

OLLI-UA

Board Policy
Manual

OLLI-UA CORPORATE POLICIES – TABLE OF CONTENTS

POLICY	CURRENT REVISION	APPROVAL
<u>Annual Calendar</u>	11/03/18	11/03/18
<u>Animal</u>	04/22/2020	04/22/2020
<u>Balloting</u>	10/31/15	11/03/18
<u>Bank Account Limits</u>	12/05/15	11/03/18
<u>Board Membership and Vacancy</u>	03/14/22	03/14/22
<u>Board Nominating Committee</u>	02/28/22	02/28/22
<u>Code of Conduct</u>	11/03/18	01/12/19
<u>Conflict of Interest for Study Group Leaders</u>	09/30/2020	09/30/2020
<u>Creation of Campus</u>	10/31/15	11/03/18
<u>Dissolution of Campus</u>	10/31/15	11/03/18
<u>Fee Waiver</u>	04/22/2020	04/09/21
<u>Fiscal Year</u>	10/31/15	11/03/18
<u>Gift</u>	04/22/2020	04/22/2020
<u>Grievance</u>	01/12/19	03/09/19
<u>Investment</u>	05/13/2020	05/13/2020
<u>Liquor</u>	01/20/18	11/03/18
<u>Membership</u>	11/03/18	11/03/18
<u>Non-Curriculum Use of Central Campus Facilities</u>	04/05/23	04/05/23
<u>Notice of Meeting</u>	10/31/15	11/03/18
<u>Policy Manual Maintenance</u>	12/05/15	11/03/18
<u>Purchasing, Reimbursement (No Travel)</u>	09/23/17	11/03/18
<u>Refund</u>	01/28/17	11/03/18
<u>Removal from Corporate Board or an Officer</u>	10/31/15	11/03/18
<u>Reserve</u>	04/22/2020	04/22/2020
<u>Retention</u>	03/25/17	11/03/18
<u>Termination of Membership</u>	10/31/15	11/03/18
<u>Travel Reimbursement</u>	09/23/17	11/03/18

Annual Calendar Policy

Effective Date	10/31/15, 11/03/18, 10/31/22
Date Approved	11/03/18
Authored By	Board Policy Committee (April, 2018)
Authorized By	Corporate Board
Bylaws Reference	Article 10.3

Policy Purpose

To establish a calendar for the smooth administration of the Board and OLLI-UA. Per the Bylaws, The Board shall establish an Annual Corporate Calendar. This calendar is to be reviewed and approved by the Board at its Annual Meeting.

Current Policy Statement

July	Board Meeting Beginning of Fiscal / Membership Year. Executive Committee sets agenda for August. Insert Annual Class Session Dates
August	Board Meeting Executive Committee Meeting: - Evaluation of Goals and Objectives of previous year - Planning for current and future years Aug Quarterly Financial report presented by Treasurer 990 filing Prep started with Accountants
September	Board Meeting; Committee Review / Evaluation – Continuation or Cessation
October	Board Meeting Deadline Arizona Corporation Commission Annual Report Filing – Oct 25 Treasurer
November	Board Meeting Nominating Committee Starts Nov Quarterly Financial report presented by Treasurer 990 Filing Due or Extension Requested by 11/15 (can be extended up to May 15) Treasurer
December	Board Meeting
January	Board Meeting New Year Budget Template Needed - Treasurer
February	Board Meeting Executive Committee Meeting / Nominating Committee Meeting / Election

	Slate Budget Approval Feb Quarterly Financial Report Treasurer
March	Board Meeting Board Elections Annual Policy / Review – Bylaws 10.4
April	OLLI-UA Annual Meeting – Bylaws 8.5 - Election of Board Officers – Bylaws 8.6 - New Board Members Orientation / Handbook Distribution - Review Annual Calendar – Bylaws Arizona Corporation Commission Update for New Officers due – Treasurer Any Bank Updates Needed – Treasurer Conflict of Interest Policy Signed by New Board - Treasurer
May	Board Meeting
June	Board Meeting

Responsible Parties

- Board President
- Board Executive Committee

Animal Policy

Effective Date	04/22/2020
Date Approved	11/25/18, 12/01/19, 04/22/2020, 10/31/22
Authored By	Paulina Kulina
Authorized By	Corporate Board
Bylaws Reference	

Definitions

Student: Member of any OLLI campus or program or any SGL.

Service Animal: Dog that is highly trained to provide assistance to a student.

Assistance Animal: Dog that has been appropriately trained to provide specific assistance to a student.

Comfort Animal: Dog that provides comfort to a student.

The service or assistance animal must be individually trained to do work or perform tasks for a person with a disability and its work must be directly related to the handler's disability.

Policy Purpose

To adequately outline the rights of those students using a service or assistance animal within the guidelines of the State of Arizona and the generally accepted practices of the University's Disability Resource Center.

Policy Statement

This policy applies to dogs only. No other animal can be brought onto the OLLI campus. This policy only applies to Service Animals and Assistance Animals. Comfort Animals are prohibited from the OLLI Campus.

