

**STANDARD PROCEDURE MANUAL  
OF THE  
KOREAN WAR VETERANS  
ASSOCIATION, INCORPORATED**

**SPM-005, REV. 003B  
REVISED OCT. 29, 2011  
B MINOR REVISION JULY 25, 2012**

**APPROVED BY THE BOARD OF DIRECTORS  
REVISIONS APPROVED OCT. 29, 2011, QUINCY, MA  
B MINOR REVISION APPROVED JULY 25, 2012, ARLINGTON VA**

**FOR USE BY THE KWVA MEMBERSHIP**

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### **Introduction**

#### **SECTION 1.0 KOREAN WAR VETERANS ASSOCIATION, INC.**

##### **1.1 PURPOSE**

**1.1.1** The procedures outlined in this Standard Procedure Manual, or SPM, have been derived from experience with previous methods used by officials in the performance of their duties as staff members of the Korean War Veterans Association, Inc. These procedures have been developed to assist new officials, as well as the incumbents, to more efficiently perform their duties, and to assure compliance to the KWVA Bylaws. In addition, specific corporate, charter, and Public Law 110-254 requirements create special requirements for administration and accountability on the Association. This manual is intended to ensure that the Association, given its unique situation, is correct and accountable in all respects (Further discussion of accountability is at 3.9 GENERAL). Issuance of and changes to the SPM are authorized by KWVA, Inc. Bylaws; Article III, Officers and Powers; Section 1. Powers and Duties; F. Board of Directors.

**1.1.2** Some SPM procedures are designed to communicate proper and ethical procedures for use in conducting the Association's business by Officers, Directors, Standing Committee Chairpersons, Special Committee Chairpersons and members of the Korean War Veterans Association, Inc.

**1.1.3** Some SPM procedures are designed for use by the membership, chapters and departments, for use in their interface with the Association officers, both elected and appointed, in processes such as applications for membership and petitions, and reporting.

**1.1.5** The procedures in this manual are intended to provide clarification; to fill in the detail of areas prescribed in the Bylaws that require action, and for the use of applicable forms. All SPM procedures derive their authority from the Bylaws, and shall not be in conflict with them.

##### **1.2 INTENT AND INTERPRETATION**

**1.2.1** These procedures do not change the original intent of the Bylaws and may not be used to circumvent the Bylaws. When in doubt as to the proper course of action to take, the Judge Advocate of the Association should be consulted.

**1.2.2** When applicable, reference to source material is placed in the SPM, as and where appropriate.

**1.2.3** When more detailed instructions are deemed necessary to clarify a procedure, or to give direction to a particular bylaw, reference is made to the specific bylaw concerned.

##### **1.3 SPM CHANGE METHOD**

This SPM, which is for guidance of the Board and other KWVA Officials, and the Membership as appropriate (Please refer to 1.1 Purpose, above), may be recommended for revision only by a Board or KWVA Staff person who is responsible for the specific area or procedure being addressed.

**1.4 CONFIGURATION CONTROL OF THE SPM** Procedures for revision(s) to this Standard Procedure Manual, refer to SPM Procedure 3.1.3, "Configuration Control of the SPM."

**1.4.1** Recommended changes are to be presented in writing to the Bylaws Committee Chairman. If there is no conflict with the Bylaws, the Chairman will accept and sign the change request.

**1.4.2** The recommended change(s) shall then be presented to the Board by the responsible director as an Action Item at the next Board Meeting, or with a Business Without a Meeting, as appropriate.

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## **1.5 REFERENCES**

**1.5.1 KWVA History** The Korean War Veterans Association was granted a Charter of Incorporation by the State of New York on June 14, 1985. The official filing date was June 25<sup>th</sup>. The founding applicants were:

William T. Norris  
Joseph McCallion  
Mario Scarcellatta  
Arthur Patterson

A history of the KWVA can be found on the KWVA Website at <http://www.kwva.org>.

**1.5.2 Federal Charter** The Korean War Veterans Association, Inc. was granted a Federal Charter as a VSO (Veterans Service Organization) on June 30<sup>th</sup>, 2008 with the enactment, by the 110<sup>th</sup> Congress, of Public Law 110-254. The complete text of the law may be found on the KWVA website, at [http://www.kwva.org/charter/charter\\_110th/kwva\\_charter\\_public\\_law\\_110-254.pdf](http://www.kwva.org/charter/charter_110th/kwva_charter_public_law_110-254.pdf).

**1.5.3 Bylaws** The Bylaws for the Korean War Veterans Association can be found at <http://www.kwva.org/bylaws/bylaws.htm>.

### **1.5.4 KWVA Websites**

**1.5.4.1** The Home Page for the Korean War Veterans Association can be found at <http://www.kwva.org/>.

**1.5.4.2** The KWVA furnishes Websites for eligible chapters and departments, for information go to [http://www.kwva.org/homepage\\_stories/i\\_hp\\_081208\\_dept\\_chapt\\_websites.htm](http://www.kwva.org/homepage_stories/i_hp_081208_dept_chapt_websites.htm).

**1.5.5 Roberts Rules of Order, Newly Revised RONR 10<sup>th</sup> Edition** Roberts Rules of Order provides guidance, rules and order for conducting meetings, and is used by KWVA officers for that purpose when a needed procedure is not provided for in this Manual, and authorized by the KWVA Bylaws.

## **SECTION 2.0 ASSOCIATION OFFICERS**

### **2.1 ELECTION OF OFFICERS** (KWVA Bylaws Article II)

**2.1.1** All vacant positions for Elected Officers and Directors shall be filled using first the individual who ran for a particular office or director position and received the highest number of votes. The President shall confirm that this individual will accept the office before the selection and approval by the Board.

**2.1.2** Should there be no one running for a position, to be used as a recommended officer or director, the Board may recommend an individual to serve on the Board for approval, or may hold open the office until the next election by the membership, to complete the term.

**2.1.3** Elected officers and/or directors shall be installed, at the first opportunity available, after the election results are announced. The elected officers and/or directors will take office on June 25<sup>th</sup>. Any Board meeting scheduled thereafter will be conducted with the new officers and/or directors. Upon approval by the Board, the Secretary and Treasurer shall also be installed.

**2.1.4** The Oath of Office may be administered by using a document, to be signed by the member assuming office, as a part of the agenda when "Business Without a Meeting" is called.

**2.2 INSTALLATION OF OFFICERS - CEREMONY AND OATH OF OFFICE** Please refer to the procedure for the ceremony and the oath of office in SPM Procedure 3.6.9 of this Manual.

### **2.3 ELECTED OFFICERS - RESPONSIBILITIES** (KWVA Bylaws Article III)

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**2.3.1 PRESIDENT** (KWVA Bylaws Article III, Section 1.A.)

**RESPONSIBILITIES**

**2.3.1.1** As the chief executive officer of the Association, provide the leadership essential to the day-to-day operations of the Association and in developing its future plans.

**2.3.1.2** Insure compliance with the Bylaws and Standard Procedure Manual.

**2.3.1.3** Protect the rights and interests of all members of the Association.

**2.3.1.4** Initiate such actions as may be necessary to insure the financial viability of the Association.

**2.3.1.5** The President shall notify the Board of all meetings including the date, time and place. This notification will be made by mail, with additional distribution by email and/or KWVA website. A proposed meeting agenda shall accompany the letter with instructions for each Board member to respond if they will/will not attend and state if they have any business to conduct that should be placed on the agenda. A response time should also be given.

**2.3.1.6** The President will preside at all meetings of the general membership and Board, following Robert's Rules of Order, when the Bylaws or Articles of Incorporation do not have preference.

**2.3.1.7** Meeting agenda and purpose of meeting shall be the responsibility of the President. Those Board members who have motions to present shall submit agenda items, using SPM Procedure 3.9.8, *Submitting Agenda Items*, and its associated form (SPM Form 4.6-1) for every report or action item they plan to place on the agenda, to the Secretary for inclusion on the agenda. A combined packet of all motions shall be sent to the Board by the Secretary, to arrive at least a week before the meeting for study.

**2.3.1.8** Should a crisis arise or a vote on an important item be required before the next scheduled meeting of the Board, a special meeting may be called or the crisis or question may be submitted to the Board, for approval, by a "USPS Certified Mail" ballot, per the Bylaws, with a deadline for submittal and also a time period and person to contact for phone call questions that may arise from the Board.

**2.3.1.9** Should mail be used for an approval, notification of the results shall be conveyed to the Board and then the vote affirmed at the next Board Meeting.

**2.3.1.10** Serve as ex-officio member of all committees, except the Elections Committee.

**2.3.1.11** Appoint, with the advice of the vice presidents and approval of the Board, both Standing and Special Committee Chairpersons. Before submittal to the Board, be sure those who are suggested for appointments will accept the position.

**2.3.1.12** After consultation with the two vice presidents, the President should divide the responsibility to coordinate and oversee the functions of the Standing and Special Committees among them.

**2.3.1.13** The newly elected President, should he choose to do so, may inform the Board of Directors that he wishes to have the Immediate Past President to become an Advisor, to both he and the Board of Directors. The Advisor's presence will not count in the quorum requirement for any called meeting by the Board of Directors, nor will he have the right to vote on any actions



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by the Board.

If the President decides to make the Immediate Past President an Advisor, he must make a motion to the Board to approve his decision, by a majority vote. If approved by The Board of Directors, the Immediate Past President Advisor will have the duties and responsibilities as specified in 2.4.11 IMMEDIATE PAST PRESIDENT ADVISOR.

**2.3.2 FIRST VICE PRESIDENT** (KWVA Bylaws Article III, Section 1, B.)

**RESPONSIBILITIES**

**2.3.2.1** Assume and perform the responsibilities of President when absent. "Absent" is defined as the President being incapacitated to the point of being unable, physically or mentally, to perform his/her duties or not being physically present at a legally called meeting.

**2.3.2.2** Serve as liaison between the committees assigned by the President and Board.

**2.3.2.3** Coordinate the activities of all assigned committees.

**2.3.2.4** Be prepared to assume the duties of President of the Association upon death, resignation, or termination of the President.

**2.3.2.5** Assist the President in carrying out the responsibilities of that office.

**2.3.2.6** Volunteer to coordinate and be responsible for any Standing or Special Committee which he might have interest or in which he has qualifications, to effectively coordinate and oversee.

**2.3.2.7** Perform such other duties as the President or Board may assign.

**2.3.3 SECOND VICE PRESIDENT** (KWVA Bylaws Article III, Section 1, B.)

**RESPONSIBILITIES**

**2.3.3.1** Assume and perform the responsibilities of the First Vice President when absent. "Absent" is defined as the First Vice President being incapacitated to the point of being unable, physically or mentally, to perform his/her duties or not being physically present at a legally called meeting.

**2.3.3.2** Serve as liaison between the committees assigned by the President and the Board.

**2.3.3.3** Coordinate the activities of all assigned committees.

**2.3.3.4** Be prepared to assume the duties of the First Vice President of the Association.

**2.3.3.5** Volunteer to coordinate and be responsible for any Standing or Special Committee which he might have an interest or in which he has qualifications to effectively coordinate and oversee.

**2.3.3.6** Perform such other duties as the President or Board may assign.

**2.3.4 DIRECTOR** (KWVA Bylaws Article III, Section 1, F.)

**RESPONSIBILITIES**

**2.3.4.1** The Director, along with the other officers of the Board, shall be responsible for establishing the policy within which the Association shall function. The directors shall

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collectively control the Association's property; be responsible for its finances, and direct its affairs.

**2.3.4.2** Attend all meetings on the dates called by the President. If unable to attend, notify the Secretary, stating why attendance is not possible. The Board will vote if the director should be excused, according to the "defined reasons" decided upon by the Board, using SPM Procedure 3.8.1, *Criteria for Good Standing*, of this Manual.

**2.3.4.3** Obtain a copy of the Association Bylaws and Standard Procedure Manual from the KWVA website or request one from the KWVA Secretary upon election to office.

**2.3.4.4** Review the various Standing and other committees of the Association. If there is a personal preference for service, so advise the President.

**2.3.4.5** Require an audit of the Association's financial records.

**2.3.4.6** Adopt an annual budget each year for the Association.

**2.3.4.7** Review and consider all committee recommendations prior to voting upon these issues. It is recommended that Bylaws changes, Resolutions and motions for changes be obtained a week before the meeting for study where approval is required.

**2.3.4.8** Motions to be presented to the Board shall be presented to the Secretary, using SPM Procedure 3.9.6, *Board of Directors Meeting Agenda Items*, and submitted on SPM Form 4.6-1, in time for mail out in a packet to the Board.

**2.3.4.9** The Board shall receive all Judge Advocate's opinions given to chapters, departments, directors, committees and members (except those given to the E&G Committee) and consider them as presented for action.

**2.4 APPOINTED OFFICERS/EMPLOYEES/CONTRACTORS** (KWVA Bylaws Article III, Section 1, E.)

**2.4.1 SECRETARY** (KWVA Bylaws Article III, Section 1, C.)

**RESPONSIBILITIES** The Secretary shall:

**2.4.1.1** Keep an accurate, documented record of the proceedings of all Board and General Membership Meetings, including Executive Sessions.

**2.4.1.2** Maintain verbatim records of all approved minutes and changes thereto of Board and General Membership Meetings.

1. Access to that section of the KWVA Database shall be maintained by the KWVA Webmaster, in accordance with input and direction from the Secretary.
2. Access to the verbatim records shall be restricted to voting members of the Board of Directors; and others to be determined by the President and the Secretary, in accordance with Association need.

**2.4.1.3** Maintain as a minimum, a master file of the Association, consisting of:

1. Articles of Incorporation – Association, chapters and departments;
2. Bylaws – Association, chapters and departments;
3. Standard Procedure Manual (SPM);
4. Budgets;
5. Petitions for chapter and department Charters;
6. Charters – chapters and departments;
7. Reports of Election – Association, chapters and departments;
8. Correspondence – members, chapters, departments and Association, and the

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**9. Federal Charter.**

**2.4.1.4** Process completed petitions for charter of new chapters and departments.

**2.4.1.5** Submit the Call for Election for Association officers in the September/October and November/December editions of *The Graybeards*, using SPM Procedure 3.4.1, *Call For Election*, of this Manual.

**2.4.1.6** Keep the minutes in accordance with the general guidelines established in the Association Bylaws, the Standard Procedure Manual, and *Robert's Rules of Order*.

