



POLICIES and PROCEDURES

of

**THE MICHIGAN CHAPTER OF THE
NATIONAL EMERGENCY NUMBER ASSOCIATION**

As Amended: February 15, 2024

MI-NENA Executive Board Policy and Procedures

Policy and Procedure Adoption

Purpose

To define the requirements and process for the adoption of Policies and Procedures by the MI-NENA Executive Board.

Authority

Article IV, Section 3a of the MI-NENA bylaws provides that the Executive Board shall establish and maintain adequate management of the association's activities; Section 3f provides that the Executive Board shall establish policies for the orderly conduct of business.

Policy

It shall be the policy of the Executive Board, in accordance with the bylaws of this Association, that:

1. Policies and procedures for the orderly conduct of business shall be established by the MI-NENA Executive Board in accordance with the bylaws of this Association.
2. Additional policies and procedures may be necessary to maintain adequate management of the Association, although not specifically required by the bylaws.
3. These policies and procedures shall be considered at a regular or special meeting of the Board called for that purpose, and shall be presented for consideration in a standard format.

Procedures

The bylaws shall be reviewed to determine what policies are specifically required to establish and maintain adequate management of this Association. Additional policies and procedures may be considered from time to time to maintain adequate management of the Association, although not specifically required by the bylaws.

Policies and Procedures shall be submitted by any Board member for consideration at a regular Board meeting, and shall be accompanied by an Action Item for discussion. The Board may take action to adopt after discussion, or may defer for future consideration. Proposed Policies and Procedures must be presented in the following format:

MI-NENA Executive Board Policy and Procedures (TITLE)

Purpose

To define the requirements and process for...

Authority

Article IV, Section 3 of the MI-NENA bylaws provides that the Executive Board shall establish and maintain adequate management of the Association's activities and shall establish policies for orderly conduct of business.

Policy

It shall be the policy of the Executive Board, in accordance with the bylaws of this association, that:

- 1.

Procedures

MI-NENA Executive Board Policy and Procedures

Professional Standards Procedure

Purpose

To define guidelines for the members of the Executive Board and establish the policy and procedures used by the Michigan Chapter of the National Emergency Number Association to receive, document, investigate and make disposition to complaints regarding the Executive Board.

The purpose of this order is also to set up a mechanism that accepts and investigates all complaints.

Authority

Article IV, Section 3a of the MI-NENA bylaws provides that the Executive Board shall establish and maintain adequate management of the Association's activities; Section 3f provides that the Executive Board shall establish policies for the orderly conduct of business.

Policy

It shall be the policy of the Executive Board, in accordance with the bylaws of this Association that the members of the Executive Board will do their utmost to represent the interest of the members of the Association, its mission and at all times act in a manner which complies with the law and all ethical guidelines.

It is the policy of MI-NENA to continuously strive to improve the quality of services provided to the membership. Through a meaningful and effective procedure of handling complaints we believe member confidence in the integrity of the Association and its Executive Board will be achieved and maintained. A positive relationship between the Association and the Executive Board facilitates good membership cooperation, which is vital to the Association's ability to achieve its goals.

The Executive Board shall provide members with a fair and effective method for redress of their legitimate complaints about Executive Board conduct, or association policy and procedures. It is also the policy of the Association to support Board Members falsely accused of wrong-doing. It should be understood that the Association expects and receives the highest degree of integrity from its members, and, accordingly presumes that all members' actions are performed in good faith and within the law and rules and regulations. Unless evidence is discovered to the contrary, that presumption will remain throughout any complaint investigation.

Procedures

1. Board Expectations

1.1 In according with the policy of the Executive Board, the members of the Executive Board will:

- 1.1.1 Represent the Association membership honestly and equally and refuse to surrender any responsibility to special interest or partisan political groups;
- 1.1.2 Avoid any conflicts of interest or impropriety which could result from his or her position and shall not use his or her status as an officer for personal gain or publicity;
- 1.1.3 Take no private action that might compromise the actions, mission or reputation of the National Emergency Number Association and respect the confidentiality of privileged information obtained in the representation of the association;
- 1.1.4 Only exercise that authority which is lawful;
- 1.1.5 Abide by the Constitution, bylaws, policies and procedures of the National Emergency Number Association;
- 1.1.6 Encourage the free expression of opinion of fellow officers and members of the association through proper channels and means;
- 1.1.7 Faithfully and diligently perform all duties required;
- 1.1.8 Not accept any gift, loan, reward or future promise of employment based on a promise of any vote or official action affecting association business;
- 1.1.9 Follow all financial controls imposed by the association and follow all laws relative to the ethical conduct of the Executive Board.

