



nami

National Alliance on Mental Illness

Volusia/Flagler/
St. Johns

NAMI VFSJ POLICIES AND PROCEDURES

Operating Policies and Procedures

Approved by Board on:

JULY 23, 2018

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1. Board Operating Policies and Procedure

1.1. Mission Statement

The mission of NAMI Volusia/Flagler/St.Johns shall be to provide education, support and advocacy for individuals with mental illness, their families and friends. It is organized exclusively for charitable and educational purposes within the meaning of Section 501(c)(3) of the Internal Revenue Code. NAMI Volusia/Flagler/St.Johns recognizes that the key concepts of recovery, resiliency and support are essential to improving the wellness and quality of life of all persons affected by mental illness. Mental illness should not be an obstacle to a full and meaningful life. Services should be designed to meet the individual needs of those living with mental illness and their family members.

1.2. Scope and Place in Hierarchy of Rules and Procedures

The NAMI Volusia/Flagler/St.Johns Policies and Procedures encompass and regulate activities required to run the organization, and are an integral requirement for all properly managed entities. NAMI Volusia/Flagler/St.Johns operates under the Articles of Incorporation, the Bylaws, and board Policies and Procedures.

Policies and Procedures are formally adopted by the Board of Directors. They are intended to be a living document open to change and revision to facilitate growth and change of the organization. It is through these policies and procedures that the Board of Directors establishes the guidelines within which it acts to implement policy, programs and services.

1.3. Management and Revisions

The NAMI Volusia/Flagler/St.Johns board has developed policies and procedures as guidelines for operating and managing the organization. The President, board and board committees have primary day-to-day oversight and administration of the policies and procedures. Working with any committees and the grassroots membership during the year, the Executive Committee, will coordinate changes to be made to the NAMI Volusia/Flagler/St.Johns Policies and Procedures. Such proposed changes will be presented at board meetings for board approval.

1.4. Distribution

The NAMI Volusia/Flagler/St.Johns Policies and Procedures will be distributed to NAMI Volusia/Flagler/St.Johns board members and may be distributed to committee chairs and to affiliates upon request.

2. Policies

2.1. Confidentiality Policy

All NAMI Volusia/Flagler/St.Johns board members and employees shall respect and maintain the confidentiality of all members and their families. Information confidential to the board shall

not be disseminated. Any member or employee attending outside meetings or functions may speak on behalf of the organization only with prior approval of the President. No activity, program, announcements or statements of any kind using the NAMI Volusia/Flagler/St.Johns name may be made without approval by the Board of Directors. Any event sponsored in the name of NAMI Volusia/Flagler/St.Johns must have board approval.

2.2. Ethics Policy

NAMI Volusia/Flagler/St.Johns believes strongly that its members must uphold the highest standards of ethical, professional behavior.

- To hold paramount the safety, health, and welfare of the public in the performance of duties.
- To act in such a manner as to uphold and enhance personal and organizational honor, integrity, and dignity.
- To treat with respect and consideration all persons, regardless of race, religion, gender, abilities or disabilities, age, sexual orientation, or national origin.
- To engage in carrying out the mission of NAMI Volusia/Flagler/St.Johns in a professional manner.
- To collaborate with and support others in carrying out the mission of NAMI Volusia/Flagler/St.Johns.
- To build an organizational reputation on the merit of services and refrain from competing unfairly with others.

2.2.1. Ethics Statement

We, as NAMI Volusia/Flagler/St.Johns board members, dedicate ourselves to carrying out the mission of this organization through the following actions:

- Recognize that the chief function of NAMI Volusia/Flagler/St.Johns at all times is to serve the best interests of our diverse constituency.
- Accept as a personal duty the responsibility to keep up to date on emerging issues and to conduct ourselves with professional competence, fairness, impartiality, efficiency, and effectiveness.
- Respect the structure and responsibilities of the board, provide facts and advice as a basis for making policy decisions, and uphold and implement policies adopted by the board.
- Keep the NAMI Volusia/Flagler/St.Johns community informed about issues affecting it.
- Conduct our organizational and operational duties with positive leadership exemplified by open communication, creativity, dedication, and compassion.
- Exercise whatever discretionary authority we have under the law to carry out the mission of the organization.
- Serve with respect, concern, courtesy, and responsiveness in carrying out the organization's mission.

- Demonstrate the highest standards of personal integrity, truthfulness, honesty, and fortitude in all our activities in order to inspire confidence and trust in our activities.
- Avoid any interest or activity that is in conflict with the conduct of our official duties.
- Respect and protect privileged information to which we have access in the course of our official duties.
- Strive for personal and professional excellence and encourage the professional developments of others.

2.2.2. Code of Ethics for the Board

The following code of ethics was adopted by the board and sets forth the standards the board expects from its members.

To become familiar with and committed to the major responsibilities of a governing board:

- Setting mission and purposes
 - Assessing board performance
 - Insisting on strategic planning
 - Reviewing educational and public-service programs
 - Ensuring adequate resources
 - Ensuring good management
 - Preserving institutional independence
 - Relating to the community
 - Serving as court of appeals
- To support NAMI Volusia/Flagler/St.Johns fundraising efforts through personal giving in accordance with one's means (to both annual funds and capital drives), and to be willing to share in the solicitation of others.
 - To devote time to learn how NAMI Volusia/Flagler/St.Johns functions—its uniqueness, strengths, and needs, its reputation and standing.
 - To carefully prepare for, regularly attend, and actively participate in board meetings and committee assignments.
 - To accept and abide by the legal and fiscal responsibilities of the board as specified by institutional charter, bylaws, and state statutes and regulations.
 - To vote according to one's individual conviction, to challenge the judgment of others when necessary, yet to be willing to support the decision of the board and work with fellow board members in a spirit of cooperation.
 - To recognize that the board president alone speaks for the board.
 - To maintain the confidential nature of board deliberations and to avoid acting as spokesperson for the entire board unless specifically authorized to do so.
 - To understand the role of the board as a policy-making body and to avoid interference in administrative functions.
 - To learn and consistently use designated institutional channels when conducting board business (e.g., responding to volunteer grievances, etc.)
 - To comply with conflict-of-interest policy and disclosure developed by the board.
 - To refrain from actions and involvement that might prove embarrassing to the organization and to resign if such actions or involvement develop.

