



Mailing Address: P.O. Box 281, Alsea OR 97324 | Distribution Site: 18889 Haines Rd, Alsea OR

## **POLICIES & PROCEDURES**

**Updated: April 2022**

***“The Alsea Valley Gleaners is a Membership Organization”***

**Distribution Site:**

**18889 Haines Rd**

**Alsea, OR 97324**

**EIN: 93-1306530**

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## **Statement of Purpose:**

The purpose of Alsea Valley Gleaners (AVG) is to plan, develop, implement and administer programs and projects that connect with other providers and support Alsea Valley families and individuals working toward self-sufficiency with a focus on food security, health and wellness, safety, and community development.

## **Alsea Valley Gleaners Board of Directors:**

**Executive Director: Russ Ceperich - (503) 951-2499**

**Coordinator: Emily Blake - (503) 255-8055**

**Treasurer: Chris Fuller - (541) 450-0079**

**Secretary: Angel Ceperich - (971) 772-4135**

**Board Member #1: Lisa Goldstein - (541) 231-0082**

**Board Member #2: Melissa Hutnick - (503) 523-8721**

**Volunteer Board Representative: Allison Guenther - (530) 475-2307**

## **Web and social media:**

<http://www.alseavalleygleaners.org>

Facebook group: <https://www.facebook.com/groups/alseavalleygleaners>

Telegram group: [t.me/alseavalleygleaners](https://t.me/alseavalleygleaners)

## **SECTION 1: MEMBERSHIP**

Per AVG's Bylaws, the membership shall include any individual who wishes to participate in the organization and who meets eligibility requirements as defined below.

### **1.1. AVG households classification:**

#### **1.1.1. Gleaner Member Households:**

- a) Located within 30 miles of AVG's distribution site in Alsea, OR.
- b) Meet the 2022 income guidelines set forth for gleaning organizations (combined household income).
- c) Have at least one adult physically able to volunteer. An adult is of working age 18 or older. (All who are living at the address in the application are counted as gleaners.)
- d) Encouraged to seek out food resources and gleans for the organization.
- e) Are willing to volunteer for gleans, distribution, adoptees and fundraising. Gleaners are expected to share 50% of their field glean with adoptees.
- f) Perform a minimum of five (5) service hours per month to AVG (see 1.4.)
- g) Encouraged to make a shared membership contribution (SMC), but are not turned away for not doing so.
- h) Children of a minor age (12-17) may be considered to volunteer under approved adult supervision, depending on the location.
- i) Welcome to attend all Board and membership meetings and vote in AVG elections.
- j) Discuss any concerns with appropriate Board members or by filing a grievance.

#### **1.1.2. Adoptee Member Households:**

- a) Located within 30 miles of AVG's distribution site in Alsea, OR.
- b) Meet the 2022 income guidelines set forth for gleaning organizations (combined household income)..
- c) Any adult(s) who, due to physical or mental condition, cannot perform required service hours to the organization and where there is no other adult in the household that may serve hours.
- d) Understands that AVG is not required to deliver food to adoptee households.
- e) Welcome to attend all Board and membership meetings and vote in AVG elections.
- f) Discuss any concerns with appropriate Board members or by filing a grievance.

1.1.3. Temporary Adoptee: Temporary Adoptee status can be given with Board approval to members who are temporarily unable to work. E.g. surgical or injury recovery, pregnancy, or hospitalizations.

1.1.4. Volunteer: A household which has one or more members who offers service freely and does not accept distributed items. Volunteers are not required to meet income guidelines governing Gleaners and Adoptees. Volunteers are welcome to attend all Board and membership meetings, but cannot vote in AVG elections.

## **1.2. Membership Application:**

1.2.1. All gleaners and adoptees shall have on file a current application form, filled out completely and signed.

1.2.2. All gleaners and adoptees must renew their application in April of each year.

1.2.3. Members must have an orientation with an AVG representative to learn about the organization, site distribution, gleanings, and service opportunities.

