

# CHAPTER OPERATING HANDBOOK



## Galveston Bay Area Chapter Texas Master Naturalist Program

December 2018

# **Galveston Bay Area Chapter Texas Master Naturalist Program**

## **CHAPTER OPERATING HANDBOOK**

### **Table of Contents**

#### **I: CHAPTER ORGANIZATION**

##### **A. BOARD**

1. Officers
2. Duties of Officers
3. Directors
4. Duties of Directors

##### **B. RESPONSIBILITIES OF THE BOARD**

##### **C. COMMITTEES**

1. Standing Committees
2. AD HOC Committees

#### **II: MEMBERSHIP**

#### **III: ADOPTION AND AMENDMENT OF THE CHAPTER OPERATING HANDBOOK**

#### **IV: APPENDICES**

# **OPERATING HANDBOOK**

## **Galveston Bay Area Chapter**

### **Texas Master Naturalist Program**

#### **I: CHAPTER ORGANIZATION**

The documents governing the Chapter will be this Chapter's Bylaws and the guiding practices found in the Chapter Management and Operations Protocols and the Chapter's Operating Handbook. In case of conflicting language, first the Chapter's Bylaws, second the Chapter Management and Operations Protocols shall govern the Chapter's Operating Handbook. The Chapter will be structured for governance as follows.

#### **A. BOARD**

##### **1. Officers**

The duly elected Officers shall consist of:

- President
- Vice President
- Treasurer
- Secretary

The terms and limits of office: All elected Officers shall serve for a period of 12 months and are eligible for re-election. Board members may serve a maximum of three (3) consecutive terms in any one Board position. A Board member may serve a maximum of six (6) consecutive years on the Board. After one year away from the Board, a member is eligible for reelection to a Board office.

##### **2. Duties of Officers**

The duties of Officers are defined in the following:

###### **President**

- a. Serve as Chair of the Board of Directors
- b. Prepare and distribute the agenda for Board meetings
- c. Preside over Board and Chapter meetings
- d. Sign all Board-approved documents that may be legally binding on the Chapter
- e. Co-sign checks with the Treasurer or another designated Chapter Officer for amounts over \$1,000

- f. Authorize in writing credit/debit card and PayPal transactions for accounts greater than \$1,000
- g. Present a summary of the Chapter's accomplishments at the Chapter's first general meeting of the new year
- h. Prepare correspondence between the Chapter and the State Office, other Chapters or State agencies as appropriate
- i. Review Chapter's completed annual report before submission to State office
- j. Communicate with Board and Chapter Members as needed; conduct votes by remote communications technology including email on issues between meetings as required by Section B, Responsibilities of the Board paragraph 4
- k. Appoint all committee Chairs and be an ex-officio member of all committees, assisting as appropriate
- l. Appoint and present a slate of candidates for all new Director positions for review and approval by a majority vote of the elected Officers, Past-President, and Advisor(s)
- m. Become Immediate Past President upon completion of term as President
- n. Encourage all Officers and Directors to read and be familiar with their duties, responsibilities and program guiding documents (i.e. Bylaws, Protocols, etc.) stated in the Chapter Operating Handbook
- o. Represent the chapter to the public and to the State
- p. Ensure that before the Chapter makes any written commitments to County Governments, City Councils, etc., or executes Contracts or Memorandums of Understanding with other entities, that the TMN State Coordinator's approval is obtained
- q. Be the Chapter's representative to State Annual Meeting or appoint a Chapter State Representative (See Chapter State Representative under 3. Directors)
- r. Facilitate a retreat of all newly elected Officers and Directors with the outgoing Board members before the Board meeting in February to facilitate exchange of responsibilities and chart the Chapter's new year
- s. Write donor appreciation letters
- t. Present Recognition Awards to out-going Officers and Board members

#### Vice President

- a. Assist the President and act for the President in his/her absence
- b. Prior to the September Board meeting, meet with the President to establish Chapter and Board meeting dates for the following year, to be presented for review and approval at the September Board meeting
- c. Participate as a member of the Annual Financial Examination Committee
- d. Co-sign checks and drafts for the Chapter when needed
- e. Chair the Program Committee scheduling Chapter programs for membership meetings
- f. Select and secure the venue for bimonthly Chapter meetings for the following year based on approved Board meeting dates
- g. Schedule chapter field trips