Responsible Parties

- Corporate Board

Implementing Procedure

- Arizona law states that any trainer or individual with a disability may take an animal being trained as a service animal to a public place for purposes of training it to the same extent as provided to a handler of a fully trained animal.
- The animal must be harnessed, leashed, or tethered, unless devices interfere with the animal's work or the individual's disability prevents the use of these devices, in which case, voice, signal, or other effective control must be maintained by the individual (ADA).
- State law doesn't specifically address the issue but does have a leash law for pet dogs that states it must be "on a leash not to exceed six feet in length and directly under the owner's control when not on the owner's property."
- Under the ADA, State and local governments, businesses, and nonprofit organizations that serve the public generally must allow service animals to accompany people with disabilities in all areas of the facility where the public is normally allowed to go. State statute says, **public place** means

any office or place of business or recreation to which the general public is invited, whether operated by a public or private entity and **includes all forms of conveyance.**

- The ADA states that when it is not obvious what service an animal provides, only limited inquiries are allowed. Two questions may be asked: **(1) Is the dog a service animal required because of a disability? and (2) What work or task has the dog been trained to perform?** Owners of service animals cannot be asked about their disability, be required to present medical documentation, required to have a special identification card or training documentation for the dog/horse, or ask that the dog/horse demonstrate its ability to perform the work or task. Arizona State law says discrimination includes requiring an individual with a disability to disclose disability related information.
- Existing state law holds no requirements for certification of animals, although some organizations offering training and certification have been known to advise owners that they must certify their animal to qualify as a service animal. Service animals **can be excluded** from public places if:
 - It is not under control or housebroken (ADA). It also includes barking at the movies, which is a fundamental alteration to the nature of the business.
 - It poses a direct threat to the health or safety of others, fundamentally alters the nature of the public place or the goods, services or activities provided, or poses an undue burden.

November 25, 2018 Animal Policy (2) dec 2019 Page 2 of 2

Balloting Policy

Effective Date	10/31/15
Date Approved	10/31/15, 11/03/18
Authored By	Ad Hoc Committee on the Bylaws
Authorized By	Corporate Board
Bylaws Reference	Article 6

Policy Purpose

To establish a procedure for conducting votes by members.

Current Policy Statement

OLLI-UA shall use an electronic messaging system to hold elections for campus councils, referenda on bylaw amendment, and in any other situation that may arise where a vote of the membership is required. This applies whether the vote taken is restricted to a single campus or is OLLI-UA-wide. For those members unable to access the electronic messaging system, a paper ballot alternative will be made available. Details as to the distribution and collection of the paper ballots will be left to the staff to handle as expeditiously as possible.

Responsible Parties

- OLLI-UA Staff

Bank Account Limits Policy

Effective Date	02/15/14
Date Approved	12/05/15, 11/03/18, 10/31/22
Authored By	Corporate Finance Committee
Authorized By	Corporate Board
Bylaws Reference	

Definitions

Bank Account: the corporate checking account at Wells Fargo Bank in the name of OLLI-UA.

Members' Endowment: individual donor gifts made to OLLI-UA and held in an account at Vanguard.

Agency Account: operating funds of OLLI-UA held by the University of Arizona.

Policy Purpose

To avoid excessive monthly checking account fees.

Current Policy Statement

Account should generally have \$3,000 to \$12,000 but can fluctuate with temporary gift deposits that transfer to Vanguard through this account.

Responsible Parties

- Corporate Finance Committee
- Corporate Treasurer

Implementing Procedure

The Corporate Treasurer will maintain the balance by coordinating transfers to and from the Members' Endowment and/or the Agency Account as needed.

Board Membership and Vacancy Policy

Effective Date	3/14/22 With Approval of Amended Bylaws
Date Approved	03/08/22, 12/31/22
Authored By	Ad Hoc Committee on the Bylaws
Authorized By	Corporate Board
Bylaws Reference	Article 8.2

Policy Purpose

To define the composition of the Corporate Board of Directors.

Current Policy Statement

The OLLI-UA Corporate Board shall comprise:

- The Program Manager of OLLI-UA, *ex-officio*;
- May include a representative of each program area (Campus Council, online program and others that may form) whose duty is to express concerns, *ex-officio*, non-voting;
- Directors determined by a process set forth in the Board Nominating Committee Policy with the goal of a slate representative of the diverse interests of the entire OLLI-UA membership and having the functional skills and experience required to serve the needs of the organization.

Responsible Parties

- Board Nominating Committee
- Board of Directors

Implementing Procedure

- At this time, the number of Directors shall be set at eleven.
- Directors may serve two consecutive three-year terms.
- Once an individual has been off the Corporate Board for a period of one year, that individual is eligible to serve as a Director again.
- Should a Board seat go vacant, the Board may vote to fill the vacancy for the remainder of the term of the seat.
- Should an individual fill a vacancy on the Corporate Board, created for any reason, and should the period of time remaining on the term be two full years or less, that partial term will not be counted towards the term limits imposed herein.
- The terms of the board members should be balanced so that approximately one-third of the Board seats will be up for election each year.

Board Nominating Committee Policy

Effective Date	02/28/22
Date Approved	02/28/22
Authored By	Ad Hoc Committee on the Bylaws
Authorized By	Corporate Board
Bylaws Reference	Article 8.4

Policy Purpose

To establish a procedure for appointing OLLI-UA Board Members through a formal Nominating Committee.

Current Policy Statement

Per OLLI-UA Bylaws, a Nominating Committee, defined by Board Policy, shall be convened in accordance with the Corporate Calendar and shall present a slate of proposed Board members at the Annual Meeting. The slate should be representative of the diverse interests of the entire OLLI UA membership and have the functional skills and experience required to serve the needs of the organization.

Responsible Parties

- OLLI-UA Board of Directors

Implementing Procedure

- A nominating committee shall be formed each year for the purpose of recommending candidates for election to the Board of Directors and for identifying directors willing to serve as officers.
- The president shall recommend a Nominating Committee chairperson, and the Board shall vote on the approval of the recommendation on a date established in the Annual Corporate Calendar. The chairperson [of the Nominating Committee] shall, with the approval of the Board, appoint two directors and sufficient members to ideally reflect the diverse interests of the entire OLLI-UA membership and to constitute a majority serving on the committee.
- The committee shall announce its composition to the membership and invite suggestions from the membership for director nominees as soon as possible after the committee is formed, utilizing appropriate communication methods in coordination with OLLI-UA staff.
- Members of the committee shall not be eligible to be candidates for director during the upcoming year.
- The Board shall develop and publish procedures and guidelines for the selection, nomination, and election of directors and officers.
- The Nominating Committee shall be responsible for conducting the election and for tallying and certifying the votes for directors in accordance with such detailed procedures as the Board may adopt.
- As early as practical but within 14 days following the election of the Board of Directors, the Nominating Committee shall submit to the Board the names of potential officers, selected from continuing and newly elected directors, it believes are willing to serve as officers.