1.2.4. Every new member is under a 60 day trial period. If after the trial period they are determined to be a member in good standing (see 1.5.), they may remain a member.

## **1.3. Multiple group membership:**

1.3.1. Gleaners and Adoptees may not be concurrent members of more than one gleanings group.

1.3.2. Gleaners and Adoptees may transfer membership from another gleanings group with approval by AVG Board.

## **1.4. Service hours:**

1.4.1. Each gleaner member household must perform at least five (5) service hours on average to AVG each month. Help is always needed for field gleanings, store pickups, distribution, repacking, stocking, cleaning, and other tasks identified and made available by the Board of Directors. A minimum of 15 hours must be completed in the first three months (e.g. 10 hours could be done in the second month and 5 in the third, 5 hours each month, or 15 hours the third month).

1.4.2. Service hours are self-reported on the distribution site weekly sign-in sheets. If a member is unsure of their running total service hours for the month, he/she is responsible for contacting the Service Hours Manager to find out.

1.4.3. A temporary suspension of service hours may occur with Board approval in cases of a pandemic, natural disasters, or life events. AVG recognizes that life events can occur to any family. If you are experiencing challenges completing service hours due to injuries, surgeries, pregnancy or hospitalizations, please contact a Board member to discuss circumstances. The service hours may be temporarily suspended for a pre-arranged period of time.

1.4.4. Non-compliance with the service hours requirement without a prior temporary suspension of service hours will be dealt with as follows:

- a) First warning: a warning email and or letter will be sent out if at least 15 hours were not met the preceding three months.
- b) Suspension letter: If 20 hours have not been completed by the end of the fourth month, you will be suspended for six months. You will not be able to shop or participate in any gleanings activity with AVG.

## **1.5. “Member in good standing”:**

1.5.1. Combined household income is at or below 300% of the federal poverty income guidelines.

1.5.2. Has a current application on file.

1.5.3. Has attended one member orientation.

1.5.4. Has no recent history of violence or theft.

1.5.5. Is either serving five (5) service hours to AVG each month on average or is an adoptee.

1.5.6. Picks up their distribution of food at least once every two months.

1.5.7. If terminated from membership for violating one or more of the above, a member may appeal with the following process:

- a) Subsequent to member receipt of written letter of termination, giving the required 15 day notice, member shall have an opportunity to be heard by the Board, orally or in writing, not less than five days before the effective date of termination.
- b) During the 15 day period, gleaned food, household supplies and wood will not be withheld.
- c) If the offense leading to termination is either theft or violent in nature, member is barred from AVG premises pending their appeal. Member may receive food off-site through another member during the 15 day period.

## **1.6. Member Board representation:**

One active member from the Volunteer Membership Group shall have a representative position on the AVG Board in advisory capacity. This representative is expected to attend monthly Board meetings, quarterly meetings and annual budget meetings and provide presentations of volunteer activities.

## **1.7. Further member rights and responsibilities:**

1.7.1. Voting members shall be those who are currently in good standing (see 1.5.) and not subject to any sort of disciplinary action, pending or otherwise. One vote per active household in good standing.

1.7.2. All members shall have access to the food gleaned by the organization in accordance with the rules set forth by AVG.

1.7.3. From time to time volunteers will be asked to participate in working sub-committees which are implemented for greater efficiency of AVG program/project operations.

1.7.4. Should a perceived “conflict of interest” exist, volunteering members are expected to recuse themselves in the actions/planning, etc.

1.7.5. Volunteering members will be expected to participate in fundraising activities as their skills and talents dictate.

1.7.6. Reimbursements for mileage (gas vouchers) may be available to members volunteering by doing store or warehouse pickups. Gas vouchers are not guaranteed. A Board member shall validate and authorize gas vouchers, and volunteers receiving a gas voucher will need to sign for acceptance.