- To make judgments always on the basis of what is best for the organization as a whole.
- No board members may represent themselves as speaking on behalf of NAMI Volusia/Flagler/St.Johns to any group or organization without the President's authorization. When a board member speaks on behalf of NAMI Volusia/Flagler/St.Johns, any honoraria shall be paid to NAMI Volusia/Flagler/St.Johns.

2.3. Public Policy

NAMI Volusia/Flagler/St.Johns provides outreach, training, and education to the community and policymakers and builds relationships with community partners and stakeholders to work on joint initiatives. The affiliate monitors local, state, and federal mental health issues and advocates for policies and priorities that serve the needs of individuals with mental illness and their families, including access to treatment and services, mental health parity, and adequate funding. NAMI Volusia/Flagler/St.Johns actively participates in Crisis Intervention Team (CIT) training for law enforcement, engages with local behavioral health organizations, and collaborates as part of multi-agency consortia in its tri-county service area. Our goal is to support members to engage in advocacy activities at the legislature, in the community, and from their homes.

2.4. Conflict of Interest Policy

Board members have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which NAMI Volusia/Flagler/St.Johns wishes its business to operate. The purpose of these guidelines is to provide general direction so that board members can seek further clarification on issues related to the subject of acceptable standards of operation.

An actual or potential conflict of interest occurs when a board member is in a position to influence a decision that may result in a personal gain for the board member or for a relative as a result of NAMI Volusia/Flagler/St.Johns business dealings. For the purpose of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the board member is similar to that of persons who are related by blood or marriage.

No presumption of guilt is created by the mere existence of a relationship with outside firms. However, if a board member has any influence on transactions involving purchases, contracts, or leases, it is imperative that he or she discloses to an officer of the organization as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where a board member, employee, or relative has a significant ownership in a firm with which NAMI Volusia/Flagler/St.Johns does business, but also when a board member, employee, or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction of business dealings involving NAMI Volusia/Flagler/St.Johns.

The materials, products, designs, plans, ideas, and data of NAMI Volusia/Flagler/St.Johns are the

property of NAMI Volusia/Flagler/St.Johns, and should never be given to an outside firm or individual except through normal channels and with appropriate authorization. Any improper transfer of material or disclosure of information, even though it is not apparent that a board member has personally gained by such action, constitutes unacceptable conduct. Any board member who participates in such a practice shall be subject to disciplinary action by the board.

2.4.1. Reason for the Policy

NAMI Volusia/Flagler/St.Johns, as a nonprofit, tax-exempt organization, depends on charitable contributions from the public. Maintenance of its tax-exempt status is important both for its continued financial stability and for the receipt of contributions and public support. Therefore, the IRS, as well as state corporate and tax officials, view the operations of NAMI Volusia/Flagler/St.Johns as a public trust that is subject to scrutiny by and accountability to such governmental authorities as well as to members of the public.

Consequently, there exists between NAMI Volusia/Flagler/St.Johns and its board, officers, and employees a fiduciary duty that carries with it a broad and unbending duty of loyalty and fidelity. The board, officers, and employees have the responsibility of administering the affairs of NAMI Volusia/Flagler/St.Johns honestly and prudently, and exercising their best care, skill, and judgment for the sole benefit of NAMI Volusia/Flagler/St.Johns. Those persons shall exercise the utmost good faith in all transactions involved in their duties, and they shall not use their positions with NAMI Volusia/Flagler/St.Johns or knowledge gained therefrom for their personal benefit. The interests of the organization must have the first priority in all decisions and actions.

2.4.2. Persons Concerned

This statement is directed not only to board members and officers, but to all employees who can influence the actions of NAMI Volusia/Flagler/St.Johns. For example, this would include all who make purchasing decisions and all who have proprietary information concerning NAMI Volusia/Flagler/St.Johns.

2.4.3. Areas in Which Conflict May Arise

Conflicts of interest may arise in the relations of directors, officers, and employees with any of the following third parties:

- Persons and firms supplying goods and services to NAMI Volusia/Flagler/St.Johns
- Persons and firms from whom NAMI Volusia/Flagler/St.Johns leases property and equipment
- Persons and firms with whom NAMI Volusia/Flagler/St.Johns is dealing or planning to deal in connection with the gift, purchase or sale of real estate, securities, or other property
- Competing or affinity organizations
- Donors and others supporting NAMI Volusia/Flagler/St.Johns
- Agencies, organizations, and associations that affect the operations of NAMI Volusia/Flagler/St.Johns
- Family members, friends, and other employees

2.4.4. Nature of Conflicting Interests

A material conflicting interest may be defined as an interest, direct or indirect, with any persons and firms mentioned above. Such an interest might arise through:

- Owning stock or holding debt or other proprietary interests in any third party dealing with NAMI Volusia/Flagler/St.Johns
- Holding office, serving on the board, participating in management, or being otherwise employed (or formerly employed) in any third party dealing with NAMI Volusia/Flagler/St.Johns
- Receiving remuneration for services with respect to individual transactions involving NAMI Volusia/Flagler/St.Johns
- Using NAMI Volusia/Flagler/St.Johns's time, personnel, equipment, supplies, or good will for other than NAMI Volusia/Flagler/St.Johns approved activities, programs, and purposes
- Receiving personal gifts or loans from third parties dealing with NAMI Volusia/Flagler/St.Johns. Receipt of any gift is disapproved except gifts of nominal value that could not be refused without discourtesy. No personal gift of money should ever be accepted.

