

**SUN CITY ANTHEM COMMUNITY  
ASSOCIATION, INC.**

**COMMITTEES & CLUBS  
POLICY MANUAL  
(CCPM)**

Approved by the SCA Board of Directors

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# COMMITTEES AND CLUBS POLICY MANUAL

## Introduction

The Committees and Clubs Policy Manual (CCPM) is a set of standardized governing guidelines and rules for Chartered Governance Committees, Chartered Service Committees and Chartered Clubs.

In the event of a conflict between the CCPM and the CC&Rs, Bylaws, Articles of Incorporation, other Rules & Regulations of the Association, State, or Federal law, the rules and regulations set forth in this document, the CCPM, shall be superseded by the conflicting provisions of the Association's governing documents, State, or Federal law.

In the event of a conflict, the provisions of the CCPM shall supersede any rule or guideline in committee and club subsidiary documents (such as charters or handbooks) unless a waiver is obtained from the BOD. The BOD's decision is final on any matters regarding these CCPM, Committee and Club charters or other documents.

The document is structured as follows:

- Chartered Governance Committee - Those guidelines and rules that pertain to all Governance Committees,
- Chartered Service Committee - Those guidelines and rules that pertain to all Service Committees,
- Chartered Club - Those guidelines and rules that pertain to all Clubs,
- A list of SCA Governing Documents,
- A list of SCA Forms related to this document.

Charters are statements of the purpose, structure, and governing rules that are unique for each chartered club or chartered committee. Governance and Service Committee charters set the expectations and goals for the committee. This ensures that the committee is aligned with SCA's goals and will have a positive impact on the community. Club charters formalize the recreational, social, or cultural purpose of the club. The club or committee's governing rules augment those stated in this document.

Charters and governing rules are reviewed by the BOD. If approved, they are issued via a BOD resolution and signed by two officers of the BOD. For clubs, the initial review of their charters and any updates, are performed by the Community Lifestyle Committee (CLC), then submitted to the BOD for approval.

## Terms and Definitions

<b>Association</b>	Sun City Anthem Community Association, Inc.
<b>BAI</b>	Sun City Anthem Board of Directors Action Item. A request from a committee BOD approval.
<b>BOD (Board)</b>	The Sun City Anthem Board of Directors The body responsible for administration of the Association.
<b>BPM</b>	Board Policy Manual
<b>CC&amp;Rs</b>	Covenants, Conditions, and Restrictions
<b>CCPM</b>	Committees and Clubs Policy Manual
<b>CAM</b>	SCA Community Association Manager
<b>Charter</b>	Statements of the purpose, structure and governing rules for a committee or club that has been approved by resolution of the BOD.
<b>CLC</b>	Community Lifestyle Committee
<b>CFO</b>	SCA Chief Financial Officer
<b>Committees and Clubs Policy Manual (CCPM)</b>	A policy manual approved by SCA BOD resolution to provide rules and guidance for Chartered Committees and Clubs.
<b>COO</b>	SCA Chief Operation Officer
<b>Confidential</b>	A classification that identifies sensitive information should not be disclosed.
<b>FUM</b>	Facilities Usage and Scheduling Manual
<b>Good Standing</b>	A term that describes an owner whose assessment account with the Association is currently paid (not delinquent) and/or does not owe outstanding fines to the Association. In this document it also means the committee or club member has not been suspended from the group.
<b>Governing Documents</b>	The CC&Rs, Articles of Incorporation, Bylaws, Design Guidelines, Rules and Regulations, CCPM, BPM, and all other policy documents adopted and duly noticed to the Association's members in accordance with the law.
<b>Handbook</b>	Organization's specific set of rules, guidelines, procedures, or information that does not conflict with SCA governing documents, the CCPM and its Charter.
<b>Leadership</b>	Group of elected or appointed leaders responsible for the administration of a committee or club.
<b>Liaison</b>	A member assigned to support a committee or club and to provide an interface with the BOD, SCA Management or the CLC.

<b>Non-Confidential</b>	Documents that either contain no confidential information or are confidential documents with all confidential information redacted.
<b>Objective Process</b>	An unbiased, balanced decision based on facts which can be verified. This process should produce the same outcome for multiple instances of the same situation if they have similar facts.
<b>Officer</b>	Leadership positions such as chairperson or president, treasurer, etc. At-Large leadership members are not officers.
<b>Private Website</b>	A website that is protected by a SCA login.
<b>Public Website</b>	A website that is not protected by a SCA Login.
<b>Resident</b>	An owner or lessee who occupies a dwelling unit in the Association, an occupant.
<b>Robert's Rules of Order</b>	Parliamentary procedural rules for facilitating discussions and group decision-making, which shall supplement the SCA rules where SCA rules are silent, and a dispute arises.
<b>Sanctioned Activity</b>	An approved committee or club activity that supports the organization's purpose and is within the scope of the organization's charter.
<b>SCA</b>	Sun City Anthem Community Association, Inc.
<b>A Service</b>	An activity that is conducted for the benefit of the residents.

# Section 1 Chartered Governance Committees

## 1.1 Overview

Governance Committees exist to advise and assist the SCA BOD and SCA Management. These committees propose policy alternatives and recommend BOD action. Governance Committees assist in the execution of Association policies, projects, documents, overall governance, and for certain committees, such as the Covenants and Audit Committees, carry out functions of the BOD. The ability to authorize a Governance Committee by granting a charter, suspending a charter, or revoking a charter, rests with the BOD. Governance Committees are chartered by the adoption of a formal resolution by the BOD pursuant to the CC&Rs. To provide greater insurance protections to the leaders and members of Governance Committees, BOD resolutions create Governance Committees as legal “committees” under the Association’s corporate umbrella. However, the formation of the respective Governance Committee is tailored to its respective function in a manner consistent to the concepts above.

As Governance Committees are under the corporate umbrella of the Association, they do not have the power to bind the Association to contracts, to open bank accounts, or otherwise to act on the Association’s behalf in a manner that an independent entity may take. Regardless of the circumstance, committees are always subject to the oversight of the BOD.

The BOD and Governance Committees will utilize an objective process for making determinations related to the provisions the CCPM.

## 1.2 SCA Support for Governance Committees

### A. Activities Department

The Association's Activities Department coordinates and manages facility scheduling and allocation of space in accordance with the Facilities Usage and Scheduling Manual. Committees are provided with meeting and activity space, dependent upon availability, as determined by the Activities Department. The Activities Department may assist committees with certain aspects of the publicity and the promotion needs of their activities.

### B. Communications Department

The Association's Communications Department supports committees by providing and managing usage of SCA magazine, website, video and eblast services.

## 1.3 Notices

Any notice referenced in this document as required to be in writing may be sent by email or US mail.

## 1.4 Forms

Association forms referred to in the CCPM may be viewed and downloaded from the Association's website. A committee should use the forms found on the SCA website or obtain them from the Community Association Manager (CAM).

## 1.5 Guidelines and Rules for Governance Committees

Governance Committees are governed by the following:

1. **CCPM:** The purpose of the CCPM is to provide direction and structure to Governance Committees as their volunteer members conduct the business of the committee.
2. **The Governing Rules of the Governance Committee Charter:** This identifies the additional rules specific to each committee. These rules must be consistent with the CCPM.
3. **Governance Committee Operational Policies and Procedures:** A committee may be required to, or may elect to, create separate documents such as a policies and procedures manual, a safety manual, etc., to supplement the committee charter. These documents should be designed to allow the committee to conduct its operations as it deems necessary and appropriate, and to adapt to changing circumstances. They may be as simple or as extensive as a committee decides to make them, but they may not conflict with the CCPM, the Governance Committee Charter or with any subsequent changes to the CCPM or the Governance Committee Charter. These additional committee documents are subject to review by the BOD and SCA Management. At the judgement of the BOD Liaison, the BOD may be asked to approve these policies and procedures either as a part of the BOD Consent Agenda or by resolution.
4. **Temporary Waivers:** In situations where a committee has exercised due diligence and is unable to comply with the rules specified in the CCPM and/or its Committee Charter, the BOD may consider granting a temporary waiver of the rule effective for a timeframe determined by the BOD. The committee may request the waiver by submitting a BAI to the BOD for consideration.

## 1.6 Governance Committee Charter and Governing Rules

A Governance Committee charter is a formal written resolution of the BOD granting official committee status. Once chartered, a Governance Committee may reserve space in Association facilities without charge, is given assistance from the Association in the administration and operation of the committee's activities, and under most circumstances may be covered by the Association's insurance program, subject to the terms and conditions of the insurance policies.

### A. The Governance Committee Charter is composed of:

1. Name of Governance Committee
  - a) Mission statement
2. Governing Rules
  - a) Structure of committee
    - i) Membership size (minimum 5)
      - Specialized membership qualifications if any
    - ii) Standing Sub-Committee(s) if any
  - b) Leadership structure
    - i) Chairperson
      - Specialized membership qualifications if any
    - ii) Vice-Chairperson
      - Specialized membership qualifications if any
    - iii) Standing sub-committee chairperson if any
      - Specialized membership qualifications if any
  - c) Operations
    - i) Activities with safety/insurance risk and associated risk mitigation approach
    - ii) Vehicle usage, SCA or privately owned if any
    - iii) Services performed at SCA residences if any
3. Additional Governing Rules

Other governing rules, which are needed by the committee to support the committee's purpose.
4. Authorization by the BOD

### B. Establishing a Governance Committee

The BOD may make the decision to form a Governance Committee to support a function of the Association. A draft charter is prepared by the BOD along with SCA residents who may be interested in serving as committee members. The BOD then approves and grants a charter by resolution which establishes the name, the purpose of the committee and specific governing rules. The BOD appoints a chairperson, approves the committee members, and selects the BOD Liaison. The COO selects the SCA Management Liaison.

### **C. Amending a Governance Committee Charter**

After an original approval of its charter by the BOD, a Governance Committee may amend the committee's charter by the following process:

1. A committee member(s) may propose changes, such as new or changed governing rules, by submitting the changes to the committee membership for majority approval.
2. The proposed charter amendment is discussed with the committee's BOD Liaison and appropriate SCA management staff. Following the review, the proposed charter amendment is submitted as a Board Action Item (BAI) for approval by the BOD.
3. Charter amendments are not valid until approved by the BOD. The BOD also has the option of deferring a decision until further investigation and discussion takes place regarding the proposed amendment.

### **D. Suspension or Revocation of a Governance Committee Charter**

1. Association management, a committee member, or a member of the BOD may recommend that a Governance Committee charter be suspended or revoked for reasons including:
  - Substantial deviation from an original purpose, as described in its Charter.
  - Violation of any portion of the charter,
  - Inability to fill leadership or membership positions,
  - Violation of the CCPM, Association governing documents, policies, procedures, or rules, or federal, state, or local laws,
  - An irreconcilable conflict occurs within the committee membership,
  - Activities occur that are detrimental to the Association's reputation or operations,
  - Persistent violation of copyright, intellectual property rights, trademark rights, or similar activity,
  - Any activity that, in the objective judgement of the BOD, poses a concern to the Association that merits suspension or revocation.
2. Prior to revoking a committee charter, the BOD may provide the committee with notice and an opportunity to be heard on the matter. Revocation/termination of a Governance Committee's charter shall be executed by a resolution of the BOD.

3. If the BOD suspends or revokes a Governance Committee's charter, the committee is required to immediately cease all operations, and must return all assets (supplies, equipment, etc.) in the possession of the committee or its committee members to the Association by the date and time specified in the suspension or revocation or, if no date and time is specified, within three (3) days of suspension or revocation. The committee's officers remain responsible to assist the Association with any remaining matters that are necessary and appropriate to cease operations of the committee. If they fail or refuse to do so, the BOD or Association management may act against the responsible individuals who may then be sanctioned or fined in accordance with the governing documents.

## **1.7 Governance Committee Structure**

### **A. Membership**

Membership/participation in a Governance Committee is at the discretion of the BOD and not a right of association ownership or residency. The following rules must be adhered to:

1. A Governance Committee member must be an SCA homeowner in good standing and must possess a valid SCA activity card.
2. A committee opening can be posted in the weekly SCA eblast and in the monthly SCA magazine by the Volunteer Coordinator. The Volunteer Coordinator is responsible to vet a candidate's eligibility to serve on the committee. An individual may request appointment to a committee by contacting the Volunteer Coordinator, the Committee leadership, Association Management, and/or the BOD.
3. The committee reviews the candidate's application, may interview the candidate, and ensures the candidate has any necessary background and/or qualifications to be a member of that committee. By submission of a BAI, the committee recommends that the BOD appoint the candidate as a member of the committee.
4. Membership in any Governance Committee is limited to persons expressly appointed to the committee by the BOD.
5. A member of a Governance Committee cannot concurrently serve as a member of any other Governance Committee, with exceptions for members of the BOD who are assigned to committees by the Governing Documents.
6. Occupants of the same household may not serve concurrently as members of the committee. For an exception to this requirement, the current committee leadership must request a waiver by submission of a BAI to the BOD for consideration. The BOD will use an objective process to make this decision.

7. All members of a Governance Committee have a vote on committee matters. The BOD Liaison is not a member, except as noted in the Governance Committee's charter. The SCA Management Liaison may speak and provide guidance to the committee, but is not a member of the committee.
8. A committee must have at least five members and may not act when this minimum is not met. The officer positions and the maximum number of members shall be specified in a committee's charter. The terms of all committee members start on the anniversary of their initial membership on the committee and are for two years. At the end of each term, BOD approval is required for each additional term. BOD approval is requested by the Governance Committee via submission of a BAI. At the end of three consecutive terms (six years), the member must be off the committee for one year before reapplying. When an exception to any term limits is required, the Governance Committee leadership must submit a recommendation and the reasons for an extension via a BAI for approval by the BOD.
9. Governance Committee members must sign a confidentiality agreement prior to starting their first term. This agreement can be obtained from the SCA CAM and must be filed with SCA Management.

## **B. Governance Committee Officers**

### **1. General Rules**

- Governance Committee officer positions shall include at least a committee chairperson and a committee vice-chairperson. The remaining non-officer members are considered at-large members of the committee leadership.
- A Governance Committee may have additional officers if those positions are set forth in its charter.
- A committee chairperson's term is for one year. A chairperson having served four consecutive terms must then be out of an officer position a minimum of one year before again serving in an officer position. BOD exceptions may be requested for special circumstances. In the event the chairperson's officer term ends after the chairperson's membership term, the membership term is automatically extended to the end of the officer term.
- The vice-chairperson and any additional officer(s), if any, have one-year terms, but their regular committee membership terms are not automatically extended upon expiration. A vice-chairperson or any additional officer having served four consecutive terms must then be out of that position a minimum of one year.

- Any committee member, who provides a service to the committee for which a benefit is either received personally or by the member's business entity, must abstain from voting on decisions relating to those services.

## 2. **Responsibilities and Duties of Governance Committee Officers**

The committee officers must be familiar with the provisions of the CCPM, the committee's charter and governing rules and any committee operational procedures. The officers must inform the members on how they can access these documents. While the responsibilities and duties of committee officers may vary, in general, they include the following:

- The chairperson presides over all committee meetings, is responsible for the administration of all committee business, and acts as the principal liaison of the Governance Committee to the BOD Liaison, to the BOD, and to the Association Management. The chairperson ensures that SCA management is aware of needed SCA resources including space, specialized equipment, and any other SCA resource needs. The chairperson may delegate these responsibilities, as needed.
- The vice-chairperson presides over committee meetings that the chairperson cannot attend. The vice chairperson also performs tasks to assist the chairperson.

## C. **Governance Committee Elections**

A Governance Committee chairperson is recommended for the officer position by a vote of the committee members in an executive session and announced at the following general meeting. The recommendation is then sent via a BAI to the BOD. The chairperson is appointed upon approval of the BOD.

The vice-chairperson is selected and approved by the committee membership at an executive session and announced at the following general meeting. The election of the vice-chairperson is included in the committee's report to the BOD. Sub-committee chairpersons, if any, are appointed by the committee officers.

The officer election process is:

1. Approximately 30 days prior to the end of an officer's term, a notice is sent to all committee members notifying them of the upcoming election and soliciting candidates.
2. The method of voting, which must ensure the integrity of the voting process, is by a show of hands at an executive session (including via video conferencing), by secret ballot, or by an email to the committee membership from members who cannot attend the meeting or by any combination of these methods.
3. Election of a new candidate, and any officer position changes, is determined by a majority of the votes cast. In the event of a tie, a coin flip, done by a non-candidate, is used to break the tie.

