

Collins View Neighborhood Association Board Member Operations Policy

OVERVIEW

Board

Board members of the Collins View Neighborhood Association, or CVNA, work in a collaborative model structure to accomplish joint goals on behalf of the Collins View Neighborhood, or CVN. The Collins View Neighborhood Board is composed of verified members who have been elected to one or more positions on the board by verified members of the neighborhood. Appointed representatives to the board include a NET representative, special advisors and appointed members representing recognized Collins View neighborhood Institutions (Lewis & Clark College and Riverdale High School).

Recognized Collins View institutions are limited to one-person representation on the CVNA board. Appointed representatives from the neighborhood institutions are encouraged to participate in CVNA board meetings but do not have voting privileges.

For purposes of this Operations Policy, references to “board members” mean the elected members of the CVNA board and not the appointed representatives.

Board Mission

The Collins View Neighborhood Association board is composed of verified members who agree to work as a collaborative team to accomplish joint goals on behalf of the Collins View neighborhood. Board members have varying areas of expertise with diverse sets of specialized skills and are committed to working effectively together to problem-solve and accomplish goals through agreed-upon shared communication standards, operating standards, performance expectations and best business practices when advocating for neighborhood livability and community issues.

Policy Purpose

The Collins View Neighborhood Association Board Member Operations Policy is designed to be updated and revised at any time as agreed to by a vote of the majority of board members. This policy helps define the standard operating procedures of the CVNA board. When CVNA Bylaws are not sufficiently clear or do not address the changing community needs and issues, the CVNA Operations Policy can help define and address the evolving issues and needs of the board and the Collins View community (e.g., electronic platform meetings format requirement initiated during COVID-19).

This document aims to further clarify the CVNA Bylaws and other operational processes of the organization, such as rules governing CVNA meetings, board elections, eligibility and responsibilities of board members, voting rights, and the possible roles of the verified members, communication structures and document management.

The CVNA Operations Policy is meant to serve as a “go-to” document when additional clarification of the bylaws and their intent is needed. The policy may also be a guide to refining the bylaws as new revisions become necessary. The policy’s intent is to assist and guide the CVNA board members when representing and advocating for the CVN community.

The CVNA’s bylaws and the operations policy together act as a comprehensive guide to the board’s rules of operation. The bylaws and the operations policy also help the CVNA community in its interactions with its representatives on the board.

Representation

CVNA exists to advocate for Collins View neighborhood livability issues. Therefore, citizen involvement is highly encouraged and facilitated. As CVNA’s goals are to have citizen participation at every level of the organization and in the community, the board operates with a strong sense of advocacy for the community. It is therefore important we define the roles of participating citizens.

All citizens are encouraged to participate and are welcome to provide input or request attention to a particular issue. To be able to participate in the decision-making aspects of CVNA, however, there needs to be a minimum level of sustained neighborhood involvement. A set of qualifications regarding participation, residency, and (no) conflict of interest must be in place to ethically and responsibly assign a role of “verified member” for participation in the general voting issues within the CVNA.

Qualification and Eligibility of a CVNA Verified Member

Since CVNA board members are voted in by the neighborhood’s residents, it is essential to give such responsibility to only a verified member. A verified member is a permanent neighborhood resident who has met the requirements for and been approved by the CVNA board. Such individual should be interested in maintaining awareness of issues that the CVNA is currently engaged in and have some familiarity with the board members’ committee roles and their advocacy for the community.

CVNA’s adoption of the qualification criteria was made considering that eligibility is open to nearly all citizens who reside in the neighborhood (with a few exceptions as noted in this policy). As in all aspects of volunteering, involvement is welcome and encouraged. Any neighbor is welcome to volunteer to work on a committee they are interested in. To be qualified as a board member, however, requires a certain level of commitment.

A Collins View resident wishing to become a verified member shall notify the board through email. Upon meeting the qualifications, CVNA board members will accept the citizen as a verified member following a vote and subsequently register the new verified member.

A verified member shall be required to attend at least six monthly CVNA meetings to remain a verified member.

A verified member shall maintain the minimum set of requirements listed in this operations policy to be eligible to vote for the election of CVNA board members.

Qualifications for a CVNA Verified Member

- 1) Attend three consecutive and a total of six per calendar year CVNA meetings to have some familiarity with the CVNA issues, its board members and their advocacy for the community.
- 2) Provide proof of current three-year continuous residency; requirements can include lease papers, homeownership or driver's license. Votes and motions enacted by the CVNA often have long-term effects. It would not be in the CVNA neighborhood's best interest to allow short-term residents to participate in decision-making that could affect verified members and other long-term neighborhood residents.
- 3) A verified member cannot be a student, be employed or have immediate family members employed (paid or unpaid) by the institutions in the neighborhood (see "institutions" defined in this policy statement). A neighbor is considered a verified member as long as they maintain three years of continuous residency. It is CVNA's intent to avoid an actual, or the appearance of a, conflict of interest that may occur if an interest or activity influences or appears to influence the ability of a verified member to exercise objectivity or impairs the verified member's ability to perform their responsibilities as a board member in the best interests of the Collins View neighborhood.

Board Elections

Elections to the board are held annually during the regular May meeting. Verified members, including board members, shall have one vote for each board position or issue on the ballot. Board committees with co-chairs will have one vote.

