

KRA Board Policy and Procedure Manual

Introduction: The purpose of this Kendal Resident Association Board *Policy and Procedure Manual* (PPM) is to guide present and future decisions and actions for the KRA Board as it advocates for Kendal Residents and carries out Board business.

In April of 2022, a meeting open to all Kendal Residents was held in the auditorium for the purpose of gathering input from Residents as to potential modifications to the KRA Bylaws. A major outcome of this discussion was a determination that much of the bylaws contained policies and procedures that would be better managed by the Board outside of the bylaw structure. Following this interaction, the bylaws were rewritten with a major change being the removal of those policies and procedures. These are incorporated into this KRA Board PPM as appropriate.

Part One: Bylaw Related Policies and Procedures

I. Meeting Notices

Notice of the Annual Meeting and of any special meetings will be given (a) by posting written notice on the main bulletin boards in Kendal Center and Health Center, (b) by placing a copy in each resident's open mailbox as indicated by the absence of "green dots" and (c) by posting on the Kendal Resident Website. (See bylaws II.2.05 and III.3.06.)

Notice of Governance Meetings will be provided to each Board member in writing (digitally or on paper) by the Board Secretary at least three days in advance. (See bylaw III.3.05.)

II. Nominating Committee Procedures for the KRA Board

The Nominating Committee will contact all residents through such means as public announcements, distribution of notices in open mailboxes, and the Kendal Resident Website, allowing at least two weeks for public response. Recommendations will be submitted in writing to the chair of the Nominating Committee or with the use of the website form.

Taking the public recommendations into account, the Nominating Committee will prepare a slate of Board Directors and Officers, and, having received their consent to serve, will submit the names to the Board prior to its Governance meeting in May. In preparation for a vote at the Annual Meeting, the Board will publicize the slate at least twenty-five days prior to the Association's Annual Meeting, a) by posting the slate on the main bulletin boards in the Kendal Center and Health Center, (b) by placing a copy in each member's open mailbox as indicated by the absence of "green dots", (c) by posting on the Kendal Resident Website and (d) by announcing by the May KRA meeting.

If there are independent nominations after the slate is announced, the Nominating Committee will publicize the independent nominations (a) by posting a list on the main bulletin boards at Kendal Center and Health Center, (b) by placing a copy in each member's open mailbox as indicated by the absence of "green dots", and (c) by posting on the Kendal Resident Website. (See bylaw IV.4.03 and IV.4.04.)

III. Secretary Responsibilities

The Secretary will record the minutes of all Association meetings. All records, minutes, and reports pertaining to Association and Board meetings will be placed by the Secretary in the Association archives regularly. An up-to-date list of Policy and Procedures established by the Board, a copy of the current Constitution and Bylaws, and available historical Constitutions and Bylaws of the Association will be placed in the Association archives.

The Secretary will perform such other secretarial duties as requested by the President and will prepare, or have prepared, prior to the work of the standing Nominating Committee, a list of all current residents who have been members or Officers of the Board. (See bylaw V.5.03.)

IV. Treasurer Responsibilities, Election Details, Request for Payment

The Treasurer will be a member of the standing Budget and Finance Committee; will collect and receive contributions to and other income of the Association; will disburse funds for budgeted items as authorized by the appropriate committee chairperson and disburse funds for non-budgeted items upon authorization of the Board; will keep the books of accounts; will work with KRA's accounting firm to prepare IRS and Pennsylvania tax returns for KRA; will work with the Audit Committee during the annual audit of KRA books, and will render a monthly account detailing the financial condition of the Association.

Payment by the Treasurer of expenses incurred by all committees must be authorized by the appropriate Committee chairperson. If the chairperson of a committee anticipates expenses in excess of the annual budgeted amount, the chairperson will consult with the Treasurer, and, if needed, with the chairperson of the Budget and Finance Committee. (See bylaw V.5.04.) This is done prior to approval by the KRA Board.

The election of Treasurer-elect will always occur at the end of the Treasurer's first year in office. Backup for the Treasurer will be the Reserve Treasurer (Immediate Past Treasurer) during the Treasurer's first year in office, as Treasurer-elect is not yet in office, and will be the Treasurer-elect during the Treasurer's second year.

