

I'ON AT HOME
Policies and Procedures
May 21, 2019

The I'On At Home Board of Directors is the governing body of the organization and has final approval of all policies and procedures. Much of the operational work is done through the committee structure.

Executive Committee

The IAH Executive Committee is comprised of the officers (President, Vice President, Secretary, and Treasurer), as well as the immediate past President. Responsibilities include:

- On behalf of the Board, makes decisions to resolve urgent matters when it is impractical for the Board to convene and as specified in Section 8.2 of the IAH bylaws
- Ensures effective priority setting and planning including keeping planning and governance documents current
- Develops an outreach strategy for Board approval to cultivate partnerships and collaborative working relationships to fulfill IAH's mission. Executes the strategy as approved by the Board
- Assures the Board has the skills and leadership abilities to carry out its responsibilities
- Defines and leads succession planning efforts for the Board and Board Committees
- Provides orientation for new Board members
- Recruits and oversees the performance of paid staff
- Plans and leads efforts to ensure adequate financial resources for IAH

Fund Development

The Executive Committee is responsible for any fundraising efforts outside of memberships. Committees may be appointed to carry out fundraising activities. Related duties of the Executive Committee include:

- Ensure development of appropriate materials needed to support fundraising efforts
- Oversee solicitation of sponsorships and fulfillment of obligations to sponsors. Any paid sponsorships agreed to by IAH in no way represent an endorsement of the organization/business by IAH, and IAH may choose to specify this in writing.
- Oversee the planning and execution of any special events the IAH Board may decide to undertake

Finance Committee

The purpose of this detailed financial document is to ensure the safe-guarding of assets of I'On At Home, the prudent management of those assets, and to ensure that financial statements are prepared in conformity with GAAP (Generally Accepted Accounting Principles).

Finance Committee Structure, Duties, and Responsibilities

The composition of the Finance Committee shall be no fewer than three Board Members of I'On At Home or interested I'On residents who are members of IAH. It shall be comprised of individuals with sufficient knowledge, practical experience and objectivity to guide the finances of IAH. Individuals shall possess knowledge of the principles and practices of fiscal governance and the knowledge of issues and programs relating to the goals and objectives of the organization.

The Finance Committee has the following responsibilities:

- Develop and recommend financial policies and procedures to the Board in accordance with standard accounting practices;
- Ensure that accurate and complete financial records are maintained;
- Prepare and present timely and meaningful financial statements to the Board;
- Oversee budget preparation and financial planning;
- Safeguard IAH assets;
- Help the Board understand the organization's financial affairs;
- Ensure compliance with federal, state, and other requirements related to IAH finances; and
- Assure appropriate liability insurance for the IAH Corporation, volunteers, directors and officers, and any others deemed necessary.

Note: The financial matters of the Corporation are not the sole responsibility of this Committee. It is essential for the Finance Committee to openly communicate all financial matters to the entire Board.

Annual Authorization of Signers

The authorized signers for the organization shall be approved on an annual basis at the annual meeting. Any change in signers will be communicated in writing to each financial institution that holds funds for the organization. One of the outgoing signers is responsible for contacting the organization's financial institution for their specific regulations and implementing them to facilitate the addition of a new signer.

Cash Receipts

1. Changes in bank accounts must be recommended by the Treasurer and voted on by the Board of Directors.
2. Individual cash accounts should not exceed a balance of \$50,000 at any time.
3. A minimum of \$2,500 should be maintained in the checking account to cover expenses. Any excess not expected to be disbursed in the fiscal year may be invested to earn a greater rate of return.
4. Approved investment instruments include Certificates of Deposit (CDs) and Money Market Accounts (MMAs) with FDIC-insured institutions.

5. The Treasurer - or his or her designee as approved by the Board – will reconcile bank statements at the end of each month and submit for review by at least one other Board Member.

Accounts Receivable/Billing

1. Membership dues must be paid in full before the first day of the month in which membership begins.
2. Three weeks prior to expiration of a household or individual membership, the IAH website will automatically send a notice reminding members that it is time to renew their memberships. If payment is not received within 14 days, a repeat e-mail will be sent. If the renewal fee is still not received within a time determined by the Membership Committee, a hard copy letter will be sent by the IAH staff person. Finally, a personal contact (e-mail or phone) will be made by a member by a member of the committee.

Travel Expenses

1. All travel reimbursement for transportation, food, lodging, and registration fees must be pre-authorized by the President of the Board.
2. Receipts for all charges are required. Alcohol and personal items will not be reimbursed.
3. Federal per diem rates shall apply and are based on the reimbursement rate as of January 1 of the calendar year in which the travel occurs.
4. Reimbursement checks will be issued within 15 days of an appropriately approved and documented request.
5. No cash advances for travel will be given.

Purchasing/Procurement of Supplies or Services

1. All purchases large and small shall be based on need and relevance to the mission of IAH.
2. For budgeted amounts under \$1,000, the Treasurer may approve requests.
3. For budgeted amounts over \$1,000 but below \$5,000, the Treasurer will poll the Executive Committee for approval.
4. Any expense, budgeted or otherwise, exceeding \$5,000 requires the approval of the Board of Directors.
5. The individual or committee initiating the request will gather information, contact possible vendors or suppliers, and, if appropriate, negotiate for the best price and submit this information to the Treasurer.
6. Following approval, an officer or Board Member will follow through with the purchase/contract and submit paperwork for reimbursement. In the case of large purchases, the Treasurer or President may approve the use of the IAH debit card for the purchase.
7. When considering personnel needs, every effort shall be made to contract with individuals rather than hiring employees due to payroll taxes and related benefits required for employees.