Code of Conduct Policy

Effective Date	01/12/19
Date Approved	01/12/19, 10/31/22
Authored By	Board Policy Committee (April, 2018) per CaPE
Authorized By	Corporate Board
Bylaws Reference	

Definitions

Prohibited Conduct: includes but is not limited to:

1. All forms of student academic dishonesty, including but not limited to cheating, fabrication, facilitating academic dishonesty, and plagiarism.
2. Endangering, threatening, or causing physical harm to any OLLI-UA member or instructor, the community at large, or to oneself, or, causing reasonable apprehension of such harm or engaging in conduct or communications that a reasonable person would interpret as a serious expression of intent to harm.
3. Forgery, falsification, fabrication, unauthorized alteration, or misuse of documents, records, or identification, including, but not limited to, electronic software and records; or misuse, theft, misappropriation, destruction, damage, or unauthorized use, access, or reproduction of property, data, records, equipment or services belonging to the university or belonging to another person or entity.
4. Unauthorized presence in or unauthorized use of university property, resources, or facilities, or any property, resources or facilities the university has leased, rented, or secured for an OLLI-UA activity.
5. Unauthorized access to, disclosure of, or use of any document, record, or identification, including but not limited to, electronic software, data, and records.
6. Interfering with or disrupting OLLI-UA-sponsored, university-sponsored, or community-sponsored activities, including but not limited to classroom related activities, studying, teaching, research, intellectual or creative endeavor, administration, service or the provision of communication, computing or emergency services.

Disruptive behavior includes conduct that materially and substantially interferes with or obstructs the teaching or learning process in the context of a classroom or educational setting, or which interferes with the ability for normal business, operational, or recreational activity to occur. This includes conduct that distracts or intimidates others in a manner that interferes with instructional activities, fails to adhere to an instructor's appropriate classroom rules or instructions, or interferes with the normal operations of OLLI-UA or location of an OLLI-UA activity.

Civil expression of disagreement, during times when the instructor permits discussion, is not in itself disruptive behavior and is not prohibited.

Examples of disruptive behavior for in-person classes include, but are not limited to:

- Repeated tardiness
- Repeatedly entering, leaving or moving around the classroom
- Electronic devices going off in class

- Making or receiving personal phone calls or text messages during class
 - Yelling
 - Use of abusive or insulting language or repeated profanity
 - Use of aggressive or threatening language
 - Unsolicited conversation
 - Repeatedly interrupting the instructor or other students
 - Aggressive body movements
 - Invading someone's personal space
 - Actions that violate standards of behavior established by the class instructor
7. Stalking (as defined in the [University of Arizona Student Code of Conduct](#), section E (19)), or engaging in repeated or significant behavior toward another individual, whether in person, in writing, or through electronic means, after having been asked to stop, or doing so to such a degree that a reasonable person, subject to such contact, would regard the contact as unwanted.
 8. Engaging in discriminatory activities, including harassment and retaliation, as prohibited by applicable law or [University of Arizona Nondiscrimination and Anti-Harassment Policy](#).
 9. Sexual misconduct, including sexual harassment, as defined in the [University of Arizona Student Code of Conduct](#), section E (18).
 10. Use, possession, display, or storage of any weapon (as defined in the [University of Arizona Student Code of Conduct](#), section E(25)), dangerous instrument, explosive material or device, fireworks, bomb-making materials or dangerous chemical on university property, at a university sponsored activity or in violation of law or university policy, is not permitted, with the following exception: Subject to A.R.S. § 12-781 and other applicable law, a person may lawfully transport or lawfully store a firearm that is both:
 - 1) in the person's locked and privately owned motor vehicle or in a locked compartment on the person's privately owned motorcycle, and
 - 2) not visible from the outside of the motor vehicle or motorcycle, although the university may require that vehicles transporting or storing firearms be parked in alternative parking as described in A.R.S. § 12-781.
 11. Photographing, videotaping, filming, digitally recording, or by any other means secretly viewing, with or without a device, another person without that person's consent in any location where the person has a reasonable expectation of privacy, or in a manner that violates a reasonable expectation of privacy. This section does not apply to lawful security or surveillance filming or recording that is authorized by law enforcement or authorized university officials.
 12. Commission of any offense prohibited by state or federal law, local ordinance or university policy. Any attempt to commit or conceal an act of misconduct prohibited by these rules is subject to sanctions to the same extent as completed acts.

Policy Purpose

Programs at OLLI-UA strive to address the intellectual, personal, social, and ethical development of the individual. The educational process is ideally conducted in an environment that encourages reasoned discourse, intellectual honesty, openness to constructive change, and respect for the rights of all individuals. Self-discipline and a respect for the rights of others in the community are

necessary for the fulfillment of such goals. The OLLI-UA Code of Conduct is designed to promote this environment.

The OLLI-UA Code of Conduct sets forth the standards of conduct expected of members who choose to participate in OLLI-UA programs.

Current Policy Statement

OLLI-UA participants shall conduct themselves according to this Code of Conduct. Engaging in Prohibited Conduct as described in Definitions above may result in OLLI-UA deciding, in its sole discretion, to remove a member from an OLLI-UA program.

Responsible Parties

- Board of Directors
- Program Manager
- Director of Continuing and Professional Education

Conflict of Interest for Study Group Leaders Policy

Effective Date	10/01/2020
Date Approved	09/30/2020, 10/31/22
Authored By	Corporate Board
Authorized By	Corporate Board
Bylaws Reference	

Policy Purpose

To establish a conflict of interest policy preventing Study Group Leaders (SGLs) from teaching classes for the purpose of soliciting to OLLI-UA members during class.

