



## CHAPTER POLICIES AND PROCEDURES MANUAL

### **NAPO-WDC Chapter Policies & Procedures**

Each NAPO Chapter must have a set of Policies and Procedures. Policies and Procedures are specific to each Chapter and assist the Board in managing Chapter business. This manual must conform to, and not conflict with, the NAPO Bylaws, Chapter ByLaws, the Chapter Affiliation Agreement and the NAPO Chapter Operations Handbook. However, the Chapter Policies and Procedures do not need to repeat these documents.

Changes to Chapter Policies and Procedures do not require approval of the NAPO Board of Directors. Although, a current copy of the Policies and Procedure Manual should be forwarded to NAPO Headquarters at the end of each fiscal year. The Secretary is responsible for keeping a working copy of the Chapter Policies and Procedures Manual throughout the year. BOD Members can suggest changes/additions to the manual by sending them to the Secretary. The BOD is to review the changes to the working copy and vote on all changes during the last full month of the BOD year (April). Upon passage, this becomes the current Policies and Procedures Manual and a new working copy is begun. The Chapter operates using the existing manual, not the working copy.

### **Chapter Name & History**

The name of the Chapter, as stated in the Chapter's Articles of Incorporation, is **Washington, D.C. Metro Chapter of NAPO**. Our "nickname" is NAPO-WDC. The Chapter became official in September 1994 with 19 members.

### **Mailing Address & Telephone**

NAPO-WDC  
PO Box 7301  
Arlington, VA 22207-0301  
202-596-2761(Google Voice)

### **Website**

[www.dcorganizers.org](http://www.dcorganizers.org)  
[www.napowdc.com](http://www.napowdc.com) (*alias site*)

### **Chapter Mission Statement**

"To develop, lead, and promote NAPO-WDC professional organizers through networking and educational opportunities"

### **Chapter Slogan**

"Offering creative organizing solutions"

### **ANTITRUST LAWS**

NAPO requires that all Chapters adopt and adhere to the Board-approved NAPO Antitrust Compliance Policy.

[http://c.ymcdn.com/sites/www.napo.net/resource/resmgr/docs/NAPO\\_Antitrust\\_Compliance\\_Fu.pdf?hhSearchTerms=%22Sherman+and+act%22](http://c.ymcdn.com/sites/www.napo.net/resource/resmgr/docs/NAPO_Antitrust_Compliance_Fu.pdf?hhSearchTerms=%22Sherman+and+act%22)

### **NAPO® Code of Ethics**

Chapter members must adhere to the NAPO Code of Ethics [http://www.napo.net/?page=about\\_ethics](http://www.napo.net/?page=about_ethics)



## CHAPTER POLICIES AND PROCEDURES MANUAL

### BOARD OF DIRECTORS

The Chapter is governed by a volunteer Board of Directors (BOD). The BOD is responsible for the supervision, control and direction of the affairs of the Chapter. The BOD serves the Chapter by:

- Establishing a strategic plan for NAPO-WDC
- Determining annual goals, programs, and special events
- Maintaining the good standing and fiscal well-being of the Chapter
- Increasing public awareness of the value of professional organizers

### STRUCTURE

The Chapter is required to have the following Officer Positions: President, Secretary and Treasurer. These three (3) positions make up the **Executive Board**. The Offices of Vice President/President Elect and Immediate Past President are optional, as are the Director of Administration, Marketing, Membership, Professional Development, Communications & Technology, Corporate Associate Members and Director at Large (in absence of an Immediate Past President). These positions make up the **General Board**.

### TERM

The service term for the BOD and other leadership positions runs from May 15 to May 14.

### RESPONSIBILITIES

- Shall maintain the good standing of the Chapter
- Shall be subject to the provisions and limitations of all applicable laws, the Bylaws of NAPO, the Chapter Bylaws, the Chapter Affiliation Agreement, and the Chapter Operations Handbook.
- Shall perform duties as may be prescribed in the NAPO-WDC Policies and Procedures Manual
- Shall act in the best interest of the association *only*
- Shall not use the position to benefit themselves or their business.
- Shall avoid self-dealing and conflict-of-interest situations
- Shall act collectively with the BOD.
- Shall not have any power or authority to act on behalf of the Chapter unless specifically authorized and empowered by the BOD to so act

### GENERAL DUTIES

- Adopt programs to carry out NAPO-WDC's mission
- Establish personal goals and objectives for length of service
- Prepare for each BOD Meeting by submitting a Board Report, reviewing the meeting agenda
- Attend all BOD Retreats, BOD Meetings and General Membership Meetings
- Participate effectively in the BOD Meetings by voicing opinions
- Support BOD actions publicly
- Support NAPO-WDC activities by participating
- Fulfill any assignments as a committee member, BOD liaison, or representative of NAPO-WDC
- Conduct themselves professionally in manner and appearance when representing NAPO-WDC
- As an outgoing BOD Member, participate in transition activities for a newly elected Board position by attending the April and May BOD Meeting with all current incoming BOD Members
- Perform such other duties as requested, delegated, and/or deemed necessary by the President

### COMMUNICATION

All BOD emails are routed through the NAPO-WDC Google Group [napo-wdc-bod@googlegroups.com](mailto:napo-wdc-bod@googlegroups.com)



## CHAPTER POLICIES AND PROCEDURES MANUAL

### **BOARD MEETINGS**

#### **Frequency**

The BOD Meetings are required to be scheduled quarterly. Traditionally, meetings are held on the first Monday of every month from September through June, at designated location(s) unless other arrangements have been made. Meetings for the months of July and August are at the discretion of the BOD, and are generally held for BOD Retreats. Any two members of the BOD may call a meeting for a specific purpose. No other business shall be conducted at that meeting. Three days notice must be given to all BOD Members.

#### **Time & Location**

The BOD determines the day/time of the BOD Meetings. Meetings are currently held prior to the Chapter Meetings 4:30pm – 6:00pm. Dinner is provided at the Chapter's expense. Arrangements are agreed upon by the BOD.

#### **Attendance**

Attendance is mandatory for all BOD Members. Excusable absences are sickness, emergency, inclement weather, and travel. BOD Members must notify the President of absences and submit their written report prior to the meeting. At any BOD Meeting, the majority of the BOD Members must be present to constitute a quorum for voting purposes. Members of NAPO-WDC may attend the BOD Meetings by contacting the President one-week before the meeting.

#### **Meeting Structure**

The President will develop the meeting agenda and distribute it one week in advance. There will be a set time for convening and adjourning the meeting. Meeting will follow Robert's Rules of Order. Complete respect will be given to each speaker at all times. Decisions will be made on the best interest of the group and not on individual preference.