Disbursement of Cash/Accounts Payable

1. Payments by Check
 - a. Checks shall not be made payable to “cash.”
 - b. Blank checks shall be maintained in a safe place.
 - c. Voided checks shall be returned to the Treasurer.
 - d. Blank checks shall never be signed.
 - e. Payments will be made only from original invoices.
2. Disbursements by Petty Cash
 - a. IAH does not maintain Petty Cash

Budget

1. The fiscal year of IAH shall be the calendar year, January 1 – December 31.
2. Budget planning for IAH shall begin in the fall and conclude, including approval by the BOD, by December 15.
3. By September 30, the Treasurer, in concert with the President, will distribute a draft to committee chairs for their input for the upcoming year.
4. Committee chairs will recommend changes to be made to the draft budget. This will take into consideration changes in their committee plans, community needs, and additional funds or projects that they may be aware of for the upcoming year.
5. Taking committee chair recommendations and organizational needs into consideration, the Treasurer will present a draft budget to the Finance Committee for their input and approval.
6. The Finance Committee will recommend the budget to the full Board for their consideration. All modifications of the final budget shall be completed before the end of the fiscal year.

Financial Reporting – Internal

1. IAH will use the cash basis method of accounting.
2. IAH will use QuickBooks to generate the following financial reports: Statement of Activity for the month and year and Statement of Financial Position at month end.
3. The Board of Directors shall receive monthly reports and the Finance Committee shall receive quarterly reports.
4. Any member may request a review of the organization’s financial condition upon a request to the Treasurer.
5. A full set of financial statements including a Statement of Financial Position (Balance Sheet), a Statement of Income and Functional Expenses related to Activities, and Notes to the Financial Statements will be prepared at the end of the year. Interim financial statements will include: Statement of Financial Position, Statement of Income and Expenses, and a Statement of Activity, budget to actual.

Financial Reporting – External

1. IRS Form 990, Return of Organization Exempt from Income Tax, is required annually to monitor the activities of IAH and confirm the nature of the activities conducted.

2. This return is due to the IRS four months and fifteen days after the end of the fiscal year, i.e. May 15. Late filing may result in penalties and interest.

Financial Statement Review/Audit

1. A compilation of IAH financial information into a financial statement format that complies with GAAP shall be completed annually within 60 days after the end of the fiscal year, which is the calendar year.
2. A biennial review by an independent CPA firm shall be conducted.
3. An independent audit shall be conducted every five (5) years.
4. The Finance Committee, or an Audit Committee appointed by the Finance Committee, will oversee the relationship with the auditor and be responsible for hiring, working with the auditor, and ensuring recommendations from the audit are reviewed and implemented.

Cash Contributions

1. The Treasurer will ensure that donors receive a written acknowledgement for contributions of any amount. Letters to donors who contribute amounts of \$250 or more will contain the following information:
 - a. Name of the organization;
 - b. Amount of cash contribution;
 - c. Description (but not value) of non-cash contribution;
 - d. Statement that no goods or services were provided by the organization, if that is the case;
 - e. Description and good faith estimate of the value of goods or services, if any, that the organization provided in return for the contribution;
 - f. Statement that goods or services, if any, that the organization provided in return for the contribution consisted entirely of intangible benefits, if that was the case; and
 - g. Statement of tax exemption status of the organization.

Non-Cash Contributions

1. Non-cash contributions are securities, real estate, artwork, and other various personal assets such as jewelry.
2. IAH does not accept non-cash donations, as described above, at this time.
3. In-kind donations consisting of refreshments, printing services, or other items that IAH would ordinarily pay for from its budget will be accepted. In-kind gifts will be acknowledged in a manner similar to cash contributions as outlined above.

Membership Committee

The Membership Committee sets membership goals, policies, and procedures, subject to Board approval. These include:

- Defining membership eligibility, membership tiers, target members, and target membership fees (in coordination with Finance Committee and the Board)
- Projecting membership revenue with the Finance Committee
- Developing membership policies and procedures including membership application, intake practices, record-keeping, and welcome visits
- Developing a plan to inform and recruit new members to be approved by the Board of Directors
- Developing appropriate forms and materials
- Developing and implementing plans to retain IAH members
- Developing and implementing plans to recruit and provide training for members of the Membership Committee who do welcome interviews
- Coordinating, as appropriate, with the Finance, Marketing, and Volunteer Committees
- Coordinating efforts with an administrative coordinator or assistant as one becomes available.
- Overseeing the IAH Member Liaison program

In addition to recommending membership policies, goals, and procedures for approval by the Board, this committee will develop a draft budget of their revenue and expenses for the coming year for submission to the Treasurer according to the overall budget development schedule.

The committee consists of a chairperson and as many members as needed, usually six to 10. The chairperson is a member of the Board of Directors.

The chairperson of the committee is appointed by the President of the Board. Committee members are selected by the chair in concert with the President and may include recommendations from other Board and committee members. The term of office of the chairperson and committee members is one year beginning at the start of a new fiscal year. The terms of the chairperson and members may be extended at the pleasure of the Board.