2.4.5. Interpretation of this Statement of Policy

The areas of conflicting interest listed in 2.3.3., and the relations in those areas that may give rise to conflict, as listed in 2.3.4., are not exhaustive. Conceivably, conflicts might arise in other areas or through other relations. It is assumed that the board members, officers, and employees will recognize such areas and relation by analogy.

The fact that one of the interests described in 2.3.4. exists does not mean necessarily that a conflict exists, or that the conflict, if it exists, is material enough to be of practical importance, or if material that upon full disclosure of all relevant facts and circumstances that it is necessarily adverse to the interests of NAMI Volusia/Flagler/St.Johns.

However, it is the policy of the board that the existence of any of the interests described in 2.3.4. shall be disclosed before any transaction is consummated. It shall be the continuing responsibility of board, officers, and employees to scrutinize their transactions and outside business interests and relationships for potential conflicts and to make such disclosures immediately.

2.4.6. Disclosure Procedure

Disclosure should be made according to the NAMI Volusia/Flagler/St.Johns standards. Transactions with related parties may be undertaken only if all of the following are observed:

- A material transaction is fully disclosed in the audited financial statements of the organization;
- The related party is excluded from the discussion and approval of such transaction;
- A competitive bid or comparable valuation exists; and

- The organization’s board has acted upon and demonstrated that the transaction is in the best interest of the organization.

Disclosure involving directors or others should be made to the President, who shall bring these matters, if material, to the board.

Board members will be provided with vendor information on a quarterly basis, prior to each board meeting and are asked to review their previous disclosures for any needed updating. The board shall determine whether a conflict exists and is material, and in the presence of an existing material conflict, whether the contemplated transaction may be authorized as just, fair, and reasonable to NAMI Volusia/Flagler/St.Johns. The decision of the board on these matters will rest in their sole discretion, and their concern must be the welfare of NAMI Volusia/Flagler/St.Johns and the advancement of its purpose.

2.4.7. Recusal

Board members with a potential conflict of interest shall recuse themselves provided that the board by majority vote may waive such conflict.

2.4.8. Conflict-of-Interest Form

Conflicts can arise from many ordinary and appropriate activities; the existence of a conflict does not imply wrongdoing on anyone's part. But when conflicts do arise, they must be recognized and disclosed, and then eliminated or appropriately managed. Some relationships may create an appearance of conflict; those too, are important to eliminate or manage so that we may maintain public confidence in the integrity of our activities.

AREAS IN WHICH CONFLICT MAY ARISE: Conflicts of interest may arise in the relations of directors, officers, and employees with any of the following third parties:

- Persons and firms supplying goods and services to NAMI Volusia/Flagler/St.Johns
- Persons and firms from whom NAMI Volusia/Flagler/St.Johns leases property and equipment
- Persons and firms with whom NAMI Volusia/Flagler/St.Johns is dealing or planning to deal in connection with the gift, purchase or sale of real estate, securities, or other property
- Competing or affinity organizations
- Donors and others supporting NAMI Volusia/Flagler/St.Johns
- Agencies, organizations, and associations that affect the operations of NAMI Volusia/Flagler/St.Johns
- Family members, friends, and other employees

NATURE OF CONFLICTING INTEREST: A material conflicting interest may be defined as an interest, direct or indirect, with any persons and firms mentioned above. Such an interest might arise through:

- Owning stock or holding debt or other proprietary interests in any third party dealing with NAMI Volusia/Flagler/St.Johns
- Holding office, serving on the board, participating in management, or being otherwise employed (or formerly employed) in any third party dealing with NAMI Volusia/Flagler/St.Johns
- Receiving remuneration for services with respect to individual transactions involving NAMI Volusia/Flagler/St.Johns
- Using NAMI Volusia/Flagler/St.Johns's time, personnel, equipment, supplies, or good will for other than NAMI Volusia/Flagler/St.Johns approved activities, programs, and purposes
- Receiving personal gifts or loans from third parties dealing with NAMI Volusia/Flagler/St.Johns. Receipt of any gift is disapproved except gifts of nominal value that could not be refused without discourtesy. No personal gift of money should ever be accepted.

2.4.9. Conflicts/Mediation Processes

NAMI Volusia/Flagler/St.Johns bylaws do not provide for a specific procedure to address conflicts within the board. If direct discussion between the parties does not lead to resolution, it is advisable to engage the President as a mediator. One of the President's key roles is to help maintain harmonious relationships between board members.

2.5. Diversity and Inclusion

NAMI Volusia/Flagler/St.Johns shall actively recruit, engage and serve members from every race, culture, ethnicity, age, religion, socio-economic status, sexual orientation, gender, gender identity and disability, and shall not discriminate in the requirements for membership, provision of service or support or in its policies or actions.

The NAMI Volusia/Flagler/St.Johns Board of Directors will regularly review their own composition and membership demographics compared to those of the state in order to aspire towards reflecting that composition.

NAMI Volusia/Flagler/St.Johns shall include in bylaws, operating policies and procedures, and other relevant policy documents, explicit statements that require the organization to embrace the broadest possible definition of inclusion and nondiscrimination.

NAMI Volusia/Flagler/St.Johns will reach out to and welcome the community at large through our recruitment, marketing, public education and awareness activities. NAMI Volusia/Flagler/St.Johns will strive to support recruitment and retention of a diverse and inclusive membership and leadership.