**2.4.1.7** Note any approved changes or corrections to the minutes of the previous meetings.

**2.4.1.8** Conduct the general correspondence of the Association, that is, correspondence which is not the assigned responsibility of other officers, directors, or committees.

**2.4.1.9** Attest to official documents of the Association as the Board may direct.

**2.4.1.10** Place a proposed agenda for the Annual Association Membership Meeting in *The Graybeards* for the membership to be notified of business to be conducted.

**2.4.1.11** Submit to each officer and member of the Board an agenda for the Association Membership Business meeting and an agenda for any Board meeting.

**2.4.1.12** Call the roll when required at the Board meetings, and verify and announce that a quorum is or is not available to begin the meeting.

**2.4.1.13** Maintain oversight of the Association Technology staff and their functions, which includes, but is not limited to, the hiring or appointment of the Webmaster and Administrative Assistant.

**2.4.1.14** Proof (or delegate some or all of the proofing) of at least one DRAFT copy of *The Graybeards* prior to release to the Publisher for printing, then approve the release of *The Graybeards* for publication as corrected.

**2.4.1.15** Committee Chairpersons shall submit all committee member changes to the Secretary via email. The Secretary will forward the change(s) to the Webmaster for revision of the KWVA Website, and copy the President.

**2.4.2 TREASURER** (KWVA Bylaws Article III, Section 1, D.)

**RESPONSIBILITIES**

**2.4.2.1** Serve as the technical custodian of all the Association Funds and to provide the Certified Public Accountant all monthly transactions.

**2.4.2.2** Using SPM Procedure 3.7.1, *Check Writing and Control*, of this Manual, function as the disbursing agent with other properly prescribed signatures.

**2.4.2.3** Keep and maintain, or cause to be maintained, the Association financial records.

**2.4.2.4** Prepare or have prepared and submit financial reports at least quarterly to the Board for their review and information, before filing with the Secretary.

**2.4.2.5** Make available all financial records for any Board approved audit, and supply the

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Finance Committee any information requested.

**2.4.2.6** Assure that tax returns for the preceding fiscal year are completed, signed, and filed as required by law.

**2.4.2.7** Keep, or cause to be kept safely, all monies of the Association and be responsible for the deposit of same in the name of the Association in such banks, trust companies, or other depositories that are approved by the Board.

**2.4.2.8** Disburse, or cause to be disbursed, any obligation of the Association approved for payment by the approved current budget, or approved by the Board when not a budgeted item or when the budget item has been exceeded.

**2.4.2.9** Prepare, and present, financial reports in a format which facilitates comparison to the approved budget.

**2.4.2.10** Serve on the Finance Committee as advisor.

**2.4.2.11** Assure that the books are kept in accordance with generally accepted accounting procedures, principles and practice.

**2.4.2.12** Coordinate with the Finance Committee and advise and follow their recommendations when approved by the Board.

**2.4.2.13** Prepare, or cause to be prepared, tax returns for each fiscal year.

**2.4.2.14** Make available all financial records of the Association to those persons specifically authorized by the Board or as required by the Incorporation and Exempt Status laws. Provide to the Finance Committee and the CPA, monthly records of checks issued, money transfers, income deposits and investments made.

**2.4.3 JUDGE ADVOCATE** (KWVA Bylaws Article III, Section 1, E.)

**RESPONSIBILITIES**

**2.4.3.1** As the legal advisor for the Association who is appointed by the President and approved by the Board, the Judge Advocate's advice should be sought for those questions which are not covered by the Bylaws or this Standard Procedure Manual.

**2.4.3.2** The Judge Advocate's opinion should be unbiased and promote courtesy, justice, impartiality and equality on the raised issue.

**2.4.3.3** The Board should receive all Judge Advocate's opinions given, except in the case of a complaint issued for Ethics and Grievance Committee, and consider them as presented for action.

**2.4.3.4** The Judge Advocate receives and acts on official complaints by KWVA members against KWVA members/officers as described in Sections 2.6.5 and 3.8 of this manual.

**2.4.3.5** The Judge Advocate assures that the Bylaws or Standard Procedure Manual do not cover the question at hand.

**2.4.3.6** The Judge Advocate shall present in writing all opinions rendered to members, chapters and departments to the Secretary for distribution to the Board.

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**2.4.3.7** The Judge Advocate shall accept any complaint by a Korean War Veterans Association Member in Good Standing, sent in writing and signed. This is to be sent by "*USPS Certified Mail, Return Receipt Requested*".

**2.4.3.8** The Judge Advocate shall determine if the complaint is appropriate for referral to the Chairman of the Ethics and Grievance Committee (E&G Committee). The sent complaint is recognized as being accepted by the Judge Advocate by the USPS Return Receipt returned to the complainant. Any further correspondence thereafter between the Judge Advocate and the complainant shall also be by "*USPS Certified Mail, Return Receipt Requested*".

**2.4.3.9** The Judge Advocate shall advise the E&G Committee Chairman on any question posed by the E&G Committee.

**2.4.4 CHAPLAIN** (KWVA Bylaws Article III, Section 1, E.)

**RESPONSIBILITIES**

**2.4.4.1** The Chaplain shall conduct Memorial Services to honor those KIA/MIA and/or memorialize Association members who are now deceased.

**2.4.4.2** Lead the invocation and adjournment prayer at all meetings.

**2.4.4.3** Work with the Annual Association Membership Meeting Chairman, Secretary, and Treasurer to perform other functions requested by the President.

**2.4.5 HISTORIAN** (KWVA Bylaws Article III, Section 1, E.)

**RESPONSIBILITIES**

**2.4.5.1** The Historian shall be responsible for keeping records of special events conducted by the Association and having pictures taken at Association events.

**2.4.5.2** The Historian shall maintain a file of all meeting places where meetings are held and visits made by Association Representatives to events in and out of the country, as well as by officers who have served the Association over the years since being formed.

**2.4.5.3** The Historian's duties are those outlined above, and any other responsibilities the Historian believes should be chronicled.

**2.4.6 ASSOCIATION VAVS DIRECTOR** (KWVA Bylaws Article III, Section 1, E.)

**RESPONSIBILITIES** Veterans Affairs Voluntary Services (VAVS) National Representatives are the official liaisons between the Veterans Health Administration (VHA) Central Office and our organization in all aspects of the VAVS Program. The Association Representative is also the National Certifying Official for all VA Medical Centers facilities Representative and Deputy Representatives. The Association/Certifying Officials, as part of their appointed duties, are expected to attend and participate in the VAVS National Advisory Committee (NAC) Annual Meeting.

The VAVS Director is the Association contact for chapters and departments and all regular members at large for Veterans Affairs Volunteer Service, and shall:

- 1.** Provide the guidelines for VAVS Representatives and Deputy Representatives.
- 2.** Provide upon request a copy of VHA Directive 1620 and VHA Handbook 1620.1.
- 3.** Create and maintain a VAVS data base for all VA Medical Centers for which we have Representatives and Deputy Representatives. This data base will be used for input for the Annual Management Overview Report.

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**4.** Brief the KWVA Board at each meeting, on all matters.

The Representative and Deputy Representatives must be submitted by the chapter President, and must be a KWVA member in Good Standing before being certified. We are a VAVS NAC Service Member (voting) organization and must maintain the provision of volunteers and VA recognized participation on local VAVS Committees at a minimum of thirty (30) VA facilities.

**2.4.6.1** Provide a VHA 1620 Handbook to those chapters and departments who form VAVS programs in their local areas.

**2.4.6.2** Keep chapter and department VAVS Representatives informed of any new requirements for successful operations of their services.

**2.4.6.3** Maintain a list of the various chapter and department Representatives and Individual KWVA Volunteers.

**2.4.6.4** Provide for VA Certification for chapter representatives by working with chapter and department officers to solve any problems encountered.

**2.4.6.5** Document any problems and inform the Board of any action and reasons for such action for their approval before the action is put into effect.

**2.4.6.6** Follow the guidelines and requirements of VHA 1620 Handbook for VAVS at all times.

**2.4.6.7** Make a year-end report to the Board and the Department of Veterans Affairs, of Volunteer Service time accumulated for the Korean War Veterans Association, Inc.

**2.4.7 THE GRAYBEARDS EDITOR** (KWVA Bylaws Article III, Section 1, E.)

**RESPONSIBILITIES**

**2.4.7.1** Prepare, edit and have published the news magazine, *The Graybeards*, for the Association.

**2.4.7.2** Assure that all Board and General Membership Meeting minutes, financial reports and other important Association news takes precedence over other items to be placed in the publication.

**2.4.7.3** Place the Association's minutes and financial reports under a heading that is located consistently in the same area of every issue of the magazine. When possible, this material should be included in the edition that immediately follows the meeting(s) from which the minutes and reports are produced.

**2.4.7.4** Reserve a section in which members can make comments on items of interest. Since *The Graybeards* is the members' newsletter, it must contain such a section.

**2.4.7.5** Identify and refrain from printing politically oriented material that might violate the provisions of the Association's IRS status and lead to legal and/or regulatory consequences as a result.

**2.4.7.6** Arrange for a publisher to print and mail *The Graybeards*.

**2.4.7.7** Reach a contract cost with the Financial Committee for services as Editor and for payment of the publisher for printing, assembly and mailing, from an invoice, and present it to the Finance Committee for presentation to the Board for approval.

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**2.4.7.8** Coordinate with the Elections Committee Chairperson and the KWVA Secretary to assure that the election ballot contained in the January/February Issue has been proof-read and is accurate.

**2.4.8 ASSISTANT SECRETARY, SUPERVISOR OF MANAGEMENT INFORMATION SYSTEM**  
(KWVA Bylaws Article III, Section 1, E.)

**RESPONSIBILITIES**

**2.4.8.1** Works under the direction of the KWVA Secretary in relation to his responsibilities in the areas of Membership, chapters, departments, KWVA website, databases and *The Graybeards*.

**2.4.8.2** Recommends to and coordinates with the Webmaster/Database Technician in the areas of website and database development.

**2.4.8.3** Provides assistance to *The Graybeards* Editor in the "proofing" of each issue.

**2.4.8.4** Receives, checks, posts and files the chapter and department charter application information and election reports.

**2.4.8.5** Contacts the chapter and department presidents for additional information concerning their charter, election reports and membership.

**2.4.8.6** Advises the Webmaster/Database Technician of changes needed to provide necessary information to KWVA Board/Staff, chapters, departments and their members.

**2.4.8.7** Provides *The Graybeards* Editor a current list of chapters and departments that are not eligible to have news published due to being non-compliant.

**2.4.8.8** Creates and provides website usernames and passwords to Board members and staff and to chapter and department presidents that are eligible to view various restricted areas of the KWVA website.

**2.4.8.9** Provides membership database restricted access to certified chapter and department presidents so that they may maintain accurate data concerning their members, as well as to recruit members for their chapter from the KWVA members at large.

**2.4.8.10** Coordinates with the KWVA Secretary to assure that new members receive all membership benefits to which they are entitled. Individuals who are enrolled at large should be advised of the contact and meeting information of chapters they may consider joining.

**2.4.8.11** Assures that records are kept on an on-going basis to provide a complete and updated record of members, chapters and departments. Work in close coordination with the Webmaster/Database Technician and Membership Administrative Assistant to see that these records are kept current.

**2.4.8.12** Assures that a record of dues due date and dues reminders to the membership are sent and insure that a record of dues sent to the Treasurer is kept current.

**2.4.8.13** Maintains a database showing the locations of chapters and departments, indicating a contact name, address, email address, telephone number and chapter or department website link (where available). This information to be viewable by the general public at:  
[http://www.kwva.org/info\\_dept\\_chapter.asp](http://www.kwva.org/info_dept_chapter.asp).

**2.4.8.14** Provides updated Membership Application Forms for *The Graybeards* and the Association Website.

**2.4.8.15** Assures that the forms listed in Section 4, KWVA Forms are current.

**2.4.8.16** Provides membership recruiters with appropriate membership lists in order to form new chapters.

**2.4.8.16** Provides prospective chapter and department organizers with a formation packet containing information on what steps on what steps must be taken during the charter process. Please refer to procedures in Sections 3.4 Chapters, and Section 3.5 Departments. The appropriate forms are referenced in those procedures and in the KWVA List of Forms.

#### **2.4.9 WEBMASTER/DATABASE TECHNICIAN** (KWVA Bylaws Article III, Section 1, E.)

##### **RESPONSIBILITIES**

**2.4.9.1** Maintain a professional website for the Association with timely updates.

**2.4.9.2** Keep members electronically informed of the services available to them through the KWVA Office and various committees.

**2.4.9.3** Develop ideas for additional website programs and/or services for the benefit of all members and prospective members.

**2.4.9.4** Provide veterans or other interested individuals information about the locations and websites of KWVA chapters and departments.

**2.4.9.5** Place information on the website only if it has been authorized by the President or his Designee.

**2.4.9.6** Maintain the highest level of confidentiality for confidential items placed in a secure password protected area of the website.

##### **2.4.9.7 Provide the following minimum resources on the website:**

**2.4.9.7.1** Current Association Bylaws and Standard Procedure Manual.

**2.4.9.7.2** Contact information on all chapters and departments.

**2.4.9.7.3** Minutes of Board and Annual Association Membership Meetings.

**2.4.9.7.4** Future Annual Association Membership Meeting sites and proposed dates.

**2.4.9.7.5** Website links for all chapters and departments furnished and other websites of interest to Veterans.

**2.4.9.7.6** Provide Membership database displays and queries as required by Officers and Directors, pulling data from the Master Membership Database maintained by the Membership Administrative Assistant. Some data is to be available via the website to all members, and other data is to be available only in a password protected area of the website, with security providing differing levels of information retrieval, with authorization based on a "need to know" basis.

#### **2.4.10 MEMBERSHIP ADMINISTRATIVE ASSISTANT** (KWVA Bylaws Article III, Section 1, E.)

##### **RESPONSIBILITIES**

The KWVA Secretary has a contracted individual, the Membership Administrative Assistant, who is the focal point for all applications, dues and other duties as defined in Section 2.4.10. of this Manual. Procedures for this function are provided in Section 3.3. Association Management



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Information System.