Current Policy Statement

- SGLs may not solicit outside business or sell any goods or services, or promote or require the purchase of any goods or services for which they receive a monetary benefit.
- All written contact with students should be made via email through the OLLI-UA web portal solely for class-related matters. SGL's may not ask students for their personal contact information for the purpose of soliciting outside business.
- If the student asks an SGL for details or opinions on products or services that relate to the subject being taught, and the SGL has a financial interest in said products and services, the SGL should offer to answer the question after classes have ended. Written materials on said products and services can be provided to students only upon their request.

Responsible Parties

- Curriculum Committee

Creation of Campus Policy

Effective Date	10/31/15
Date Approved	10/31/15, 11/03/18, 10/31/22
Authored By	Ad Hoc Committee on the Bylaws
Authorized By	Corporate Board
Bylaws Reference	Article 7

Policy Purpose

To establish the conditions under which a new campus can be created.

Current Policy Statement

Any individual may propose the creation of a Campus within the framework of OLLI-UA. This individual may or may not be a member or staff member of OLLI-UA. The proposal to create a campus should include the following:

- a declaration of intent to join the OLLI-UA system and abide by all Bylaws & Policies;
- a list of a minimum of twenty-five (25) interested individuals with names, addresses, email addresses, telephone numbers, and signatures – with the understanding that it requires fifty (50) individuals to be a functioning campus. However to ensure adequate volunteerism and long term sustainability it should be a goal to have 250+ participants annually.
- a list of proposed leaders for said Campus which must include the functions of Chair, Vice-Chair, Secretary, , Curriculum Committee Member, Membership Committee Member, and Social Committee Member;
- a proposed curriculum for an initial, trial term; and
- budget for such a term including any request for start-up costs from OLLI-UA.

This packet is to be presented to the OLLI-UA Corporate Board for consideration. The Board will issue one of three decisions.

- The Board may decide that internal conditions within OLLI-UA prevent further expansion at the time or that the geographic area covered by the proposed Campus is too far afield to be practical at the moment or too close to an existing campus.
- The Board may decide that the criteria for establishment of a Campus have not been met. The Board will offer suggestions and render assistance to correct the situation. The Board will establish a time-line for meeting these goals.
- The Board may decide that the establishment of a new Campus is warranted. If so, the Board will offer suggestions and render assistance to bring this to fruition. The Board will establish a time-line for the establishment of a full Campus with representation on the Board.

Responsible Parties

- Corporate Board
- Prospective Campus

Dissolution of Campus Policy

Effective Date	10/31/15
Date Approved	10/31/15, 11/03/18
Authored By	Ad Hoc Committee on the Bylaws
Authorized By	Corporate Board
Bylaws Reference	Article 7

Policy Purpose

To define the conditions under which a Campus can be dissolved.

Current Policy Statement

The Board should review the status of each Campus on a regular basis to determine that

- the Campus' membership is stable and continues to grow;
- the Campus remains financially secure; and
- the Campus has a sufficient volunteer base for the efficient operation of the curriculum, social events, and other aspects of Campus activity.

Should the Board determine that there is an issue with a Campus on any of these criteria, the Board shall meet with the Campus leadership to determine the best course of action to remedy the situation. There shall be established a plan of action with an appropriate time- line.

Should this plan of action fail, it may be determined by the Board that the operation of the Campus should cease.

Responsible Parties

- Corporate Board
- Campus Leadership

Fee Waiver Policy

Effective Date	04/09/21
Date Approved	01/20/18, 11/03/18, 04/22/2020, 04/09/21
Authored By	OLLI-UA Membership Fee Waiver Committee
Authorized By	Corporate Board
Bylaws Reference	

Definitions

Membership Fee Waiver (MFW): the award of all or some of the fees associated with campus membership, based on a submitted application.

Policy Purpose

To ensure an opportunity for membership for those potential members who otherwise could not belong to OLLI-UA for financial reasons.

To provide guidance on how MFW's should be administered at OLLI-UA.

Current Policy Statement

- The membership fee waiver is for membership fees only and does not include consideration of transportation, parking, or costs associated with individual study groups.
- The approval of a membership fee waiver shall give the applicant full membership in OLLI-UA, and full rights and privileges of an OLLI-UA member, for the period approved.
- Each year as membership fee structure is approved the MFW procedure for the coming year will be reviewed by the staff with the Board so the process conforms with current practices.
- No one member will be eligible for a membership fee waiver for more than two years, unless there are unused waiver funds available, and a financial need is present. Approval is required by the OLLI-UA Program Manager. No more than two members per household shall be granted a membership fee waiver in a given period.
- A ceiling totaling 30 waivers in total per annum across OLLI-UA is in place; with the Corporate Board able to revisit this ceiling at the request of the Program Manager or general campus leadership.

Responsible Parties

- OLLI-UA Staff
- OLLI-UA Board

Implementing Procedure

- The OLLI-UA Program Manager along with staff will administer and review requests for Membership Fee Waivers.
- Fee Waiver Availability will be publicized and promoted on the OLLI-UA website and in marketing materials.
- The OLLI-UA Program Manager, will approve or disapprove each request for fee waiver and the office will maintain a master list for record- keeping and monitoring.

- The OLLI-UA office shall be the focal point for receipt of membership fee applications and report on the status at regularly scheduled meetings of the OLLI-UA Board. The name(s) and circumstances of the waiver will remain confidential.
- Discussions shall be held with the applicant, as necessary, to ascertain their understanding of the rights and responsibilities of membership (location of the campus, transportation constraints, study group subject matter, etc.); however, statement of the applicant's circumstances on the application should suffice; although the Application Form will state "You may be contacted if more information is needed."
- The OLLI-UA Office will maintain adequate records to assure that recipients of Membership Fee Waivers are not approved for continued fee waivers past the two years allowed (except for allowances noted above) and that no more than two members per household are granted membership fee waivers during the same period.

