



List of Policies

Note: When reading this document on a computer, you can place the cursor over a Table of Contents item and “left click” on the hyperlink to jump to the corresponding page number.

<u>Policy numbers</u>	<u>address issues regarding</u>
1 through 7	Membership
8 through 11	Staff
12 through 20	Board, Fiscal and Operations

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Policy on

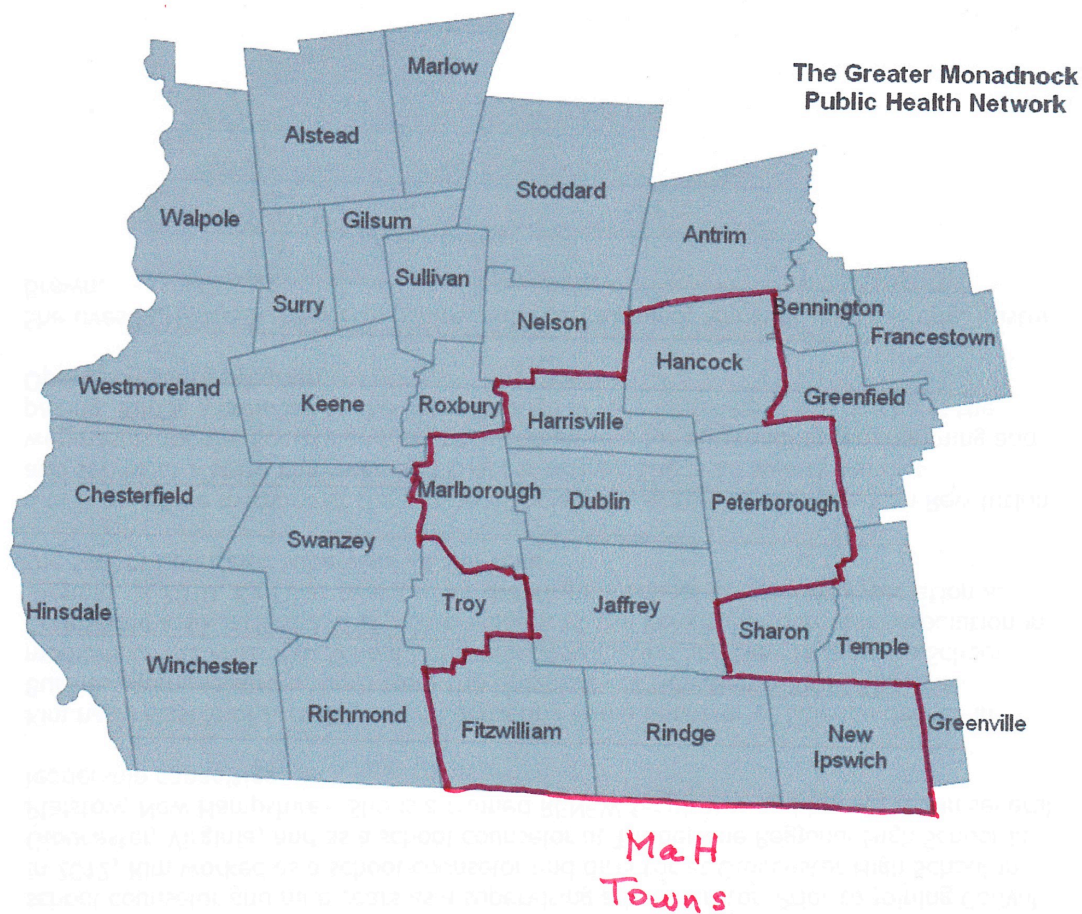
1. Area where Membership is offered

Revised: 5/31/15

Approved by Board: TBD

MaH currently (or previously) serves residents in the following towns: Dublin, Fitzwilliam, Hancock, Harrisville, Jaffrey, Marlborough, New Ipswich, Peterborough and Rindge.

On a case-by-case basis, with concurrence of the Executive Director, the Board may approve memberships from additional towns.





Policy on 2. Confidentiality

Confidentiality is very important to Monadnock at Home. Monadnock at Home will maintain the privacy of members' personal information in accordance with applicable New Hampshire law. Confidential information will only be shared when sharing is necessary for the purposes of arranging the services and activities that you and other members want and need. Such sharing will be restricted to staff, key volunteers, or providers of services, unless you direct us otherwise.

Information not related to emergencies will be shared only within the office, unless you direct us otherwise. Any names and phone numbers you give us, for example of your doctor or relatives, will be kept confidential within the office and will be used only for emergencies. Additional information will be released only with your consent.

I give permission for personal information to be shared with the individuals listed below:

☐ 1st to notify: _____
Name/Relationship Phone number

☐ 2nd to notify: _____
Name/ Relationship Phone number

I have REVIEWED and UNDERSTAND this confidentiality policy.

Member name Date



PO Box 422
Jaffrey, NH 03452
Phone: 603-371-0809
Website: monadnockathome.org
Email: help@monadnockathome.org

3. Membership Agreement Form

Individual ☐ Household ☐

Date: ____/____/____
Month Day Year

Last Name: _____		First Name: _____		M <input type="checkbox"/> F <input type="checkbox"/>	DOB: _____
Home Address: _____					
City: _____		State: _____		Zip: _____	
Home Phone: (____) _____		Cell Phone: (____) _____			
Email address: _____					
Secondary Address: _____					

Additional Household Member (if applicable):					
Full Name: _____		M <input type="checkbox"/> F <input type="checkbox"/>		DOB: _____	
Cell Phone: _____		Email Address: _____			

Emergency Contact:	
Name: _____	Phone: H _____
Relationship: _____	W _____
Address: _____	C _____



Primary Care Physician: _____

Physician's phone number: _____

Insurance: Medicare Yes ☐ No ☐

Other _____

Preferred Hospital: _____

Membership Fees:	Individual, paid annually	\$450
	Household, paid annually	\$600
	Seasonal Household	\$500
	Reduced fees available for those who qualify	

Checks payable to Monadnock at Home

Would you like your children to receive our newsletter? Yes ☐ No ☐

If yes please provide:

Name(s)

Mailing Address(es) (Street) (City) (State) (Zip Code)

Name(s)

Mailing Address(es) (Street) (City) (State) (Zip Code)

MaH acts on behalf of its membership to identify the activities and services most in demand and has identified area providers capable of delivering such activities and services at convenient times and places, under conditions of strict quality control and often at reduced prices. All service providers recommended or sent to members' homes by MaH will be from known, reputable companies or will have passed a background check.