#### **Financial Review**

The BOD shall examine the financial records at each BOD Meeting. At the end of each fiscal year, a detailed financial report shall be forwarded to NAPO headquarters by November 15. If NAPO-WDC does not meet the deadline, they are not included in NAPO's group tax return and will not receive General Liability and Directors and Officers liability insurance from NAPO.

#### **Executive Decisions**

Issues that need to be approved or acted upon between BOD Meetings must be approved by a two-thirds (2/3) vote of the Executive Board. The Secretary will inform members of the General Board of the action, in writing, within one week of the decision. When discretion and/or confidentiality are necessary, the President or Executive Board may resolve issues arising within the membership without involving the General Board.

#### **Reporting**

BOD Members submit reports via the BOD Google Group Report. These individual reports drop into a spreadsheet that the President uses to prepare the agenda for the next BOD Meeting. Reports should be as clear and concise as possible and any file attachments referenced. Request for Action (RFA) proposals must include: who, what, when, where, why and budget and are presented as a discussion item at least one week prior to the BOD Meeting so all have a chance to comment. Any necessary attachments to RFAs must be posted on the Google Group and referenced. In the case of a last minute emergency, a verbal report can be given to the President or a member of the Executive Committee no later than the day of the meeting.

#### **Minutes & Agendas**

The President prepares the agenda at least one week in advance of the next BOD Meeting. BOD Meeting minutes are distributed by the Secretary to BOD Members at least one week before BOD Meeting for approval by meeting participants. Approved meeting minutes are saved to the BOD Dropbox account in PDF format and are sent to NAPO Headquarters on a quarterly basis by the Secretary. Reporting dates are within thirty (30) days after the end of each of the first three fiscal quarters (quarters ending December 31, March 31 and June 30) and forty-five (45) days after the September 30 fiscal year end.



## CHAPTER POLICIES AND PROCEDURES MANUAL

### **RETREAT**

The BOD Retreat provides the incoming BOD with an opportunity to share their ideas and goals for NAPO-WDC, move forward through the strategic planning process, and inspire responsibility, unity and teamwork. This allows the BOD an opportunity to become a cohesive group and have adequate time to plan for the upcoming membership year. It is attended by the newly elected BOD and invited guests. Each BOD can determine the time, location, and duration of the BOD Retreat. It is advisable to begin with a full day in May for ground rules, a full day in June for work plans and a full day in July for budget. Minutes are sent to NAPO Headquarters by the Secretary.

### **ANNUAL BUDGET**

The annual budget is established during the BOD Retreat. BOD members cost out their required actions over the term. This budget should include projected income and expenses for all BOD positions. The overall budget is presented to the Treasurer by August 1 of each year. Budget must be approved by the BOD by September 30 for implementation the following fiscal year beginning October 1. For other BOD and NAPO-WDC fiscal policies see Article VIII of the Chapter Bylaws.

### **REIMBURSEMENTS**

BOD members may submit for reimbursements as needed and as provided for in the budget. All items should be itemized on the Chapter Request for Reimbursement Form, with attached copies of receipts, and forwarded to the Treasurer for payment within 45 days of the expenditure.

The BOD must approve any expenditure of NAPO-WDC funds. The committee chairperson must approve any expenditure by committee members. Reimbursement requests should be submitted to the Treasurer within 45 days of the expenditure using the Reimbursement Form with the corresponding receipt(s) attached. Treasurer approves reimbursement requests under \$100.00. If over \$100.00 an Executive Board member must approve (not Treasurer).

Each year, during budget negotiations, the BOD will discuss and vote on the feasibility of reimbursing regular expenses incurred by the BOD including but not exclusive of: dinner served during Board Meetings and membership dues for all BOD Members after completing a year of service.

Immediate past BOD Members receive free membership renewal for the year immediately following their year of service. To qualify as a year of service, they must be on the BOD by May 15 and complete the year of service through the next May 15.

At the end of a year of service (April/May timeframe) the full BOD may consider any BOD Member who does not meet these requirements, as to whether they should qualify for this benefit, with only one person per BOD position using this benefit per year. BOD Members are not eligible to win any other prize offered for time spent during their year of service on the BOD.

Due to the large amount of work and responsibility for the MARPCO chairperson, they will be reimbursed their MARCPO conference fee and given the complimentary hotel room (if one is offered in the meeting contract.)

The incoming President and Vice President are encouraged to go to the NAPO National Conference and Leadership Forum to represent the Chapter. The incoming President and Vice President will have their conference registration reimbursed by the Chapter, aligning with the budget. The incoming President is expected to attend both parts of the Leadership Forum. If the incoming President or Vice President does not attend the conference, it is the responsibility of the incoming President to offer the reimbursement to another BOD Member.



## CHAPTER POLICIES AND PROCEDURES MANUAL

### **AUTHORIZED SIGNATORIES POLICY**

Chapter Officers should be the only authorized signatories.

### **CONTRACTS**

Only the President has the authority to sign contracts on behalf of NAPO-WDC with the exception of the Professional Development / Program Director, who may sign a meeting location contract. All completed contracts must be forwarded to the President for review prior to signing. The President and Treasurer keep copies of all completed contracts and one resides on the NAPO-WDC BOD DropBox account.

### **GRIEVANCES**

If any person, NAPO-WDC member or otherwise, has a grievance about any member of the BOD or NAPO-WDC operations, a written complaint may be filed with the President. If the President cannot resolve the issue, he/she will take the issue to the Grievance Task Force.

### **PROPERTY AND INVENTORY**

All files pertinent to a particular BOD position are property of NAPO-WDC. All equipment, office supplies, paper supplies, utensils, and appliances received in conjunction with a particular BOD or committee position are the sole property of NAPO-WDC. Materials must be returned to the Immediate Past President or passed on to immediate BOD or committee successor at the end of a term. The Secretary maintains the list of inventory owned by NAPO-WDC.

### **BOARD ELECTIONS**

#### **Nominations**

The Immediate Past President (or Director-at-Large) shall chair the Nominating Committee and oversee the nomination process. The Committee shall include a current BOD Member and one regular NAPO-WDC Chapter member. It is not recommended that the President serve on the Nominating Committee.

First call for nominations begins in January. A NAPO-WDC Chapter member wishing to be on the BOD will be given a written description of the specific BOD position's duties. The member must have a full understanding of the responsibilities of being a BOD Member before placing his/her name for nomination.

#### **Requirements**

All NAPO-WDC Chapter members in good standing with NAPO National may offer him/herself as a candidate. No one shall be nominated without his/her express permission. Nominees for President shall have been a member of NAPO-WDC for at least one (1) year prior to the election meeting and it is strongly recommended the candidate have previous NAPO-WDC BOD experience. Nominees for Vice President shall have been members of NAPO-WDC for at least six (6) months prior to the election meeting.