- h. Schedule and coordinate annual Chapter social activities

#### Treasurer

- a. Receive all dues and monies for the Chapter and maintain them in a Chapter bank account
- b. Develop and maintain an annual budget for the Chapter with input and approval by the Board of Directors. The proposed budget should be finalized and submitted for approval prior to the start of the new calendar year
- c. Pay all bills upon receipt of a written statement or receipt for approved expenses. Treasurer and President or Vice President shall sign all checks, drafts or other instruments for payment of money or notes of the Chapter. In the absence of the Treasurer, the President and Vice President may sign any instruments for payment or notes of the Chapter
- d. For all payments greater than \$1,000, the Treasurer must co-sign the payment instrument with the President
- e. Submit all annual financial records, reports and audits as required by law (and/or sponsoring agencies)
- f. Present a financial report from the Chapter's financial management system at all Board meetings that includes the status of all financial transactions and bank statement reconciliations
- g. Present the financial records to the annual Financial Examination Committee before the last Board meeting of the calendar year
- h. Keep an account of all income, expenses, disbursements and other financial matters including a hard copy file of such documentation for seven years plus the current calendar year
- i. Make available all financial reports and documents to any Chapter member and/or Advisors as may be requested
- j. Maintain the financial records of the Chapter using a financial management system such as QuickBooks, Quicken, or equivalent method software processing systems that is able to produce quality financial reports easily understandable by any Chapter Member and/or Advisor
- k. The Chapter's financial management system must meet Generally Accepted Accounting Principles (GAAP) using either accrual, modified accrual accounting, or modified cash basis

#### Secretary

- a. Conduct all necessary Chapter correspondence
- b. Record, publish and preserve the minutes of all meetings of the Board of Directors, General Membership meetings or special meetings
- c. Furnish the minutes to all Board members and make them available to other Chapter members when requested
- d. Keep a record of attendance at each Board meeting and whether a quorum is present

- e. Maintain a hard copy file or a secure digital record keeping system of all minutes and correspondence according to the Chapter's Data Retention policy
- f. Bring to each Board meeting the minute book, a copy of the Bylaws, Chapter Management and Operations Protocols, the Chapter Operating Handbook, a list of all committee membership and a copy of the parliamentary authority adopted by the Chapter
- g. Oversee the Historian/Archivist

### 3. Directors

The duly Appointed Directors shall consist of, but not limited to, the following:

- Immediate Past President
- Membership Director
- New Class Director
- Communications Director
- Advanced Training Director
- Volunteer Service Director
- New Class Representative(s)
- State Chapter Representative
- Advisor(s)

All Director positions are by appointment and approved according to the Chapter Bylaws ARTICLE V.F and V.G.

The terms and limits of office: All appointed Directors shall serve for a period of 12 months and are eligible for re-appointment.

### 4. Duties of Directors

The duties of Directors shall be to assist the Officers in their respective responsibilities. In addition, their specific duties are listed below. All Directors and Advisors are voting members of the Board. Voting shall be by individuals and no one may cast more than one vote even though they may be appointed or elected to more than one Board position.

#### Immediate Past President

- a. Provide continuity from prior Board of Directors with counsel for undocumented procedures and works to document those procedures
- b. Lead an annual review and update if necessary of the Chapter's Chapter Operating Handbook document
- c. Assist the President
- d. Chair the Nominating Committee (Ref. Chapter Bylaws, Article V.E.2)
- e. In the absence of an Immediate Past President, the President will reassign above responsibilities as needed

### Membership Director

- a. Maintain a roster of all Chapter members with pertinent contact information,
- b. Oversee Chapter position of Data Manager
- c. Monthly maintain and publish names of Members achieving certification and milestone awards
- d. Present awards frequently at Chapter meetings
- e. Manage the Chapter's use of the TMN Volunteer Management System (VMS), (Ref. State Chapter Management and Operations Protocols, Article VI, Volunteer Service Requirements) for reporting volunteer service hours and Advanced Training
- f. Supervises the VMS Chapter Administrator(s) activity for in reviewing and approving volunteer service hours and advanced training for accuracy, correct categorization and appropriateness
- g. Ensure all Members or a Member-in-Training receives appropriate training to use the TMN VMS
- h. Compile the State Annual Report with the support of the preceding year's President and Data Manager

