



## **SECTION 4 — OPERATIONAL POLICIES AND PROCEDURES**

### **Policy 4.1: Event and Program Management**

**Purpose:**

To ensure well-planned, safe, and mission-aligned events.

**Procedures:**

- Submit event proposals at least 60 days before the date.
- Assign a lead coordinator and ensure accountability.
- Conduct post-event evaluations at the next regularly scheduled general membership meeting.

### **Policy 4.2: Facility Use**

**Purpose:**

To ensure responsible use of organizational space.

**Procedures:**

- The Second Vice-President shall be responsible for reserving event space and assigning a representative to oversee the event.
- Vendors, Exhibitors, and Presenters shall remove all items brought into their event space. In addition any accumulated trash shall be disposed of.
- Report damage or unsafe conditions immediately to the Board representative assigned to the event.

### **Policy 4.3: Health and Safety**

**Purpose:**

To promote a safe and healthy work and art environment.

**Procedures:**

- Maintain clean and hazard-free spaces.
- Follow all local safety and fire codes.
- Display emergency contacts and first aid instructions.
- Oversight that the above are being followed by the hosting facility of MMA functions

## **Policy 4.4: Data Protection and Privacy**

### **Purpose:**

To safeguard personal and organizational data.

### **Policy Statement:**

Personal information collected by *Mid-Missouri Artists, Inc.* is used solely for operations and will not be shared with others without consent.

## **Policy 4.5: Incident Reporting**

### **Purpose**

The purpose of this policy is to ensure that all incidents—whether accidents, injuries, property damage, misconduct, or near-misses—are promptly reported, properly documented, and appropriately addressed. The policy promotes safety, accountability, and transparency throughout the organization.

### **Scope**

This policy applies to all members, volunteers, officers, contractors, and participants involved in activities sponsored or organized by Mid-Missouri Artists, Inc. (MMA), including meetings, exhibits, workshops, and community events.

### **Policy Statement**

Mid-Missouri Artists, Inc. is committed to maintaining a safe and respectful environment for all individuals. Any incident that results in injury, damage, or a violation of organizational policy must be reported immediately. All reports will be handled promptly, confidentially, and without retaliation.

### **Definitions**

- Incident: Any unplanned event that results in or could have resulted in injury, illness, property damage, or harm to an individual or organizational reputation.
- Near Miss: An event that did not cause harm but had the potential to do so.
- Serious Incident: An event involving injury, major property damage, or potential legal or reputational risk.

## **Procedures**

### **1. Immediate Response**

1. Attend first to the safety and well-being of anyone injured or in distress.
2. If medical assistance is required, call emergency services (911) and notify a board officer immediately.
3. Take reasonable steps to prevent further harm or damage.

### **2. Notification**

- Notify the Event Chair, Board President, or another responsible officer as soon as possible after the incident.
- In serious cases, the President will notify the entire Board and, if appropriate, law enforcement or emergency personnel.

### **3. Documentation**

An Incident Report Form must be completed within 24 hours of the occurrence. The form should include:

- Date, time, and location of the incident
- Names and contact information of those involved
- Detailed description of the event
- Witness names and statements
- Any photographs or evidence available
- Immediate actions taken

Completed forms should be submitted to the Board Secretary for recordkeeping and copied to the Board President.

### **4. Review and Follow-Up**

1. The Board or designated committee will review the report to determine causes, corrective actions, or further investigation.
2. If applicable, preventive measures will be implemented to reduce the risk of recurrence (e.g., updating safety procedures or conducting additional training).
3. Incidents involving misconduct or policy violations will be addressed in accordance with the Code of Conduct and Disciplinary Procedures.

### **5. Recordkeeping**

- All incident reports and related documentation will be maintained securely by the Secretary for a minimum of five (5) years.

- Access is restricted to the Board and designated officers unless required by law or for insurance purposes.

## **6. Confidentiality**

All information regarding incidents will be treated as confidential and shared only with individuals who require it for official purposes.

## **Responsibilities**

- All Members: Report incidents immediately and cooperate fully in any investigations.
- Event Chairs: Ensure incident reports are completed and submitted promptly.
- Board Officers: Review reports, take corrective actions, and communicate outcomes as needed.
- Secretary: Maintain secure, confidential records of all incident reports.

## **Non-Retaliation Statement**

Mid-Missouri Artists, Inc. prohibits retaliation against any individual who reports an incident in good faith.

Retaliatory actions will be treated as a separate policy violation.

## **Review Cycle**

This policy will be reviewed by the Board of Directors annually and updated as needed to reflect current legal, safety, and organizational best practices.

## Incident Report Form

*(Appendix to Section 4 – Policy 4.5: Incident Policy and Procedure)*

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Date of Report: \_\_\_\_\_

Name of Person Completing Report:

\_\_\_\_\_

Phone: \_\_\_\_\_ Email:

\_\_\_\_\_

Relationship to Incident:  Injured Person  Witness  Event Chair  Other:

\_\_\_\_\_

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### Incident Information

Date of Incident: \_\_\_\_\_ Time: \_\_\_\_\_ Location:

\_\_\_\_\_

Type of Incident:

Injury or Illness  Property Damage  Misconduct  Near Miss  Other:

\_\_\_\_\_

Description of Incident (include sequence of events):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Individuals Involved

Names of persons directly involved:

\_\_\_\_\_  
\_\_\_\_\_

Description of any injuries or property damage:

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**Witnesses**

Name	Phone / Email	Statement Attached? (Y/N)
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_____	_____	<input type="checkbox"/> Y <input type="checkbox"/> N
_____	_____	

_____	_____	<input type="checkbox"/> Y <input type="checkbox"/> N
_____	_____	

**Actions Taken**

Emergency services called     First aid provided     Evacuation occurred     Other actions taken:

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Immediate corrective or preventive measures:

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**Report Submission**

Submitted To (Name / Title): \_\_\_\_\_

Date Received: \_\_\_\_\_ Signature: \_\_\_\_\_

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Confidential – For Internal Use Only

This form must be filed with the Board Secretary within 24 hours of the incident.