Fiscal Year Policy

Effective Date	10/31/15
Date Approved	10/31/15, 11/03/18
Authored By	Ad Hoc Committee on the Bylaws
Authorized By	Corporate Board
Bylaws Reference	Article 10

Policy Purpose

To establish a twelve month period in which to measure membership, calendar, financial and other annual functions.

Current Policy Statement

OLLI-UA shall use the fiscal year determined by the University of Arizona.

Gift Policy

Effective Date	04/22/2020
Date Approved	04/21/18, 11/03/18, 04/22/2020, 10/31/22
Authored By	Corporate Finance Committee
Authorized By	Corporate Board
Bylaws Reference	Article 10.7

Definitions

UAF: University of Arizona Foundation.

Annual drive: member fundraising effort undertaken by the Funds Development Committee on a calendar year basis.

Policy Purpose

To designate the depository for donated funds and maximize the benefit to OLLI-UA.

Current Policy Statement

All funds raised during the annual drive are deposited with UAF to maintain a strong relationship. Funds held by the UAF are not allocated by campus unless specifically authorized by the Board. Any single contribution of \$1,000 will be deposited in the Members' Endowment at Vanguard.

Responsible Parties

- Corporate Finance Committee
- Funds Development Committee

Grievance Policy

Effective Date	03/09/19
Date Approved	03/09/19, 10/31/22
Authored By	Board Polic Committee (April, 2018) per CaPE
Authorized By	Corporate Board
Bylaws Reference	

Policy Purpose

To provide a process for addressing allegations of harassment or of discrimination based on race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, gender identity, or genetic information. Complaints not addressed through the Grievance Process are handled by the University of Arizona Office of Institutional Equity (<http://equity.arizona.edu/>).

Current Policy Statement

The Osher Lifelong Learning Institute (OLLI-UA) is committed to conducting our programs in compliance with our policies and Code of Conduct. This Grievance Policy applies to OLLI-UA program participants who believe they have been treated in a way that violates those policies.

Responsible Parties

- Campus Council Chairs
- OLLI-UA Program Manager
- Director, Continuing and Professional Education

Implementing Procedure

1. Attempt informal resolution.
Participants are encouraged to attempt to resolve concerns or complaints through discussion with the course instructor, the Campus Council Chair, or an OLLI-UA staff member.
2. Submit a formal grievance.
Grievances must be submitted to OLLI-UA in writing within one month of the occurrence, either via email or via mail to the Program Manager.
The submission should include sufficient detail to allow OLLI-UA to understand and investigate the grievance including:
A clear statement that reports:
 - the alleged conduct, including the date and location.
 - the OLLI-UA Policy or Code of Conduct that the alleged conduct violates.
 - the full name and means of contact of any individuals involved in the alleged conduct.
 - any evidence available to support the grievance.
3. The grievance will be reviewed by OLLI-UA within two weeks of receipt. During the review process, OLLI-UA may contact the individual filing the grievance, and any other party relevant to the investigation. Once investigation is complete, OLLI-UA will provide the individual who filed the grievance with a written summary of grievance resolution.

4. If OLLI-UA's decision is not satisfactory to the individual, the grievance may be escalated to Director, Continuing and Professional Education, who has oversight of the OLLI-UA program

Investment Policy

Effective Date	05/13/2020
Date Approved	05/15/08, 11/03/18, 05/13/2020, 10/31/22
Authored By	Corporate Finance Committee
Authorized By	Corporate Board, rev. 04/16/2020
Bylaws Reference	Article 12

Definitions

Strategic Reserve: Donor funds invested at Vanguard

Policy Purpose

To provide a growing operating subsidy for OLLI-UA.

Current Policy Statement

- **Strategic Considerations:** The objective of the fund will be growth of principal with minimal risk. Since the return of the portfolio will involve some certainty, we should not transfer funds to the endowment that cannot be invested for at least 5 years. Since no investment is without risk, the fund will be made up of several types of stocks and bonds, selected for their diversity, so that declines in one type might be offset by gains in another type, producing a less volatile return, on average.
- **Investment Objectives:** The objective of the fund will be an annual return of 8% per year, although the actual returns in a given year will vary considerably from that target.

Responsible Parties

- Corporate Finance Committee

Implementing Procedure

- There will be three authorized signatories on the Vanguard account, the President, the Treasurer and the member of the Finance Committee responsible for investments. Any one of these signatories may effect a transaction in the Vanguard account.
- An asset allocation policy will guide the investments, namely
 - Domestic Equities – 40%
 - Foreign Equities – 20%
 - Fixed Income – 40%
- The asset allocation policy will be reviewed annually, but changes in the allocation should be rare, since that would generally represent an effort to time markets, which is undesirable and ineffective over the long term.
- Any recommended change in the allocation will be presented to the Board for review and approval
- Since over time differing fund performance will cause the actual allocation to vary from our policy, we will rebalance by moving amounts between funds at least annually. In addition, if donations are added to the endowment during the year, we will invest those funds in accordance with the current allocation policy.
- An annual investment report will be presented to the Board.

Liquor Policy

Effective Date	04/29/17
Date Approved	01/20/18, 11/03/18, 10/31/22
Authored By	Corporate Finance Committee
Authorized By	Corporate Board
Bylaws Reference	

Definitions

Liquor: beer and wine. “Non-alcoholic” beer or wine is not included if the beer or wine has an alcohol content no greater than .05%. No distilled spirits or alcohol-fortified drinks are permitted at any time.