2.6. Discrimination and Harassment Policy

NAMI Volusia/Flagler/St.Johns adheres to and supports all laws regarding discrimination. The law prohibits, and NAMI Volusia/Flagler/St.Johns will not tolerate, discrimination on the basis of race, color, religion, creed, national origin or ancestry, ethnicity, familial status, sex, gender

(including gender nonconformity and status as a transgender or transsexual individual), age, physical or mental disability, citizenship, past, current or prospective service in the uniformed services, genetic information or any other characteristic protected under applicable federal, state or local law.

Discriminatory practices also include harassment based on these protected rights. It is illegal and against the policies of NAMI Volusia/Flagler/St.Johns for any employee, volunteer, or director, male or female, to harass or discriminate against another employee or member of the Board of Directors.

While these laws primarily apply to employers, employees, volunteers and board members, it is company policy that the same rules and respect are owed to our members and others.

Any discrimination or harassment does not have to be intentional and does not have to rise to the level of being “unlawful” if the conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile or offensive working environment.

The board has established a procedure to initiate an investigation of complaints of discrimination and/or harassment. Any employee, volunteer, or board member who believes he or she has been the subject of such prohibited discrimination and harassment should let the offending person know that the employee, volunteer, or board member finds the conduct in question to be offensive. If the conduct does not stop, or, if it recurs, or, the offended employee, volunteer, or board member does not feel comfortable telling the offending employee, volunteer, or board member, the employee, volunteer, or board member should immediately report the offending conduct to any person listed below. The initial complaint may be made orally but should be followed within 24 hours with a signed written report specifying the complaint in detail. An investigation of all complaints of discrimination and harassment will be undertaken immediately.

Complaints should be made to any one of the following:

- Board President
- Member of the Executive Committee

An investigation of any complaint hereunder will be resolved within thirty (30) days unless extended for cause by the NAMI Volusia/Flagler/St.Johns Board of Directors. The individuals listed above will immediately undertake such investigation unless one of those individuals has a conflict. If there is a conflict, the President or other non-conflicted officer shall name a replacement to the Investigation Committee.

Any employee, volunteer, or board member who has been found, after appropriate investigation, to have discriminated against or harassed another employee, volunteer, or board member will be subject to appropriate sanctions, up to and including discharge.

The organization policy also prohibits retaliatory action against anyone for filing a complaint, participating in an investigation or opposing discriminatory practices. If an employee, volunteer, or board member feels he/she has been retaliated against for either filing a complaint or

participating in an investigation or opposing discriminatory practices, then that person should file a complaint using the same procedures outlined above.

2.7. Whistle Blower Policy

2.7.1. Purpose

This Whistleblower Policy applies to “Covered Persons” who consist of NAMI Volusia/Flagler/St.Johns directors, employees, persons seeking employment, volunteers, agents, persons doing business with NAMI Volusia/Flagler/St.Johns and persons seeking to do business with NAMI Volusia/Flagler/St.Johns. Covered Persons are expected to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. Covered Persons are also expected to practice honesty and integrity in fulfilling their responsibilities and comply with all applicable laws and regulations. This Whistleblower Policy establishes protections for Covered Persons who make good faith complaints about Covered Conduct, as defined in Section 7.2 of these Policies and Procedures, from retaliation, harassment, or adverse employment consequences as a result of making such complaints. This Whistleblower Policy also encourages and enables Covered Persons to raise serious concerns with the board prior to seeking resolution outside NAMI Volusia/Flagler/St.Johns. This Whistleblower Policy shall not prevent the Executive Director of NAMI Volusia/Flagler/St.Johns, if present, from promulgating personnel policies or other administrative policies for employees, persons seeking employment, volunteers, agents, those doing business with NAMI Volusia/Flagler/St.Johns and those seeking to do business with NAMI Volusia/Flagler/St.Johns that are more extensive than this policy.

2.7.2. Conduct to Be Reported Under the Policy

For purposes of this Whistleblower Policy, “Covered Conduct” means (a) questionable or improper accounting or auditing practices or actions and circumvention of or attempts to circumvent internal accounting or auditing controls, (b) breach of the duties of integrity, loyalty and confidentiality, and (c) violation and suspected violation of applicable law. The procedure set forth in this policy does not pertain to alleged violations of NAMI’s Equal Employment Opportunity Policy or violations of its Harassment policy. Complaints regarding allegations of either of those policies should be reported through the procedure set forth in the respective policy.

2.7.3. Reporting Responsibility and Procedure

Reports made to any Director regarding Covered Conduct will be reported by the Director in writing to the President or, in the event the complaint contains allegations about conduct of the President, to the Vice President. All reports will be promptly investigated and appropriate corrective action will be taken as warranted by the investigation. Within two weeks of the President’s or Vice President’s receipt of the complaint, the complainant will be sent confirmation that the complaint has been received and an investigation is underway. The complainant will receive a written notification of the completion of the investigation and confirmation that, if warranted, appropriate corrective action has been taken.

2.7.4. No Retaliation

Harassment, retaliation or adverse employment consequence against any Covered Person who in good faith makes a complaint under this policy is strictly prohibited. The board will take appropriate steps to stop any such harassment, retaliation or adverse employment consequence. An employee who engages in such retaliation is subject to discipline up to and including termination of employment. Complaints regarding retaliation will be handled in the same manner set forth in the preceding section concerning complaints about Covered Conduct.

2.7.5. Acting in Good Faith

For purposes of this Whistleblower Policy, “good faith” means reasonable grounds for believing the information disclosed in the complaint supports a finding that Covered Conduct has occurred. Any good faith complaint is fully protected by this policy, even if the complaint is, after investigation, not substantiated. Any employee who makes a complaint that he or she knows to be false, or to be made with reckless disregard for the truth or falsity of the complaint, will be subject to disciplinary action up to and including termination.

2.7.6. Confidentiality

Complaints may be submitted on a confidential basis by the complainant or may be submitted anonymously. Complaints will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation and the board’s obligation to abide by applicable laws or comply with subpoenas and court orders.