Elected board members coordinate safety and emergency management neighborhood protocols and procedures with the neighborhood NET representative. The NET representative works with the board members to coordinate neighborhood safety protocols and procedures. The NET representative is not eligible to vote on board issues but is eligible to vote on board member elections if the NET representative is a verified member.

Board members are expected to represent and advocate for equity and inclusion in the best interest of the Collins View neighborhood and are mandated to advocate for the community and its livability issues, which are paramount.

When institutional representatives attend board meetings, their input is encouraged but should be limited to advocating for their clients. Board-appointed representatives (i.e., NET and institutional) are not eligible to vote on CVNA Board matters.

All board members are expected to inform the board of any actual, or the appearance of any, conflict of interest. It is not feasible for unaffected board members to research or uncover conflicts of interest. The community and verified members (including all board members) must be able to rely upon the integrity of the CVNA board and verified members to have confidence in its mission of advocacy for the community. The community, along with the board members, should not be burdened by the need to evaluate the true nature of these conflicts, and the community should not be put in a position of compromised confidence in the board. It is

important to send a clear and steadfast signal that the board will not compromise on the advocacy of the Collins View community.

- Board members accept and screen applicants for CVNA board positions. To apply for a board position, interested applicants notify the board via email. When board applicants are approved by a majority vote of the board, they may be placed on the slate for election to the CVNA board. The chair and board members may add elected board positions at any time (including the May general meeting) by a majority vote.

Voting

Elected board members can each cast one binding vote on CVNA motions, positions, actions and elections. Decisions and position representations are made by a formal voting process — a board member makes a motion of a proposed position or action, the chair regards the motion, another board member seconds the motion, and a majority vote of board members is obtained.

Verified members, the NET representative and special advisors to the board are not eligible to vote on board issues.

Verified members (including board members) are eligible to cast one vote during the regular annual May meeting (and any other board-instituted election) for each issue that is on the election ballot.

Board Membership Roles

Elected board positions provide members with the authority and responsibility to research and collaborate with other neighborhoods and government agencies to obtain information regarding neighborhood activities, positions, proposals and issues: e.g., special events, property purchases, development proposals, building and land usage, zone-change requests, neighborhood infrastructures, health and safety issues, transportation issues, environmental concerns, parks, and natural areas management, disaster resiliency planning, and the livability effect to Collins View neighbors, neighborhood and surrounding neighborhoods.

Board members collaborate through agreed-upon communication, operation and best-practice standards, procedures and protocols. Board member communication to and/or with neighbors, SWNI representatives, city council representatives, government agencies, neighborhood institutions, neighborhood and neighboring businesses, etc., are required to always represent CVNA positions regarding the board's concerns, positions, opinions and actions.

When the Collins View board obtains a majority vote of a quorum of board members to proceed with a neighborhood position, opinion or action, individual board members are expected to only vote or voice those positions when representing CVNA and may not decline, abstain or otherwise refuse to act on behalf of the CVNA regardless of lack of preparation, inaccessibility to issue documentation or difference of opinion. However, if there is an inability to support the board position, then the board member may ask to be recused and another board member may be substituted to cast such a vote or voice the board-approved position/s.

The role of an elected CVNA board committee chair is to initiate and facilitate team communication, actions and solutions in committee-specific areas regarding issues affecting the Collins View neighborhood. These roles also include resourcing information for proposed actions and solutions to neighborhood issues and concerns. Committee chairs are required to attend SWNI committee meetings and facilitate notification of city and neighborhood issues to the Collins View board. Committee chairs are responsible for representing the Collins View

board majority vote when participating in voting actions during SWNI meetings, City Council meetings, government agency communication and neighbor and neighborhood interactions. Committee chair testimonials must reflect the CVNA board members' majority-vote actions and positions.

When unexpected time-sensitive voting issues arise, CVNA committee chairs are expected to attempt to contact CVNA board members via email, phone or text to obtain the CVNA board-majority position.

Often, CVNA issues involve multiple interrelated areas of neighborhood involvement. As a result, CVNA committee chairs with designated portfolios (i.e., transportation, safety, land use, environmental concerns, parks and natural area management, watershed) are not exclusive to those portfolios. Because neighborhood issues are often interrelated, those issues may be more effectively handled by the combined effort of committee chairs working together to address interrelated areas of concern.

Committee chairs often become aware of interrelated issues in nearby neighborhoods that may affect Collins View directly or indirectly. Committee chairs should bring the issues to the attention of the full board for review, discussion and development of positions. Decisions on the position and actions of the CVNA board to support or collaborate with the other neighborhoods are reached by a majority vote requiring a quorum of elected board members.

The CVNA board chair is authorized to propose and assign committee chair leadership and ad-hoc co-chairs for committees, as well as develop committees and workgroups to sufficiently cover integrated or larger issues regarding Collins View and adjoining neighborhoods. The chair is authorized to coordinate subcommittee meetings and actions outside of or in addition to general meetings.

Elected Board Member Position and Committee Roles

Board members are elected annually for one-year terms and should attend at least six monthly meetings per year prior to being elected. Once elected, board members should attend a minimum of six scheduled board meetings per year. Board members are expected to represent the CVNA board as outlined in the CVNA Operations Policy. Board membership requires representing the board majority vote on positions and opinions.