Options: Four different situations are covered by this policy, as follows:

Option	Facility Liquor License Status	Server	Need for License and Notice to Program Manager
1	State Licensed Facility	Facility Employee	None Required
2	Unlicensed Facility	Licensed Bartending Service	Campus to Obtain Necessary Special License
3	Unlicensed Facility	Bring Your Own Bottle	Campus to Obtain Necessary Special License
4	Unlicensed Facility	No Liquor Either Provided or Permitted	None Required

Policy Purpose

To ensure OLLI-UA's compliance with all applicable laws regarding the serving of alcoholic beverages at organized social gatherings. Arizona state law requires that organized parties or gatherings where liquor is provided either by an admission fee or by any outside group must be either a licensed facility or a special license must be obtained.

Current Policy Statement

OLLI-UA's policy is to fully implement Arizona's laws and the University of Arizona's regulations regarding the offering, serving, or drinking of liquor at either organized parties or gatherings conducted by or at any OLLI Campus. OLLI will not tolerate any deviations from this policy and will take appropriate actions in the case of any non-compliance.

Responsible Parties

Each Campus Council is responsible for ensuring that the following actions have been taken at either an organized party or a gathering at that Campus Council's campus:

- Determined that all of Arizona's laws and the University of Arizona's regulations regarding the offering, serving, or drinking of liquor have been fully implemented.
- Properly exercised its discretion to approve the implementation of any of the four Options in this Policy Statement.
- Determined that a contract with the UA Catering Service has been entered into where required in accordance with this Policy Statement.

- Determined that the necessary liability event insurance has been purchased where necessary.
- Properly determined that good cause supported the exercise of its discretion and documented that exercise of discretion when granting an exception to the Option 3 limitations on attendees.

Implementing Procedure

Each Campus Council is authorized to exercise its discretion, subject to the limitations on the implementation of Option 3 as described below, to approve the implementation of any one of the four Options for a proposed organized party or gathering.

- Liquor may be served at any UA campus facility for an organized party or gathering, the purpose of which is either recreation, instruction, or any other activity, only if it is provided under a contract with the UA Catering Service.
- Where necessary, liability event insurance shall be purchased by requesting it from the Program Manager or Treasurer who can use an OLLI-UA purchasing card.. OLLI currently recommends that the insurance carrier should be The Event Helper (theeventhelper.com).

A Campus Council may approve the implementation of Option 3 only if the following conditions are met:

- All Attendees are either:
 - OLLI-UA members;
 - invited guests of an OLLI-UA member;
 - Study Group Leaders (SGLs);
 - guests of SGLs; and
 - UA staff members.

Exceptions may be granted by the Campus Council for good cause shown.

- All liquor will be brought personally by the attendees or their invitees.
- No money will be collected from any attendees or invitee for the liquor either as a payment or as a corkage fee.

OLLI-UA Event Liability Coverage Procedure

- A. Have the program manager or treasurer complete the online application form at [theeventhelper.com](https://www.theeventhelper.com) using an OLLI-UA payment card.
- B. <https://www.theeventhelper.com>
 1. The insured is:
OLLI-UA
4485 N 1st Ave. Tucson, AZ 85719
 2. The defaults for coverage and limits are acceptable.
 3. Most events can be described by the following categories.
For Over 100 People:
 - Business Party – No Charge for Admission / Invite Only
 - Business Party with Cover Charge or Ticket for AdmissionFor up to 100 People:
 - Dinner
 - Luncheon
 - Meeting - Indoor
 4. Do not add additional insureds unless required by your venue.

Membership Policy

Effective Date	10/31/15
Date Approved	10/31/15, 11/03/18, 10/31/22
Authored By	Board Policy Committee (April, 2018)
Authorized By	Corporate Board
Bylaws Reference	Article 5

Definitions

Fiscal Year: July 1 through June 30

Policy Purpose

To define who can obtain membership in OLLI-UA and to define the terms associated with membership.

Current Policy Statement

Membership terms and fees in OLLI-UA are defined by the Board of Directors. The Program Manager along with the Finance Committee evaluate and recommend a fee structure/term to the Board for approval based on budget and curriculum offerings to ensure OLLLI-UA is financially self-sustaining.

Responsible Parties

- Program Manager
- Corporate Finance Committee
- Corporate Board

Non-Curriculum Use of Central Campus Facilities Policy

Effective Date	04/05/23
Date Approved	04/05/23
Authored By	Ray Baxter as Chair of Central Tucson
Authorized By	Corporate Board
Bylaws Reference	Article 8.1 and Article 10.1

Policy Purpose

To define who is eligible for non-curriculum use of Central Campus Facilities.

Policy Statement

From time-to-time OLLI-UA receives requests to use our central campus facility for events and group meetings not directly related to delivering the scheduled curriculum or other OLI-UA events. The purpose of this policy is to establish criteria to be used to determine the appropriate response to those requests.

Criteria:

1. The requested event or meeting must be consistent with OLLI-UA's adult education and social mission.
2. The event must be open to any OLLI-UA member, subject to the capacity limits for the group.
3. At least 50% of the participants should be OLLI-UA members for reoccurring events and 10% of the participants for one-time events.
4. A named OLLI-UA member must take responsibility for opening and closing the facility, ensuring the room is left exactly as it was found, and ensuring compliance with all other OLLI-UA policies, such as restrictions related to alcohol, pets, and firearms. All policies are available on the OLLI-UA website.

Responsible Parties

- Corporate Board
- Program Manager

Implementing Procedure

A written request, describing the event or program and outlining how the requested event or program will comply with criteria 1 through 4, must be made to OLLI-UA staff and approved by the OLLI-UA Program Manager.

No day or time can be permanently guaranteed and permission to use the facility can be revoked at any time for any reason at the sole discretion of the Program Manager.

Notice of Meeting Policy

Effective Date	10/31/15
Date Approved	10/31/15, 11/03/18, 10/31/22
Authored By	Ad Hoc Committee on the Bylaws
Authorized By	Corporate Board
Bylaws Reference	Article 6(b) an Article 6(c)

Policy Purpose

To establish policy with respect to open meetings.