## **SECTION 2: GLEANING**

Members will be notified via email and social media about gleaning opportunities. Oftentimes these will come with short notice.

### **2.1. About gleaning:**

2.1.1. All gleaners, adoptees, and volunteers must register with their group. Everyone on a glean must be informed of and agree to follow all the rules that pertain to that glean.

2.1.2. Gleaners harvest otherwise wasted food for use by people who have low income, especially those who are elderly and disabled. Gleaners are expected to share 50% of their gleans with adoptees, other gleaning members or qualified nonprofit programs. Anyone who is not interested in sharing generously cannot be a gleaner.

2.1.3. Volunteers are welcome and needed but may not receive food.

2.1.4. Adoptee households are those in which no household member is able to participate in field gleaning on a regular basis because of physical or mental disability; or other personal circumstances (caregivers, single parent families with small children), but usually like to help with other activities such as child care, phone calling, food preservation, fundraising, etc. Adoptees are encouraged to participate in field gleans, whenever possible, within their limitations. They are strongly encouraged to share with the group whenever they are able to pick more than they can reasonably use.

2.1.5. Donations received through this project must not be traded, sold, or given to anyone not associated with the gleaning groups, in any way.

2.1.6. Aside from the actual harvesting tasks, gleaning-related service may include activities such as finding and notifying AVG of gleaning opportunities, babysitting, helping to provide transportation, and distribution.

### **2.2. Rules of gleaning conduct:**

2.2.1. Every gleaner must wear a gleaner name tag with their name, their group's name, and must sign in and be accompanied by a field leader when entering the farmer's property.

2.2.2. All gleaning on growers' properties is arranged through the coordinator or farmer contact. All rules set out by the farmer WILL BE FOLLOWED or the gleaner must leave the field immediately, and must meet with the area coordinator and field leader before being allowed to glean again.

2.2.3. Do not ask the grower for any extra food or personal favors.

2.2.4. TREAT GROWERS' PROPERTY WITH RESPECT: smoking, foul language and bad conduct is not allowed in the fields. Anything brought to the property by individuals must be taken out before leaving ("pack it in/pack it out").



2.2.5. Children under 12, unsupervised youth between the ages of 12-17, and pets are not allowed on growers properties. No children or pets can be left in the car during gleans, even when accompanied by an adult.

2.2.6. All gleaners and adoptees agree to abide by the Good Samaritan law and not hold the growers or sponsoring organization responsible for any accident, injury, or other loss incurred while participating in any activity related to this program.

2.2.7. Anyone suspected of being under the influence of drugs or alcohol will be asked to leave the field immediately.

## **SECTION 3: DISTRIBUTION**

Distribution will be held each Thursday from 2-4pm and each Saturday from 11am-1pm at the distribution site: 18889 Haines Road in Alsea. This is subject to change.

### **3.1. Distribution rules:**

3.1.1. AVG may donate to any nonprofit organization that is a member of Linn Benton Food Share (LBFS) partner agency program or has been approved by LBFS, that provides food to needy people, with the understanding that donated food cannot be sold in any form.

3.1.2. No food products or non-saleable items distributed by AVG will be sold to any non-member. Any unwanted items may be distributed to another member or returned to AVG.

3.1.3. No food or merchandise items are to leave AVG premises without prior knowledge of the Coordinator or representative.

3.1.4. Members cannot store their distribution food in the refrigerator and/or freezer during distribution hours unless prior consent is given by the coordinator or his/her representative. No food is to be kept in the fridge or freezer for a member for longer than 48 hours. Food that has been saved for a member and has been in the fridge or freezer longer than 48 hours is to be redistributed or disposed of as needed.

3.1.5. No skimming: Skimming is defined as putting aside any distribution item for you or another member before you are allowed to shop. You cannot put aside or take part of your order because you feel that you might not receive something if others are ahead of you.