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## **Policy 4.6: Grievances**

### **Purpose**

The purpose of this policy is to provide members, officers, and volunteers of Mid-Missouri Artists, Inc. (MMA) with a fair, transparent, and consistent method for raising and resolving concerns or complaints (“grievances”) regarding organizational activities, conduct, or decisions. The goal is to maintain trust, respect, and open communication within the organization.

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### **Scope**

This policy applies to all members, volunteers, officers, and contractors participating in any Mid-Missouri Artists, Inc. function, event, or activity.

It addresses concerns about actions, decisions, or behaviors that may violate policies, create conflict, or adversely affect individuals or the organization.

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### **Policy Statement**

Mid-Missouri Artists, Inc. encourages open discussion to resolve concerns informally whenever possible.

However, if informal efforts do not lead to resolution, a formal grievance procedure may be initiated.

All grievances will be handled promptly, confidentially, and with fairness to all parties involved.

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### **Definitions**

- **Grievance:** A formal written complaint concerning an action, decision, or behavior that the complainant believes is unfair, inappropriate, discriminatory, or contrary to organizational policy.
  - **Complainant:** The individual submitting the grievance.
  - **Respondent:** The person(s) or body whose action or decision is being questioned.
  - **Mediator:** A neutral member or third party assigned by the Board to help facilitate resolution if appropriate.
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## **Procedures**

### **1. Informal Resolution**

1. Members are encouraged to first discuss concerns directly with the individual(s) involved whenever appropriate.
  2. If the matter cannot be resolved informally, the complainant may bring the issue to the Event Chair, Committee Chair, or Board Member for discussion and potential mediation.
  3. If the issue remains unresolved, the complainant should submit a Formal Grievance.
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### **2. Filing a Formal Grievance**

1. The grievance must be submitted in writing within 30 days of the incident or decision in question.
  2. It should be sent to the Board President or, if the grievance concerns the President, to the Board Secretary.
  3. The written grievance must include:
    - The date and summary of the issue;
    - The individuals involved;
    - Steps already taken to resolve the issue;
    - The specific outcome or resolution sought.
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### **3. Acknowledgment and Review**

1. The receiving officer will acknowledge receipt of the grievance within five (5) business days.
  2. The Board President (or designated officer) will assign a Grievance Review Committee of at least three impartial Board members.
  3. The committee may interview related parties, gather information, and review documents as needed.
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### **4. Mediation (Optional Step)**

If deemed beneficial and both parties agree, the committee may recommend mediation using a neutral third party to reach a mutually acceptable solution before making a decision.

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### **5. Board Determination**

1. The Grievance Review Committee will present findings and recommendations to the full Board within 30 days of receiving the written complaint.

2. The Board will review and decide on the grievance in executive session by majority vote.
  3. The decision of the Board will be final.
  4. Written notification of the resolution will be provided to all parties involved.
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## **6. Recordkeeping**

All grievance documentation—including the complaint, responses, meeting notes, and outcomes—will be maintained by the Board Secretary for a minimum of five (5) years. Access will be limited to the Board unless required by law.

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## **7. Confidentiality**

All grievance proceedings and related information will be treated as confidential. Information will only be shared with those directly involved in the process or as required for resolution.

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## **Responsibilities**

- All Members: Strive to resolve disputes informally in a respectful, cooperative manner.
  - Chairs and Officers: Support open communication and share relevant policy information with members.
  - Grievance Review Committee: Conduct fair, unbiased review and recommend appropriate action.
  - Board of Directors: Render final decisions, implement corrective measures, and maintain confidentiality.
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## **Non-Retaliation Statement**

Mid-Missouri Artists, Inc. strictly prohibits retaliation against any individual who raises a grievance in good faith. Any act of retaliation or intimidation will itself be treated as a violation of policy and subject to disciplinary action.

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## **Review Cycle**

This policy will be reviewed annually by the Board of Directors and updated as necessary to remain consistent with organizational standards and applicable laws.

## Grievance Reporting Form

*(Appendix to Section 4 – Policy 4.6: Grievance Policy and Procedure)*

Date of Report: \_\_\_\_\_

Name of Complainant: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Relationship to Organization:  Member  Volunteer  Officer  Other: \_\_\_\_\_

### Grievance Information

Date of Incident or Decision: \_\_\_\_\_

Location or Event (if applicable): \_\_\_\_\_

Individuals Involved: \_\_\_\_\_

Type of Grievance:

Conduct or behavior concern  Discrimination or harassment  Policy violation  Decision appeal  Other: \_\_\_\_\_

### Description of Concern

Provide a detailed description of the grievance, including specific actions, decisions, or behaviors that form the basis of the complaint.

### Steps Taken to Resolve the Issue (if any)

State any informal discussions, mediation attempts, or communications already made.

### Desired Outcome or Resolution

What result or corrective action do you believe would fairly resolve this grievance?

### Attachments (optional)

Supporting documents  Correspondence  Witness statements  Other: \_\_\_\_\_

**Submission**

Submitted To: \_\_\_\_\_ Title:

\_\_\_\_\_  
Date Received: \_\_\_\_\_ Signature of Recipient:

\_\_\_\_\_

Signature of Complainant: \_\_\_\_\_ Date Submitted:

\_\_\_\_\_

Confidential – For Internal Use Only

This form must be submitted to the Board President or Board Secretary within 30 days of the incident or decision being reported.