MEMBERSHIP COMMITTEE POLICIES

Membership Categories

Membership categories are recommended by the Membership Committee for approval by the Board of Directors. Full Memberships are available for people 55 or older, either for singles or households. A Supporting Membership is available for those who do not plan to use IAH volunteer services. Note that a single supporting membership may be from a household where there is more than one member but only one wishes to join. Memberships are rolling and start when the application data are entered on the website and payment of fees has been made. Membership fees are set and approved by the Board of Directors.

A Non-resident Member program was begun on March 1, 2019 to operate as a 12 month pilot.

Purpose:

- 1) To retain members who are moving from l'On but staying in nearby Mt. Pleasant;

- 2) To extend memberships to those who live near to l'On and have been involved or interested in l'On At Home.

Plan:

- 1) Only supporting memberships will be offered.
- 3) The numbers of outside memberships offered will not exceed 10% of the total IAH memberships in 2019
- 4) Half the memberships shall be reserved for IAH members who have moved from l'On.
- 5) The Pilot program will run until March, 2020, at which time there will be an assessment of the program's value to IAH and the desirability of outside memberships. Existing members at that time will be allowed to renew, but if the program is not continued, no new memberships will be solicited or allowed.

Assessment:

- 1) Assessment will include, but not be limited to,
 - a. Numbers of new memberships attained through this pilot program
 - b. Survey of those members to ask the value to them and whether they will renew
 - c. Assessment of numbers of events they attended
 - d. General reaction by resident members of IAH as to the inclusion of outside members
 - e. Assessment by the program chairs as to whether the attendance of outside members in events precluded the attendance by resident members
 - f. Assessment of whether the revenue obtained by the outside memberships offset any additional expenses that were accrued by their addition
- 2) The Board of l'On At Home will consider the results of the assessment and judge whether the program should continue.

Member Enrollment Strategies

Application process:

- The membership application will be provided to a potential member. Applications will be available online at the IAH website or through the mail or by hand delivery. That application can be brought to either the membership chairperson or the Treasurer or mailed to the IAH post office box.
- When the application is received, the membership chairperson or her designee will enter the information into the website, send a "create a password" link, and activate the membership (assuming the membership has been paid simultaneously. If not, the membership chairperson will notify the potential member of the need to submit a check.) The Treasurer will have deposited the check and sent a thank you note and notice of activation to the applicant(s.) In the event that an administrative assistant is hired, that person make take over some of these duties as decided by the membership chairperson and/or the Treasurer.
- When a full membership application is completed and submitted to the IAH office, a welcome visit will be made to the potential member by a Membership committee

member (MCM) to ensure that all questions about membership rights and responsibilities are answered.

- If additional information results from the welcome visit, the Membership committee member should make notes on this and either see that the information is added to the website or notify the appropriate committee chair (such as Volunteers or Programs).

Procedures for a welcome visit:

After an application has been submitted to the IAH office, the Membership Committee Chairperson will be contacted. She or he will arrange for an MCM to plan a home visit to the potential member. The MCM will schedule the meeting time and should be prepared to make notes during the visit in order to report back to the Membership Committee. During the visit, the following will be addressed:

- Welcome the applicant to IAH.
- Review the information on the application if there are questions (MCM should review the completed application prior to the visit.) Be sure the contact information and the emergency contact information is correct.
- Review the Membership Manual contents with the potential member, making note of questions that need follow-up. Be sure to review the section on website instructions.
- Ask if there is additional information he or she would like to have.
- Ask if potential member has ideas for what he or she might need now or in the future and/or ideas for activities and programs. Make notes of responses to share with the Programs Committee Chairperson.
- Ask the potential member if he or she is interested in volunteering with IAH, either to help with the operation of the organization, including serving on a committee, or to provide services for members. If the answer is yes, the information should be passed along to the Volunteer Committee Chairperson.
- Explain that a password will be necessary to access the member's part of the web site and how to access the website. If the new member(s) have not understood the password instructions, send a second password request.

Procedures for Information and Recruitment visits:

There are several circumstances under which other MCM visits may be made to a potential member. One is to respond to an interested party's request to learn more about IAH before the application is completed. A second circumstance for a visit is when a potential member has been identified and needs a recruitment visit. In both cases, assignments for such visits will be made through the Membership Committee. The assigned MCM will schedule an appointment with the person to be visited. During the visit, the following will be addressed:

- Ask the potential member what he or she knows about IAH and what additional information is needed.
- Be sure the potential member understands the value of the organization, even though the potential member may not need services now. Ask if the potential member has ideas for what he or she might need now or in the future and/or ideas for activities and programs.

- Leave the application form and any other marketing tools that have been developed and explain how to return the application.
- Make sure the potential member knows about fees and when payment is due.
- If a potential member says she/he is not interested, the MCM should leave contact information in case the person has other questions. Ask if he/she wishes to be on the newsletter list anyway.
- Review the potential member's contact information.
- Add details about any changes to the potential member's information

Member Liaison Procedures

Purpose: Member Liaisons serve as a link between the IAH Board and staff with IAH members to share communication, to be a resource to explain IAH programs and procedures, and to be a caring friend to members, especially in times of special needs.