The CVNA board positions and committee roles work within a resiliency-model structure. Tasks and responsibilities assigned and/or related to specific board positions do not limit the completion or execution of tasks to that one specific position. To provide flexibility for the board to complete its responsibilities in the event of unexpected interruptions, all tasks can be assigned to or completed by any elected board member as directed by the chair or two board members with a majority vote. In addition, tasks associated with filing documents with the Secretary of State, Department of Justice or the IRS require review and board approval by a majority vote prior to submission.

a) **Chair** — The chair acts as a facilitator to promote community discussions and action plans promoting livability issues in the Collins View community. Specifically, the chair:

- Prepares schedules and agendas for all meetings
- Presides over and facilitates all meetings
- Appoints members to fill vacant ad hoc board positions, opens and assigns committee

and board position responsibilities and tasks, appoints subcommittees and committee leaders subject to majority approval of the board

- Designates an alternate board member to serve as chair in their absence
- Coordinates board transitions, operation policy and bylaws, and technology amendments
- Coordinates transitions and resiliency planning
- Reconciles the executive event calendar and the meeting agenda

b) **Secretary** — The secretary acts as a forum facilitator to promote community discussions and action plans promoting livability issues in the Collins View community. Specifically, the secretary:

- Confirms, coordinates and prepares meeting agendas, committee reports, and meeting logistics (includes electronic platform meeting invitations and platform management)
- Reconciles meeting attendee sign-in sheet; coordinates sign-in roster and completes membership forms; submits reconciled roster sheet to required archive files and regulatory organizations.
- Transmits CVNA board-approved meeting minutes according to archival protocols to approved archival platforms including but not limited to: collinsviewna.org website and required regulatory district and city coalition offices (ONI), SWNI
- Reconciles motion tally and land-use log sheets to meeting minutes
- Files and ensures CVNA records are defined by ONI standards and are available for inspection as required by the State of Oregon, SWNI, IRS or ONI
- Coordinates board records archival protocols with CVNA tech team and the chair according to archival records protocols in the operational policy

c) **Treasurer** — The treasurer acts as a forum facilitator to promote community discussions and action plans promoting livability issues in the Collins View community. Specifically, the treasurer:

- Receives and disburses CVNA funds according to the CVNA operations and financial policies
- Opens and maintains a bank account(s) on behalf of CVNA and in accordance with operational policy guidelines, if necessary
- Submits written monthly and annual financial reconciliation to the board
- Submits to the board disbursement requests; all disbursement requests require a majority vote of elected board members
- Reconciles City of Portland reimbursement invoices and receipts

d) **Board Editor** — The editor acts as a forum facilitator to promote community discussions and action plans promoting livability issues in the Collins View community. Specifically, the editor:

- Reviews, edits and finalizes submitted board-reviewed documents in preparation for board approval vote (documents must be received by the editor with time for review prior to the board meeting where they will be authorized)
- Finalizes board-authorized documents and returns to the author for approval by the chair and distribution (finalization is a review for grammar, punctuation, spelling and formatting; finalization does not substantially affect content)
- Displays and edits board documents in real-time during meetings as necessary to revise documents with board-approved edits

e) **SWNI Representative** — The SWNI representative acts as a forum facilitator to promote community discussions and action plans promoting livability issues in the Collins View community. Specifically, the SWNI rep:

- Participates in and promotes neighborhood participation in any master planning occurring in Collins View and neighboring communities
- Participates in and attends SWNI board meetings
- Advises the CVNA board of ongoing and current SWNI issues, activities, and positions
- Represents CVNA issues on the SWNI board; the SWNI rep is obligated to represent the CVNA board and vote on positions agreed to via CVNA board majority vote
 - o Representation of the CVNA board is not to be confused with a board member's personal position. If the SWNI rep is unable to represent the CVNA position, the rep is required to recuse themselves. The chair can assign a substitute representative or participate fully as a delegate to any SWNI, city or committee meeting.

Board committees are composed of elected board members. Committee representatives initiate and facilitate team communication, actions and solutions with an interrelated committee approach regarding issues affecting the Collins View neighborhood. Committee representative voting and testimonials at SWNI meetings and city forums are required to reflect the actions and positions of the CVNA board, as determined by a majority vote. Representation of the CVNA board's positions should not be confused with a board member's personal position. If a board member is unable to represent the CVNA position, then the representative is required to recuse themselves. The chair can assign a substitute representative or participate fully as a delegate to any SWNI, City, or committee meeting.

a) **Outreach** — The Outreach Committee representative acts as a forum facilitator to promote community discussions and action plans promoting livability issues in the Collins View community. Specifically:

- Participate in CVNA activities and committees
- Notify the membership of meetings, elections, events and other relevant matters
- Generate board-approved correspondence through several board-approved venues, including but not limited to Collins View Nextdoor.com, collinsview.org city and neighborhood coalitions
- Coordinate and submit board-approved monthly news article to city and neighborhood coalitions
- Design and facilitate board-approved community education programs via various platforms (i.e., presentations, workshops, electronic communications)
- Spotlight community news and special-interest stories
- Work as a community information resource providing information from approved resources including health, transportation, special events, education, workshops, nature, environment, city planning and Collins View history
- Coordinate neighborhood board-approved content for CollinsView.org website posting

b) **Land Use** — The Land Use Committee representative acts as a forum facilitator in the community to promote land use objectives of the CVNA. More specifically, the committee representative shares information on such topics as:

- Provide a public forum for the discussion of land use development within Collins View neighborhood and adjoining neighborhoods
- Participate and represent Collins View positions, decided by majority vote, in the SWNI/City Land Use Committee forums
- Advise the CVNA board of ongoing and current city and neighborhood Coalition Land Use issues activities and positions

- Advise the CVNA board of ongoing state land use legislation and zoning issues and changes
- Submit monthly Land Use Committee summary and action plan requests to the secretary to incorporate into monthly meeting minutes
- Attend and participate in SWNI Land Use Committee meetings
- Advise the CVNA board of ongoing and current SWNI land use issues, activities and positions

c) **Parks and Community Centers** — The Parks and Community Centers Committee representative acts as a forum facilitator in the community to promote parks, community centers, public spaces and educational programs of Portland Parks and Recreation. More specifically, the committee representative shares information on such topics as:

- Developing working relationships with PP&R that allow the community a voice in decisions that affect parks and park programs in SW Portland
- Participating in citywide planning projects such as Parks 2020
- Promoting neighborhood participation in master planning for individual parks
- Supporting efforts to acquire new park space and build new community centers
- Monitoring school district actions to help preserve district buildings, playgrounds and fields
- Recommending actions and positions, as appropriate, to the SWNI board
- Submitting Parks and Community Centers Committee summary and action plan requests to the secretary to incorporate into monthly meeting minutes
- Attending SWNI Parks and Community Center meetings
- Advising the CVNA board of ongoing and current SWNI and city parks and community center issues, activities and positions

d) **Public Safety** — The Public Safety Committee representative acts as a forum facilitator in the community to promote public safety objectives of the CVNA. Specifically, the committee representative shares information on topics such as:

- Public safety aspects to keep the community safe
- Criminal activity currently taking place within the neighborhood
- Programs that the Portland Police Bureau is pursuing or has recently adopted
- Education that suggests measures to take to avoid catastrophic events from happening in the home and recommended actions to deal with them should they occur
- State laws that identify the responsibilities of motorists, cyclists and pedestrians
- Education around awareness and safeguards to avoid becoming a victim of a crime, and recommended actions if someone has been victimized
- Suggest actions and processes to deal with homeless camps, abandoned autos and graffiti in the neighborhoods
- Recommend actions and behaviors to employ if confronted by an active shooter
- Suggest actions to deal with suspicious individuals within the neighborhood, such as adopting the “obnoxious friendliness” technique
- Recommend emergency preparedness actions for what to do in the event of a natural disaster, such as the pending major subduction quake
- Public safety programs intended to reduce demand on the Portland Police Bureau
- The importance of having a plan for all family members to adhere to in case of a fire in the home
- Resources and support provided by Multnomah Animal Control in dealing with animal issues

- PPB programs that assist neighborhoods in dealing neighborhood livability issues

Additionally, the Safety Committee rep attends SWNI Public Safety meetings and advises the CVNA board of ongoing SWNI and city crime and public safety issues and activities. The rep will submit Public Safety Committee summary and action plan requests to the secretary to incorporate into monthly meeting minutes. The Public Safety Committee also supports annual events such as the emergency preparedness fair, the bicycle rodeo, National Night Out and the public safety recognition event.

e) **Transportation** — The Transportation Committee representative acts as a forum facilitator to promote transportation livability objectives of the CVNA. Specifically, the committee representative shares information including:

- Providing a public forum to discuss transportation services representing the various ridership groups such as commuters, students, low-income residents, individuals and seniors with disabilities
- Conveying community views on transportation matters affecting people who use the transit services to the Portland City Council
- Recommending actions and communication regarding land use changes and growth issues as they pertain to transportation livability issues in CVN
- Submitting Transportation Committee summary and action plan requests to the secretary to incorporate into monthly meeting minutes
 1. Attending SWNI Transportation meetings
 2. Advising the CVNA board of ongoing and current SWNI and City transportation issues, activities and positions

f) **Safe Routes to School** — The Safe Routes to School Committee representative acts as a forum facilitator in the community to promote safe routes objectives of the CVNA. Specifically, the committee representative:

- Provides a forum for the discussion of challenges and ongoing effect of safe routes to schools in the Collins View neighborhood
- Brings safe routes to school board-supported issues to SWNI
- Submits safe-routes-to-schools summary and action plan requests to the secretary to incorporate into monthly meeting minutes
- Collaborates with board members on safe-routes-to-schools issues. Neighborhood livability issues are often interrelated and effectively handled by the combined effort of committee chairs working together.

Special Advisors, the NET Representative and Appointed Board Members

Once appointed, special advisors to the board, the NET representative and appointed members do not have minimum attendance requirements to participate and contribute to the board. These positions provide an opportunity for verified members to contribute to the board. Special advisors, the NET representative and appointed members provide insight and perspectives to the board and are not eligible to vote on board issues.