#### **Elections**

The election of new officers is held in March. The Immediate Past President / Director At Large is responsible for the legal voting process.

#### **Orientation**

Outgoing BOD Members shall meet with their successors in May and prior to the BOD Retreat(s). It is the responsibility of each outgoing BOD Member to forward to his/her successor updated job-specific procedures, materials, and documentation, historical or otherwise. It is also the BOD Members' responsibility to be sure the successors have a clear understanding of the position duties, responsibilities and timelines.



## CHAPTER POLICIES AND PROCEDURES MANUAL

### **Resignation/Removal**

If a vacancy occurs in any officer or director position, the President (or Vice President if the vacancy is in the office of the President) shall recommend an individual who meets the qualifications for the position to fill the unexpired term. The person shall be appointed to the position upon approval of the recommendation by the BOD. If the BOD does not approve the recommendation, then the President (or the Vice President, if the vacancy is in the office of the President) will make another recommendation, and the process will continue until an appointment is made. If the appointment creates another vacancy in any officer or director position, then this process will be repeated until all vacancies are filled. If the vacancy occurs in the office of Immediate Past President, the President should make every effort to recommend a former Past President or NAPO-WDC BOD Member to fill the unexpired term. If a former NAPO-WDC BOD Member is appointed, the position will be named Director At Large for the duration of that term.

### **Notification**

The Secretary is responsible for updating NAPO National and the Chapter President of any change of BOD Members. The Secretary sends the roster to the BOD and all committee chairs as well as to the NAPO National. The list is updated when necessary.

## **MEMBERSHIP**

### **DEVELOPMENT AND EDUCATION BENEFITS**

NAPO-WDC offers educational opportunities to help members more experienced, knowledgeable, and competitive:

- Chapter Meetings held 10 months (September-June); no fee for members
- Ask The Expert program available to new members offering professional support from chapter Golden Circle members
- Voting privileges at Chapter Meetings and through chapter surveys
- Access to information/documents from prior meetings on the chapter website

### **PROFESSIONAL RESOURCE**

NAPO-WDC provides resources and services geared toward professional growth and development:

- Listing in organizer search referral network on the chapter website to attract prospective clients
- Link to your website from your listing
- Access to enhanced online listing including photo, specialties and affiliations
- Participation in the NAPO-WDC POINT Discussion Group
- Increased professional credibility; utilize chapter logos for marketing materials
- Access to "Members Only" website for additional resources (book list, reference and meeting materials)
- Access to chapter library of recordings of past annual NAPO, MARCPO, and ICD conferences
- Access to chapter book club meetings
- Access to Neighborhood groups for small group networking
- Media exposure through NAPO-WDC chapter events, promotions and electronic media

### **NETWORKING AND MARKETING**

NAPO-WDC recognizes the importance of interacting with and learning from the leaders in the organizing industry:

- Access to the NAPO-WDC membership database
- Meet and work with NAPO-WDC Corporate Associate Members to benefit your clients
- Eligible to volunteer for BOD role, committees, task forces or other opportunities that provide professional development, experience, and business exposure
- Increased SEO (Search Engine Optimization) ranking with reciprocal links from your business web site to the chapter web site ([www.dcorganizers.org](http://www.dcorganizers.org))



## CHAPTER POLICIES AND PROCEDURES MANUAL

- Participate in cooperative marketing and chapter PR efforts through service projects, promotions and events
- Post instructional videos on Chapter Video account and write articles for chapter blog
- Display your marketing materials (classes, products, services) at monthly Chapter Meetings
- Follow the NAPO-WDC Chapter on Twitter: <http://twitter.com/napowdc>
- Follow NAPO-WDC MARCPO Conference on Twitter: <http://twitter.com/marcpowdc>
- Track postings on the NAPO-WDC Chapter YouTube Channel: <http://www.youtube.com/napowdc>
- Join the NAPO-WDC Facebook page: <http://www.facebook.com/napowdc>

### CATEGORIES & FEES

**Regular Member** - An active Provisional or Professional Member of NAPO. Have voting rights and is eligible to hold office.

- \$165 per membership year, if join between Oct 1 – Jan 31
- \$110 per membership year, if join between Feb 1 – May 31
- \$55 per membership year, if join between Jun 1 – Sep 30

**Regular Member (Non-local/Affiliate)** - An active Provisional or Professional Member NAPO who resides 100 or more miles from the U.S. Capitol. Have voting rights but **cannot** hold office.

- \$120 per membership year (not pro-rated)

**Emeritus Member** - An individual, representing her/himself or a company, who has retired from employment in the field of professional organizing services. An Emeritus Member must qualify under NAPO rules of at least 55 years of age and a NAPO member for a total of 15 consecutive years.

- \$50 per membership year (not pro-rated)

**Corporate Associate Member (CAM)** shall be a nationally-based or locally-based company that is engaged primarily in the manufacture, distribution, and/or sales of organizational equipment, supplies, or organizing-industry-related services. Each CAM shall designate one person as its representative to the Chapter. CAM's have voting rights and are eligible to hold office as Director of CAM's. The NAPO-WDC BOD reserves the right to limit the number of CAM's in any one service industry to three.

- \$275 - \$450 per membership year, if join between Oct 1 – Jan 31
- \$185 - \$300 per membership year, if join between Feb 1 – May 31
- \$95 - \$150 per membership year, if join between Jun 1 – Sep 30

**Corporate Associate Member (CAM) Associate** shall be an additional employee of the CAM. Have no voting rights except in the respect to the election of the Director of CAM's and are eligible to hold office as Director of CAM's.

- \$75 per membership year

### Processing Fees

The processing fee for new members and late and/or lapsed memberships is \$25. The processing fee for new Corporate Associate Members is \$50 (Standard or Premium). Membership renewals postmarked after September 30 will be considered lapsed. If the fee is not included with the renewal application and dues, the member will be notified and the application held pending the receipt of the fee.





## CHAPTER POLICIES AND PROCEDURES MANUAL

### NEW MEMBERSHIP

- Must complete the Chapter Membership Application Form found on the NAPO-WDC website ([www.dcorganizers.org](http://www.dcorganizers.org)) and submit it electronically, mail or bring to Chapter Meeting with payment.
- NAPO National ID# is required on the NAPO-WDC membership application, except for Corporate Associate Members
- New members of NAPO-WDC will receive a Membership Packet upon joining the chapter consisting of the Chapter Bylaws, Chapter Policies & Procedure Manual and other useful information. Some of these documents may be delivered to new members in electronic form, including access to the Membership Directory, available from the “Members Only” section of the NAPO-WDC website

### MEMBERSHIP RENEWAL

Membership renewal is for all current members of NAPO-WDC with a current NAPO National Membership.