4. Minutes of the meeting must be taken to provide an official record of the election.
5. In the event of a vacancy of an officer position, the vacancy procedure follows the election process steps as stated above with the exception that the notice to committee members is to be within a reasonable timeframe. When the partial term, or any portion thereof, served by the replacement is less than 10 months, it doesn't count for term limit purposes.
6. During vacancy of the chairperson, the vice-chairperson temporarily assumes the role, until the BOD approves any replacement.
7. If the BOD rejects the appointment of the chairperson, then the position is deemed vacant, and the above vacancy procedure is followed.
8. In the event of an election dispute, the BOD will attempt to assist with resolving the matter in a reasonable manner, which may include but is not limited to coordinating with the conflicting parties for an agreement, requiring the Governance Committee to hold another election, suspending committee activities, or making appointments to leadership positions.

#### **D. Sub-Committees**

A Governance Committee may establish two types of sub-committees and have sub-committee chairpersons.

##### **1. Standing Sub-Committees:**

These sub-committees perform some of the necessary activities to support the chartered purpose of the committee. Standing sub-committees must be included in the committee's charter. A standing sub-committee chairperson(s) must be a member of the parent committee and is appointed by the parent committee. Other members of the parent committee may be members of the sub-committee. A standing sub-committee may also be structured to include an individual(s) who has the technical experience or special skills needed to fulfill some operations of the committee. This skilled individual(s) may be a resident(s), in good standing, selected by the parent committee and is not a member(s) of the parent committee; and therefore, is not subject to BOD approval nor term limits.

##### **2. Ad-Hoc Sub-Committees (Temporary):**

These sub-committees may be created to support committee activities that are related to the committee's chartered purpose. The sub-committee chairperson(s) must be a member of the parent committee. Other members are not required to be members of the parent committee.

## 1.8 Governance Committee Operations

### A. Meetings

Governance Committees have two types of formal meetings where action may be taken. Governance Committees may also hold informal workshops to conduct due diligence, town halls, and otherwise share information. A workshop is any discussion held where committee business is discussed, no action is taken, and no decisions are made.

Governance Committee formal meetings include:

#### 1. General Membership Meetings

- Scheduled by committee leadership typically monthly.
- Any resident with an SCA activity card is entitled to attend a committee's general meetings. Non-SCA residents may be permitted to attend at the discretion of either the committee or the BOD.
- The Committee shall place a comment period on the agenda of all general meetings, wherein an attendee may speak to the committee for up to two (2) minutes on any matter relating to the business of the committee. A committee, at the discretion of the chairperson, may permit an attendee to provide comments during the committee's meeting on a specific agenda item at the time that item is discussed by the committee for up to two (2) minutes. Additionally, a committee's chairperson may permit additional comments and time for commenters at its discretion.

#### 2. Executive Sessions

- Executive Sessions are scheduled by the committee officers, when needed. Executive Sessions are limited to committee members and those persons required for or invited to the meeting.
- Committee operations must be conducted with the best efforts for transparency. The only exception is when confidentiality must be maintained. A Governance Committee may meet in a confidential executive session to discuss complaints or a violation of the governing documents, including without limitation, architectural requirements and submissions, and club or committee rules/policies and complaints.
- Governance Committees can use executive sessions to conduct interviews with prospective candidates, to approve members to serve additional terms on the committee and to elect committee officers.

### **3. Additional Committee Meeting Rules**

- Agendas and general meeting minutes should be sent out in a timely manner, at least a week before the next meeting, to committee members and BOD and SCA Management Liaisons via email, and/or posted on the committee's webpage.
- All committee members in good standing are eligible to attend all meetings.
- The general concepts of Roberts Rules of Order govern the conduct of business at all general and executive meetings. A quorum for a committee meeting is a majority of the members. Each committee member at executive and general membership meetings will have one vote by a show of hands or ballot. A simple majority vote determines the passage of a motion except when specified otherwise in this document.
- When it is not feasible to conduct committee meetings in person, the meetings may be conducted virtually, by use of Zoom, Skype, GoToMeeting, or some other web-based, telephonic, or similar platform or method which allows simultaneous or sequential communication and permits committee members to attend. A committee meeting may combine more than one method (e.g., in person and virtual).
- Committee officers occasionally find it necessary to schedule ad hoc meetings and notices must be sent in as timely as possible manner via electronic means.

### **4. SCA BOD Member and/or Management Attendance at Committee Meetings**

- A member of the BOD and/or Association Management may appear at and/or attend any committee meeting, executive session, workshop, activity, or event to observe and confirm compliance with SCA rules and regulations. Denial of access under these circumstances to a member of the BOD, and/or Association Management may result in the immediate suspension of the meeting, workshop, activity, committee charter, and suspension against the committee leadership that denied access. The penalty does not apply where a legitimate conflict of interest exists with respect to the member of the BOD and/or Association Management attending the meeting, but the conflict action must be presented to the BOD at their executive session for approval and/or ratification

- Where a BOD member, who is not the committee liaison, appears at and/or attends a committee meeting, workshop, event, or activity pursuant to this section, the BOD member's attendance is limited to observation only, except when non-compliance with SCA rules and regulations is observed. Additionally, those BOD members may only provide information and/or share guidance at the request and discretion of the committee leadership. In the event a non-liaison BOD member unilaterally initiates contributions to a meeting under this section, the BOD member is in violation of this rule and regulation. The committee, or an individual member thereof may submit a complaint to Association Management for the BOD member's violation of this section and may result in suspension of privileges, or other sanctions, including suspension of the BOD member's right to access these meetings.
- Nothing in this section shall be construed to preclude the participation by a member of the BOD in their capacity as a member of a committee, including as a member of the committee's leadership. However, a BOD member attending in their capacity as a member of a committee shall not issue unsolicited BOD directions or guidance.

## **B. Document Requirements**

### **1. General Requirements**

- Minutes of a Governance Committee's general meeting must be submitted to Association Management, via the SCA CAM, for storage, and to the BOD Liaison/SCA Management Liaison for potential review. The results and counts for leadership and/or membership votes must be included in general meeting minutes.
- Each month a Report to the BOD and when needed a BOD Action Item Report are submitted to the CAM prior to the BOD monthly meeting. The decisions and actions of a Governance Committee, that are authorized by the committee's charter, are effective immediately. Those decisions may or may not be included in the Report to the BOD which is subject to BOD approval as part of a consent agenda. Committee decisions which require BOD approval are submitted as recommendations in a Board Action Item Report for consideration at a meeting of the BOD. All confidential decisions are subject to BOD approval as individual agenda items at an executive session of the BOD. Any committee decision may be overturned by the BOD who is the final authority.

## 2. **Governance Committee Document Retention**

To enable the Association to comply with its ten-year document retention obligations under Nevada Law, the SCA CAM maintains a file for each Governance Committee to include but is not limited to:

- Governance Committee Charter
- Minutes of all committee meetings
- Reports to the BOD and Board Action Item Reports
- All records of complaint or disciplinary proceedings
- Activity forms
- Liability release forms, if required
- Consent forms for inspections performed at SCA residences
- Any other documents that the Association may deem to fall within the requirements of the law. The Association will notify the committees in writing which documents fall within this category.

A committee's non-confidential files are open for a resident's review upon submission of a request to Association management. The SCA CAM will ensure access to the committee's confidential files it maintains is limited only to Association management, the BOD, and current committee members.

While the SCA CAM retains the originals of the committee charter, a committee should maintain a copy of these documents indefinitely, readily accessible to all members. A committee should also maintain copies of any other documents (meeting minutes, financial reports, membership lists, etc.) which may need to be quickly accessed from time to time.

## **C. Use of Governance Committee Members' Contact Information**

1. Contact information for a Governance Committee is posted on the committee's webpage on the SCA website. Contact information for a committee's officers and or members is provided at the committee's discretion and with the member's consent.
2. Individual member email addresses must be shielded by using blind copy (bcc) when communicating committee business with non-members except for communicating with the SCA staff and the BOD. An exception is allowed when a committee member has provided written permission for the committee to use their un-shielded email addresses when communicating committee business with non-members.

3. Former committee members are not permitted to use committee contact lists, or the information contained therein, for any purpose.
4. A committee is not permitted to use social media or other forms of electronic communication that may expose members' identities or contact information to outside individuals or businesses.
5. When a committee is asked to promote activities conducted by another SCA committee or club, it is not required to do so, but may, provided its leadership approves such a request.

#### **D. Intellectual Property**

Intellectual property includes:

- Websites
- Web pages
- Social media
- Videos and photographs
- Publications
- Entertainment sources
- Communications
- Music

The Committee officers have the responsibility to ensure that all non-SCA intellectual property used by the committee is properly acquired and licensed. This prevents legal issues that could involve both individuals and SCA. Questions can be directed to the Communications Department staff.

#### **E. Digital Media**

A committee's content on any digital media platform is subject to the SCA Terms of Use Policy, other SCA governing document provisions regarding intellectual property.

1. A committee must have a webpage on the SCA public website. This page is for general information about the committee and its activities.
2. A committee may also have an optional webpage behind the SCA login. This webpage may be used by the committee for committee business. It also may contain a link to the committee's website, if any. When a committee has a website, it is typically for scheduling, request fulfillment and other non-confidential purposes. This website is a private website and is required to be behind the member login.
3. A Committee's public webpage/website must not contain confidential material. The website must not be used for commercial purposes.
4. Sanctions for misuse of webpages/websites may include, but are not limited to the committee's webpage/website being suspended by the BOD.

5. A committee may have a notice, such as for an upcoming workshop, posted on an SCA eBlast by contacting the Communications Department.
6. A committee's use of social media must be identified in the committee's charter and may not include other direct committee participation in blogs or other similar media.
7. A committee member, when contributing to social media as a private individual, must be clear that he/she is not representing the committee nor the Association.
8. A committee will be provided email and calendar accounts by the Communications Department staff. These email accounts are the property of the Association. These accounts are managed by the committee's officers with the help of the SCA Communications Department staff.
9. A committee shall provide information for Association communications when requested by the Communications Director.

#### **F. SCA Magazine**

SCA magazine articles are used to publicly communicate to the greater SCA community information about the purpose of the committee, as well as past and upcoming activities. Further guidance on style compliance for magazine submission may be obtained from the "SCA Print Style Guide" on the SCA website or from the Communications Director. It is the responsibility of leadership to ensure that a monthly article is submitted to the SCA "Spirit" magazine.

1. SCA management and the BOD reserves the right to edit, condense, verify and/or reject all publication submissions. When an issue arises with the submission, the issue must be addressed with author:
  - a) If the author agrees with the change, then the edit can be made.
  - b) If the author disagrees with the change, then the issue can be submitted, in writing, to the SCA Management Liaison or the SCA BOD Liaison for further review by the COO or BOD.
2. The following type of statements are expressly forbidden in all SCA media:
  - a) Inflammatory or incendiary statements attacking specific individuals, organizations, or staff.
  - b) Negative responses to outside media (including blogs, newspapers, newsletters, etc.).
3. Submitted articles must contain positive statements and avoid those that denigrate differing opinions which may be held by the SCA community's magazine readers.

## **G. Participation in SCA BOD Election and Campaign Activity**

1. A Governance Committee is not permitted to take a position with respect to anyone who is a declared candidate for the BOD. A committee is not permitted to show preference for an individual candidate, either at a committee meeting or event, or in correspondence, or by allowing written material to be distributed at a committee meeting or event, or by any other method which would suggest the committee prefer one candidate over another. A committee member may express a private opinion on a candidate, when not involved in a committee activity, but must make it clear that the comment is a personal one and that it does not represent the opinion of the committee.
2. Only the Election Committee may invite candidates for the BOD to speak at a committee event regarding their candidacy. The Election Committee sponsors an official candidate forum during each applicable election cycle. The Election Committee is required to invite all the candidates to that committee event. Whether or not every candidate accepts the invitation, the event may occur.
3. A committee is not permitted to invite or allow a BOD candidate to speak at a committee function on any topic during the election campaign period. This section shall not be interpreted to preclude a candidate from speaking or appearing in the ordinary course of a candidate's normal membership participation, activities, and/or officer roles on a committee.

## **H. Program Safety and Insurance Mitigation Based Rules**

The purpose of the program safety and insurance mitigation rules are to eliminate or mitigate insurance and member safety risks by reviewing all activities. Governance Committee activities and services are reviewed by the CAM.

### **1. Annual Activity Requests**

A Governance Committee sometimes engages in a wide variety of activities that pose almost limitless opportunities for liability in a variety of contexts. To improve the likelihood that an activity will be covered by the Association's policies of insurance, SCA management needs to submit committee activity information to SCA's insurer in conjunction with the Association's annual insurance renewal. This puts the insurer on notice, allows the insurer to comprehend the committee's activities more fully, and confirm coverage for those activities. When certain activities are not covered, the committee may be asked to modify or eliminate those activities.

- a) By June 1 of each year, each committee must submit to the SCA CAM a completed activity form that is provided by management identifying the activities the committee engages in throughout the year. The form must be signed by the committee chairperson.
- b) Information on activities that exceed the scope of the committee's charter is forwarded by the CAM to the BOD for discussion and resolution.

## 2. **Liability Releases**

SCA Management and the BOD will determine when the activities of a committee warrant the execution of liability release forms by the committee's members and if the forms are needed on a one-time basis for a specific activity and/or on an annual basis. Committee officers are responsible to ensure that the liability release forms are executed before the member participates in the related activity. The original signed form must be submitted to the CAM to be held on file. The committee must comply with any directives by the CAM regarding liability releases.

## 3. **Vehicles**

SCA Vehicles that are used by committee members for committee chartered activities, that require driving, have the following constraints and requirements

- a) The vehicles are covered by SCA Insurance,
- b) Fuel and maintenance are covered by SCA,
- c) Vehicle operators must complete any required training,
- d) Accident Reporting goes to the CAM and must include:
  - Information, including the license, address, phone number, email address, etc., of all involved drivers, and any contact information for passengers and witnesses,
  - A written description of the accident,
  - Photographs of both SCA vehicle damage and any other involved vehicle or property.

Private vehicles that are used by committee members for committee-chartered activities that require driving have the following constraints and requirements:

- a) The vehicles must be covered by private insurance that meets state requirements,
- b) Fuel and maintenance are not covered by SCA,

c) Reporting of any accidents that occur during the performance of a sanctioned committee activity goes to the CAM, and must include:

- Information, including the license, address, phone number, email address, etc., of all involved drivers, and any contact information for passengers and witnesses,
- A written description of the accident,
- Photographs of both SCA member's private vehicle damage and any other involved vehicle or property.

#### 4. **Sanctioned Inspection at an SCA Residence**

The following rules cover risk factors including, but not limited to:

- Any potential damage caused by the activity.
- Any claims by the resident of uninvited committee member(s) presence.
- A claim of an assault by the visiting committee member.
- An injury of the visiting committee member at the premises.

Before a chartered service or inspection by a committee member(s) is performed at an SCA residence, at the request or agreement of the resident, the resident must either deliver a written request for service, fill out an electronic form if available on the SCA website account or phone in a request using proper identification including an SCA activity card ID number. The resident must agree to allow the committee member(s) onto the property by signing a consent form. Either consent forms provided by the Association or consent agreements written into service requests can be used. In either case the verbiage must match the consent form provided by the Association.

Once requested, the committee member(s) is responsible: to bring the proper form to the residence; to ensure the resident has completed and signed the form; to make the resident aware of potential damage that could result during performance of the service; and to ensure that the completed form is returned to the committee for filing. When a hazardous activity is being performed the committee members must use a two-person safety rule.

## **5. Adding New Activity**

A proposal to add a new committee activity should be discussed with the committee's BOD Liaison and must be approved in advance. A proposal will trigger an insurance and individual risk assessment by the CAM. New activities that require a charter amendment which is submitted via a BAI to the BOD for approval include but are not limited to:

- An activity that poses an insurance risk,
- An activity not in keeping with the committee's purpose,
- Activities exceeding budgeted funding,
- Activities requiring additional committee members,
- Activities requiring unavailable resources such as space and/or equipment.

## **1.9 Committee Usage and Scheduling of SCA Facilities**

The Activities Department manages space usage and has created the Facilities Usage and Scheduling Manual (FUM), which contains detailed provisions regarding space usage. Any committee requests/questions for space usage should be addressed to the Activities Department.

By the end of a calendar year, the Activities Department provides each committee with a schedule of the reserved space for the monthly committee meetings for the following year.

## **1.10 Financial Controls and Procedures**

A Governance Committee must contact the Accounting Department for any purchase request. A Governance Committee is not allowed to acquire any funds from any source but the SCA budget.

