the Greater Los Angeles Chapter.

Deadlines

The deadlines to provide advertisements are determined by each event. If the advertiser does not get the appropriate information to the Chapter office or publisher by the predetermined deadline, the Executive Director has the right to refuse to publish the advertisement. In some cases where the advertiser does not meet the deadline, the advertiser may still be charged even though the appropriate advertisement did not get published. This is especially true in the case of certain event sponsorships. Every effort will be made to contact the advertiser to ensure that the materials are received in a timely manner, but the ultimate responsibility rests with the advertiser.

Advertising Materials

The specific sizes, format required and quality of advertising information is specified by each event. The advertiser must comply with all requirements. Any changes to the materials to make “camera-ready” or to re-size will be charged to the advertiser. The Chapter cannot be responsible for quality of advertisement. All efforts will be made to determine the professionalism of the submission and to contact the advertiser with suggestions. However, the advertiser is ultimately responsible to provide proper input.

Fair Trade Statement

Whenever competitors within an industry gather, appropriate care must be exercised to ensure that violations of anti-trust laws do not occur.

All participants of any Chapter event 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.

There need not be written or verbal agreements to restrain trade. Conversation regarding any of these sensitive areas may be construed as implicit violations.

Attendees should avoid discussion of pricing, such as the prices paid and charged, including labor costs; market shares and allocation; quality ratings of product 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 your own protection and the protection of your company, CAI recommends that should one of these subjects be brought up in any discussion, it would be in the attendee’s best interest to voice their objection to it and disassociate them from the discussion should it continue.

The Chapter will not limit the exchange of business cards at any chapter event. However, since there are paid sponsorships available, any other type of advertising is not allowed, unless the firm/company is a sponsor of such an event. Thus, any attendee, speaker, or moderator may not hand out promotional material to attendees.

Accuracy of Advertising Content

The Chapter has established a policy to promote “truth in advertising”. CAI members rely upon CAI publications for accurate information about the community association industry. Advertisers are expected to submit advertising that is truthful and accurate.

Procedures for Filing False Advertisement Complaint

The Chapter has adopted the following procedures for complaints about advertising content:

1. If a member wishes to file a complaint about alleged inaccurate content in an advertisement, the member must submit the complaint to the Chapter’s office in writing, citing specific inaccuracies and stating the name and date and publication where the alleged advertisement appeared. The complaint must also include evidence or verification of the inaccuracy of the information contained in the advertisement.
2. Upon receipt of a written complaint, the Executive Director shall send a letter to the advertiser which specifies the complaint and requests that the advertiser either submit proof of the accuracy of the advertisement or submit a revised advertisement for future publications or withdraw its advertisement within ten (10) business days of the date of the letter.

3. If the advertiser does not submit proof of accuracy or withdraw the advertisement within ten (10) business days, the complaint shall be placed on the agenda for the next Chapter Board of Director's meeting, which shall be held in executive session. The Board of Directors shall receive copies of the complaint and the Executive Director's letter to the advertiser and a copy of the Notice of the Hearing.
4. Once the complaint is placed on the Board of Directors agenda, the Executive Director shall send a written Notice of Hearing to the advertiser which shall state the date, time and location of the hearing and shall also state that the advertiser has the right to attend the hearing and may present all relevant evidence. After the advertiser has had a full opportunity to be heard, the Board of Directors shall make specific written findings of facts.
5. Based upon the finding of fact, the Board of Directors may determine the action to be taken, which may include, but is not limited to, a delay of the advertisement. The Board will not remove the advertisement from future publications or prohibit further advertisements.
6. If it is determined that inaccurate information has been published in any Chapter publication, the next issue of the Chapter magazine shall contain a Notice of Correction worded by the Board of Directors and/or newsmagazine editor.
7. This sentence shall appear in all Chapter advertising contracts:
"Greater Los Angeles Chapter reserves the right to verify all advertisement information submitted to the Chapter for publication including, but not limited to, credentials/designations."

Speaker Guidelines

PURPOSE AND GOALS

A person may be asked to speak at a variety of Chapter functions. This is an opportunity for the speaker to share their expertise with the attendees. This is not an opportunity to solicit business or speak about their specific firm/company.

SPEAKER GUIDELINES

Program attendees have paid a registration fee to attend the event. They expect presentations that are well organized, informative and presented in a manner that will keep their interest for the duration of the presentation. This requires substantial preparation.

Most presentations are scheduled to be under one hour, including an adequate amount of time for questions and answers.

It is recommended that the presentation be done on Powerpoint© or include some other media to keep the audience's attention. If the speaker is not familiar with preparing Powerpoint©, request assistance from the Program Committee.

Below are some of the guidelines associated with being a speaker at a Chapter event:

Below are some of the guidelines associated with being a speaker at a Chapter event:

- The speaker's name, title, and company/firm name and CAI designations will be included on the event flyer.
- Speakers do not pay a registration fee for the program.
- Introduction of the speaker may include more extended biographical information. The speaker will be asked to provide that information a few days before the event to the moderator or person in charge of the program. The information should state the credentials and background of the speaker, and should be limited to a short paragraph or two.
- The speaker will provide a handout. The first page of the speaker's handout may be printed on the speaker's company letterhead. However, the materials should not include any other advertisements or solicitations.
- Handouts must be approved by the Executive Director or Chapter President prior to presentation.
- The Executive Director must be advised of any audio/visual requirements and room set-up at least two weeks prior to the event.

A speaker may not speak at more than three chapter events during a year (excluding Essentials of Community Leadership Workshops, the Legal Forum or the HOA Marketplaces). A speaker may speak at no more than one type of event per year without approval of the board of directors, e.g. one luncheon, one workshop or satellite program or Council of Manager's breakfast or luncheon.

Prior to the event, the speaker may call the Executive Director to find out how many people will be in attendance. This is especially important if the speaker is bringing their own handouts.

SPEAKER QUALIFICATIONS

First preference will be given to Chapter members if they meet the speaker qualifications as outlined in these Speaker Guidelines.

Chapter Member Luncheon Speaker

- Must be a CAI member for at least one year, in good standing, and an industry expert in the field about which they are speaking.
- Must have proven their speaking success by facilitating Essentials Workshops, speaking at Regional Programs, speaking at a CAI National Conference or receiving good reviews of presentations made for other CAI chapters.

Chapter Member Regional Program Speaker

- Must be a CAI member for at least one year, in good standing, and an industry expert in the field about which they are speaking.
- Must have proven their speaking success by facilitating Essentials Workshops or by receiving good reviews of presentations made to at least 50 attendees for other CAI chapters or industry organizations. At least one member of the Programs Committee must have heard one of their previous presentations and recommended them as a speaker.

Non- CAI Member Speaker

- Must be an industry expert in the field about which they are speaking.
- Must be vetted in advance by the Programs Committee through hearing a presentation, having been recommended by a reputable source, or known and respected as a public figure.

Moderator

- Must be a CAI-GLAC member in good standing for at least one year or a celebrity guest.
- Must have sufficient knowledge of the program topic in order to introduce the topic, formulate questions for the panelists and interact with the panel/speaker to keep the program lively and informative and control the Q & A period.

- The following letter (or similar letter) will be sent by the Executive Director or Programs Committee Chair to any confirmed speaker at a Chapter event.

(On Chapter Letterhead)

DATE

SPEAKER

Dear _____:

The Community Associations Institute—Greater Los Angeles Chapter Programs Committee (the “Committee”) would like to thank you in advance for agreeing to speak at an upcoming CAI-GLAC luncheon program. We are so pleased that you will join in educating and entertaining the various people in our industry attending the luncheon. The date of your presentation is _____.

We want to take this opportunity to clarify for you the expectations of the Committee with respect to your participation in the luncheon program. The following will aid the Committee and CAI staff in producing what will be an entertaining, informative and unforgettable luncheon program.

1. We ask that you not directly promote your business or services.
2. We ask you to provide a “take away” checklist, summary or copy of PowerPoint® — something for each attendee to take with them to help them put your presentation into practice. Your company information may only appear on the first page of the handout. The final handout(s) and PowerPoint® to be used during the presentation (if there is to be one) must be sent by email in an editable format to Chapter Executive Director Joan Urbaniak at least 36 hours before the luncheon so that copies can be produced and the PowerPoint® can be reviewed.
3. We ask that you enthusiastically cooperate with our desire to “entertain” our attendees while educating them.
4. We ask that you attend at least one rehearsal with the Programs Committee Chair _____ at _____ prior to the luncheon. The rehearsal(s) will be scheduled to be convenient for you and other members of the Programs Committee.
5. We ask that you communicate with the other members of your presentation group and practice your presentation prior to the rehearsal(s).

Sincerely,

STANDARD OF CONDUCT POLICY

FOR GREATER LOS ANGELES CHAPTER MEMBERS AND SPEAKERS

SCHEDULING CHAPTER COMMITTEE MEETINGS/ PROGRAMS/ ACTIVITIES

Scheduling of any Chapter programs or activities must be approved by the Board of Directors after the Committee responsible for that activity has made a request with proposed date(s) to the board. The request shall be made at least sixty days prior to an event.

The Chapter Executive Director must receive two weeks' prior notice of time and place of all committee meetings.

REFERENCE TO GREATER LOS ANGELES CHAPTER IN WRITTEN DOCUMENTATION

A member is prohibited from distributing written documentation that:

- Purports to be an official document of Greater Los Angeles Chapter.
- Represents that the member is speaking on behalf of Greater Los Angeles Chapter, without the prior approval of Greater Los Angeles Chapter.

ENDORSEMENT OF COMMUNITY ASSOCIATION SERVICES

Speakers for Greater Los Angeles Chapter programs are prohibited from endorsing a community association related service or professional company to an attendee at a program.

USE OF GREATER LOS ANGELES CHAPTER LETTERHEAD AND LOGO

Use of Greater Los Angeles Chapter letterhead and/or logo is prohibited without prior approval of Greater Los Angeles Chapter.

Correspondence or memoranda to the general membership, media or public concerning Greater Los Angeles Chapter business must be typed on Greater Los Angeles Chapter letterhead, subject to paragraph IV(a) and II above, and not on the preparer's letterhead. If there is any question as to whether Greater Los Angeles Chapter letterhead should be used, please contact the Executive Director for clarification at (818-500-8636).

DISTRIBUTION OF BUSINESS CARDS AT GREATER LOS ANGELES CHAPTER PROGRAMS

Since Greater Los Angeles Chapter programs are intended to be educational and non-commercial, business cards should only be distributed at a Greater Los Angeles Chapter program at the request of an attendee. Greater Los Angeles Chapter may provide a table where handouts, business cards, or other promotional information from speakers and sponsors can be placed.

SPEAKER HANDOUTS AT CHAPTER FUNCTIONS

The following guidelines must be strictly complied with by all speakers at a Greater Los Angeles Chapter program:

- Greater Los Angeles Chapter reserves the right to prohibit the distribution of any handout, which has not been reviewed and approved by the Committee Chair for the function, or the Executive Director, or a Board member.

- Any materials infringing upon copyright rights owned by third parties, must receive permission to reproduce copyrighted works. If you believe you may have materials which are copyrighted and you need clarification on the issue, please call the Chapter Executive Director at (323) 254-9526 for copyright guidelines.

VIOLATIONS

Violations of the foregoing standards may be referred to the Greater Los Angeles Chapter Board of Directors and may result in termination of speaking at future events.