### **3.2. The Coordinator and/or designated representative must:**

3.2.1. Ensure products are distributed in a fair and equitable manner taking into consideration the size and special needs of recipient families.

3.2.2. Maintain a rotation system for equitable distribution of high demand or specialty foods to all members.

3.3.3. The requirements of special needs households should be taken into account when distributing non-food items

3.3.4. Ensure members and adoptees are given equal opportunity on all items.

### **3.3. Store pickup procedures:**

3.3.1. Members must give a 24 hour notice if they are unable to do a store run.

3.3.2. Based upon pickup history for vendor, an appropriate amount of boxes, totes and/or coolers should be taken. If pickups are done from the member's home, they are responsible for making sure they have enough boxes, etc. AVG will pay for totes for members who regularly pick up. These totes must be returned to AVG if the member is no longer picking up regularly.

3.3.3. All food safety rules should be followed as well as be in compliance with Serve Safe.

3.3.4. Once at the distribution site, the temperature of all refrigerator and freezer items must be taken and recorded on the Fresh Alliance Form. Refrigerated items need to be at or below 42 degrees and freezer items at or below 32 degrees. If temperature requirements are not met, then items need to be wasted and trashed.

3.3.5. Weigh all items in categories (produce, deli, bakery, and dairy) and mark weights on the pickups sheet on the desk at the distribution site next to the appropriate week.

3.3.6. All items need to be put away in the proper area.

3.3.7. Document service hours and mileage spent on the pickup(s) on the pickups sheet on the desk next to the appropriate week.

### **3.4. Distribution setup process:**

3.4.1. If members arrive early, they are expected to help set up, unload pickups, tidy shelves and other spaces, and make sure all buildings are unlocked.

3.4.2. Delivery trucks or vehicles should be emptied first.

3.4.3. Refrigerated or freezer items must be stored in the refrigerators or freezers.

3.4.4. Items to be stocked on the shelves should try to follow "first in/first out". Newer items go to the back of the shelf and older items put towards the front.

3.4.5. Boxes to be put in storage need to be sealed or taped shut. Current month and year need to be written on the box, as well as a brief description of contents. Have the written side of the box facing out when stored.

### **3.5. Food distribution:**

3.5.1. A designated member helping will verify the member's name. If their name is not on the list, they are not allowed to shop. The person would need to fill out an application and go through orientation first.

3.5.2. Remember to report any service hours for the past week; this will go on the sign-in sheet.

3.5.3. Members may freely shop, however, be conscientious about not taking more than your household's fair share of items. If you have questions, ask the Coordinator or AVG representative present.

3.5.4. It is up to the member to provide their own bags or boxes. There may be spare boxes lying about that can be used.

3.5.5. All items gathered inside and outside are to be reviewed and weighed by the member helping.

### **3.6. After Distribution:**

3.6.1. Put away any highly perishable items that are outside.

3.6.2. Organize refrigerator and freezer, discarding any rotting items. Make sure refrigerator and freezer doors are shut.

3.6.3. Make sure all trash and debris is picked up outside.

3.6.4. Turn off all lights and make sure heaters are turned off.

3.6.5. Close doors to all buildings and lock them.

## **SECTION 4: GOVERNANCE AND ELECTIONS**

### **4.1. The elected officers of the AVG Board of Directors shall be:**

Executive Director, Coordinator, Secretary, and Treasurer. Additionally, there are three Members of the Board at large positions: Director Position #1, and Director Position #2, and Director Position #3.

### **4.2. The various Officers and Chairpersons of AVG shall:**

4.2.1. Make full and complete written reports of the operations of their office at each general meeting.

4.2.2. File said reports with the Board member managing the filing for AVG.

4.2.3. When retiring from office, deliver to their successor in office all monies, books and other property of AVG in their possession or under their control.

4.2.4. Sign the Conflict of Interest Statement approved by the Board after the Annual Meeting in Jan.

### **4.3. Filling Board Officer(s) and Director vacancies:**

4.3.1. All vacancies in elective officers and directors in AVG Board of Directors shall attempt to be filled at the next general meeting or Executive Session for the remainder of the term.