3. Relationships with NAMI and NAMI Florida

3.1. NAMI and NAMI Florida

The NAMI Volusia/Flagler/St.Johns priority is to promote mental health wellness in our community through education, support, advocacy, empowerment and outreach. NAMI Volusia/Flagler/St.Johns will support NAMI and NAMI Florida in the pursuing these.

NAMI Volusia/Flagler/St.Johns will not discriminate among those eligible for membership based upon sex, age, ethnicity/race, creed, color, sexual preference, economic status or disability, nor shall membership be limited based upon an individual’s declaration of status as either a consumer or family member.

3.2. Guidelines for Implementation of NAMI “Signature” Programs

NAMI Volusia/Flagler/St.Johns will always proceed in a manner intended and designed to strengthen and enhance their programs.

NAMI Volusia/Flagler/St.Johns facilitates “signature” programs as a service to their members and to others whose lives have been affected by mental illness. NAMI Volusia/Flagler/St.Johns abides by the Program Operating Policies set forth by NAMI for all “signature” programs.

3.3. Policy for Use of NAMI Florida Name and Logo

NAMI Volusia/Flagler/St. Johns, Inc. shall include in its name the word "NAMI" and the geographic area which it serves and acknowledges that NAMI controls the use of the name, acronym and logo of NAMI and AMI, that their uses shall be in accordance with NAMI policy, and that upon termination of affiliation with or charter by NAMI, the uses of these names, acronyms and logo by an affiliate member or State Organization shall cease.

4. Board Members

4.1. General Duties and Powers

It shall be the responsibility of the board to provide leadership and overall strategic direction to execute its mission, in addition to oversight and governance, to ensure ongoing due diligence with regard to fiscal responsibility for the continuous healthy operations of the affiliate.

4.2. Role, Size and Compensation

The Board shall be composed of not less than five (5) and not more than fifteen (15) individuals.

All board members must be members of NAMI.

Individuals shall be sought who reflect the qualifications as determined by the board in its policies and operational needs. NAMI Volusia/Flagler/St. Johns will seek to represent fairly the population diversity of the area served.

No employee of NAMI Volusia/Flagler/St. Johns or other affiliate may serve on the board during their tenure of employment. Any board member who becomes an employee of NAMI Volusia/Flagler/St. Johns or another affiliate of the State Organization during their term of office shall not continue to serve on the board.

No board member can be employed by or related to a staff member or other board member by blood, marriage or consanguinity.

4.3. Terms

The term of office for each board member shall be a maximum of three (3) years. No board member may serve for more than two (2) consecutive terms. A board member who is appointed to replace another Board member mid-term may serve for two additional terms.

The Nominating Committee, the Board, and the members may not select, a person for nomination, appointment, or election to the Board for a term that begins less than one year following their departure from the Board after serving two terms. To insure continuity and overlapping of terms on the Board, the Nominating Committee has the authority to abbreviate the length of a term for which a Board member or Officer is elected.

4.4. Meetings and Notices

The board shall hold regular meetings at least six (6) times per year, one of which may be the annual meeting. Any NAMI member is welcome to attend any regular board meeting by means of teleconferencing or in person. Executive sessions shall be closed meetings.

4.5. Board Elections

The members of NAMI Volusia/Flagler/St. Johns shall elect board members at the annual meeting. The board elects the officers. A minimum of two (2) family members and two (2) peers will be elected as board members.

4.6. Election Procedures

A Nominating Committee, or group of board members and the Executive Director serving in this role, shall solicit nominations and prepare a slate of candidates for approval of the board based on the needs of the affiliate.

Once the ballot is approved, NAMI Volusia/Flagler/St. Johns shall hold elections at the annual meeting. All board vacancies are then elected by a majority of the members in good standing participating in the elections at the annual meeting.

Newly elected board members shall take office immediately upon election. Unless a board member resigns or is terminated, it is anticipated they will hold office until their successor begins their term.

No nominations shall be accepted from the floor.

4.7. Quorum

A quorum shall be the majority of the currently seated board members.

4.8. Officers and Duties

The officers of the Board shall be the President, Vice-President, Treasurer, and Secretary. The Immediate Past President shall serve in an advisory capacity as a non-voting member of the Board for one year following his/her term as President.

4.8.1. President

The President shall ensure the effective action of the Board in governing and supporting the organization and oversees Board affairs and acts as the representative of the Board as a whole, develops agendas for meetings in concert with the Executive Committee and Executive Director, if staffed; and presides at Board meetings; speaks to the media and the community on behalf of the organization; represents the agency in the community; recommends to the Board which committees are to be established. Seeks volunteers for committees and coordinates individual Board member assignments. Assures each committee has a chairperson, and stays in touch with chairpersons to be sure that their work is carried out; identifies committee recommendations that

should be presented to the full board. Determines whether Executive Committee meetings are necessary and convenes the committee accordingly.

4.8.2. Vice President

The Vice President acts as the President in his or her absence; assists the President on the above or other specified duties and may be assigned special responsibilities or duties by the President.

4.8.3. Treasurer

The Treasurer's duty is to report to the Board a review of, and action related to, the Board's financial responsibilities at least quarterly. The Treasurer develops and implements financial procedures and systems; budgets and ensures that appropriate financial reports are made available to the Board; elects and meets annually with the auditor (if there is one), as appropriate; and ensures, sound management and maximization of cash and investments.

4.8.4. Secretary

The Secretary shall be responsible for taking minutes at all Board meetings, maintaining said minutes and other organizational documentation, including, but not limited to the Articles of Incorporation and IRS Letter of Determination; attends the meetings of the Board, and shall keep, or cause to be kept, a record of written minutes of all such meetings, and shall keep a written attendance record of each member at such meetings; maintains and keeps an historical record of all minutes of each meeting in an orderly manner and have at least the past one set of minutes available at each Board meeting. The Secretary, with the consent of the President, may delegate any such duties or be assisted by a staff person(s).