## **1.11 Complaint Proceedings**

Complaints and related proceedings are confidential matters. Complaints are typically issued for prohibited actions which include, but are not limited to, the following:

- Behavior that is disruptive, abusive, or physically violent,
- Unlawful harassment or discrimination,
- Unauthorized use of equipment or failure to follow safety rules,
- Damage to fixtures and/or equipment,
- Action in violation of any of the committee's rules (including governing rules, operational procedures, or otherwise),
- Violation of association policies, rules or the CCPM,
- When an irreconcilable conflict occurs between committee members,
- When a committee member engages in conduct detrimental to the committee's reputation or operations, or violates his/her fiduciary duty to the committee.

## **A. Handling a Complaint**

1. The following complaints are initially handled by the Governance Committee:
  - By a committee member against another member,
2. The following complaints are initially handled by SCA Management or the BOD:
  - By one committee against another committee,
  - By a club against a committee or a committee other than the CLC against a club. The CLC is consulted when a club is involved.
3. In any case where the complaint is against a member of the committee, the involved member must recuse themselves from the deliberations and voting, but the involved member may testify.
4. Complaints against a BOD member are handled by the BOD.
5. In any hearing conducted pursuant to this section, respondents shall receive a reasonable opportunity to present any evidence or argument in support of their positions.

## **B. Initiating a Complaint**

A written complaint must be reported to the Committee within a reasonable amount of time of the action or inaction giving rise to the complaint. The report should include the date the issue arose, a complete description of the problem, and all information necessary for a full and fair resolution of the complaint. Complaints should be directed to:

- The committee chairperson.
- Another member when the complaint is against the chairperson,
- The BOD Liaison, SCA Management Liaison or the BOD President when the complaint is against the committee and then the BOD will conduct the complaint process.

## **C. Complaint Process**

To the extent possible, the following actions are taken:

1. Initially, all complaints, issued in writing, except those complaints for Harassment and Discrimination and/or Health, Safety, and Welfare are handled by the committee within 15 days of the receipt of the written complaint. Complaint findings require a written response to the complainant containing only an acknowledgement that their complaint has been received, acknowledgment it is being addressed in accordance with the governing documents, and an acknowledgement that it has been addressed. Copies of the written complaint and response are given to the committee's BOD or SCA Management Liaison who ensure that the documents marked as "Confidential" are filed with SCA Management.

2. Informal complaints may be addressed by the issuance of a corrective instruction or admonishment regarding the conduct at issue or may be escalated by the committee to a hearing by the BOD if the committee is unable to agree upon a solution.
3. When the resolution by the Committee is not satisfactory to a participant, then either the complainant or respondent may ask for escalation to a BOD hearing by sending a request to the Committee's BOD Liaison. A formal hearing must be scheduled and noticed within a reasonable time and not more than 60 days from the date of the initial written complaint. The written hearing notice must inform the parties that they may bring witnesses.
4. The BOD hearing findings also require a written response to the complainant containing only an acknowledgement that their complaint has been received, acknowledgment it is being addressed in accordance with the governing documents, and an acknowledgement that it has been addressed.
5. Resolution may result in one of the following dispositions:
  - **Dismissal** - a finding of no reasonable justification for the complaint.
  - **Warning** - a finding that future similar complaints may result in disciplinary action.
  - **Suspension** - a finding that the member may not participate in the committee activities for a period not to exceed twelve months. A Suspension of an officer results in the member being removed from their officer position.
  - **Expulsion** - a finding that the member is permanently banned from the committee. In all cases expulsion from a Governance Committee starts upon receipt of the notice from the BOD.
  - **Removal from office** - a finding against a committee's officer whereby, the member can no longer serve as an officer. He/she may continue as a committee member.
6. In all cases, the BOD's formal disposition is final.

#### **D. Harassment and Discrimination Complaints**

As set forth in the Association's Formal Complaint Submission Policy: when a complaint "may be construed as having been submitted for the purpose of harassing or discriminating against the individual that is the subject" of the complaint, or when the complaint "claims harassment or discrimination by an individual," the complaint must be delivered to Association Management as prescribed in that policy. Association management will then use the policy to determine the appropriate body to deal with the complaint and provide notice of the complaint to the involved parties.

#### **E. BOD Unilateral Complaint Process**

1. The BOD may institute complaint proceedings, and conduct an executive session hearing, against a committee, a committee's officer, or any member of a committee for any of the reasons listed under complaint proceedings.
2. The BOD shall provide notice and an opportunity for a hearing before the BOD at an executive session in the same manner as if the process were before a committee. However, when the BOD seeks to impose sanctions greater than those set forth herein or fines, then the BOD must adhere to the current Governing Documents Compliance Enforcement Policy with respect to the notice and hearing process to the individual unit owner respondents.
3. The majority BOD determination on the matter shall be final.

## **Section 2 Chartered Service Committees**

### **2.1 Overview**

Service Committees exist to assist the Sun City Anthem Community Association with volunteer services that benefit the whole community, supplement management responsibilities, and give members an opportunity to use their skills and/or learn new skills. Each service committee has dedicated areas of focus as defined in their charter.

The ability to authorize a Service Committee by granting a charter, suspending a charter, or revoking a charter, rests with the BOD. Service Committees are chartered by the adoption of a formal resolution of the BOD pursuant to the CC&Rs. To provide greater insurance protections to the leaders and members of Service Committees, BOD resolutions create Service Committees as legal “committees” under the Association’s corporate umbrella. However, the formation of the respective Service Committee is tailored to its respective function in a manner consistent to the concepts above.

As Service Committees are under the corporate umbrella of the Association, they do not have the power to bind the Association to contracts, to open bank accounts, or otherwise to act on the Association’s behalf in a manner that an independent entity may take. Regardless of the circumstance, Service Committees are always subject to the oversight of the BOD.

The BOD and Service Committees will utilize an objective process for making determinations related to the provisions the CCPM.

### **2.2 SCA Support for Service Committees**

#### **A. Activities Department**

The Association's Activities Department coordinates and manages facility scheduling and allocation of space in accordance with the Facilities Usage and Scheduling Manual. Committees are provided with meeting and activity space, dependent upon availability, as determined by the Activities Department. The Activities Department also assists committees with some of their publicity and the promotion of their activities.

#### **B. Communications Department**

The Association's Communications Department supports committees by providing and managing usage of SCA magazine, website, video and eblast services.

#### **C. Accounting Department**

The Association's Accounting Department provides support and services to Service Committees regarding financial matters, including preparation of committee budgets and processing of financial requests.

## 2.3 Notices

Any notice referenced in this document as required to be in writing may be sent by email or US mail.

## 2.4 Forms

Association forms referred to in the CCPM may be viewed and downloaded from the Association's website. A committee should use the forms found on the SCA website or obtain them from the Community Association Manager (CAM).

## 2.5 Guidelines and Rules for Service Committees

Service Committees are governed by the following:

1. **The CCPM:** The purpose of the CCPM is to provide direction and structure to Service Committees as their volunteer members conduct the business of the committee.
2. **The Governing Rules of the Service Committee Charter:** This identifies the additional rules specific to each committee. These rules must be consistent with the CCPM.
3. **Service Committee Operational Policies and Procedures:** A committee may be required to, or may elect to, create separate documents such as a policies and procedures manual, a safety manual, etc., to supplement the committee charter. These documents should be designed to allow the committee to conduct its operations as it deems necessary and appropriate, and to adapt to changing circumstances. They may be as simple or as extensive as a committee decides to make them, but they may not conflict with the CCPM, the Service Committee Charter or with any subsequent changes to the CCPM or the Governance Committee Charter. These additional committee documents are subject to review by the BOD and SCA Management. At the judgement of the BOD Liaison, the BOD may be asked to approve these policies and procedures either as a part of the BOD Consent Agenda or by resolution.
4. **Temporary Waivers:** In situations where a committee has exercised due diligence and is unable to comply with the rules specified in the CCPM and/or its committee charter, the BOD may consider granting a temporary waiver of the rule effective for a timeframe determined by the BOD. The committee may request the waiver by submitting a BAI to the BOD for consideration.

## 2.6 Service Committee Charter and Governing Rules

A Service Committee charter is a formal written resolution of the BOD granting official committee status. Once chartered, a committee may reserve space in Association facilities without charge; is given assistance from the Association in the administration and operation of the committee's activities; is given a budget; and under most circumstances may be covered by the Association's insurance program subject to the terms and conditions of the insurance policies.

### A. The Service Committee Charter is composed of:

1. Name of Service Committee
  - a) Mission statement
2. Governing Rules
  - a) Structure of committee
    - i) Membership size (minimum 5)
      - Specialized membership qualifications if any
    - ii) Standing Sub-Committee(s) if any
  - b) Leadership structure
    - i) Chairperson
      - Alternate title
      - Specialized membership qualifications if any
    - ii) Vice-Chairperson(s)
      - Alternate title
      - Responsibilities if more than one person
      - Specialized membership qualifications
    - iii) Standing Sub-Committee(s) Chairperson if any
      - Specialized qualifications if any
    - iv) Secretary
    - v) Treasurer
    - vi) At-large leaders (maximum number)
  - c) Operations
    - i) Activities with safety/insurance risk and associated risk mitigation approach
    - ii) Vehicle usage, SCA or privately owned, if any
    - iii) Services performed at SCA residences if any
3. Additional Governing Rules

Other governing rules, which are needed by the committee to support the committee's purpose.
4. Authorization by the BOD

## **B. Establishing a Service Committee**

A Service Committee may be established by a decision of the BOD or at the request of an SCA resident(s) to address a potential need of the community. The BOD will evaluate the request from the standpoint of the suitability, sustainability and needed funding of the group as a prospective Service Committee. A draft charter is prepared by the BOD along with SCA residents who may be interested in serving as committee members. The committee charter is granted by a resolution of the BOD which establishes the name, the purpose of the committee and specific governing rules. The BOD appoints the committee's chairperson and selects the committee's BOD Liaison. The COO selects the SCA Management Liaison.

## **C. Amending a Service Committee Charter**

After the original approval of its charter by the BOD, a Service Committee may amend the committee's charter by the following process:

1. A committee member(s) may propose changes such as new or changed governing rules by submitting the changes to the committee membership for majority approval.
2. The proposed charter amendment is discussed with the committee's BOD and Management liaisons. Following the review, the proposed charter amendment is submitted as a BAI for approval by the BOD.
3. A charter amendment is not valid until approved by the BOD. The BOD also has the option of deferring a decision until further investigation and discussion takes place regarding the proposed amendment.

## **D. Suspension or Revocation of a Service Committee Charter**

1. Association management, a committee member, or a member of the BOD may recommend that a Service Committee charter be suspended or revoked for reasons including, but not limited to:
  - Substantial deviation from an original purpose, as described in its Charter or a violation of any portion of the charter,
  - Inability to fill leadership or membership positions,
  - Violation of the CCPM, Association governing documents, policies, procedures, or rules, or federal, state, or local laws,
  - An irreconcilable conflict occurs within the committee membership,
  - Activities occur that are detrimental to the Association's reputation or operations,
  - Failure to maintain adequate financial records and controls.
  - Persistent violation of copyright, intellectual property rights, trademark rights, or similar activity,
  - Any activity that, in the objective judgement of the BOD, poses a concern to the Association that merits suspension or revocation.

2. Prior to revoking a committee charter, the BOD may, but shall not be required to, provide the committee with notice and an opportunity to be heard on the matter.
3. If the BOD suspends or revokes a Service Committee's charter, the committee is required to immediately cease all operations, and must return all assets (supplies, equipment, etc.) in the possession of the committee or its committee members to the Association by the date and time specified in the suspension or revocation or, if no date and time is specified, within three (3) days of suspension or revocation. The committee's leadership remains responsible to assist the Association with any remaining matters that are necessary and appropriate to cease operations of the committee. If they fail or refuse to do so, the BOD or Association management may act against the responsible individuals who may then be sanctioned or fined in accordance with the governing documents.

#### **E. Service Committee Decision to Dissolve**

A Service Committee considering dissolution should contact its BOD Liaison for assistance and should keep the BOD Liaison apprised of each of the following steps:

1. Dissolution begins with due consideration by the committee leadership at a leadership meeting of a motion to dissolve.
2. The motion to dissolve must pass by a two-thirds vote of the leadership.
3. The committee leadership must then give a 30-day written notice to the committee's members of a general membership meeting to vote on dissolution. The motion for dissolution must be passed by a two-thirds vote of the members present at that meeting.
4. Once the committee membership has passed a motion to dissolve, the committee must notify the BOD and Staff Liaisons.
5. Upon receiving written verification from the Accounting Department that the committee's financial records are satisfactory, Association Management will report the dissolution to the BOD. Dissolution of the Service Committee Charter shall be effectuated by a resolution of the BOD.
6. The committee is required to immediately cease all operations, and must return all assets (supplies, equipment, etc.) in the possession of the committee or its committee members to the Association by the date and time specified in the dissolution or, if no date and time is specified, within three (3) days of dissolution. The committee's officers remain responsible to assist the Association with any remaining matters that are necessary and appropriate to cease operations of the committee. When they fail or refuse to do so, the BOD or Association management may act against the responsible individuals who may then be sanctioned or fined in accordance with the governing documents.

## **2.7 Service Committee Structure**

### **A. Membership**

Membership/Participation in a Service Committee is at the discretion of the BOD and not a right of Association ownership or residency.

The following rules must be adhered to:

1. Membership on a Service Committee is open to any resident of Sun City Anthem who holds a valid activity card and is in good standing.
2. A committee opening can be posted in the weekly SCA eblast and in monthly articles by the SCA Volunteer Coordinator. Residents may apply to either the SCA Volunteer Coordinator or to the Service Committee leadership. The Volunteer Coordinator is responsible to vet a candidate's eligibility to serve on the committee.
3. The committee's leadership reviews the candidate's application, may interview the candidate, ensures the candidate has any necessary background or qualifications for the position and ensures that any training required for the position has been completed before the candidate is accepted as a committee member.
4. A Service Committee may have restrictions, such as hours of service or annual training, for a person to continue as a member. These restrictions must be indicated in the committee's charter. A member that continues to meet any such restrictions has an indefinite term on the committee.
5. A Service Committee must have at least 5 members and may not act when this minimum is not met.
6. The BOD Liaison and SCA Management Liaison are not members of the Service Committee, and as such do not have voting authority.

### **B. Service Committee Leadership**

#### **1. General Rules**

- Service Committee officer positions shall include a chairperson, at least one vice-chairperson, a secretary, and a treasurer. These positions may be titled specific to the committee's needs and shall be specified in the committee's charter. The positions may not be combined.
- A Service Committee may have additional specific officer positions and/or at-large leaders, if these positions are identified in its charter. In the case of at-large leaders, the maximum number must be stated in the charter. The at-large leaders are not considered officers. Standing sub-committee chairpersons are not automatically considered as members of the leadership, but can be members of the leadership, if stated in the charter.
- A committee is governed by its leadership. All leaders are the voting members of the committee's leadership, and as such, must be elected to the leadership by a majority of the voting members.

- Upon election by the membership, the chairperson must be appointed to the position by the BOD via submission of a BAI.
- Occupants of the same household may not serve concurrently as officers of a Service Committee's leadership. Up to two occupants of a household may serve on a Service Committee's leadership at the same time if only one member is an officer, and the two members compose less than 25% of the leadership.
- All Service Committee leaders are elected to one-year terms. Committee leaders may serve up to six (6) consecutive terms.
- The Service Committee chairperson, having served 4 consecutive terms, must then be out of the chairperson position for a minimum of one year.
- When an exception is required to any of the preceding rules, the committee leadership can request a waiver by submitting a BAI to the BOD for approval.
- Any committee leader, who provides a service to the committee for which a benefit is either received personally or by the member's business entity, must abstain from voting on decisions relating to those services.
- The terms of all Service Committee leaders start on January 1.
- A Service Committee has a BOD Liaison who is not a member. The committee will also have a SCA Management Liaison who may provide guidance but is not a member.

## 2. **Responsibilities and Duties of Service Committee Leaders**

The committee leadership must be familiar with the provisions of the CCPM, the committee's charter and governing rules, and any committee operational procedures. The leadership must inform the members on how they can access these documents.

While the responsibilities and duties of committee officers may vary, in general, they include the following:

- The chairperson presides over all committee meetings, is responsible for the administration of all committee business, and acts as the principal liaison of the Service Committee to the BOD Liaison, to the BOD, and to the Association Management. The chairperson ensures that SCA management is aware of needed SCA resources including space, specialized equipment, and any other SCA resource needs. The chairperson may delegate these responsibilities, as needed.
- A vice-chairperson presides over committee meetings that the chairperson cannot attend. The vice chairperson(s) also performs tasks to assist the chairperson.