The Secretary should:

1. Be aware of the duties that are taken care of by the Membership Administrative Assistant and assure that those duties are being fulfilled.
2. Present to the Board recommended changes requested by the Membership Administrative Assistant.
3. Present to the Membership Administrative Assistant any changes the Board may require.

#### **2.4.11 IMMEDIATE PAST PRESIDENT ADVISOR**

##### **RESPONSIBILITIES**

The core responsibility of the Advisor will be to inform the President and/or the Board of any problems or reports which through his experience might be encountered. This includes, while issues they are working on are being discussed; or to inform or remind them at other times. Having served as a President, the Advisor has knowledge which may be helpful in everyday decisions, as well as at a meeting. The Advisor should:

1. Be invited to all called Board of Director meetings, with travel identical to that of a Director.
2. Respond to requests from the President or the Board for reports they may require from time to time.
3. Be released from his duties as Advisor from the President with approval from the Board of Directors at any time his help as an Advisor is no longer required.
4. Similarly, the Advisor may request release from his duties, giving notice to both the President and the Board of Directors.

#### **2.5 STANDING COMMITTEES** (KWVA Bylaws, Article III, Section 1, Subsection G. 1.)

##### **2.5.1 MEMBERSHIP COMMITTEE**

**RESPONSIBILITIES** The core responsibility of the Membership Committee is to promote interest in the recruitment of and increase in new members in the Korean War Veterans Association. Of particular effort should be to transmit in detail the facts:

1. The eligibility to join the KWVA belongs to any person who has seen honorable service in any of the Armed Forces of the United States, defined as Army, Navy, Marines, Air Force and Coast Guard if:
  - a. Said service was within Korea including territorial waters and airspace at any time, September 3, 1945 to Present, or
  - b. Said service was outside of Korea, June 25, 1950 to January 31, 1955.
2. Since a formal Armistice has been in effect since 1953, we are still a nation at war with North Korea.

###### **2.5.1.1 The Membership Committee Chairman**

1. Selects Committee members from among Board members, chapters and departments.
2. Works with other committee Chairpersons to promote recruitment
3. Makes recruiting event presentations at schools, churches and other venues

###### **2.5.1.2 Membership Committee Members:**

1. Promote new ideas for member recruitment.

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2. Distribute flyers, posters, magazines and decals when funding is available. Distribution is to various VA hospitals and clinics; Veteran Service Organizations (VSO) such the American Legion; VFW, AMVETS, etc.
3. Use the internet to promote the KWVA through interactive websites such as Facebook, Twitter, etc.
4. Develop and implement recruitment materials, and techniques (posters, decals, videos).

## **2.5.2 BUDGET AND FINANCE COMMITTEE**

### **RESPONSIBILITIES**

**2.5.2.1** The financial condition of the Association is of paramount importance and any significant trend which indicates future fiscal problems are to be brought to the attention of the Board with recommendations for action.

**2.5.2.2** Establish an Annual Operating Budget:

1. With advice from the Treasurer who will be a Finance Committee member;
2. For approval by the Board by obtaining input from the Committees requiring expenditures;
3. Which shall be presented first to the Board and if approved, presented to the membership at the Annual Association Membership Meeting for their approval.

**2.5.2.3** Written standards shall be maintained concerning reimbursement for Board Meeting attendance. [See SPM Procedure Section 3.7, and SPM Forms 4.5-1 and 4.5-2.].

**2.5.2.4** Establish a separate budget for the Annual Association Membership Meeting, for approval by the Board, with input from the Annual Association Membership Meeting Committee when a Budget Expenditure is required.

**2.5.2.5** Maintain disbursement procedures for the Treasurer, including the number of signatures on checks. These procedures are shown in SPM Section 3.7 of this Manual.

**2.5.2.6** Report audit results quarterly to the Board from the monthly supplied data from the Treasurer. This shall include:

1. Checks issued, money transfers, income deposits and investments, and
2. Data from submitted forms SPM Form 4.5-2, *KWVA Travel Expense Report*.

This information is to be mailed to each Board member, as an ongoing audit.

**2.5.2.7** Act in a "consultant and recommendation capacity," along with the Treasurer's input for new planned expenses, contributions, investments and budgets brought to the Board for approval.

## **2.5.3 ELECTIONS COMMITTEE**

### **RESPONSIBILITIES**

**2.5.3.1** Assist the KWVA Secretary to assure that the "Call for Election" is issued for publication in the September/October and November/December editions of *The Graybeards* magazine so that candidates for open offices have ample time to respond before the December 15 deadline.

**2.5.3.2** Certify that candidates have met the requirements to be placed on the ballot for the offices to be voted on, by the Regular Members of the Association, per the Bylaws.

**2.5.3.3** Present certified candidate information to the:

1. *The Graybeards* Magazine Editor for publication in the January/February Edition for those

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Candidates approved to run for election for open officer and/or director positions.

2. Webmaster for scanning/publication on the KWVA.org website. The information shall include the original candidate application letters.

**2.5.3.4** Contract a qualified outside independent CPA to receive ballots to verify:

1. Eligibility of the ballot;
2. Recorded number of ballots;
3. Vote count for each individual on ballot, and
4. Number of votes not counted because the individual was not eligible to vote.
5. Record the date the ballot was received for election statistical analysis purposes.

**2.5.3.5** Responsible for setting up the procedure for the Membership Office to provide the CPA a computer file of eligible voters and assisting with inquires from the CPA about ballots received that are not on the list or file that need to be updated to the May 10 cutoff date.

**2.5.3.6** No committee member may remain on the Committee if they are a candidate for any office.

**2.5.3.7** The Committee shall check and certify that all information submitted by those candidates for office, have met the "Call for Election" requirements per the Association Bylaws. See SPM Form 4.9-1, *Election - Requirements for Candidates*.

**2.5.3.8** Vote results shall have a statement by the CPA listing the votes for each candidate in the same order as they were listed on the ballot for each officer and/or director, using SPM Form 4.9-2. The Summary Tally Sheet Form example is a signed statement showing the total votes cast and the elected officers, using SPM Form 4.9-3.

## **2.5.4 RESOLUTIONS COMMITTEE**

### **RESPONSIBILITIES**

#### **2.5.4.1 Process Resolutions**

1. Receive all resolutions from Regular Members, chapters and departments and check for proper format.
2. Inform the author(s) of receipt of the resolution and notify them of any changes needed to make it in proper format.
3. Deliver any resolutions that are for Bylaw changes to the Bylaws Committee Chairman.
4. Verify the resolution request is in compliance with the requirements specified in SPM Form 4.10-1, *Resolution Request*, and forward to the Board for action.
5. Maintain a Standard Resolution Form. See SPM Form 4.10-1, *Resolution Request*.
6. Sample letters with which to submit a resolution request are shown in SPM Form 4.10-2.

#### **2.5.4.2 Track Resolutions**

Maintain a Resolutions Committee log. Numbering of the resolutions should be as follows: R1/06\_01\_2010 (Received on 1 June, 2010) Should there be two (2) received on that day, the second one would be R2/06\_01\_2010, etc.

## **2.5.5 BYLAWS COMMITTEE**

### **RESPONSIBILITIES**

#### **2.5.5.1 Process Bylaws Changes**

1. Review and amend the charter and Bylaws for necessary changes to keep them viable throughout the years by recommendations to the Board.
2. Process proposed amendments to the Association Bylaws and charter from the membership received forty-five (45) days before the next Board Meeting, for

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presentation to the Board for approval.

3. Assure that the exact wording of any Bylaw change approved by the Board is given to *The Graybeards* Editor for appropriate publication prior to the next Annual Association Membership Meeting.
4. Present Bylaw changes, which have been approved by the Board, to a quorum of the voting membership for ratification.
5. Assure that the Secretary has correct copies or computer files, of the current approved charter and Bylaws and maintains a file of all prior Bylaws and changes made over the years.

#### **2.5.5.2 Track Bylaws Changes**

Maintain a Bylaws Committee log. Numbering of the bylaw change requests should be as follows: B1/06\_01\_2010 (Received on 1 June, 2010). Should there be two (2) received on that day, the second one would be B2/06\_01\_2010, etc.

#### **2.5.5.3 Process Standard Procedure Manual (SPM) Changes.**

1. Maintain the Standard Procedure Manual (SPM) by continual review of the everyday functions of the Board, officers, appointed officials and/or employees/contractors and their operations
2. Upon request, respond to correspondence from chapters and departments and answer any inquiries regarding the Bylaws or the Standard Procedure Manual.
3. Review the Bylaws and member requests for changes which will strengthen or clarify the procedure to follow, or which need to be changed.
4. Originate and process amendments to the Bylaws or the Standard Procedure Manual for approval by the Board.
5. Review of any changes requested shall show that a majority of the Bylaws Committee recommend the change wording. No wording is to be condensed for approval and then changed.
6. Review the SPM to assure that accuracy and conformity in typographical, terminology and spelling or printing have not changed the Bylaws.
7. Attention shall also be given to those practices which through repeated use have become routine even though the current Bylaws may prescribe a different practice or method.
8. Assure that the SPM does not suggest procedures that circumvent the approved Bylaws in effect during the time period covered by the current Bylaws.
9. Review and/or present suggested changes to/or from the Board received in written form, for inclusion, deletion or additional modification in the Standard Procedure Manual, for Board approval.

#### **2.5.5.4 Track SPM Changes**

Maintain a log of SPM Amendments

### **2.6 SPECIAL COMMITTEES** (KWVA Bylaws, Article III, Section 1, Subsection G. 2.)

**PURPOSE** Special Committees are created by the President to perform a specific task to either investigate or implement what the Board or Association has adopted. Both the Special Committee and its task(s) shall be approved by the Board.

**DESCRIPTION** Completes all tasks assigned, and reports the results to the Board or Association Membership, depending on the group that initiated action. Maintains a file of all meeting places where meetings are held. Special Committees are dissolved when the task is complete or no longer needed. The Special Committee's duties are those outlined under "RESPONSIBILITIES " and any other responsibilities the Committee believes should be chronicled.

#### **2.6.1 ANNUAL ASSOCIATION MEMBERSHIP MEETING COMMITTEE**

### **RESPONSIBILITIES**

**2.6.1.1** The Annual Association Membership Meeting Committee is responsible for soliciting possible areas for the Annual Association Membership Meetings from the membership.

**2.6.1.2** The Annual Association Membership Meeting place and dates should be set three years in advance, with approval by the Board and the Membership. After the initial setup, only one new Annual Association Membership Meeting needs to be added to the list each year.

**2.6.1.3** Establish check lists outlining the procedure for arranging an Annual Association Membership Meeting and lists of contacts to help in the arrangements for the meeting.

**2.6.1.4** Establish data for estimating the budget required for the Annual Association Membership Meeting.

**2.6.1.5** Establish data and all other plans for sign-in of members, Hospitality Room, Entertainment, Banquet and Speakers with the required business meeting area for both the Board and Annual Association Membership Meeting.

**2.6.1.6** Assure that the President and Secretary are currently informed of all plans and supporting data regarding the Annual Association Membership Meeting. This shall include the negotiations and contracts for hotel rooms, rates, and other service expenses.

### **2.6.2 Tell America Committee**

#### **RESPONSIBILITIES**

**2.6.2.1** To carry out the objective of providing the communities in which we live, especially the school children, an understanding of the Korean War and its consequences and to promote the understanding that FREEDOM IS NOT FREE and that many have made tremendous sacrifices to protect the freedoms we enjoy in this country.

**2.6.2.2** The Committee is to serve as a focal point for the development of KWVA TELL AMERICA programs and dissemination of material and information for assistance to KWVA chapters in the formation and continuation of these programs in their communities.

**2.6.2.3** Utilize various media such as *The Graybeards* magazine and KWVA Website to publicize TELL AMERICA activities of local chapters. This is to provide recognition for established programs and to encourage other chapters to start their own programs.

**2.6.2.4** Accumulate program material such as scripts, posters, maps, videos and booklets that will be useful to chapters in making presentations.

**2.6.2.5** Provide reports to the Board and General Membership on progress and effectiveness of the KWVA TELL AMERICA Program.

**2.6.2.6** Prepare Budget requirements for Action by the Board at the Annual Association Membership Meeting.

**2.6.2.7** Submit periodic articles for publication in *The Graybeards* magazine and on the KWVA Website to inform the membership and promote activity in the TELL AMERICA program.

**2.6.2.8** Respond to requests for information and material when contacted by chapters or others, such as school teachers who are interested in conducting programs on the Korean War.

### 2.6.3 RETURN VISITS COMMITTEE

#### 2.6.3.1 KWVA Revisit Program.

**Please use the following information for inquiries:**

MILITARY HISTORICAL TOURS, INC.  
4600 Duke Street, STE 420  
Alexandria, VA 22304-2517  
800-722-9501

**Email:** [mhtours@miltours.com](mailto:mhtours@miltours.com)  
**MHT web URL:** <http://www.miltours.com>  
**KWVA web URL:** <http://www.kwva.org>

### 2.6.4 KWVA NATIONAL CEREMONIES COMMITTEE

**RESPONSIBILITIES** Coordinate all planning for National Ceremonies and Special Dates important to Korean Veterans and the Korean Community.

**2.6.4.1 Holidays** Holidays include, but are not limited to the following:

- **Memorial Day**
- **June 25<sup>th</sup>**
- **July 27<sup>th</sup>**
- **Veteran's Day**

**2.6.4.2 Arrange and Attend.** (Please refer to Procedure 3.10 of this Manual)

### 2.6.5 ETHICS AND GRIEVANCE COMMITTEE (Bylaws Article X)

**PURPOSE** The Ethics and Grievance Committee (E&G Committee) is a Special Committee appointed by the President to investigate complaints filed against officers, directors, or members.

**DESCRIPTION** For details of the E&G process, please refer to SPM Procedure 3.8, Ethics and Grievance Process, and SPM Forms 4.13-1, and 4.13-2 of this Manual.

## END OF SECTION 2.0 ASSOCIATION OFFICERS

## KWVA STANDARD PROCEDURE MANUAL (SPM) Procedures

### SECTION 3.0 KOREAN WAR VETERANS ASSOCIATION, INC. PROCEDURES

#### 3.1 ASSOCIATION RULES (Reference KWVA Bylaws Article VIII, Amendments And Resolutions)

**PURPOSE** The purpose of these procedures is to provide any Regular Member in Good Standing (Reference SPM Procedure 3.8.6) with the means to obtain change(s) to either the procedures in this Manual (See 3.1.1, below), or the KWVA Bylaws (See 3.1.2, below). While the format of the change request is essentially the same in both cases, in the form of a resolution, each has a different path towards implementation. For timely implementation, either change request must be submitted at least forty-five (45) days prior to a called Board meeting where, if approved at the committee level, it will be brought before the Board.