- NAPO-WDC membership year runs from October 1 through September 30
- Membership renewal dues for current NAPO-WDC members are collected from September 1 through September 30 of each year
- Membership renewals received after September 30 will be considered lapsed. A \$25 processing fee will be assessed to reinstate membership at the discretion of the Membership Director.
- NAPO-WDC dues are prorated in February and June of the membership year
- Information regarding membership renewal should appear in September on the Chapter’s website
- All members will be notified to renew online

Updates of NAPO National members in the NAPO-WDC area are received monthly from NAPO National. NAPO-WDC membership will be void if you do not retain membership in NAPO National. Membership will be void until confirmation is received in one of two ways: written confirmation from NAPO National or proof of payment to NAPO National. A \$25 processing fee will be assessed to reinstate NAPO-WDC membership at the discretion of the Membership Director.

## GENERAL OPERATIONS

### MAILING ADDRESS & TELEPHONE

The Chapter must have a stable mailing address. A post office box is recommended. A designated member is responsible for picking up the NAPO-WDC mail on a weekly basis and distributing it to the responsible parties. The NAPO-WDC telephone number is intended for external use only. A designated member of the BOD is responsible for answering and maintaining the voice mailbox.

### CHAPTER DIRECTORY

The Chapter Membership Directory is available online in the “Members Only” section of the NAPO-WDC website. The directory is for internal use only and is not to be sold or distributed to anyone outside NAPO-WDC except NAPO National. NAPO-WDC members who wish to contact other NAPO-WDC members should use the NAPO-WDC Directory.

### DATABASE

The database information is the sole property of and for the sole use of NAPO-WDC. The lists in Constant Contact contain the membership (regular and Corporate Associate Members), individuals interested in the profession, guest speakers, and other NAPO National members in the NAPO-WDC area. The Director of Membership and Vice President maintain the lists and purges them annually.





## CHAPTER POLICIES AND PROCEDURES MANUAL

### CHAPTER WEBSITE

The NAPO-WDC website is a source of information about the industry, members, and upcoming events. The Chapter Membership Directory is available online in the "Members Only" section of the NAPO-WDC website. The organizer listings on our website are there to benefit all of our members and any unfair, illegal, inappropriate, untruthful or distorted verbiage in favor of a single member is prohibited.

### COMMUNICATIONS

The President or her/his designee shall serve as the official spokesperson for NAPO-WDC. Any communication, written or verbal, must be reviewed through the appropriate Board Members before it is sent. In absence of the President, Vice President reviews, and in the absence of the VP the Secretary reviews.

The BOD currently stores all of the Chapter files in Dropbox ([www.DropBox.com](http://www.DropBox.com)). You must have a Dropbox account and be invited to be able to see the folders.

Phone calls and emails should be acknowledged with a response within two business days

The NAPO-WDC address and phone number are to be used on all communications and the Chapter website.

### GRIEVANCES

If any person, NAPO member or otherwise, has a grievance about the NAPO-WDC BOD, committee chairperson, or chapter operations, a written complaint may be filed with the President. If the President cannot resolve the issue, he/she will take the issue to the Grievance Task Force. For further information see "Grievances" under Committees.

### ONLINE DISCUSSION GROUP

<http://point.napo.net/useragreement>

### CHAPTER MEETINGS

#### Frequency & Time

Meetings are held the first Monday of every month from 7:00 p.m. to 9:00 p.m. Registration begins at 6:30 p.m. Networking and the "Ask the Expert" focus group begins at 6:30 and ends at 6:55 p.m. The meeting begins at 7:00 p.m. and includes an educational program, chapter business meeting and networking.

If a holiday falls on the first Monday, the meeting is moved to the second Monday of the month. Meetings are not held during the months of July and August.

#### Meeting Location

The Director of Programs & Professional Development is responsible for contracts and arrangements for the meeting site(s).

#### Cancellation

During inclement weather, NAPO-WDC will follow the School System closings for the meeting location.

#### Guests

Non-members may attend the Chapter Meetings. The fee is \$25 per meeting.

#### Attire

Professional attire is encouraged at all NAPO-WDC Chapter Meetings.



## CHAPTER POLICIES AND PROCEDURES MANUAL

### **Name Tags**

Director of Membership creates the nametags for all new members. Members are responsible for bringing their name tags to each meeting.

### **Ask The Expert Table**

Golden Circle members host the "Ask the Expert" sessions at the Chapter Meetings. A Chapter Golden Circle member creates a schedule and provides it to the Chapter Vice President.

### **Lending Library**

The Lending Library maintains a five (5) year inventory of previous NAPO, MARCPO, and ICD Conference recordings on the subject of organizing. Any member can check out inventory newer than three years old for one month at a time. If the material is over 3 years old, it can be checked out for two months at a time.

### **Partners and Promotions Table**

The Partners and Promotions table gives members an opportunity to advertise within the chapter for free. The table is available for viewing before and after the meeting. Members may advertise upcoming seminars, products\* they sell, or recruit other organizers. Advertisements should be in the form of a pamphlet, brochure or product sample. There will be no verbal selling permitted around the Partners and Promotions table. Members are responsible for collecting materials at the conclusion of the meeting or they will be discarded.

*\*If there are multiple products you would like to share, please provide a brochure of the products rather than the actual products. This will allow more members to benefit from the Partners and Promotions table. NAPO-WDC is not responsible for the safety or security of products placed at the Partners and Promotions table.*

### **Program Information**

Information on upcoming meetings and summaries of previous Chapter Meetings can be found on the website. Program feedback and ideas are always welcome from the membership and should be directed to the Director of Programs & Professional Development.

### **Speakers**

Program speakers come from NAPO-WDC membership or from the general public. Speakers are encouraged to provide our Director of Programs & Professional Development with a biography for the blog and website as well as a list of equipment needed for their presentation. They are given the opportunity to display products or services on the Partners and Promotions table and are allowed to promote their products during after the conclusion of the meeting in which they are speaking. Guests of the speaker must pay the guest fee for attending the meeting.

Speakers are sent a thank you letter.

### **CHAPTER BOOK CLUBS**

The NAPO-WDC (Members Only) Book Clubs enable members to discuss books related to business and organizing and network with other members in an informal setting. Book Clubs meet at preselected locations. Upcoming Book Club meetings are publicized on Point, in the monthly Meeting News email, and at monthly Chapter Meetings.

### **CHAPTER NEIGHBORHOOD GROUP**

The NAPO-WDC (Members Only) Neighborhood Groups enable members to discuss issues related to organizing and their businesses in an informal setting. Each group meets at preselected locations. Upcoming Neighborhood Group meetings are publicized on Point, in monthly Meeting News email and at monthly Chapter Meetings.