- The secretary keeps the membership lists, takes general and election meeting minutes, and is responsible for the SCA monthly magazine article submission.
- The treasurer handles any financial tasks and records.

### **C. Service Committee Elections**

Leaders are elected in one of two ways, as set forth in the committee charter.

1. The general membership elects members to specific officer positions and at-large leader positions, or
2. The general membership elects only leadership members, who among themselves then determine which members will serve in the specific leadership positions, with any remaining leadership members serving as at-large leaders.

The leadership election process is:

1. Approximately 60 days prior to the annual committee election, which is typically held near the end of the year, a notice is sent to all members notifying them of the upcoming election with the details for submitting the name of a candidate. Candidate submissions must not be received by any prospective candidates. Any qualified committee member may apply to be a candidate by submitting his/her name up to fourteen days before the election at which time nominations to the slate are closed. Fourteen days before the election, a Service Committee that does not have a complete slate of candidates must contact the BOD Liaison for permission to allow nominations from the floor for the vacant position(s) at a general membership meeting.
2. At least 10 days prior to the annual election a written notice must be sent to the committee membership including the names of known candidates, the positions sought if appropriate and the method and details for voting. The method of voting, which must ensure the integrity of the voting process, may be by a show of hands at a general membership meeting (including via video conferencing), by secret ballots, or by electronic voting, or a combination of these methods. For electronic voting, a mechanism must be used that separates the identities of the voters from the vote tally, and that provides a list of the voters for verification of the legitimacy of the voting process. A majority vote of the committee leadership decides on the method of voting. Voting must not commence until all candidates are included on the ballot. Election winners are determined by a majority of the votes cast. In the event of a tie, a coin flip, done by a non-candidate, is used to break the tie. A written report, which may be the minutes of a general membership meeting, must provide an official record of the election.

3. Upon election, the chairperson must further be appointed to the position by the BOD via submission of a BAI.
4. The committee leadership must report the election results, and any subsequent change in committee leadership members, to its membership, the SCA CAM and the BOD Liaison within ten days of the election or leadership change.
5. In the event of a vacancy of a leadership position, a new candidate must be solicited and elected within 60 days. Leadership positions may be restructured, for example, a current vice chairperson may be a candidate for the chairperson position when the chairperson's position becomes vacant. Election of a new candidate and any leadership positions restructured follows the rules above for an annual election with the exception that required notices are sent within a reasonable timeframe not to exceed 10 days. When the partial term, or any portion thereof, served by the replacement is less than 10 months, it doesn't count for term limit purposes.
6. In the event of an election dispute, the BOD Liaison will attempt to assist with resolving the matter in a reasonable manner, which may include coordinating with the conflicting parties for an agreement, or requiring the committee to hold another election. When an election needs to be repeated, required notices are to be sent within a reasonable timeframe.

#### **D. Sub-Committees**

A Service Committee may establish sub-committees and have sub-committee chairpersons. Any committee member can be a member of a sub-committee. There are two types of sub-committees:

- **Standing Sub-Committees:**

A standing sub-committee performs some of the necessary activities to support the purpose of the committee. A standing sub-committee must be included in the committee's charter. The sub-committee chairperson must be a member of the parent committee and is appointed by the leadership.

- **Ad-Hoc Sub-Committees (Temporary):**

These sub-committees may be created to support committee activities that are related to the committee's chartered purpose. The sub-committee chairperson must be a member of the parent committee. Other residents, not members of the parent committee, may be included in a sub-committee.

## 2.8 Service Committee Operations

### A. Meetings

Service Committees have various formal meetings where action is taken. Service Committees may also hold informal workshops to share information with SCA residents.

Service Committee formal meetings include:

#### 1. General Membership Meetings

- These are scheduled by committee leadership, typically monthly, and are open to all SCA members in good standing with an SCA activity card. Non-SCA residents may be permitted to attend at the discretion of either the committee leadership or the BOD.
- The committee shall place a comment period on the agenda of all general meetings, wherein an attendee may speak to the committee for up to two (2) minutes on any matter relating to the business of the committee. A committee, at the discretion of leadership, may permit an attendee to provide comments during the committee's meeting on a specific agenda item at the time that item is discussed by the committee for up to two (2) minutes. Additionally, a committee's leadership may permit additional comments and time for commenters at its discretion.

#### 2. Leadership Meetings

- Leadership meetings are scheduled by the committee leadership as needed to conduct business. Voting at these meetings is limited to leadership members.
- Committee operations must be conducted with best efforts for transparency to the committee members.
- Meeting attendance is limited to members of the committee, BOD and SCA Management members, and invited residents.

#### 3. Leadership Executive Sessions

- When confidentiality must be maintained, the leadership members meet in an executive session. Executive sessions are limited to committee leadership, BOD and SCA Management members, and those persons required for or invited to the meeting.
- At an executive session, discussion and decisions may be made on matters concerning complaints or violation of the committee's governing documents or policies.

#### 4. Election Meetings

- A committee holds an election meeting near year's end, to elect or announce committee leadership for the coming year. Only the committee, BOD and SCA Management members may attend.

## 5. Additional Service Committee Meeting Rules

- The leadership has the authority to set the frequency and times of its meetings and executive sessions. Agendas and meeting minutes should be sent out in a timely manner, at least a week before the next meeting to committee members via email, and/or posted on the committee website.
- Only committee members in good standing are eligible to attend meetings.
- The general concepts of Roberts Rules of Order govern the conduct of business at all general, annual, and executive meetings.
- A simple majority vote determines the passage of a motion, except when specified otherwise in this document. A quorum for a general committee meeting is the number of members in good standing who attend the meeting. A quorum for a committee executive meeting is a majority of the leadership members. Each member at executive and general membership meetings will have one vote by a show of hands or ballot.
- When it is not feasible to conduct committee meetings in person, the meetings may be conducted virtually by use of Zoom, Skype, GoToMeeting, or some other web-based, telephonic, or similar platform or method which allows simultaneous or sequential communication and permits committee members to attend. A committee meeting may combine more than one method, e.g., in person and virtual. The methods chosen must reasonably ensure the integrity of the voting process, such that no one may vote more than once, and each member's vote is accurately counted. Voting at such meetings may take place by any reasonable method, including email, that ensures every member entitled to vote has a fair opportunity to do so.
- Committee operations must be conducted with best efforts for transparency to all committee members. The only exception is when confidentiality must be maintained as determined by the committee leadership.
- Committee leadership occasionally find it necessary to have ad hoc meetings and notices must be sent in as timely as possible manner via electronic means.

## 6. SCA BOD Member and/or Management Attendance at Committee Meetings

- A member of the BOD and/or Association Management may appear at and/or attend any committee meeting, workshop, activity, or event to observe and confirm compliance with SCA rules and regulations. Denial of access under these circumstances to a member of the BOD, and/or Association Management may result in the immediate suspension of the meeting, workshop, activity, committee charter and suspension against the committee leadership that denied access. The penalty does not apply where a legitimate conflict of interest exists with respect to the member of the BOD and/or Association Management attending, but the conflict action at their executive session must be presented to the BOD for approval and/or ratification.
- Where a BOD member, who is not the committee liaison, appears at and/or attends a committee meeting, workshop, event, or activity pursuant to this section, the BOD member's attendance is limited to observation only, with the exception when non-compliance with SCA rules and regulations is observed. Additionally, those BOD members may only provide information and/or share guidance at the request and discretion of the committee leadership. In the event a non-liaison BOD member unilaterally initiates contributions to a meeting under this section, the BOD member is in violation of this rule and regulation. The committee, or an individual member thereof may submit a complaint to Association Management for the BOD member's violation of this section, suspension of privileges, or other sanctions, including suspension of the BOD member's right to access these meetings.
- Nothing in this section shall be construed to preclude the participation by a member of the BOD in their capacity as a member of a committee, including a member of the committee's leadership. However, a BOD member, attending in their capacity as a member of a committee, shall not issue unsolicited BOD directions or guidance.

## **B. Documents Requirements**

1. Minutes of a Service Committee's annual election meetings must be submitted to the SCA CAM for storage and to the BOD Liaison/SCA Management Liaison for potential review. The results and counts for leadership votes must be included in the annual meeting minutes.
2. Confidential executive session decisions must be submitted to the BOD Liaison and may be reviewed as individual agenda items at an executive session of the BOD.
3. Reports to the BOD and when needed a BOD action Item Report are submitted to the CAM prior to the BOD monthly meeting.
4. Service Committee Document Retention
  - a) To enable the Association to comply with its ten-year document retention obligations under Nevada Law, the SCA CAM maintains a file for each Service Committee to include but not limited to:
    - Service Committee Charter
    - Committee leadership and membership lists
  - b) In addition to these requirements, by the end of each year each committee must have submitted the following to the SCA CAM:
    - Minutes of committee executive sessions
    - Annual election meeting minutes, and the general membership meetings
    - All formal correspondence with the Association
    - All records of complaint or disciplinary proceedings
    - Activity forms
    - Liability release forms, as required
    - Consent forms for services/inspections performed at SCA residences
    - Any other documents the Association may deem to fall within the requirements of the law. The Association will notify the committees in writing which documents fall within the latter category.
  - c) A committee's non-confidential files are open for a resident's review upon submission of a request to Association management. The SCA CAM will ensure access to a committee's confidential files it maintains is limited only to Association management, the BOD, and current committee leadership members.
  - d) While the SCA CAM retains the originals of the committee charter, a committee should maintain a copy of these documents indefinitely, readily accessible to all members. A committee should also maintain copies of any other documents (meeting minutes, financial reports, membership lists, etc.) which may need to be quickly accessed from time to time.

### **C. Use of Service Committee Members' Contact Information**

1. Contact information for the Service Committee and its chairperson is posted on the SCA website. It is essential that the chairperson's name and contact method be disseminated regarding committee business.
2. Individual member email addresses must be shielded by using blind copy (bcc) when communicating with members and non-members on committee business, except for communicating with the SCA staff and the BOD. An exception is allowed when a committee member has provided written permission for the committee to use their un-shielded email address when communicating committee business with either members and/or non-members.
3. The Service Committee secretary maintains a current contact list of all committee members including name, email address, phone number and SCA ID. This list is confidential and used only for committee business. The only exception is that the information may be disclosed to Association management, when necessary to further Association purposes. When someone is no longer a committee member, their information must be removed from the contact list.
4. Former committee members are not permitted to use committee contact lists, or the information contained therein, for any purpose.
5. A committee is not permitted to use social media or other forms of electronic communication that may expose members' identities or contact information to outside individuals or businesses.
6. When a Service Committee is asked to promote activities conducted by another SCA committee or a club, it is not required to do so, but may, provided its leadership approves such a request.

### **D. Intellectual Property**

1. Intellectual property includes:
  - Websites
  - Web pages
  - Social media
  - Videos and photographs
  - Publications
  - Entertainment sources
  - Communications
  - Music
2. Committee leadership has the responsibility to ensure that all non-SCA intellectual property used by the committee is properly acquired and licensed. This prevents legal issues that could involve both individuals and SCA. Questions can be directed to the Communications Department staff.

## **E. Digital Media**

A committee's content on any digital media platform is subject to the SCA Terms of Use Policy, other SCA governing document provisions regarding intellectual property.

1. A committee must have a webpage on the SCA public website. This page is for general information about the committee and its activities.
2. A committee may also have an optional webpage behind the SCA login. This webpage may be used by the committee for committee business. It also may contain a link to the committee's website, if any. When a committee has a website, it is typically for scheduling, request fulfillment and other non-confidential purposes. This website is a private website and is required to be behind the member login.
3. A committee's public webpage/website must not contain confidential material. The website must not be used for commercial purposes.
4. Sanctions for misuse of webpages/websites may include, but are not limited to, webpage/website suspension by the BOD.
5. A committee may have a notice, such as for an upcoming workshop, posted on an SCA eBlast by contacting the Communications Department.
6. A committee's use of social media must be identified in the committee's charter and may not include other direct committee participation in blogs or other similar media.
7. A committee member, when contributing to social media as a private individual, must be clear that he/she is not representing the committee nor the Association.
8. A committee will be provided email and calendar accounts by the Communications Department staff. These email accounts are the property of the Association. These accounts are managed by the committee's officers with the help of the SCA Communications Department staff.
9. A committee shall provide information for Association communications when requested by the Communications Director.

## **F. SCA Magazine**

SCA magazine articles are used to publicly communicate to the greater SCA community information about the purpose of the committee, as well as past and upcoming activities. Further guidance on style compliance for magazine submission may be obtained from the “SCA Print Style Guide” on the SCA website or from the Communications Director. It is the responsibility of leadership to ensure that a monthly article is submitted to the SCA “Spirit” magazine.

1. SCA management and the BOD reserves the right to edit, condense, verify and/or reject all publication submissions. When an issue arises with the submission, the issue must be addressed with the author:
  - a) If the author agrees with the change, then the edit can be made.
  - b) If the author disagrees with the change, then the issue can be submitted in writing to the SCA Management Liaison or the SCA BOD Liaison for further review by the COO or BOD.
2. The following type statements are expressly forbidden in all SCA media:
  - a) Inflammatory or incendiary statements attacking specific individuals, organizations, or staff,
  - b) Negative responses to outside media (including blogs, newspapers, newsletters, etc.).
3. Submitted articles must contain positive statements and avoid those that denigrate differing opinions which may be held by the SCA community’s magazine readers.

## **G. Participation in SCA BOD Election and Campaign Activity**

1. A Service Committee is not permitted to take a position with respect to anyone who is a declared candidate for the BOD. A committee is not permitted to show preference for an individual candidate, either at a committee meeting or event, or in correspondence, or by allowing written material to be distributed at a committee meeting or event, or by any other method which would suggest the committee prefers one candidate over another. A committee member may express a private opinion on a candidate, when not involved in a committee activity, but must make it clear that the comment is a personal one and that it does not represent the opinion of the committee.
2. A Service Committee is not permitted to invite or allow a BOD candidate to speak at a committee function on any topic during the election campaign period. This section shall not be interpreted to preclude a candidate from speaking or appearing in the ordinary course of a candidate’s normal membership participation, activities, and/or leadership roles on a committee as long as that speech is unrelated to the election.

## **H. Program Safety and Insurance Mitigation Based Rules**

Service Committee activities and services are reviewed by the CAM. The purpose of these rules is to eliminate or mitigate insurance and member safety risks by reviewing all activities.

### **1. Annual Activity Requests**

A Service Committee sometimes engages in a wide variety of activities that pose almost limitless opportunities for liability in a variety of contexts. To improve the likelihood that an activity will be covered by the Association's policies of insurance, Management needs to submit committee activity information to SCA's insurer in conjunction with the Association's annual insurance renewal. This puts the insurer on notice, allows the insurer to comprehend the committee's activities more fully, and confirm coverage for those activities. If certain activities are not covered, the committee may be asked to modify or eliminate those activities.

- a) By June 1<sup>st</sup> of each year, each Service Committee must submit to the SCA CAM a completed activity form that is provided by management identifying activities the committee engages in throughout the year. The form must be signed by the committee chairperson.
- b) Information on activities that exceed the scope of the committee's charter is forwarded by the CAM to the BOD for discussion and possible resolution.

### **2. Liability Releases**

SCA Management and the BOD will determine when the activities of a committee warrant the execution of liability release forms by the committee's members and if the forms are needed on one time basis or annually. Committee leadership is responsible to ensure that the liability release forms are executed before the member participates in the related activity. The original signed form must be submitted to the CAM to be held on file. The committee must comply with any directives by the CAM regarding liability releases.

### **3. Vehicles**

SCA Vehicles that are used by committee members for committee chartered activities, that require driving, have the following constraints and requirements:

- a) The vehicles are covered by SCA Insurance,
- b) Fuel and maintenance are covered by SCA,
- c) Vehicle operators must complete any required training,
- d) Accident Reporting goes to the CAM and must include:

- Information, including the license, address, phone number, email address, etc., of all involved drivers, and any contact information for passengers and witnesses,
- A written description of the accident,
- Photographs of both SCA vehicle damage and any other involved vehicle or property.

Private vehicles that are used by committee members for committee-chartered activities that require driving have the following constraints and requirements:

- a) The vehicles must be covered by private insurance that meets state requirements,
- b) Fuel and maintenance are not covered by SCA,
- c) Reporting of any accidents that occur during the performance of committee activities, sanctioned by the committee charter, goes to the CAM, and must include:
  - Information, including the license, address, phone number, email address, etc., of all involved drivers, and any contact information for passengers and witnesses,
  - A written description of the accident,
  - Photographs of both SCA member's private vehicle damage and any other involved vehicle or property.