Overall duties:

- Identify the changing needs of members
- Determine the effectiveness of services used by members
- Determine participation in events and activities
- Educate members about new or existing services and programs
- Help to increase participation
- As appropriate, encourage volunteerism
- Build loyalty to IAH

Procedures:

- All new IAH members will be visited initially by a person from the Membership Committee. After that visit, a regular Liaison will be assigned. In most circumstances, the welcome visitor will also be the Liaison for the first year. Liaisons will be asked annually if they want to continue with their previous assignees or be reassigned. The Committee chair will reassign as necessary.
- Members of the IAH Board, the IAH Membership Committee, and the Liaisons themselves will not be assigned a Liaison in most cases.
- Liaisons will be kept up to date via e-mail on any information they should share with their members. They will also be provided a check list to help them remember what items to cover with a member.
- Liaisons should make a welcome visit (or some other appropriate contact) asap after they receive an assignment. Take this opportunity to make certain all member information is complete for the IAH website and ask them what questions they have. *(Before the visit, a liaison should be familiar with what is currently in the member's file.)* After the visit, report any changes to staff.
- Discuss their interest in programs and events and use of or potential use of services. Make notes of their responses, including suggestions they have for new activities.

(Liaisons can find out from staff what events/programs they have participated in as well as services used during the last year, which might be helpful for this conversation.)

- Explain your role as a point of contact for IAH, that you can help explain how IAH systems work, including navigating the website. *(You may be a source of real comfort for those who are not outgoing or have issues with technology for communication.)*
- Let them know that you will be contacting them regularly. Discuss their preference for phone calls, e-mails or texts for these contacts. Remind them to feel free to contact you if they have questions or needs. A friendly contact should be made by Liaisons at least monthly.
- Remember to let the member know if you will be out of town, especially for an extended period. *(IAH will endeavor to assign a substitute if a long absence is expected.)*
- If you become aware of a member's need for surgery or other hospitalization, please let staff know, and find out as much as you can about the particulars *(date, hospital location, anticipated length of stay, assistance needs when the member is back home)*.
- Always practice active listening when talking with a member. The rule of thumb is to hear what they are trying to tell you as well as what they don't say.
- Since you are representing IAH, do not misstate anything. If you are uncertain of an appropriate response, explain that you will get back to the member. Then contact the appropriate IAH resource, beginning with staff.
- From time to time, you may be asked to do other simple tasks, such as writing a thank you note when a member renews.
- Report any items that need to be shared with staff or the Liaison Coordinator. Serious issues should be reported to the Membership Committee Chair.

Membership Renewal policy:

IAH, by means of the website, will send a notice three weeks in advance of when the annual membership fees are due in order to renew the membership. If payment is not received within 14 days, a repeat reminder will be sent by the administrative assistant. If the renewal fee is still not received nor is any notice of intent to discontinue the membership, the member will be contacted by phone or e-mail (by the Membership committee or another designated person.). The fees will then be payable immediately. If a member decides not to renew, the Liaison should try to determine the reason for this decision and, if appropriate, ask for his or her opinion about value of the organization. The MCM should also notify the Membership Committee Chairperson.

Termination of membership: IAH reserves the right to terminate a membership, if IAH determines that it is in the best interest of IAH, its volunteers, other members, or the member. If IAH terminates the membership, it will return a portion of the annual fee paid on a pro-rated basis from the month of termination. The Board of Directors will approve such decisions to terminate memberships.

An IAH member may terminate this agreement at any time by providing written notice to IAH. If the member should terminate because of moving from l'On or death of a member of the household, a pro-rated portion of the annual fee will be refunded to the member or the estate. Otherwise, termination by the member will carry no refund.

Volunteer Services Committee

RESPONSIBILITIES

- Quantifies the required size of the volunteer pool and the skill sets required to meet members' needs based on the number of members, their service requests, and evolving service needs as articulated by members
- Provides management, training and support for recruiting and retaining an adequate and competent pool of service volunteers
- Ensures that IAH's background checks are completed for all volunteer applicants
- Keeps the Volunteer Handbook and volunteer resource documents current
- Prepares new volunteers for their roles in IAH, including conducting interviews as appropriate, and providing orientation and training
- Collaborates with other IAH committees to recognize and demonstrate appreciation for all volunteers, those that provide services and those who help in operational needs
- Develops annual estimated budget requirements required to support the Volunteer Program

The provision of services to allow IAH members to remain in their own homes for as long as possible is a key component of the IAH organization. Services are provided by volunteers, most of whom come from the l'On community, who have been through a careful application and background check process (see below*) and have received orientation and training from IAH leadership. Service volunteers who provide transportation services to IAH members are required to provide proof of a valid driver's license and automobile liability insurance. In addition, IAH has general liability insurance that will protect volunteers and members in the event of an accident. There is a reporting process after services are completed to help those in charge of volunteers know what is working and what changes may need to be made.

l'On at Home has a fiduciary responsibility to safeguard the security and safety of its members and its assets. It is our policy to require background checks for:

- Personnel under contract with IAH to manage and oversee IAH service and program functions
- All service volunteers who will likely enter a member's home and/or have contact with IAH members
- Those who have access to IAH funds

IAH contracts with a professional organization to manage the background check process in compliance with the Fair Credit Reporting Act. This process requires that applicants complete

and submit their personal information directly to our contractor so that IAH does not assume responsibility for collecting and storing confidential information on its representatives.

In instances where negative or incomplete information is found through the background check process, the affected applicant will have the option of disputing or correcting the information through a formal process. In cases where adverse or negative information is not disputed and resolved, the IAH Board will not qualify the applicant as an IAH volunteer. All of this information will be kept confidential.