### New Class Director

- a. Form the Training Class Committee
- b. Serve as Manager for the New Class, planning, curriculum development, calendar, instructors, venue, reception, etc., through graduation
- c. Recommend the class tuition to the Board of Directors
- d. Organize, publicize and manage New Class Application process
- e. Manage the Chapter's Mentor Program (Ref. State Chapter Management and Operations Protocols, Appendix II, Mentor Program)
- f. Work with the Membership Director to manage the Mentor Program and the new class application process
- g. Ensures each Member-in-Training receives appropriate training to use the TMN VMS

### Communications Director

- a. Oversee a committee(s) or positions performing the functions of:
  - Publicity
  - Newsletter Editor
  - Webmaster
  - Social Media
  - Hospitality
- b. Write publicity press releases for print and electronic media covering New Class Application, Chapter meetings and special events
- c. Arrange for printing and distribution of New Class Recruiting Brochure
- d. Finalize and maintain a Chapter Data Retention Policy approved by the Board

- e. Oversee social media content and formats used by the Chapter Members. Social media should follow TMN Marketing & ID Guidelines as well as TPWD and Texas A&M AgriLife Extension Service policies

#### Advanced Training Director

- a. Develop a form for Members to request that a program be considered for an Advanced Training Code
- b. Recruit committee members and oversee activities of the Advanced Training Committee to schedule, plan, manage and maintain records of Advanced Training activities
- c. Review and recommend for approval or disapproval all Advanced Training requests and events
- d. Assign Advanced Training Codes and Advanced Training Titles to qualifying events and notify Chapter membership of approved Advanced Training opportunities
- e. Set up and manage Advanced Training opportunities in the Chapter's TMN VMS
- f. Use State Chapter Management and Operations Protocols, Article V. Advanced Training Requirements, including VMS, to review and approve Advanced Training Codes

#### Volunteer Service Projects Director

- a. Oversee a committee(s) or positions performing the functions of
  - o Outreach
  - o Volunteer Service Projects
- b. Develop a form for Members to request a Volunteer Service Project Code
- c. Review and recommend for approval or disapproval all Chapter volunteer service project opportunity requests using the State Chapter Management and Operations Protocols, Article VI Volunteer Service Requirements as a guide to review and approve.
- d. Use State Chapter Management and Operations Protocols, Article VI. Volunteer Service Requirements, including VMS, to review and approve Volunteer Service Project Codes
- e. Ensure that a complete description of those Project activities for which volunteer service hours may be accumulated. Ensures detailed descriptions are promptly posted in Chapter VMS Opportunities.
- f. Assign Volunteer Service Project Codes to qualifying projects and publicize to Chapter Members
- g. Maintain the list of Chapter Partners and Sponsors

#### New Class Representative(s)

- a. Represent the New Class as a member on the Board attending all Board meetings

- b. Participate as a member of the annual Financial Examination Committee
  - c. Attend selected New Class training sessions to provide the new class insight into the New Class Representative Board position
- Chapter State Representative
    - a. This position should be assumed by the President or appointed from the Board membership by the President.
    - b. Work as a Chapter liaison with the State Program Coordinator
    - c. Represent the Chapter in State level matters of the Texas Master Naturalist Program
    - d. Review draft State Documents as requested
    - e. Help with coordination of activities at the Annual State Conference
    - f. Help in finding presenters for the Annual Conference
    - g. Enhance the communication between the State and the Chapters
    - h. Help guide and educate the Member Chapter's new Officers and Directors through use of the state governing documents
    - i. Participate in conference calls as requested
    - j. Attend the Annual State Conference if possible
    - k. Attend the semi-annual State Volunteer Representatives Council meetings

#### Advisor(s)

Reference State Chapter Management and Operations Protocols, Appendix I, Advisor Guidelines and Article V, B, State Bylaws

The Chapter-Advisor relationship is not a one-way street, in that the Chapter and its leaders also have responsibilities. These responsibilities include an appropriate level of communication, providing opportunities for Advisor interaction and a commitment to the success of the organization as a whole.

### **B. RESPONSIBILITIES OF THE BOARD**

The Board is responsible for the success of the Chapter and has the authority to conduct the business of the Chapter as defined in the Chapter Bylaws (Ref: Article VI, A. 2-3). All business before the Board requires approval of either a majority vote of Board Members in attendance at a Board meeting where a quorum is present, or a majority vote of all Board members using Remote Communications Technology.