SOCIAL MEDIA POLICY

PURPOSE

The purpose of online media participation is to promote the activities occurring within the Greater Los Angeles Chapter of CAI (CAI-GLAC), and to inform members and other interested individuals about the activities and issues within the homeowners association-governed community at-large.

This policy outlines the responsibilities of all members of the CAI-CLAC chapter regarding the professional use of social media. The intention of this policy is to provide all members with some basic guidance regarding the use of social media.

RESOURCE REQUIREMENTS

The content of a social media site or Website must be updated and monitored regularly to be of value to its participants. Chapter staff shall make specific plans and commitment to keep the site maintained and updated by allocating appropriate time and resources.

RESPONSIBILITIES OF CAI-GLAC STAFF OR COMMITTEES OPERATING OR CONTRIBUTING TO A SOCIAL MEDIA SITE

1. CAI-GLAC authorized social media sites shall be outgoing only. Chapter staff and approved committee member and chair shall have access to place topic postings on CAI-GLAC authorized social media sites.
2. Chapter Committees will be permitted to submit content to Chapter staff or approved committee member or chair for posting.
3. Committee content shall comply with the CAI Policy Manual and the CAI-GLAC Social Media Rules of Etiquette (listed below).
4. All CAI-GLAC-hosted social media site pages shall include a prominent link to <http://www.cai-glac.org/>. This link can be in the header, footer or elsewhere on the page, but it must be easy to find and identify and be included on all pages.
5. All CAI-GLAC social media accounts names and passwords must be recorded with the chapter office.
6. All official CAI-GLAC social media sites should be marked as 'Official' sites and branded appropriately.

CAI-GLAC SOCIAL MEDIA RULES OF ETIQUETTE (When Members Engage)

Please follow these guiding principles:

1. When you comment on an authorized CAI-GLAC site, you are an ambassador of the Chapter and represent the Chapter to the outside world. In online social networks, the lines between public and private, personal and professional are blurred. Just by identifying yourself as a CAI member, you are creating perceptions about the Chapter with our business partners, managers, homeowners, and the general public. Be sure that all content associated with you is consistent with your work and with the Chapter's values and professional standards.

2. Know and follow the CAI-GLAC Code of Conduct and the CAI-GLAC Privacy Policy. Users are solely responsible for any comments they may post. CAI-GLAC is not liable for the accuracy or content of user comments. Participation in social networking on behalf of the Chapter is not a right and it therefore needs to be taken seriously and with respect. Know and

follow the CAI Policy Manual. Failure to abide by these guidelines and the CAI Policy Manual could cause your posting to be removed and your access may be permanently blocked.

3. Respect proprietary information and confidentiality. All published content must respect the Chapter's confidentiality and proprietary information and be respectful to CAI-GLAC, the Chapter, and its members. Do not post any comments that are commercial in nature or that violate copyrights. Obtain permission to publish or report on conversations that are meant to be private or internal to the Chapter. Don't cite or reference clients, partners, or other members without their approval.

4. Provide your individual perspectives on what is going on at the Chapter. Social communication from the Chapter should help our members. It should be thought-provoking and build a sense of community. If it helps people improve knowledge or skills, build their businesses, do their jobs, solve problems, or understand the Chapter better, then it is adding value

5. Post meaningful, respectful comments. Comments should be relevant to the specific topic they are attached to. Respect copyright, fair use and financial disclosure laws. When disagreeing with others' opinions, maintain your professionalism. All statements must be true and not misleading and all claims must be substantiated. CAI-GLAC makes no representations or warranties as to the accuracy or reliability of any comment, and shall bear no obligation or duty to verify, revise, or remove any comment. Spam, abusive or discriminatory language, personal attacks, ethnic slurs, obscenity and off-topic comments are not permitted and will be promptly removed and access may be permanently blocked.

6. The following disclaimer shall be placed on any CAI-GLAC social site. CAI-GLAC reserves the right to add, remove or edit content on our social media pages in its sole discretion. CAI-GLAC will make every effort to monitor the contents of our social media presences and ensure their content is of an appropriate nature in CAI-GLAC's sole opinion. If you find inappropriate content on any of our pages, please notify an administrator immediately. Content that is deemed inappropriate in CAI-GLAC's sole discretion will be removed. CAI-GLAC shall not be held responsible for inappropriate content, images or third party links submitted by other users. All pictures, images or videos posted by CAI-GLAC on any CAI-GLAC page are copyright of CAI-GLAC and its partner companies. You must contact CAI-GLAC for permission to use or any photograph, image or video. Any image, photograph or video posted by a user is consenting to all third-party policies (i.e. Facebook, YouTube) where the understanding is that all or any image including video could be redistributed or copied from these pages. This policy/disclaimer is in addition to any and all third-party policies (i.e. Facebook, YouTube). User consents to the above CAI-GLAC statements and third-party policies. User hereby releases CAI-GLAC from any and all liability in connection with the use of any and all pictures, images or video posted by CAI-GLAC on any CAI-GLAC page.

By accessing or posting a comment on a CAI-GLAC social media site, users agree to release CAI-GLAC, its parents and affiliates, together with their respective agents, servants, employees, officers and directors from any and all liability and obligations whatsoever in connection with or arising from access or use of these sites.

Adopted 01-23-2015

Suitcasing Policy

CAI-GLAC has a no-tolerance policy regarding "suitcasing," which describes the practice by non-sponsoring companies or individuals of soliciting sales or sales leads in the hotel, lobbies and/or representing their services or soliciting seminar participants, including social activities. Non-exhibiting suppliers participating in the seminar as attendees or speakers are prohibited from soliciting business in or after sessions, or in the hotel itself.

Reservation of Rights Regarding Chapter Participation

To protect the business interests of CAI-Greater Los Angeles Chapter (CAI-GLAC), CAI-GLAC reserves the right to restrict or deny any member or nonmember from participation in CAI-GLAC events, programs, sponsorship and/or advertising in FOCUS Newsmagazine and/or the Chapter Membership Directory. All restrictions/denials will be determined on a case-by-case basis in furtherance of the Chapter's bylaws, goals, policies and mission statement, and considering the best interests of CAI-GLAC as determined by the CAI-GLAC Board of Directors, after evaluating all facts and circumstances presented.

Approved 5-22-09

Guidelines for Handling Member Concerns

The purpose of this policy is to provide direction to the Board on how to handle a member's concern regarding an upcoming Chapter Event.

The member should be encouraged to bring their concern to the attention of the Executive Director.

- In the event that the member is not comfortable addressing the Executive Director, they may be referred to the Chapter President, who will act as the liaison between the member and Executive Director.

The Executive Director will contact the Committee responsible for coordinating the event in question and request feedback from the Committee regarding the member's concern. Specifically, the Executive Director will review the Committee's Charter and any applicable guidelines set by the Board and determine whether the Committee has been acting in accordance with such guidelines.

In the event that the Committee is acting outside of their authority, the Executive Director will attempt to steer them in the appropriate direction to resolve the matter. Should the Committee be found to be following accepted protocol, the Executive Director will report as much to the member.

In the event the Executive Director is unable to gain compliance from the Committee, the Executive Director will make a report to the Board at the next meeting, or as soon as is required based on the schedule of the event.

A member who feels that their concern is not addressed satisfactorily by the Executive Director may submit a request through the Executive Director that the Board review their concern at the next meeting of the Board.

COVID-19 Protection Policy

Adopted 5-9-2021

We are committed to protecting our employees, members, and guests, and preventing the spread of COVID-19 at our workplace and events. We developed this program to reduce the risk of catching and spreading this virus.

All employees, members, and guests are required to follow the policies and procedures laid out in this plan, use safe practices, and assist in maintaining a safe work and/or event environment. All employees, members, and guests are also required to abide by any safety protocols required by the venues where we hold events.

WHAT WE ARE DOING:

Screening Employees, Members and Guests

All employees, members and guests will be screened for COVID-19 symptoms and possible exposure. Two protocols will be in place:

- Home Screening - Employees, members and guests must self-screen, using the County of Los Angeles Public Health COVID-19 Screening Form prior to leaving for work or an event.
- Onsite Screening – Employees, members and guests will be subject to a temperature check prior to entering the facility. Face coverings are required during the screening process and non-contact thermometers are used.

Physical/Social Distancing

Everyone must keep a six-foot distance from others at all times except where we can show that it is not possible or for brief times during the movement of people in the workplace or at an event. When six feet of distance cannot be maintained, people will be as far apart as possible.

Face Coverings

All employees, members and guests must wear face coverings **over the nose and mouth**. Face coverings are required to gain entry to any of our events. We provide face coverings to all employees, members and guests and require they be worn at all times. The face coverings provided will be cloth or woven material, fit snugly, and completely cover the nose and mouth. Face coverings must be clean and undamaged. Face coverings are not respiratory protection and do not replace physical distancing requirements. Face coverings may only be removed:

- When an employee, member, or guest is alone in a room.
- While eating and drinking. For the immediate future, meals will only be available if they can be served outside.
- Alternatives will be considered on a case-by-case basis when employees, members or guests cannot wear face coverings due to a medical or mental health condition or disability, or for those who are hearing-impaired or communicating with a hearing-impaired person. Employees, members, or guests who cannot wear face coverings for a medical reason must provide a doctor's note.

Practicing Good Hygiene

All employees, members and guests must wash hands with soap and water for at least 20 seconds; or use alcohol-based hand sanitizer with at least 60% alcohol. Hand sanitizer stations and hand hygiene signage are placed throughout the event venue.

Engineering Controls

We partner with our event venues to ensure that they are taking all reasonable steps to filter and clean the air.

Cleaning and Disinfecting

We partner with our event venues to ensure proper cleaning and disinfection measures are in place for frequently touched surfaces.

COVID-19 Exposure Protocol

Should we have a COVID-19 case in our workplace or at an event, we will implement the following procedures:

- Notify the local public health department.
- Isolate case and exclude from work/event for 10 days from symptom onset or test date.
- Identify and notify those who may have been exposed.
- Recommend testing and quarantining of contacts for at least 14 days.
- Disinfection and cleaning of spaces where case spent significant time.

We will not reveal any personally identifiable information or employee medical information to any person or entity unless required by law.

Conflict of Interest **Board Member/Volunteer Agreement**

In accordance in IRS Nonprofit Organization Compliance Requirements, CAI-GLAC board members are required to sign the following agreement at the beginning of each calendar year.

(Sample)

I understand that as a member of the Board of Directors of the Community Associations Institute – Greater Los Angeles Chapter (“CAI-GLAC”), I must observe certain fiduciary duties of care to CAI-GLAC. I agree not to engage in actions which may constitute an actual, apparent, or potential conflict of interest with the mission and activities of CAI-GLAC, and will disclose to CAI-GLAC any such conflicts of interest and any business, financial, personal, and organizational interests and affiliations which are or could be construed to be a conflict of interest. I further agree to recuse myself from participation and deliberation on any matters related to a person or entity with whom I have any potential conflict of interest as described above. I further understand that if I do not voluntarily recuse myself when a conflict arises, the Board can mandate my recusal by a majority vote.

Signature

Date

Whistleblower Policy

This Whistleblower Policy of the Community Associations Institute – Greater Los Angeles Chapter (“CAI-GLAC”): (1) encourages staff and volunteers to come forward with credible information on illegal practices or serious violations of adopted policies of CAI-GLAC; (2) specifies that CAI-GLAC will protect the person from retaliation; and (3) identifies where such information can be reported.