2. Complaint Procedure

2.1 All complaints pertaining to NENA policies or procedures shall be brought to the attention of the Executive Board. All complaints shall be accepted in a courteous, understanding, and professional manner. The complainant will receive polite and prompt attention.

2.1.1 Complaints must be given in writing using the Complaint/Directive Inquiry Form.

2.2 General Considerations

2.2.1 In the event that the board member receiving the complaint considers it to be of a very serious nature or of a criminal nature, the full Executive Board should be notified immediately.

2.2.2 All complaints will be reviewed by the Executive Board. If the complaint is regarding more than two members of the Executive Board, the team will also include two NENA members.

2.2.3 The Executive Board has the authority to immediately relieve a board member from active status pending further investigation of the incident with a majority vote of the

board.

- 2.2.4 Investigations shall be completed within 90 days of the date of receipt of the complaint. If the complaint alleges illegal activity, it will be forwarded to law enforcement for further review.

MI-NENA Executive Board Policy and Procedure Financial Practices

Purpose

To define the financial practices of the Michigan Chapter of the National Emergency Number Association

Authority

Article IV, Section 3a of the MI-NENA bylaws provides that the Executive Board shall establish and maintain adequate management of the Association's activities; Section 3b provides that the Executive Board shall approve proposed revenues, expenditures along with the desired objectives and anticipated expenses of any projects that are not a part of the regular activities of the association. Section 3g provides that the Executive Board shall issue an annual financial report to the membership.

Policy

1. Each duly elected officer of the Chapter will exercise prudent financial practices when making purchases or dealing with Chapter investments and expenses.
2. The Treasurer and designee from the Executive Board shall be authorized the necessary funds to fulfill the requirements of their offices as outlined in the Bylaws of this Chapter.
3. The Treasurer shall work with the Executive Board to present a balanced budget to the Chapter on a yearly basis.
 - 3.1 The Board of Officers may move money from one-line item to another line item, as necessary, but only to the extent that such movement does not have the effect of eliminating a major program or function.
4. Reasonable and proper expenses of the Executive Board members during their term of office; including reasonable expenses for the attendance to the Annual NENA Conference and Expo or other industry related conferences and trainings, may be paid by this Chapter with the prior approval of the Executive Board.
 - 4.1 The financial status of the Chapter shall be taken into consideration before any travel expenses are authorized or paid.

4.2 All requests for reimbursement must provide a valid receipt to be turned in to the Chapter Treasurer with the properly completed Reimbursement Request form.

4.2.1 NENA Reimbursement Request form shall be titled "Michigan Chapter of NENA Expense Voucher".

5. Reimbursements for approved Chapter expenses shall be made as follows:

5.1 Any Chapter member requesting reimbursement from Chapter funds for authorized travel on behalf of the chapter for business/training must present the request, in writing, with estimated expenses in advance.

5.1.1 All travel must have prior approval by quorum of the Executive Board.

5.1.2 Travel related rates shall be within the current fiscal budgetary average estimates utilized for air travel, lodging, ground transportation, meals, and incidental expenses, subject to the availability and discount contract rates when available.

5.1.3 All expense items must be reconciled with the Chapter Treasurer in a timely manner. All receipts and comments must be submitted within fourteen (14) calendar days of the travel.

5.1.4 Actual travel expenses which will be reimbursed, with proper supporting documentation and itemized receipts include:

5.1.4.1 Lodging

5.1.4.2 Meals (per diem)

NENA per diem rates are based on the U.S. General Services Administration's Guidelines, which vary by city location. Incidental expenses, unless specifically cited in this policy, will not be approved. Per diem reimbursements are based on departure and return times over the entire 24-hour day and are prorated accordingly. Rates include a maximum of a 20% gratuity.

Breakfast: When travel commences prior to 7 a.m. and extends past 8:30 a.m.

Lunch: When travel commences prior to 11:30 a.m. and extends beyond 2:00 p.m.

Dinner: When travel commences prior to 6:30 p.m. and extends beyond 8:00 p.m.

- Whenever meals are included in lodging fees (i.e. breakfast),

registration fees (i.e. lunch provided), provided by public transportation or paid by others, the traveler shall not be entitled to any allowance for those particular meals. The traveler may opt not to eat the provided/included meals and purchase at their own expense other food options.

- Alcohol is not permitted to be on any receipt.
- Parking fees, tolls, taxis and other forms of public transportation when necessary.

5.1.5 Chapter funds shall not be used for the purchase, for self or others, alcoholic beverages, upgrades, limousines, lodging beyond standard room rates or other items deemed unnecessary or extravagant.