Request for Payment: Payments may be made to residents for reimbursement of expenditures made on behalf of KRA committee activities, or they may be made directly to performers or service vendors, such as subscriptions or service fees for copier maintenance. The Request for Payment form is on the Kendal Website under the Contact/Forms tab.

After the information is added, documentation such as receipts or invoices can be attached, and the request is forwarded to the Treasurer via email. Information requested is basic: to whom the check is to be written, the amount, the purpose of the expense, the Committee responsible for the activity and the approval of that Committee's chair. Paper Request for Payment forms can be found in the KRA Forms open box (right hand end, bottom row of open boxes) and these can be used and placed in the Treasurer Open Box #35. For security purposes, checks written to residents are left at the Ambassador's desk in the Center and a notification slip is placed in the resident's open box to that effect.

V. Confidentiality

Board members should generally treat certain Board communications confidentially, including Listening Post discussions, discussions related to nominating and appointments committees, certain draft documents not deemed ready for public viewing.

Board members may confidentially discuss Board matters with their cottage partner if the Board member considers the partner will maintain the confidentiality.

VI. Gifts and Legacies

Gifts and legacies may be accepted by the Board when their purpose meets the purposes of the Association. All such monies will be administered and accounted for in conformance with Association procedures. Annual contributions to the KRA may not be designated for particular purposes. (See bylaw VI.6.04.)

VII. Standing Audit Committee

The Audit Committee shall consist of three residents, two new members and one carryover from the prior year, who will serve as team leader. Additionally, the prior year's team leader should remain available to consult (but not actively participate) in support of the current year's efforts.

The Audit Committee will report the results of its audit to the Board through the President as soon as reasonably practicable after the close of the fiscal year. Such report will be posted on the bulletin boards in the Kendal Center and Health Center for the information of the members and filed in the Association archives with the minutes of the Board meeting at which the audit was received. (See bylaw VI.6.05.)

VIII. Standing Appointments Committee

The Appointments Committee may request that the Board confidentially review the candidates whenever the Appointments Committee deems it appropriate to do so. Committee members and Board members who live in the same household as the candidate will recuse themselves from the discussions and decisions related to their candidacy.

The committee will have four or more members from the Board, each of whom will serve a two-year term. Each year at least two members in their first year of Board membership will be appointed for two-year terms. (See bylaw VI.6.07.)

IX. Kendal Collaborative Committees

It is KRA's general, but flexible, expectation that collaborative committees will have staff/resident co-chairs, who will share the responsibility for committee leadership, including agenda-setting and succession planning.

Term limits are encouraged for all resident committee members, with the use of the KRA Appointments Committee highly recommended for membership selection. (See bylaw VI.6.08.)

X. Four-Campus Collaborative Committees

It is KRA's general, but flexible, expectation that four-campus collaborative committees will have staff/resident co-chairs, who will share the responsibility for committee leadership, including agenda-setting and succession planning.

Term limits are encouraged for all resident committee members, with the use of the KRA Appointments Committee highly recommended for Kendal membership selection. (See bylaw VI.6.09.)

XI. Resident-Initiated Committees

Kendal resident-initiated committees welcome Crosslands, Cartmel and Coniston residents, with the qualifier that when constraints on either space or equipment so dictate, the committee chair should give preference to the needs of Kendal residents.

Resident-initiated groups and committees are encouraged to provide and maintain information about their membership, mission and activities to the Kendal Website in order that other interested residents can participate with them.

New Committee Formation: Groups of residents wishing to start a new committee and desiring KRA funding should prepare a brief statement of the proposed committee's purpose and items or programs for which funding will be requested for the following year. This information is sent to the Budget and Finance Committee Chair for discussion.

Structure or Leadership Problems in a Committee: If an active member of a committee considers there to be a significant problem with the structure or leadership of their Committee, they should first discuss the concern with another committee member. If the concern persists, they should, if feasible, respectfully discuss the perceived problem with the committee chair. If infeasible or unresolved, they should generally bring the issue to the monthly confidential Listening Post. If presentation of the issue (anonymously to the KRA Board and open meeting) would require disclosure of personally identifiable information, the Listening Post Board members should bring the matter to the KRA President and President-Elect.