ENCOURAGE OF REPORTING

CAI-GLAC encourages complaints, reports or inquiries about illegal practices or serious violations of CAI-GLAC’s policies, including illegal or improper conduct by CAI-GLAC itself, by its leadership, or by others on its behalf. Appropriate subjects to raise under this policy would include financial improprieties, accounting or audit matters, ethical violations, or other similar illegal or improper practices or policies. Other subjects on which CAI-GLAC has existing complaint mechanisms should be addressed under those mechanisms, such as raising matters of alleged discrimination or harassment via CAI-GLAC’s human resources channels, unless those channels are themselves implicated in the wrongdoing. This policy is not intended to provide a means of appeal from outcomes in those other mechanisms.

PROTECTION FROM RETALIATION

CAI-GLAC prohibits retaliation by or on behalf of CAI-GLAC against staff or volunteers for making good faith complaints, reports or inquiries under this policy or for participating in a review or investigation under this policy. This protection extends to those whose allegations are made in good faith but prove to be mistaken. CAI-GLAC reserves the right to discipline persons who make bad faith, knowingly false, or vexatious complaints, reports or inquiries or who otherwise abuse this policy.

WHERE TO REPORT

Complaints, reports or inquiries may be made under this policy on a confidential or anonymous basis. They should describe in detail the specific facts demonstrating the bases for the complaints, reports or inquiries. They should be directed to CAI-GLAC’s chief employed executive or President of the Board of Directors; if both of those persons are implicated in the complaint, report or inquiry, it should be directed to the President Elect of the Board of Directors. CAI-GLAC will conduct a prompt, discreet, and objective review or investigation. Staff or volunteers must recognize that CAI-GLAC may be unable to fully evaluate a vague or general complaint, report or inquiry that is made anonymously.

Adopted 05-20-11

Policy Statement on Ethical Conduct

The Chapter promotes the highest level of professional conduct and ethical behavior among its members.

We stress that it is imperative that its members act with loyalty, fidelity and integrity in all aspects of their relationship with the common interest development industry, including all aspects of serving homeowners, board members and the professionals servicing the industry.

We strongly advise our members to exercise due care in carrying out any and all member duties, whether homeowner, board member or business partner members.

Business partners are encouraged to undertake only those assignments that they can reasonably expect to perform with professional competence and diligence. We strongly advise such members to never make any inaccurate or misleading representations or statements to a current or potential client, or disparaging statements about fellow members or competitors.

We also promote and urge our membership to be aware of and avoid any real or apparent conflicts of interest in performing their duties and obligations. If a real or apparent conflict of interest arises, we advise our membership to promptly disclose all pertinent information regarding the conflict.

It is also our policy to discourage the acceptance by members of gifts or favors of any kind whenever it could potentially unduly influence the member. Moreover, we strongly discourage our members from receiving undisclosed referral fees, compensation or commissions of any kind for recommending services or purchasing material or services.

Finally, we advise our membership to refrain from criticizing peers and/or competitors or their business practices and to maintain a healthy and professional relationship with everyone in the common interest development industry.

We believe these principles provide a solid ethical framework with which our members can work with and provide excellent service in this great industry.

Committee Guidelines

PURPOSES AND GOALS

The Chapter is comprised of two paid employees and numerous volunteers. Those volunteers assist the Chapter through working on committees as either Chairs or Committee Members. Their participation is crucial to Chapter operations.

BASIC ORGANIZATION AND RESPONSIBILITIES OF ALL COMMITTEES

1. The Committee Chairs are appointed annually by the President.
2. The Committee Chair, with the assistance of the Executive Director, shall appoint committee members to work on their committee.
3. The Chair shall appoint a Vice-Chair, with the expectation that person will be adequately trained to become Chair within two years.
4. The President and Chapter Executive Director shall be ex-officio members of all Chapter Committees and shall be kept abreast of all plans and schedules of each committee.
5. A board member shall be appointed as a Liaison to every committee. The Liaison's function is to be a go-between, reporting for the committee to the board. The Liaison shall ensure that the committee works within the parameters set forth by the board. The Liaison shall act as an advisor, but not be considered a voting member of the committee, and should attend all committee meetings.
6. The Committee shall operate under the approved policies and procedures and within the approved Budget.

COMMITTEE CHAIR RESPONSIBILITIES

1. Establish meeting dates as necessary. Coordinate the meeting date(s) with the Executive Director's schedule.
2. Communicate to the Board through the Executive Director the meeting dates and/or any changes to those dates.
3. Prepare an agenda for each meeting with a copy being sent to the Executive Director— in advance of the meeting.
4. Provide the Executive Director with written minutes, or a written report, of each meeting for inclusion in the monthly Board packet. This must be to the Executive Director seven (7) days prior to the board meeting.
 - The written report should include the following:
 - Date, time and place of the meeting
 - Committee members present and absent
 - Issues discussed and decisions made
5. Prepare a recommendation request (see next page) for any action items for the Board. Note: Should the Executive Director not receive a report or request from the Committee for inclusion in the Board packet, or if the Committee Chair is not in attendance, there will be no action taken by the Board at the meeting.
6. Prepare a preliminary budget for the following year for the Committee expenses(if any) and projected income from meetings, luncheons, events planned by the committee, etc Send this preliminary budget to the Executive Director in early September.
7. Work within the established budget. Should financial needs above those budgeted arise, the Committee Chair must seek Board approval prior to implementation.
8. Lead committee meetings and delegate work to committee members.

COMMITTEE RECOMMENDATION OR REQUEST FORMAT

In order to expedite Board meetings, all committee reports should be in writing in the Board packet material. If a committee has a specific recommendation or request for the Board, it must be included in the board packet. A recommendation should include the following format:

<i>TO:</i>	<i>BOARD OF DIRECTORS</i>
<i>FROM:</i>	<i>(Name of Committee), (Name of Chair)</i>
<i>RE:</i>	<i>Recommendation or Request to (Insert description of request)</i> <i>Financial Impact (Insert Committee's opinion of costs, and financial plans as relates to the budget)</i>

The recommendation should be written as desired by the Committee.

Example:

<i>Resolved, that the Board of Directors accept the recommendation from _____ Committee to _____</i>
--

If there is a financial consideration or purchase price it must be noted. A brief paragraph after the recommendation should give some background on why the committee is making this recommendation.

COMMUNITY EXPO COMMITTEE **(formerly HOA Marketplace)**

PURPOSE AND GOALS

The purpose of the Community Expo is to provide an educational experience for members and non-members. It is also a marketing opportunity for professional and affiliate members. The goal is to produce an informative educational experience that serves the community association industry. Through widespread publicity and promotion, the Community Expo is a good way to reach prospective members and an important fund-raising event for the Chapter.

The format includes concurrent seminars, trade show exhibits, and a buffet snack.

ORGANIZATION

Membership: The Committee shall comprise members from every membership category who are sincerely dedicated to supporting selected projects through participation and who will encourage other members to attend events.

Attendance: Committee members are expected to attend Committee meetings. Any Member with three (3) consecutive absences from committee meetings may be removed at the discretion of the Chair. Exceptions may be made in the event of a hardship.

Meetings: The Committee will meet monthly (or as deemed necessary by the Committee Chair) at the Chapter Office or other designated location. The responsibility for taking minutes rotates among the members of the Committee.

Reporting Requirements: The Committee reports to the Board of Directors.

Leadership: There shall be a Committee Chair or Co-Chairs appointed annually in the fall by the Chapter President Elect. In the event there are Co-Chairs, terms shall be staggered in order to provide for consistency and continuity of operations. The Committee Chair ensures that all policies and procedures are properly carried out. The Committee Chair is given a list of individuals who have expressed an interest in serving on the committee. From that list and from recruitment efforts, the Chair forms a committee of a size deemed necessary under the current circumstances. The Chair prepares meeting agendas, is responsible for providing meeting minutes to the Board and keeps the committee members informed of all meetings.

The Executive Director will be invited to all committee meetings. In the event the Executive Director is not able to attend a committee meeting, the chair will inform the Executive Director of any decisions made during the meeting. The Executive Director is to be kept informed at all stages of planning of the event.

Board Liaison: The Chapter President shall appoint a Director to act as liaison between the Committee and the Chapter Board of Directors. This liaison is responsible for communicating relevant information between the Chapter Board and the Committee.

Quorum & Voting: A quorum for the transaction of business will be those attending the meeting, in person or by telephone. Decisions of the Committee shall require a majority vote of those members in attendance at a properly constituted meeting.

Budget & Expenses: The Committee will develop an event budget based on past history and fundraising expectations.

SESSION TOPICS, FORMAT AND SPEAKERS

The session topics included in the Community Expo, including the number of sessions, the length of the sessions and the format of the sessions is recommended by the Community Expo Committee. Once the Committee has determined the session topics, format and speakers, the information should be presented to the Board of Directors before finalizing the schedule. The Board of Directors should approve the schedule. The Board would make every effort to support the Community Expo Committee's recommendations. However, since this is a significant community outreach program, the Board has the authority to override the Committee's decisions, if there is sufficient reason to do so.

Speakers selected for the educational sessions should be experienced, high-energy, audience-generating individuals who will draw attendance and encourage the participation of both exhibitors and homeowners. It is recommended that all speakers be CAI members. They need not be members of the Great Los Angeles Chapter of CAI.

Speakers are encouraged to provide handout materials. The first page of the speaker's handout may be printed on the speaker's company letterhead. However, the materials should not include any other advertisements or solicitations.

COMMUNITY EXPO EVENT

The number of booths, placements of booths and general layout of the Community Expo area is at the discretion of the Committee, subject to approval by the Board.

The exhibitor contract will be reviewed annually and revised if necessary. The contract will contain, at a minimum, the following items:

1. Contract will have a non-assignability clause. Exhibitors may not assign or transfer their booths to another company or entity or share a booth with a separate company or entity.
2. The cancellation procedure will require that the exhibitor submit written notice of cancellation to the Chapter office. Penalties may include forfeiture of the exhibitor fee or a portion thereof. The booth will be assigned to the next person on the waiting list and the exhibitor fee will be full price. The Executive Committee, upon recommendation from the Community Expo Committee Chair, may reduce the fee if it is determined that circumstances warrant discount to the exhibitor.
3. Booths are assigned upon full payment, in the order they are received. Exhibitor fees must be paid in full prior to publication of the program booklet.
4. Promotional activity and client solicitation shall occur only within the exhibit booths.
5. Exhibitors and sponsors are not allowed to serve alcoholic beverages. This does not preclude offering unopened bottles of wine as prizes.

CONFLICTS OF INTEREST

Board members and/or Community Expo Committee members are not entitled to preferential treatment of any kind, including, but not limited to, booth location and/or waiver or discount of exhibitor fee.

PUBLICITY AND PROMOTIONAL MATERIALS

All flyers, brochures, program booklets, exhibitor solicitation and contracts shall have the CAI logo prominently displayed. The CAI chapter name and national logo shall appear on each page of any promotional materials, if feasible. The CAI name, logo and chapter name shall always appear in bolder and larger type than the names of the sponsors and exhibitors.

DEADLINES

Exhibitor information and contracts should be distributed at least 90 days in advance of the event. Media publicity and news releases should be prepared and distributed 30 days prior to the event. At least two mailings should be sent to members and prospective attendees. The final mailing should be mailed with first-class postage approximately 30 days prior to the event. Flyers should be given to all management companies at least 30 days prior to the event for distribution to their client board members and homeowners.