Special Advisors to the Board — The special advisors to the board act as forum facilitators to promote the livability objectives of CVNA. These advisors share Information and discuss topics as they pertain to their specialties in the areas of:

- Research
- Problem-solving

- Historical data
- Legislation and rule governance
- Expertise and experience in their specific fields

The NET representative acts as a forum facilitator in the community to promote emergency planning and community issues of the CVNA. The representative shares information and reports on:

- CVN disaster planning preparation
- NET team participation and skill development
- City planning preparation and preparedness

Appointed board members are defined as board guests who represent Collins View neighborhood institutions (Lewis and Clark College and Riverdale High School). Appointed members are appointed by their institutions and encouraged to participate in CVNA board meetings sharing input and information regarding their institutions.

- Lewis and Clark shall be represented by one staff or faculty person appointed by the administration of Lewis and Clark College.
- Lewis and Clark shall be represented by one student representative. This position is elected by the Lewis and Clark student body to represent all the students of the college and appointed by the Lewis and Clark administration.
- Riverdale High School shall be represented by one staff or faculty person appointed by the administration of Riverdale High School.

Communication Structure

The board agrees to communicate primarily electronically. This will ensure a strategic depth of team knowledge and facilitate sustainable, safe, and efficient communication within and outside the CVNA board during both COVID-19 and non-pandemic times.

The established communication structure is considered binding. CVNA board members are expected to competently communicate and participate in meetings and help determine solutions using electronic platforms, tools and protocols outlined in this operations policy and agreed to by a majority vote of a quorum of elected board members. Monthly meetings will be held primarily via electronic platforms that best support the board's needs and goals.

The board agrees to the following electronic communication structure:

- **General communication**
Board members agree to communicate with civility and respect toward neighbors and each other according to generally accepted office decorum. Discussions with conflicting opinions should include requesting clarification, specific action and supportive data or information while refraining from unfounded accusations, personal attacks or refusal to follow meeting protocols. The chair may limit participation of board members and guests who do not comply with these protocols.
- **CVNA, SWNI newspaper article**
The CVNA article is written and submitted to SWNI by the CVNA representative or designated member after receiving content agreed to by a majority vote of the board. Articles are written to inform, educate or share board-approved content information.

- **CVNA board-authorized documents**

CVNA operation documents — e.g., bylaws, operation policy, meeting minutes, outreach articles for SWNI and ONI, collinsviewna.org website content and formal board correspondence (letters) — are required to be submitted to the board for approval by a majority vote and proofed by the editor prior to circulation, submission or archiving. Board members are responsible for generating the content prior to submission to the editor. Board-approved documents are sent to the editor for review and are then returned to the original author. The chair then executes formal procedures for final document approval, completion, distribution and archiving protocols.

Board documents can be approved by:

1. The author (board member) creates the initial document, sends it to the board for review and feedback, then submits it to the editor for final editing and proofing. The author then submits the revised document to the board for approval.
2. The author (board member) creates the initial document, submits it to the board for approval, then sends it to the editor for editing and preparation of submission and posting. If the content requires revisions, the document is submitted to the board for additional approval (grammar, formatting, punctuation and spelling are not considered content changes).

Finalized documents display the editor's initials and finalization date in the lower-left corner of the document.

Meeting Minutes

Meeting minutes are reviewed and approved by the elected board members. The meeting minutes are considered the legal documentation of meeting summaries. Any recordings of meetings are for the sole purpose of reconciliation of the meeting minutes and are not available for any other access or purpose. Meeting recordings are not kept on file.

Electronic Platform Management

CVNA electronic platform usage is considered business conducted specifically for the purpose of CVNA. As such, platform licensing, access and passwords are considered CVNA property. (e.g., website domain licensing, Google drive access, Zoom licensing).

Any communication or information posted to social media or electronic platforms such as the CVNA website and archive platforms requires editor proofing and majority vote of the board.

Electronic Communication

Email address: board@collinsviewna.org

Board communication with neighbors, neighborhood associations, neighborhood educational institutions (Lewis & Clark College, Lewis & Clark Law School, Riverdale High School), City of Portland, governmental agencies, the SWNI Civic Life and SWNI is directed to and received only by authorized board members at board@collinsviewna.org.

In order to maintain the confidentiality of the board communications, appointed institutional representatives, the NET representative and verified members are not included in board communications. However, they can receive specific communications that the board approves and may deem pertinent.

The email address board@collinsviewna.org is forwarded to each elected board member's personal email address. This structure ensures all board members are informed equally and notified with timely and efficient access to impending time-sensitive issues, neighbor concerns, City of Portland, government and SWNI notifications. Full board email notification provides the cross-skilled perspective so often necessary in our team-solution-outcome process. In addition, this structure encourages seamless ability for CVNA board members to step in and cover the responsibilities of other board members when they are unable to serve.

When board members receive communication in any form from neighbors, neighborhoods, Nextdoor, SWNI or the City of Portland regarding the Collins View neighborhood, city, state or county concerns, board members are responsible for informing the entire board of the communication by emailing the group with a summary of the issue and copy of the communication addressed to the board at the email address: board@collinsviewna.org.

Upon receiving the issue summary, board members shall review, discuss and vote on how best to proceed with the issue. All communication representing a position or action as a CVNA board — regardless of the issue — requires a majority vote of board members present prior to engaging in the communication of any potential positions or actions.

Board members use their personal email addresses when sending a communication to the board, SWNI, CVNA neighbors, neighborhood associations, neighborhood businesses, institutions, City of Portland and State of Oregon government agencies unless authorized by the board with a majority vote. Using CVNA's board email address requires approval by a majority of board members.