4.9. Local Advocacy Representative

Volunteer Description

Purpose: The Local Advocacy Representative is a member of the State Advocacy Network and serves to recruit, inform and activate local advocates in response to action alerts and other State Advocacy Team requests and ensures that the following core responsibilities are fulfilled.

Effort: 3-12 hours per month

Reports: State Advocacy Team

Core Responsibilities:

- Participate in state advocacy conference calls and other communications
- Recruit local grassroots advocates to assist with grassroots advocacy action
- Participate in and assist with grassroots advocacy trainings
- Disseminate the NAMI state organization legislative priorities
- Promote local awareness of NAMI's policy priorities and leading policy issues
- Forward action alerts and generate prompt responses (email, phone, hearing attendance, etc.)
- Bring local advocacy issues to the attention of the State Advocacy Committee or network
- Assist with nurturing your state legislators as mental health champions

- Cultivate relationships with local stakeholders, coalitions, government officials and the media

Qualifications:

- NAMI Member
- Interest in mental health policy issues
- Interest and ability in working collaboratively and reliably with the State Advocacy Team, local stakeholders and grassroots members on advocacy initiatives
- Strong written and verbal communication skills and organizational skills

4.10. Vacancies

The President, with the approval of the board, may appoint individuals who meet the criteria for board membership to fill any vacant seats on the board. A board member appointed to fill a vacancy shall serve the unexpired term of his/her predecessor in office. This shall not be counted toward term limitations.

4.11. Resignation, Termination and Absences

A board member may resign at any time by submitting a written resignation to the board President or Secretary. Unless specified otherwise, the resignation shall take effect immediately upon receipt of the notification.

Any officer or board member who is absent from three consecutive meetings may be deemed to have resigned as of the date of the third missed meeting. That officer/member may be removed by a majority vote of the officers then in office.

The board may remove any board member for cause by two-thirds (2/3) vote of all board members then in office, at any regular or special meeting of the board, provided that a statement of the reason or reasons shall have been mailed by registered mail to the board member proposed for removal at least thirty (30) days before any final action is taken by the board. This statement shall be accompanied by a notice of the time when, and the place where, the board is to take action on the removal. The board member shall be given an opportunity to be heard and the matter considered by the board at the time and place mentioned in the notice.

5. Operating Procedures

5.1. Annual Meeting

NAMI Volusia/Flagler/St.Johns shall convene an annual meeting for all members.

5.2. Special Meetings

The President may call a special meeting of the board or any three (3) board members may require the President, in writing, to convene a special meeting to pursue a specified issue or issues. The President must convene the special meeting requested by three board members within thirty (30) days of the receipt of the written request.

5.3. Notice of Meeting

NAMI Volusia/Flagler/St. Johns shall give a minimum of seven (7) days advance notice to members of each annual or special meeting. Notice of meetings shall conform with Florida Statute Chapter 617, Section 617.0141.

5.4. Quorum

A minimum of ten percent (10%) of the members in good standing shall constitute a quorum for the purpose of voting. There may be no voting on any official business or elections without a quorum present.

5.5. Voting

Each NAMI Volusia/Flagler/St. Johns, Inc. member who is in good standing at the beginning of the quarter immediately preceding the date of the voting shall be entitled to one vote on each matter submitted to a vote of the membership. There is no proxy or absentee voting at this time, but the affiliate may decide to do so at any time with a quorum vote by the membership.

6. Committees

6.1. General Principles

The President may approve the creation of any ad hoc committees, and establish its purpose, authority and powers with approval from the Board. All ad hoc committees shall be chaired by a Board member, but may include non-Board members. The committee shall exercise the authority and powers of the Board to the extent authorized in the resolution establishing the committee.

6.2. Executive Committee

There shall be an Executive Committee, which consists of the President, Vice President, Secretary and Treasurer. The Immediate Past President shall serve as ex-officio member, without vote. A quorum shall consist of at least three (3) voting committee members. The Executive Committee may exercise all of the powers of the Board of Directors, unless the powers of the Executive Committee are expressly limited by resolution adopted by the Board of Directors. The Executive Committee shall keep regular minutes of all business transacted by it, and of all actions taken in connection with the affairs of the Corporation and such minutes shall be reported at each meeting of the Board for approval and ratification by the Board of actions taken by the Executive Committee. Said business and actions shall be subject to revision, election and approval by the Board of Directors of the Corporation; provided that the Board of Directors shall have no power to revise, alter or disapprove any lawful action of the Executive Committee to the prejudice of third parties.

7. Financial Matters and Records

7.1. Fiscal Year

The fiscal year for NAMI Volusia/Flagler/St.Johns shall be January 1-December 31.

7.2. Execution of Instruments

The board shall select the banks or depositories it deems proper for the funds of the organization. The board shall determine who shall be authorized from time to time and in what manner on the organization's behalf to sign checks, drafts, or other orders for payment of money; to sign acceptances, notes, or other evidences of indebtedness; to enter into contracts; or to execute and deliver other documents and instruments.

7.3. Books and Records

NAMI Volusia/Flagler/St.Johns shall keep correct and complete books and records of the accounts, activities, and transactions of the organization. These records shall include a current list of the directors and officers of the organization and their addresses, and a minute book, which shall contain a copy of the Certificate of Incorporation, a copy of the bylaws, and all minutes of meetings of the members, board, and committees. Any of the books, records, and minutes of the organization may be kept in written form or in an electronic form capable of being converted into written form within a reasonable time.

7.4. Prohibition against Loans

NAMI Volusia/Flagler/St.Johns is prohibited from making any loan to any director or officer of the organization.