MaH members contract directly with and are billed for services by third-party providers and receive preferred treatment from those providers. One of MaH's primary functions is to ensure the highest possible member satisfaction with the activities and services provided. MaH, however, cannot assume any direct or indirect responsibility or liability in connection with services for which members have contracted with third party providers that MaH recommends.



MONADNOCK at HOME (MaH)

LIABILITY AGREEMENT: In order for Monadnock at Home to monitor my/our needs and levels of satisfaction, I/we authorize third-party providers to share non-medical data with MaH about the services I/we use. MaH reserves the right to be in touch with my/our emergency contacts in case of situations of (serious) health or safety concern.

As a member of Monadnock at Home, I/we hereby release and discharge Monadnock at Home from personal responsibility or liability for services rendered by Monadnock at Home staff, volunteers or third parties acting on its behalf.

I/we have read the above carefully and hereby request membership in Monadnock at Home under the terms and conditions described.

Termination Of Agreement: MaH reserves the right, at its sole discretion, to terminate this agreement, following 30-day prior written notification, if it determines that it is in the best interest of MaH, its volunteers, other Members or the undersigned Member(s). If MaH terminates this agreement, it will return a portion of the annual fee paid on a prorated basis from the month of termination. The undersigned Member(s) may terminate this agreement at any time, by providing written notice to MaH. If the Member(s) terminate(s) this agreement, no portion of the annual fee shall be refunded.

I/we understand that MaH is not a provider of emergency services or health-care services, is not a health-care administrator, and does not employ licensed health professionals or social workers.

Membership Directory: All member names will be entered into a Membership Directory. We will also automatically include your address, phone number and email address in the Directory unless you check one or more of the following boxes:

Please do not include:

Member #1 ☐ Address ☐ Phone # ☐ Email address

Member #2 ☐ Address ☐ Phone # ☐ Email address

I/we have read these Terms and Agreement and hereby join Monadnock at Home under the terms and conditions herein described.

Print Name

Print Name

Signature

Signature



Member Interests

Performing Art

- ☐ Classical Music
- ☐ Jazz
- ☐ Opera
- ☐ Chamber Music
- ☐ Theater
- ☐ Dance
- ☐ Movies

General Interest Topics

- ☐ Art
- ☐ Reading/Book Clubs
- ☐ Museums
- ☐ History
- ☐ Personal Finance
- ☐ Cooking
- ☐ Restaurants
- ☐ Current Events/Politics
- ☐ Computers
- ☐ Sports
- ☐ Health & Wellness
- ☐ Travel
- ☐ Genealogy

Nature and Environment

- ☐ Nature
- ☐ Birding
- ☐ Conservation
- ☐ Gardening

Fitness Activities

- ☐ Yoga
- ☐ Tai Chi
- ☐ Exercise
- ☐ Walking
- ☐ Hiking
- ☐ Kayaking
- ☐ Tennis
- ☐ Skiing
- ☐ Snowshoeing

Crafts & Hobbies

- ☐ Knitting
- ☐ Handcrafts
- ☐ Painting: ☐ oils ☐ watercolor
- ☐ Sketching
- ☐ Photography
- ☐ Woodworking
- ☐ Chess
- ☐ Scrabble
- ☐ Canasta
- ☐ Mah Jong
- ☐ Poker
- ☐ Bridge



Policy on
4. Annual Membership Fees

Revised: 12/6/2014
Approved by Board: 12/16/2014

<u>Regular members</u>	<u>Individual</u>	<u>Household</u>
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Base rate	300	300
+ Individual rate	150	-
+ Household rate	-	300

Total annual fee	450	600
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Snowbird members

Away **3** or **4** months

Total annual fee	400	500
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Away **5** or **6** months

Total annual fee	375	450
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Social members

Total annual fee	450	600
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Supported members

Total annual fee	200	200
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No-Refund Policy

Fees shall be refunded if so requested by the member(s) during the first 31 days of membership, but not thereafter. Under extenuating circumstances, the Executive Director may, with the concurrence of the Board Chair, grant an exception to this policy.

Refund Policy in Event of Death of a Member

If requested, in the event of a death of an Individual Member during a membership year, the fee shall be pro-rated and refunded to the executor of the member's will.

If requested, in the case of a death of one person of a Household Membership during a membership year, a portion of the membership fee shall be pro-rated and returned to the surviving Household Member(s).



Policy on

5. Member Grievance Procedures

Drafted: 12/14/10

Revised: 5/31/15

Approved by Board: TBD

Monadnock at Home maintains a standard of excellence in its provision of all its services. When service appears not to meet this standard, the organization welcomes feedback in order to facilitate corrections in its operations. Members should understand that no prejudicial or punitive action will be taken against anyone who voices a complaint.

Members who have concerns about the work of service providers or volunteers should bring this to the attention of the Executive Director as soon as possible. The Executive Director will then take any actions deemed necessary to correct the situation.

When a member has a concern relative to the operation of Monadnock at Home, the member should, as a first step, make an effort to discuss the problem with the individual involved in order to solve it at that level. If this does not resolve the situation to the satisfaction of the member, the Executive Director should be informed of the situation along with a request for corrective action.