WHO DOES WHAT CHAPTER OPERATIONAL PROCEDURES – COMMUNITY EXPO COMMITTEE

	BOD	Chairman	Committee	CED
1. Establish Committee meeting dates		X		
2. Notify Committee of dates.		X		
3. Prepare agenda for/of meeting		X		
4. Distribute report to Committee/Board/CED		X		X
5. Provide budget information.		X		
6. Select date for CA Day	X	X	X	X
7. Develop trade show format, booth layout, booth prices, etc.		X	X	X
8. Select location and negotiate contract.		X	X	X
9. Select caterer and negotiate contract.		X	X	X
10. Select guest speakers & program speakers.	X	X	X	
11. Prepare and mail initial contact letter to speakers.				X
12. Prepare and mail final confirmation letters to guest speakers.				X
13. Develop booth sale and advertising prospectus, general flyer, Program flyer, and tickets		X	X	X
14. Typset and print all flyers.				X
15. Maintain and update vendor prospect lists.		X	X	X
16. Order required mailing to vendors.				X
17. Prepare mailing to vendors				X
18. Prepare mailing (or deliver to mailhouse) for condominiums, HOA's, management.				X

21. Approve location, date, programs, speakers, etc.	X			
22. Prepare mailings to media and community association newspapers.		X	X	X
23. Receive and respond to telephone inquires for booth sales, show information and tickets.				X
24. Mail requested information.		X	X	X
25. Maintain booth assignment chart.				X
26. Follow-up with vendors on booth selections, monies due, etc.				X
27. Prepare and mail confirmation packages to vendors.				X
28. Prepare and mail follow-up information letters to vendors.				X
29. Provide updated vendor lists and booth assignments to convention service.				X
30. Follow-up with auditorium on arrangements.		X	X	X
31. Make final arrangements with caterer.		X	X	X
32. Maintain electrical requirements for booths.				X
33. Maintain Program advertising list.				X
34. Follow-up on receipt of advertising artwork.				X
35. Order signage.				X
36. Typset and print Program.				X
37. Print vendor name tags.				X
38. Prepare materials for vendor packages, i.e., show instructions, etc.				X
39. Prepare vendor packages.				X
40. Supervise booth set-up.		X	X	X
41. Oversee event.		X	X	X

COMMUNITY OUTREACH COMMITTEE

PURPOSE

This committee performs non-fundraising outreach programs to serve and give back to the Los Angeles County community; and in doing so receives favorable attention and enhances the image and support of community associations and CAI throughout the community.

RESPONSIBILITIES & GOALS

The Committee shall participate in at least one community outreach project per quarter. Charitable projects are usually selected to benefit different sectors during each year, such as children, health, military, animals and the needy. The Committee will endeavor to find projects that will appeal to the members in order to maximize participation.

Charitable Events

1. Contact appropriate non-profit charitable corporations that the Community Outreach Committee believes CAI-GLAC members may be interested in being involved in and submit the proposed events to the Board of Directors.
2. Make arrangements with the agencies approved by the Board and publicize the events and coordinate the volunteer efforts.
3. Contact local press agencies to encourage them to run stories on these events and CAI-CLAC's involvement. Use social media to publicize events and increase awareness of CAI.

Adopt-An-HOA Program

Administer CAI-GLAC's Adopt-An-HOA program, which is designed to help financially-challenged community association CAI-GLAC members maintain their curb appeal. Project selection depends on the type and extent of work needed, vendors available to work on the project, and the HOA's ability to contribute financially to the project.

ORGANIZATION

Membership: The Committee shall comprise members from every membership category who are sincerely dedicated to supporting selected projects through participation and who will encourage other members to attend outreach events.

Attendance: Committee members are expected to attend Committee meetings. Any Member with two (2) consecutive absences from committee meetings may be removed at the discretion of the Chair. Exceptions may be made in the event of a hardship. Members are aware that this committee requires weekend participation.

Meetings: The Committee will meet monthly (or as deemed necessary by the Committee Chair) at the Chapter Office or other designated location. The responsibility for taking minutes rotates among the members of the Committee.

Reporting Requirements: The Committee reports to the Board of Directors.

Leadership: There shall be a Committee Chair or Co-Chairs appointed annually in the fall by the Chapter President Elect. In the event there are Co-Chairs, terms shall be staggered in order to provide for consistency and continuity of operations. The Committee Chair ensures that all policies and procedures are properly carried out. The Committee Chair is given a list of individuals who have expressed an interest in serving on the committee. From that list and from recruitment efforts, the

Chair forms a committee of a size deemed necessary under the current circumstances. The Chair prepares meeting agendas, is responsible for providing meeting minutes to the Board and keeps the committee members informed of all meetings.

The Executive Director will be invited to all committee meetings. In the event the Executive Director is not able to attend a committee meeting, the chair will inform the Executive Director of any decisions made during the meeting. The Executive Director is to be kept informed at all stages of planning of the event.

Board Liaison: The Chapter President shall appoint a Director to act as liaison between the Committee and the Chapter Board of Directors. This liaison is responsible for communicating relevant information between the Chapter Board and the Committee.

Quorum & Voting: A quorum for the transaction of business will be those attending the meeting, in person or by telephone. Decisions of the Committee shall require a majority vote of those members in attendance at a properly constituted meeting.

Budget & Expenses: The Committee may request funds from the Board for particular purposes or events or for general operating purposes, should the work or activities of the Committee make such funding necessary or advisable.

WHO DOES WHAT
CHAPTER OPERATIONAL PROCEDURES
COMMUNITY OUTREACH COMMITTEE

	BOD	Chair	Committee	CED
1. Establish Committee meeting dates.		X		
2. Notify Committee of dates.		X		
3. Prepare written report of meeting.		X		
4. Distribute report to committee/Board/CED.		X		
5. Provide budget figures to Board.		X		
6. Set and approve event dates		X	X	X
7. Prepare promotional flyers		X	X	X
8. Work with other committees for max involvement		X	X	

EXECUTIVE LEADERSHIP SUMMIT COMMITTEE

PURPOSE

The Executive Leadership Summit Committee is responsible for planning and executing an annual Executive Leadership Summit event for community association management company CEOs and their senior supervisors.

RESPONSIBILITIES AND GOALS

The Committee shall plan and produce an educational event with ancillary activities as desired in order to actively engage and provide elevated education to community association management company executives. Educational presentations will address issues of interest to these senior management company executives with useful takeaway tips and tools. Attendees will comprise these management company executives and business partner sponsors of the event. The event will be funded by registration fees and event sponsorships.

SESSION TOPICS, FORMAT AND SPEAKERS

The program topics and the format of the Summit are at the discretion of the Executive Leadership Summit Committee. Once the Committee has determined the topics, format and speakers, the information should be presented to the Board of Directors before finalizing the schedule. The Board of Directors should approve the schedule and the speakers. The Board will make every effort to support the Executive Leadership Summit Committee's recommendations. However, the Board has the authority to override the Committee's decisions if there is sufficient reason to do so.

Speakers selected for the educational sessions should be experienced individuals who will draw attendance and provide the materials in an interesting manner. The event budget will include funds to pay guest speakers as necessary to attract the talent required to ensure event success.

Speakers are encouraged to provide educational materials. These materials will be collated into a program to be distributed at the event.

ORGANIZATION

Membership: The Committee shall comprise manager and business partner members who are sincerely dedicated to developing this event.

Attendance: Committee members are expected to attend Committee meetings. Any Member with three (3) consecutive absences from committee meetings may be removed at the discretion of the Chair. Exceptions may be made in the event of a hardship.

Meetings: The Committee will meet monthly (or as deemed necessary by the Committee Chair) at the Chapter Office or other designated location. The responsibility for taking minutes rotates among the members of the Committee.

Reporting Requirements: The Committee reports to the Board of Directors.

Leadership: There shall be a Committee Chair or Co-Chairs appointed annually in the fall by the Chapter President Elect. The President Elect will endeavor to ensure consistency and continuity of

operations when making chair and co-chair appointments for the following year. The Committee Chair ensures that all policies and procedures are properly carried out. The Committee Chair is given a list of individuals who have expressed an interest in serving on the committee. From that list and from recruitment efforts, the Chair forms a committee of a size deemed necessary under the current circumstances. The Chair prepares meeting agendas, is responsible for providing meeting minutes to the Board and keeps the committee members informed of all meetings.

The Executive Director will be invited to all committee meetings. In the event the Executive Director is not able to attend a committee meeting, the chair will inform the Executive Director of any decisions made during the meeting. The Executive Director is to be kept informed at all stages of planning of the event.

Board Liaison: The Chapter President shall appoint a Director to act as liaison between the Committee and the Chapter Board of Directors. This liaison is responsible for communicating relevant information between the Chapter Board and the Committee.

Quorum & Voting: A quorum for the transaction of business will be those attending the meeting, in person or by telephone. Decisions of the Committee shall require a majority vote of those members in attendance at a properly constituted meeting.

Budget & Expenses: The Committee may request funds from the Board for particular purposes or events or for general operating purposes, should the work or activities of the Committee make such funding necessary or advisable.

WHO DOES WHAT
CHAPTER OPERATIONAL PROCEDURES
EXECUTIVE LEADERSHIP SUMMIT COMMITTEE

	BOD	Committee	CED
1. Develop scope of event, find venue and set budget.		x	x
2. Approve venue, speakers, topics and budget.	x		
3. Prepare invitation.		x	x
4. Send invitation, promote event, maintain registration.			x
5. Produce event program.		x	x
6. Prepare committee minutes and reports for the Board.		x	
7. Work with venue to finalize event details.		x	x
8. Contact speakers for each portion of program		x	x
9. Attend event and handle registration.			x

FINANCE COMMITTEE

PURPOSE

The purpose of the Finance Committee is to monitor the Chapter's financial status and periodically reports the financial health to the board of directors. Members also explore ways to improve the chapter's fundraising results.

RESPONSIBILITIES & GOALS

1. Work with the Executive Director to develop the annual budget.
2. Recommend and help to develop new events to committees or to the Board if necessary to balance the annual budget.
3. Monitor fundraising event budgets to ensure profitability.
4. Oversee the annual marketing plan containing sponsorships and advertising opportunities.

ORGANIZATION

Membership: The Committee shall comprise an appointed Committee Chair, Chapter Treasurer, Chapter President and President Elect and other interested members who possess a financial background.

Attendance: Committee members are expected to attend Committee meetings. Any Member with three (3) consecutive absences from committee meetings may be removed at the discretion of the Chair. Exceptions may be made in the event of a hardship.

Meetings: The Committee will meet periodically (or as deemed necessary by the Committee Chair) at the Chapter Office or telephonically. The responsibility for taking minutes rotates among the members of the Committee.

Reporting Requirements: The Committee reports to the Board of Directors.

Leadership: There shall be a Committee Chair appointed annually in the fall by the Chapter President Elect. In the event there are Co-Chairs, terms shall be staggered to provide for consistency and continuity of operations.

The Executive Director will be invited to all committee meetings. In the event the Executive Director is not able to attend a committee meeting, the Chair will inform the Executive Director of any decisions made during the meeting. The Executive Director is to be kept informed at all stages of planning of the event.

Board Liaison: The Chapter President shall appoint a Director to act as liaison between the Committee and the Chapter Board of Directors. This liaison is responsible for communicating relevant information between the Chapter Board and the Committee.

Term: The term shall not be limited.

Quorum & Voting: Decisions of the Committee shall require a majority vote of those members in attendance at a properly constituted meeting.

Budget & Expenses: The Board of Directors has not allocated any budget for the Committee. The Committee may request funds from the Board for particular purposes or events or for general operating purposes, should the work or activities of the Committee make such funding necessary or advisable.