7.5. Policies

7.5.1. General Principles

- The financial books and accounts of NAMI Volusia/Flagler/St.Johns shall be kept in accordance with generally accepted accounting procedures following the accrual method of accounting.
- Any funds raised shall be used solely for the benefit of the organization.
- All disbursements over one thousand dollars (\$1,000.00) shall require approval by a majority vote of the board.
- An audit of the books will be conducted as necessary.

7.5.2. Compensation Policy

NAMI Volusia/Flagler/St.Johns desires to pay all employees' wages and salaries that are competitive with other employers in the marketplace in a way that will be motivational, fair, and equitable. Compensation may vary depending upon the performance of the individual and the organization.

NAMI Volusia/Flagler/St.Johns Executive Director: The employment contract between the NAMI Volusia/Flagler/St.Johns Executive Director and the board sets out areas in which the Executive Director must report to the President. In setting the compensation for the Executive Director, the board, through the Personnel Committee, will employ non-profit industry best practices and existing compensation surveys in determining appropriate compensation for the executive director. The Personnel Committee will document its process for the full board's review. The contact between the two individuals should be close and frequent. The Executive Director is accountable and responsible to all board members. It is important for the Executive Director to develop a strong working relationship with each board member.

NAMI Volusia/Flagler/St.Johns Staff: The goal of the NAMI Volusia/Flagler/St.Johns compensation program is to attract potential employees, meet the needs of all current employees and encourage well-performing employees to stay with our organization. With this in mind, its compensation is built to balance the employees' and the affiliate's needs.

7.5.3. Fundraising

Any and all fundraising, raffles, lotteries, etc. must abide by the State Statute of Florida on Raffles & Charities * Copy on file

All donation solicitations must conspicuously display the registration number issued by the Dept. of Agriculture and Consumer Affairs and in capital letters the following statement:

“A COPY OF THE OFFICIAL REGISTRATION AND FINANCIAL INFORMATION MAY BE OBTAINED FROM THE DIVISION OF CONSUMER SERVICES BY CALLING TOLL-FREE (800-435-4352) WITHIN THE STATE. REGISTRATION DOES NOT IMPLY ENDORSEMENT, APPROVAL, OR RECOMMENDATION BY THE STATE.”

7.5.4. Acknowledging and Recognizing Donors

A Thank You letter is sent to each donor upon acceptance of the fundraising. Each fundraising is recorded in the individual donor record. This is necessary to ensure that fundraisings are deposited correctly and serves as additional verification of a tax-deductible fundraising for the donor. Most donors are also deeply interested in the progress of the activity they have supported. Therefore, it is highly recommended that follow-up letters or email newsletter be sent by the area

of designation to donors of relatively large fundraisings to inform them of the progress being made in and by the use of their fundraising and to offer additional thanks for their contribution.

7.5.5. Insurance

NAMI Volusia/Flagler/St.Johns shall maintain Directors and Officers Insurance and Liability Insurance.

7.5.6. Travel

COLUMN ENTRIES

- MONTH/YEAR—Enter numerical designation of month and last two digits of the year in which the first expenses shown on the form were incurred.
- DATE/TIME—Enter date and time of departure and return
- LOCATIONS WHERE EXPENSES WERE INCURRED— Enter the name of the city, town, or location where expenses were incurred. Abbreviations may be used.
- LODGING-Enter the actual cost of the lodging and attach receipts.
- MEALS- Enter the actual cost of each meal and attach receipts
- INCIDENTAL-Enter the total actual cost of incidentals and attach receipts
- TRANSPORTATION—Purchase the least expensive round-trip or special rate ticket available. If you travel between the same points without using round-trip tickets, an explanation must be given.
 - COST OF TRANSPORTATION
 - TYPE OF TRANSPORTATION USED
 - CAR FARE, TOLLS AND PARKING
 - ENTER TOTAL EXPENSES FOR THE DAY
- ENTER SUBTOTALS OR TOTALS
 - PURPOSE OF TRIP, REMARKS OR DETAILS—Explain need for travel and any unusual expenses. Enter detail or explanation of items in other columns, if necessary. Vouchers must be provided for any miscellaneous item of expense.

8. Record Retention Policy

8.1. General Policy Statement

The purpose of this policy statement is to allow the NAMI Volusia/Flagler/St.Johns to identify, retain, store, and dispose of the organization's records in an appropriate, legally sound, and orderly manner.

Except as otherwise indicated, documents shall be retained for the number of years indicated in 8.2 Record Retention Chart.

Irrespective of the retention periods specified in 8.2 Record Retention Chart, upon (i) receiving notice of a lawsuit, government investigation, or other legal action against or involving the organization, or (ii) learning of circumstances likely to give rise to such an action, proceeding or investigation, all documents in any way relating to such matter shall be preserved and safeguarded.

No officer, director, employee, agent or member of the organization shall knowingly destroy a document with the intent to obstruct or influence the investigation or proper administration of any matter within the jurisdiction of any government department or agency or in relation to or contemplation of any such matter.

Employees are expected to utilize documentation practices as trained and are required to comply with the documentation standards outlined in this policy. Failure to do so could result in disciplinary action, up to and including termination of employment. Employees with questions about this policy should consult with management or seek legal advice.

The organization will maintain accurate and high-quality records electronically or in local, damage-proof storage for the duration of the time periods provided for in this policy. Once any such time period is complete, the records are to be destroyed.

Documents maintained solely in electronic format will be scanned and retained in highly organized electronic folders in accordance with this schedule.