The oversight of services is the responsibility of the Volunteer Services Committee of the IAH Board. Services that are offered are based on what members request and need. Initially, the categories for services include: Friendly Visits, Household Chores, Technology and Transportation. There are subcategories within each of these, and each is planned with flexibility in mind. We will evaluate our list of services regularly, and we will make changes and additions based on IAH members' satisfaction.

The following procedures will be followed:

- IAH members will request a service on the IAH website or through a call to the IAH office. Members should not contact a volunteer directly. Instructions for making a request to IAH are found in the Membership Manual.
- Requests should be received by IAH at least three days before they are needed.
- The service request will be shared with appropriate volunteers in an e-mail message in order to assign the request. Such e-mail messages are distributed very early each morning.
- The volunteer who accepts a request will call the member to indicate that he or she has accepted the assignment. At this time, the member can go over any special instructions that will help the volunteer. If appropriate, the volunteer will make a reminder call to the member the day before the service is to be done.
- The volunteer will arrive on time and will stay until the member is satisfied with what has been done. It is anticipated that most services will be accomplished within two hours.
- Volunteers who are providing transportation will pay for gas, but if there are parking fees, the member will pay for those.
- Any supplies that may be needed to complete a household chore or technology task should be provided by the member.
- The volunteers are only obligated to provide the service that was requested.
- As new categories of service or new services are requested by members, the Volunteer Committee will consider the service and make a decision as to whether or not it is an appropriate one for IAH volunteers.
- Regular communications with members will keep them informed of new service offerings.
- Volunteers will be asked to complete a simple reporting form which is sent in an e-mail request after each service for a member is completed.

- Members will also have opportunities to provide feedback to IAH on their satisfaction with services.

Call Manager Program

The purpose of the Call Manager Program is to monitor and respond to IAH phone calls and e-mails during established “office hours.” This role will be filled by volunteers whenever possible, with paid staff filling in as needed. Policies and procedures include:

- The Google Voice free service will be used for the IAH phone number (843-284-3590). Calls coming in to that number will not be answered, in order that an electronic record may be kept of all such calls.
- The outgoing message on the IAH phone number will explain our office hours and policy of allowing incoming calls to go to voice mail for record keeping purposes.
- Call Managers will assist members with tasks such as registering for IAH events, requesting a service and obtaining information about Preferred Providers.
- Call Managers will refer callers to appropriate IAH contacts for additional information.
- Call Managers will report what they did in response to each voice mail or e-mail request by sending an e-mail with this information to ion@ionathome.org.

Programs Committee

Programs Committee responsibilities:

- Develop a calendar of events to be offered to IAH members (including social, educational, cultural, and wellness occasions). The goal is to have at least four events per month.
- Plan, execute, and evaluate these events
- Develop a directory of non-IAH sources for entertainment, events, and activities to be shared with members
- Facilitate the development of “affinity or interest groups” (small groups of members with shared interests, such as walking, eating out, playing cards, etc.)
- Develop the recommended annual budget for IAH Programs

EVENTS

The purpose of IAH events is to provide activities for members. Members’ interests and preferences will guide event selection and planning, and the majority of these occasions will be for members only.

- A maximum of 10 events per year may be open to all I’On neighbors. Events selected to be “open” will be those without significant restrictions on the number of attendees. The Programs Committee may decide to open specific members-only events to the whole neighborhood if there are a number of spaces available a week in advance.
- IAH members will be given priority for attendance at events. An event host (meaning the activity is taking place in her/his home) may invite a significant other or

houseguest as non-member guest(s). For members-only events, the Programs Committee may, at their discretion, allow non-member guests. Examples include a member's significant other or a member's houseguest(s), etc. In these cases, the members should register the guest(s), along with themselves, and include a note in the Comments window of the Registration page. If the event fills to capacity, and members are on a waiting list, (again at the discretion of the Programs Committee) it may be necessary to exclude non-member guests. In this case, the member host of these guests will be contacted.

- Event ideas are gathered from IAH members, and other sources. Each Programs Committee member is encouraged to submit ideas for events. The ideas are discussed and agreed on by the members of the committee. Factors such as event space availability, ease of coordinating, popularity, uniqueness, and benefit to members are considered.
- Each event is planned and executed by a committee member or other volunteer called an "Event Coordinator." Usually, the member who has submitted the idea becomes the Event Coordinator. Ideally every member of the committee should coordinate at least one event per year. The Event Coordinator's duties include:
 - Secure venue for event and communicate all details to host or site manager
 - Oversee event planning and execution details, including all costs
 - Be present at the event and ensure that things run smoothly
 - Coordinate with the Marketing/Communications Committee on event invitations and/or publicity
 - Work with host or site manager to determine appropriate physical set-up of event space
 - Communicate with host or site manager on the number of attendees expected at the event and maintain a record of actual attendees
 - Offer a welcome and thank yous to host/site manager at the event, in addition to a short introduction and update on IAH
 - Arrange for collection of any fees for events
 - Arrange for event set-up and clean-up
 - Ensure that the event host or site manager receives a thank you letter or e-mail. Unfortunately, at least in the first few years, there will be no budget for gifts to show our appreciation to hosts.
- The event host's or site manager's responsibilities include:
 - Work with the Event Coordinator to determine appropriate physical set-up of event space
 - Be present at the event
 - If the event is in a private home, the host will not be asked to undertake any personal expense. If she/he chooses to do so, IAH can supply an acknowledgement for an in-kind donation. In this case, the Treasurer should be notified.
- Event expenses should be determined in advance and be within the established IAH budget. The goal is to have most events be no or low-cost and free for members.

