

Friendship Force of Central Virginia

Incorporated (FFCV, Inc.)

Standing Rules, Policies and Procedures Manual

Board of Directors

April 2019

Mission To promote global understanding across the barriers that separate people.

Values • Mutual Respect • Cultural Diversity • Cultural Exploration • Service
Changing the Way **You See the World**



friendship force

FFCV, Inc.

CENTRAL VIRGINIA

Standing Rules, Policies and Procedures April 2019

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FFCV, Inc.

Standing Rules, Policies and Procedures April 2019

Introduction

What this document is

This document is intended to summarize the established policies and procedures that help the Friendship Force of Central Virginia, Incorporated (FFCV, Inc.) function in an efficient and consistent administrative manner while in compliance with FFCV, Inc. (“Club”) bylaws and the policies related to Friendship Force International (FFI). It documents Club formal policies (as approved by past Boards and accepted by the present Board of Directors (BOD)) and outlines suitable and/or suggests procedures and practices that should be documented to avoid confusion and to minimize valuable BOD time re-hashing these topics.

This manual also facilitates the work of new directors and standing committee chairs and ad hoc groups to accept and implement their role in a timely manner. The contributors to this document have no vested interest in the specifics contained herein and believe that the BOD should periodically review, modify and amend the contents as they see fit to improve operations and accountability.

What this document is not

This document is not intended to be a firm set of unalterable rules that must go before the entire membership for change. It is not intended to replace the Club bylaws or the charter submitted to FFI, but has been formulated to outline the rules, policies and procedures the BOD and committee chairs should follow to insure standardization and continuity of Club operations.

Executive Board of Directors

As a group, the BOD’s role is to provide oversight of the various activities of the Club as they accomplish the mission, goals and objectives of the organization as noted in Paragraph 2 of the bylaws. In accordance with the bylaws, the Club BOD shall consist of not less than three (3) or more than nine (9) Directors, each of whom shall be members in good standing in the Club. The powers and responsibilities of the BOD are detailed in Paragraph 6.6 of the bylaws.

In accordance with Paragraph 7 of the bylaws, the BOD shall appoint Officers of the Club, each of which will have specific duties. Officers of the Club will include the President, the Vice President, the Secretary, and the Treasurer. In accordance with Paragraph 7.3.2 the BOD may from time to time appoint one or more Vice Presidents and one or more Assistant Treasurers or Assistant Secretaries as Officers of the Club.

Role of the President

In accordance with Paragraph 7.5.1 of the bylaws, the President is the chief executive officer of the Club and responsible for the management, direction, and operations of the Club, including any personnel associated with the Club. The President shall chair and preside over all meetings of the BOD. In accord with these responsibilities the primary duties of the President are:

- Be the official communicator with FFI and the regional FFI field representative.
- At the beginning of the calendar year establish a schedule of events for the upcoming year to include BOD meetings, Club events, journeys, world and regional conferences, and other Club meetings and lead discussion of the schedule at the BOD meeting in January. With BOD approval, appoint all standing and special committee chairs and ad hoc groups and oversee the committees' work throughout the year in accordance with the Club's strategic plan and annual goals.
- Ensure Club officers and members function with acceptable conduct in accordance with Roberts Rules and foster and support the principles of FFI.
- Maintain and disseminate to the membership when appropriate FFI and regional, correspondence (e.g., reports of exchanges, charter, etc.) and official correspondence from other clubs as necessary.
- Sign checks and make financial transactions for FFCV along with the Treasurer.
- Convene BOD meetings as required to resolve issues necessary to the good of the Club.
- In December oversee dissemination of annual membership applications and dues notice by the Treasurer to the membership. At the beginning of the year coordinate with the Treasurer to insure annual dues are forwarded to FFI.
- Be the focal point for receiving and disseminating to the Club membership pertinent information received from FFI and the regional field representative.