GOLF, SOCIAL AND CLAC FUNDRAISER COMMITTEES

PURPOSE

The purpose of the GOLF TOURNAMENT, AWARDS GALA and the CLAC FUNDRAISER EVENT is to provide a social setting for members to meet and network. It is also a marketing opportunity for professional and affiliate members who sponsor the event. Additionally, these three events (or others that may supplant or supplement them in the future) are significant fundraisers for the Chapter.

RESPONSIBILITIES AND GOALS

1. To develop and produce fundraising event(s)
2. To work with other committees to ensure event success and publicize the event
3. To develop an event budget and meet or exceed chapter profitability expectations as determined by the Board of Directors
4. To design sponsorships at a variety of levels to maximize event income and encourage members to sponsor events.

ORGANIZATION

Membership: The Committee shall comprise members from every membership category who are sincerely dedicated to supporting selected projects through participation and who will encourage other members to attend events.

Attendance: Committee members are expected to attend Committee meetings. Any Member with three (3) consecutive absences from committee meetings may be removed at the discretion of the Chair. Exceptions may be made in the event of a hardship.

Meetings: The Committee will meet monthly (or as deemed necessary by the Committee Chair) at the Chapter Office or other designated location. The responsibility for taking minutes rotates among the members of the Committee.

Reporting Requirements: The Committee reports to the Board of Directors.

Leadership: There shall be a Committee Chair or Co-Chairs appointed annually in the fall by the Chapter President Elect. In the event there are Co-Chairs, terms shall be staggered in order to provide for consistency and continuity of operations. The Committee Chair ensures that all policies and procedures are properly carried out. The Committee Chair is given a list of individuals who have expressed an interest in serving on the committee. From that list and from recruitment efforts, the Chair forms a committee of a size deemed necessary under the current circumstances. The Chair prepares meeting agendas, is responsible for providing meeting minutes to the Board and keeps the committee members informed of all meetings.

The Executive Director will be invited to all committee meetings. In the event the Executive Director is not able to attend a committee meeting, the chair will inform the Executive Director of any decisions made during the meeting. The Executive Director is to be kept informed at all stages of planning of the event.

Board Liaison: The Chapter President shall appoint a Director to act as liaison between the Committee and the Chapter Board of Directors. This liaison is responsible for communicating relevant information between the Chapter Board and the Committee.

Quorum & Voting: A quorum for the transaction of business will be those attending the meeting, in person or by telephone. Decisions of the Committee shall require a majority vote of those members in attendance at a properly constituted meeting.

Budget & Expenses: The Committee will develop an event budget based on past history and fundraising expectations.

EVENT PLANNING

The dates and locations of these three events are recommended by the Committees. Also, the number of players and type of play (for golf), and Awards Galat and CLAC Fundraiser estimated attendance is recommended by the Committee. Once the committee has determined the date, time and location of the event, the information should be presented to the Board of Directors for approval before finalizing the schedule. The Board of Directors should approve the schedule. The Board would make every effort to support these Committee's recommendations. However, the Board has the authority to override the Committee's decisions if there is sufficient reason to do so.

SPONSORSHIPS

The Committees will determine what sponsorship opportunities will be made available. Such opportunities as sponsorships, advertising in the program, prize drawings, etc. will be considered. The Executive Director will assist the committee to obtain sponsors.

PUBLICITY AND PROMOTIONAL MATERIALS

All flyers should list the event date, time, place and sponsors. The committee will determine if other promotions are appropriate, such as sponsor signs at appropriate locations at the event, or a Special Event Table at Luncheon Programs.

DEADLINES

All promotional information must be to the Executive Director no later than ninety (90) days prior to the event.

WHO DOES WHAT
CHAPTER OPERATIONAL PROCEDURES
GOLF, SOCIAL, CLAC FUNDRAISER COMMITTEES

	BOD	Chair	Committee	CED
1. Establish Committee meeting dates.		X		
2. Notify Committee of dates.		X		
3. Prepare agenda for meeting.		X		
4. Distribute report to Committee/Board/CED		X		X
5. Develop subcommittees, as needed.		X	X	
6. Prepare budget figures for Board/Finance Committee Chair		X	X	
7. Make arrangements for location, date and time		X	X	
8. Design flyers and promotional materials.		X	X	X
9. Contact sponsors.		X	X	X
10. Prepare mailings.				X
11. Coordinate volunteers to be used tournament day.		X		X
12. Coordinate golf foursomes and play schedule.		X	X	X
13. Prepare players lists.				X
14. Handle registration on day of tournament.				X
15. Prepare monthly report for Board meeting.		X		
16. Prepare financial report (income/expense) for each program.				X
17. Obtain Sponsors		X	X	X
18. Approve location.	X		X	
19. Approve date.	X		X	
20. Approve details.	X			

HOMEOWNER LEADER EDUCATION COMMITTEE

PURPOSE AND GOALS

The Homeowner Leader Education Committee plans and stages regional breakfasts and evening educational seminars in order to reach association board members.

This Committee also works closely with the Programs/Luncheons Committee to repeat the same or similar topic whenever possible virtually or in a regional location, to bring the same quality to a different audience with minimal committee effort.

The Committee is responsible for at least three live webinar programs or two South Bay, three Valencia, one Long Beach and one San Gabriel Valley onsite programs annually.

COMMITTEE STRUCTURE

Co-chairs are appointed each year by the incoming president. This selection should be made before the year begins. The committee co-chairs ensure that all policies and procedures are properly carried out. The committee co-chairs form a committee of a size they think is necessary under the current circumstances. The co-chairs keep the committee members informed of all meetings.

The committee co-chairs will attend board meetings and report to the board each month on the status of plans. If the committee co-chair or other liaison cannot attend a board meeting, a written report will be submitted to the Executive Director ten (10) days before the board meeting.

The Executive Director will be invited to all committee meetings. In the event the Executive Director is not able to attend a committee meeting, the co-chair will inform the Executive Director of any decisions made during the meeting. The Executive Director is to be kept informed at all stages of planning of the event.

EVENING/BREAKFAST PROGRAM SESSION TOPICS, FORMAT AND SPEAKERS

The program topics and the format of the programs are at the discretion of the Homeowner Leader Education Committee. Once the Committee has determined the topics, format and speakers, the information should be presented to the Board of Directors before finalizing the schedule. The Board of Directors should approve the schedule and the speakers. The Board would make every effort to support the Programs Committee's recommendations. However, the Board has the authority to override the Committee's decisions if there is sufficient reason to do so.

Speakers selected for the educational sessions should be experienced individuals who will draw attendance and provide the materials in an interesting manner. It is recommended that all speakers be CAI members. They need not be members of the Greater Los Angeles Chapter of CAI. First choice, however, should be given to a chapter member in good standing, if that company can provide comparable information and an approved speaker.

Speakers are encouraged to provide handout materials. These materials may be printed on the speaker's letterhead, but no promotional materials or marketing brochures may be distributed at the sessions. There may be a moderator at a program. The moderator should follow the policies set forth herein.

IMPROPER SOLICITATION

Professionals and affiliates who are not sponsors are prohibited from actively soliciting attendees or distributing marketing literature at the event. Exchange of business cards is allowed.

PUBLICITY AND PROMOTIONAL MATERIALS

All flyers should list the program committee members, program topic, speakers and sponsors. Where space allows additional biographical information will be provided about the speakers.

DEADLINES

All promotional information must be to the Executive Director no later than forty-five(45) days prior to the event.

BOARD LEADERSHIP WORKSHOPS

The Homeowner Leader Education Committee shall be responsible for planning, organizing and conducting a minimum of two **Board Leadership Workshops** annually. They shall be held in different locations within the Chapter's boundaries.

The current content of the Board Leadership Workshop should be studied by the Committee to see if it is meeting the expectations of association board members who attend. If not, it should be modernized to meet those requirements. For many attendees, this is their first contact with the Chapter and with CAI. The quality of the material and the instructors will shape their feelings about CAI's usefulness to their association.

The Committee shall have trained a cadre of instructors in the areas taught in the course, so it can be conducted with the assurance that the quality of the course will not vary depending on the instructor.

The Committee, working with the Executive Director, will see if there are educational opportunities within the clients of member Management firms, and set the parameters by which a board Leadership Workshop will be offered privately.

PRIVATE PRESENTATIONS OF THE BOARD LEADERSHIP WORKSHOP

Purpose

The purpose of this program is to provide member firms with an opportunity to offer a board Leadership Workshop (new HOA board member orientation) as an educational resource for the member firm's clients.

Policies and Procedures

Private presentation of the Essentials course requires board approval. Such criteria as not being in conflict with dates of Chapter sponsored Essentials courses may be a consideration of the board. Once permission is granted, the member firm offering Essentials must follow the below outlined requirements:

1. The date must be coordinated through the board and Executive Director.
2. Designation of the speakers will be agreed upon by the member firm's representative and the CAI-GLAC Homeowner Leader Education Committee.
3. Essentials must be presented in a manner similar to what the Chapter is presenting; that is, it must be an all-day course, or divided into several days based upon the Chapter's experience.

4. The sponsoring firm pays for the cost of printing and postage of flyers and any course booklets or material.
5. The Chapter will provide a master flyer for use of the firm in promoting the program.
6. The program can only be offered to current clients of the member.
IT IS NOT TO BE USED AS A MARKETING TOOL NOR ARE FLYERS TO BE SENT TO NON-CLIENTS.
7. Course materials must be ordered at least thirty days in advance and must be purchased through the Chapter. The Chapter will charge a fee for administration costs, to be a minimum of \$50.00.
8. A member of CAI, as assigned by the board of directors, will be in attendance. The Chapter may promote CAI membership during the Workshop presentation.
9. A table must be provided for CAI literature and membership promotion. The Chapter will provide membership applications, resource catalogs, and other CAI materials.

AN INTRODUCTION TO COMMUNITY ASSOCIATION LIVING

The Committee should determine if the CAI Primer course, AN INTRODUCTION TO COMMUNITY ASSOCIATION LIVING has sufficient content to warrant offering it for new owners in associations.

COMMUNITY COLLEGE COURSE OFFERING FOR HOMEOWNER LEADERS

The Committee will: 1) identify local community colleges willing to include an HOA board orientation or advanced governance class in their continuing education catalog and 2) modify and standardize existing chapter/CAI National course materials as necessary for continuing education purposes.

ADVANCED COURSES FOR COMMUNITY ASSOCIATION VOLUNTEER LEADERS

The Committee should study, design and implement a series of advanced courses or workshops, designed for association board members who are experienced and want to further their education. CAI currently suggests seven different modules, but does not have training material to support them.

1. Assembling the Professional Team
2. Building Community
3. Conflict Resolution
4. Deed Restrictions
5. Facilities Maintenance
6. Financial Aspects
7. Insurance Matters

WHO DOES WHAT
CHAPTER OPERATIONAL PROCEDURES
PRIVATE PRESENTATIONS OF ESSENTIALS

	BOD	Member Firm	CED
1. Request approval for private presentation of ABCs.		x	
2. Approve private presentation.	x		
3. Coordinate date of presentation.	x	x	x
4. Determine presenters/Obtain approval.	x	x	
5. Payment of costs of printing and postage.		x	
6. Prepare master flyer for use by member firm.			x
7. Order course materials. Payment of cost to Chapter, plus an additional \$50 administration fee.		x	x
8. Mail flyer. Maintain registration information.		x	
9. Contact speakers for each portion of program.		x	
10. Attend function. Distribute CAI materials.			x

LEGISLATIVE SUPPORT COMMITTEE

PURPOSE

This Charter governs the operations of the CAI-GLAC Legislative Support Committee (“LSC”), a standing, advisory committee, established by the Board of Directors (“Board”) of CAI-GLAC (“CAI-GLAC” or “Chapter”). The LSC is designed to support the efforts and strengthen awareness of CAI’s California Legislative Action Committee (“CLAC”), a committee of CAI National. As the official voice of community associations in California, CLAC coordinates and executes strategy on matters of public policy. CLAC can be most effective when it receives consistent, coordinated support, including fundraising and information sharing, at the chapter level. At least annually, the Board and/or LSC shall review and reassess this Charter and the LSC’s effectiveness and recommend proposed changes, if any, to the Board for approval.