## CHAPTER POLICIES AND PROCEDURES MANUAL

### **NAPO-WDC BLOG**

The Blog is managed by Blog Committee reporting to the Director of Communications and Technology, and is posted on the NAPO-WDC website ([www.dcoorganizers.org](http://www.dcoorganizers.org)). The purpose of the NAPO-WDC blog is to enhance the chapter's web presence and public reach, publish news and current event information, and bring more awareness to NAPO and the organizing industry as a whole. Members wishing to contribute to the blog must adhere to the following guidelines:

- Affiliate links are not permitted.
- One repost per author per chapter year is permitted.
- Reposts and original articles must be a minimum of 200 words.
- Original articles and reposts must be valuable content about organizing and not advertising/promoting an individual's business.
- Speaker articles related to organizing and/or organizing businesses are acceptable and encouraged. Articles may be obtained from speakers for posting before (teaser to get members to attend the upcoming meeting) or after (recap for those who were not able to attend the last meeting) the Chapter Meeting in which they speak.
- The Blog Committee must receive approval to repost an article from another blog.
- All materials submitted must comply with the blog's purpose and the NAPO Code of Ethics.
- The Blog Committee and/or the NAPO-WDC BOD reserve the right to edit all copy. For clarification, edits may be discussed with the author prior to publishing.
- The blog is posted on the website for public viewing.

### **VOLUNTEERING**

All members are encouraged to volunteer. The success of NAPO-WDC depends on contributions made by *all* of its members. Volunteer opportunities are listed on the membership application, in scheduled emails, and announced at Chapter Meetings.

### **SPECIAL EVENTS & ACTIVITIES**

The BOD plans special events and NAPO-WDC sponsored activities that provide members with opportunities to get involved with their profession, such as National Get Organized Month (GO Month) during January. There may be seminars and workshops sponsored by NAPO-WDC, CAM's, and individual NAPO-WDC members.

### **MARCPO - The Mid-Atlantic Regional Conference for Professional Organizers**

This event is coordinated by NAPO-WDC and held at the discretion of the BOD, depending on financial situation and resources available. (Has historically taken place in October.) MARCPO consists of guest speakers in the organizing field or speakers who specialize in topics that will benefit Professional Organizers and networking opportunities. It may include an organizing EXPO. Vendors are encouraged to sponsor the event. The MARCPO fee is determined each year by the BOD. The MARCPO Chairperson is responsible for coordinating the event and developing a committee. Membership volunteers are encouraged to participate.

### **NEW MEMBER ORIENTATION**

NAPO-WDC New Member Orientation provides new members with an opportunity to discuss the business of professional organizing and to network with the current BOD. The Director of Membership is in charge of scheduling a date and location.

### **AWARDS**

The NAPO-WDC BOD may choose to have an awards ceremony to honor member volunteers for their efforts. Token gifts, paid for by the chapter may be given out to volunteers, excluding current BOD Members.



## CHAPTER POLICIES AND PROCEDURES MANUAL

### BOARD OF DIRECTOR DUTIES

#### EXECUTIVE BOARD

##### PRESIDENT

###### Responsibilities

- Preside over NAPO-WDC Board Meetings, the annual BOD Retreat, MARCPO, and Chapter Meetings
- Prepare BOD and executive BOD Meeting agendas
- Monitor overall workings and activities of NAPO-WDC
- Motivate and support members in their respective positions
- Oversee activities of special task forces
- Serve as liaison to NAPO National and chapter Presidents
- Serve as NAPO-WDC representative to other organizations and to the general public
- Serve as ex-officio member of all committees
- Attend NAPO National conference and serve as the primary representative of NAPO-WDC
- Resolve member complaints
- In the event the Immediate Past President is unable or unwilling to serve, the President shall make every effort to recommend a former Past President or chapter BOD Member for the duration of the unexpired term as a Director At Large.

###### Reporting Board Members

- All other Board Positions
- MARCPO Chairperson

##### TREASURER

###### Responsibilities

- Responsible for the funds and finances of NAPO-WDC
- Prepare and forward to NAPO all financial reports as required by NAPO
- Obtain monthly reconciliation of the bank accounts for NAPO-WDC from the bookkeeper
- Review and submit NAPO-WDC's financial reports at BOD Meetings
- Handle accounts payable and receivable
- Review and process reimbursement requests, maintaining a system to document approved disbursements
- Maintain NAPO-WDC bank account and serve as NAPO-WDC liaison to the bank
- Prepare a budget with assistance of NAPO-WDC officers and submit a proposed budget to the NAPO-WDC BOD for approval and implementation before October 1<sup>st</sup>
- Account for NAPO-WDC dues and meeting fees
- Review contracts and/or agreements along with the negotiating BOD Member
- Monitor expenditures to maintain a financial balance, which maintains an appropriate reserve for the NAPO-WDC to sustain its activities
- Retain and maintain financial records in accordance with retention schedules
- Act as liaison for the audit volunteer and prepare documentation as necessary for them to complete their review

###### Reporting Committees

- Audit committee

##### SECRETARY



## CHAPTER POLICIES AND PROCEDURES MANUAL

### Responsibilities

- Record, prepare, disseminate and maintain minutes at BOD Meetings, Board Retreats and Chapter Meetings
- Provide minutes for approval by meeting participants
- Send NAPO-WDC monthly, BOD and BOD Retreat minutes to NAPO within thirty (30) days after the end of each of the first three fiscal quarters (quarters ending December 31, March 31 and June 30) and forty-five (45) days after the September 30 fiscal year end
- Maintain Chapter historical records and operations documents
- Submit Chapter Meeting summaries to the blog
- Review and update Chapter Policies and Procedures Manual, changes to be voted on by the BOD at the end of the term
- Maintain the chapter Yahoo Group
- Maintain inventory of NAPO-WDC official supplies and materials

### Reporting Committees

- Bylaws Task Force
- Ethics Task Force
- Grievance Task Force
- Historian
- Lending Library

## GENERAL BOARD

### DIRECTOR OF COMMUNICATIONS & TECHNOLOGY

#### Responsibilities

- Establish a plan of action, timeline, format, design, content and budget to operate the website
- Serve as a liaison between NAPO-WDC and website management contractors
- Keep content and links on website current and relevant
- Maintain program calendar on the website
- Maintain logins and secure passwords for all Board accounts
- Create and update Board Report Form and Spreadsheet
- Attend conference calls with other Directors of Communications and Technology every other month