Email communication is copied to all board members on neighbor issue summaries, neighborhood concerns, updates, action requests, quorum-majority votes and approved actions. Board members agree to provide timely responses to inquiries within one to two business days.

When board members request incorporating structural changes to their communications, these requests shall be agreed to by a majority vote. Structural communication changes that involve technology are communicated by the chair, with SWNI assistance as available, via email, with a copy to the board after obtaining a majority vote.

Authorized email recipients for board@collinsviewna.org and contact@collinsviewna.org: See CVNA Board contact list at board@collinsviewna.org.

To ensure strategic depth with the goal of providing all board members with cross-team notification, minimizing miscommunication, SWNI, city and state notifications are sent to the authorized email recipient board members at contact@collinsviewna.org.

Email address structure for sending board correspondence

Board members are required to use their personal email addresses to send out correspondence. Board members use their personal email addresses when sending communication or correspondence to the CVNA board, neighbors, SWNI, neighborhoods, neighborhood business and institutions, city and state governmental agencies, unless authorized by the board with a majority vote of a quorum.

Email addresses board@collinsviewna.org and contact@collinsviewna.org.

Both email addresses are used as recipient addresses only.

DISSEMINATION OF INFORMATION Disclaimer

Technology Department to incorporate into email structures

The information contained in this communication and its attachment(s) is intended only for the use of the individual to whom it is addressed and may contain information that is privileged, confidential or exempt from disclosure. Because communication depends on context, no part of any message (or its attachments) should be shared outside the group without permission from the author of the message.

To unsubscribe from this group, send an email to board+unsubscribe@collinsviewna.org.

CVNA Meetings

Meeting Conduct and Procedure

CVNA meetings are conducted with the expectation of civility guided by *Roberts Rules of Order* for democratic fairness and efficiency and in compliance with the CVNA communication standards.

All CVNA meetings can be conducted in person or via other platforms such as electronic formats. The chair shall choose the appropriate format. Regardless of the meeting format, pertinent rules and protocols listed throughout the operation policy apply to all meetings.

Regular meetings are held on the first Wednesday of every month except for the months of July and August. Board member positions, actions, opinions and goals are voted on during these meetings and require the majority vote of a quorum of elected board members to authorize board representation and actions.

Elected board members may bring a motion to the board for consideration. Non-board members may submit written requests for topic discussions prior to a regular meeting. Requests are reviewed and considered by the board based on the order of agenda, issue and time preferences, as well as the relevance to the issues being discussed. The election of board members is voted on annually in May by a general vote of the verified residents and elected board members present (see verified resident members criteria). Other related issues and business may be discussed or acted on during the regular meetings at the discretion of the chair.

Verified residents are required to have signed a CVNA resident membership agreement prior to voting for board members. CVNA elected board positions are held by a single individual. Voting for board-member positions is limited to no more than two verified persons per resident household.

Bylaws may be amended at any time during regular, emergency, special board or executive meetings by a majority vote of a quorum of the attending board members. The chair may call for the bylaws to be revisited, revised and restructured to reflect the needs of evolving issues of current times (e.g., COVID-19 communication restructuring) when the bylaws do not sufficiently address a unique or newly emerging scenario. Voting may take place anonymously or not. The agenda and the minutes shall reflect the meeting business. Notification of regular meeting dates

and times are usually announced in advance in the Southwest newspaper and on the Collins View website.

Emergency Meetings may be called by either the chair or two board members with a mutual interest in an issue or by a majority vote of a quorum of board members to address time-sensitive issues. As much advance notice as possible should be given for an emergency meeting appropriate to the issues and the ability to ensure a quorum of board members can attend. Operation Policy guidelines and the bylaws may be amended or revised at any time by a majority vote of a quorum of board members in attendance. The chair may call for the bylaws to be revised or restructured to reflect the needs of evolving issues of current times (e.g., COVID-19 communication restructuring) when the bylaws do not sufficiently address a unique or newly emerging scenario. Voting may take place anonymously or not. The agenda and the minutes shall reflect the nature of the emergency meeting. Other related issues and business may be discussed or acted upon during the emergency meeting at the discretion of the chair.

Board/Committee Meetings may be called by either the chair or two board members with a mutual interest in an issue or by a majority vote of a quorum of board members to address time-sensitive issues. As much advance notice as possible should be given for board or committee meetings appropriate to the issues and the ability to ensure a quorum of board members can attend. Operation policy guidelines and the bylaws may be amended or revised at any time by a majority vote of board members in attendance. The chair may call for the bylaws to be revised or restructured to reflect the needs of evolving issues of current times (e.g., COVID-19 communication restructuring) when the bylaws do not sufficiently address a unique or newly emerging scenario. Voting may take place anonymously or not. The agenda and the minutes shall reflect the nature of the board/committee meetings. Other related issues and business may be discussed or acted upon during either meeting at the discretion of the chair.

Executive meetings may be called by either the chair or two board members with a shared interest in an issue, or by a majority vote of board members, to address time-sensitive issues. In addition, any board member can make a motion to move to an executive session during a general or emergency meeting. Executive meetings are closed meetings reserved for elected, active board members. When a majority vote of a quorum of the board approves a motion to move to an executive meeting, all guests, verified members and non-elected board members are asked to leave the meeting. The agenda and the meeting minutes shall reflect the nature of the executive meeting. Other related issues and business may be discussed or acted upon during the executive meeting at the discretion of the chair.

