



**POLICIES AND PROCEDURES
OF
HEATHROW WOMEN'S CLUB, INC.**

Revised November 2021



Policies & Procedures

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Policies & Procedures

Board of Directors Meetings

All members of the Board have voting privileges. This includes the Executive Board and the Standing Committee Chairpersons. (Refer to the HWC By-Laws for more complete information.) If a position is shared by two people, only one may vote. A quorum of at least 1/3 of the Executive Board is needed to take a vote and motions pass with a majority of all voting members (Executive Board and Standing Committee Chairs). All members are expected to attend and participate in board meetings as the expertise of all are needed to ensure the best decisions are made for HWC ("Club").

As stated in the Bylaws, "In case an emergency arises between Board Meetings, the Executive Board shall be empowered to transact the business of the club."

Board meetings shall be held monthly except December and May on a schedule determined by the President and provided to the incoming Board at the Transition Board Meeting.

Board of Director Roles

Directors shall serve as advocates for the Heathrow Women's Club, Inc. and Heathrow Women's Club Charities, Inc. Each should plan to participate in or attend as many HWC, Inc. sponsored events as possible every year with a minimum expectation of two. Board members shall serve as Public Relations ambassadors for the Club by attending community sponsored events as well.

Directors shall make every effort to attend scheduled Board of Directors meetings, in-person or electronically (if supported). Each board member's input is invaluable in discussions and overall decision making for all committees.

Board members shall make every effort to support all fundraisers through membership in and hands-on participation and attendance at Ways and Means Committee planning meetings and activities. All Board members are to make every effort to serve as active members of the Charitable Endeavors committee.

Board job descriptions should be reviewed annually and updated appropriately by the current chairperson and submitted to the Parliamentarian for posting to the shared drive.



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All Board members shall submit a year-end report to the President no later than May 15, so the President is able to write a summary of the year for the Summer edition of *The Newz*.

Board members are responsible for being familiar with and following and improving (where appropriate) all procedures outlined in their job description, as well as in the general Club Policies and Procedures and By-Laws posted on the website.

The President and Executive VP are to be invited to all committee meetings.

Board of Directors Transition Process

The outgoing chairpersons shall go over their job descriptions, procedures documents/timelines, access to the shared drive and HWC accounts and passwords, and generally pass along all appropriate information and reports necessary to perform the position to the incoming officers. Outgoing chairpersons should make themselves available in the future to assist and answer questions during the year.

The outgoing President shall set up the Transition Meeting/Breakfast in early June. The outgoing Board shall be responsible for refreshments, if not otherwise provided/catered.

Each incoming Director/Chairperson must sign the job description for their new role and submit it to the incoming President at the Transition Meeting.

Charitable Endeavors

The Charitable Endeavors committee reviews potential charities to support. The four criteria used to determine eligibility for consideration are: 1) the charity predominately supports women and/or children in Seminole County; 2) The charity is not sponsored by a religious or political entity; 3) The charity does not use the HWCC funds for administrative fees; 4) The charity has legitimate 501(c)(3) status with the IRS.

The general membership, Board of Directors, and Heathrow Women's Club Committees may suggest charities to support. The Charitable Endeavors Committee conducts a careful review of each charity. The committee submits its recommendation to the Board listing



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those charities the committee recommends should be supported in the coming fiscal year. This recommendation may be supported by electronic voting of the committee. The HWCC Board votes on the recommendation at the February Board meeting, and a final vote is taken by the general membership in April. Once chosen, all charities shall be reviewed annually for continued support.

Generally, a maximum of four charities are supported financially during the Club's operating calendar.

Code of Conduct

Members can find the Club's Code of Conduct on the HWC website under the Membership Tab. If a member feels another member is in violation of the Code of Conduct, the member should bring the issue to the President and the President will bring before the Board for remedial action.

Club's No Solicitation Policy

HWC is not a business networking organization and solicitation from/of members is not allowed. However, women in business will find that as they establish relationships with other members, business may come their way. For example, if a member asks another member if they are employed and what they do for work, the member is certainly allowed to tell them. On the other hand, members may not pass out business cards or business information to others unless a member specifically asks for it.

In addition, the information contained in the online Membership Directory is for Club business only and should not be used for solicitation, personal charities, political causes or other announcements unrelated to HWC business.