Some events, like a wine tasting or a Celebrity Chef dinner or those at an outside venue, may have a ticket price. These prices will be kept to a reasonable minimum.

- IAH Members will be notified about events through several different channels including the IAH website, e-mail, social media, calendars and newsletters.
- IAH members register for events through the website, by e-mail, or phone. They will receive confirmation and a reminder by email.
- The Event Coordinator is the official IAH representative and is expected to attend the event. If this is not possible, she/he must find a substitute for this role. The Event Coordinator will introduce the host and give a general welcome and thanks to the host and guests.
- The committee chair will ensure that a thank you note, printed on IAH letterhead, to the host/manager and/or presenters is sent within the week following the event.
- The committee will evaluate each event and determine whether it should be repeated and, if so, what changes are needed.
- IAH offers many educational events in which a qualified representative of an organization makes a presentation. In some incidences we may ask professionals from banks, credit unions, insurance companies, investment companies/advisors, attorneys, legal advisors, real estate agents/companies and medical practitioners to share their expertise with IAH members. The focus of these events is educational only and not on advertising or promoting the representative's services. At such events the service representative may make a short statement about the services he/she provides and may offer printed information.

INTEREST GROUPS

- The committee will solicit suggestions for special interest groups from IAH members, and committee members will also submit ideas. Benefits and challenges of each type of group will be discussed and decisions about whether to proceed with each one agreed on by the committee.
- Meetings and activities of special interest groups will be publicized through the IAH website, e-mail, social media, calendars and newsletters.
- A volunteer leader will be identified for each special interest group, ideally the member who proposed the idea. IAH staff or a committee member will assist with planning and conducting the initial meeting of each group. Subsequent meetings/activities will be the responsibility of the group leader and group members, with consultation and support from IAH staff or a committee member.
- Any special interest group expenses will be the responsibility of the group members.

Marketing and Communications Committee

Marketing and Communications Committee Responsibilities:

- Oversee the IAH "brand" and stock language to communicate the brand

- Update and develop printed informational materials, as needed, to distribute at events and through social media (Target: potential members, donors and volunteers)
- Oversee the IAH website, ensuring that information is current and consistent with our brand and messaging
- Develop and implement a plan for regular communication with our interested constituents (I'On Community website, I'On Social, regular e-mail, newsletter articles, annual reports, etc.)
- Collaborate with other IAH committees on their activities requiring marketing and communications
- Oversee the development and administration of IAH member surveys as needed
- Develop estimated annual budget requirements for the Marketing and Communications Committee of IAH and submit to the Board Treasurer.

1. IAH Branding and Stock Language

- Ensure that the brand and stock language are consistently used in all print and electronic materials, any promotional items developed, and any spoken communication
- At least every two years, assess the brand and stock language and recommend revisions to the Board
- Oversee production and updating of any IAH printed materials

2. Communications

- Ensure the regular updating of the IAH website and its consistency with our brand and messaging
- Ensure the availability and effectiveness of IAH e-mail
- Assess the need for an IAH social media presence and make recommendations to the Board
- Develop and implement an annual plan for regular communications with IAH members through e-mail and other media
- Develop and implement an annual plan to ensure promotion of IAH through regular "Living in I'On" and "I'On Life" articles
- Seek additional opportunities to promote IAH
- Develop and implement a plan for regular updating of social media sites, including I'On Social, and Next Door I'On
- Ensure that the need for an annual IAH ad in the I'On community directory is assessed and that an effective ad is submitted as appropriate

3. Collaborate with Other IAH Committees

- Collaborate with the Membership Committee to develop materials for IAH membership campaigns and membership appreciation
- Collaborate with the Volunteer Services Committee to develop materials for volunteer recruitment and volunteer appreciation

4. IAH Fundraising and Sponsorships

- Collaborate with the Executive Committee (or any future Fundraising Committee) to develop materials needed to support their efforts to bring resources to IAH, including the solicitation of donations and sponsorships

Preferred Provider Program

One of the important roles of I'On At Home (IAH) is to assist its members to find reliable providers of services, many of whom will offer discounts to IAH members. These vendors are businesses, both organizations and individuals, whose names IAH offers to members who inquire about or need a service that a volunteer is not able to provide.

The Member Services Coordinator will be responsible for the Preferred Provider Program.

Preferred Provider Program Policies

1. Membership in IAH includes access to a list of providers that have been screened before they are recommended.
2. The IAH member is solely responsible for any fees charged for services or events pursuant to a referral.
3. Providers to whom members are referred are not employed or contracted by IAH. IAH does not compensate vendors to be part of the network.
4. While providers may make donations to IAH, this will have no bearing on whether or not the business is approved or retained as a preferred provider. In other words, a donation does not help a vendor become approved. To further ensure transparency around this process—no donations will be accepted from providers during their screening process.
5. Whenever possible, IAH will negotiate rates or hourly minimums with preferred providers that are discounted for our members, but a lower rate is not mandatory for becoming a preferred provider.
6. Members will be asked for feedback on every provider experience. While a vendor may pass the screening process, if the service provided to members is of consistently poor quality, the relationship with the vendor will be terminated.
7. Vendors are responsible for maintaining the confidentiality of all proprietary, privileged, or otherwise non-public personal information about members. Such information will not be shared outside the organization, including being sold or distributed, except as needed to complete the required work.
8. IAH may also develop a category of “listed providers,” who have been recommended by members or others but have not been screened. The distinction between the two categories will be very clear.
9. IAH does not include service providers on its Preferred Provider list who might gain access to confidential information on our members’ financial, legal, or medical circumstances. In particular we do not include banks, credit unions, insurance companies, investment companies/advisors, legal advisors real estate agents/companies, or medical practitioners.