A *Resolutions Request* is a formal means of presenting ideas for consideration, via a motion to the Board, in a format to help organize points in clear writing, along with the specific action plan to be followed, and written in the same style and form to help expedite the Board meeting process. It is initiated by a Regular Member in Good Standing, using SPM Form 4.10-1.

A *Bylaws Change Request* is a formal means for a specific change to the Bylaws. It is initiated by a Regular Member in Good Standing, using SPM Form 4.11-1. If approved by the Bylaws Committee by a majority vote; and subsequently approved by the Board, it will then be presented to the Membership for ratification, both of which require a two-thirds (2/3) vote of a quorum of voting members to approve.

**DESCRIPTION** The two separate change processes are:

- A. Changes to the Standard Procedure Manual** Using SPM Form 4.16-1 and its instructions, the change request must be submitted directly to the Bylaws Committee, at least forty-five (45) days prior to a called Board meeting where it will be brought before the Board for approval.. **NOTE:** *Any change to the Manual that would conflict with the current Bylaws must be accompanied by a relevant and appropriate Bylaws Change Request.*
- B. Changes to the Bylaws** Using SPM Form 4.11-1 and its instructions, the change request must be submitted directly to the Bylaws Committee, at least forty-five (45) days prior to a called Board meeting where, if approved by the Bylaws Committee, it will be brought before the Board, and if approved, will be subsequently presented to the membership for ratification.

#### PROCEDURES.

**3.1.1 Submitting a Resolution** A Resolution is presented to the KWVA Resolutions Committee Chairman for the Resolutions Committee to determine and recommend to the Board, a course of action and why the course has been selected, to either approve, disapprove or to postpone or pass on to another committee for further consideration. This may include a request for a change to the Standard Procedural Manual.

##### STEP

- 1.** Review SPM Form 4.10-1, *Resolution Request*. Following the Preparation Process and the sample request, prepare your resolution, in the form of a letter, addressed to the KWVA Resolutions Committee Chairman, whose name and address can be found in the current edition of *The Graybeards*.

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2. Sign the Resolution Request, with Association member number included, by at least two (2) regular members of the Korean War Veterans Association, Inc. In the case of a chapter or a department, a letter of endorsement must accompany such Resolution with the signature(s) of the President; and/or chapter or department representatives, including their KWVA member numbers, and stating their authority to do so.
3. Mail the Resolution. It is recommended that you retain a copy.
4. Retain all correspondence you receive resulting from your request.

**3.1.2 Submitting a Bylaws Change Request** A request to change the Bylaws is presented to the KWVA Bylaws Committee Chairman for the Bylaws Committee to determine and recommend to the Board, a course of action and why the course has been selected, to either approve, disapprove or to postpone or pass on to another committee for further consideration.

**STEP**

1. Review SPM Form 4.11-1, *Bylaws Change Request*. Following the Preparation Process and the sample request, prepare your request, in the form of a letter, addressed to the KWVA Bylaws Committee Chairman, whose name and address can be found in the current edition of *The Graybeards*.
2. Sign the change request, with Association member number included, by at least two Regular Members of the Korean War Veterans Association, Inc. In the case of a chapter or a department, a letter of endorsement must accompany such Resolution with the signature and/or signatures of the President or chapter representatives including their KWVA member number and stating their authority to do so.
3. Mail the change request. It is recommended that you retain a copy.
4. Retain all correspondence you receive resulting from your request.

**3.1.3 Configuration Control of the Standard Procedure Manual**

**3.1.3.1 SPM Configuration History**

**3.1.3.1.1** Assignment of SPM Number of SPM-001, Rev. R001 as approved by the Board 10/10/2006. This reflected the SPM's official first change, completely rewritten from the original document approved by the Board on 7/25/2004.

**3.1.3.1.2** Assignment of SPM Number SPM-002 R002 incorporating the changes approved by the Board on 5/5/2007 and SPM-003 R003, incorporating the changes approved by the Board on 7/25/2007.

**3.1.3.1.3** Assignment of SPM number SPM-004 R004, incorporating the changes approved by the Board on 10/23/2007.

**3.1.3.1.4** Assignment of SPM number SPM-004 R005, and SPM-004 R006, incorporating the changes approved by the Board on 10/24/2008.

**3.1.3.1.5** Assignment of SPM number SPM-005 R001, incorporating the changes approved by the Board on 06/01/2010. This reflects a complete rewrite of the Standard Procedure Manual, the result of a two year-long project authorized by the Board at the 2008 Annual Association Meeting at Norfolk, Virginia.

**3.1.3.1.6** Assignment of SPM number SPM-005-R002, incorporating the changes approved by the Board on 10/19/2010. Changes were a slight revision of Section 3 Procedures, specifically 3.9.1.1 Call for a Meeting and 3.9.1.2 Meetings, Board of Directors.



**3.1.3.1.7** Assignment of SPM number SPM-005-R003, incorporating the changes approved by the Board on 10/29/2011. Changes were basically to revise call for election and election dates and procedures.

### **3.1.3.2 SPM Configuration Procedure**

#### **STEP**

1. Identification of subsequent change(s), and/or addition(s), by a unique revision and SPM number.
2. Each subsequent change package will be placed on the KWVA Website page for the SPM, and have a revision number with information about the change.
3. The complete updated, current SPM in effect will be available for downloading or printing, as will be the individual updated title page and revised pages.

## **3.2 ASSOCIATION MEMBERSHIP**

**PURPOSE** The purpose of these procedures is to describe and define the process for eligibility; application, renewal of membership in the KWVA, Inc. There are also resignation procedures for both individual memberships, or from Association elected and appointed offices.

**DESCRIPTION** Procedures are included for these categories of membership:

#### **1. Regular**

- a. Service in the United States Armed Forces,
- b. Medal of Honor,
- c. Ex-POW,
- d. Gold Star Spouse,
- e. Gold Star Parent,

#### **2. Associate and**

#### **3. Honorary.**

## **PROCEDURES**

### **3.2.1 Applying for Membership in the KWVA**

#### **STEP**

1. Review the following forms in this Manual:
  - **SPM Form 4.1-1** Official KWVA Membership Application Form.
  - **SPM Form 4.1-2** Certification of Eligibility for KWVA Membership.
  - **SPM Form 4.1-3** Criteria for Membership in the KWVA.
2. Please go to the appropriate form. The application form, available in both PDF and MS Word (.doc) formats, is also downloadable from the KWVA website: <http://www.kwva.org/>.
3. Please fill out the form completely, sign and date it, include your check or money order for the correct amount (or include your Visa or Master Card information) and mail to the KWVA Membership Office address at the top of the form.

### **3.2.2 Renewing KWVA Membership**

**PURPOSE** The purpose of this procedure is to describe and define the process for KWVA membership renewal.

#### **PROCEDURE**

1. Mail your check or money order for the correct dues amount to the KWVA Membership Office (address is on the back cover of the latest *The Graybeards*). Please mark your Membership Number and address on your check.
2. If paying by credit card; please use a **current** *Membership Application Form*, (a copy is in every issue of *The Graybeards*; can be downloaded/printed from the KWVA.org website; or

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use SPM Form 4.1-1, found in this manual), fill it out, and mail to the KWVA Membership Office address listed at the top of the form.

### **3.2.3 Resigning From the KWVA**

**PURPOSE** The purpose of this procedure is to describe and define the process for resignation from membership in the Korean War Veterans Association, Inc.

**PROCEDURE** (Bylaws Article I, Section 2.C)

1. Any member may resign by filing a signed written resignation with the KWVA Secretary; but said resignation shall not relieve the member so resigning of the obligation to return any funds, equipment or records, and pay any dues, assessments, or other charges they have accrued and left unpaid.
2. The Secretary is to notify the Membership Administrative Assistant of the resignation (in writing or email) stating the member's number, name and date of resignation so the information can be entered in to the Membership master database.

### **3.2.4 Resignation of Association Officers**

**PURPOSE** The purpose of this procedure is to describe and define the process for resignation from an elected or appointed office of the Korean War Veterans Association, Inc.

**PROCEDURE** (Bylaws Article II, Section 6)

1. Any KWVA officer may resign by filing a signed written resignation with the KWVA Secretary; but said resignation shall not relieve the officer so resigning of the obligation to return any funds, equipment or records, and pay any dues, assessments, or other charges they have accrued and left unpaid.
2. For due notice, the Secretary will send a copy of the resignation to all elected or appointed Association officers.
3. Notify the Webmaster to make appropriate changes to the website including the List of Officers and Directors.
4. Notify the Editor of the required changes he is to make to *The Graybeards* "Masthead."

## **3.3 ASSOCIATION MANAGEMENT INFORMATION SYSTEM**

**PURPOSE** The purpose of this procedure is to describe and define the procedures for the:

1. Development and use of the KWVA website.
2. Development and use of a KWVA membership database.
3. Recruitment and processing of KWVA members and their records.
4. Monitoring and assistance in the chartering of KWVA chapters and departments.
5. Assistance to the KWVA Secretary in the storage and maintenance of membership, chapter and department records.
6. Assistance to the KWVA Treasurer in the obligation to process, document, and account for the monies received from members.

**DESCRIPTION** Services for the Association Management Information System are provided for by the:

#### **A. Supervisor of Management Information System** (Please refer to SPM Procedures 3.3.1 - 3.3.1.3)

1. **Description** The Supervisor of the Management Information System operates under the direction of the KWVA Secretary as an Assistant Secretary. He is a key link to the KWVA website and its databases in the provision of information to KWVA Board, staff and members, as well as to the public.
2. **Duties and Responsibilities** The Supervisor coordinates the collection, posting and filing of data from members, chapters and departments.

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- B. Webmaster/Database Technician** (Please refer to SPM Procedures 3.3.2 through 3.3.2.4)
- 1. Description** The KWVA Secretary has a contracted individual, the KWVA Webmaster, who is to be the focal point of all information placed on the official KWVA.org website.
  - 2. Duties and Responsibilities** Register or cause to be registered and renewed as necessary, the kwva.org, kwvachapters.org and kwvadepartments.org domain name registrations, as well as any future domain names requested/required by the Board. Contract appropriate and cost effective website hosting for all domain names registered to the Association. Design, maintain and edit all KWVA websites at the direction of the Board.
- C. Membership Administrative Assistant** (Please refer to SPM Procedures 3.3.3 through 3.3.10)
- 1. Description** The KWVA Secretary has a contracted individual, the Membership Administrative Assistant, who is the focal point for all membership applications, dues payments and other duties as listed below.
  - 2. Duties and Responsibilities** The Membership Administrative Assistant must pick up, open and sort mail received DAILY as the schedules of Post Office and the Assistant permits. All mail generated must be taken to the Post Office with the same frequency. Mail received for other officials must be forwarded as soon as possible.

### **3.3.1 Assistant Secretary**

#### **3.3.1.1 Assistant Secretary – Processing Chapter and Department Records**

- A. PURPOSE** Assistant Secretary – Supervisor of Management Information System receives charter and election records from the KWVA Secretary, chapters and departments via email, FAX and/or US Mail for posting and filing.
- B. PROCEDURE**
- STEP**
- 1.** During the process of chartering a chapter or department, the following records are created:
    - (a). Petition,
    - (b). Election Report,
    - (c). Charter,
    - (d). Bylaws,
    - (e). Incorporation Notice of Approval and
    - (f). IRS Notice of EIN [Employer Identification Number]
  - 2.** These documents are reviewed for completeness and the KWVA Secretary is notified so that a charter can be created and issued.
  - 3.** In the event that reports or data are incomplete or overdue, appropriate chapter or department staff are contacted for a response.
  - 4.** The appropriate data is entered into the database for viewing and retrieval by KWVA Board, staff, members and the Public.
  - 5.** The Assistant Secretary then files a hard copy of the records described in Step 1 for reference as needed.

#### **3.3.1.2 Assistant Secretary - Website/Database – Coordination**

- A. PURPOSE** To describe the relationship of the Supervisor of Management Information System with the Webmaster/Database Technician and the Membership Administrative Assistant.
- B. PROCEDURE**
- STEP**
- 1.** The Supervisor of Management Information System is responsible to the KWVA

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Secretary for monitoring and recommending appropriate contents/changes to the KWVA website and databases through email and phone contact with the Webmaster/Database Technician and the Membership Administrative Assistant.

2. The creation of a website containing relevant KWVA information into a series of links and the integration of interactive membership, chapter, department and password databases by the Webmaster/Database Technician, forms a key tool in the administration and operation of the Association.

### **3.3.1.3 Assistant Secretary – Website/Database - Control of Usernames and Passwords**

**A. PURPOSE** To provide selective access to restricted information in the chapter or department and KWVA member databases for various Board and staff members on a “needs basis.”

**B. PROCEDURE**  
**STEP**

1. Upon the receipt of the results of the election of various Board members, chapter and department presidents and the appointment of certain KWVA staff, the Supervisor of Management Information System evaluates their level of password need, in coordination with the KWVA President.

The Supervisor then enters that level of authority into the Username/Password database created by the Webmaster/Database Technician. A notice of this action and instructions on how to use this information is then emailed to the individual concerned.

2. Failure of KWVA Board or staff members or KWVA chapters or departments to qualify or maintain the necessary qualifications will result in their username/password not being issued or the password being made inactive.
3. Chapter or department presidents who do not have an active password for accessing their membership files may request a Summary List or Member Roster by requesting same from the Assistant Secretary by email, phone or U.S. Mail when needed.

### **3.3.2 Webmaster/Database Technician**

#### **3.3.2.1 Webmaster/Database Technician - Registering Domain Names**

**A. PURPOSE** The Association is the owner of *kwva.org* (the Association’s main Website domain); *kwvachapters.org* and *kwvadepartments.org* website domains. This registration must be periodically renewed. New domains requested by the Board must also be registered and periodically renewed.

**B. PROCEDURE** Webmaster to assure the domain registrations remain current and paid (renewed) so as not to expire and cause the KWVA domain registration to be lost and no longer available to the KWVA. Any new domain names requested to be registered by the Board must be registered and renewals paid as well.