Current Policy Statement

Ample notice should be given to OLLI-UA members of the following meetings. All meetings are open to all members with the exception of those meetings involving personnel and / or disciplinary matters. These subjects will be handled in executive session. Meetings:

- Corporate Board Meetings, and
- Annual General Meeting of the Corporation.

Responsible Parties

- Corporate Board
- Campus Councils

Policy Manual Maintenance Policy

Effective Date	12/05/15
Date Approved	12/05/15, 11/03/18
Authored By	
Authorized By	Corporate Board
Bylaws Reference	Article 3.4

Policy Purpose

To ensure that policies are reviewed and updated. A simple majority of a Board quorum is required to add, change or remove a policy.

Current Policy Statement

- The Policy Manual should be reviewed on an annual basis.
- Sixty days prior to the Annual meeting, the Board Secretary should provide members with the most current copy of the Policy Manual for review.
- Any additions, deletions, or corrections should be acted on prior to the Annual Meeting during which the Policy Manual should be affirmed.

Responsible Parties

- Maintenance of the Policy Manual is the responsibility of the Board Secretary.

Implementing Procedure

Additions to the Policy Manual

- Policies that arise from Board committees should be fully developed within committee and presented to the Board Secretary and Board President for inclusion on the next agenda. A recommendation to approve is expected from the committee.
- These policies should not be part of the consent agenda, but should allow for Board discussion. Once approved, they will be added to the Manual as proposed, or with Board amendments.
- A simple majority of a quorum present is needed for approval.
- Other new policies, the needs for which develop outside of committee, may be placed on the Board agenda through the Board Secretary or the Board President, for discussion and vote, or assignment to an ad hoc committee.

Removal from the Policy Manual

- Policies that no longer serve the needs of the organization may be voided by a simple majority of the Board's quorum present.
- A voting member of the Board or a campus representative may bring the question to the Board.

Purchasing, Reimbursement Policy

Effective Date	09/23/17
Date Approved	09/23/17, 11/03/18
Authored By	Corporate Finance Committee
Authorized By	Corporate Board
Bylaws Reference	

Policy Purpose

To provide guidance for purchasing items, tickets, and obtaining reimbursements for purchases.

Current Policy Statement

OLLI-UA members are to conform with the following procedures established to request items for purchase or reimbursement. Purchases should not be made in advance without checking to ensure it is an allowable budgeted expense.

Responsible Parties

- Corporate Treasurer
- Program Manager

Implementing Procedure

Purchases by Program Manager or Treasurer

The preferred method for OLLI-UA purchases is by requesting purchase assistance from the Program Manager or Treasurer who can use an OLLI-UA credit card to minimize administrative paperwork. Many times, items can be dropped shipped via Amazon, office Max or other sources.

If you find yourself needing personal reimbursement for a regular budgeted item (generally of minimal dollar value), email a request for reimbursement with a copy of your receipt to the Program Manager or Treasurer. The request should include the following:

Name of requester:

Mailing Address of requester:

Describe the business purpose of the expense for proper tracking of expenses:

Attach a copy – photo or scan of original receipt

The Program Manager or Treasurer will submit an electronic bill pay (or bank check) to the requester and a payment will be mailed.

Refund Policy

Effective Date	11/13/15
Date Approved	01/28/17, 11/03/18, 10/31/22
Authored By	Corporate Finance Committee
Authorized By	Corporate Board
Bylaws Reference	

Policy Purpose

To standardize the responses to members who request membership fee refunds.

Current Policy Statement

Any request for the refund of membership fees should be referred to the Program Manager. Items to be considered should include timing of request, and stated reason. Requests received 30 days after the semester start date should be approved only under extraordinary circumstances. All requests are to be resolved within 10 days of receipt.

Responsible Parties

- Program Manager
- Corporate Treasurer
- Chair of Board

Implementing Procedure

The overall guidelines for dealing with refund requests are:

- Respect for the member's position
- Consideration of the impact on the reputation of OLLI-UA

All requests for refunds should be referred to Program Manager for approval.

In general:

- Requests for refunds based on unavailability of a desired course(s) must be received within the first two weeks of a semester. Prospective members must be strongly discouraged from joining OLLI-UA based on the availability of one specific course. Discover OLLI-UA presentations should emphasize this point, stressing instead the community aspect of our programs and the variety of classes that we offer. This fact should be stipulated on the web site.
- Refunds for medical reasons should be based on the level of participation that the member was able to achieve and when the request for refund was received. The recommendation for a refund should consider:
 - the member's intent to participate and how and why that changed.
 - E.g. an annual member who became incapacitated in late October and requested a change to fall-only status.
 - the level of financial concern expressed by the member dealing with a serious health issue

- the impact of a policy-based decision on the member and their discussion of it in the community
- Refunds for reasons other than class availability and incapacity should be decided by the Program Manager and Board executive leadership if needed. ~~council chair and a member of the OLLI-UA staff.~~
- All requests for refunds should be given high priority with a decision reached as soon as possible (preferably within 48 hours), communicated to the member by the council chair, and processed by the UA staff within 5 business days after the original payment clears.
- A member of the OLLI-UA staff has the ability to bypass normal procedures if faced by unusual circumstances that cause them to grant a refund when requested. These circumstances are to be documented and sent to the council chair within 48 hours.

Removal from Corporate Board Policy

Effective Date	10/31/15
Date Approved	10/31/15, 11/03/18
Authored By	Ad Hoc Committee on the Bylaws
Authorized By	Corporate Board
Bylaws Reference	Article 8.2(a)

Definitions

Corporate Board: a Director of the OLLI-UA Corporate Board of Directors. OLLI-UA: 501(c)(3) affiliated with the University of Arizona.