Committees will be removed from the KRA list of committees when they no longer have leadership and fail to identify a chair or contact person to the KRA Secretary. (See bylaw VI.6.10.)

XII. Listening Post Program

At each Board meeting, two Directors will be announced, on a rotating basis, to meet with residents at a regularly scheduled monthly meeting (September through May) designated and advertised as a "Listening Post." The appointed Directors will hear issues brought by residents and, maintaining the anonymity of the resident, deal with such concerns by suggesting strategies for resident resolution of the problem, or by agreeing to work on resolution. If the concern is related to KCC's management, the Directors will present those concerns to management, maintaining the resident's anonymity. The Directors and management will cooperatively seek a resolution and the Directors will report their findings to the concerned resident.

At the next Board meeting, the appointed Directors will publicly report the nature of the residents' concerns and their resolutions. In the case of concerns involving KCC management, the report will give management representatives present at the Board meeting the opportunity to elaborate on the progress of the proposed resolution. The Listening Post program is the responsibility of the President of the Association and will have no budget. (See bylaw VI. 6.11. and Listening Post: Guidelines for Residents on the KRA webpage.)

XIII. Procedure for Amendments to Bylaws

When the KRA Board calls a meeting to amend the KRA Bylaws, all proposed changes will be made public (a) by posting a copy on the public bulletin boards in the Kendal Center and Health Center, (b) by placing a copy in each resident's open mailbox in accordance with the "green dots", and (c) by posting on the Kendal Resident Website, all to be done at least ten days in advance of the meeting, as called. (See bylaw VIII.)

Part Two: Other Policies and Procedures

I. Political Campaigns

Political materials and the League of Women Voters Election Guide may be put in open boxes.

No solicitations for funds may be made in open meetings in the auditorium. Solicitations are permitted at political meetings in the Farmhouse, the All-Purpose Room, and Activities Central. (See online Kendal Resident Handbook, page 36.)

Political campaign programs (including single-party meetings) arranged by Kendal residents may be held in the auditorium or other community space, consistent with availability of space and needed resources. If the meeting is for presentation by candidates for political office, competing candidates may, but do not have to, be invited.

Meetings related to political activities are open to all residents. Brief announcements of such meetings may be made through the bulletin boards and website following established procedures.

II. Polling Place Guidelines

Polling place rules are set by Chester County Voter Services (See www.chesco.org/156/Voter-Services). They are available to Judges of Elections prior to each primary or general election.

III. Non-Routine Programs

These may be scheduled for presentation in the auditorium, provided that the sponsor, whether an individual resident, KRA committee, or interest group, is listed on the scheduling request, on the bulletin board calendar, and on announcements and posters. If Sound and Light or ushers are required, the sponsoring party should consult the Kendal facility calendar and these groups to determine their availability on the proposed date.

IV. Outsider/Resident Use of Kendal Facilities

Craft rooms are for use by Kendal residents and staff. Use by others is by special arrangement with craft committees.

V. Sale of Merchandise

In coordination with the sponsoring committee, invited performers from outside KCC may set up a location for sale of merchandise inside the auditorium or lounge or other appropriate location. The introduction to the performance should mention location and time where the sale will be held.

VI. Wine and Beer Policy

Wine and beer are permitted at meals in the Main Dining Room and Café, and at organized functions in other public areas at Kendal. (See online Kendal Resident Handbook, page 48.)

VII. Miscellaneous

The KRA Board supports resident activities and provides a communication channel between residents and Administration. The Administration are employees of The Kendal-Crosslands Communities (KCC), a Pennsylvania corporation. The KCC issues its Kendal Resident Handbook to provide consistent and transparent guidelines for residents. KRA Committees may decide on guidelines for their activities. The Kendal bylaws, the Kendal Resident Handbook and the KRA Policy and Procedures Manual are available on the Kendal or KCC Connect website.

Adopted by KRA Board, March 16, 2015

Amended and adopted by KRA Board – March 11, 2024