Preferred Provider Program Procedures

Gathering suggestions for preferred providers:

- IAH members or I'On neighbors directly recommend a provider with whom they have had a good experience.
- A provider hears about IAH and self-initiates the screening process.
- A provider screening work group member or staff member identifies the types of vendors needed and invites providers in that category to apply to become a preferred provider.
- A provider is recommended on the community website, Next Door I'On, or I'On Social.

1. Threshold criteria for preferred providers:

- Can supply references from 3 satisfied customers who agree to be interviewed
- Has current required business and other licenses and provides a copy of these
- No adverse information about vendor with the local Better Business Bureau, state or local government
- Is bonded (if appropriate) and provides documentation
- Carries appropriate required insurance and provides a copy of insurance coverage
- Does criminal background checks on employees

2. Preferred additional criteria for preferred providers:

- Willing to offer IAH members a discount for services (minimum 10%)
- Has experience serving older people
- Has environmentally-friendly policies or procedures
- Employee turnover rate is low

3. Conducting the screening process:

- The work group receives recommendations/information about a possible preferred provider.
- Members of the work group review the submission and check relevant information (vendor website, Better Business Bureau, Yelp reviews, Angie's list reviews, etc.).
- If the provider meets all screening criteria, he/she is e-mailed the application form to complete and submit; or a phone interview is conducted using the provider application form.
- After the interview, the interview team makes a recommendation to the preferred provider work group.
- The work group reviews all relevant information and determines whether the provider is acceptable.
- Providers are notified by e-mail whether the business has been selected. If not selected, the e-mail will thank them for their interest and explain why we will not be proceeding.

4. Other Procedures:

- Once a provider has been screened and added to our list of preferred providers, assuming satisfactory performance, IAH volunteers or staff will check annually to confirm rates bonding and insurance coverage (if appropriate) and determine whether any complaints have been filed.

IAH Succession Planning and Leadership Development

1. Definition: Succession planning is a process of identifying, recruiting, and developing leaders to succeed current leaders. IAH's succession planning practices should focus on building a pipeline of leaders by identifying strong leader candidates already within the IAH organization (Board and committee members) as well as other member candidates considered to have solid potential. The Executive Committee will be responsible for this function.
2. Desired Outcomes:
 - To acquire Board and committee members who have strong potential (the right qualities and skill sets) to contribute meaningfully to organizational and operational performance
 - To adopt a conscious and structured process for cultivating and advancing leadership skills within the organization.

Recruitment Process for Board Members

Board member vacancies can occur anytime during the year but are most likely to occur in December when about 3-4 membership terms end each year. Members whose initial term ends may choose to be nominated for a second term, so it will be important to identify each member's intention to remain on the Board in accordance with IAH Bylaws.

July of Each Year:

- The Board President will poll board members to determine their willingness to remain on the Board and their willingness to remain in the position they are serving in either as a committee chair or member.
- The Board President will also highlight for the Executive Committee those Board members who will be entering the third year of their term, so that planning may begin for vacancies for the following year.
- The Executive Committee will compile and present to the Board a summary of gaps identified by the poll and the skills and expertise that will be needed to fill the gaps.

August - September:

- The Chair will ask Board members to use the gap summary to make recommendations for high potential candidates who might fill the gaps identified. Depending on the gaps identified, Board members may recommend persons both internal and external to the IAH board and committees.

- The Executive Committee will prioritize the list of potential candidates for Board approval. Individual Board members will be designated to initiate a conversation with one or more persons on the potential candidate list using standard talking points and accompanying hand-out materials. The designation will be based on Board member's familiarity and relationship with candidates on the list. Members who speak with potential candidates should first inquire about their willingness to serve on the Board. If there is not a willingness to join the Board the other options for committee membership should be offered for consideration.
- The Board Chair will use the results of conversations with the candidates to prepare a roster of candidates for Board and committee positions for Board review and consideration.

October - November

- Potential Board/committee candidates will be given the option to attend a Board or committee meeting to help them make a decision about signing on for nomination for Board membership or selection for a committee.

December

- The Board will nominate and elect board members and board officers at its annual meeting. The incoming Board President will collaborate with the Board to appoint vacant committee Chairs positions and with committee Chairs to appoint persons to fill gaps on their respective committees. Newly-filled positions will become effective January 1 of the upcoming year. If names of willing candidates for any position remain, they will be kept as an "in-the-drawer" list for future vacancies and needs.
- Succession planning is an ongoing process and Board members should be continuously on the look-out for individuals both internal and external to the IAH organization who have high potential as a Board, Committee Chair, or Committee member. The Board President will lead the Board in updating the in-the-drawer list quarterly or as needed when vacancies occur.

Orientation for New Board Members

- The Executive Committee will hold a face-to-face orientation session for all new Board members before the Board meeting held in January of the new year. Mentors not on the Executive Committee are encouraged to attend the orientation. At the orientation new Board members will be given a schedule of upcoming committee meetings and invited to attend any or all of the committee meetings if they choose.