Should the complaint not be resolved at the level of the Executive Director, the member may file a formal grievance with the Chair of the Personnel Committee. When possible, such grievances should be in writing and should provide a description of the circumstances leading to the complaint. The Chair of the Personnel Committee will convene a committee of three members of the Personnel Committee including the Chair to consider the complaint and address the issues involved.

Should the complaint not be resolved to the satisfaction of the member, the member may appeal directly to the Chair of the Board of Directors.



Policy on **6. Social Membership**

Drafted: 7/10/13

Revised: 5/31/15

Approved by Board: TBD

Monadnock at home offers Social Membership for community members who want to be fully supportive of the organization, but do not feel the need for current services and want their support to be considered a donation for IRS tax purposes.

<u>Social</u> Individual	\$450 per annum
<u>Social</u> Household	\$600 per annum

Social members are not allowed to request services or referral to services, either those provided by Monadnock at Home (MaH) volunteers or those obtained from (member-paid) recommended providers. They are however invited to attend annual meetings as full voting members.

Only **Regular** members are eligible to request services or referrals.

Social members are required to contribute the same amount as the fees paid by **Regular** members in the same category. Because social members will receive no services, however, their contribution is tax deductible to the full extent of IRS regulation.

Social members will receive informational email and USPS mailings. If they should choose to participate in any MaH member event, they will be required to do so at their own expense, paying for any items that result in a cost to MaH (e.g., transportation paid from the MaH budget).

People younger than the 62-year old age limit imposed by the IRS are eligible to join as social members since they do not receive services.

If a member should determine that services are in fact required during the course of a *calendar* year when in the social category, membership may be converted prorated on the date of conversion, provided that s/he meets all other conditions of membership (e.g., age and residence). In the year-end contribution acknowledgment letter that MaH provides to the member, the stated amount will be prorated to just that portion of the year when the member was in the **social** category. After a calendar-year-end donation letter has been issued, changes in membership status must wait until January 1 of the next year.



Policy on

7. Transportation

Drafted: 11/8/2011

Revised: 10/4/2013

Approved by Board: TBD

MaH members are eligible for transportation with vetted volunteer drivers for once a week shopping, member events and medically related trips no farther than Keene, if drivers are available. Any other trips, e.g., to airports, the Dartmouth Hitchcock Medical Center, etc., will be via a paid provider.

In the case of inclement weather, volunteer drivers have the right to cancel an arranged volunteer activity, using school closings and/or highway advisories for guidance. In such cases, the volunteer will notify the rider and the Executive Director of the cancellation.

As noted in the winter 2013-14 newsletter:

MaH Transportation Program

Our goal is to meet every member request in a timely and satisfactory manner. With regard to transportation, we have the following strategy:

Monadnock at Home will provide rides to local medical appointments and once a week grocery trips for our members. Trips outside of the eastern Monadnock region (e.g., to Nashua or Hanover) will be accommodated to the best of our transportation partners' availability, but highest priority will be given to destinations within our local area. Please provide us with at least a 5 day notice for any ride you may need.

Thank you for your cooperation!



Policy on
8. Mileage Reimbursement

Employee Personal Automobile Use

Originally drafted or approved: 7/12/2011

Revised: 12/8/2014

Reapproved by Board: TBD

Whenever using their personal automobiles to discharge their official duties, Staff members shall be reimbursed for mileage from their homes and return to any and all official MaH meetings or functions, at the then-current federal rate.

The Executive Director (ED) shall be similarly reimbursed, with the starting point on a given day taken as either (A) or (B):

- A. The MaH office in the SDE building (Peterborough), on any day that the ED spends 4 or more hours working out of that office. On such days, mileage to/from her home to SDE shall not be reimbursed.
- B. The ED's home, on those days when the ED "works from home." On these days mileage shall be reimbursed with her home as the starting point.



Policy on

9. Personnel Issues

EQUAL EMPLOYMENT OPPORTUNITY

Monadnock at Home affirms its commitment to equal employment opportunity for all individuals. Decisions about recruiting, hiring, training, promotions, compensation, benefits, and all similar employment decisions must be made in compliance with all federal, state and local laws and without regard to race, color, religion, sex, sexual orientation, national origin, age, disability or any other classification protected by law.

EMPLOYMENT AUTHORIZATION

Federal law requires that prospective employees must show proof of eligibility to work in the United States in the position for which they are applying. When applicable, employees must usually provide an original document or documents to the employee's supervisor that establish identity and employment eligibility from the date employment begins.

TIMEKEEPING

Non-exempt employees must submit a written and signed record of their time worked at the end of each month.

PAY AND PAYROLL

Pay adjustments generally will be considered for all employees once a year and any adjustments will normally begin at the beginning of the fiscal year. There is no guarantee of an annual pay adjustment. Pay is usually based upon such factors as individual performance, job responsibilities and other appropriate factors. Non-exempt employees will report their hours for the preceding month by the 7th day of each month and will be paid by the 14th of each month. The Executive Director is paid on the 1st and the 15th of the month.

Deductions made from employees' wages are reflected on the printout that accompanies their paychecks. Federal law requires deductions from pay for income tax, Social Security and Medicare. Other deductions may include state and/or local taxes or wage garnishments. Some deductions are optional and are made only if the employee has authorized their deduction.

Employees are responsible for promptly notifying the Executive Director of any changes to or errors in their deductions. Any necessary adjustments usually are made and reflected in the employee's next paycheck.

ON CALL POLICY



From time to time non-exempt staff will be asked to be on call in the absence of the Executive Director. This will require either carrying the cell phone to answer calls or periodic checking of the answering system along with any other duties assigned. In this case employees will be compensated as follows:

A) Worked time: As non-exempt staff, they will need to record 'actual hours worked' on their time sheet while on call. This would be times when they actually answered a call and worked on the organization's behalf in relation to that call.