#### **3.3.2.2 Webmaster/Database Technician – Website Hosting**

**A. PURPOSE** Websites have to have a “parking place”, a web server computer connected to the Internet where the website pages are stored and viewable by other computers on their internet connection.

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**B. PROCEDURE**

1. Procure through a reliable and cost effective internet hosting company, the website server to host the KWVA website(s). Sufficient resources and security must be available to efficiently "serve up" the web pages quickly and have the ability to query MS Access databases for membership database queries.
2. Webmaster and/or hosting company must provide adequate website backup so, should the hosting company's web server "crash", the KWVA websites can be restored without delay.

**3.3.2.3 Webmaster/Database Technician – KWVA.org Website – Design and Maintenance**

**A. PURPOSE** The kwva.org website is the unique high profile website presence of the Korean War Veterans Association. It must purvey the absolute correct image of the Association, providing meaning and helpful information about the Association to members, veterans and the world.

**B. PROCEDURE**  
**STEP**

1. No information is to be placed on the KWVA.org website without approval of the Association President or the KWVA Secretary, if so designated by the President. The KWVA Secretary also closely monitors information on and for the website.
2. Design and implement a "secure" area of the Website for membership database queries and other database information displays to be used by the KWVA officers, directors, staff, department and chapter officers. Set various "security levels" of access based on level of need, holding making sure all privacy issues are legally addressed.

**3.3.2.4 Webmaster/Database Technician – Membership Master Database – Usage/Control**

**A. PURPOSE** The Membership Administrative Assistant uses the approved Association brand membership records computer program to record all member information including member name, address, invoicing for and payments of dues, fundraising etc. This program creates/maintains the Membership "master database".

**B. PROCEDURE** This "master database" information is used for many different purposes by the Association. A Microsoft Access database designed and maintained by the Webmaster/Database Technician "links" to the approved Association "master database." Queries and procedures that are automatically run daily have been designed, developed and programmed to provide specific information for the following uses:

**STEP**

1. A file for website membership database queries for chapter officers for their chapter only;
2. A file for website membership database queries for department officers for their department only;
3. A file for website membership database queries for KWVA Association officers listing all members and their status (active, inactive, deceased, expelled etc);
4. A file for website "Last Call" database queries for deceased KWVA members (as well as non-members whose names have been submitted for publication);
5. A file of current members provided bi-monthly for *The Graybeards* publisher's mailing house
6. A file of deceased members for *The Graybeards* "Last Call" to be sent to the Editor bi-monthly by publishing deadline;

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7. A file of new members for *The Graybeards* "New Member List" to be sent to the Editor bi-monthly by publishing deadline;
8. A file of donations received for *The Graybeards* "Donations Received" list, to be sent to the Editor bi-monthly by publishing deadline;
9. A file of all department and chapter contact information for inclusion in *The Graybeards*, usually in at least one issue annually;
10. A file of new members for mail-merge printing of Welcome Letters by the Membership Administrative Assistant;
11. A file of the previous month's new members for printing new membership cards;
12. A file of the previous month's new LIFE members for printing new Life membership cards;
13. A file for "30 day reminder card" printing for members whose dues are coming due;
14. A file for "Past Due reminder cards" for those that should have paid their dues the previous month but didn't;
15. A file for monthly "Life part-payment Due reminder cards";
16. A file for printing of "We Miss You cards" when authorized for mailing;
17. A file for of "Last Call" names to be published in the program for the Association Annual Membership Meeting;
18. A file of member names and addresses for mailing label printing, which can be selected/sorted based on the request for labels, (which must be approved by the KWVA President);
19. A file of Fundraiser Donations received - by fundraiser, by amounts and count of donors.

**C. New Requirements.** Any new requirements which may be deemed necessary and required by the KWVA officers/directors will be designed/developed and added to the list in "B" above.

**D. Note:** Most of these "database routines" and queries are very complex, and the programming of them has been developed progressively over the course of several years. As complex as the routines are, they have been set up and designed to be run daily in a near "automated mode" with very little user interaction. The Membership Administrative Assistant takes about 5 minutes to run the daily file and website updates when she/he has finished her/his day's work with the Approved Association program.

### **3.3.3 Membership Administrative Assistant**

#### **3.3.3.1 Membership Administrative Assistant - Processing New KWVA Members.**

- A. PURPOSE** To enroll a new Association member; post the information and dues, process a new membership card for the new member, and send a "Welcome Packet."
- B. PROCEDURE**
- STEP**
1. Review and determine if the application is complete and that the applicant meets the eligibility requirements set forth for the membership category requested.
  2. Contact applicant for clarification of any problem with the information provided.
  3. Contact the Assistant Secretary regarding any other questions/problems/issues regarding the applicant, if necessary.
  4. Enter the new member's information into the membership database program.

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5. The applicant's address must be confirmed/verified using the USPS website and obtain the Zip +4 to enter into the database, **no exceptions**.
6. Generate invoice and post the amount paid.
7. Record the membership number on the application, which must be filed and stored for later retrieval if necessary.
8. Send each new member a "Welcome Packet" consisting of a personalized "Welcome Letter" (SPM Form 4.2-2,) and a copy of the latest edition of *The Graybeards* via First Class Mail. Welcome Packets are to be sent out on or as close as practical to the 1st and 15th of each month.

**3.3.3.2 Membership Administrative Assistant - Processing KWVA Member Renewals**

**A. PURPOSE** To verify an Association member's current information, post the dues payment, and process a renewal membership card for the member.

**B. PROCEDURE**  
**STEP**

1. Check information provided and update existing membership database program records.
2. Contact member for clarification of any problem with the information provided.

**3.3.3.3 Membership Administrative Assistant - Processing KWVA Life Members**

**A. PURPOSE** To process a member's application for Life Membership, with either a single payment, or with installments.

**B. PROCEDURE**  
**STEP**

1. Check the member's record to see that information contained therein corresponds with the information received, if member is changing from "Regular Member."
2. Generate invoice and post the amount paid.
3. Note those members making installment payments and assure the invoice is set for 1 year and shows the proper balance due.
4. Contact the member for clarification of any problem with application.
5. Enter changed "LR" prefix to the membership number into the database **only** when full/final payment has been received.
6. If full payment is not received in the allotted 1 year, pro-rate whatever payment(s) had been received and update the "Dues Due Date" accordingly, changing the invoice terms back to "Renewal Membership Dues" instead of "Life Dues" and canceling the open invoice balance so it is marked "paid."

**3.3.3.4 Membership Administrative Assistant - Processing Credit Card Payments**

**A. PURPOSE** To process the use of credit or debit cards by Association members.

**B. PROCEDURE**  
**STEP**

1. Credit card sales may only be keyed in using KWVA Treasurer and bank authorized terminal with settlements transmitted daily.
2. Contact member for clarification of any problem with the credit card information.

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3. Generate a Membership database program invoice and enter payment authorized by the member to that invoice.
4. Send Treasurer the daily "Settlement Summary" attached to the daily Credit Card Detail and Summary reports.

### **3.3.3.5 Membership Administrative Assistant - Processing Dues To The Treasurer**

**A. PURPOSE** To process, document, and account for the monies received from members.

**B. PROCEDURE**

**STEP**

1. Produce Detail and Summary Reports of all monies received, invoiced and posted on a daily basis.
2. Endorse each check with the official KWVA bank account stamp provided by the Treasurer.
3. Add checks by machine with printed results.
4. Verify that calculator tape total matches report printout totals.
5. Prepare a deposit slip (with duplicate) and band together with the checks and take to the bank branch for deposit.
6. Attach the bank-endorsed duplicate deposit slip to the corresponding Summary and Detail Reports and mail to the KWVA Treasurer by first class mail on a weekly basis.

### **3.3.3.6 Membership Administrative Assistant – Membership Cards**

**A. PURPOSE** Processing of KWVA Membership Cards.

**B. PROCEDURE**

**STEP**

1. New and renewing members (other than Life Members) will receive a "heavy-duty" paper membership card (SPM Form 4.2-1). These cards will be printed and mailed during the first week of the month following payment. This card is replaced each year upon payment of annual dues by those who renew.
2. Life Members will receive a permanent plastic card upon receipt of their final or full payment of the appropriate dues amount.
3. On or about the first of each month, send an order to the plastic card processing company for new Life Membership cards for those who have paid their final or full payment. Attach an Excel Spreadsheet file with the necessary information.
4. Cards are sent after processing to the Membership Administrative Assistant for mailing to the members.

### **3.3.3.7 Membership Administrative Assistant – Monthly Processing of Dues Reminders**

**A. PURPOSE** Sending dues reminder notices to members whose dues are coming due, 30 days past due, or have open balances.

**B. PROCEDURE**

**STEP**

1. During the first week of November, all members whose dues are renewing in December or January will be mailed a "Dues Coming Due Reminder" card (SPM Form 4.3-1). The first week of January through October, "Dues Coming Due Reminder" cards are mailed to members whose dues are coming due the following month.
2. A second notice (SPM Form 4.3-2) shall be mailed to members whose dues are approximately one month in arrears.
3. Members whose dues have expired will be considered as "Inactive" after a two (2) week grace period (See 3.8.6.1 "Good Standing rule") and will be shown as such on



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kwva.org website database queries. Note: On the 16<sup>th</sup> of each month, all members with un-paid dues invoices due in the prior month will be marked "terminated" in the master database.

4. Members paying for Life Membership on the "payment plan" are to receive a Balance Due Reminder Card (SPM Form 4.3-4) monthly during the first week of each month.
5. Annually (or at least every two (2) years) with the approval of the KWVA Secretary and Membership Committee Chairman, print and mail "We Miss You" cards (SPM Form 4.3-5) to non-renewals from previous years, attempting to bring them back to active membership status in the KWVA. Previous mailings have given good results, with diminishing response on those inactive more than four (4) years.

**3.3.3.8 Membership Administrative Assistant - Processing Address Mailing Labels**

**A. PURPOSE** To supply address mailing labels to those authorized to receive them by the Association President.

**B. PROCEDURE  
STEP**

1. Address labels are to be provided to Board members, chapter presidents, and department presidents, only with the written approval of the Association President.
2. An email file containing active membership data is provided to the firm which mails *The Graybeards* Magazine upon notification by the Publisher, for the purpose of reproducing and affixing labels to the magazine for mailing.

**3.3.3.9 Membership Administrative Assistant - Processing Changes**

**A. PURPOSE** To verify an Association member's current information.

**B. PROCEDURE  
STEP**

1. Make address corrections for returned copies of *The Graybeards* magazines and other mail such as membership cards and reminder cards, if known.
2. Call the member's phone number listed in the database to get the new address. Remove the number from the database if it is disconnected.
3. If no address correction is received or can be found, mark the member "no mail" until correct address is received and list the mail-return date and reason into the membership database program notes.
4. If the member belongs to a chapter, contact the chapter in an effort to obtain the correct address.
5. Update member's phone, email, unit and other information when reported.

**3.3.3.10 Membership Administrative Assistant - Processing Deceased Information**

**A. PURPOSE** To post a deceased KWVA member's current status and date of death.

**B. PROCEDURE  
STEP**

1. Upon notification that a member is deceased, his/her membership database record shall be appropriately marked.
2. Every effort should be made to ascertain the correct date of the member's death for entry in the master membership database.
3. A list of deceased KWVA members is to be sent bimonthly, by issue deadline to the Editor for publication in the "Last Call" section of *The Graybeards*.

### 3.4 CHAPTERS

#### 3.4.1 Chapters - Petitioning for a Charter

- A. PURPOSE** The purpose of this procedure is to describe and define the process by which a group of KWVA members who wish to form a chapter apply for a charter from KWVA.
- B. PROCEDURE**
- STEP**
1. Review and complete SPM Form 4.7-2 to apply for a charter as a KWVA chapter.
  2. Assure that at least ten (10) KWVA members in your area will sign a petition for a charter.
  3. Send the completed petition form to your department president. If no department exists in your state, send the petition form to the KWVA Membership Chairman.

#### 3.4.2 Chapters - Incorporation

- A. PURPOSE** The purpose of this procedure is to describe and define the process for incorporating a KWVA chapter. Chapter officers should refer to SPM Form 4.7-6, *Why Chapters and Departments Should Incorporate*.
- B. PROCEDURE**
- STEP**
1. Use SPM Form 4.7-5 for the contact phone number to request an Articles of Incorporation form with instructions in your State. If another office handles Incorporation in your state, the Secretary of State office will direct you there.
  2. Complete all information required in the Articles of Incorporation form.
  3. Return the completed Articles of Incorporation form with the required fee to the proper state agency, usually the Secretary of State.
  4. After the Articles of Incorporation are approved, send a copy to your department president or to the Association Membership Chairman if no department exists in your state.

#### 3.4.3 Chapters - Obtaining an EIN Number

- A. PURPOSE** The purpose of this procedure is to describe and define the process for obtaining an Employer Identification Number (EIN), sometimes referred to as Federal Employer Identification Number (FEIN).
- B. PROCEDURE**
- STEP**
1. Either download or have a friend download the official IRS SS4 form at <http://www.irs.gov/pub/irs-pdf/fss4.pdf>. or, by telephone at 1-800-829-4933. or, apply on line at <https://sa2.www4.irs.gov/modiein/individual/index.jsp> to get the chapter's EIN immediately.

#### 3.4.4 Chapters - Obtaining Liability Insurance (Reference Bylaws Article IX)

- A. PURPOSE** The purpose of this procedure is to describe and define the process for obtaining liability insurance for chapters.
- B. PROCEDURE** Procedures for *(Note: This procedure will be written in the near future, when quotes have been received from insurance carriers. The intent is to have, in addition to its present coverage, a single policy for the Association that would*

*permit a chapter or a department to obtain liability insurance for single events, or for more extensive coverage, if needed or desired. Since we are now a federally-chartered VSO, this is possible. When the quotes are available, they will be presented to the Board of Directors for their review and approval, and this procedure will be revised accordingly.)*

**STEP**

*[Describe how to buy inexpensive liability insurance]*

### **3.4.5 Chapters - Reports**

#### **3.4.5.1 Chapters - Election Report**

- A. PURPOSE** The purpose of this procedure is to describe and define the process for filing the Chapter Election Report.
- B. PROCEDURE**
- STEP**
1. Using SPM Form 4.7-3, enter all information about officers elected and appointed during the annual or two-year chapter election.
  2. Send the completed Chapter Election Report, preferably by email, to the Association Assistant Secretary for updating the chapter record in the KWVA database and filing. Also send a copy to your department president if a department exists in your state.