Role of the Vice President

- Fulfill the duties of the President if that office becomes vacant.
- Preside at Club meetings in the absence of the President.
- Be a member of the Event's Committee to assist in developing programs for monthly meetings.
- In September of the year new officers will be appointed, Chair the committee to nominate members to serve in these positions in the upcoming year. The committee will include the Club's Immediate Past President, and a third Club member who is in good standing.
- Perform such other duties as may be assigned by the President.

Role of the Secretary

- Record the minutes of the Club's monthly and ad hoc meetings (monthly events, special and BOD meetings) and maintain revisions to the Standing Rules, Policies and Procedures Manual for the Club.
- Provide a working draft copy of the minutes of all meetings to the BOD and committee chairs within seven days. Upon receipt of comments, prepare the minutes for approval at the next BOD meeting.
- Send the approved minutes electronically to the Communications Committee to be made available to the membership and maintain a recorded copy.
- Maintain all FFCV bylaws and official correspondence.
- Maintain the records and other archived material for the Club.
- In the absence of the secretary a Secretary Pro Tem will be appointed at the meeting to record the minutes
- Perform such other duties as may be assigned by the President.

Role of the Treasurer

- Record and deposit all dues, fees and other income received by the Club in a BOD approved financial institution.
- Maintain a record by date and source other income by budget category
- Maintain the Club's bank account and keep accurate records of the Club's finances.
- Present a written report of incoming and outgoing funds by line item at the BOD monthly meetings.
- Maintain records of the balances of funds from journeys.
- Nominate a person(s) to act as Assistant Treasurer and petition the BOD for concurrence as required.
- Record all disbursements of Club funds.
- Upon assuming the position of Club Treasurer, proceed with the President and

Immediate Past President to the approved financial institution to change authorized signatures during the first week in January.

- Sign or countersign, as required, withdrawals of funds from the Club’s account insuring they are from the approved budget. Obtain and retain all receipts of expenditures and/or authorizations for reimbursements billed to the Club. Note that no expenditures should be reimbursed without original printed receipts or invoices and the requests for payment form from the appropriate committee chair or officer without approval of the BOD.
- Prepare and maintain the annual budget with input and approval of the BOD, and provide updates to it at monthly BOD meetings.
- Prepare appropriate paperwork for an audit prior to each Annual Meeting. Prepare the annual membership Treasurer’s Report. The annual report should be sent to the Secretary for archival.
- Perform such other duties as may be assigned by the President.

Role of the Immediate Past President

- As a former elected officer of the club, serves as chair for the Club Nominating Committee for nominating new BOD members.
- May be a member of the BOD and offer council to the President as requested.

Standing Committee Chairs and Appointed Special Committees

In accordance with Paragraph 6.7 of the bylaws, the BOD may create, make limited delegations of authority to, and maintain one or more committees for any purpose appropriate to the operations of the Club. All committees shall be either “Standing Committees” dealing with matters that continue year after year; and “Special Committees” dealing with projects or alike having a term of less than one year.

Standing Committees

In accordance with Paragraph 6.7 of the bylaws, current Club Standing Committees consist of Communications, Events, Journeys, Fundraising, JAG, Outreach, and Membership.

Communications Committee

Responsible for developing and implementing an effective communications plan to inform the community and membership via press releases, member travel and hosting experiences, preparing bi-monthly electronic issues of the *Ambassador* newsletter, updating of the Club web site and initiation of other social media approaches.

- To assess the Club’s communications needs in view of the strategic plan:
 1. Be familiar with FFI communication and public relations policies and procedures.
 2. Have skilled members for electronic publication, editing, public relations, web master and social media networking.
 3. Establish procedures to have the draft newsletter edited by at least two other Board members prior to sending.
- To keep the general membership informed of FFI and Club activities and operations:
 1. The *Ambassador* Newsletter editor will publish and distribute the newsletter bi-monthly and provides other Club communications (announcements, Calls to Action, etc.) to members as requested by the BOD or President.
 2. Keep an official email and address roster of members, former members and potential members updated when necessary. Distributes a Paid and Lifelong Membership List to members at least twice a year. This information is not to be published on the internet and may not include addresses or other information at a member’s request.
 3. Communicate frequently with the President, Treasurer, Membership Chair, and other chairs as necessary.
- The Web-Master maintains the web page, updating it as necessary with information that is approved by the President or Board members.
- Prepares press releases and articles submitted to newspapers and magazines, maintaining a style consistent with FFI and Club image, and interact with members having other electronic skills to inform the general public about Club activities.
- Develops and maintains a presence on at least one electronic site.
- Maintains a written and an electronic copy of all annual communications sent to the membership or general public.