B) On Call time: Employees should include a tally of the number of days on call along with their monthly statement of hours worked. The employee will receive a bonus of two hours worth of pay for each day on call. During this time the employee is free to do normal non-work related routines and have a reasonable amount of time (set by the Executive Director) in which to return telephone calls. It will usually require remaining in the general geographic area to be able to respond to emergency situations.

VACATION

The Monadnock at Home grants paid vacation to regular full-time employees at their regular rate of pay based on their length of service. Part-time employees who are half-time are entitled to a prorated amount of vacation time. Vacation eligibility is as follows: Two weeks of vacation earned at the completion of each twelve months of service up to thirty-six months total. Thereafter three weeks of vacation earned at the completion of each twelve months of service up to seventy-two months total. Thereafter four weeks of vacation earned at the completion of each twelve months of service.

HOLIDAYS

It is anticipated that the following holidays will be observed:

- New Year's Day
- Martin Luther King Day
- President's Day
- Memorial Day
- Fourth of July
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving Day
- Christmas Day



SICK LEAVE WITH PAY

The Executive Director accrues one day of paid sick leave for every month worked, up to a maximum of twelve days per calendar year. One year's worth (12 days) of sick time may be carried forward into the following year. Hourly employees do not accrue paid sick leave.

PERFORMANCE EVALUATION

In general, employees will receive a written performance evaluation once each year that will be maintained in the Employee's permanent personnel file. Factors considered in assessing performance include but are not limited to quality and quantity of work; dependability; attendance and punctuality; effective interpersonal relationships with the membership, and personal conduct.

Employees are requested to identify goals and objectives in advance so that their work may be evaluated on the basis of clear criteria they have helped to develop.

SEPARATION FROM EMPLOYMENT

Employees who resign are requested to give at least two weeks' written notice in order for the organization to find a suitable replacement.

VEHICLE USAGE AND REIMBURSEMENT

Employees using their own cars for business may be paid mileage at the current rate per mile as established by Internal Revenue Service. Mileage will be reimbursed monthly upon request by the employee and approval by the Executive Director. Trips must be authorized by the employee's supervisor. Employees must have a current and valid driver's license and proof of insurance. Employees may not take unauthorized passengers on such trips.

All tickets for parking and traffic violations are the responsibility of the employee. The employee must pay all fines promptly and will not be reimbursed by Employer.

MEDIA INQUIRIES

All requests for information about Monadnock at Home from newspapers, television and radio media should be directed to the Executive Director. An appropriate response to a media inquiry would be, "I'm not the best person to answer that question. May I contact the appropriate person and have that individual get back to you?"

CONFIDENTIALITY

Confidentiality is very important to Monadnock at Home members. All employees must maintain the privacy of members' personal information in accordance with applicable New Hampshire law. Confidential information is only to be shared when sharing is necessary for the purposes of arranging the services and activities that members want and need. Such sharing will be restricted to staff, key volunteers, or providers of services unless the member directs otherwise. Any names and phone numbers must be kept



confidential within the office and be used only for emergencies. Members must give consent for information given out except in emergencies.

CONFLICTS OF INTEREST

Employees are expected to avoid conflicts of interest, defined as any situation where an employee may attain personal gain or which may serve as a detriment to Monadnock at Home, either monetarily or to its public image, because of the use of information or personal contact which is not generally available except through employment with MaH.

Employees shall not engage in any business or transaction, and shall not have a financial or other personal interest which is incompatible with their employment duties or which would impair their judgment or actions in the performance of their duties for MaH.

Employees who have questions about whether an activity violates this policy should discuss the matter with the Executive Director.

HARASSMENT

Sexual harassment is prohibited and will not be tolerated. This policy applies to sexual harassment by members of the same gender as well as opposite genders.

The Employer prohibits conduct that shows hostility or an aversion toward an individual because of his or her race, color, religion, sex, national origin, age, disability, sexual orientation or any other classification protected by law.

GRIEVANCE PROCEDURES

Monadnock at Home aims to maintain fair and clear standards for performance within a supportive environment for all staff members. Staff members should understand that no prejudicial or punitive action will be taken against anyone who voices a complaint.

Staff members who have concerns about their responsibilities or working conditions should bring this to the attention of the Executive Director as soon as possible. The Executive Director will then take any actions deemed necessary to correct the situation.

Should the complaint not be resolved at the level of the Executive Director or be a grievance on the part of the Executive Director, that person may file a formal grievance with the Chair of the Personnel Committee. Such grievances should be in writing and should provide a description of the circumstances leading to the complaint. The Chair of the Personnel Committee will convene a subcommittee of three members of the Personnel Committee, not including the Chair, to consider the complaint and attempt to resolve the issues involved. This subcommittee will submit its recommendations to the entire Personnel Committee which will formulate the final recommendation to the Executive Committee of the Board of Directors.

Should the complaint not be resolved to the satisfaction of the staff member, that person may appeal the decision of the above committee to the Executive Committee of the Board



of Directors. The decision of the Executive Committee of the Board of Directors shall be final.



PERSONNEL MANUAL ACKNOWLEDGMENT FORM

I, _____, hereby acknowledge that I have received a copy of the Personnel Policy Manual of _____. I understand that it is my responsibility read the Manual and to comply with the policies, practices and rules of the Employer.

I specifically understand and agree that my employment is at will and for an unspecified period of time and that either the Employer or I may terminate the employment relationship, at any time, with or without reason and with or without notice. I specifically understand and agree that this statement of policy contains all of the terms relating to termination of employment and that no representations may be made contrary to the foregoing, either express or implied. I understand that this statement of policy is not subject to change.