#### 4. **Sanctioned Services/Inspections at SCA Residences**

The following rules cover risk factors including, but not limited to:

- Any potential damage caused by the activity.
- Any claims by the resident of uninvited committee member(s) presence.
- A claim of an assault by the visiting committee member.
- An injury of the visiting committee member at the premises.

Before a chartered service or inspection by a committee member(s) is performed at an SCA residence, at the request or agreement of the resident, the resident must either deliver a written request for service, fill out an electronic form if available on the SCA website account, or phone in a request using proper identification including an SCA activity card ID number. The resident must agree in writing to allow the committee member(s) onto the property by signing a consent form. Either consent forms provided by the Association or consent agreements written into service requests can be used. In either case the verbiage must match the consent form provided by the Association.

Once requested, the committee member(s) is responsible: to bring the proper form to the residence; to ensure the resident has completed and signed the form; to make the resident aware of potential damage that could result during performance of the service; and to ensure that the completed form is returned to the committee for filing. When a hazardous activity is being performed the committee members must use a two-person safety rule.

#### **5. Adding New Activities or Services**

A proposal to add a new committee activity or service must be approved must be approved in advance. A proposal will trigger an insurance and individual risk assessment by the CAM.

New activities that require a charter amendment which is submitted via a BAI to the BOD for approval include but are not limited to:

- An activity that poses an insurance risk,
- An activity not in keeping with the committee's purpose,
- Activities exceeding budgeted funding,
- Activities requiring additional committee members,
- Activities requiring unavailable resources such as space and/or equipment.

New activities that do not meet the above criteria are allowed but must be included in the committee's general meeting minutes and discussed with the committee's BOD Liaison to ensure that they are acceptable.

#### **6. General Safety Rules**

- Safety programs must be established by the Service Committee using any vehicle or other device that can harm the committee member(s) or others. During orientation, each new member must receive training/awareness of any operation and maintenance safety rules. A written copy of operation and maintenance safety rules must be readily available to all members. The committee leadership should oversee the program with a specific leadership member being assigned with responsibility for the program.
- An accident on SCA property during a Service Committee's activity, which causes damage to property or injury to a person (accident), whether requiring medical attention or not, must be immediately reported to a member of the SCA staff, who is responsible for documenting details on an Incident/Accident Report Form. When emergency medical attention is required, any person in the near vicinity should call 911 immediately.
- When an accident occurs during an offsite official committee activity, a detailed report must be submitted by a leadership member to the Activities Department within 24 hours, or as soon as possible. The committee may use the Incident/Accident Report posted on the SCA website for this purpose.

## **2.9 Service Committee Usage and Scheduling of SCA Facilities**

The Activities Department manages space usage and has created the Facilities Usage and Scheduling Manual, which contains detailed provisions regarding space usage. Any committee requests/questions for space usage should be addressed to the Activities Department.

By the end of a calendar year, the Activities Department provides each committee with a schedule of the reserved space for the monthly committee meetings for the following year.

## **2.10 Service Committee Financial Procedures**

Since a Service Committee is funded by the Association, the financial operations of a Service Committees are performed by the Association and not the individual Service Committee.

The Service Committee leadership should work with the Accounting Department to produce an annual committee budget request. This budget is based on expected revenues and expenditures. The SCA staff will present the Service Committee's budget request to the BOD for inclusion in the SCA annual budget process. Once the BOD approves the annual SCA budget, the CFO will notify the Service Committee of their actual funding amount for the next year. The resulting budget amount may differ from the requested budget.

- A committee may receive (non-required) donations from SCA members obtaining services. These donations then are given to the SCA Accounting Department for deposit.
- A committee may sell obsolete equipment, with the permission of both the committee's liaison and the CFO. The proceeds from any approved sales are given to the SCA Accounting Department for deposit.
- All assets (money, supplies, equipment, *etc.*) of a Service Committee belong to the Association.

## 2.11 Complaint Proceedings

Complaints and related proceedings are confidential matters. Complaints are typically issued for prohibited actions which include, but are not limited to, the following:

- Behavior that is disruptive, abusive, or physically violent,
- Unlawful harassment or discrimination,
- Unauthorized use of equipment or failure to follow safety rules,
- Damage to fixtures and/or equipment,
- Action in violation of any of the committee's rules (including governing rules, operational procedures, or otherwise),
- Violation of association policies, rules or the CCPM,
- When an irreconcilable conflict occurs between committee members,
- When a committee member engages in conduct detrimental to the committee's reputation or operations,
- When a committee leader engages in conduct detrimental to the committee or violates his/her fiduciary duty to the committee.

### A. Handling a Complaint

1. The following complaints are initially handled by the Service Committee leadership:
  - By a committee member against another member,
  - By a committee leader against a committee member,
  - By a committee member against a committee leader,
  - By a committee leader against another committee leader (if possible).
2. The following complaints are initially handled by SCA Management or the BOD:
  - By one committee against another committee,
  - By a committee against a club or vice versa. The CLC is consulted when a club is involved.
3. In any case where the complaint is against a member of the committee leadership, the involved leadership member must recuse themselves from the deliberations and voting, but the involved leadership member may testify.
4. Complaints against a BOD member are handled by the BOD.
5. In any hearing conducted pursuant to this section, respondents shall receive a reasonable opportunity to present any evidence or argument in support of their positions.

## **B. Initiating a Complaint**

A written complaint must be reported to the Committee leadership within a reasonable amount of time of the action or inaction giving rise to the complaint. The report should include the date the issue arose, a complete description of the problem, and all information necessary for a full and fair resolution of the complaint. Complaints should be directed to:

- The committee chairperson,
- Another leader when the complaint is against the chairperson,
- The BOD Liaison, SCA Management Liaison, or the BOD President when the complaint is against the leadership of a committee and then the BOD will conduct the complaint process.

## **C. Complaint Process**

To the extent possible, the following actions are taken:

1. Initially, all complaints, issued in writing, except those complaints for Harassment and Discrimination and/or Health, Safety, and Welfare are handled by the committee leadership within 15 days of the receipt of the written complaint. Complaint findings require a written response to the complainant containing only an acknowledgement that their complaint has been received, acknowledgment it is being addressed in accordance with the governing documents, and an acknowledgement that it has been addressed. Copies of the written complaint and response are given to the committee's BOD or SCA Management Liaison who ensure that the documents marked as "Confidential" are filed with SCA Management.
2. Complaints may be addressed simply by the issuance of a corrective instruction or admonishment regarding the conduct at issue. Issues relating to the improper use of equipment, may be accompanied by a suspension of access to the equipment until proper training or other corrective action may be effectuated.
3. When the complaint cannot be simply addressed, the committee leadership holds a hearing on the matter. A formal hearing must be scheduled and noticed within a reasonable time and not more than 60 days from the date of the initial written complaint. The written hearing notice must inform the parties that they may bring witnesses.
4. Within 14 days following the formal hearing, a written report of the findings shall be sent to the respondent, Association management, and the BOD Liaison. Any exceptions to this strict confidentiality rule must be approved by the respondent and either the COO or the BOD in consultation with the SCA attorney.
5. The findings also require a written response to the complainant containing only an acknowledgement that their complaint has been received, acknowledgment it is being addressed in accordance with the governing documents, and an acknowledgement that it has been addressed.

6. Resolution by the committee leadership may result in one of the following dispositions and if the resolution is not satisfactory to a participant (complainant or respondent) then the complaint is escalated to the BOD for final resolution. The BOD hearing must be scheduled and noticed within a reasonable time but no more than 60 days from the date of escalation. Following this final determination, the BOD in a confidential communication will apprise the committee leadership that the finding has been upheld, dismissed or how it is amended.

Dispositions are:

- **Dismissal** - a finding of no reasonable justification for the complaint.
- **Warning** - a finding that future similar complaints may result in disciplinary action.
- **Suspension** - a finding that the member may not participate in the committee activities for a period not to exceed 12 months. A suspension issued from the committee requires a review by the BOD Liaison within 14 days of the committee report and may result in a BOD executive hearing to support or amend the committee's decision. Suspension of a leadership member results in that leadership member being removed from their leadership position. In all cases, suspension from a Service Committee starts upon receipt of the notice from the adjudicating body. When the BOD, in an executive session hearing, determines that the suspension by the committee is unwarranted, then the suspension terminates.
- **Expulsion** - a finding that the member is permanently banned from the committee. An expulsion issued from the committee requires a review by the BOD Liaison within 14 days of the committee report and may result in a BOD executive hearing to support or amend the committee's decision. The expulsion of a leadership member results in that leadership member being removed from their leadership position. In all cases expulsion from a Service Committee starts upon receipt of the notice from the adjudicating body. When the BOD, in an executive session hearing, determines that the expulsion by the committee is unwarranted, then the expulsion terminates.
- **Removal from leadership** - a finding against a member of a committee's leadership whereby, the member can no longer serve in a position of leadership. He/she may continue as a committee member.

#### **D. Harassment and Discrimination Complaints**

As set forth in the Association's Formal Complaint Submission Policy: when a complaint "may be construed as having been submitted for the purpose of harassing or discriminating against the individual that is the subject" of the complaint, or when the complaint "claims harassment or discrimination by an individual," the complaint must be delivered to Association Management as prescribed in that policy. Association management will then use the policy to determine the appropriate body to deal with the complaint and provide notice of the complaint to the involved parties.

#### **E. BOD Unilateral Complaint Process**

1. The BOD may institute complaint proceedings, and conduct an executive session hearing, against a committee, a committee's leadership, or any member of a committee for any of the reasons listed under complaint proceedings.
2. The BOD shall provide notice and an opportunity for a hearing before the BOD at an executive session in the same manner as if the process were before a committee. However, when the BOD seeks to impose sanctions greater than those set forth herein or fines, then the BOD must adhere to the current Governing Documents Compliance Enforcement Policy with respect to the notice and hearing process to the individual unit owner respondents,
3. The majority BOD determination on the matter shall be final.

## **Section 3 Chartered Clubs**

### **3.1 Overview**

Clubs are chartered to provide opportunities for residents to pursue common interests and share recreational, social, and cultural endeavors together.

The authority to authorize a chartered club by granting a charter, suspending a charter, or revoking a charter, rests with the BOD. Each club is chartered by the adoption of a formal resolution of the BOD pursuant to the CC&Rs. To provide greater insurance protections to the leaders and members of clubs, BOD resolutions create clubs as legal entities, “clubs”, under the Association’s corporate umbrella. However, each club’s governing rules can be tailored to its respective function in a manner consistent to the concepts above.

As chartered clubs are under the corporate umbrella of the Association, they do not have the power to bind the Association to contracts, to open bank accounts, or otherwise to act on the Association’s behalf in a manner that an independent entity may take. Regardless of the circumstance, clubs are always subject to the oversight of the BOD and the Community Lifestyle Committee.

The BOD and Clubs will utilize an objective process for making determinations related to the provisions of the CCPM.

### **3.2 SCA Support for Clubs**

#### **A. Activities Department**

The Association's Activities Department coordinates and manages facility scheduling and allocation of space in accordance with the Facilities Usage and Scheduling Manual. Clubs are provided with meeting and activity space, dependent upon availability, as determined by the Activities Department.

The Activities Department also assists clubs with promotion of their activities and prepares all contracts with vendors. Finally, the Activities Department assists the clubs by providing a document repository to ensure that document storage and retention requirements are followed.

#### **B. Communications Department**

The Association's Communications Department supports clubs by providing and managing usage of SCA magazine, website, video and eblast services and other association related communication mechanisms.

#### **C. Accounting Department**

The Association's Accounting Department provides support and services to clubs regarding financial matters, including help with annual financial reports, establishment of bank accounts, review of monthly bank statements, financial planning and budgeting, etc.

## **D. Community Lifestyle Committee (CLC)**

The CLC has been created by the BOD as a Governance Committee to work with SCA management to support and monitor clubs. The CLC holds various meetings and workshops and appoints each of its members to serve as liaisons to specific clubs.

The CLC's responsibilities include:

- Assisting with club formation and dissolution,
- Recommending rules and guidelines to govern club operations,
- Reviewing the club charter, governing rules, as well as other club policies, and procedures, and making approval recommendations to the BOD for an approval of a club charter,
- Assisting clubs with operational issues,
- Advising and providing information to the BOD and Association management regarding club activities and issues,
- Adjudicating complaints that are escalated from the complaint process handled by a club.

## **3.3 Notices**

Any notice referenced in this document as required to be in writing may be sent by email or US mail.

## **3.4 Forms**

Association forms referred to in the CCPM may be viewed and downloaded from the Association's website. A club should use the forms found on the SCA website or obtain them from the Activities Department.

## **3.5 Guidelines and Rules for Clubs**

Clubs are governed by the following:

1. **The CCPM:** The purpose of the CCPM is to provide direction and structure to clubs to enhance participation and enjoyment by their members.
2. **The Governing Rules of the Club Charter:** This section of the club charter identifies the additional rules specific to each club. These rules must be consistent with the CCPM.

3. **Club Operational Policies and Procedures:** A club may be required to, or may elect to, create separate documents such as a handbook, a policies and procedures manual, a safety manual, etc., to supplement the club's governing rules. These documents should be designed to allow the club to conduct its operations as it deems necessary and appropriate, and to adapt to changing club circumstances. They may be as simple or as extensive as a club decides to make them, but they may not conflict with the CCPM, the Club Charter or with any subsequent changes to the CCPM or the Club Charter. These additional committee documents may be subject to review by the CLC, Management and/or the BOD and copies must be given electronically the Activities Department.
4. **Temporary Waiver:** In situations where a club has exercised due diligence and can't comply with the rules specified in the CCPM and/or its club charter, the CLC may consider granting a waiver of the rule effective for a limited timeframe. Generally, the waiver will be for no more than a year. A waiver granted by the CLC is reported to the BOD Liaison and submitted for approval by the BOD via the consent agenda or as a BAI.

### **3.6 Club Charter and Governing Rules**

A club charter is a document that is promoted and approved by the CLC and then the BOD. It is the basis of a formal written resolution of the BOD granting official club status. Once chartered, a club may reserve space in Association facilities without charge, is given assistance from the Association in the administration and operation of the club's activities, and under most circumstances, is covered by the Association's insurance program, subject to the terms and conditions of the insurance policies.

A club charter is not granted to a group that requires, as a precondition for club membership, a membership in an affiliated national, state, or local organization. Such affiliation must be optional on the part of each club member. A chartered club may not merge with other non-Association entities. An allowance is made for sport-type clubs that need an external organization to establish standards, member handicaps for league play, etc. Such an affiliation must be stated in the club charter.

**A. The Club Charter is composed of:**

1. Name of the Club
  - a) Mission statement
2. Governing Rules
  - a) Structure of the Club
    - i) Membership
    - ii) Leadership
      - Officers
      - At-large leaders (maximum number)
      - Term limit choices (one or two years)
      - Method of election choice (to specific positions or election to leadership with leadership self-organization)
    - iii) Shared Interest Groups (SIGs) and/or Standing Committee if any
    - iv) Guests
  - b) Operations
    - i) Activities with safety/insurance risk and risk mitigation approach
    - ii) Vehicle usage
    - iii) Services performed at SCA residences if any
    - iv) Financial specifics
3. Additional Governing Rules  
Other governing rules, which are needed by the committee to support the committee's purpose.
4. Authorization by the BOD

**B. Establishing a Chartered Club**

The following steps are taken for a group of SCA residents to apply and to be chartered as a club:

1. Any group of 30 or more SCA residents who hold valid SCA activity cards may apply to become a chartered club. Such a group is required to designate a representative who is knowledgeable about the CCPM as the primary contact with the CLC.
2. Once the group's designated representative notifies the CLC chairperson of the group's interest in becoming a chartered club, the chairperson will assign a CLC member to act as a liaison and advisor to the representative throughout the chartering process.