Communications for Life Events

With a sizeable membership, life events such as illness or death of a member or a member's immediate family, shall occur. HWC makes an effort to communicate with members and their families affected by life events in the following manner:



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- Member or immediate family member has been injured or in the hospital – Corresponding Secretary sends a get-well card
- Member of a member's immediate family passes away – Pertinent information is gathered by the President and an email blast is sent to the membership with details and guidance for well-wishers. Corresponding Secretary sends a sympathy card to the member/family
- A member or former member passes away - Pertinent information is gathered by the President and an email blast is sent to the membership with details and guidance for well-wishers. Corresponding Secretary sends a sympathy card to the member's family
- Other tragic event occurs – accident, fire, robbery, etc. – Corresponding Secretary sends a note of encouragement and if support is needed, the Charitable Endeavors Chairs will communicate need and instructions to membership
- A member has a baby – Corresponding Secretary sends a card with good wishes and the President sends an email blast to the membership.

NOTE: Immediate family members include, spouse, mother, father, child, brother, sister

It is important that any member hearing of another member experiencing any of these life events to contact the President as quickly as possible.

Electronic Voting

In cases where a vote of the membership, the Board, or a committee is necessary to conduct the business of HWC, and physical voting is impractical, an electronic vote may be conducted.

Financial Policies

The club fiscal year is June 1 through May 31.

Members are responsible for payment of luncheon reservations even if they fail to attend. The Treasurer shall notify a member of unpaid reservations and collect payment.

All members are expected to use correct forms to account for income and expenses to Treasurer and to include receipts. These forms are available on the HWC shared drive and website.



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The Checking Account Balances for HWC and HWCC shall be reported at each General Luncheon Meeting and members may obtain a budget summary upon request.

General Meetings & Luncheons

General Meetings are held the 2nd Tuesday of each month, September through May. Registration starts at 11:00 am and the meeting/luncheon at 11:30 am. All HWC members are encouraged to attend.

The Parliamentarian shall open the meeting with the Pledge to the American flag. A member, chosen by the Parliamentarian, shall then read the club "Collect."

The Parliamentarian shall introduce the President after the reading of the "Collect."

The President shall announce that the minutes from the prior meeting are posted on the HWC website.

New business must be presented to the Board before reporting it to the general membership.

Chairpersons shall give prior notice to the President if they desire to speak at the meeting.

General Meeting/Luncheon Reservations

Two weeks prior to the scheduled General Meeting/Luncheon, the Reservations functionality is made available on the HWC website by the Technical Services Chairperson. All members shall make their luncheon reservations online, by the end of the day, on the Thursday before the Luncheon Meeting. Advance payment for the luncheon reservation may be made via Zelle® from the member's bank account to: Treasurer@heathrowwomensclub.org

A member of the Finance Committee, appointed by the Treasurer, shall be responsible for compiling the list of luncheon attendees and giving it to the Treasurer. The Treasurer shall contact the Heathrow Country Club with the guaranteed number.

Two members of the Finance Committee, selected and trained by the Treasurer, shall staff the check-in table at each monthly General Meeting/Luncheon.



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Checks are to be made out to HWC. Cash payments are recorded in the CASH column and checks in the CHECK column. Include the check number. Record any pertinent information in the COMMENT column. Credit Card payment can only be used when making a luncheon reservation on-line. No credit card payments will be accepted at the luncheon. Also, credit card payments will incur a small convenience fee added to the luncheon payment.

If a member is unable to make a reservation on-line, that individual should be instructed to contact the Technical Services Chairperson or the individual selected by the Treasurer to compile the reservations, to make a reservation before the reservation deadline.

The Membership Chairperson shall provide the Treasurer with the names of new members. New members who have made reservations shall be highlighted in order to flag them, so the Membership Chairperson becomes aware of their arrival. The Membership Chairperson shall assign each new member to a mentor who will contact the new member they are assigned to, ask if the member is attending the luncheon, arrange to greet them if they are attending the luncheon, introduce them to others that day and sit with them at the New Member Table.

Membership

Heathrow Women's Club Individual Memberships are issued to one person. They are neither transferable nor refundable.