#### **3.4.5.2 Chapters - Association Membership Dues Collected**

- A. PURPOSE** The purpose of this procedure is to describe and define the process for sending Association dues collected by chapters to the Membership Office.
- B. PROCEDURE**
- STEP**
1. Using SPM Form 4.4-1, enter member number, name, telephone number and dues amount for each member plus required information at the bottom of the form.
  2. At least once a month, send the completed KWVA Payment Form to the Association's Membership Office.

### **3.4.6 Chapters - Petitioning for a Website**

- A. PURPOSE** . The purpose of this procedure is to describe and define the process for requesting and maintaining a chapter website.
- B. PROCEDURE**
- STEP**
1. Using the instructions on SPM Form 4.7-4, request a chapter website.

### **3.4.7 Chapters - Transfer of Chapter Membership**

- A. PURPOSE** The purpose of this procedure is to describe and define the process for transferring a KWVA member from one chapter to another.
- B. PROCEDURE**
- STEP**
1. The new (receiving) chapter notifies the old chapter and the Membership Office that a KWVA member is transferring "Primary Chapter" membership to another chapter. This is so that the appropriate records may be updated. Though a member may be a member in

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more than one chapter, only the "Primary Chapter" may be shown on the member's record in the KWVA database.

- 2. No money will change hands.** Chapter dues are the responsibility of each individual chapter as specified in their chapter bylaws. It is recommended that chapters do not have chapter life memberships without a provision for refunding a pro rata share of the chapter life member's dues to the member, when and if the member officially transfers to another chapter as the member's "Primary Chapter."

### **3.5 DEPARTMENTS**

#### **3.5.1 Departments - Petitioning for a Charter**

**A. PURPOSE** The purpose of this procedure is to describe and define the process by which at least three (3) KWVA chapters apply for a department in their state.

**B. PROCEDURE**  
**STEP**

1. Review and complete SPM Form 4.8-2 to petition for a department charter.
2. Ensure that at least three (3) KWVA chapters in your state will agree to sign a petition for a charter.
3. Send the completed petition form to the KWVA Membership Chairman.
4. The KWVA Membership Chairman reviews the petition for validity and forwards petition to the KWVA Secretary for further processing and issuance of a charter.

#### **3.5.2 Departments - Incorporating a Department**

**A. PURPOSE** The purpose of this procedure is to describe and define the process for incorporating a KWVA department. Department officers should refer to SPM Form 4.7-6, "Why Chapters and Departments Should Incorporate."

**B. PROCEDURE**  
**STEP**

1. Use SPM Form 4.8-5 for the contact phone number to request an Articles of Incorporation form with instructions in your State.
2. Complete all information required in the Articles of Incorporation form.
3. Return the completed Articles of Incorporation form with the required fee to the proper state agency, usually the Secretary of State.
4. After the Articles of Incorporation are approved, send a copy to the Association Membership Chairman.

#### **3.5.3 Departments - Obtaining an EIN Number**

**A. PURPOSE** The purpose of this procedure is to describe and define the process for obtaining an Employer Identification Number (EIN), sometimes referred to as Federal Employer Identification Number (FEIN).

**B. PROCEDURE**  
**STEP**

1. Either download or have a friend download the official IRS SS4 form at <http://www.irs.gov/pub/irs-pdf/fss4.pdf> or,
2. By telephone at 1-800-829-4933. or,
3. Apply on line at <https://sa2.www4.irs.gov/modiein/individual/index.jsp> to get your EIN immediately.

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### **3.5.4 Departments - Obtaining Liability Insurance** (Reference Bylaws Article IX)

- A. PURPOSE** The purpose of this procedure is to describe and define the process for obtaining liability insurance for departments.
- B. PROCEDURE** Procedures for *(Note: This procedure will be written in the near future, when quotes have been received from insurance carriers. The intent is to have, in addition to its present coverage, a single policy for the Association that would permit a chapter or a department to obtain liability insurance for single events, or for more extensive coverage, if needed or desired. Since we are now a federally-chartered VSO, this is possible. When the quotes are available, they will be presented to the Board of Directors for their review and approval, and this procedure will be revised accordingly.)*

**STEP**

*[Describe how to buy inexpensive liability insurance]*

### **3.5.5 Departments - Reports**

#### **3.5.5.1 Departments - Election Report**

- A. PURPOSE** The purpose of this procedure is to describe and define the process for filing the Department Election Report.
- B. PROCEDURE**
- STEP**
1. Using SPM Form 4.8-3, enter all information about officers elected or appointed during the annual or two-year department election.
  2. Send the completed Department Election Report, preferably by email, to the Association Assistant Secretary for updating the department record in the KWVA database and filing.

### **3.5.6 Departments - Petitioning for a Website**

- A. PURPOSE** The purpose of this procedure is to describe and define the process for requesting and maintaining a department website.
- B. PROCEDURE**
- STEP**
1. Using the instructions on SPM Form 4.8-4, request a department website.

## **3.6 ELECTIONS** (Reference: KWVA Bylaws, Article II, Section 3, Association Elections)

**PURPOSE** The purpose of this procedure is to describe and define the process for Association elections and the formal installation of officers and/or directors.

**DESCRIPTION** Initiating Procedures include a "Call for Election" by the KWVA Secretary in *The Graybeards*, and candidate submittal packages indicating their intent to run for office. This is followed by the selection of a CPA for verification of ballot results. A ballot is prepared for the membership to include all eligible candidates, and is placed in *The Graybeards* Magazine. The vote results are certified by the CPA, and the Elections Committee submits official notification of the certified results to all the candidates, whether they are winners or losers, and all Association officers.

**3.6.1 Call for Election** The KWVA Secretary is to submit the following "Call for Election" to *The Graybeards* Editor for inclusion in the September/October and November/December editions of *The*

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*Graybeards* Magazine for the upcoming Officer and/or Director Election:

"The offices of the President, First Vice President and Second Vice President for the years 201x - 201y, 2 year terms, are now open (and/or) the offices of four Directors for the years of 201x - 201z, 3 year terms, are (also/are) now open."

**3.6.2 Candidate Submittals** No later than December 15 of the year immediately prior to upcoming elections when such offices are to be filled, any regular member in Good Standing of the Korean War Veterans Association, Inc., seeking to run for President, First Vice President, Second Vice President or Director shall make their intentions known to the Chairman of the Elections Committee, in writing, using the format and requirements specified in SPM Form 4.9-1, *Election - Official Election Candidate Form*, in this Manual.

**3.6.3 Elections Committee** The Elections Committee is selected by the President and approved by the Board at its Annual Association Membership Meeting or other Board meeting, whichever occurs before the inclusion deadline for the November/December Edition of *The Graybeards*.

**3.6.4 Selection of the Elections CPA** The Elections Committee Chairman selects the CPA, subject to approval by the President and confirmation by the Judge Advocate, based on the Korean War Veterans Association Election Vote Counting Procedure needs.

**3.6.4.1** Once the Elections CPA has been approved and the contract signed, the committee may only answer questions the CPA presents to the Elections Committee Chairman. The Chairman solicits committee members' agreement before an answer is given.

**3.6.4.2** The Elections CPA selection is to be based on a Non-Conflict-of-Interest basis.

### **3.6.5 Preparation of the Ballot**

#### **PROCEDURE STEP**

- 1.** The Elections Committee is responsible for giving the Elections CPA the candidate list and making sure that the CPA has the FAX, Email Address and phone numbers of the "Membership Committee Contact."
- 2.** The Elections Committee shall request that the Webmaster/Database Technician send a January/February *Graybeards* Membership mailing list or file to the Elections CPA. A follow-up KWVA Member list as of May 10, will be sent to the CPA for validation of any ballots that have been rejected due to not being on the January/February mailing list.
- 3.** The ballot will be composed and included in the January/February *Graybeards* from a list of Candidates furnished to *The Graybeards* Editor from the Elections Committee, with all committee member signatures. The listing of Candidates will be in last name, alphabetical order. There shall be no identification as to who is an incumbent.
- 4.** The Elections Committee Chairman will have *FINAL* proofing authority of the ballot as it will be printed in *The Graybeards*. This shall include verification that:
  - A.** The ballots have the correct CPA name and address. That means assuring, in advance, that the publisher, *The Graybeards* Editor and the CPA all have the correct information.
  - B.** The Association Secretary has been informed appropriately.
  - C.** The *Graybeards* is NOT to be released for publication until the final ballot proof has been approved as being correct, in writing, by the Elections Committee Chairman – he is to mail or fax the approval to the publisher before the ballot can be printed. **NO**

#### **EXCEPTIONS!**

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5. *The Graybeards* Publisher will assure that the ballot is anchored securely in the magazine upon publication.
6. *The Graybeards* Publisher will assure that a REMOVABLE LABEL is affixed to each magazine for the election issue ONLY. The type on the label must be large enough to be legible, and must also include the member's KWVA number and dues renewal date in addition to name and address information.

**3.6.6 Counting of Ballots** The Elections CPA shall accept all ballots received by May 10<sup>th</sup>. After that date, all ballots received are invalid.

**PROCEDURE  
STEP**

1. Check the ballots against the January/February Mailing label Master List or computer file furnished by the Webmaster/Database Technician as of the year of the ballot and mark the name as voted. If the name on the ballot or dues date is not current through at least May 10 of that year, add the name and member number to a separate list. On or after the 10<sup>th</sup> of May, verify the names and member numbers of those on the list collected against queries of the current membership database to check if these ballots are now valid and accept those that are found to be valid.
2. Those ballots with a "Member Number" alphabetic character beginning with a member number prefix of LC, GS, MH, P, LP or LR on the mailing label are valid "paid up for Life" members. Those with a C, CN, or R on the mailing label with a dues date current through at least May 10 of that year are also valid. If a special label has the proper code on it and is validated by the "Membership Administrative Assistant" in a letter to the CPA, it may also be accepted as valid.
  - A. Any ballot with "Member Number" characters beginning with, A, F, H, LA are invalid.
  - B. Any ballot without the original *Graybeards* or Membership Office provided label would need to be appropriately validated.
3. The number of votes cast by valid members for each of the candidates listed on the ballot shall be recorded as a vote for that candidate. A check for duplicate member ballots shall be made. Only one ballot per member is allowed.
4. Post the total valid votes for each candidate on SPM Form 4.9-2, "Tally Sheet Overall Votes", Section 4 of this Manual. This Tally Sheet should be duplicated on the Election CPA's Letterhead Stationery.
5. The Signature of the responsible Elections CPA, along with the notarized statement, is to be included on the "Tally Sheet Summary."

**3.6.7 Official Notification of Election Results**

**3.6.7.1** Copies of the completed "Tally Sheets" (SPM Forms 4.9-2 **and** 4.9-3), on Elections CPA Letterhead Stationery, shall be mailed by "USPS Certified Mail" by the 15<sup>th</sup> of May to each of the 15 Board Members, the Secretary and Treasurer and to each of the Candidates for offices, regardless of whether they are a winner or loser.

**3.6.7.2** All ballots, separated by "valid" and "not valid," along with the membership list or file used, are to be sealed and mailed to the KWVA Secretary by "USPS Certified Mail, Return Receipt Requested". They are to be saved as sealed, pending the passage of any motions by the Board for disposition.

### **3.6.8 Elected Officers - Installation**

**3.6.8.1** A vacancy in any elected office may be filled by the Board until the next election, or not filled if the term is less than one (1) year for said office. They may do so at the next meeting; or "Business Without A Meeting," should they choose to do so, using the next unelected candidate from the most recent election with the most votes. The candidate under consideration shall have run in that election for that office. If there is no candidate eligible, the office shall remain empty until the next Association election. A simple majority of those Board members eligible to vote and voting shall be required. Service by any officer serving less than a full term does not count against any two-term restriction.

The President shall confirm that this individual will accept the office before the selection and approval by the Board.

**3.6.8.2** Should there be no one running for a position, to be used as a recommended officer or director, the Board may recommend an individual to serve on the Board for approval, or may hold open the office until the next election by the membership, to complete the term.

**3.6.8.3** Officers and/or directors shall be installed, at the first opportunity available, after the election results are announced. The elected or appointed officers and/or directors will take office on June 25<sup>th</sup>. Any Board meeting scheduled thereafter will be conducted with the new officers and/or directors. Upon approval by the Board, the Secretary and Treasurer shall also be installed.

### **3.6.9 Elected Officers - Installation Ceremony**

The oath may be administered by using a document, to be signed by the member assuming office, as a part of the agenda when "Business Without a Meeting" is called.

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**INSTALLATION CEREMONY AND OATH OF OFFICE:**

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**Installing officer requests the officers to be installed to come to the front, line up, facing the audience and says [words to the effect of]**

**"It is my honor to install the officers of the Korean War Veterans Association for the Administration Year 20\*\*-20\*\* They are:**

**President** \_\_\_\_\_  
**First Vice President** \_\_\_\_\_  
**Second Vice President** \_\_\_\_\_  
**Secretary** \_\_\_\_\_  
**Treasurer** \_\_\_\_\_  
**Others** \_\_\_\_\_

**Please raise your right hand and repeat after me**

[ "I, state your name ], [ do solemnly swear to uphold the Constitution of the United States of America, ]  
[ the Bylaws and Procedures in the Standard Procedure Manual of the Korean War Veterans Association, Incorporated, ] [ and I further promise that I will administer ] [ the duties of the office that I am about to assume to the best of my ability. ] [ Upon completion of my term of office, I further promise ] [ that I will turn over all records, equipment and monies ] [ that I have in my possession to my successor ] [ So help me God! ]

**You may now lower your hands.**

**Ladies and gentlemen, with the power invested in me by the Korean War Veterans Association, I hereby declare the officers of the Korean War Veterans Association to be installed."**

**Shake hands with the officers installed, congratulating them, starting with the President and working down the line.**

**Note: Punctuation symbols in the oath above with brackets ] [ indicate phrasing breaks during the delivery of the oath by the installing officer (these may be modified to the installing officer's individual liking).**



### **3.7 FINANCES** (Reference KWVA Bylaws Articles I, II, VII, and IX)

#### **3.7.1 CHECK WRITING AND CONTROL**

**A. PURPOSE** The purpose of this procedure is to describe and define the process for the generation and control of checks for reimbursement, services, and the operation of the Korean War veterans Association, Inc.