All official Board communications, i.e., voting, etc., via electronic media, shall be recorded and contained in the Chapter Secretary's records.

1. Committee Oversight. All committees and their activities are subject to review and approval by the Board.
2. Expenditure Limits. Any expenditure exceeding \$250.00 must be approved by a resolution of the Board of Directors
3. Chapter Business. The Board shall conduct the business functions of the Chapter as may be stated in the Chapter Bylaws, Chapter Management and Operations Protocols and the local Chapter Operating Handbook.
4. Voting by Remote Communications Technology. A meeting of the Board or the Nominating Committee may be held by means of a remote electronic communications system, including videoconferencing technology, email, or the Internet, only if:
  - a. three business days' notice is given to each person entitled to participate in the meeting and includes relevant information to be discussed; and
  - b. the system provides access to the meeting in a manner or using a method by which each person participating in the meeting can communicate with each other; and
  - c. motions are made and votes are recorded in the written minutes of the meeting; and
  - d. documentation of each of the requirements of paragraph a, b, and c above must be contained in the secretary's minutes.
5. Establishment of Dues. The Board of Directors may, with approval of a majority of members present at a duly called and convened general membership meeting, set and change the amount of an initiation fee, if any, and the annual dues, if any, payable to the Chapter. The Board of Directors must notify all voting members 60 days prior to the general meeting that the subject of dues or their increase will be brought before the convened general membership for action. The Board of Directors, under special circumstances, may waive, in part or in whole, individual membership fees on a case- by-case basis, if approved by a majority vote of the Board of Directors.

Dues Schedule. Dues shall be payable on or before the first day of January for each fiscal year. If dues are not paid by March 31 in each fiscal year, then all privileges afforded a 'Certified Member' are rescinded until dues are paid. A Texas Master Naturalist Member who is not current in the payment of dues, if required, by the end of the calendar year, will be considered "inactive" for purposes of the State Annual Report.

## **C. COMMITTEES**

All committees serve subject to the oversight and approval of the Board. The President appoints the Chair of the Standing Committees. The Chair is responsible for seeing that the Committee fulfills the responsibilities and objectives for which it was formed.

1. Standing Committees
  - Executive Committee
  - Training Committee

- Membership Committee
- Volunteer Service Projects Committee
- Advanced Training Committee
- Communications Committee
- Newsletter Committee
- Outreach Committee
- Historian/Archivist
- Chapter Store Chairperson
- Hospitality
  
- Executive Committee
  - a. The Executive Committee shall be comprised of the elected Officers of the Chapter
  - b. Authority: Reference Chapter Bylaws, Article VI, B. 2. Authority
  
- Training Committee
  - a. Serves under the leadership of the New Class Director for the Chapter's training program
  - b. Plans, implements and evaluates the Chapter training curriculum and develops training calendar
  - c. Acquires the TMN State Curriculum for each new Member-in-Training and prepares additional class materials
  - d. Select all presenters and make arrangements for their class/presentation including materials, handouts and audio-visual equipment needed for the class/presentation
  - e. Arranges for speaker gifts, travel, lodging needs, confirmation, and thank you letters
  - f. Arranges for publicity – newspapers, flyers, brochures, electronic media
  - g. Arranges for training venue, and required facilities equipment for all class periods
  - h. Facilitates class field outings/trips
  - i. Hosts initial New Class social and presentation reception
  - j. Arranges for refreshment amenities during class periods
  
- Membership Committee
  - a. Serves under the leadership of the Membership Director, typically composed of the Data Manager(s)
  - b. Manages and/or assists in managing the Chapter's records and reports within the TMN VMS.
  - c. Maintains a roster of the Chapter Member's names, including Members-in-Training, plus pertinent contact information within the TMN VMS
  - d. Maintains a record of volunteer and advanced training hours within the TMN VMS
  - e. Supports the Membership Director in ensuring that VMS time reported is accurate and fitting of the activity description and criteria
  - f. Frequently reports the names of Members who have achieved Certification, Re-

certification, and Milestone awards so that the Members can quickly be recognized

- Volunteer Service Projects Committee
  - a. Support Volunteer Service Projects Director in reviewing, organizing, assigning codes and notifying Chapter members of approved Volunteer Service opportunities and projects
  - b. Assists in drafting a complete description of those Project activities for which volunteer service hours may be accumulated and assures such detail descriptions are promptly posted in the Chapter VMS Opportunities
  - c. Assists in managing project opportunities with the Chapter's TMN VMS
  
- Advanced Training Committee
  - a. Schedule, plan, manage and maintain records of Advanced Training activities
  - b. Supports Advanced Training Director in reviewing, organizing, assigning codes and notifying Chapter Members of approved Advanced Training opportunities
  
- Communications Committee
  - a. Develop a communications strategy for the Chapter
  - b. Develop and maintain websites and social media content and formats in accordance with the communications strategy
  - c. Develop and maintain methods to notify Chapter members of events, volunteer activities and Chapter notices via email or other distribution methods.
  