Events Committee

The Chair and committee members, along with the Vice President, will devise, plan and reflect member interests in setting up activities that support international goals and Club member interaction. The Chair will:

- Organize and oversee all events approved by the BOD. All events must be coordinated with other committees before being submitted to the BOD for approval. The goal is for at least one event each month. .
- These events could be a speaker, special guests, presentations, etc., on a topic considered to be interesting and useful to Club members as well as simple social gatherings of the Club membership.
- Coordinate with the Ambassador Coordinator to help gather members for Welcome and Farewell Parties.
- With BOD concurrence, incorporate Club sponsored individuals or groups, such as JAG, other foreign students or visiting FF members, into at least one event each year.
- To mentor and develop leadership, members may be appointed to implement each event/function to carry out these bonding activities.
- Report to the BOD on activities and recruit assistants

Journey Committee

The Journey Committee chair and those on this committee are responsible for developing journey programs for the Club and the coordination of inbound, outbound and multi-club journeys. In order to perform these tasks the Journey Committee chair and committee are responsible for:

- Being the focal point for formulating future inbound and outbound journey requests with FFI and other clubs, through polling member desires and preferences, working with FFI and other clubs on these preferences and maintaining communication with FFI and these clubs as required.
- Compiling and submitting paperwork to FFI, with BOD concurrence, of future journey requests and preferences and to coordinate FFI responses to these requests.
- Working with other clubs within the Club's FFI region to coordinate journey activities that might involve joint activities.
- Aid Journey Ambassador and Host Coordinators and the BOD in education of potential journey locations and activities
- Solicit Club members to act as Ambassador and Host Coordinators for each inbound and outbound journey the Club is selected to participate in. Inbound, outbound, and special themed, (i.e. multi-club) coordinators will be selected with consideration of the skills and health of the individual and their interests. All coordinators are required to follow the current FFI document "Journey Guidelines for Ambassador and Host Coordinators" and to conduct appropriate pre-planning with a committee selected by the coordinator.
- Relinquishing all responsibilities and involvement in the journey to the coordinator, once that individual has taken responsibility for the journey.

Inbound and Outbound Journey Coordinators and Committees

Upon selection by the Journey Coordinator and approval of the BOD, Outbound Ambassador Coordinators (AC) or Inbound Host Coordinators (HC), are required to identify a journey treasurer and a committee to work out details for each journey. For inbound journeys Host Coordinators should include on the committee one or more "veteran" Club members who have journey experience. For those on outbound journeys, led by an Ambassador Coordinator, committee members should include members going on the journey and at least one "veteran" member with ambassador experience. All coordinators must familiarize themselves with the most current FFI document "Journey Guidelines for Ambassador and Host Coordinators", available on the FFI website. The Club Journey Coordinator is responsible for ensuring ACs and HCs have access to and are familiar with this document.

Fundraising Committee

Fund raising is conducted to supplement the Club's income for the purpose of community service and activities that build camaraderie within the membership in support of Club goals and principles. At the beginning of each year the BOD will discuss and determine by the end of year the community activity(s) the Club will support and the process for determining the funding level.

- A Club member appointed by the President will chair this committee and along with committee members devise, plan and monitor fund raising projects that support the FFCV mission.
- The committee will define an annual charity gifts that will be for: FFI funding, a local organization, or provide funding for an outside group or individuals agreed upon by the BOD that advances Club goals. Monies obtained through fundraising shall be used exclusively for support of non-profit organizations and the FFI Annual Fund.
- 1. Projects for the year will be identified and budgeted but funds dispensed will be based only on the amount raised through the committee activities in the previous year, and agreed upon by the BOD.
 2. The BOD may allocate some reserved funds to FFI activities during budget development, for example the FFI Annual Fund.
- The Chair will report to the BOD and the membership on activities.