#### Reporting Committees

- Website Committee
- Blog Committee

### DIRECTOR OF CORPORATE ASSOCIATE MEMBERS (CAM)

#### Responsibilities

- Develop and recruit prospects, leads and new CAM's
- Develop relationships and manage benefits of current CAM's
- Oversee the CAM membership application and renewal process
- Serve as liaison between CAM and BOD
- Maintain and update CAM member benefits to ensure an enticing, high-quality program
- Work with Director of Membership to align procedures and membership updates
- Work with Director of Communication & Technology to maintain/update CAM pages on Website
- Ensures that CAM's take full advantage of their promotional benefits
- Coordinate "Meet and Greet" tables and Premium CAM introduction at Chapter Meetings

#### Reporting Committees

- CAM Committee

### DIRECTOR OF MARKETING

#### Responsibilities



## CHAPTER POLICIES AND PROCEDURES MANUAL

- Seek out opportunities, including social media, to increase public awareness of NAPO and the organizing profession
- Maintain the Chapter's social media accounts (e.g., Twitter, Facebook) and ensure that the Social Media Guidelines are current and updated, and include the best practices of engaging with the public
- Act as the liaison between media and NAPO-WDC membership connecting NAPO-WDC members with members of the media for the purposes of articles or TV spots

### Reporting Committees

- Community Partner Committee
- GO Month Committee
- Products Committee
- Quantum Leap Committee
- Social Media Committee

### DIRECTOR OF MEMBERSHIP

#### Responsibilities

- Serve as the liaison to NAPO-WDC membership
- Oversee new member activities, including orientation and brunch
- Oversee registration table at NAPO-WDC Chapter Meetings
- Serve as the primary contact for prospective members
- Oversee the membership application & renewal process
- Oversee production and distribution of the New Member Packets
- Prepare member name badges
- Update online and membership application prior to annual renewals and as needed
- Update membership information on website to include information on *Join Our Chapter* page
- Process monthly add/drop lists received from NAPO
- Oversee Buddy/Greeter Program

#### Reporting Committees

- Mentor Program
- Golden Circle Committee
- Hospitality Committee
- Neighborhood Groups

### DIRECTOR OF PROGRAMS & PROFESSIONAL DEVELOPMENT

#### Responsibilities

- Find and reserve Chapter Meeting locations
- Arrange for the correct setup of meetings at location
- Procure and communicate with speakers
- Schedule and facilitate program portion of Chapter Meetings
- Create, distribute and review annual survey of membership
- Develop ongoing educational programs in addition to Chapter Meetings

#### Reporting Committees

- Awards Ceremony Committee
- BCPO Liaison
- Book Club Liaison
- Certificate Committee
- Education Committee
- Public Relations Committee

### IMMEDIATE PAST PRESIDENT

#### Responsibilities

- Serves as Advisor to the President



## CHAPTER POLICIES AND PROCEDURES MANUAL

- Chairs the Nominating Committee
- Distribute updated BOD rosters to NAPO National
- May serve as Parliamentarian for Board and Chapter Meetings

### Reporting Committee

- Nominating Committee

### VICE PRESIDENT/PRESIDENT ELECT

#### Responsibilities

- Act in place of the President when the President is absent or unable to act
- Attend Executive Board Meetings
- Maintain the chapter voice mailbox and email box
- Creates and delivers the Monthly Meeting reminder

#### Reporting Board Members

- Director of Corporate Associate Members
- Director of Marketing
- Director of Membership

## COMMITTEES

Committees are established to address an area of interest or need that require ongoing attention from year to year. The BOD must approve the establishment and elimination of standing committees (permanent). Special task forces are created and disbanded at the discretion of the BOD. The role a committee member plays is an important one and the success of the committee depends on the contributions made by each of its members.

### RESPONSIBILITIES AND GENERAL DUTIES

- Attend all committee meetings
- Professional conduct is expected at all times (in manner and appearance) when representing NAPO-WDC
- Submit a status report to the pertinent BOD Member prior to each BOD Meeting
- Submit a budget to the pertinent BOD as may be required
- Shall be subject to the provisions and limitations of all applicable laws, the Bylaws of NAPO, the Chapter Bylaws, the Chapter Affiliation Agreement, and the Chapter Operations Handbook.
- Shall perform duties as may be prescribed in the NAPO-WDC Policies and Procedures Manual
- Shall act in the best interest of the association *only*
- Shall not use the position to benefit themselves or their business.
- Shall avoid self-dealing and conflict-of-interest situations
- Shall not have any power or authority to act on behalf of the Chapter unless specifically authorized and empowered by the BOD to so act

### COMMITTEE COMPOSITION

Each NAPO-WDC committee is comprised of a chairperson, BOD Member, and member volunteers. The number of members on the committee is at the discretion of the chairperson. Committees can be co-chaired.

## MEETINGS





## CHAPTER POLICIES AND PROCEDURES MANUAL

All committees shall meet as circumstances dictate. The committee chair is responsible for scheduling and running the meetings. The appointed BOD Member should attend the first committee meeting of the new membership year. Future BOD Member attendance is discretionary unless they serve as chair. A committee member should be designated to take minutes. Complete respect will be given to each speaker at all times. Decisions will be made on the best interest of the group and not on individual preference.

### REPORTS

The committee chair shall report to a BOD Member on the status of the committee prior to each BOD Meeting. Written reports are preferred but verbal reports are acceptable if there was little or no activity.

### BUDGETS

Committee and activity budgets are set during the BOD annual Retreat. New activities must be presented through the appropriate BOD Member as an RFA with clear lines of funding. Committee chairs may submit request for reimbursement to the Treasurer for telephone calls, copies, fax, and postage charges, and supplies as needed and provided for in the committee budget.

### PROPERTY AND INVENTORY

All materials and files received in connection with the committee position are property of NAPO-WDC and must be returned to the BOD liaison, the Immediate Past President, or passed on to your immediate successor at the end of your term.

### COMMITTEE LISTING

- Appreciation and Awards Ceremony - Programs & Professional Development
- Audit - Treasurer
- Blog - Communications & Technology
- Book Club - Programs & Professional Development
- Bylaws Task Force - Secretary
- Certification - Programs & Professional Development
- Community Partner – Marketing
- Corporate Associate Member – Corporate Associate Member
- Education - Programs & Professional Development
- Ethics Task Force - Secretary
- GO Month - Marketing
- Golden Circle - Membership
- Grievance Task Force - Secretary
- Historian – Secretary
- Hospitality - Membership
- Lending Library – Secretary
- MARCPO Chair - President
- Mentor Program - Membership
- Neighborhood Groups - Membership
- Nominating – Past-President
- Public Relations - Programs & Professional Development
- Quantum Leap – Marketing
- Social Media - Marketing
- Website - Communications & Technology



## CHAPTER POLICIES AND PROCEDURES MANUAL

### **APPRECIATION AND AWARDS CEREMONY**

Manages the programming and awards for the annual NAPO-WDC Membership Appreciation & Awards Ceremony

- Report to Director of Programs & Professional Development
- Determine award categories
- Develop program agenda for the event
- Manage award voting process
- Determine actual awards/tokens of thanks
- Purchase or produce awards/tokens of thanks

### **AUDIT**

Performs an unbiased audit of the NAPO-WDC financials.