I understand that this Manual supersedes all previous policies, written or oral, express or implied. I also understand that this Manual is neither a contract of employment nor a legal document, and that the Employer reserves discretion to add, change or rescind any policy, practice or rule at any time with or without notice.

I understand that my signature below indicates that I have read and understood the above statements and have received a copy of the Personnel Policy Manual, dated _____.

Date

Employee Name (Print)

Employee Signature



Policy on
10. Process for Executive Director Evaluation

Revised: 1/18/13

Approved by Board: 2/19/13

By the end of the month of June the Executive Director shall complete the Executive Director Evaluation Form, attaching any illustrative material deemed relevant, and submit it to the Chair of the Board.

In early July, the Chair shall prepare a written evaluation of the Executive Director's performance based on input from any sources gathered by the Chair, the Executive Director's self-evaluation and the Chair's own experience of working with the Executive Director. A copy of this evaluation shall be given to the Executive Director prior to a meeting between the Chair and the Executive Director, which is to take place in the month of July.

The purpose of the July meeting is to affirm all the strengths the Executive Director has brought to MaH in the past year, identify any areas where effectiveness might be improved and explore what resources are needed for future development. Goals for the coming year for both the Executive Director and the organization are to be identified. These goals will then feed into the Board's September planning process. Subsequent to this meeting, either party may place an addendum on the documents created.

Recommendations regarding salary adjustments based on the evaluation documents will be made by the Personnel Committee, sent to the Executive Committee and the resulting proposal ultimately will go the Board for a vote. The Personnel Committee will have access to the evaluation documents for their decision-making process, but this will be done in strictest confidence. One copy of each of the evaluation documents is to be retained by the Executive Director, the Chair of the Board or designee and the Chair of the Personnel Committee and is to be confidential. However, when in the considered judgment of the Chair of the Board it becomes essential to decision-making for the Board to be made aware of the evaluation contents, such information as is essential may be disclosed in an executive session of the Board.



Policy on

11. Staff Grievance Procedures

Approved by Board: 2/14/10

Monadnock at Home maintains fair and clear standards for performance within a supportive environment for all staff members. Staff members should understand that no prejudicial or punitive action will be taken against anyone who voices a complaint.

Staff members who have concerns about their responsibilities or working conditions should bring this to the attention of the Executive Director as soon as possible. The Executive Director will then take any actions deemed necessary to correct the situation. Should the complaint not be resolved at the level of the Executive Director or be a grievance on the part of the Executive Director, that person may file a formal grievance with the Chair of the Personnel Committee.

Such grievances should be in writing and should provide a description of the circumstances leading to the complaint. The Chair of the Personnel Committee will convene a subcommittee of three members of the Personnel Committee, not including the Chair, to consider the complaint and attempt to resolve the issues involved. This subcommittee will submit its recommendations to the entire Personnel Committee, which will formulate the final recommendation to the Executive Committee of the Board of Directors.

Should the complaint not be resolved to the satisfaction of the staff member, that person may appeal the decision of the above committee to the Executive Committee of the Board of Directors.



Monadnock at Home

12. By-Laws

Article I: Name and Principle Offices

Section 1.1 – ***Name***. The name of the Corporation shall be Monadnock at Home (MaH). This shall hereafter be referred to as the “Corporation.”

Section 1.2 – ***Offices***. The principal office of the Corporation shall be located in one of the communities served by MaH, in Cheshire or Hillsborough County, New Hampshire, as determined by the Board of Directors.

Article II. Purpose

Section 2.1 – ***Mission***. The Mission of Monadnock at Home is to provide residents of the region east of Mount Monadnock with the support, the practical means and the community to enable them to remain in their homes as long as possible as they grow older.

Section 2.2 (a) – Notwithstanding any other provision of these By-Laws, the Corporation is organized exclusively for one or more of the purposes as specified in 501 (c) (3) of the Internal Revenue Code (IRC) of 1986, and shall not carry on any activities not permitted to be carried out by a Corporation exempt from Federal income tax under IRC 501 (c) (3) or corresponding provisions of any subsequent tax laws.

Section 2.3 (a) – No substantial part of the activities of the Corporation shall be carrying on propaganda, or otherwise attempting to influence legislation (except as otherwise provided by IRC 501(h) or participating in, or intervening in (including the publication or distribution of statements), any political campaign on behalf of or in opposition to any candidates for public office.

Article III. Membership

Section 3. Membership shall be open to all residents aged 62 or older of communities in the Monadnock region. Such residents may become members by officially enrolling in MaH. Meetings of the membership shall be called by the Board of Directors (at least annually) for the purpose of informing the general membership about the activities of the Corporation, election of new board members, announcing committee or other openings, and to solicit input and assistance from the general membership. All properly enrolled members may vote at the Annual Meeting.

Article IV. Board of Directors

Section 4.1 – ***Authority***. The activities, affairs and property of the Corporation shall be managed, directed and controlled and its powers exercised by a Board of Directors. The



Board of Directors may, at its discretion, delegate powers and authorities to officers, individuals, or committees in order to conduct routine and necessary business of the Corporation.

Section 4.2 – *Composition of the Board.* The Incorporators shall appoint an initial Board of Directors of not more than 25 people with designated one, two, or three year terms in approximately equal proportions. At the first annual meeting up to three (3) one-year member positions shall be filled with three-year Directors by majority vote of the membership. Thereafter expiring Board positions shall be filled by election of up to one-third of the Directors at the annual meeting. Officers of the Board shall be elected by the directors annually from among its membership. Any newly created positions and any vacancies on the Board of Directors arising at any time and from any cause may be filled at any meeting of the Board of Directors by a majority vote of the Directors then in office. A Director elected to fill a vacancy shall be elected for the unexpired term of her or his predecessor in office.