5.1.6 All per diem rates will be commensurate with the current federal government rate.

6. Designated Executive Board members shall have a Michigan NENA debit card. Executive Board members in possession of a card are responsible for the following:

6.1 Keeping the card in their possession or in a secure location at all times.

6.1.1 The card is not to be given to anyone else without the expressed permission of the remaining Executive Board Members.

6.1.2 Loss or damage to the card is to be reported immediately to the Chapter President and Chapter Treasurer for replacement and monitoring of any unauthorized expenditures.

6.2 The Michigan NENA debit card is to be used for chapter business only.

6.2.1 Purchases are to be reported to the Chapter Treasurer within 2 weeks and are to be accompanied by a receipt.

6.2.2 The receipt may be electronically sent to the Chapter Treasurer or be presented to the Treasurer for record keeping purposes.

6.2.3 Any expenditure over \$200.00 shall be authorized by the remaining Executive Board members before the purchase is made.

6.2.3.1 Purchases for the Annual NENA Conference & Expo are exempt from this directive but shall adhere to the budget developed by the Executive Board.

6.2.3.2 Purchases for Chapter sponsored trainings are exempt from this directive but the purchaser is to adhere to the budget developed by the Executive Board for the training.

6.3 Executive Board members shall turn in their card to the Chapter Treasurer

immediately following the conclusion of their term of office on the Executive Board.

7. The Executive Board may authorize reimbursement of reasonable expenses incurred by Chapter members in conduct of the Chapter's business when prior approval has been made by the Executive Board.
8. The Executive Board shall be authorized to approve all other expenses not specifically outlined in the Bylaws of this Chapter unless otherwise directed by a vote of the Chapter membership.
9. The Executive Board may authorize any officer or officers, agent or agents of the Corporation, in addition to the officer so authorized by these Bylaws, to enter into any contract or execute and deliver any instrument in the name of and on behalf of the Corporation and such authority may be general or confined to specific instances
10. All checks, drafts or other orders for the payment of money, notes or other evidence of indebtedness issued in the name of the Corporation, shall be signed by such officer or officers, agent or agents of the Corporation and in such manner as shall from time to time be determined by resolution of the Executive Board.
 - 10.1 In the absence of such determination by the Executive Board, such instruments shall be signed by the Treasurer and countersigned by the President or Vice President of the Corporation.
11. All funds of the Corporation shall be deposited from time to time to the credit of the Corporation in such banks, trust companies or other depositories as the Executive Board may select.
12. The fiscal year of the Corporation shall begin on the first day of January and end on the thirty-first day of December of the same calendar year.
13. A review of the Chapter finances shall be conducted as follows:
 - 13.1 A Financial Review Committee consisting of the Chapter President and not less than three (3) additional members shall be formed to review the Chapter finances during odd numbered years.
 - 13.2 The Financial Review Committee shall meet with the Chapter Treasurer to review the Michigan Chapter of NENA's assets, liabilities, revenues, expenses and related statements.
 - 13.3 The Financial Review Committee shall conduct an audit of ledgers, budgets (approved and actual expenditures,) line items, bank statements, check registers, credit card transactions, investments and receipts utilizing cross checks and supporting documentation.
 - 13.4 Results of the financial review will be presented to the membership at the next

Chapter meeting and will be placed in the Chapter's permanent records.

MI-NENA Executive Board Policy and Procedure Election Process

Purpose

To define the requirements and process for conducting the annual nomination and election process of the officers for the Michigan Chapter of the National Emergency Number Association.

Authority

Article III, Section 3 of the MI-NENA bylaws provides that the Executive Board shall establish the procedures for the election of officers of the association, and determine the results of such elections.

Policy

It shall be the policy of the Executive Board, in accordance with the bylaws of this association, that:

1. Elections shall be held annually with installation of officers conducted at the next scheduled meeting following the conclusion of the election process.
2. Electronic balloting will be used to conduct elections.

Procedures

Elections shall be conducted by electronic balloting in accordance with these procedures. Nominations will open at the January membership meeting. Balloting shall begin no later than 30 days prior to the next scheduled meeting. Tabulation of results for each method of voting shall be conducted in the manner described below.

1. Electronic Balloting –The electronic ballot method selected will be a secure and confidential electronic system where members who are eligible to vote will cast their ballots electronically. The Nominations Committee shall begin the ballot count no later than 12:00 on the day before the March meeting.
 - 1.1 Electronic ballots shall be tabulated by the Nominating Committee Chair who will provide the results to the committee.
 - 1.2 The Nominating Committee shall verify the tabulation and the results shall be certified by that committee.
 - 1.3 The Chair of the Nominating Committee will then inform the Executive

Board and the candidates of the results.

Impeachment Procedure

A two-thirds majority vote of the total membership shall be required for removal from office of an officer of this Chapter.