**B. DESCRIPTION** Procedures for check writing and control.

All requests for reimbursement or payment must be accompanied by proper and complete documentation. This shall include, as appropriate, forms from Section 4.5 of this Manual.

In the case of repeated expenditures such as monthly phone bills, the actual billing statement shall be sufficient documentation.

Each form shall be approved (by signature) before a check shall be issued. Each check shall be signed as outlined on the Forms used.

- 1.** In the case of the President his request shall be approved by the First Vice President and the Treasurer or Assistant Treasurer. A request shall be referred to the First Vice President for his approval. Because of time and distance the First Vice President's approval shall be obtained by E-mail which is printed and made part of the documentation and will also state the amount of the check and its number. The check shall then be stamped using the First Vice President's signature Stamp and also signed by the Treasurer or Assistant Treasurer.
- 2.** In the case of the Treasurer, his request shall be approved by the President and the Assistant Treasurer. The check shall also be signed by the President and the Assistant Treasurer.
- 3.** In all other cases, the request shall be approved by the President and the Treasurer or Assistant Treasurer.. Because of time and distance the President's approval shall be obtained by email which is printed and made part of the documentation and will also state the amount of the check and its number. The check shall then be stamped using the President's signature stamp and also signed by the Treasurer or Assistant Treasurer. The President may also personally sign the invoice if he is available at the time the Invoice is processed.
- 4.** In the case of absence or unavailability of the President due to travel, illness or the like, a request shall be referred to the First Vice President for his approval. Because of time and distance, the First Vice President's approval shall be obtained by email which is printed and made part of the documentation and will also state the amount of the check and its number. The check shall then be stamped using the First Vice President's signature stamp and also signed by the Treasurer or Assistant Treasurer.
- 5.** All checks must be made payable to a valid payee. No checks are to be written to "CASH," except when "Change" is required at the reception desk for "Registration" of Members at a meeting. A deposit must then be made for the exact same amount as the monies withdrawn for "Cash."
- 6.** The investment account is utilized to create higher returns on KWVA funds. The Treasurer, in order to meet financial obligations of the KWVA may withdraw funds from this account to the extent needed to meet these obligations when funds in the bank checking and savings accounts are not sufficient. These withdrawals are to be deposited

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in the checking account and the transactions are to be documented by written withdrawal notices from the investment broker and written deposits slips from the bank.

**3.7.2 KWVA Board of Directors Travel Expense Reimbursement** Use SPM Form 4.5-1 of this Manual.

**3.7.3 KWVA Board of Directors Travel Expense Report** Use SPM Form 4.5-2 of this Manual.

**3.7.4 KWVA Expenses - Reimbursement Request Form** Use SPM Form 4.5-3 of this Manual.

**3.8 ETHICS AND GRIEVANCE PROCESS** (Reference KWVA Bylaws, Article X)

**PURPOSE** These procedures are used to determine if a Member has violated the Bylaws of the Korean War Veterans Association, Inc, hereinafter referred to as Association, or to determine if the Bylaws and/or good order and discipline have been compromised or violated to the extent that the Association has been harmed. The process defines the participants in the process, includes criteria and procedures and rules of conduct for the complainant, the defendant, and the Association officials, offices, or officers involved.

**NOTE:** *All elements of the procedure require confidentiality, and in any complaint that results in a hearing, a closed Executive meeting is required, in accordance with SPM Section 3.9.6, Special Meetings.*

**DESCRIPTION** Participation in this procedure is limited to the Association members listed below.

**PARTICIPANTS**

- 3.8.1 through 3.8.5, below list the participants in the process.
- 3.8.6 through 3.8.8, below specify the criteria for the complaint process.
- 3.8.9 through 3.8.10, below are the procedures for the complaint process.

**3.8.1 Complainant Member**

Any Association member in Good Standing (See 3.8.5, below) may submit a substantive complaint (See 3.8.6, below) to the Association Judge Advocate. The complaint must be accompanied by sufficient justification which must be prepared by the complainant, certified by the complainant's signature and membership number, and attached to the complaint.

**3.8.2 Association Judge Advocate** (KWVA Bylaws, Article III, Section 1. E)

The Judge Advocate (JA) is the legal advisor appointed by the President, subject to Board Approval as provided elsewhere in the Bylaws and SPM, and provides service to the E&G Committee and the President.

The Judge Advocate shall advise the E&G Committee Chairman on any question raised by the E&G Committee and/or referred to the Judge Advocate, and forwards substantive and suitably justified member complaints to the E&G Committee, for its investigation.

Having received a complaint from the E&G Committee and its accompanying Report of Investigation, should the Judge Advocate confirm a finding of "Sustained - Just Cause," he shall refer the report and the complaint to the President. Notification of receipt and referral is then sent by the Judge Advocate to the committee.

**3.8.3 President** (KWVA Bylaws, Article III, Section 1. A)

The President, having received a *Report of Investigation* from the Judge Advocate, at his discretion, shall schedule an Executive Hearing at the next Board meeting in accordance with SPM Procedure

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3.96, Special Meetings. If circumstances indicate urgency, the President shall provide for immediate Board action by one of the means available under the Bylaws.

**3.8.4 Ethics and Grievance Committee** (KWVA Bylaws, Article III, Section 1 G)

The Ethics and Grievance Committee (E&G Committee) is a special committee appointed by the Association President to investigate complaints filed against officers, directors, or members. It investigates member complaints submitted to it by the Association Judge Advocate to establish the facts of the complaint, and returns its findings, with or without E&G recommendations, to the Judge Advocate.

**3.8.5 Association Board Of Directors** (KWVA Bylaws, Article III, Section 1.F)

The Board has the sole authority to determine disciplinary actions, and acts on all confidential reports of investigation submitted to it by the President. All Board meetings to review or act on complaints are conducted in accordance with 3.9.6, Special Meetings.

**CRITERIA FOR COMPLAINT** The following criteria and procedures shall be used to determine the Good Standing of a member of the Korean War Veterans Association, Inc. A member is ruled to be in Good Standing if the following is met:

**3.8.6 Regular Member In Good Standing** The member is paid up and current with the required membership dues. Upon joining (or re-joining), members pay full annual dues with the renewal date being one (1) year from date of joining. This includes receiving *The Graybeards* Magazine, voting on KWVA business, use of KWVA Insignias, hats, running for office, attending meetings at Association conventions, and holding office in a chapter, department or in the Association are all privileges afforded a member in Good Standing. A member in Good Standing is courteously allowed to address the membership in appropriate meetings and forums in accordance with parliamentary procedures in effect for such meetings.

**3.8.6.1** A grace period of two (2) weeks from the "Dues Due Date" is allowed members to pay their renewal dues. Within that period a member meets the Good Standing rule. Members whose dues exceed two (2) weeks in arrears shall be reverted to inactive status, and *The Graybeards* mailing and aforementioned membership rights shall cease. New "Dues Due Dates" will be based on the date of re-joining.

**3.8.6.2** A member that is under the Ethics and Grievance process is in Good Standing until the Board has made a final decision on the presented complaint, unless dues are more than two (2) weeks in arrears.

**3.8.7 Just Cause - Complaint May Be Filed** The following criteria shall be used to either issue or process a complaint against a member of the Korean War Veterans Association, Inc. "Just Cause" is defined as a legitimate reason, sometimes used to refer to the reason why an individual was suspended, expelled or removed from office. The term "Just Cause" means a real cause or basis as distinguished from an arbitrary whim; that is, some cause or grounds that a reasonable individual, officer or responsible group, acting in good faith would regard as a good and sufficient basis for the admonishment or termination of the services of a member. Please refer to Roberts Rules of Order, Current Edition, Chapter XX, *Disciplinary Actions*. Some examples are as follows:

**3.8.7.1 Dishonesty** Any violation of trust or acts which would result in legal action being brought about by the act.

**3.8.7.2 Withholding Information or Giving False Information** Giving false information on a membership application, report to the membership, or at a membership meeting for the purpose of hiding a problem or withholding important information that will affect the operation of the Association.

**3.8.7.3 Rules Violation** Violation of any membership rules, specifically, violations of the KWVA, Inc. Charter and Bylaws.

**3.8.7.4 Misuse or Unauthorized Use of KWVA, Inc. Resources or Information** Misuse or unauthorized use of stored data or funds or granting access to others. Such resources are defined as membership individual personal data for other than KWVA, Inc. business.

**3.8.7.5 Untruthful Statements or Conduct** A member or officer who is untruthful to other members, or acts in a manner prejudicial to the interest of the Association.

**3.8.7.6 Conflict of Interest** No member of the KWVA, Inc., or an officer, director, appointed official or committee member shall derive any personal gain or profit, directly or indirectly, by reason of their participation with the Nonprofit KWVA, Inc. Should a conflict-of-interest be suspected the individual shall so state to the Board and then refrain from participation in any decision making on the matter. Any member of the KWVA, Inc. shall refrain from obtaining any list of the membership without authorization from the Board.

**3.8.8 Just Cause - Considerations - To File Or Not?** Should a member believe that a complaint is warranted, proper, and in order, it might still be reasonable to hesitate before filing it. Is the offense egregious and serious enough? Will an ultimate substantiation of the complaint and warranted actions/sanctions benefit the Association?

## **PROCEDURES**

**NOTE:** The procedures listed below are in their normal sequential order; consequently it is recommended that the procedural 'steps' within them be performed in their listed sequence.

**3.8.9 Filing The Complaint** Any Association member in Good Standing may submit a justified, substantive complaint to the Association Judge Advocate.

### **STEP**

- 1.** The complaint must be in its original, written form, signed and dated by the Complainant, and sent via "*USPS Certified Return Receipt Requested*" to the Judge Advocate. Using an email to file a complaint is not acceptable.
- 2.** A member's complaint shall be kept Confidential by the Complainant; by witnesses or members contacted in regards to the case, and the Judge Advocate before and after being sent to the Judge Advocate. **Any violation of this Confidentiality by any party shall in itself be deemed just cause for discipline.**
- 3.** The Judge Advocate (JA) shall maintain an event log of complaints received, recording the sequence of events in the Complaint Process, using SPM Form 4.13 of this Manual. The Judge Advocate shall acknowledge and answer queries from the President as to the status, that status being where the process is, in the sequence of events. No confidential information should be asked for, and none should be given. The log should be available for review by the Board of Directors, when in Executive Session.

**3.8.10 Complaint Review** The Judge Advocate shall acknowledge receipt of the complaint and determine if the nature of the complaint is appropriate for referral to the Chairman of the Ethics and Grievance Committee. Should he find the complaint in order, and appropriate for referral, he shall send it directly to the Chairman, E&G Committee. Should he find the complaint to be beneath the threshold for E&G Committee referral, the Judge Advocate will return the complaint to the originator as a dismissal and the matter ends.

**3.8.10.1** Prior to referral to the E&G Committee, the Judge Advocate may, if he elects to do so,

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consult with a JA Associate for a review of the complaint. There are two (2) JA Associates, appointed by the KWVA President, for this purpose only. The Judge Advocate shall retain his sole authority through the entire E&G Process.

**STEP**

1. A complaint received via means other than "*USPS Certified Mail, Return Receipt Requested*", will not be accepted by the Judge Advocate.
2. Any correspondence with the complainant by the Judge Advocate shall be in writing via "*USPS Certified Mail, Return Receipt Requested*".

**3.8.11 Committee Investigation** The committee is an investigative body; it is NOT a disciplinary body. The power to discipline members resides with the Board as provided in the Bylaws. Rules of conduct for the E&G Committee are:

**STEP**

1. The committee shall investigate only those complaints assigned by the Judge Advocate.
2. The committee shall not initiate actions or investigate matters without such an assignment. In the event that an E&G Committee member receives an ethics or grievance complaint directly, the Chairman shall return it, along with a letter to the complainant, to inform him or her that the complaint must be resubmitted in letter form, and mailed to the Judge Advocate for review and possible assignment to the Chairman of the E&G Committee as noted above.
3. The committee shall conduct its work in a fair, impartial, ethical, timely and confidential manner.
4. The committee shall make no Bylaws judgments, limiting their procedures and reports to a strict evaluation of the facts relative to the complaint.
5. In the case of complaint cases forwarded by the Judge Advocate to the Chairman, E&G Committee, the committee shall assume unfettered jurisdiction and apply its procedures and processes.
6. The Board shall strictly adhere to the rule, established previously by the Board, that: "*A refusal by an individual to respond, within 15 days, to a written request by the E&G Committee for information pertaining to an alleged charge, shall result in a presumption of validity in favor of the charge.*"
7. A bad faith refusal to cooperate with an E&G Committee request for information serves to thwart the system at the threshold, undermining the credibility of the process. Therefore, any such refusal will not be tolerated, and may, in itself, constitute an independent ground for disciplinary action or expulsion.
8. The committee should use "*USPS Certified Mail, Return Receipt Requested*" to elicit responses from a Complainant.
9. The use of electronic mail, email or FAX to elicit third party responses will be avoided, or used sparingly, with discretion, and only when confidentiality can be assured by both the Complainant and the E&G Committee.
10. Letters and electronic mail should be labeled CONFIDENTIAL FOR ADDRESSEE ONLY.

**3.8.12 Committee Confidential Report**

Upon completion of the investigation, a *Report of Investigation*, including findings and recommendations, as appropriate, shall be prepared by the Chairman, E&G Committee, and forwarded to the Judge Advocate, together with the complaint as received.

**STEP**

1. Each finding in the report shall be recommended as: Sustained, Not Sustained, Unfounded, or Exonerated.
2. Should the Judge Advocate receive any Sustained finding for discipline in the report, he shall forward the *Report of Investigation* together with the Complaint as received, to the

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President, who shall schedule it for the next available Board meeting, as specified in SPM Section 3.9.6, Special Meetings.

3. Should further action be recommended/necessary/indicated, in the opinion of the Judge Advocate, he shall forward the *Report of Investigation* together with the Complaint as received, to the President for scheduling at the next available Board meeting.

**Note:** In either of Steps 2 and 3, above, if circumstances indicate urgency, the President shall provide for immediate Board action by any of the means available under the Bylaws.