- Newsletter Committee
  - a. Collects, produces, and distributes Chapter and state TMN news in the Chapter's Newsletter
  - b. Solicits and accepts contributions from Officers, Directors and Members for the Newsletter
  - c. Assists the Chapter Communications Director, as necessary
  
- Outreach Committee
  - a. Coordinates the Chapter outreach activities under the direction of the Volunteer Service Director
  - b. Ensures that outreach booths are staffed when planned
  - c. Acquires and maintains a Chapter display board
  - d. Coordinates activities with the Chapter Webmaster
  - e. Assists the Training Committee in promoting the Chapter
  - f. Assists the New Class Director and Membership Director as necessary
  
- Historian/Archivist
  - a. Maintains the historical records of the Chapter under the direction of the Secretary
  - b. Historical records include but are not limited to: training classes, projects, recognitions, events, elections, meetings, Chapter scrapbook and Chapter Newsletter

- archives
  - c. Assists the Chapter Secretary as necessary
- Chapter Store Chairperson
  - a. Maintains an inventory of sales items
  - b. Submits a store inventory two times per year for review by Treasurer and Board
  - c. Creates a duplicate receipt for each item sold
  - d. Provides Treasurer with report of items sold, receipts and money
  - e. Establishes and maintains Budget for the Chapter Store
- Hospitality
  - a. Contacts or sends cards to Chapter members who are ill, hospitalized, or experience a death in family
  - b. Contacts or sends cards to Chapter members who are recognized for outstanding work in the media
  - c. Sends thank you cards to donors or others
  - d. Works under the direction of the Communications Director

## 2. AD HOC Committees

Ad Hoc committees are formed for a particular and specific short-term purpose.

- Annual Financial Examination Committee
- Officer Nomination Committee
- Director Nomination Committee
- Other Ad Hoc Committees
- Annual Financial Examination Committee
  - a. Responsible for conducting the annual examination of the financial records of the Chapter. Members will include the Vice-President, New Class Representative, Secretary and Advisor(s) if applicable.
  - b. The President appoints the Chair. The Treasurer provides the financial records for review.
  - c. The results of the Financial Examination will be reported to the Board and recorded in the minutes of the following Board meeting with signed attestations from each member of the committee.
- Officer Nomination Committee
  - a. Proceed in accordance with Chapter Bylaws, Article V, E. 2. Election Process.
  - b. The Past President will chair the Officer Nomination Committee formed by Chapter Members who are appointed by the Chapter President. The committee will present their slate of Officer candidates to the President, taking into account the following

- attributes.
- c. The Officer Nomination Committee shall endeavor to select candidates from the Chapter membership who demonstrate appropriate skills for managing the office of President, Vice President, Secretary and Treasurer; and where possible, with an eye to increasing diversity. Diversity being not limited to sex, ethnicity, creed, or national origin, but including attributes such as age, sexual orientation, gender identity, formal education, background experience, and county of residence. Preference may be given to candidates whose total time in any Board capacity and total time of service in a single Board position is less than other candidates for the same position. Selection of candidates based on these additional diversity attributes would maintain experience and continuity for the Board while recruiting new Members to serve. Officer candidates must be Certified Members of the Chapter, except for Chapters in their first year of operation.
  - d. The Officer Nomination Committee must review the required skills, duties and responsibilities of each Officer position with the proposed candidate to assess the candidate's understanding and willingness to perform the functions of the office prior to nominating the candidate for any position.
  - e. The President must publish the slate of candidates to the Chapter membership in writing, 15 days prior to the last general membership meeting before the end of the calendar year.
  - f. The Officer Nomination Committee will present a slate of candidates and conduct the election process at the last general membership meeting of the calendar year.
  - g. This committee will also serve when an Officer or Board vacancy occurs which requires candidates. The committee may serve at the request of the incoming President upon election to present a slate of Director Candidates.
  - h. The TMN State Program Coordinator may provide oversight to a Chapter's nomination process.
- Director Nomination Committee
    - a. Proceed in accordance with Chapter Bylaws, Article V, F. 3 Appointment Process for Board Members other than New Class Director. The Director Nomination Committee may be created at the discretion of the incoming President.
    - b. The incoming President will chair the Director Nomination Committee formed by Chapter Members who are appointed by the incoming Chapter President. The committee will present their slate of Director candidates to the incoming President, taking into account the following attributes.
    - c. The Director Nomination Committee shall endeavor to select candidates from the Chapter membership who demonstrate appropriate skills and where possible, with an eye to increasing diversity. Diversity being not limited to sex, ethnicity, creed, or national origin, but including attributes such as age, sexual orientation, gender identity, formal education, background experience, and county of residence. Preference may be given to candidates whose total time in any Board capacity and total time of service in a single Board position is less than other candidates for the same position. Selection of candidates based on these additional diversity attributes