8.2. Record Retention Chart

8.2.1. General Corporate Records

Type of Record	Retention Period
Articles of Incorporation and amendments thereto	Permanently
Bylaws	Permanently
Meeting Minutes	Permanently
Patents, trademark registrations, copyright registrations	Permanently
Property records (including leases, deeds, easements, rights of way, appraisals, costs, depreciation reserves, blueprints, plans, end-of-year trial balances, tax records)	Permanently
Membership ballots	3 years following the applicable vote
Membership applications	Membership term, plus 1 year
Correspondence relating to member discipline matters	Membership term, plus 5 years
Contracts	3 years

8.2.2. Accounting, Finance and Tax Records

Type of Record	Retention Period
Income tax returns and filings	Permanently
Audit reports of accountants	Permanently
Cash books	Permanently
Charts of accounts	Permanently
Federal and state tax bills and statements	3 years
Schedules, ledgers and other supporting documentation for financial statements and tax forms	7 years
Bank reconciliations	3 years
Checking records, including account statements, check register	3 years
Social security tax records	7 years
Accounts Receivable and payable	7 years
End-of-year financial statements	Permanently
Budget data	3 years
Banking records, including deposit and withdrawal records, bank statements	7 years
Expense accounts, approvals, petty cash records	3 years
Invoices to members, customers and vendors	7 years

8.2.3. Personnel Records and Payroll Documents

Type of Record	Retention Period
Resumes/applications and related employment materials, including background checks, letters of reference and related documents: For applicants not hired For employees	2 years Employment term, plus 4 years
I-9 Forms Active employees Terminated employees	Employment term Employment term, plus the later of 3 years from date of hire or 1 year following termination of employment.
Compensation, job history and timekeeping records	Employment term, plus 4 years
FMLA/USERRA and related leave records	Employment term, plus 4 years
Performance appraisal/disciplinary action records	Employment term, plus 4 years
Benefit records	Employment term, plus 6 years

Records related to disputed issues involving external agencies or parties, wage charge or suit hour investigation by DOL, EEOC charge, arbitrations, court actions, etc.	Employment term, plus 4 years
Records of accommodation to any disabled employee requesting such accommodation	Employment term, plus 4 years
Records of any sexual harassment complaints and the investigations and actions taken in response	Employment term, plus 4 years
OSHA & employee safety records	Employment term, plus 5 years
Workers Compensation claims	30 years after date of injury/illness

8.2.4. Insurance

Type of Record	Retention Period
Insurance records	Permanently
Accident reports	7 years
Appraisals	7 years
Worker compensation claims	7 years
Unemployment insurance	7 years

9. FORMS



NAMI

National Alliance on Mental Illness

**Volusia/Flagler/
St. Johns**

Conflict of Interest Disclosure Form

Name: _____

Home Address: _____

Phone Numbers: _____

E-mail: _____

Under this policy, do you have any potential or perceived conflicts of interest to disclose?

No, I have no potential or perceived conflicts of interest to disclose.

Yes, I have the following potential or perceived conflicts of interest to disclose:

I have read and understand NAMI Volusia/Flagler/St.Johns's conflict-of-interest policy and agree to be bound by it. I will promptly inform the board president of any material change that develops in the information contained in the foregoing statement.

Signature: _____

Date: _____

Interim Review: Board members are required to review this disclosure and the NAMI Volusia/Flagler/St.Johns updated vendor/supporter list prior to each board meeting and to provide any relevant updates.

Signature: _____ Date: _____

No changes

Changes noted



NAMI

National Alliance on Mental Illness

Volusia/Flagler/
St. Johns

TAX ID#: 59-3647007

NAMI VOLUSIA/FLAGLER/ST. JOHNS IS A 501(3) c CORPORATION REGISTERED IN THE STATE OF FLORIDA AND HAS RECEIVED TAX EXEMPT STATUS ON JANUARY 4, 1999.

NAME OF DONOR: _____

DONATION DATE: _____

AMOUNT OF DONATION: \$ _____

MARKET VALUE OF ANY GIFTS, PRODUCTS, ETC.

\$ _____

HAS THE DONOR RECEIVED A DONATION IN-KIND? _____

Ernest Moreno, President



NAMI

National Alliance on Mental Illness

Volusia/Flagler/
St. Johns

PAYMENT VOUCHER

PV#

Date:

Amount:

Cash

Check#

EFT

To:

For:

Payee:

Approved by:

Paid by:

Signature



NAMI

National Alliance on Mental Illness

Volusia/Flagler/
St. Johns

REIMBURSEMENT FORM

NAME: _____

CLASS, SEMINAR OR OTHER: _____

LOCATION: _____

DATES ATTENDED: _____

COST OF CLASS: _____

LODGING: _____

MEALS: _____

TRAVEL EXPENSE (FUEL, TOLLS, TAXIS, BUS, ETC.): _____

MISC.: _____

TOTAL \$ TO BE REIMBURSED: _____

*** PLEASE ATTACH ALL RECEIPTS FOR REIMBURSEMENT***



NAMI

National Alliance on Mental Illness

Volusia/Flagler/
St. Johns

PO BOX 860208, SAINT AUGUSTINE, FLORIDA 32086 (904) 827-7404

DATE:

ADDRESS:

Dear _____,

Thank you so much for your generous donation of \$_____ to NAMI Volusia/Flagler/St. Johns. It is very much appreciated.

As you may or may not know, mental illness affects us all whether it be personally or throughout our community. With the generous support of people like you, we will be able to educate and support families of individuals with mental illness and the community at large. By participating in NAMI's advocacy programs we aim to reduce the stigma that accompanies mental illness and through our Family to Family and Peer to Peer classes we are able to give in-depth insight and current treatments on mental illness to Families as well as those affected by mental illness.

For more on how your donation is helping to make a difference in the lives of so many in our community, we invite you to visit our website at www.namivfsj.org

Thank you again.

Sincerely,

[Name], Treasurer

NAMI Volusia/Flagler/St. Johns



nami

National Alliance on Mental Illness

Volusia/Flagler/
St. Johns

VOLUNTEER TIMESHEET

ACTIVITY

TIME