3. An "Application to Establish a Chartered Club" (Application) and a list of residents who have indicated their intention to join the prospective club, together with their SCA activity card numbers, must be submitted to the CLC Liaison by the group's representative. The CLC will review the Application at the next practical CLC meeting. The group's representative must attend that meeting to explain the purpose of the club and answer any questions, including its uniqueness and lack of conflict with any existing club.
4. The CLC will evaluate the Application from the standpoint of the suitability and sustainability of the group as a prospective SCA club. A club charter will only be granted to a group whose purpose and activities are sufficiently different from existing clubs. If the CLC denies a group's application, the group has the option to appeal that decision to the BOD.
5. After the CLC approves the group's application, a club charter is drafted by the group's representative with the assistance of the CLC Liaison. Once the CLC determines that the drafted charter complies with the CCPM, it is signed by the CLC chair or designee. The CLC submits the drafted charter via a BAI recommending approval by the BOD. By a resolution of the BOD, the club charter is granted and is signed by two officers of the BOD.
6. The group's representative sends a 30-days written notice of a meeting to the residents, interested in club membership, for the purpose of electing members to leadership positions.
7. Within 30 days of their election, the new club's officers will submit to the Activities Department a list of the club's leaders (officers and at-large leaders), an annual Club Schedule Request and a club membership list using forms provided by the Activities Department.

### **C. Amending a Club Charter**

After the original approval of its charter by the BOD, a club may amend its charter by the following procedure:

1. A club considering amending its charter should first consult with its CLC Liaison.
2. The CLC Liaison will work with the club on the amendment process. When the club and CLC Liaison are satisfied with the draft amendment, the CLC Liaison will circulate the proposed changes to all CLC members.

3. The CLC Liaison will continue to work with the club and CLC members until all parties agree on the draft amended club charter. The club leadership will then submit the proposed amendments to club membership with 30 days written notice that a vote for approval will take place and that includes the details for the voting mechanism. The voting mechanisms that can be chosen are the same as those for club elections. Club approval of the draft amended charter is by a majority of the members participating in the voting.
4. If club membership approves the amended club charter, the CLC will vote to recommend its approval by the BOD. The CLC will submit the amended club charter to the BOD via a BAI.
5. Charter amendments are not valid until approved by a resolution of the BOD. The BOD also has the option of deferring a decision until further investigation and discussion takes place.

#### **D. Suspension or Revocation of a Club Charter**

1. The CLC may recommend to the BOD that a club charter be revoked for reasons including, but not limited to, the following:
  - Membership declines below 30.
  - Inability to fill club leadership positions.
  - Violation of the CCPM, the club charter, Association governing documents, policies, procedures, or rules, or federal, state or local laws.
  - An irreconcilable conflict occurs within the club membership.
  - Activities detrimental to the Association's reputation or operations.
  - Failure to maintain adequate financial records and controls.
  - Substantial deviation, in the determination of the CLC, from a club's chartered purpose.
2. At the determination of the CLC a recommendation to the BOD, via a BAI, for revocation will be made only after the CLC has given the club an opportunity to be heard on the issue at a closed meeting of the CLC.
3. When a club substantially deviates from its chartered purpose, the CLC may require the club, as an alternative to revocation, to return to its chartered purpose, or seek to amend its club charter to redefine its purpose.

4. If the BOD decides to suspend or revoke a club's charter via BOD resolution, the club is required to satisfy any debts, to cease all operations, and to return all remaining monies, assets (supplies, equipment, etc.) in the possession of the club or its members to the Association by the date and time specified in the suspension or revocation or, if no date and time is specified, within three business (3) days of suspension or revocation.
5. The Activities Department and the Accounting Department are available to aid the club in the dissolution.
6. The club is required to provide the following to the Accounting Department:
  - Closing financial report
  - Check register
  - Any additional documents required by the Accounting Department to allow it to form an opinion about the adequacy of the closing financial report and closure of the club's banking account.
7. The club's leadership remains responsible to assist the Association with any remaining matters that are necessary and appropriate to cease operations of the club. If they fail or refuse to do so, the BOD or Association management may act against the responsible individuals who may then be sanctioned or fined in accordance with the governing documents.

#### **E. Club Decision to Dissolve**

A club considering dissolution should contact its CLC Liaison for assistance and should keep the CLC Liaison apprised of each of the following steps:

1. Dissolution begins with due consideration by the club leadership at a leadership meeting of a motion to dissolve.
2. The motion to dissolve must pass by a two-thirds vote of the club leaders.
3. The club leadership must then give a 30-day written notice to the club's members of a general membership meeting to vote on dissolution. The motion for dissolution must be passed by a two-thirds vote of the members present at that meeting.
4. Once the club membership has passed a motion to dissolve, the club must notify the CLC, the Activities Department and the Accounting Department, all of which are available to aid the club.
5. After the club has satisfied any debts, all remaining club monies and assets, in the possession of the club or its club members must be returned to the Association as soon as possible or within 60 days of the club's decision to dissolve.

6. The club is required to provide the following to the Accounting Department:
  - Closing financial report
  - Check register
  - Any additional documents required by the Accounting Department to allow it to form an opinion about the adequacy of the closing financial report and closure of the club's banking account.
7. The CLC will submit a recommendation for termination of the club's charter to the BOD via a BAI. Club dissolution of the club and termination of the club's charter is effectuated by a resolution of the BOD.
8. The club's officers remain responsible to assist the Association with any matters that were necessary and appropriate to cease club operations. If they failed or refused to do so, the BOD or Association management may act against the responsible individuals who may then be sanctioned or fined in accordance with the governing documents.

### **3.7 Club Structure**

#### **A. Membership**

Membership/Participation in a club is a privilege given at the discretion of the SCA BOD and not a right of Association ownership or residency.

The following rules must be adhered to:

- Membership in any club is open to any resident of Sun City Anthem who holds a valid SCA activity card.
- A member's term in a club is indefinite as long as all obligations to be a club member are met.
- A member participating in an activity or event that is not sanctioned by the club shall not use the "Club Name" or "SCA" as if representing the club or the Association. When not sanctioned by the club, the member is participating as a private individual.
- A member, without the consent of the club, shall not establish an email/social media account using the "Club Name" or "SCA".

#### **B. Club Leadership**

##### **1. General Rules**

- A club is required to have a club president, a club vice president, a club secretary, and a club treasurer. However, the last three positions may be combined in any way so that there is a minimum of three club officers. The position of club president may not be combined. A club may have additional officer positions, as long as those positions are set forth in its club charter.

- If the club charter so provides, a club may, but is not required to have, additional club leaders, referred to as at-large leaders.
- The club is governed by its club leadership. All officers and at-large leaders are the voting members of the club leadership and as such, must be elected to their positions by a majority of the voting club members.
- All club leaders serve without compensation for fulfilling leadership responsibilities.
- Any club leader, who provides a service to the club for which a benefit is either received personally or by the member's business entity, must abstain from voting on decisions relating to those services. Examples include those leaders who may be paid as instructors or those leaders who may provide travel agent services.
- Officers and at-large leaders may be elected to a one-year term or a two-year term, as set forth in the club charter's governing rules. Occupants of the same household may not serve concurrently as members of a club's leadership.
- No member of the club leadership may serve as a member of the club leadership for more than six consecutive years. A person serving six consecutive years must then be off the club leadership a minimum of one year before again serving on the club leadership.
- If an exception is required to any of the preceding rules, the club leadership can request a waiver for approval by the CLC. The CLC will submit its recommendation to the BOD for approval via the consent agenda or BAI.
- The terms of officers and at-large leaders start on January 1.
- A club has a CLC Liaison who is not in the club's leadership.

## 2. **Responsibilities and Duties of Club Leadership**

Club officers and at-large leaders must be familiar with the provisions of the CCPM, the Club Charter and Governing Rules, and any Club Operational Procedures. The club leadership must inform club members on how they can access these documents. While the responsibilities and duties of club officers may vary, in general, they include the following:

- The club president presides over all general membership and club leadership meetings, and is responsible for the administration of all club business. The club president or designee represents the club when communicating with the BOD, Association management, the Activities Department, the CLC, and other SCA committees or clubs.

- The club vice president has the customary role of standing in for the club president in his/her absence and keeping the club president informed on all aspects of club business conducted in his/her absence. The club vice president performs other duties as assigned by the club president.
- The club secretary records minutes at club leadership and membership meetings and arranges for their distribution to members. The club secretary writes articles for the SCA magazine, retains an archive of previous minutes, saves copies of all email blasts sent to the membership, directs, and archives correspondence, and maintains other records as necessary.
- The club treasurer manages club finances, receives all monies, and pays all bills, prepares, and submits club financial reports, and ensures the club follows the financial controls and procedures in the CCPM.
- When any of these offices are combined, the above duties are also combined.

### **C. Club Elections**

Officers and at-large leaders are elected in one of two ways, as set forth in the club charter.

- The general membership elects members to specific officer positions and at-large leader positions, or
- The general membership elects only club leadership members, who among themselves determine which members will serve in specific officer positions, with any remaining leadership members serving as at-large leaders.

The leadership election process is:

1. Approximately 60 days prior to the annual club election, which is typically held near the end of the year, a notice is sent to all members notifying them of the upcoming election with the details for submitting the name of a candidate. A club may have an election committee. To ensure the integrity of the nominating process so as not to disadvantage anyone, candidate submissions must not be received by any prospective candidates.

2. Any qualified club member may apply to be a candidate by submitting his/her name up to fourteen days before the election at which time nominations are closed. A club who does not have a complete slate of candidates, at least fourteen days before the election, must contact the CLC Liaison to request permission if the club wants to allow nominations from the floor for the vacant position(s) at a general membership meeting.
3. At least 10 days prior to the annual election a written notice must be sent to the club membership including the names of known candidates, the positions sought if appropriate and the method and details for voting. The method of voting, which must ensure the integrity of the voting process: may be by a show of hands at a general membership meeting (including via video conferencing); by secret ballots; by email; by electronic voting; or by a combination of these methods. The tally of votes must not be done by any candidate. For electronic voting, a mechanism must be used that separates the identities of the voters from the vote tally, and that provides a list of the voters for verification of the legitimacy of the voting process. A majority vote of the committee leadership decides on the method of voting. Voting must not commence until all candidates are included on the ballot. Election winners are determined by a majority of the votes cast. In the event of a tie, a coin flip, done by a non-candidate, is used to break the tie. A written report, which may be the minutes of a general membership meeting, must provide an official record of the election.
4. Using the Club Leadership Information form provided by the Activities Department, the club leadership must report the election results, and any subsequent change in club leadership members, to the Activities Director and the club's CLC Liaison within ten days of the election or club leadership change.
5. In the event of a vacancy of a leadership position, a new candidate must be solicited and elected within 60 days. Leadership positions may be restructured, for example, a current vice president may be a candidate for the president position when the president's position becomes vacant. Election of a new candidate and any leadership positions restructured follows the rules above for an annual election with the exception that required notices are sent within a reasonable timeframe. When the partial term, or any portion thereof, served by the replacement is less than 10 months, it doesn't count for term limit purposes.
6. In the event of an election dispute, the CLC will attempt to assist with resolving the matter in a reasonable manner, which may include coordinating with the conflicting parties for an agreement or requiring the club to hold another election. The CLC may suspend club activities until the election issue is resolved. When an election needs to be repeated, required notices are to be sent within a reasonable timeframe.

#### **D. Club Committees**

- Club leadership may establish standing and/or ad hoc club committees and appoint club committee chairpersons to assist the club leadership in planning and carrying out the club's operations. If a club has operational procedures, it may set forth how the committees are created, the committees' functions and responsibilities, and how committee chairpersons and members are selected.
- Only a club president or designee is authorized to make requests to the Activities Department on behalf of a club's committee, for example a request for room usage.
- A club leader may serve concurrently as a committee chairperson.

#### **E. Shared Interest Groups (SIGs)**

1. A Shared Interest Group is a subset of club members interested in an aspect or specialty of the club, which may meet separately.
2. The club leadership is responsible for all SIG activities, including requests for room usage by a SIG, and accounting for revenue generated or expenses incurred by a SIG.
3. All funds generated by a SIG are club revenue.
4. SIG actions are actions of the club, and the club is responsible for a SIGs compliant and non-compliant actions, including the ramifications thereof. Therefore, a club leader(s) may observe/participate in any SIG activity or communications without being a member of the SIG.
5. Members of a SIG select their SIG leader(s). However, when the leader(s) of a SIG is to be considered also as a member of the club leadership with voting privileges, that leader must be elected to the leadership by the club's general membership and is subject to the term limits stated for club leadership members.

#### **F. Guests**

1. A resident guest holds a valid SCA activity card but is not a member of the club. Each club may determine for itself the maximum number of times a resident guest may attend club events per year without joining the club, which must be set forth in its club charter.
2. A non-resident guest does not qualify for club membership and may attend club events held on Association property only when accompanied by a club member no more than five times per calendar year, or less if the club so desires. Each club may determine the maximum number of times a non-resident guest may attend its club events each year held somewhere other than on Association property. Both of these limitations must be set forth in its club charter.

3. A non-resident guest is not permitted to participate in any performance by the entertainment clubs, with the exception of karaoke events.
4. Club officers should make sure that all club members are aware of its guest policy. A club must keep track of guest attendance to ensure compliance with guest attendance limits.
5. In planning events where space is limited, a club must give priority to its members first, then to resident guests, and then to non-resident guests.
6. A club may charge a guest fee and is responsible for ensuring guests comply with club requirements for safety, participation, and decorum.

## **3.8 Club Operations**

### **A. Meetings**

Club meetings must be conducted with best efforts for transparency of club operations to the club membership. Clubs have different types of meetings and the rules regarding them are as follows:

#### **1. General membership meetings**

These are open to all members in good standing and at which all such members may vote. At least annually, a general membership meeting must be held, which must include a club financial report and discussion of the club's budget.

#### **2. Club leadership meetings**

Leadership meetings are scheduled by the club leadership as needed to conduct business. Voting at these meetings is limited to club leadership members. Meeting attendance is limited to club leaders, club members in good standing, BOD and SCA Management members, CLC members, and persons invited by the leadership.

#### **3. Club leadership executive sessions**

When confidentiality must be maintained, the leadership members meet in an executive session. A club executive session is limited to leadership members, BOD, SCA Management, CLC members and those invited or required to attend. At an executive session, discussions and decisions may be made on matters concerning complaints or violation of the club governing document or policies.

#### **4. Election meetings**

A club may hold a meeting near year's end to elect or to announce club leadership members for the coming year. Only club members in good standing, BOD, CLC and SCA Management members may attend if voting is occurring during the meeting.

## 5. **General rules for meetings**

- Club leadership has the authority to set the frequency and times of its meetings and general membership meetings. Agendas and meeting minutes should be sent out in a timely manner to club members via email, and/or posted on the club website.
- The general concepts of Roberts Rules of Order govern the conduct of business at all general membership and club leadership meetings.
- A majority of the votes cast determines the passage of a motion at meetings. A quorum for a general membership meeting is the number of members in good standing who attend the meeting. A quorum for a club leadership meeting is a majority of the club leadership members. Each voting member at club leadership and general membership meetings will have one vote by show of hands or secret ballot.
- When it is not feasible to conduct club meetings in person, the meetings may be conducted virtually, by use of Zoom, Skype, GoToMeeting, or some other web-based platform or method which allows simultaneous communication. In person meetings may be combined with a virtual method thereby permitting additional club members to attend. Voting at such meetings may take place using any of the same methods available to the election process. The methods chosen must ensure the integrity of the voting process, such that no one may vote more than once, and each member's vote is accurately counted.

## 6. **SCA BOD, Management and/or CLC attendance at a club meeting**

- A member of the BOD, Association Management and/or the CLC may appear at and/or attend any club meeting, activity, or event to observe and confirm compliance with SCA rules and regulations and the CCPM. Denial of access under these circumstances to a member of the BOD, and/or Association Management may result in the immediate suspension of the meeting, workshop, activity, club charter, and disciplinary action against the club or the leadership members that denied access. The penalty does not apply where a legitimate conflict of interest exists with respect to the member of the BOD, and/or Association Management, but such conflict issue must be presented to the BOD for approval and/or ratification. Denial of access to a CLC member may result in the filing of a CLC complaint against the club or its leadership.

- Where a member of the BOD or CLC appears at and/or attends a club meeting, event, or activity pursuant to this section, the BOD or CLC member's attendance is limited to observation only. The BOD or CLC member may only provide information and/or share guidance at the request and discretion of the club leadership. In the event a BOD or CLC member unilaterally initiates contributions to a meeting under this section the BOD or CLC member is in violation of this rule and regulation. The club, or an individual member thereof may submit a complaint to Association Management for a BOD or CLC member's violation of this section.
- Nothing in this section shall be construed to preclude the participation by a member of the BOD or CLC in their capacity as a member of a club, including a member of the club's leadership. However, a BOD or CLC member attending in their capacity as a member of a club shall not issue unsolicited BOD or CLC directions or guidance.