4.3.2. If there are not five (5) Board members (for a quorum) available to fill vacant positions then the remaining Board can vote along with the volunteer Board member to enable the Board to continue functioning.

4.3.3. Elected officers on leave of absence (not participating in the capacity of their duties) for a period of more than 60 days must relinquish their office so the organization can function smoothly in their absence, with an interim appointment made by executive director and approved by the remaining Board.

### **4.4. Removal from office:**

4.4.1. Any officer/director may be removed, with or without cause, at a Special Meeting called for that purpose, by a vote of a majority of the members entitled to vote at an election of officers.

4.4.2. The aforementioned provision does not give a Board member immunity from suspension or termination from the general membership.

### **4.5. Term of office:**

4.5.1. The term of all elected officers shall be two (2) years.

4.5.2. An officer may be reelected with no limitation on the number of terms s/he may serve.

4.5.3. Elected officers and directors shall serve from the date of election results to the conclusion of the term.

4.5.4. A staggering system for elections shall be adopted as follows:

- a) The Executive Director, Treasurer, and director(s) #1 and #3 shall be up for election in even years.
- b) The Secretary, Coordinator, and director(s) #2 and #4 shall be up for election in odd years.

#### **4.6. Nomination Committee procedures:**

4.6.1. As in any committee, one Board member and two members of different households without conflicts of interest are to serve as the Nomination Committee (NC). The NC determines if the incumbents and candidates in AVG's election are members in good standing (see 1.5.) or active volunteers.

4.6.2. Nominations begin at the June Board Meeting and end two weeks later. There are approximately two weeks at the end of June for confirmation that the nominee would like to accept and that the household is in good standing.

4.6.3. The roll of members in good standing will be provided by the Nomination Committee. They will also provide the final ballot of incumbents and candidates.

#### **4.7. Election of Officers:**

4.7.1. AVG elections will then be held each year in July with elected officers starting their term August 1st of the same year.

4.7.2. Qualifications for nominees:

- a) Each nominee must be a member in good standing (see 1.5.) or an active AVG volunteer to be eligible to run for Board position.
- b) All persons must be nominated by any active member or Board member.

4.7.3. Nominees who accept nomination must comply to the following before ballot vote:

- a) Meet with the nominating committee for an interview within four weeks prior to election date.
- b) Serve diligently, attend all Board meetings and serve 10 plus hours monthly.
- c) Be available to attend and monitor at least two distribution days monthly.
- d) Comply with a background check if handling money or for bank account privileges.
- e) Be familiar with Board activities by reviewing or attending three prior Board meetings.

4.7.4. Any nominee may have the opportunity to decline nomination for the office to which s/he has been nominated before the nominations are closed.

4.7.5. The officers shall be elected by a majority vote of the members that are entitled to vote at the time of election.

4.7.6. One vote per household in good standing. Members may vote by email or paper ballot. Vote by electronic means, specifically email, is allowed, provided the member voting clearly identifies themselves which should also reflect the email on the rolls from the Nomination Committee.

4.7.7. The results will be announced by the unbiased third party (e.g. Adam Skaer, who manages the Alesa Food Bank, has offered to perform these duties for AVG for the 2022 election).

#### **4.8. Officers' powers and duties:**

4.8.1. The duty of the Executive Director (ED) shall be to act in a leadership capacity to:

- a) Ensure that all business of the organization is handled with due diligence and that AVG adheres to the Federal and State rules and regulations as they pertain to the operations of a 501(C)3 non-profit, classified as a public charity.
- b) Assure that AVG shall operate at all times in a fashion that will not discriminate by race, religion, sex, age, national origin, or medical choices.
- c) Preside at all meetings of the organization.
- d) Appoint all committees, except the grievance committee.
- e) Review all reports for appropriateness.
- f) Perform contract negotiations and present to the Board for approval.
- g) Enter into partnership agreements with Board approval.
- h) Supervise and direct volunteers and chairs of committees.