In the case where a business has made a donation to HWCC for a Club Sponsorship, which includes a complimentary HWC membership, the business shall be encouraged to assign one individual to represent it. In addition, the business "owns" the membership – not the individual.

Non-members/Guests are encouraged to join the Heathrow Women's Club after attending two luncheon meetings. Generally, new members are invited to sit at the New Member Table up to three times and then should sit with the general membership.



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A function hosted by the Membership Committee shall be held to familiarize new members with HWC Policies and Operations. This shall be done as early in the Club year as feasible and repeated as necessary based on additions to our membership.

A fee shall be charged to any member needing to replace their Member Directory or their Name Tag. The Membership Chair should be contacted to obtain any replacement items.

Membership Directory

An online, password protected, Membership Directory shall be included on the HWC website with the member contact information and other pertinent information. The Membership Chair is responsible for maintaining the Directory, keeping the Board updated and ensuring timely posting of new members to the online Directory. All members shall have access to the online Membership Directory by going to the HWC website and clicking on Membership Directory. It shall be updated monthly by the Technical Services Chairperson, coinciding with the publication of *The Newz*.

At the discretion of the Board, a paper Membership Directory may be published and distributed.

Photography Policy

HWC reserves the right to use any photograph/video taken at any event sponsored by our club, without the expressed written permission of those included within the photograph/video. HWC may use the photograph/video in publications or other media material produced, used or contracted by HWC including but not limited to: brochures, invitations, books, newspapers, magazines, television, websites, and social media.

A person attending an HWC event who does not wish to have their image recorded for distribution should make their wishes known to the photographer, and/or the event organizers or Club President, in advance.



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Programs

The Program Chairperson shall be responsible for determining the menu and speakers for the monthly General Meetings/luncheons.

In order to assure our compliance with the HWC ByLaws, programs may be neither political nor religious in nature.

Speakers presenting programs to the club shall not be permitted to sell their services or products directly. However, business cards or other printed material may be set out on a table for members to take. In some cases, for example, if an author presents a program and wishes to sell their book(s) to our membership, it is recommended that a portion of the proceeds is donated to HWCC. This should be worked out in advance of the presentation. Speakers shall not receive remuneration.

Members are to make no promises when approached for a possible speaker, charity or fundraiser. All suggestions must be brought to the Board, through the Program Chair, for consideration.

Replacement of Officers

If a Board member resigns before completing her term in office, the Parliamentarian shall re-convene the Nominating Committee from the previous election cycle. This group shall seek a person to replace the individual who resigned by using the committee's prior knowledge of possible candidates, plus the results of the current survey which indicates general members' willingness to chair a committee.

Once a candidate is chosen, and the Board votes to approve, the candidate's name shall be presented to the general membership at the next luncheon meeting for a final vote. An e-mail blast shall notify the membership of the newly elected Board member.

Social

Only members in good standing (dues paid and adhering to the Code of Conduct) may participate in HWC social activities.



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Members should be given preference when substitutes are needed for activities such as Bridge, Mah Jongg, Canasta, etc.

For functions where a member may invite an adult guest to attend, or when there is a couple-oriented activity, the member may invite a guest of any gender.

If any member objects to the scheduling of an activity due to a religious holiday, the activity should be cancelled and rescheduled on a more appropriate date.

Ways & Means

The selection of fundraising events is the responsibility of the incoming Board and the incoming Chairperson(s) of the Ways & Means Committee. (Board minutes Feb. 25, 2003). The Ways & Means Chairperson(s) shall make a recommendation to the Board based on input of the Ways & Means Committee Members.

The Ways & Means Chairperson(s) may be a shared responsibility by two women. During the summer months, members should be solicited to coordinate individual fundraising events during the year. Regular updates on the progress of each subcommittee shall be given to the Ways & Means Chairperson(s).

Monthly raffle tickets shall be sold in the lobby prior to each general meeting/luncheon. Those members selling raffle tickets shall be responsible for counting the money collected, communicating the amount to the Ways & Means Chair(s) and President, and submitting the money to the Treasurer. Advance purchase of raffle tickets may be made via Zelle® from the member's bank account to: TreasurerHWCC@heathrowwomensclub.org

Items for the monthly raffles are donated by members – typically two/three members get together each month and donate a raffle basket.