- Report to the Treasurer

### **BLOG**

Prepares and edits the NAPO-WDC blog.

- Serve as the liaison between bloggers and the Communications & Technology Director
- Establish format and regular features for the blog
- Set and meet deadlines for posts
- Solicit contributions from the NAPO-WDC membership for the blog
- Identify 10 people per fiscal year to write an original article or permit a repost of an article from their existing blog
- Get permission to repost bloggers' articles via email confirmation
- Edit blog submissions for grammatical errors
- Gather all necessary information (article, author bio, author website link) for blog posts

### **BOOK CLUBS**

The Book Clubs enable members to discuss books related to organizing, business operations or personal growth. NAPO-WDC Book Clubs meet at preselected locations.

- Report to Director of Programs & Professional Development
- Plan, schedule and secure locations of meetings
- Facilitate meetings

### **BYLAWS TASK FORCE**

The Bylaws Task Force ensures that the NAPO-WDC Bylaws and Chapter Policies and Procedures Manual remain current; they address the needs of NAPO-WDC and comply with the NAPO National Bylaws. The Chapter Policies and Procedures Manual is an established course of action intended to guide present and future chapter decisions and actions and to comply with NAPO national and the chapter Bylaws.

- Report to Secretary
- Review Chapter Bylaws a minimum of every two years. See Section IX of the Bylaws for the procedures for adopting, amending, and voting on Bylaws
- Develop a structure and format for NAPO-WDC policies and procedures documentation. See the NAPO national Policies and Procedures Manual as a guide

### **CERTIFICATION**



## CHAPTER POLICIES AND PROCEDURES MANUAL

Informs NAPO-WDC members about the CPO exam dates. Is available for questions about the certification process.

- Report to Director of Programs & Professional Development
- Research and announce CPO examination dates and locations
- Research and announce changes in qualification requirements

### COMMUNITY PARTNER

Provides NAPO-WDC members with opportunities to volunteer and educate a non-profit in the community about the organizing industry.

- Report to the Director of Marketing
- Establish criteria for choosing a non-profit
- Coordinate planning meetings with the non-profit, Quantum Leap liaison and anyone else involved
- Plan activities for members to volunteer that benefit the non-profit
- Serve as a liaison between NAPO-WDC and the non-profit
- Coordinate with the GO Month committee

### CORPORATE ASSOCIATE MEMBER

Helps the Director of CAM's communicate with the CAM's and NAPO-WDC members.

- Report to the Director of CAM's
- Establish a plan for "Meet and Greet" tables and Premium CAM introduction at Chapter Meetings
- CAM Expo during Chapter Meetings
- Communicate with prospective CAM's
- Oversee the Partners and Promotion Table

### EDUCATION

In consultation with the BOD at the annual Retreats, the committee's main objective is to plan the educational portion of the NAPO-WDC Chapter Meetings for the coming year.

- Report to Director of Programs & Professional Development
- Find speakers and other program materials for Chapter Meetings
- Serve as primary contact for Chapter Meeting speakers
- Send a letter of confirmation and a follow-up thank you letter to all speakers
- Serve as site manager for Chapter Meetings, handle preparations needed for the speaker's presentation
- Contribute program information to the chapter website and blog
- Create an agenda for the Chapter Meetings with the President
- Survey the NAPO-WDC membership for their ideas and areas of interest in organizing to plan programs for the coming year
- Coordinate and execute the educational portion of the Chapter Meetings
- Prior to annual BOD Retreat, survey the NAPO-WDC membership for their ideas and areas of interest in organizing and, based on the results, plan a wide range of programs targeted to their responses

### ETHICS TASK FORCE

The Ethics Task Force ensures that NAPO-WDC members adhere to principles outlined in the NAPO Code of Ethics. The principles provide guidelines for our professional conduct with our clients, colleagues, and community in order to establish and maintain public confidence in the integrity of NAPO members. The Code aims to preserve and encourage fair and equitable practices among all who are engaged in the profession of organizing. The Ethics Task Force is made up of one BOD Member, one former BOD Member, and one regular member who has been a NAPO-WDC member for at least one year. The Ethics Task Force will notify, in writing, any



## CHAPTER POLICIES AND PROCEDURES MANUAL

member not exercising judgment, self-restraint, and conscience in his/her conduct. The member will meet with the Ethics Task Force to discuss the issue. If the issue is not resolved, it will be forwarded to the Executive BOD for final action.

- Report to Secretary
- Have a clear understanding of the NAPO-WDC Chapter Policies and Procedures Manual and Bylaws
- Discuss the issue with the individual and NAPO-WDC President
- Present the issue to the Task Force
- Ask the individual to meet with the task force to clarify the issue, if necessary
- Direct the Task Force toward a fair unbiased decision based on the facts and governing rules
- Document the decision; send a written report to the BOD President and the aggrieved

### **GO (Get Organized) MONTH**

Responsible for determining the non-profit organization(s) who will benefit from NAPO-WDC's community outreach (complimentary organizing education or services).

- Report to Director of Marketing
- Obtain and manage volunteers for the event
- Lead the selection process to determine the GO Month recipient
- Publicize the NAPO-WDC GO Month Event

### **GOLDEN CIRCLE**

Golden Circle members host the Ask the Expert sessions at the Chapter Meetings. This is an interactive group that provides guests and new members with an opportunity to present questions and concerns to seasoned organizers. It also provides a forum for members and guests to build a support and referral network among peers. The focus group meets during the Chapter Meeting from 6:30 to 6:55 and is open to all members and guests.

- Report to the Director of Membership
- Inform membership of the Golden Circle via NAPO-WDC Chapter Meetings and the blog
- Answer members' questions about eligibility

### **GRIEVANCE TASK FORCE**

If any person, NAPO member or otherwise, has a grievance about the NAPO-WDC Officers, Committee Chairs, or NAPO-WDC operations, a written complaint will be filed with the President. If the President cannot resolve the issue, he/she will take the issue to the Grievance Task Force. The Grievance Task Force is made up of one BOD Member, one Golden Circle member, and one regular member who has been a NAPO-WDC member for at least one year. The decision of the Grievance Task force will be final. All matters will be kept confidential.