4.8.2. The duty of the Secretary is to assist the Executive Director:

- a) Assist in the operations of all AVG program operations and project development.
- b) Record all proceedings of each meeting of the organization in the form of final minutes submitted and posted for the membership within two weeks following the meeting.
- c) Maintain By-Laws and prepare revisions as necessary for Board approval and submit to the State for up-date.
- d) Check the P.O. box on a weekly basis and deliver mail to the Treasurer.
- e) Other duties as assigned by the Executive Director.

4.8.3. The duty of the Coordinator shall be to manage the Monthly Report and to assume the position of ED when vacant or absent.

- a) Review and track emails that pertain to the organization's activities.
- b) Maintain complete original applications and roll for all members and adoptees.
- c) Update rolls and membership Distribution Sheets with recorded weights and service hours.
- d) Input weekly weights to the partner portal app online.
- e) Manage social media channels of the organization.
- f) Monitor members' postings during meetings for questions or requests to address the Board.
- g) Other duties as assigned by the Executive Director.

4.8.4. The duty of the Treasurer shall be responsible for the fiscal operations and financial records of the organization.

- a) Receive and hold all monies, securities, vouchers, and such property of the organization as may pertain to his/her office.
- b) Pay out monies only after the Executive Director has authorized payment.
- c) Collect all monies due the organization.
- d) Deposit all monies in the Alsea Valley Gleaners checking account.
- e) Review the Administrative Operations for AVG Financials document for accuracy and functionality.

4.8.5. Other Duties of Directors:

- a) Monthly review of financial reports and other program operations documents for operations.
- b) Quarterly review of program expenditures for consistency with the budget(s) of AVG's programs, administration and of the various grants and projects.
- c) Quarterly review of revenues generated for budget comparison.
- d) Fundraising, public relations and marketing as needed.
- e) Must be willing to help when needed.
- f) Development of long term and short-term plans for projects.
- g) Completion and approval of the annual budget for presentation at the annual general meeting.
- h) Prepare or oversee the preparation of AVG's annual Federal 990s and the Oregon State CT-12 plus any additional tax records necessary.
- i) Oversee AVG's bookkeeping in Quickbooks accounting software, all funds received and paid out, and watch out for over expenditures of grant awards.
- j) Maintain all grant files, with copies of all correspondence, financial reconciliation and closeouts.
- k) Additional responsibilities of the BOD are provided in the financial controls section of this document.
- l) Contact members with gleaning information.
- m) Shall be in charge during gleans.



## **SECTION 5: MEETINGS**

### **5.1. Annual membership meetings:**

- 5.1.1. Shall be held in January for the previous year.
- 5.1.2. The Executive Director shall present the annual report of activities, projects, and goals for the organization including the new year budget.
- 5.1.3. The Treasurer shall present the financials and the fiscal status of the organization.
- 5.1.4. The Secretary shall present data on membership applications, new enrollments, terminations, and projects for soliciting new members.
- 5.1.5. The Coordinator shall present reports on program operations and goals for the coming year.

### **5.2. Quarterly membership meetings:**

- 5.2.1. Officers and Board members will make presentations of AVG program operations, financial condition, membership enrollment activities and project(s) benchmarks completion.

### **5.3. Monthly Board meetings:**

- 5.3.1. The Board shall meet once a month to make sure the affairs of the organization are being fulfilled. Members and volunteers are welcome to attend.

### **5.4. Meeting waivers:**

- 5.4.1. Waiver of attendance by a Board member at any of the above meetings must be for a valid reason given to the Board. The absentee shall provide the Executive Director, in electronic format, all information, reports, etc. that are her/his responsibility no later than 48 hours prior to the meeting.
- 5.4.2. A meeting may be waived by majority of the Board, with written or verbal notice to be given three (3) days in advance.