would maintain experience and continuity for the Board while recruiting new Members to serve.

- d. The Director Nomination Committee must review the required skills, duties and responsibilities of each Director position with the proposed candidate to assess the candidate's understanding and willingness to perform the functions of the position prior to nominating the candidate.
  - e. The incoming President will present a slate of Director candidates to the newly elected Officers, Past President and Advisor(s) for confirmation by a majority vote of this Executive Committee prior to the end of the calendar year in which they are elected.
  - f. The TMN State Program Coordinator may provide oversight to a Chapter's nomination process.
- Other Ad Hoc Committees
    - a. May be formed by the Board as needed to address specific tasks or purposes.

## **II: MEMBERSHIP**

Membership in a Chapter is open to qualifying individuals regardless of race, age (must be 18 years of age or older), sex, sexual orientation, gender identity, religion, disability or national origin. All persons who are Chapter Members or persons applying for TMN membership must submit to, and pass the required Criminal Background Check.

Member Categories (Reference Chapter Bylaws, Article IV, Membership)

- Texas Master Naturalist-in-Training
  - Texas Master Naturalist Pledge
  - Certified Texas Master Naturalist
  - Texas Master Naturalist Member
  - Honorary Texas Master Naturalist
1. Where Chapters have established dues, by a majority vote of Chapter Members, a qualifying Member must be current in the payment of those dues as defined by the local Chapter Operating Handbook.
  2. Members may readily transfer between Chapters within the State of Texas, but must meet all requirements of membership for the Chapter into which they are transferring.
  3. Members who may have been 'inactive' for some reason, may petition a local Chapter for reinstatement, providing all Chapter membership requirements are met.
  4. Two documents are required of all members and will be held in the office of the Chapter's Advisor. These documents may be printed on the same page.
    - Hold Harmless Agreement

- Use of Image and/or Voice (option to allow or deny)

### **III: ADOPTION AND AMENDMENT OF THE CHAPTER OPERATING HANDBOOK**

1. Adoption.
  - a. Initial adoption and ratification of the COH and Appendices will be by a majority vote of those present at the next scheduled general membership meeting following written distribution of the proposed COH to the general membership ten (10) days before the meeting, with notice that the ratification vote will be held at the next general membership meeting.
  - b. Written distribution may be via conventional mail, email or other equivalent means.
2. Amendment.
  - a. Changes and amendments may be proposed by the Board of Directors at a regular Board meeting with a two-thirds vote of the Board Members in attendance. The general membership must be notified in written form of the proposed changes or amendments ten (10) days before the next Board meeting and be given an opportunity at that Board meeting to voice any concerns about the changes or amendments.
  - b. The general membership must then be notified in written form of the final proposed changes or amendments ten (10) days before the next general membership meeting at which time a membership vote will be held.
  - c. Written form may be via conventional mail, email or other equivalent means.
3. State Office Notification
  - d. Once a Chapter has adopted a revised and/or amended Chapter Operating Handbook, an electronic copy must be sent to the TMN State Coordinator within 30 days.

### **IV: APPENDICES**

- VMS Training Document
- Hold Harmless Agreement
- Use of Image and/or Voice (option to allow or deny)
- Advanced Training Request Form
- Volunteer Service Request Form