Orientation for New Committee Chairs

IAH's by-laws require that standing committees must have 3 or more members, one of which must be a Board member.

- It is the outgoing committee chair's responsibility to provide orientation for the new Chair. At a minimum the orientation will include a face to face meeting to review the committee roles and responsibilities, provide copies of committee policies and procedures, share information on the schedule and structure of committee

meetings, and provide insight into committee dynamics and interactions that could be helpful to the new Chair.

Orientation for New Committee Members

New Committee members will likely be either a newly elected Board member or an individual external to IAH’s organizational structure.

- It is the committee chair’s responsibility to provide orientation for new committee members. At a minimum the orientation will include a face to face meeting to review the committee roles and responsibilities, provide copies of committee policies and procedures, share information on the schedule and structure of committee meetings, and provide insight into committee dynamics and interactions that might help the new member more quickly acclimate and contribute to committee functions and activities.

**Mutual Expectations between I’On At Home and Franke at Seaside,
Lutheran Homes of South Carolina**

This document outlines the elements of a collaborative partnership between Franke at Seaside, Lutheran Homes of South Carolina (LHSC) and I’On At Home (IAH). IAH is a SC nonprofit corporation serving Mount Pleasant’s I’On community. IAH is patterned after the “Village” movement, a rapidly expanding nationwide effort to provide local volunteer support to seniors so they may remain in their homes and stay connected with their communities as they age.

IAH and Franke at Seaside representatives recognize that our respective organizations share a common mission and interest in providing programs, services, and support to help adults age successfully. IAH’s mission is to enable its members to have an active, healthy lifestyle and remain in their homes in a cost effective manner. LHSC offers a continuum of choices for successful aging both in continuing care communities and by providing fee-based supportive services for those who wish to remain at home as they age. LHSC is a widely respected organization with a wealth of knowledge, expertise, and administrative and operational capacities.

We believe that a collaborative partnership between IAH and Franke at Seaside can offer multiple benefits to both organizations. Sharing information, perspectives, and knowledge can help both IAH and LHSC advance their respective programs and services. By establishing a collaborative partnership, IAH and LHSC can serve as a model for other Villages and continuing care communities to create beneficial affiliations that advance their missions.

IAH and LHSC agree to collaborate as follows:

Franke at Seaside	I’On At Home
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1. Will provide IAH with clerical/back office support up to 15 hours per month	Will acknowledge Franke as a “collaborative partner” in media/marketing materials and on IAH’s website.
2. Will provide IAH with a dedicated program assistant up to 10 hours per month.	Will make requests for Franke’s support from the Board President directly to the designated Franke contact via email.
3. Will provide up to 6 speaker series/events per year. Events can be IAH-specific or a Franke community-wide event.	IAH will handle planning, coordinating and staffing requirements for IAH-specific events and assist Franke with others.
4. Will invite IAH members to attend its “Be Well” education series	IAH members will attend “Be Well” educations series on subjects that interest them.
5. Franke will invite IAH Board member to serve on Franke’s Advisory Board which meets quarterly. Next Meeting is October 20, 2016.	IAH will invite a Franke representative to attend/participate in IAH Board of Director’s meetings as needed, but not as a voting member. This will begin October 11, 2016.
6. Will provide case management services for IAH members’ health care related matters (fee based.) Will provide discount on BeWell@Home non-medical services.	Discounted rate for Be Well Home Services will be same rate as Franke residents are billed.
7. Will offer meeting space to IAH when available.	

Agreements on Working Arrangements

1. Autonomy: In working together, both the IAH and LHSC organizations will maintain their own brands, autonomy, operational and decision-making processes, and financial independence.
2. Points of Contact: We will establish clear lines of communication and points of contacts. Initially, IAH requests for assistance will be funneled from Brenda Uttaro directly to Mark Lee via email.
3. Meeting Schedules: We will provide information on meeting schedules as far in advance as possible.
4. Communication: We will embrace open and honest communication in all aspects of our relationship. We will use IAH Board meetings to raise and resolve issues/problems. Critical issues which need immediate attention and resolution will be raised and addressed in “real time” by the Chair of the IAH Board of Directors (or a designee) and the Administrator of Franke at Seaside (or a designee).
5. Evaluation: We will conduct joint sessions twice per year to evaluate our working relationship and determine adjustments/changes needed.
6. Termination: The collaborative relationship may be terminated by either party on 30 days written notice sent to the business address of the other party.

The representatives of IAH and LHSC agree to implement the collaborative relationship between their organizations as described above and effective October 1, 2016..

(Note: This agreement was signed on 9-29-2016 by Brenda Uttaro, President of I'On At Home and on 10-04-2016 by Mark Lee, Administrator, Franke at Seaside.

I'On At Home Administrative Policies

The following administrative policies have been approved by the IAH Board of Directors:

1. IAH virtual office hours of operation will be from 9:00 AM to 1:00 PM Monday through Friday.
2. Committee Chairs may recruit new committee members without prior Board approval. A report should be made to the Board when this occurs.
3. IAH Website Administrative Rights Policies:
 - Board members – administrative rights related to each member's committee placement
 - Programs Committee members – Events Manager administrative rights
 - Membership Committee – Members Manager administrative rights
 - Member services volunteers – no administrative rights
 - Call Managers – Service Requests Manager, Events Manager, Member Manager administrative rights