Except as stipulated below, Directors may serve no more than two consecutive three-year terms before vacating the Board for at least one year. Any Director serving in other than a first term as of January 1, 2015, is limited to serving one additional term beyond the completion of the current term.

If they are not already serving as elected members of the Board, the lead persons or chairs of MaH committees (as described under Article VI) shall serve *ex officio* as additional non-voting members of the Board of Directors.

Section 4.3 – *Meetings of the Board.* Meetings of the Board of Directors shall be routinely scheduled, normally on a monthly basis, and conducted by the Chair. Special meetings may be called by the Chair at the request of at least three (3) Board members. A simple majority of Board members will constitute a quorum. A majority vote of those present shall constitute a valid vote except as otherwise required by the By-Laws of the Corporation.

Section 4.4 – *Fiscal Year, Annual Meeting, and Nominating Committee.* The fiscal year shall begin on July 1, and end on June 30. An annual meeting of the membership will be held in June in one of the participating communities.

The Nominating Committee, appointed annually by the Chair and consisting of three (3) Directors or MaH members, will prepare an annual slate of officers. This slate, together with a budget for the year prepared by the Treasurer, must be submitted to the Board of Directors for review no less than six (6) weeks before each annual meeting.

Section 4.5 – *Attendance of Directors.* Attendance of a majority of Directors shall constitute a quorum for doing business at all meetings of the Directors, except as otherwise provided by statute or by these By-Laws. When a quorum is present or represented by proxy at any meeting, the vote of the majority of the Directors present in person, or represented by proxy, shall decide any questions brought before such meetings.



Section 4.6 – ***Compensation***. No officer or Board member shall receive directly or indirectly any compensation, loan, or gift for duties rendered.

Section 4.6.1 – ***Earnings of the Corporation***. No part of the net earnings of the Corporation shall inure to the benefit of any member, director, or officer of the Corporation, (except that reasonable compensation may be paid to members for services rendered to or for the Corporation), and no member, director, officer of the Corporation or any private individual shall be entitled to share in the distribution of any of the Corporation's assets upon dissolution of the Corporation.

Section 4.7 – ***Resignation or Removal***. Any Board member may resign at any time by delivering written notice of resignation to the Chair or the Secretary of the Corporation. Any Director may at any time be removed from office for any cause deemed sufficient by the Board of Directors by the affirmative vote of two-thirds of the full number of Directors then in office acting at a meeting of the Board, the notice of which has specified the proposed removal.

Section 4.8 – ***Board Meeting Attendance***. Board members are expected to attend all meetings and to participate actively in the business of the Board. Lacking specific authorized absence(s) by the Chair, any Board member missing three meetings, consecutive or otherwise, in a given fiscal year will be dismissed from the Board. If the situation warrants, the Board may vote to require the member to release his/her seat.

If a Board member in good standing is unable to regularly attend Board meetings and therefore is unable to participate actively in the work of the Corporation, he/she may choose to relinquish his/her Board status and remain a volunteer

Article V. Officers

Section 5.1 – ***Officers of the Corporation***. The officers of the Corporation shall minimally consist of a Chair, a Vice Chair, a Secretary and a Treasurer, elected annually by the Directors from those Directors then serving on the Board. In lieu of a single Chair, the functions of that office may alternatively be fulfilled by two Co-Chairs. The term of office for each officer shall be one (1) year. All officers may be re-elected for up to three terms.

Section 5.2 – ***Chair and/or Co-Chairs and Vice Chair***. The Chair (or one of the Co-Chairs) shall preside over any meeting and shall be vested with the powers usually prescribed to this office. In the absence of the Chair (or both Co-Chairs), the Vice Chair shall preside.

Section 5.3 – ***Secretary***. The Secretary shall have the general powers usually vested in this office, which includes keeping the minutes of the Board meetings, being custodian of all records, and providing proper notice of Board meetings. In addition, the Secretary shall have the responsibility of insuring that all Board members acknowledge and agree to the Board's policy of Conflict of Interest. The Secretary shall also have the responsibility of



composing and preparing all correspondence required by the Board of Directors and shall maintain a full and complete record of such correspondence

Section 5.4 – ***Treasurer***. The Treasurer shall be responsible for all funds of the Corporation and shall have the general powers and duties usually vested in the office of the Treasurer, including the powers and duties to:

- i. Care for, receive and give receipt for monies due and payable to the Corporation.
- ii. Deposit all monies received in the name of the Corporation in such banks, trust companies or other depositories as from time to time may be designated by the Board of Directors.
- iii. Have charge of the disbursement of monies of the Corporation in accordance with the direction of the Board of Directors.
- iv. Enter or cause to be entered regularly in the books to be kept by the Treasurer or under his/her direction for the purpose of providing a complete and correct account of all monies received and disbursed by the Corporation.
- v. Render a statement of the financial accounts of the Corporation to the Board of Directors at each Board meeting or at other times as may be requested.
- vi. Secure the countersignature of the Chair of the Directors, in addition to the Treasurer, for all checks over \$500 unless the expenditure had previously been approved by the Board.
- vii. Prepare and file any and all annual financial forms required of the Corporation with the assistance of the Secretary, as necessary.

Article VI. Committees

The Board of Directors may establish such standing and ad hoc teams or committees as it deems necessary to accomplish the stated purpose of the Corporation, including but not limited to the following:

- Development and Grant Writing
- Public Relations, Marketing and Membership
- Finances and Budgeting
- Resources and Partnerships
- Community building, Volunteer Services and Programming

Article VII. Indemnification of the Board of Directors

The Corporation shall indemnify each of its Directors and officers, or former Directors and former officers, or any person who may have served at the request of the Corporation as a Director or officer of another corporation, partnership, joint venture, trust, or other enterprise, to the fullest extent permitted by law.