Policy Purpose

To codify the conditions upon which a Board Director or an Officer of the Board may be removed from office.

Current Policy Procedure

A member of the Corporate Board may be removed for cause. An Officer of the Board may be deprived for cause of his / her office on the Corporate Board with or without being additionally removed from the Corporate Board. The Corporate Board will vote in executive session on the matter. A two-thirds vote is necessary. The member has the option to be present. Cause for removal includes, but is not limited to, violation of the code of ethics, a conflict of interest, or non-fulfillment of duties.

Responsible Parties

- Corporate Board

Reserve Policy

Effective Date	04/22/2020
Date Approved	04/29/17, 11/03/18, 04/22/2020, 10/31/22
Authored By	Corporate Finance Committee
Authorized By	Corporate Board, rev. 04/16/2020
Bylaws Reference	

Definitions

Operating (Agency) Account: members' dues, miscellaneous income, and is utilized for operational expenditures.

Operating Reserve for OLLI-UA: Year End Cash Balance of the Operating (Agency) account.

Restricted Reserves: earmarked reserves for a specific purpose for a specified length of time as approved by the Finance Committee and the Board.

Strategic Reserve: those funds, held and managed by OLLI-UA and set aside for strategic objectives. It is not intended that these monies would fund operating objectives or deficits.

Policy Purpose

To provide for the following:

- Cover downturns in income,
- Allow purchase of large assets or programs,
- Respond to unanticipated problems or opportunities
- Provide a readily available transparent home for operating surpluses.

Current Policy Statement

- The on-hand target balance of the Operating Reserve is between 6 and 9 months of the operating budget.
- Reserves may be restricted by a simple majority vote of the Board upon recommendation of the Corporate Finance Committee.
- Restricted Reserves may be identified for a period of two years when related to facility needs, with reevaluation as necessary.

Responsible Parties

- UA Program Manager
- Corporate Treasurer
- Corporate Finance Committee
- Corporate Board

Implementing Procedure

- The Treasurer reviews monthly budget reports prepared by the UA for any unexpected results. Regular meetings are held with the Program Manager and, if needed, the UA Business Officer to discuss any concerns.
- Corporate Treasurer reports to Corporate Board if the target balance goal deviates by more than one month in either direction.

- The Board determines the appropriate action for restoring compliance with the operating reserve target whether by waiting for reserve contributions to compensate or searching for additional funds.
- The Corporate Finance Committee considers requests for restricting reserves and the resulting effect on the campus budget when determining whether it should recommend to the Board that a campus be permitted to restrict reserves. Generally, the request involves an item that was in a prior year's budget but not expensed.

Retention Policy

Effective Date	03/25/17
Date Approved	03/25/17, 11/03/18
Authored By	Corporate Treasurer
Authorized By	Corporate Board
Bylaws Reference	

Policy Purpose

To provide record keeping uniformity for the Corporation.

Current Policy Statement

The Corporation will adopt the record keeping protocol prepared by the National Council of Nonprofit Associations.

Responsible Parties

- All Board and Council Secretaries
- All Board and Council Treasurers
- All Board and Council Committee Chairs

Implementing Procedure

See following page.

OLLI-UA Document Retention Policy Dated 03/25/2017

Type of Document	Minimum Requirement
Accounts payable ledgers and schedules	7 years
Audit reports	Permanently
Bank Reconciliations	2 years
Bank statements	3 years
Checks (for important payments and purchases)	Permanently
Contracts, mortgages, notes and leases (expired)	7 years
Contracts (still in effect)	Permanently
Correspondence (general)	2 years
Correspondence (legal and important matters)	Permanently
Correspondence (with customers and vendors)	2 years
Curriculum records; attendance records	7 years
Deeds, mortgages, and bills of sale	Permanently
Depreciation Schedules	Permanently
Duplicate deposit slips	2 years
Expense Analyses/expense distribution schedules	7 years
Year End Financial Statements	Permanently
Insurance Policies (expired)	3 years
Insurance records, current accident reports, claims, policies, etc.	Permanently
Internal audit reports	3 years
Inventories of products, materials, and supplies	7 years
Invoices (to customers, from vendors)	7 years
Minute books, bylaws and charter	Permanently
Social event attendance	3 years
Tax returns ad worksheets	Permanently

©2004 National Council or Nonprofit Associations, www.ncna.org

Termination of Membership Policy

Effective Date	10/31/15
Date Approved	10/31/15, 11/03/18
Authored By	Ad Hoc Committee on the Bylaws
Authorized By	Corporate Board
Bylaws Reference	Article 5.1

Policy Purpose

To define the terms and conditions for membership removal.

Current Policy Statement

A member may be deprived of his / her membership within OLLI-UA by a vote of the Corporate Board at which the member is entitled to be present. Termination may only occur if the member has violated the University and / or OLLI-UA policies on ethical conduct or those policies defining disruptive behavior in the classroom. Renewal of membership for future terms may be blocked. No refund of funds, either full or pro-rata, shall be made.

Responsible Parties

- Corporate Board

Implementing Procedure

The Corporate Board will consider expulsion of a member upon request for a hearing from any member of the organization.

Travel Reimbursement Policy

Effective Date	09/23/17
Date Approved	09/23/17, 11/03/18
Authored By	Corporate Finance Committee
Authorized By	Corporate Board
Bylaws Reference	

Policy Purpose

To exclude members from travel reimbursements while allowing reimbursement for non-members complying with the regulations of the University of Arizona. Also see SGL Cross Campus Policy.

Current Policy Statement

OLLI-UA members are not eligible for reimbursement of travel expenses such as mileage, parking, tolls etc. regardless of purpose. Travel expense to the OLLI National Convention (normally by the Board President) is the one exception and must be approved in advance.

Responsible Parties

- Corporate Treasurer
- Campus Treasurer