Judge Advocate General (JAG) School Program Chair and Committee

The JAG International Students Program is the Club's primary service activity. The Club JAG Committee chair and committee work with the JAG School International Military Student Officer to assign civilian sponsors to the individual international students in both Basic and Graduate JAG programs. This is a diplomatic endeavor to familiarize international JAG students with lifestyles in Virginia and to facilitate English skills and understanding of American life. Each year the Club JAG Chairman and committee recruit and interview members who wish to sponsor the Basic or Graduate program international JAG families. Note: Basic students traditionally arrive at least twice in a program year and Graduate students arrive in July/Aug timeframe. After initial orientation by JAG staff, Club sponsors will contact their assigned student.

- Selected Club sponsors will receive information and program guidelines by the JAG coordinator and committee.
- All communications between the JAG program and the Club shall be through only the JAG Chairman and/or the President
- The JAG Chairman may select other members to assist in administering and coordinating the JAG sponsorship program.
- The JAG Chairman will appoint sponsors in coordination with and approval of the President.

- The JAG Chairman will coordinate events that involve all JAG students and their sponsors to include trips and social events. Traditionally, a social held on Labor Day, will be organized and led by the JAG Chairman and committee.
- Efforts will be made to mentor new members as part of this process. Unless there is a shortage of sponsors for the Basic or Graduate program, members should not participate for more than two years in a row. Day hosts may be repeated for several years but it is preferred to have many qualified members who participate over time.
- The liaison will follow-up with sponsors to monitor the level of interaction each officer is receiving from the host and to make adjustments if problems arise. Each sponsor family must identify the need for a day host when they are unavailable.
- The JAG Chairman will contact Club sponsors with invitations from the JAG Staff to participate in JAG programs and graduation exercises.
- The liaison will follow-up with sponsors to monitor the level of interaction each officer is receiving from the host and to make adjustments if problems arise. Each sponsor family must identify the need for a day host when they are unavailable.
- The JAG Chairman will contact Club sponsors with invitations from the JAG Staff to participate in JAG programs and graduation exercises.
- Preparation of annual participants of the Basic and Graduate civilian sponsor program will include the students (and country) with the assigned member to be incorporated into the Annual Report prepared by the President under the service project category.

Outreach Committee

As part of Club comradeship, sends appropriate recognition to any member experiencing an illness, or sad/joyous event. The Chair will:

- Periodically remind the *Ambassador* Editor to include an announcement in the newsletter that if members have knowledge of any other member in need, to please contact the committee Chair.
- Whenever the committee learns of a need for support, the membership should be notified by the most expedient means.
- The following levels of support are provided as guidelines which may be adjusted by the BOD as circumstances warrant.
 1. Illness of a member/illness of a child or parent of a member: Send a get well card to the member. If the family needs assistance with meals, transportation, etc., coordinate with others trying to help to see if FFCV members can assist. Cost will be less than \$10.
 2. Hospitalization of a member: Send a get well card. If the family needs assistance with meals, transportation, etc., coordinate with others trying to help to see if Club members could assist. Cost will be less than \$35
 3. Death of member's parent or child: Send a card plus make a donation of \$25.00 to the designated charitable cause. Cost will be less than \$35.
 4. Death of a member: Send a card to the family. May make a charitable donation of \$50.00 in the person's honor. Cost will be less than \$65.

Membership Committee

Provides the leadership to develop and implement an action plan for recruiting, retaining and educating Club members by performing the following:

- To assess the Club's membership in view of the BOD strategic plan.
 1. Be familiar with FFI and Club membership policies and procedures.
 2. Appoint a committee that has representatives from each jurisdiction in the designated Club area.
 3. Annually evaluate effectiveness of membership growth and retention efforts.
 4. Set membership goals for the coming year and maintain an official membership roster with interests and dates joining the Club.
- To educate and train Club membership about the importance of recruitment and retention of qualified and diverse members.
 1. Communicate with the membership using newsletters, web site, email or other resources to highlight membership activities, benefits, etc.
 2. Prepare a Club membership roster for FFI and the BOD.
- To proactively contact the communities within the Club's geographical area of interest and serve as the primary contact point for individuals who seek membership information regarding the Club and FFI.
- To plan and recommend for BOD approval activities for member development by implementing strategies for:
 1. Mentoring and educating members.