Article VIII. Conflicts of Interest



Any possible conflict of interest on the part of any member of the Board of Directors, officer or employee of the Corporation shall be disclosed in writing to the Board and made a matter of record through an annual procedure and also when the interest involves a specific issue before the Board. Where a monetary transaction involving a board member, or officer exceeds five hundred (\$500) but is less than five thousand (\$5,000) in a fiscal year, then a two-thirds vote of the disinterested Directors and publication in the regional newspaper is required. The minutes of the meeting shall reflect that a disclosure was made, the abstention from voting, and the actual vote itself. Every new member of the Board will be advised of this policy upon entering the duties of office, and all Board Members shall sign a statement at least annually acknowledging understanding of and agreement to this policy. The Board will comply with all requirements of New Hampshire law in this area and the New Hampshire requirements are incorporated into and made a part of this policy statement.

Article IX. Dissolution

The Corporation may be dissolved by a vote of the majority of its full Board of Directors, and such an assent shall be recorded in writing and signed by a majority of the Board. In the event of dissolution, after provision is made for payment of debts, all property of the Corporation, from whatever source arising, shall be distributed for one or more exempt purposes within the meaning of Section 501(c) of the Internal Revenue Code or any successor provision, and as the Board of Directors of the Corporation shall determine, unless otherwise provided in the instrument from which the funds to be distributed derive.

Such distribution shall be made at the discretion of the Board of Directors. No assets shall be distributed to any officer, director, or employee of the Corporation

Article X. Amendment of By-Laws

The power to alter, amend or repeal the By-Laws or to adopt new By-Laws is vested with the Board of Directors and may be exercised by a majority vote at any Board meeting for which all Directors have been notified at least 30 days in advance. The By-Laws may contain provisions for the regulation of the affairs of the Corporation not prohibited by law or the Articles of Agreement.

Article XI. Non-Discrimination

The Corporation shall be an equal opportunity employer, and it shall not discriminate on the basis of age, race, color, creed, gender preference or status, disabilities, financial status, or national origin (i) in the persons serviced, or in the manner of service; (ii) in the hiring, assignment, promotion, salary determination, or other conditions of staff employment; (iii) in the selection of members or officers; or (iv) in the membership of its Board of Directors.



Policy on
13. Charitable Contribution Processing

Revised: 5/31/15

Approved by Board: TBD

- Incoming mail is received and “logged in” by the ED.
- Checks are deposited by the ED (or the Treasurer).
- Contribution information is sent to the:
 - Board Chair
 - Treasurer
 - Development Committee (DevCom) Chair.
- The DevCom Chair informs individual solicitors as appropriate.
- The ED and DevCom Chair coordinate personal donor contact for gifts of \$250 or more as appropriate.
- The ED sends acknowledgment letters to donors. Letters for gifts of \$1,000 or more letters are signed by the Board Chair, the ED and the DevCom Chair.



Policy on 14. Conflict of Interest Disclosure

Policy: All Directors, officers, employees in a position to influence the affairs of the organization, per Article VIII of the Monadnock at Home By-laws, shall disclose any relationships with persons, organizations or entities that have or may have a financial interest in any business involving Monadnock at Home.

Procedures:

Each Board member upon being elected by the membership and each employee hired by Monadnock at Home shall complete answers to the following questions and shall sign that she or he has read Article VIII of the organization's by-laws and agrees to comply with the policy. Such disclosure shall be completed once per fiscal year, in the month of August.

1. Are you aware of any relationship that you or an Immediate Family Member may have in any entity that may cause you to have a Financial Interest in a business relationship involving the Monadnock at Home? ☐ Yes ☐ No

If "Yes", please list the relationship(s) and explain the details of your Financial Interest as thoroughly as possible including an estimate of the total annual benefit you may receive as a result of the Financial Interest.

2. Did you or any Immediate Family Member receive, during the past 12 months, any gifts or loans from any source from which Monadnock at Home purchases goods or services or otherwise has significant business? ☐ Yes ☐ No

If "Yes", please list such loans or gifts, their source, and their approximate value.

3. Do you agree to disclose the existence and nature of any Financial Interest in any transaction contemplated by Monadnock at Home of which you may become aware during the next 12 months? ☐ Yes ☐ No

I _____ hereby certify that:

Please print your full name

- I have read and understand Article VIII of the Monadnock at Home By-laws entitled Conflict of Interest,
- I am acting and will continue to act in compliance with the letter and spirit of this policy,
- I understand the applicability of the policy to committees and subcommittees with Board delegated powers,
- I understand the general requirement that a tax-exempt organization must engage primarily in activities in furtherance of its tax-exempt purposes.

Signature

Date



Policy on
15. Facebook Postings

Drafted: 5/8/12

Revised: 5/31/15

Approved by Board: TBD

All content designated for the MaH Facebook (FB) page must be reviewed and approved by one of the Facebook Administrators or the Executive Director prior to posting.

A recommended goal is to post to the FB page at least twice per week, preferably on Tuesdays and Fridays, and pertain primarily to MaH services, benefits and programs. Other information pertinent to seniors in general (such as AARP recommendations or findings) is also acceptable. When possible, postings should promote interaction by encouraging feedback from our “fans.”