## **B. Document Requirements**

1. The list of Key Dates/Deadlines for Club Reporting is posted on the SCA website that clubs may use as an easy reference.
2. To enable the Association to comply with its ten-year document retention obligations under Nevada Law, the Activities Department maintains a file for each club to include but not limited to:
  - An Application to Establish a Chartered Club and the Club Charter,
  - A list of club members' names and SCA activity card numbers, that is required to be submitted each year by January 31 current as of the previous December 31,
  - Club Leadership Information following an election or change of officers.
3. By the end of each year or by a date specified by the Association, each club must have submitted the following to the Activities Department:
  - Minutes of club leadership meetings and general membership meetings,
  - All formal correspondence with the Association,
  - All records of complaint or disciplinary proceedings,
  - Activity forms,
  - Liability release forms, when required,
  - Consent forms for services/inspections performed at SCA residences,
  - Any other documents the Association may deem to fall within the requirements of the law. The Association will notify the clubs in writing which documents fall within the latter category.

4. The Association will store the above documents for each club and will make copies available to a club upon reasonable notice. The Activities Department will ensure access to club files it maintains is limited only to Activities Department staff, CLC members, Association management, the BOD, and current club leadership members, on a need-to-know basis.
5. While the Activities Department retains the originals of the Application to Establish a Chartered Club and Club Charter, a club should maintain a copy of these documents indefinitely, readily accessible to all members. A club should also maintain copies of any other club documents (meeting minutes, financial reports, membership lists, etc.) which may need to be quickly accessed from time to time. How long a club retains them is up to the club, but a good minimum is three years.

**C. Use of Club Members' Contact Information**

1. A club is responsible for safeguarding the privacy of its members' contact information, which is confidential and intended for use for club business only. Club members may not use or disclose such information for any purpose other than furthering the activities of the club. The only exception is that the information shall be disclosed to Association management, upon the request of Association Management or the BOD to further Association purposes. A club may receive permission from a club member to share his/her contact information with other club members, but such permission must be in writing, a copy of which must be retained by the club.
2. When communicating by email to club members, individual email addresses must be shielded by using blind copy (bcc). An option to decline to receive club emails and telephone calls must be offered to club members.
3. Former club leadership members who had access to member information are not permitted to use club contact lists, or the information contained therein, for any purpose.
4. A club is not permitted to use social media or other forms of electronic communication that expose members' identities or contact information to outside individuals or businesses. Such media should be used with discretion to protect members' privacy.
5. When a club is asked to promote activities conducted by another club or SCA organization, it is not required to do so, but may, provided its club leadership approves such a request.

6. A club must protect members' contact information on club websites/webpages by ensuring that information is not publicly available on its website to anyone, including other members unless the member's permission is on file. Only contact information for club officers, at-large leaders, and others involved in planning, organizing, and managing club activities, or as otherwise expressly permitted by a club member, may be set forth.

#### **D. Intellectual Property**

1. Intellectual property includes:
  - Websites
  - Web pages
  - Social media
  - Videos and photographs
  - Publications
  - Entertainment sources
  - Communications
  - Music
2. All club leadership has the responsibility to ensure that all non-SCA intellectual property used by the club is properly acquired and Licensed. This prevents legal issues that could involve both individuals and SCA. Questions can be directed to the Communications Department staff.

#### **E. Digital Media**

A club's content on any digital media platform is subject to the SCA Terms of Use Policy and other SCA governing document provisions regarding intellectual property.

1. A club must have a webpage on the SCA public website. This page is for general information about the club and its activities.
2. A club may also have an optional webpage behind the SCA login. This webpage may be used by the club for its business. It also may contain a link to the club's website. When a club has a website, it is typically for scheduling, request fulfillment and other non-confidential purposes.
3. A club's public webpage/website must not contain confidential material. The website must not be used for commercial purposes.
4. If a club has a public website, it must not contain an open forum.
5. A club's public and/or private website(s) is to support club activities and projects. It is not to be used for criticism of individuals, groups, or the Association.

6. Sanctions for misuse of webpages/websites may include, but are not limited to, webpage/website suspension by the BOD.
7. A club may have a notice, such as for an upcoming club, SCA or public event, posted on an SCA eBlast by contacting the Communications Department.
8. A club's use of social media must be identified in the club's charter and may not include other direct club participation in blogs or other similar media.
9. A club member, when contributing to social media as a private individual, must be clear that he/she is not representing the club nor the Association.
10. A club shall provide information for Association communications when requested by the Communications Director.

**F. SCA Magazine**

SCA magazine articles are used to publicly communicate to the greater SCA community information about the purpose of the club, as well as past and upcoming activities. Further guidance on style compliance for magazine submission may be obtained from the "SCA Print Style Guide" on the SCA website or from the Communications Director. It is the responsibility of leadership to ensure that a monthly article is submitted to the SCA "Spirit" magazine.

1. SCA management and the BOD reserves the right to edit, condense, verify and/or reject all publication submissions. When an issue arises with the submission, the issue must be addressed with the author:
  - c) If the author agrees with the change, then the edit can be made.
  - d) If the author disagrees with the change, then the issue can be submitted in writing to the COO for further review by the COO or BOD.
2. The following type statements are expressly forbidden in all SCA media:
  - a) Inflammatory or incendiary statements attacking specific individuals, organizations, or staff.
  - b) Negative responses to outside media (including blogs, newspapers, newsletters, etc.).
3. Submitted articles must contain positive statements and avoid those that denigrate differing opinions which may be held by the SCA community's magazine readers.

## **G. Participation in SCA BOD Election and Campaign Activity**

1. A club is not permitted to take a position with respect to anyone who is a declared candidate for the BOD. A club is not permitted to show preference for an individual candidate, either at a club meeting or event, or in correspondence, or by allowing written material to be distributed at a club meeting or event, or by any other method which would suggest the club prefers one candidate over another. During the proceedings of a club meeting, a member may not express a private opinion on a candidate.
2. A club may invite candidates for the BOD to speak at a club event regarding their candidacy, so long as it is held after the Election Committee's official candidate forum for the applicable election cycle. If a club does so, it is required to send an invitation which is inclusive of all candidates to that club event.
3. A club is not permitted to invite or allow a BOD candidate to speak at a club function on any topic during the election campaign period. This section shall not be interpreted to preclude a candidate from speaking or appearing in the ordinary course of a candidate's normal membership participation, activities, and/or leadership roles on a club as long as that speech is unrelated to the election.

## **H. Program Safety and Insurance Mitigation Based Rules**

The CAM reviews club activities and services. The purpose of these rules is to eliminate or mitigate insurance and member safety risks by reviewing all activities.

### **1. Annual Activity Requests**

A Club sometimes engages in a wide variety of activities that pose almost limitless opportunities for liability in a variety of contexts. To improve the likelihood that an activity will be covered by the Association's policies of insurance, Management needs to submit club activity information to SCA's insurer in conjunction with the Association's annual insurance renewal. This puts the insurer on notice, allows the insurer to comprehend the club's activities more fully, and confirm coverage for those activities. If certain activities are not covered, the club may be asked to modify or eliminate those activities.

- By June 1<sup>st</sup> of each year, each club must submit to the SCA CAM a completed activity form that is provided by management identifying activities the club engages in throughout the year. The form must be signed by the club president.
- Information on activities that exceed the scope of the club's charter is forwarded by the CAM to the BOD for discussion and possible resolution.

## 2. **Liability Releases**

SCA Management and the BOD will determine when the activities of a club warrant the execution of liability release forms by the club's members and if the forms are needed on one time basis or annually. Club leadership is responsible to ensure that the liability release forms are executed before the member participates in the related activity. The original signed form must be submitted to the CAM to be held on file. The club must comply with any directives by the CAM regarding liability releases.

## 3. **Vehicles**

Private vehicles that are used by club members for club-chartered activities are covered by private insurance. Accidents that occur during club events on SCA property are to be reported to Association staff.

## 4. **Sanctioned Services Offered at SCA Residences**

The following rules cover risk factors including, but not limited to:

- Any potential damage caused by the activity,
- Any claims by the resident of uninvited club member(s) presence.
- A claim of assault by the visiting club member.
- An injury of the visiting club member at the premises.

Before a service by a club member(s) is performed at an SCA residence, at the request of the resident, the requesting resident must either deliver a written service request, fill out an electronic form if available from their SCA website account, or phone in a request using proper identification including an SCA activity card number. The resident must agree in writing to allow the club member(s) onto the property by signing a consent form. Either consent forms provided by the Association or consent agreements written into service requests can be used. In either case the verbiage must match the consent form provided by the Association. Once requested, the club member(s) is responsible:

- To bring the proper form to the residence in the event that the resident has not already filled out the consent form.
- To ensure the resident has completed and signed the form and made aware of potential damage that could result during performance of the service.
- To ensure that the completed form is returned to the club for filing.
- When a hazardous activity is being performed the club members must use a two-person safety rule.

Before a club sanctioned, requested, volunteer/performance activity takes place at either an offsite facility, such as a nursing home, hospital, charitable institution, school, etc. or a private residence, a consent form provided by the Association must be completed by an authorized individual of the facility/residence. The completed form must be returned to the club for filing with the Association.

## 5. Adding New Activities or Services

A proposal to add a new club activity or service must be approved in advance. A proposal will trigger an insurance and individual risk assessment by the CAM.

New activities that require a charter amendment which is submitted via a BAI to the BOD for approval include, but are not limited to:

- An activity that poses an insurance risk,
- An activity not in keeping with the club's purpose,
- Activities that conflict with similar activities in other clubs or committees,

New activities that do not meet the above criteria are allowed but must be included in the club's general meeting minutes and discussed with the club's CLC Liaison to ensure that they are acceptable.

## 6. General Safety Rules

- Safety programs must be established by any club using power equipment (portable or fixed), with written operation and maintenance safety rules conspicuously posted.
- A club with a safety program must designate a member(s) to act as a monitor(s) or safety officer(s) to ensure compliance. When a club is unwilling or unable to properly monitor the facility, club activities must be suspended until proper supervision can be arranged.
- Club leadership is responsible for ensuring all club activity leaders (foreman, safety supervisor, shop supervisor, kiln operators, etc.) are well qualified in the use of club equipment and follow club rules. Activity leaders have the authority to immediately deny equipment use to any individual who violates a club safety rule, or who, in the activity leader's judgment, is unable or unwilling to abide by the safety or operating rules and procedures. Such individuals may then be the subject of club complaint procedures.
- An accident on SCA property during a club activity, which causes damage to property or injury to a person (accident), whether requiring medical attention or not, must be immediately reported to an SCA staff building monitor, who is responsible for documenting details on an Incident/Accident Report Form. When emergency medical attention is required, any person in the near vicinity should call 911 immediately.
- When an accident occurs during an offsite club activity, a detailed report must be submitted by a club officer to the Activities Department within 24 hours, or as soon as possible. The club may use the Incident/Accident Report posted on the SCA website for this purpose.

### **3.9 Club Usage and Scheduling of SCA Facilities**

#### **A. General**

1. The Activities Department manages space usage and has created the FUM, which contains detailed provisions regarding space usage applicable to clubs. Any questions regarding space usage should be addressed to the Activities Department.
2. A club requesting use of space for the following year should submit an Annual Club Schedule Request to the Activities Department, between June 1 and August 1.
3. A club using sports courts must coordinate with the Activities Department regarding club court schedules and which courts are reserved for general resident play.
4. When a club no longer needs scheduled space, it should notify the Activities Department as soon as possible, but no less than 24 hours before the scheduled meeting or event.
5. A club must receive prior approval from the Activities Department for use of promotional/display tables, bulletin boards, posters, video monitors and print publications.
6. A club must abide by the rules stated regarding copyright laws and must pay any required licensing fees to show a film or other copyrighted material, regardless of whether an admission fee is charged. A club must obtain approval from the Activities Department, which arranges for approval by the copyright holder.
7. A club requesting space for any activity that has not been included in the Annual Club Schedule Request should do so as early as possible. The Activities staff will try to accommodate the request but reserves the right to deny any request due to insufficient preparation/setup time.

#### **B. Club SCA Events, Club Public Events, and Inter-Club Tournament Events**

1. A Club SCA Event is defined as a club event open and advertised to all SCA residents holding valid activity cards.
2. A Club Public Event is defined as a club event which is open and advertised to non-residents.
3. An Inter-Club Tournament Event is defined as an event scheduled occasionally between an SCA Club with a non-SCA organization. The event is generally arranged by the officers of the respective clubs and advertising external to SCA is not allowed. The club must ensure that the number of non-SCA club members coming to SCA facilities is limited to those persons participating in the tournament. The club must follow guest policies for the non-SCA club members and provide Activities with the expected number of guests when seeking approval of the event. SCA Clubs, such as Bowling, Softball, Men's Golf, etc., which by their charter are in offsite competitive play, are excluded from this provision.

4. Club SCA Events, Club Public Events, and Inter-Club Tournament Events, whether held on SCA grounds or not, must be approved in advance by the Activities Department. Club Public Events must also be approved in advance by the CLC.
5. A club must submit a written request to the Activities Department for a Club SCA Event, a Club Public Event, or an Inter-Club Tournament Event as part of its Annual Club Schedule Request. Any additional request must be made to the Activities Department in person, a minimum of 30, and preferably 60, days in advance of the event. A request not meeting the 30-day minimum will only receive consideration at the discretion of Management. The Activities Department will determine whether the request meets the criteria for a specific type of event, and whether adequate space is available.
6. A club is permitted to accept products, food, trophies, cash to be used for the event or a check as a donation to a charity from a non-SCA entity (sponsor). A sponsorship(s) can be used to support an event, but it cannot be intended as a means to accumulate club funds. If the sponsor seeks a promotional opportunity, such as advertising, signage, or a promotional table, that promotion is limited to the day(s) of the club event. A club must not endorse use of the sponsor's service or business. The Activities Department must be notified in advance of a sponsorship and the sponsor's role during the day(s) of the event. The Activities Department may place restrictions on the sponsor's promotional materials.

**C. Event Coordination between the Activities Department and the CLC**

1. The Activities Department will seek the advice/recommendation of the CLC in the event of scheduling conflicts, non-adherence to scheduling procedures, or any circumstance where the Activities Department feels the CLC may be of assistance dealing with clubs in general, or with a particular club, with respect to space usage and facilities scheduling.
2. Clubs may seek the assistance of the CLC in dealing with the Activities Department regarding space usage and facilities scheduling.

**3.10 Club Financial Controls and Procedures**

**A. Banking**

Club financial operations are included in the Association's financial records and tax returns. Thus, all club bank accounts must be at one bank, designated by the BOD. A club bank account must use the Association's Tax ID number and must be established in the name of "Sun City Anthem Community Association, Inc.," with the club's name as the reference.

The Association's Accounting Officer or CFO, as SCA Key Executive, is required to be an authorized signer on all club bank accounts. The Accounting Department will obtain a copy of each club's monthly bank statement directly from the bank.

## **B. Secondary Savings Account**

A club maintaining a secondary savings account for future purchases must consult with the Accounting Department's CFO for the rules regarding those funds and tax implications.

## **C. Budget**

A club is to have an annual budget to guide planning for expected revenues and expenditures. The budget should be prepared by the club treasurer and must be reviewed and approved at a club leadership meeting held prior to the start of the year. A budget and the dues for the current year shall be deemed approved by the club membership unless the budget is disapproved by a majority vote of the members at a general membership meeting. When a budget is disapproved by the membership, then the club has 30 days to submit a new budget plan to the membership. A club may obtain assistance from the Accounting Department regarding the creation and adoption of a budget.

The purpose of club revenue is to support club activities for the benefit of its members and not to accumulate money. Therefore, the intent is for a club's revenues and expenditures to balance out at year's end. Clubs need to consult with Accounting Department staff when revenue significantly exceeds spending causing funds to accumulate.

## **D. Revenue**

A club's revenue generation should be targeted at a level necessary to support its ongoing activities. A club is to spend its revenues for the benefit of its members. Excess revenue over expenses generates taxable income for the Association. The club may be responsible for reimbursing the Association for its share of the tax liability. Club revenue must promptly be deposited into the club's SCA bank account. Revenue can be generated in several ways:

- **Dues:** Each year a club may determine the amount of dues charged, whether to prorate dues for partial year membership, when dues must be paid, and what constitutes the membership year. Dues should be kept to the minimum necessary to support club operations.
- **Donations:** Donations received by a club are considered revenue.
- **Events:** A club may hold events for which money is collected at a reasonable amount above expenses to support the club's activities.
- **Sales:** A club is permitted to sell items made or purchased by the club or belonging to a club member. Refer to the Monthly Sales and Use Tax Reporting and Remittances section. If a club sells a member's item, the club receives a minimum of 10% of the proceeds.