GOALS & RESPONSIBILITIES

The goal of the LSC is twofold: 1) promote and strengthen awareness of legislative issues on behalf of community associations; 2) raise funds to support CLAC. The LSC shall also act as an advisory body to the Chapter Board in matters relating to CLAC activities and shall provide assistance to the Board when so requested. Delegate and liaison responsibilities are addressed directly by CLAC and, for the most part, are not repeated here.

The responsibility of the LSC is described as follows:

- A. Develop, implement, and, periodically review an LSC fundraising plan, consistent with fundraising goals set for the Chapter by CLAC. Fundraising goals are based upon the number of members in the Chapter as a percentage of CAI members statewide.
- B. Assist in the preparation of an annual strategic plan, including necessary and appropriate budget items for approval by the Board. The strategic plan should extend beyond fundraising, to create awareness of legislative issues affecting community associations/ common interest developments, and to encourage a flow of information to and from CLAC and local legislators.
- C. Contribute articles to *FOCUS* Magazine.
- D. Respond to CLAC requests for assistance, including gathering information from Chapter members regarding how legislation may impact their associations and/or businesses, calling on legislators in the Chapter’s geographic area to serve as resources for community association issues and convey positions of CLAC. Members may be requested to take one or more CAI lobbying seminars to prepare them for legislator visits.
- E. Coordinate Committee activities with the CAI-GLAC Executive Director and Chapter President.
- F. Performance of additional specific roles/duties assigned to Members with an eye toward both fostering Member personal/professional growth/development/satisfaction and promoting CLAC activities.

ORGANIZATION

Delegates/Liaison. The LSC comprises, at minimum, three persons - two CLAC delegates (2-year staggered terms) and one CLAC liaison (2-year term), who are members of CAI-GLAC, nominated by the Chapter President, with the approval of the Chapter Board of Directors ("Board"), and who will serve subject to the approval of CAI National and as otherwise set forth in the CAI National LAC Operational Guidelines and any policy which may be adopted by the CAI-GLAC Board with respect thereto. (See paragraph II.A, below.) Unless no other volunteer is available, service as an LSC Committee Member shall be a prerequisite to serving as a delegate or liaison. CAI-GLAC places no limit on the number of consecutive terms which may be served by a CLAC delegate or liaison.

A. The policy of the Board is as follows:

It shall be the policy of the CAI-GLAC Chapter ("Chapter") that the President and President-Elect, with the approval of the Board of Directors, will appoint the CLAC Chapter delegate(s)/liaison nominee from among interested, active, current members of the Chapter LSC who have participated on the Chapter LSC, or the LSC of any other CAI California chapter, for at least one year prior to seeking nomination. If there are no interested, active, current members of the Chapter LSC, appointment may be made from among other members of the Chapter.

Committee Chair. The LSC Chair ("Chair") will be appointed by the Chapter President, with the approval of the Board, and serve for a term of one year. The Chair may, but is not required to be, the CLAC liaison. Due to the CLAC liaison's role as the conduit for information to and from CLAC, it may often be preferable for the liaison to serve concurrently as Chair. However, depending upon interests, qualifications and availability of experienced volunteers, the Chapter President shall exercise his or her discretion in appointing the Chair. The Chair must be a current member of CAI-GLAC. Unless no other volunteer is available, service as an LSC Member shall be a prerequisite to serving as Chair. CAI-GLAC places no limit on the number of consecutive terms which may be served by the Chair.

Committee Members. In addition to the delegates, liaison and Chair (if not a delegate or liaison), the LSC shall solicit other volunteers to serve as Committee Members ("Members"). Prospective Members shall submit their interest to the Chair. Member eligibility requirements: 1) current member of CAI-GLAC; 2) interest in legislative issues pertaining to community associations/common interest developments; 3) availability to attend CAI-GLAC Chapter events on behalf of the LSC; 4) willingness/availability to participate as needed in specific LSC/CLAC events, including district office visits with area legislators. In addition, Members are strongly encouraged, but not required, to attend CLAC's Legislative Day in Sacramento.

Ex Officio. The Chapter President and President-Elect shall be ex officio members of the LSC.

At-Large & Emeritus Delegates. Any At-Large and/or Emeritus Delegates (appointed directly by CLAC) who are members of the Chapter are welcome but not required to participate as Members of the LSC in the exercise of their duties as At-Large and/or Emeritus Delegates.

MEETINGS

Members are to attend regularly scheduled LSC meetings, which may (but will not necessarily) be conducted via teleconference. The LSC shall fix its own time and place of meetings and prescribe its own rules of procedure, if any. The Chair shall attend regular monthly Chapter Board meetings, either in person or through submission of a written report.

WHO DOES WHAT CHAPTER OPERATIONAL PROCEDURES LEGISLATIVE ACTION COMMITTEE

	BOD	Delegate	Liaison	CED
1. Attend CLAC meetings, in person or by telephone.		☺	☺	
2. Notify Liaisons of dates.		☺		
3. Provide CLAC budget figures to Board.		☺		
4. Prepare monthly report for Board.		☺	☺	
5. Coordinate fundraising events.		☺	☺	
6. Approve fundraising events.	☺			
7. Assist with annual legislative update luncheon.		☺	☺	

MANAGER EDUCATION COMMITTEE

PURPOSE

The Manager Education Committee is responsible for planning and executing educational courses and workshops for community association manager members.

RESPONSIBILITIES AND GOALS

The Committee shall assess the educational requirements of the Chapter's manager members to determine if current courses are meeting those needs. If not, analyze courses available through National, or develop the courses necessary to meet those needs.

Education courses are not expected to be profit centers, but are expected to break even. Exceptions should be brought to the Board.

CALIFORNIA COMMON INTEREST DEVELOPMENT LAW COURSE

The Manager Education Committee shall also be responsible for planning and organizing at least one (1) California Common Interest Development Law Course annually. The Committee will recruit attorneys interested in being instructors, and have them audit a course taught by an attorney who is on the list of DRE-approved instructors.

MANAGERS-ONLY WORKSHOPS

The Committee also plans special one-topic educational programs for manager members as needed. These programs will be held free-of-charge for manager members of this chapter. A nominal fee will be charged for nonmember managers. The Committee will work in cooperation with other CAI-GLAC committees to avoid scheduling conflicts.

COACHING TO CREDENTIALS PROGRAM

The Committee directs the Coaching to Credentials Program and works with the Executive Director to assign mentors to proteges and monitor their progress.

The Committee works with the Chapter Office to encourage attainment of industry designations and CMCA certification by publicizing CAI National courses, keeping records of local presentations to assure that programs are approved for continuing education credit as necessary.

ORGANIZATION

Membership: The Committee shall comprise members from every membership category who are sincerely dedicated to developing manager educational offerings.

Attendance: Committee members are expected to attend Committee meetings. Any Member with three (3) consecutive absences from committee meetings may be removed at the discretion of the Chair. Exceptions may be made in the event of a hardship.

Meetings: The Committee will meet monthly (or as deemed necessary by the Committee Chair) at the Chapter Office or other designated location. The responsibility for taking minutes rotates among the members of the Committee.

Reporting Requirements: The Committee reports to the Board of Directors.

Leadership: There shall be a Committee Chair or Co-Chairs appointed annually in the fall by the Chapter President Elect. In the event there are Co-Chairs, terms shall be staggered in order to provide for consistency and continuity of operations. The Committee Chair ensures that all policies and procedures are properly carried out. The Committee Chair is given a list of individuals who have expressed an interest in serving on the committee. From that list and from recruitment efforts, the Chair forms a committee of a size deemed necessary under the current circumstances. The Chair prepares meeting agendas, is responsible for providing meeting minutes to the Board and keeps the committee members informed of all meetings.

The Executive Director will be invited to all committee meetings. In the event the Executive Director is not able to attend a committee meeting, the chair will inform the Executive Director of any decisions made during the meeting. The Executive Director is to be kept informed at all stages of planning of the event.

Board Liaison: The Chapter President shall appoint a Director to act as liaison between the Committee and the Chapter Board of Directors. This liaison is responsible for communicating relevant information between the Chapter Board and the Committee.

Quorum & Voting: A quorum for the transaction of business will be those attending the meeting, in person or by telephone. Decisions of the Committee shall require a majority vote of those members in attendance at a properly constituted meeting.

Budget & Expenses: The Committee may request funds from the Board for particular purposes or events or for general operating purposes, should the work or activities of the Committee make such funding necessary or advisable.

MEDIATION SERVICES COMMITTEE

PURPOSE

In recognition of the need to actively facilitate education in and resources for Alternative Dispute Resolution (ADR) unique to community association members in Los Angeles County, the Greater Los Angeles Chapter of Community Associations Institute has established a Mediation Services Committee.

RESPONSIBILITIES

The Mediation Services Committee is tasked to accomplish the following:

1. Promote means and methods to provide information regarding mediation and other forms of Alternative Dispute Resolution (ADR) to Chapter members.
2. Develop and provide ADR educational programs for Chapter events.
3. Develop and administer a Mediation Services program to be offered to both CAI members and non-members in the common interest development industry.
4. Facilitate the partnering with qualified entities to provide dispute resolution training for interested Chapter members.
5. Develop and submit ADR articles for *Focus Magazine*, local newspapers, journals and other periodicals.
6. Provide assistance to the Chapter Board of Directors in areas related to dispute resolution, as the Board deems appropriate.

ORGANIZATION

Membership: Membership in the committee shall be members of Community Associations Institute in good standing. Committee members shall not render mediation services while serving on the Mediation Services Committee.

Attendance: Committee members are expected to attend Committee meetings. Any Member with three (3) consecutive absences from committee meetings may be removed at the discretion of the Chair. Exceptions may be made in the event of a hardship.

Meetings: The Committee will meet at least quarterly (or as deemed necessary by the Committee Chair) at the Chapter Office or other designated location. The responsibility for taking minutes rotates among the members of the Committee.

Reporting Requirements: The Committee reports to the Board of Directors.

Leadership: There shall be a Committee Chair or Co-Chairs appointed annually in the fall by the Chapter President Elect. In the event there are Co-Chairs, terms shall be staggered in order to provide for consistency and continuity of operations. The Committee Chair ensures that all policies and procedures are properly carried out. The Committee Chair is given a list of individuals who have

expressed an interest in serving on the committee. From that list and from recruitment efforts, the Chair forms a committee of a size deemed necessary under the current circumstances. The Chair prepares meeting agendas, is responsible for providing meeting minutes to the Board and keeps the committee members informed of all meetings.

The Executive Director will be invited to all committee meetings. In the event the Executive Director is not able to attend a committee meeting, the chair will inform the Executive Director of any decisions made during the meeting. The Executive Director is to be kept informed at all stages of planning of the event.

Board Liaison: The Chapter President shall appoint a Director to act as liaison between the Committee and the Chapter Board of Directors. This liaison is responsible for communicating relevant information between the Chapter Board and the Committee.