Meetings held electronically by the CVNA board may include digital meeting platforms and services designated by the chair that supports anonymous voting and displays those participating, identifying those seeking recognition to speak, showing (or permitting the retrieval of) the text of pending motions, and showing the results of votes. Electronic meetings shall be subject to all rules, policies and bylaws adopted by the board members to govern them, which may include any reasonable limitations on, and requirements for, board members' participation. Rules adopted by the board shall supersede any conflicting rules in the parliamentary authority but may not otherwise conflict with or alter any rule or decision of the board. An anonymous vote conducted through the electronic meeting platforms shall be considered a ballot vote, fulfilling any requirement in the bylaws or other rules that a vote be conducted by ballot.

Electronic meeting rules:

1. **Login information.** Before each meeting, the secretary or designated board member shall email board members the time of the meeting, the URL and passwords necessary to connect to the internet meeting service. The secretary will include, as a backup to the audio meeting connection, the phone number and access code(s) needed to participate by phone.
2. **Login time.** The secretary or designated board member shall schedule internet availability to begin at least 10 minutes before the start of each meeting.
3. **Signing in and out.** Members and guests shall identify themselves as required to sign into the meeting and shall maintain Wi-Fi and audio access throughout the meeting. Members are also required to sign out if they leave the meeting while it is still in progress.
4. **Quorum calls.** The presence of a quorum of elected board members shall be established by confirming an audible or visual roll call at the beginning of the meeting. Thereafter, the continued presence of a quorum shall be determined by the online list of participating members.
5. **Technical requirements and malfunctions.** Members and guests are responsible for their audio and internet connections. Actions shall not be invalidated on the grounds that the loss of, or poor quality of, a member's individual connection prevented participation of an already-established connection during the meeting.
6. **Forced disconnections.** The chair may cause or direct the disconnection or muting of a member's or guest's connection if it is causing undue interference with the meeting. The chair's decision to do so, which is subject to an undebatable appeal that can be made by any member, shall be announced during the meeting and recorded in the minutes.
7. **Assignment of the floor.** To seek recognition by the chair, a member or guest shall abide by electronic platform instructions provided by the chair, the secretary or designated meeting facilitator. Upon assigning the floor to a member, the chair shall clear or confirm the online queue of members who may be seeking recognition. The meeting facilitator keeps track of the order of member recognition. The chair shall recognize the members in order of agenda, issue and time preferences based on the relevance to the issues being discussed.
8. **Interrupting a member.** A member who intends to make a motion or request may interrupt a speaker, which is allowed under the rules, but shall use the designated feature instructed by the meeting facilitator or chair and shall wait a reasonable time for the chair's instructions before attempting to audibly interrupt the speaker.
9. **Submitting a motion in writing.** Any member or a citizen can propose a motion or amendment to be brought before the CVNA board by asking any elected board member to formally present it at a CVNA meeting. Non-board members cannot directly bring a motion to the floor, nor can they "second" a proposed motion. Members and citizens intending to make a motion, offer an amendment or position, or propose instructions or actions to the board members, can also post the authorized motion request in writing to the online chat area preceded by the member's name. The secretary and/or meeting facilitator then forwards the authorized motion to the chair for authorization and

consideration. The online chat area shall be restricted to posting the text of intended and authorized motions.

10. **Display of motions.** The secretary shall designate an online area exclusively for the display of the pending questions or other relevant questions (such as the main motion, or the pertinent part of the main motion, when an amendment to it is immediately pending). To the extent feasible, the secretary or meeting facilitator shall relay relative and authorized questions, or any other documents that are currently before the meeting for action or information, to be displayed until acted on.

11. **Voting.** Elected board members can each cast a single binding vote when voting on board issues, positions and actions. CVNA decisions are made by a majority vote of board members. Verified residents are eligible to cast one vote during the regular May meeting to elect CVNA board members. Verified members, special advisors, the NET representative and appointed members are not eligible to vote on board issues. When using an electronic meeting service, votes shall be taken by the anonymous voting feature when the electronic platform does not identify each member's vote. When required, other permissible methods of voting are by either electronic roll call or by audible roll call. The chair shall directly or via the secretary obtain the complete record of the votes cast in the motion-tally document. The chair's announcement of the voting's results shall include the number of members voting on each side of the question and the number, if any, who explicitly respond to acknowledge their presence without casting a vote. Business may also be conducted by a majority vote of a quorum of board members' consent. All board members are expected to inform the board of any conflicts of interest. It is unacceptable to require board members to have to research or uncover conflict-of-interest issues. Board voting is reconciled on the motion-tally log sheet and distributed to the board.

12. **Meeting minutes.** CVNA's secretary or designee shall take minutes at all meetings. Meeting minutes will note members in attendance; all actions, including motions, proposals and resolutions; results of all votes taken; and a summary of minority opinions on all topics on which a vote is taken. Minutes shall be submitted to board members to review and confirm accuracy. Revised minutes are submitted to the board editor to finalize. Final board-approved meeting minutes are made public and available to the community by posting on collinviewna.org.