2. Re-instating lapsed members.
 3. Recognizing members for years of service and other criteria.
- Coordinating membership efforts with other committee chairs, particularly those of the Communications and Events Committees, when these efforts might overlap with their areas of responsibility, preferably before monthly BOD meetings.
 - Be the club focal point for dissemination of information received from FFI, the regional field rep, or other sources that aids in membership enhancement and recruitment efforts.

Special Committees

The President and BOD have the authority to address special issues through the creation of ad hoc groups. These include:

Audit Committee

An Audit Committee is appointed by the President. The Audit Committee reviews the Club's financial transactions and reports results to the membership at the Annual Meeting.

Bylaws Committee

The Bylaws Committee is appointed when it becomes necessary to review or modify the Club's bylaws. This committee is appointed by the President. The committee prepares and presents modifications to the bylaws that will be voted upon by the entire membership at the annual membership meeting or at a specially called business meeting.

Nominating Committee

The Nominating Committee is chaired by the Immediate Past President. This committee will be comprised of the Vice President and *at least one* other member-at-large appointed by the President to formulate a slate of officers for the coming year. The nominations will be presented to the BOD not later than the BOD meeting in November and the BOD will select members for the incoming Board. The selections will be announced to the membership as soon as appointments have been made.

- The new BOD shall be appointed by the current BOD
- Candidates must be members in good standing who have been involved in Club activities for at least one full year.
- All potential candidates must be contacted by the Committee Chair and agree in writing to their nomination. Two or more qualified nominees per BOD position are preferred.

Club Activities and Support

Conducting a Journey

Journeys - Outbound

The AC for an outbound journey is selected by the Journey Committee Chair, with concurrence of the BOD, from those applying for the position. The Club will use FFI policies and cost procedures for all journeys. All journeys will be self-supporting, i.e. incurring no Club funding.

- The AC will keep the BOD informed of all decisions for the journey. A Planning Committee should be formed to implement the plan and this is reported to the BOD. The members of the planning group should be selected from those who apply for the journey.
- The AC must properly budget for the program and negotiate a suitable fee with the Host Coordinator (HC). The AC is personally responsible for any cost overage within the Club.
- ACs should attempt to learn as much as possible about the destination and organize at least one, preferably more, educational presentations for each outbound journey, possibly at a Club monthly event. The presentation should include an overview of the destination and discussion of the culture and other factors needed to prepare for a quality journey. Make contact with the HC as soon as possible.
- Following suggestions offered in the FFI Journey Guidelines document, AC's are responsible for encouraging and signing up Club members to participate in the journey. If the journey cannot be filled with Club members, the next priority is members of clubs within the Club's FFI region, after that vacancy should be open to all of FFI.
- In accordance with the FFI Journey Guidelines document, ACs are responsible for making sure all ambassadors complete various forms and other paperwork required for the journey. The AC will compile this material and pass it on to FFI and/or the hosting club as required.
- During a journey, the AC is always for focal point and primary representative for the group he/she is leading. Any issues that arise during a journey will be brought to the ACs attention and it is that person's responsibility to deal with it.
- When possible, the AC will present a post-experience session on the journey at the monthly Club event following each journey to share relevant understanding and culture gleaned from the experience.

Journeys – Inbound

The Journey Chair, with BOD concurrence, selects the Host Coordinator (HC) for inbound journeys from those applying for the position. The Club will implement FFI policies and cost procedures for all journeys. Inbound journeys should be self-supporting. This will require the (HC) to properly budget for the program and negotiate a suitable fee with the AC. (Note: the hosting club fee suggested by FFI is a baseline; if mutually agreed to additional fees may be charged to complete the program for a quality exchange. Traditionally the Club offers a six

or seven night hosting with one or two days of choice or “flexible activities” between the international ambassador and their host.