Quorum & Voting: A quorum for the transaction of business will be those attending the meeting, in person or by telephone. Decisions of the Committee shall require a majority vote of those members in attendance at a properly constituted meeting.

Budget & Expenses: The Committee may request funds from the Board of Directors, if necessary. However, the Mediation Services program is expected to be self-sufficient.

WHO DOES WHAT CHAPTER OPERATIONAL PROCEDURES MEDIATION SERVICES COMMITTEE

	BOD	Chair	Committee	CED
1. Establish Committee meeting dates.		x		
2. Notify Committee of dates.		x		
3. Prepare written report of meeting.		x		
4. Distribute report to committee/Board/CED.		x		
5. Provide budget figures to Board.		x		
6. Send out mediation packets				x
7. Periodically review mediation packet & docs		x	x	x
8. Work with other committees to promote program		x	x	

MEMBERSHIP COMMITTEE

PURPOSE

The purpose of the Membership Committee is to identify potential members, develop membership and retention campaigns, promote membership recruiting and meet-and-greet at events. Business Partner Advocates will be active members of this committee.

RESPONSIBILITIES AND GOALS

1. To set reasonable membership retention and new member goals.
2. To implement membership campaigns subject to approval by the Board.
3. To work closely with the Programs and Focus Magazine Committees as a volunteer recognition conduit to recognize recruiters, committees and other members for their volunteer accomplishments.
4. To work closely with the Executive Director and Events & Membership Services Manager to contact new members and members whose membership is expiring. The membership lists provided to the committee members are confidential and are to only be used for committee purposes.
5. To attend Chapter events and assist the Executive Director and Events & Membership Services Manager at check-in, greeting new, existing and prospective members and in mentoring new or prospective members. The goal is to create a welcoming atmosphere at each event.
6. To hold at least one new member welcome reception per year.
7. Review and offer tailored benefits as necessary to the three member categories: Homeowner Volunteer Leaders and Managers (in conjunction with the Education Committees), and Business Partners.
8. Work with the Education Committees to provide learning experiences for Homeowner Leader and Manager members and promote responsible HOA governance.
9. Review the sponsorships associated with various aspects of Business Partner membership and suggest changes in the fee structure where appropriate.
10. Visit exhibitors at CAI-GLAC events to express appreciation of their participation and obtain suggestions for improvement of the exhibit function, in coordination with the appropriate Committees.
11. Work through Business Partner Advocates to ensure that Business Partner members do business with professionalism, integrity and the highest ethical standards
12. Assist Business Partner Advocates to produce two Tricks of the Trade Business Partner orientations per year and a Holiday Happy Hour event in early December.

ORGANIZATION

Leadership: There shall be a Committee Chair or Co-Chairs appointed annually in the fall by the Chapter President Elect. In the event there are Co-Chairs, terms shall be staggered in order to provide for consistency and continuity of operations. The committee chair ensures that all policies and procedures are properly carried out. The committee chair is given a list of individuals who have expressed an interest in serving on the committee. From that list and from recruitment the chair makes, the chair forms a committee of a size the chair thinks is necessary under the current circumstances. The Chair prepares meeting agendas, is responsible for providing meeting minutes to the Board and keeps the committee members informed of all meetings.

Attendance: Committee members are expected to attend Committee meetings. Any Member with three (3) consecutive absences from committee meetings may be removed at the discretion of the Chair. Exceptions may be made in the event of a hardship.

Meetings: The Committee will meet at least quarterly (or as deemed necessary by the Committee Chair) at the Chapter Office or other designated location. The responsibility for taking minutes rotates among the members of the Committee.

Reporting Requirements: The Committee reports to the Board of Directors.

Board Liaison: The Chapter President shall appoint a Director to act as liaison between the Committee and the Chapter Board of Directors. This liaison is responsible for communicating relevant information between the Chapter Board and the Committee.

Quorum & Voting: A quorum for the transaction of business will be those attending the meeting, in person or by telephone. Decisions of the Committee shall require a majority vote of those members in attendance at a properly constituted meeting.

Budget & Expenses: The Committee may request funds from the Board of Directors, if necessary.

WHO DOES WHAT
CHAPTER OPERATIONAL PROCEDURES
MEMBERSHIP COMMITTEE

	BOD	Chair	Committee	CED
1. Establish Committee meeting dates		X		
2. Notify Committee of dates.		X		
3. Prepare agenda for/of meeting		X		
4. Distribute report to committee/Board/CED.		X		
5. Prepare budget figures for Board.		X		
6. Develop membership campaigns:				
a. Prepare targeted campaign, ie., new members, expirations, special categories, etc.		X	X	
b. Prepare and/or compile lists.		X	X	X
c. Prepare and/or compile materials.		X	X	X
d. Prepare mailing.				X
e. Maintain data on results.		X	X	X
f. Prepare necessary follow-up reports and distribute to committee.		X	X	X
g. Report results to Board.		X		
7. General				
a. Maintain membership roster.				X
b. Maintain and prepare statistical data on membership: New members, expirations & recruitment/retention				X
8. New Members:				
a. Prepare and mail new member welcome packets.				X
b. Follow-up welcome telephone call/note.		X	X	X
9. Expirations				
a. Prepare and mail expiration letters.				X
b. Follow-up telephone call/note on expirations.				X
c. Maintain data on expirations and distribute to committee to follow-up				X
10. Prospects:				
a. Handle telephone inquiries.				X
b. Prepare and mail prospect packets.				X
c. Maintain prospect list.				X
d. Follow-up telephone calls to prospects.		X	X	X

NOMINATING COMMITTEE

The Chapter By Laws, Article VIII, Committees, Section 1. require the Board of Directors to annually appoint a Nominating Committee.

The committee shall consist of the following members:

1. Immediate Past-President of the Chapter
2. President-Elect of the Chapter
3. Three other members who are not elected officers or running for office
 - a. At least one member shall be a homeowner member.
 - b. No more than two members may be from the same area of specialization.
4. Unless otherwise directed by the Board of Directors, the immediate Past-President shall chair the Nominating Committee.

The committee shall submit to the members at least 45 days before the date set for the election, a slate of nominees to serve as Directors. The election is generally held at the September Educational Luncheon. Therefore, a slate must be approved prior to August 1.

This committee should be appointed by the board no later than the July board meeting to meet the above criteria. The board shall modify or approve the Committee's slate at the September board meeting.

The Nominating Committee shall submit a letter to the Executive Director immediately following the July meeting. The letter, which is to be sent to all Chapter members, shall include: 1) an explanation of Director duties & responsibilities and term of office, 2) date of the election, 3) criteria for eligibility to run for a board seat and appear on the ballot, and 4) the process of nominating and approving candidates for the slate.

PROGRAMS/LUNCHEONS COMMITTEE

PURPOSE

The purpose of the Programs/Luncheons Committee is to provide an educational experience for members and non-members. It is also a marketing opportunity for professional and affiliate members who sponsor the event. The goal is to produce an informative educational experience that serves the community association industry.

RESPONSIBILITIES AND GOALS

1. To plan and produce a minimum of six (6) dynamic educational luncheons during the year. These are two-hour sessions held at a time to be determined by the committee. Normally, Luncheon Programs run from 11:30 a.m. to 1:30 p.m.
2. To vet and secure dynamic speakers qualified in their respective field who meet the Speaker Guidelines. (See Speaker Guidelines on Page 22 of these Policies and Procedures.)

ORGANIZATION

Leadership: There shall be a Committee Chair or Co-Chairs appointed annually in the fall by the Chapter President Elect. In the event there are Co-Chairs, terms shall be staggered in order to provide for consistency and continuity of operations. The committee chair ensures that all policies and procedures are properly carried out. The committee chair is given a list of individuals who have expressed an interest in serving on the committee. From that list and from recruitment the chair makes, the chair forms a committee of a size the chair thinks is necessary under the current circumstances. The Chair prepares meeting agendas, is responsible for providing meeting minutes to the Board and keeps the committee members informed of all meetings.

Due to the nature of the Programs/Luncheons Committee, it is important to include members from various areas of specialization. Emphasis should be made to comprise a committee made up of volunteers who are familiar with chapter dynamics, are regular luncheon attendees familiar with the types of topics that would appeal to the attendees and knowledgeable about current trends/hot topics in the CID industry.

Attendance: Committee members are expected to attend Committee meetings. Any Member with three (3) consecutive absences from committee meetings may be removed at the discretion of the Chair. Exceptions may be made in the event of a hardship.

Meetings: The Committee will meet at least quarterly (or as deemed necessary by the Committee Chair) at the Chapter Office or other designated location. The responsibility for taking minutes rotates among the members of the Committee.

Reporting Requirements: The Committee reports to the Board of Directors.

Board Liaison: The Chapter President shall appoint a Director to act as liaison between the Committee and the Chapter Board of Directors. This liaison is responsible for communicating relevant information between the Chapter Board and the Committee.

Quorum & Voting: A quorum for the transaction of business will be those attending the meeting, in person or by telephone. Decisions of the Committee shall require a majority vote of those members in attendance at a properly constituted meeting.

Budget & Expenses: The luncheon profitability goals are set by the Board of Directors based on historical figures and additional current cost information.

SESSION TOPICS, FORMAT AND SPEAKERS

The program topics and the format of the programs are at the discretion of the Programs Committee. Once the Committee has determined the topics, format and speakers, the information should be presented to the Board of Directors before finalizing the schedule. The Board of Directors should approve the schedule and the speakers. The Board would make every effort to support the Programs Committee's recommendations. However, the Board has the authority to override the Committee's decisions if there is sufficient reason to do so.

Speakers selected for the educational sessions should be experienced individuals who will draw attendance and provide the materials in an interesting manner. It is recommended that all speakers be CAI members. They need not be members of the Greater Los Angeles Chapter of CAI. First choice, however, should be given to a member in good standing, if that company can provide comparable information and an approved speaker.

Speakers are encouraged to provide handout materials. These materials may be printed on the speaker's letterhead, but no promotional materials or marketing brochures may be distributed at the sessions. There may be a moderator at a program. The moderator should follow the policies set forth herein.

IMPROPER SOLICITATION

Professionals and affiliates who are not sponsors are prohibited from actively soliciting attendees or distributing marketing literature at the event. Exchange of business cards is allowed.

PUBLICITY AND PROMOTIONAL MATERIALS

All flyers should describe the topic creatively to attract interest and attendance. Flyers should list the program topic, speakers and sponsors. Where space allows additional biographical information will be provided about the speakers.

DEADLINES

All promotional information must be to the Executive Director no later than forty-five (45) days prior to the event.

WHO DOES WHAT
CHAPTER OPERATIONAL PROCEDURES
PROGRAMS/LUNCHEONS COMMITTEE

	BOD	Chair	Committee	CED
1. Establish Committee meeting dates.		x		
2. Notify Committee of dates.		x		
3. Prepare agenda for meeting.		x		
4. Distribute report to committee/Board/CED.		x		x
5. Develop speaker list.		x	x	x
6. Prepare budget figures for Board/Finance Committee Chair.		x	x	
7. Develop speaker list.		x	x	
8. Prepare & print yearly program schedule.				x
9. Contact speakers for each program.		x	x	x
10. Send confirmation letter to each speaker.				x
11. Make arrangements for meeting location.		x		x
12. Design program flyers for each program.		x		x
13. Typeset flyers and have printed.				x
14. Prepare mailings.				x
15. Collect registrations and fees.				x
16. Prepare registration list.				x
17. Follow-up with speaker prior to program.		x		x
18. Handle registration at door.				x
19. Prepare and mail thank-you letter to speaker.				x
20. Prepare monthly report for Board meeting.		x		
21. Prepare financial report (income/expense) for each program.				x

PUBLICATIONS COMMITTEE

PURPOSE AND GOAL

The Publications Committee is a “Master” Committee that coordinates the activities of FOCUS Magazine, the Annual Membership Directory and Website Subcommittees. Its purpose is to assure that the quality of content of the various publications meets the standards of the Chapter; that pricing for advertising in the various publications is compatible; that the vendors selected for printing or producing the various publications are competitively priced and meet Chapter quality standards.