### **5.5. Other meetings:**

- 5.5.1. A Special Meeting may be held, whenever called by the Executive Director or a majority of the Board, with written or verbal notice to be given to all members at least three (3) days in advance of the time, place, and purpose of the meeting.
- 5.5.2. An Executive Session may be held with at least three (3) days written or verbal notice to all Board members.

## **5.6. Meeting conduct:**

5.6.1. All members are required to show equal respect to all other members and Board members with proper professional discourse and courtesies and free from intimidation, harassment, or reprisal.

5.6.2. All questions should be around business agenda items and corresponding details. All personal questions or issues should remain such and be discussed with the individual or through proper channels such as grievance filing (see section 6).

5.6.3. Please limit questions until the agenda item being discussed by the spokesperson for that item has been fully communicated except for questions of clarity. It is the Board's desire to hear from all concerned members and volunteers and will allow for ample question and answer opportunities.

5.6.4. All member or Board member questions or concerns regarding factual information or claims will be heard and will receive consideration without fear of retaliation or intimidation.

5.6.5. Any comment or dissertation during a meeting felt to be one of intimidation, harassment, or confrontation will be dealt with as follows:

- a) Member will be verbally warned and asked to rephrase or cease.
- b) If warning is not adhered to, the member will be muted and allowed to ask questions by raised hand or when a request is made through the comments.
- c) If another violation occurs, the member or Board member will be removed from the meeting and suspended until the following Board meeting convenes and the issue is resolved through the Board.

5.6.6. It is the goal of this all-volunteer organization to exist with respect to all. It is lawful to state that there shall be no discrimination on any basis of sex, religion, group or responsibility. Please respect the spirit of the group in all commentary as you would your job or career and recognize that termination is authorized for overt acts of harassment. Remember that we are all volunteers and it is our common goal to provide for the membership to the best of our abilities.

## **SECTION 6: GRIEVANCE**

### **6.1. Grievance procedure:**

6.1.1. A member or volunteer is encouraged to first informally discuss the problem or issue with the other parties involved, to define the issue, and to resolve the issue if possible.

6.1.2. If discussion has not yielded resolution or the grieved party does not feel safe having a discussion, the member or volunteer may file a written statement of the problem or issue with the Board. This statement will include what steps the member feels should be taken to resolve the issue. At this point, the other party(ies) whom the grievance is brought against will be asked to respond in writing to the Board. The statement must include what steps they are willing to take to resolve the issue.

6.1.3. The Board will review the grievance and within ten (10) business days, appoint a three (3) member grievance committee to hear the grievance. The committee shall consist of one (1) Board member and two (2) general members/volunteers. These committee members shall be selected based on impartiality and shall have no conflict of interest in the matter before the committee.

6.1.4. The meeting of the committee will be presided over by the Board member, who will take minutes. The committee will review the written documents and meet either in person, on the phone or electronically with both parties within ten (10) business days of formation of the grievance committee to hear the grievance. Each committee member may ask as many questions as necessary of both parties to help clarify the grievance.

6.1.5. The committee chair (representative Board member) will reference the membership rolls to attempt three (3) phone calls and an email within seven days (7). Grievant must return calls or grievances will be considered unfounded after 10 days.

6.1.6. If the situation is particularly sensitive and the committee feels they need extra support to properly assess the grievance, they may seek outside guidance with the Board's support.

6.1.7 After questioning is completed, the presiding member of the grievance committee will inform the Board of their findings. At that time, the Board will make a decision on the appropriate course of action. The grievance will be considered settled and the matter is closed. The Board will retain all written materials regarding grievance.

6.1.8. The grievance process may not take more than thirty days from filing of grievance to settlement. During special situations such as holidays or times when committee members are unavailable for the review process, the Board will be notified of the grievance and the committee will resume at its earliest convenience.