Club members may not promote or sell products or services from their personal businesses to club members at club functions.

A club may sell supplies related to club purposes to its members at a reasonable markup to fund club operations. Supplies may be displayed in club areas as a convenience to members, but the display should not give the appearance that they are available to the public.

## **E. Expenditures**

All club expenses must be preapproved through the club's annual budget process, officer delegated limits or subsequent club membership approval. Proper supporting documentation is to be maintained for all expenditures.

### **1. Membership Appreciation:**

A club that issues a check, provides a gift or a gift card, etc. as a form of appreciation for a member's service or participation in club activities must specify the amount set aside for that purpose in the membership's approved budget. Checks are the preferred method of appreciation gifts, but any gift to a member greater than \$100 must be made by check. Club leaders are only eligible to receive appreciation awards that all members have the equal opportunity to receive, i.e., they cannot receive compensation for fulfilling leadership responsibilities. A year-end report of the amounts paid to individual members must be presented to the club membership and also must be submitted to the Accounting Department.

### **2. Charitable Donations:**

- A club may only make contributions to bona fide charities and must obtain documentation of the charity's tax status prior to disbursing any funds. The Accounting Department is available for assistance.
- Charitable donations are not to be made from club dues, club funds or from the price of admission for a club event.
- When a club desires to contribute to a bona fide charity it should do so by using a club check. When a club desires to support a charity, it must seek a majority vote of the members at a general membership meeting.
- A club may hold a fund-raising event for a charity, where optional donations may be collected for the charity. The fund-raising event and the charity must be approved in advance by the club's membership. The checks must be made out to the charity. The club may directly hand over those contributions to the charity. Cash contributions made by members must be counted by at least two club members. It is preferable that the cash be deposited in the SCA club bank account and a check written to the charity.

- When a club desires to cause a contribution to a political organization or candidate, it may only do so by having its members or guests make personal, direct contributions to the organization or candidate with no assistance or handling of the contributions by the club.
- Club contributions to religious organizations are not permitted unless the cause is designated as a relief effort.

#### **F. Dealing with Vendors**

1. A club may need the services of a vendor, e.g., caterer, entertainer, instructor, workshop leader, or other provider (vendor), whether services or goods are provided on or off SCA property. A club is required to select the vendor, define the services and goods, determine the fees, etc., and must give a completed Vendor Service Agreement Worksheet to the Activities Department at least 60 days before the event or commencement of the service or provision of goods. When discussing arrangements with the prospective vendor, a club may not suggest an employer/employee relationship exists. Clubs are not permitted to enter contracts with any vendor, supplier, or other entity. Approval must be provided by the Activities Department for club contracts.
2. A club is not permitted to sign a vendor contract. All contracts with vendors are to be signed by Association management or a member of the BOD on a form prescribed by management. The Activities Department will determine whether such a contract is needed and will obtain the vendor's signature.
3. Cash payments to vendors are not permitted.
4. Depending upon the type of service or vendor and the frequency of the service, a vendor may need to provide a certificate of insurance with SCA endorsement and/or a business license from the City of Henderson. The Activities Department handles all issues with respect to these matters.
5. When considering a service provider, a club must not limit its choice solely to service providers who are club members. Anything provided by a club member, or a member's business entity, to the club for which compensation is received, constitutes a service. The member's service must be approved in advance by the club leadership, recorded in the leadership meeting minutes and reported to the club's general membership. The club and the member service provider must adhere to the rules for dealing with a vendor. If a member service provider is inherent to the club, it must be included in the club charter.

## **G. Accountability Practices**

1. Two signatures on all checks are required. When possible, one should be the club treasurer. Only current club leadership members who have signed bank signature cards are authorized to sign club checks. When a club check is made payable to someone who is also a bank signatory, that person shall not be one of the check signers.
2. Maximum Payment Limits:
  - a) The maximum payment limit that can be authorized by club leadership is limited to the amounts approved in the annual club budget or an amount stated in club charter that does not exceed \$1,000. Disbursements or commitments to spend above this maximum requires a vote by club membership at a general membership meeting for which written notice is given in a timely manner.
  - b) The maximum payment limit applies to any expenditure where general club funds are to be used. General club funds include dues payments, and money raised by the club in other ways.
  - c) The maximum payment limit does not apply to an event where club members and their guests simply pay a fee to participate, and the fees collected are “passed through” to a vendor. For example, the cost of a club’s holiday party would generally not be covered by the limit. However, when general club funds in an amount above the maximum payment limit are used to subsidize the cost of the party, those additional funds would be covered by the limit.
3. Cash transactions are to be minimized and avoided when possible. A receipt should be provided for cash received, and the cash must be deposited in the club's bank account in a timely manner. The receipt must state the purpose of the payment.
4. A club is not permitted to have a club credit or debit card.
5. In coordination with Association Management and using the Association’s systems, a club can agree to allow payments to the club via credit and debit cards. The payments will be directed to the club’s bank account. The club is responsible for any associated transaction fees.
6. Bank statements must be reconciled monthly and should be reported at the club’s leadership meeting(s).

7. Disbursements must be made only by check or from a properly established petty cash fund, supported with documentation, such as purchase receipts or invoices stating the purpose of the disbursement. Petty cash funds must be replenished by the issuance of a club check.
8. A club member or leader must not make a purchase unless it is authorized in the club budget or by the club leadership. The club must preclude a single individual from ordering and receiving equipment or supplies and also disbursing funds for their payment. A Club Expense/Reimbursement Form is available from the Activities Department to keep track of disbursements.
9. A club member seeking reimbursement from a club must present a receipt with a statement of the purpose of the expenditure within 60 days of the purchase.
10. A review of club financial records and documents may periodically be requested by the Association. Such review will usually be conducted by the Accounting Department staff. Irregularities may be cause for a review in subsequent years or continual monitoring. Continued noncompliance may result in revocation of a club's charter.
11. A club soliciting gifts of money or products may not indicate to the donor that it may claim a charitable deduction for such gifts. The Association is not a charity. When required by the donor, the club may request a letter from the Accounting Department stating the Association's tax status.

#### **H. Monthly Sales and Use Tax Reporting and Remittances**

Clubs' purchases and sales may be subject to Clark County, Nevada sales and use taxes as indicated below. When applicable, a copy of the invoice and the completed Sales and Use Tax Reporting Form (which can be downloaded from the Association's website), and a check made payable to Sun City Anthem Community Association, Inc. in the amount of the sales and use tax, must be delivered to the Accounting Department by the 10th of each month for the previous month.

1. Use Tax is Applicable to all Clubs as Follows:
  - a) Any club making purchases for which Clark County, Nevada sales tax is not paid must report all such transactions to the Accounting Department on the Sales and Use Tax Reporting Form.
  - b) Under Nevada law, an amount equal to Clark County's sales tax must be paid on the item(s) purchased, and on any handling charge. The tax need not be paid on shipping charges if the shipping charges are stated as a separate line item on the invoice. If charges for shipping and handling cannot be separated, the total for both is taxable.

2. Sales Tax is Applicable to Clubs with Sales as Follows:

- a) Any club making sales subject to Clark County, Nevada sales tax must report all such transactions to the Accounting Department on the Sales and Use Tax Reporting Form
- b) Under Nevada law, tangible personal property, which is most goods, wares, and merchandise, transferred for value is taxable. Services necessary to complete the sale of tangible personal property are taxable. Only installation and repair/reconditioning service is not taxable if it is separately stated on the invoice. Sales tax must be collected on the club sales.

**I. Annual Financial Reports**

As part of a club's annual general membership meeting, the club treasurer must present a verbal or written financial report, disclosing year-to-date revenues and disbursements, and assets and liabilities. The report should be sufficiently detailed to inform the membership about the financial condition of the club and should be recorded in the meeting's minutes.

A club must follow any directives by the Accounting Department regarding required club financial reporting. A club may be required to complete and submit an annual financial report by a date determined by the department. Additionally, the department may require the club to provide documents that must accompany the report, such as: receipts, invoices, deposit records, reconciled bank statements and the previous year's reconciled December bank statement, and check register (e.g., spreadsheet, or software report). The club president and treasurer from the year the report covers must sign the report, if applicable.

**J. Annual Report of Amounts Paid to Vendors and Club Members**

A club must submit to the Accounting Department, by January 10, a list of amounts paid to vendors and/or its members during the previous calendar year. Since the IRS threshold for 1099 reporting is an accumulation of annual payments to a single vendor or individual by all SCA entities, every club must report payments, regardless of the amount to each vendor and/or member. DO NOT report amounts paid to members for reimbursements substantiated with receipts.

**K. Club Property and Capital Assets**

All assets (money, supplies, equipment, etc.) of a club ultimately belong to the Association regardless of whether the original purchase was with club funds. Club capital assets (assets which exceed a certain value as determined by the Accounting Department) must be reported at the time of purchase or as requested by SCA management.

### **3.11 Complaint Proceedings**

Complaints and related proceedings are confidential matters. Complaints are typically issued for prohibited actions which include, but are not limited to, the following:

- Behavior that is disruptive, abusive, or physically violent,
- Unlawful harassment or discrimination,
- Unauthorized use of equipment or failure to follow safety rules,
- Damage to fixtures and/or equipment,
- Action in violation of any of the club's rules (including governing rules, operational procedures, or otherwise),
- Violation of association policies, rules or the CCPM,
- When an irreconcilable conflict occurs between club members,
- When a club member engages in conduct detrimental to the club's reputation or operations,
- When a club leader engages in conduct detrimental to the club or violates his/her fiduciary duty to the club.

#### **A. Handling a Complaint**

1. The following complaints are initially handled by the Club leadership:
  - By a club member against another member,
  - By a club leader against a club member,
  - By a club member against a club leader,
  - By a club leader against another club leader (if possible).
2. The following complaints are initially handled by the CLC:
  - By a club against another club,
  - By a club member against the entire club leadership,
  - An irreconcilable dispute among club leadership members.
3. The following complaints are initially handled by SCA Staff or the BOD.
  - By a Governance or Service Committee against a club or vice versa. The CLC is consulted when a club is involved.
4. In any case where the complaint is against a member of the club leadership, the involved leadership member must recuse themselves from the deliberations and voting, but the involved leadership member may testify.
5. Complaints against a BOD member or a CLC member, as a member of the club, is handled by the appropriate process above.
6. In any hearing conducted pursuant to this section, respondents shall receive a reasonable opportunity to present any evidence or argument in support of their positions.

## **B. Initiating a Complaint**

A written complaint must be reported to the club leadership within a reasonable amount of time of the action or inaction giving rise to the complaint. The report should include the date the issue arose, a complete description of the problem, and all information necessary for a full and fair resolution of the complaint. Complaints should be directed to:

1. The club president,
2. Another officer when the complaint is against the president,
3. The CLC Liaison when the complaint is against the entire leadership of a club and then the CLC will conduct the complaint process.

## **C. Complaint Process**

To the extent possible, the following actions are taken:

1. Initially, all complaints, issued in writing, except those complaints for Harassment and Discrimination and/or Health, Safety, and Welfare are handled by the club within 15 days of the receipt of the written complaint. Complaint findings require a written response to the complainant containing only an acknowledgement that their complaint has been received, acknowledgment it is being addressed in accordance with the governing documents, and an acknowledgement that it has been addressed. Copies of the written complaint and response are given to the club's CLC Liaison who ensure that the documents marked as "Confidential" are filed with SCA Management.
2. Complaints may be addressed simply by the issuance of a corrective instruction or admonishment regarding the conduct at issue. Issues relating to the improper use of equipment, may be accompanied by a suspension of access to the equipment until proper training or other corrective action may be effectuated.
3. When the complaint cannot be simply addressed, the club leadership holds a hearing on the matter. A formal hearing must be scheduled and noticed within a reasonable time and not more than 60 days from the date of the initial written complaint. The written hearing notice must inform the parties that they may bring witnesses.
4. Within 14 days following the formal hearing, a written report of the findings shall be sent to the respondent, Association management, and the CLC Liaison. Any exceptions to this strict confidentiality rule must be approved by the respondent and either the COO or the BOD in consultation with the SCA attorney.
5. The findings also require a written response to the complainant containing only an acknowledgement that their complaint has been received, acknowledgment it is being addressed in accordance with the governing documents, and an acknowledgement that it has been addressed.

6. Resolution by the club leadership may result in one of the dispositions below. If the resolution is not satisfactory to a participant (complainant or respondent) then the complaint is escalated to the CLC for resolution. The CLC hearing must be scheduled and noticed within a reasonable amount of time, but no more than 30 days from the date of escalation. Following the CLC hearing, the CLC will apprise the club leadership in a confidential communication as to whether the club decision is upheld, dismissed or how it is amended. If the finding by the CLC is not satisfactory to a participant, then the complaint may be escalated to the BOD for final determination within 30 days of escalation from the CLC. Following this final determination, the BOD in a confidential communication will apprise both the club leadership and the CLC that the finding has been upheld, dismissed or how it is amended.

Dispositions are:

- **Dismissal** - a finding of no reasonable justification for the complaint,
- **Warning** - a finding that future similar complaints may result in disciplinary action,
- **Suspension** - a finding that the member may not participate in the club activities for a period not to exceed 12 months. A suspension issued from the club requires a review by the CLC within 14 days of the club report and may result in a CLC executive hearing to support or amend the club's decision. Suspension of a leadership member results in that leadership member being removed from their leadership position. In all cases, suspension from a club starts upon receipt of the notice from the adjudicating body. If the CLC determines that the suspension by the club is unwarranted, then the suspension terminates,
- **Expulsion** - a finding that the member is permanently banned from the club. An expulsion issued from the club requires a review by the CLC Liaison within 14 days of the club report and may result in a CLC executive hearing to support or amend the club's decision. The expulsion of a leadership member results in that leadership member being removed from their leadership position. In all cases expulsion from a club starts upon receipt of the notice from the adjudicating body. When the CLC determines that the expulsion by the club is unwarranted, then the expulsion terminates,
- **Removal from leadership** - a finding against a member of a club's leadership whereby, the member can no longer serve in a position of leadership. He/she may continue as a club member. When a finding of removal from leadership is escalated to the CLC and the CLC determines that the removal is unwarranted, the leader is reinstated to the leadership position.

#### **D. Harassment and Discrimination Complaints**

As set forth in the Association's Formal Complaint Submission Policy: when a complaint "may be construed as having been submitted for the purpose of harassing or discriminating against the individual that is the subject" of the complaint, or when the complaint "claims harassment or discrimination by an individual," the complaint must be delivered to Association Management as prescribed in that policy. Association management will then use the policy to determine the appropriate body to deal with the complaint and provide notice of the complaint to the involved parties.

#### **E. BOD Unilateral Complaint Process**

1. The BOD may institute complaint proceedings, and conduct an executive session hearing, against a club, a club's leadership, or any member of a club for any of the reasons listed under complaint proceedings.
2. The BOD shall provide notice and an opportunity for a hearing before the BOD at an executive session in the same manner as if the process were before the CLC. However, when the BOD seeks to impose sanctions greater than those set forth herein or fines, then the BOD must adhere to the current Governing Documents Compliance Enforcement Policy with respect to the notice and hearing process to the individual unit owner respondents,
3. The majority BOD determination on the matter shall be final.

## **Section 4 Sun City Anthem Association Documents**

### **4.1 Governing Documents**

- Anti-Discrimination and Anti-Harassment Policy
- Board Policy Manual (BPM)
- Bylaws of Sun City Anthem Association, Inc.
- Committees and Clubs Policy Manual (CCPM)
- Declaration of Covenants, Conditions and Restrictions for Sun City Anthem (CCRs)
- Enforcement Policy and Process
- Facilities Usage and Scheduling Manual (FUM)
- Publication and Decorum Policy
- Rules and Regulations
- Terms of Use Policy

### **4.2 Documents and Forms**

#### **A. Charters**

- Governance Committee
- Service Committee
- Clubs
- Application to Establish a Chartered Club

#### **B. Other**

- Annual Report of Amounts Paid to Vendors and Club Members
- Annual Club Schedule Request
- Annual Activity Questionnaire
- Club Year End Reporting Forms
- Club Expense Reimbursement
- Club Leadership Information
- Club Membership
- Consent to Perform a Service
- Incident/Accident Report
- Key Dates for Club Reporting
- Liability Release
- Public Event Reservation
- Sales and Use Tax
- Vendor Service Agreement Worksheet
- Volunteer Application Form
- W9
- W9 Vendor List for Clubs