Policy on

16. Financial Practices

Revised: 5/31/15

Approved by Board: TBD

1. The organization shall use the cash basis of accounting, recording all transactions when cash is received or is spent by cash, check or electronic transfer.
2. The organization shall maintain a complete record of receipts and expenditures using the software QuickBooks.
3. A backup copy of QuickBooks current file shall be uploaded to the MaH server monthly within ten days of the end of each month.
4. Journal entries to the organization accounts shall be made when necessary by the Treasurer with the concurrence of the Chair with a memo recording this concurrence and the reason for the entry posted to company documents.
5. Within ten days after the end of the month the Treasurer shall forward copies of the Statement of Income and Expense and the Financial Position for the month end to the Chair or her/his designee. The Chair (or designee) shall reconcile the statements against the bank statements for that month. Any discrepancies shall be brought to the attention of the Treasurer and resolved. Any bank statements not available online and sent by USPO shall be mailed to the Chair (or designee.) Reconciled statements of Income and Expense and Financial Position shall be presented monthly by the Treasurer to all members of the Board of Directors.
6. At least one account which is not accessible online shall be maintained as an excess funds repository.
7. The Executive Director, Treasurer and Chair will have a Bank Credit Card and manual checks for payment of immediate expenses. The Executive Director and chair will transmit physical receipts to the Treasurer within 10 days for all paid items.
8. All persons making deposits or expending funds for the organization will forward promptly to the Treasurer, either electronically or physically, a record of the transaction which includes and explanation and copies of documentation. Original invoices shall be maintained in the possession of the Executive Director.
9. Any donor-restricted grant money unspent by year-end will be classified as donor-restricted on the balance sheet.
10. Annual budgets will be suggested by the Finance Committee and approved by the Board. Changes to the budget, approved by the board, will be recorded in official board minutes during the year. Expenditures of \$500 or less in accord with the budget may be made by anyone authorized by the organization to expend funds. Expenditures of greater than \$500 shall be approved in advance by the Treasurer or Chair in addition to another authorized signer. A standing exception will be made for regular monthly transfers to the payroll service for employee compensation and tax obligations.



11. The Finance Committee will function as the Audit Committee and will annually review fraud risk and document the discussion.

(continued on next page)

12. The Treasurer shall work with the organization's accounting or auditing firm annually to produce and file federal and state tax returns by the required dates. The Treasurer shall sign said returns as an officer of the corporation. Copies of filed returns shall be made available to members of the Board of Directors and the Executive Director and a file copy maintained within corporate records.
13. The organization shall outsource all payroll and payroll tax functions to a company selected by the Board of Directors. The Treasurer shall monitor that company's billing and tax filings for timeliness and accuracy. The Treasurer shall submit monthly payroll data to the payroll company after receiving appropriate figures and documentation from the Executive Director not later than seven days after the end of the month. Documentation of obligations received after that time may be carried to the next month at the discretion of the Treasurer.
14. These fiscal policies and any changes to them shall be approved by the Board of Directors.



Policy on

17. Operational Procedures

Prior version: 8/21/11

Revised: 5/31/15

Approved by Board: TBD

Board:

Receives reports from Staff and committees and sets policy, keeping the mission and vision in view.

The Chair serves as supervisor of the Executive Director (ED), meeting with the ED regularly and working with her on overall plans as proscribed by the Board.

Board members may bring their ideas/concerns to the Chair for inclusion in meeting agendas or for discussion with the ED. Board members do not deal directly with Staff.

Individually designated Board members may work with Executive Director or other Staff on specific issues. Responsibilities are delegated in accordance the MaH mission, vision and planning documents.

Committees:

The Executive Director serves *ex officio* on all committees (except those for which another Staff member is explicitly delegated).

Committee Chairs send their communications to all committee members (including the ED and designated Staff persons) and discuss any significant agenda items with the ED in advance.

Committee Chairs keep the Board Chair and ED informed of their plans.

Staff:

The ED:

- Oversees and executes plans and daily operations, reporting at monthly Board Meetings
- Brings policy issues or recommendations regarding overall directions to the Board.
- Work with and assigns areas of responsibility to other Staff.
- Serve as a consultant to the various committees, coordinating their work overall operations.
- Oversees the screening and training of volunteers



Policy on
18. IRS Tax Letters

Revised: 3/13/2012
Approved by Board: TBD

Monadnock at Home shall:

- Issue a letter for each donation received (regardless of amount), containing the statement required by the IRS for tax deduction: "No goods or services were received in return for this contribution"
- Issue a receipt for membership fees received
- Only upon explicit request, issue a letter stating the amount and time period of membership fees paid, but any such letter **will not** contain the IRS deductibility statement.



Policy on
19. Vendor Pre-Clearance

Drafted: 7/13/10

Approved by Board: TBD

All vendors of services to Members shall be screened before they are referred by Monadnock at Home as a Service Provider as follows:

Organizations which are a recognized business entity in the community with (1) a legal framework (e.g., Corp., Inc., LLC) and (2) an advertised office or public place for conducting business shall produce proof of general liability insurance in the minimum amount of \$1 Million per occurrence and \$2 Million aggregate and a current copy of any required NH license. Proof of insurance and copy of license are to be produced annually.

Organizations or individuals which are not incorporated or which do not maintain a public place of business shall undergo a criminal background check using the NH CHRI database. The results of that check shall show no misdemeanor or felony convictions (other than driving violations in the case of providers who will not be transporting Members) within the past seven years. This check shall be repeated any time there is any indication that the provider may have been involved in subsequent court action. These organizations or individuals may be required to prove general liability insurance coverage if they provide services which might have the potential to cause significant damage if done improperly (e.g., an independent roofer.)



Policy on
20. Requests for Volunteer Service

Revised: 10/6/2013
Approved by Board: TBD

MaH members who request volunteer services shall place all requests through the Executive Director (ED). Members shall **not** call volunteers directly to request MaH assistance.

An exception to this rule is follow-up computer assistance. Once a volunteer has assisted a MaH member with their computer, the member and volunteer may mutually agree to establishing direct contact for further assistance. When this first occurs, the volunteer will inform the ED. For any and all subsequent assistance, it is the volunteer's responsibility to report such assistance to the ED each time it is rendered.

A detailed Volunteer Manual is available for guidance to those member and non-member volunteers who seek direction and support for their generous donation of time.