RESPONSIBILITIES AND GOALS

The goal of the “Master” Committee is to assure that the content and appearance of all the various means of communicating with the Chapter members have a similar and compatible appearance, and meet the standard of excellence fostered through the past years of Chapter publications.

ORGANIZATION

Leadership: There shall be a Committee Chair or Co-Chairs appointed annually in the fall by the Chapter President Elect. The committee chair ensures that all policies and procedures are properly carried out. The committee chair is given a list of individuals who have expressed an interest in serving on the committee. From that list and from recruitment the chair makes, the chair forms a committee of a size the chair thinks is necessary under the current circumstances. The Chair prepares meeting agendas, is responsible for providing meeting minutes to the Board and keeps the committee members informed of all meetings.

The Chairs of the subcommittees shall all be committee members, including the Editor of **FOCUS Magazine**. Sub-committee chairs shall be appointed by the Publications Chair from the subcommittee members.

Attendance: Committee members are expected to attend Committee meetings. Any Member with three (3) consecutive absences from committee meetings may be removed at the discretion of the Chair. Exceptions may be made in the event of a hardship.

Meetings: The Committee will meet at least quarterly (or as deemed necessary by the Committee Chair) at the Chapter Office or other designated location. The responsibility for taking minutes rotates among the members of the Committee.

Reporting Requirements: The Committee reports to the Board of Directors.

Board Liaison: The Chapter President shall appoint a Director to act as liaison between the Committee and the Chapter Board of Directors. This liaison is responsible for communicating relevant information between the Chapter Board and the Committee.

Quorum & Voting: A quorum for the transaction of business will be those attending the meeting, in person or by telephone. Decisions of the Committee shall require a majority vote of those members in attendance at a properly constituted meeting.

Budget & Expenses: The profitability goals are set by the Board of Directors based on historical figures and additional current cost information.

WHO DOES WHAT
CHAPTER OPERATIONAL PROCEDURES
PUBLICATIONS COMMITTEE

	BOD	Chair	Committee	CED
1. Establish Committee meeting dates.		X		
2. Notify Committee of dates.		X		
3. Prepare written report of meeting.		X		
4. Distribute report to committee/Board/CED.		X		
5. Provide budget figures to Board.		X		
6. Develop newsmagazine format and content.		X	X	
7. Collect/prepare articles.		X	X	
8. Typeset and print newsletter.				X
9. Establish advertising solicitation campaign.		X	X	X
10. Prepare written solicitation letter.				X
11. Distribute written materials to prospects.				X
12. Collect advertising applications and fees.				X
13. Proofread initial and final drafts.		X	X	X
14. Prepare mailing.				X
15. Receive and follow-up on receipt of artwork.				X
16. Make editorial decisions.		X		

Publication Committee Sub-Committees

Magazine Committee

PURPOSE AND GOALS

To provide six quality issues of **FOCUS MAGAZINE** during the course of the year.
 The goals are to:

- Stay within the agreed upon chapter budget.
- Maintain the quality of the articles. Priority is given to local authors within the chapter providing the submission is of comparable content and quality as others submitted from outside chapter membership.
- Maintain the quantity of advertisers.
- Maintain the quality of the publication.
- Balance articles and advertisements to an average of 50/50 evenly spaced throughout the publication.

The Executive Director will be invited to all committee meetings. In the event the Executive Director is not able to attend a committee meeting, the chair will inform the Executive Director of any decisions made during the meeting. The Executive Director is to be kept informed of all activities.

PROCEDURES/POLICIES

Author Criteria

- This publication attempts to provide CAI's membership with information on community association issues. Authors are responsible for developing the logic of the expressed opinions and authenticity of all presented facts in the articles. CAI does not necessarily

endorse or approve statements of fact or opinions made in the newsmagazine, and assumes no responsibility for these statements.

Editorial Responsibilities

To verify information as to the legal accuracy in conveyance of information based upon State Civil Code and CAI National standards. Also, in order to make certain that information contained in an article is accurate, the Editor and/or Executive Director will ensure that articles submitted by Chapter members are read by at least one peer member in the same industry before publication in *Focus Magazine*, other written Chapter publications and on the Chapter Website.

Advertising Policies (in addition to general advertising policies outlined elsewhere)

- Advertising contracts must be signed and submitted to the Chapter Office. Advertisements must be in digital format. Ads may be postponed due to lack of space in the magazine, but they will have first priority in the next issue. Acceptance of advertising in this magazine will not constitute an endorsement of product services. Placement of advertising within the publication depends on designer's layout requirements.

Announcement Policies

- ◆ Brief announcements regarding members who have a newsworthy item, which relates to CAI, may be included in the magazine. Achievement of a CAI manager designation, Reserve Specialist (RS) designation by a reserve preparer or admittance to the Community College of Association Lawyers (CCAL) would be newsworthy items. Other CAI-type announcements would be at the discretion of the Editor. In any instance, the name of the person (if applicable), the firm name, and a brief description of the achievement would be included.

Membership Directory Committee

PURPOSE AND GOALS

The purpose of the Membership Directory Committee is to publish annually a publication listing the current membership of the Greater Los Angeles Chapter. This directory also affords the opportunity for vendors to advertise their products and services. This directory is a service to the membership so that association members and management's companies have a listing of CAI members to consider in their choice of vendors.

ORGANIZATION

The committee chair is appointed by the Publications Committee Chair.

The Executive Director will be invited to all committee meetings. In the event the Executive Director is not able to attend a committee meeting, the chair will inform the Executive Director of any decisions made during the meeting. The Executive Director is to be kept informed of all activities.

PROCEDURES/POLICIES

Advertising Policies (in addition to general advertising policies outlined elsewhere)

- Advertisements must be in black-and-white camera-ready artwork or digital artwork. Acceptance of advertising in this directory will not constitute an endorsement of product services. Placement of advertising within the publication cannot be guaranteed.

- Only Members of the GLAC Chapter of CAI may advertise in the Directory.
- Use of Membership Directory.
The directory is not to be used for marketing purposes by vendors.

Website Committee

PURPOSE AND GOALS

The purpose of the Website Committee is to provide the Chapter with a Website that is professional and that adequately depicts the goals, events and purpose of the Chapter. Additionally, a Website provider shall be chosen that is competitively-priced, provides the level of service the Committee defines, proves to be easy to work with and can provide desired changes in a timely manner. The goal of the Website should be to become a Chapter profit center.

SPECIFIC ACTIVITIES

The Committee may entertain a variety of activities to achieve an attractive, current information-laden and easy-to-navigate website. These activities may include the following:

- Establish a Web directory of vendor listings by categories of vendors
- Maintain a current calendar of Chapter events
- Provide links to CAI National and other pertinent organizations
- Provide a list of chapter board members and Committee chair persons with contact information
- Provide a means of registering for Chapter meetings and events
- Provide an interactive section whereby the Chapter can be contacted for more information

The Committee is responsible for maintaining and updating the Website. If it finds this can be better accomplished by the Executive Director, who has agreed to perform this function, the Committee may delegate this responsibility. Members will work with the Executive Director to ensure that all information is timely and accurate. At least once a month, the Website shall be reviewed and updates, as is necessary.

WEBSITE SPONSORSHIPS

The committee shall establish sponsorships specific to the Website. The number of and cost of these Sponsorships shall be recommended by the Committee to the Board for approval, and then published.

Types of sponsorships could include:

- Company logo on Home Page
- Large banner ad in the advertiser's directory category.
- Logo on registration confirmation page
- Listings under additional categories in Website directory
- Optional link to member company's Website
- Logo on Service Provider Table of Contents Page
- Logo on Resources Table of Contents
- Logo next to current issue of Focus Magazine

SOCIAL MEDIA COMMITTEE

PURPOSE

To increase the visibility, credibility and attendance at events of the CAI-Greater Los Angeles Chapter through social media vehicles.

RESPONSIBILITIES AND GOALS

1. To work with other committees, as necessary, to develop a plan for promoting those respective committees' activities to draw more public and member support.
2. To design and implement a social media strategy.
3. To maintain a social media calendar to control and organize postings for a thoughtful release of information and positive image development.
4. To delegate tasks to committee members according to their social media strengths.
5. To conduct opinion and statistical surveys and solicit ideas for future Chapter offerings.
6. To take photographs at all Chapter events, luncheons, meetings, etc., which will be used for Chapter publicity, or within chapter publications.
7. To adhere to and enforce the Social Media Policy.

ORGANIZATION

Leadership: There shall be a Committee Chair or Co-Chairs appointed annually in the fall by the Chapter President Elect. In the event there are Co-Chairs, terms shall be staggered in order to provide for consistency and continuity of operations. The committee chair ensures that all policies and procedures are properly carried out. The committee chair is given a list of individuals who have expressed an interest in serving on the committee. From that list and from recruitment the chair makes, the chair forms a committee of a size the chair thinks is necessary under the current circumstances. The Chair prepares meeting agendas, is responsible for providing meeting minutes to the Board and keeps the committee members informed of all meetings.

The Executive Director will be invited to all committee meetings. In the event the Executive Director is not able to attend a committee meeting, the co-chair will inform the Executive Director of any decisions made during the meeting. The Executive Director is to be kept informed at all stages of planning of the event.

Due to the nature of the Social Media Committee, it is important to include members from various areas of specialization. Emphasis should be made to comprise a committee made up of volunteers who are already personally active on social media and are regular event attendees.

Attendance: Committee members are expected to attend Committee meetings. Any Member with three (3) consecutive absences from committee meetings may be removed at the discretion of the Chair. Exceptions may be made in the event of a hardship.

Meetings: The Committee will meet at least quarterly (or as deemed necessary by the Committee Chair) at the Chapter Office or other designated location. The responsibility for taking minutes rotates among the members of the Committee.

Reporting Requirements: The Committee reports to the Board of Directors.

Board Liaison: The Chapter President shall appoint a Director to act as liaison between the Committee and the Chapter Board of Directors. This liaison is responsible for communicating relevant information between the Chapter Board and the Committee.

Quorum & Voting: A quorum for the transaction of business will be those attending the meeting, in person or by telephone. Decisions of the Committee shall require a majority vote of those members in attendance at a properly constituted meeting.

Budget & Expenses: The Board of Directors has not allocated any budget for the Committee. The Committee may request funds from the Board for particular purposes or events or for general operating purposes, should the work or activities of the Committee make such funding necessary or advisable.

**WHO DOES WHAT
CHAPTER OPERATIONAL PROCEDURES
SOCIAL MEDIA COMMITTEE**

	BOD	Chair	Committee	CED
1. Establish Committee meeting dates.		X		
2. Notify Committee of dates.		X		
3. Prepare written report of meeting.		X		
4. Distribute report to committee/Board/CED.		X		
5. Provide budget figures to Board.		X		
6. Actively post news and events on selected platforms		X	X	X
7. Monitor analytics		X	X	X
8. Work with other committees for max involvement		X	X	