- Report to Secretary
- Have a clear understanding of the NAPO-WDC Policies and Procedures Manual, Chapter Bylaws and Chapter Affiliation Agreement
- Discuss the issue with the aggrieved and the NAPO-WDC President
- Present the issue to the Task Force
- Ask the aggrieved to meet with the task force to clarify the issue, if necessary
- Direct the Task Force toward a fair unbiased decision based on the facts and governing rules
- Document the decision; send a written report to the President and the aggrieved



## CHAPTER POLICIES AND PROCEDURES MANUAL

### **HISTORIAN**

The historian is responsible for collecting data and materials that reflect or document the progress and activities of NAPO-WDC and its members.

- Report to Secretary
- Gather and preserve interesting information and memorabilia about NAPO-WDC and its members from BOD Members, committee chairs, and the membership
- Take pictures at NAPO-WDC events and/or secure copies of pictures others have taken. Note the date, event, location and names of the people in the photographs

### **HOSPITALITY**

The Hospitality Chair serves as greeters and welcoming coming guests and new members.

- Report to Director of Membership
- Assist Director of Membership in greeting members and guests at Chapter Meetings
- Assist Director of Membership by providing new member orientation at Chapter Meetings

### **LENDING LIBRARY**

The NAPO-WDC Lending Library maintains an inventory of CDs, videos, and electronic media on the subject of organizing.

- Report to the Secretary
- Maintain a master list of CDs and videos on the subject of organizing
- Obtain copies of NAPO conference recordings for reservation by members
- Research sources for possible group rate discounts for videos and CDs
- Manage a working, mobile library of CDs and videos on the subject of organizing and manage the process for members to reserve and check-out videos and CDs
- Process charges for late returns of videos and CDs
- Maintain documents to support the Lending Library process, procedures, and frequently asked questions

### **MARCPO CHAIR**

The Mid-Atlantic Regional Conference for Professional Organizers (MARCPO) presents guest speakers in the organizing field or speakers who specialize in topics beneficial to professional organizers.

- Report to the President
- Manage all aspects of the conference
- Recruit and coordinate all committee chairs to include Registration, Expo, Hotel, Marketing, Program and Speakers
- Maintain the conference budget
- Determine location for conference and negotiate hosting contract for the next year
- Report out to the President and BOD on a regular basis

### **MENTOR PROGRAM**

The Mentor Program provides potential, new, and existing professional organizers with a source of training, guidance, and advice to help them develop or learn new skills, and start, grow and/or expand their business.

- Report to Director of Membership
- Promote the service to experienced organizers via email and blog
- Process applications to be a mentor
- Answer questions and be the point-of-contact for the Mentoring Program
- Update Mentor Program documents for Members Only website access, as necessary
- Track and update Mentor payments on 6-month rolling schedule and offer renewals



## CHAPTER POLICIES AND PROCEDURES MANUAL

### NEIGHBORHOOD GROUPS

NAPO-WDC Neighborhood Groups were established to offer chapter members smaller, more local meetings. The fundamental structure for the meetings is established by the participants.

- Report to the Director of Membership
- Plan, schedule and secure locations of meetings
- Facilitate meetings

### NOMINATING

The Nominating Committee is responsible for procuring current NAPO-WDC members in good standing with NAPO National for positions on the BOD for the upcoming membership year. The Nominating Committee is made up of the Immediate Past President, a current BOD Member who is not planning to run again for the BOD, and a regular member who is not currently on the BOD and who is not planning to run for the BOD.

- Chaired by the Immediate Past President / Director At Large
- In the event that the Immediate Past President / Director At Large is unable or unwilling to serve, the President shall appoint a chairperson
- Seek qualified members for BOD positions
- Submit first call for nominations in December/January and issue the last call for nominations in February and at the February NAPO-WDC Chapter Meeting
- Provide each nominee with a job description and responsibilities. The nominee must demonstrate a full understanding of the job and responsibilities and a willingness to meet these requirements before being accepted as a candidate
- Instruct the nominee to contact the current BOD Member for a first-hand description of the job
- At the March Membership Meeting spotlight candidates, give out information and answer questions
- An election must be held even if the entire slate of officers and directors is unopposed
- Provide a ballot in March
- Submit the new BOD list in May
- The nomination process should follow the following schedule:

(insert Nominations chart)

- Election results must be submitted to NAPO National within one week of the election. It is preferred that NAPO-WDC use the following submission format when contacting NAPO National:

Insert NAPO Submission Form)

### PUBLIC RELATIONS COMMITTEE

Act as the liaison between media and the NAPO-WDC membership. Connect NAPO-WDC members with members of the media for the purposes of articles or TV spots.

- Report to Director of Marketing
- Coordinate all details for promotional materials covering NAPO-WDC special events with Special Events Chair and Program Director
- Promote NAPO-WDC members and activities to the public and media via posters, flyers, press releases, and ads in a timely manner, well in advance of the event
- Maintain an updated media list
- Submit articles featuring members and NAPO-WDC to the Blog Manager
- Seek out opportunities to increase public awareness of NAPO and the organizing profession
- Maintain a press packet



## CHAPTER POLICIES AND PROCEDURES MANUAL

### **QUANTUM LEAP® PROGRAM**

The Quantum Leap® Program is NAPO's community service program. Volunteers provide organizational skills training to those in life transitions, through classes that teach better management of time, paper, and personal finances.

- Report to the Director of Marketing
- Report to the National Quantum Leap® Chair
- Promote the program via the blog
- Coordinate the training of new Trainers
- Answer questions and be the point- of-contact for the Quantum Leap® program

### **SOCIAL MEDIA COMMITTEE**

It is the responsibility of the Social Media committee to promote NAPO, NAPO-WDC and the organizing industry to its members and to the public.

- Report to the Director of Marketing
- Coordinate our presence on Facebook, Twitter and YouTube
- Promote our chapter and its activities via social media
- Encourage chapter members to like/follow/share our social media outlets

### **WEBSITE COMMITTEE**

The purpose of the NAPO-WDC website is to provide NAPO-WDC and its members with opportunities for education, communication, publicity, public awareness, membership requirements, and fundraising.

- Reports to the Director of Communications and Technology Director
- Assist the Communications and Technology Director in maintaining the website
- Establish a plan of action, timeline, and budget to initiate and operate the website
- Establish a format and regular features
- Coordinate design changes with the BOD
- Edit the website for grammatical errors and/or outdated information
- Check the website for broken links or other technical errors
- Set and meet deadlines for website changes
- Serve as a liaison between NAPO-WDC and website management contractor
- Recruit members for the website committee
- Secure and expand links
- Increase visibility and viewership of the website by word of mouth, social media and other means of marketing
- Make recommendations to the BOD on issues such as website format, regular features, and design and content change.