- The HC should contact the AC as soon as possible to determine satisfactory journey dates, numbers of expected ambassadors, and places of interest. Before contact, be prepared to explain Club hosting capabilities and limitations, means of getting to the area, suggested places of interest and expected fees.
- Hold periodic meetings with the committee to work out itinerary and hosting issues. If possible, try to have a different Club POC for each day of the journey. This POC will be responsible for organizing the tour or event for the day, making restaurant and other venue reservations, and setting up transportation and other logistic issues. This individual will be responsible for activities for the day during the journey.
- With committee assistance, match ambassadors with hosts as early as possible and encourage hosts to make contact with the ambassadors via email, phone, etc.
- Try to have at least one welcome and/or farewell event during the journey.
- If the AC is required to make advance payments for events or reservations, the Club will advance a loan to the inbound account to be repaid when fees are collected from FFI/Ambassadors. Note: Traditionally the BOD budgets \$500 for this loan.
- When possible, the HC will present a post-experience session on the journey at the monthly Club event following each journey to share relevant understanding and culture gleaned from the experience.

Other Administrative Support

Membership Database

- Member personal information maintained on the database is considered to be **confidential** and is to be used only as required for Club communications, planning and official business. This information or a limited portion thereof shall be sent to the authorized members only by the President or by the direction of the President when deemed appropriate. The Membership Committee Chair receives and consolidates the interest categories of members and sends this to the appropriate committee chairs and ad hoc leaders.
- At least twice a year membership lists with contact information (members may withhold cell numbers, home address etc.) are emailed only to paid members for club interaction by the Communications Committee Chair.

Budgeting

The BOD will provide the Treasurer guidelines for preparing the budget. These guidelines will take into account the expressed goals and objectives agreed upon by the BOD and should include membership recruiting and development, community involvement, and normal expense categories.

Membership Meetings

The Club ideally will meet on a monthly basis. The October meeting is the *Annual Meeting* which includes a verbal report to the membership on a review of the Club's activities since the previous October and any other business that needs to be brought before the entire membership.

- The BOD meets regularly (usually monthly) for the purpose of conducting the Club's business. These meetings are generally on the second Tuesday of the month. Members are notified of the time and place of open meetings and are urged to attend.
- In those months when the club does not have a scheduled bi-monthly membership meeting, a social event may be planned at a local or regional venue to encourage camaraderie or to support an international educational event.
- From time to time, other events may be organized for specific purposes by various committee chairs to help them accomplish their objectives (e.g. fund raising, membership information, journey education, new member orientation and training, etc.)

Conduct Unbecoming a Member

In accordance with Paragraph 3.2 of the bylaws, the Club BOD has the right to refuse to accept the membership application or dues of any applicant for membership, or to refuse to accept the renewal dues of any existing member who has demonstrated by his or her statement or behavior that he or she is not supportive of the goals and ideals of FFI and the Club. Procedures for termination of a member are described in the bylaws.

Dues

New members joining the Club after September 30 should pay the full dues amount for the following year at time of application and are considered to be "guests" at any and all functions for the balance of the year except for participation in outbound exchanges.

Reimbursement for Official FFI Meeting Participation

It is customary for the Club to reimburse the President (or the Club's senior representative) for the conference registration fee associated with official FFI international and regional conferences and the President's round-table meetings. Travel and other incidental expenses are not reimbursed.

Other Reimbursements

Incidental expenses approved in the annual budget, including committee budgets, are authorized as approved by the BOD. Typically mileage costs, telephone and food are not covered costs for committee functions. There is no reimbursement for hosting.

- The AC is not required to pay an administrative fee and may receive some reimbursement of journey travel expenses as approved in the current edition of the FFI Journey Guidelines.
- All reimbursements for incidental expenses must be approved or authorized in advance by the BOD. A reimbursement request form with original receipts must be submitted for any reimbursement. Reimbursement will be made with a receipt and/or invoice.