Collaborative Work Model

To maintain CVNA's collaborative model, it is important that board members work within the operation standards and processes. When a board member does not follow these guidelines, or is ineffective and unable to generate quality work, or places team effectiveness and integrity at risk, the board may remove or rescind the board member's position at any time regardless of the time remaining on their term by majority vote of a quorum of board members.

The chair or two elected board members with a mutual interest can bring a motion to remove a board member with or without cause by calling for a vote. Any outcome that reaches the required majority vote of a quorum of board members would be binding. Only elected board members may vote to remove a CVNA board member.

Board Members' Responsibility for Board Action Accountability

Although CVNA board members elected by the community are expected to work as advocates for the community, it is also expected that all board members follow the guidelines provided in the CVNA Operations Policy, the bylaws and best business practice standards. Execution of board operational conduct is not as apparent to the public as it is to fellow board members. Thus, it is the responsibility of board members to make corrective actions including but not limited to member removal. Board members, by a majority vote, reserve the right to remove a board member with or without cause who was either elected by the general public, elected by the board or appointed by a neighborhood institution or business if it is deemed that the board member is not performing or meeting guidelines outlined in the Operational Policy and/or bylaws of CVNA.

Reasons for board member removal include but are not limited to:

- Interference with the collaborative synchronicity of the board
- Interference or noncompliance with the execution of board operating standards, business practices, and operating and communication policies
- Noncompliance or breach of CVNA operation polices
- Interference or noncompliance with communication guidelines
- Vote of no confidence
- Conflict of interest
- Unsatisfactory performance
- Quality of work
- Unexpected circumstances
- Inability to work accurately and efficiently or ineffectively executing board standards, protocols, and procedures
- Inability or refusal to communicate ethically and respectfully to board members, neighbors, neighborhood board members, city representatives, etc.
- Misrepresentation of a quorum vote of board members' views, opinions, goals, positions, support, interest, communication, voting or testimonies
- Inaction on agreed-upon goals, positions, actions, support, projects, interests, etc.

The procedure for board member removal is initiated by holding a closed executive meeting of elected board members called by the chair or two elected board members. The majority vote of a quorum of board members is obtained supporting the removal of the board member. The chair or designated board member (in the event the board member of concern is the board chair) requests the board member's resignation or executes the board member's removal, regardless of whether the member in question is present. Notification of removal is communicated via email to the removed member with a copy to the entire board. The chair or board-selected member asks the CVNA technology representative in writing to remove the member's communication access information immediately (e.g., phone number, email address, etc.). The chair or designated board member asks the technology rep to send the dismissed board member's contact change confirmation to the CVNA board email address: board@collinsview.com.

Board member resignation/termination

When a change in the CVNA board occurs as a result of termination or resignation, the chair or designated board member ensures the separated board member(s)'s email is removed from the group email addresses [contact@](mailto:contact@collinsviewna.org) and [board@](mailto:board@collinsviewna.org) collinsviewna.org email addresses.

GLOSSARY

| Term | Description |
|------------------------------------|--|
| CVNA | Collins View Neighborhood Association |
| CVN | Collins View Neighborhood |
| SWNI | Southwest Neighborhood Inc. |
| Board members | Refers to the board members elected by verified CVNA members from the neighborhood who are eligible to vote on CVNA board issues and CVNA board elections. |
| Appointed members | <p>Refers to guests who attend board meetings after being appointed by the residential neighborhood institutions (Lewis & Clark and Riverdale High School). These representatives provide important perspective but hold no voting privileges even in the annual board elections and do not receive board correspondence.</p> <ul style="list-style-type: none"> • Lewis & Clark shall be represented by one staff or faculty person appointed by the administration of Lewis & Clark College. • Lewis & Clark shall be represented by one student representative elected by the Lewis & Clark's student body to represent all the students of the college and appointed by the administration. • Riverdale High School shall be represented by one staff or faculty person appointed by the administration of the high school. |
| Verified CVN members | Refers to members of the Collins View neighborhood (see verification requirements in the operations policy) who are eligible to vote in CVNA annual board elections. Neighbors are not eligible to vote on CVNA Board issues. |
| NET Representative | The Neighborhood Emergency Team representative is a verified Collins View neighbor appointed by the board to coordinate NET volunteers and CV neighbors in emergency management programs and activities. The NET representative's perspective offers insight to community events, issues, and solutions. The representative is not an authorized recipient of board member correspondence and electronic communication to Board@collinsviewna.org . The NET rep is not eligible to vote on board issues and positions. |
| Special advisors | Special advisors are verified Collins View neighbors appointed by CVNA board members who offer guidance, support and advice to the CVNA board members regarding community issues and solution options on an ongoing basis. Special advisors are authorized recipients of CVNA board correspondence and receive email communication to Board@collinsviewna.org only when authorized and approved by elected board members. Special advisors are not eligible to vote on board issues and positions. |
| Quorum | A quorum is half plus one of the elected members of the board. A quorum is a minimum number of elected board members necessary to hold a vote. |
| Permanent resident of Collins View | A permanent resident is someone who owns property or holds a long-term lease of five years or longer in the neighborhood. |

REVISION HISTORY

| Date | Description of Changes |
|---------|---|
| 5/4/22 | Approved Revised CVNA Operations Policy |
| 4/22/21 | Approved Revised CVNA Operations Policy |
| 10/6/21 | Approved Revision of CVNA Operations Policy |
| 6/8/20 | Initial Operations Policy |
| | |