4. If the *Report of Investigation* received by the Judge Advocate from the Chairman, E&G Committee indicates no further action is required, the Judge Advocate shall complete the case by reference and in correspondence with the originator. **Notwithstanding, all the matters shall remain confidential by all parties involved in the action.**
5. All deliberations and votes of the committee shall be sealed, and remain so, unless called for by other actions authorized by the Bylaws and a two-thirds (2/3) vote of a quorum of the Board.

### **3.8.13 Judge Advocate Quarterly Report**

The Judge Advocate is to prepare a report, using SPM Form 4.13-2, based on the receipt, investigation and disposition of all complaints received; said report to be submitted to the President and the Board of Directors on a quarterly basis on a date to coincide with the regular Board of Directors and Annual Association Meetings. Since all complaints are to be kept confidential, the report will be a summary only within the Ethics and Grievance process.

### **3.9 MEETINGS References:**

- *Bylaws Article II, Officers, Board of Directors, and Association Elections, Section 2. Board of Directors.*
- *Bylaws Article III, Officers Powers and duties; Section 1., Powers and Duties, F. Board of Directors.*

**GENERAL** The history of the KWVA is outlined in 1.5.1 of this manual. The historical progression indicates stature and status gained through the increasing trust and interest first by the veterans community, then, subsequent to reunions and organizing, by members, incorporating public agencies, and finally, enacted in law by the Congress of the United States (Public Law 110-254). Responsibility, accountability and liability ensued as trust was thus sought and granted to the KWVA.

The KWVA as a national veterans association is unique among major U.S. Veterans Service Organizations (VSOs) in that no paid fulltime national staff exists or ever has existed. With the exceptions of membership administration and the official magazine and website, all the functions normal to a paid professional staff, numbering from 100 to 700, are expected to be met by the officers, Board, and volunteers throughout the Association.

This unique situation in no way diminishes the legal and financial responsibility, accountability, and liability leveled on all 501(c) (19) organizations, in addition to the requirements of Public Law 110-254. Therefore, a particular concern with accountability requires close and structured care and attention to how the Board and KWVA conducts its affairs as an association with 24/7/365 functions, operations, and responsibilities administered by unpaid volunteers.

**PURPOSE** The purpose of this procedure section is establish accountability by describing, defining the process for properly conducting KWVA business in a structured and accountable manner. The Board formulates policies and supervises their execution, and has the control and management of the affairs, property and funds of the Association.

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**MEETING CRITERIA** The Association Board shall consist of seventeen (17) members, being the President, First Vice President, Second Vice President, Secretary, Treasurer and twelve Directors.

The President of the Association shall be the Chairman. The Board shall formulate policies and supervise the execution thereof and have the control and management of the affairs, property and funds of the Association. The Board has the basic management functions of Planning, Organizing, Staffing, Directing and Controlling for the Association, overall. Fulfilling these functions requires Board meetings and training, and the effective coordinated formulation of policies and knowledgeable oversight of the execution thereof.

The Board shall have at least two (2), scheduled meetings between Annual Association Meetings, the second (or last) during the days immediately preceding the Annual Association Membership business meeting.

All Scheduled Board Meetings shall be considered portal to portal return; with scheduled travel days, scheduled meeting days, and in the case of the meeting occurring immediately preceding the Annual Membership Meeting, includes attendance at the said Association meeting, and return travel.

All Board meetings shall provide sufficient duration to complete all Association business placed before them for consideration. The Board shall meet at any other and/or additional times that may be required by the Board of Directors, and called by the President, and may conduct business by mail without a meeting when done in compliance with Article II, Section 2. Board of Directors., D. Business Without a Meeting, of these Bylaws.

It shall establish and maintain a Standard Procedure Manual and is responsible for orderly and timely actions between its regular meetings.

All members of the Board shall be notified of the time, place and agenda for the meeting.

The Board shall determine excused absence using the definitions established in the SPM.

No person shall receive any salary for services as a member of the Board who is eligible to vote. The Board may, from time to time, establish fees for services of the Secretary or Treasurer.

**DESCRIPTION** The unique situation of the Association (3.9 GENERAL, above) dictates that many otherwise routine matters must be finally assessed and decided by meetings of the Board, Committees, and the Membership as a whole. The planning, conduct, attendance, and records of meeting thus become more important than might usually be afforded in strictly social and fraternal situations. The procedures herein are for the preparation, scheduling and implementation of the following meetings:

- **KWVA Annual Board Business Meeting** Scheduled on the day immediately preceding the Annual Membership Meeting. Should additional business remain after the scheduled session, Roberts Rules concerning recess will be applied so that all pending business is accomplished during the duration of the scheduled day, the Annual Meeting day(s), and immediate day(s) following. This is necessary in order to avoid additional travel costs. Meeting agenda items submitted per procedure 3.98, below are considered. In addition, locations and dates for the following year's scheduled meetings are determined and voted on, to be submitted to the Membership for ratification, at their meeting.
- **KWVA Annual Membership Meeting** (See 3.9.5, below).
- **Other scheduled Board Business Meetings** The Board shall have at least two (2), scheduled meetings between Annual Association Meetings, the second (or last) during the days immediately preceding the Annual Association Membership business meeting. All

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Scheduled Board Meetings shall be considered portal to portal return; with scheduled travel days, scheduled meeting days, and in the case of the meeting occurring immediately preceding the Annual Membership Meeting, includes attendance at the said Association meeting, and return travel. All Board meetings shall provide sufficient duration to complete all Association business placed before them for consideration.

- **Business Without a Meeting** (See 3.9.7, below).

The following procedures are included for the performance of all meetings conducted by officers of the Korean War Veterans Association, Inc.

## **PROCEDURES**

**3.9.1 Call For a Meeting** Upon request by the President, the KWVA Secretary shall issue a call for a meeting to all Board members and others who may be required for the conduct of the Annual Membership Meeting.

**3.9.2 Rules of Decorum and Debate** (Reference: Robert Rules of Order)  
Rules for the proper conduct of a meeting are detailed in SPM Form 4.14-1 of this Manual. A copy of the form shall be included in every packet of meeting material sent by the KWVA Secretary to those scheduled to attend the meeting. The form is also downloadable from <http://www.kwva.org> in PDF format.

**3.9.3 Voting** (Article II, Section2. A)

**3.9.3.1** All votes of the Board shall be by simple majority, unless stated otherwise hereinafter, with a quorum of at least eight (8) elected members in attendance. Only the elected twelve (12) Directors and the First and Second Vice Presidents have a Board vote – the President has a tie breaking vote only at any called meeting. In the case of a mailed ballot vote, the President is allowed to vote. Appointed officials of the Board, other than those appointed to fill vacant elected positions, do not have a vote.

**3.9.3.2** Voting members present shall not abstain from voting, and must give their vote in either the affirmative (yes) or negative (no).

**3.9.4 Open Meeting** (Article II, Section2. B)

Any member of the Association may attend meetings of the Board and, at the discretion of the Board, may be invited to address them. Called Executive Sessions for Ethics and Grievance decisions and/or hearings are attended only by the Board, and specific individuals/members invited to attend. These meetings or sessions are closed to other members of the Association and public because of confidentiality requirements. For E&G executive hearings, Refer to SPM Procedure 3.8, "Ethics and Grievance Process."

**3.9.5 KWVA Annual Association Membership Meeting** (Article IV, Sections 1-4)

The KWVA Annual Association Membership Meeting will be held each year, the date and place to be published in *The Graybeards*. In addition to the business to be decided at the meeting, the decision regarding the site and date of the next Board meeting shall be determined by vote at the Board meeting, followed by ratification at the Membership meeting. The Membership meeting must have:

**3.9.5.1** A quorum of fifty (50) current members in Good Standing.

**3.9.5.2** Verification of membership and vote counts by an appointed Sergeant at Arms staff.

Should no quorum be present at the Membership meeting, ballots by mail voting to complete any membership business is authorized, with ballots mailed to all regular members eligible to



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vote and at least two hundred (200) votes received as a quorum requirement. Refer to SPM Procedure 3.4, "Elections" for procedures to be followed.

**3.9.6 Special Meetings** (Bylaws Article II, Section 2. C, and Article V, Section 5)

- A.** The President or ten (10) members the Board other than the Secretary or Treasurer, may call a Board meeting for one (1) purpose only, by giving two (2) weeks written notice to all Board members, stating the date and time, the exact location of the meeting place and the agenda of the meeting.
- B.** Should the President receive an E&G report, forwarded to him by the Judge Advocate, that requires consideration and action by the Board, the President shall accordingly invoke Paragraph A., above, for an Executive Hearing. Rules and procedures for the conduct of the Hearing shall be as specified in Roberts Rules of Order, Current Edition, Section XX, Disciplinary Proceedings. At its discretion, the Board may elect from amongst its members a Chairman pro tem. The results of the Hearing shall be expressed in a Letter of Conditions, from the Board, with one of the following decisions:
- For the Defendant\*.
  - Sustained - Admonishment\*.
  - Sustained - Probation\*.
  - Sustained - Suspension\*.
  - Sustained - Expulsion\*\*.
  - Sustained - Reinstatement\*\*

\* Requires majority vote of voting members present

\*\* Requires 2/3 vote of voting members present, without exception.

- C.** Letter of Conditions - Executive Hearing. The member who has been admonished, reprimanded, suspended or placed on probation, shall receive the conditions, established by the Board, with a letter signed by the President and Judge Advocate. Likewise, should the Board decide for the member, the Letter of Conditions will state that to be so. Following the Executive Meeting, the Secretary shall send the Letter of Conditions to both the Complainant and the Member, using "USPS Certified Mail, Return Receipt Requested." A copy of the Letter shall be retained by the Secretary, together with all responses, in a secure file. Letters and electronic mail should be labeled CONFIDENTIAL FOR ADDRESSEE ONLY.

**3.9.7 Business Without A Meeting** (Article II, Section 2. D)

"Business Without a Meeting" of the Board may be called for by the President or when a previous Board meeting motion authorizing a mail ballot has been made. Should the President not agree to a call, a majority of the voting Board may call for the meeting by ballot, with a signed petition to the KWVA Secretary. The Secretary shall send a ballot by Return Receipt Mail to every voting Board member, stating the motion(s) or request(s), and their vote for or against. Any such action must be ratified by a quorum at the next called Board meeting. Failure to return the Ballot as prescribed shall count as an unexcused absence. Please refer to 3.9.9, below.

**3.9.8 Submitting Agenda Items** (Article II, Section 2. B)

Meeting agenda items are submitted to the KWVA Secretary on SPM Form 4.6-1 of this Manual, no later than thirty-five (35) days prior to the called meeting. The form is also downloadable from <http://www.kwva.org> in PDF format.

Some of the details required for a proper submittal include:

**3.9.8.1** Meeting date.

**3.9.8.2** Brief summary of agenda action item or report.

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**3.9.8.3** Contents of the action item or report.

**3.9.8.4** Specifics of the motion to the Board.

**3.9.8.5** Resolutions, and amendments to the Charter or Bylaws, must go through the Bylaws Committee.

**3.9.9 Missing Board Meetings** (Article II, Section 5B)

In the case of an elected officer missing two (2) Board meetings as called for in Article II, Sections 3 and 5, two (2) un-excused absences, the Board will determine, by a two-thirds (2/3) vote of at least a quorum, if the two (2) missed meetings are indeed grounds for dismissal.

In the case of an elected official, Bylaws Article II, Section 5, *Removal*, shall be followed.

Approved reasons for an excused absence from a KWVA Board meeting are:

**3.9.9.1** Personal illness that does not allow attendance or travel.

**3.9.9.2** Immediate Family illness, death or problems.

**3.9.9.3** Prior commitments which cannot be rearranged.

**3.9.9.4** Should some other problem arise, the Board will make a determination based on information sent either before the meeting or two (2) weeks following the meeting. If no information has been obtained by the Secretary from the absent member within these time limits, the absence will be un-excused.

### **3.10 NATIONAL CEREMONIES COMMITTEE**

**PURPOSE** The purpose of this procedure is to describe and define KWVA representation at National Holidays, and the various special events attended by the Korean War Veterans Association, Inc.

**DESCRIPTION** Coordinate all planning for National Ceremonies and Special Dates important to Korean War Veterans and the Korean Community.

**RESPONSIBILITIES** Coordinate all planning for National Ceremonies and Special Dates important to Korean Veterans and the Korean Community.

#### **PROCEDURES**

**3.10.1 Holidays** Holidays include, but are not limited to the following:

- Memorial Day
- June 25<sup>th</sup>
- July 27<sup>th</sup>
- Veterans Day

**3.10.2 Arrange and Attend Special Events:**

1. Arrange the purchase and delivery of Wreaths to be presented at the Korean War Memorial and Arlington Cemetery "Tomb of the Unknowns."
2. The Committee Chairman will attend or arrange coverage on National Holidays and present Wreaths at our Korean War Memorial and Arlington Cemetery, in the absence of the Association President.
3. Arrange and coordinate an Honor Guard on Memorial Day and Veterans Day. Honor Guard members are required to be present at the Arlington Amphitheater on Saturday prior to both Memorial Day and Veterans Day. Failure to attend on Saturday will preclude the Colors to be allowed to participate on the Holiday.
4. Arrange and coordinate Color Guards and members to support Special Ceremonies scheduled by military commanders from Korea.

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- 5.** Arrange hotel accommodations for the Honor Guard if required.
- 6.** Attend and/or coordinate attendance by a Color Guard and KWVA Members in support of the Korean Veterans and the Korean Community on June 25<sup>th</sup> and other Special Scheduled Ceremonies.
- 7.** Attend all July 27<sup>th</sup> ceremonies and coordinate wreath presentations at our Korean War Memorial.
- 8.** Request the quantity of box seats needed and assign seating in the KWVA Box and request bench seating for KWVA Members planning to attend on Memorial Day and Veteran's Day.
- 9.** Attend or arrange coverage for all "VA and VDNC" meetings at VA Headquarters.
- 10.** Order Veterans Day Pins, through the "VDNC."
- 11.** Verify that the KWVA has paid the Annual "VDNC" Dues. The KWVA is a Permanent Member of the "VDNC".

**END OF SECTION 3.0 PROCEDURES**

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**SECTION 4.0 LIST OF FORMS**

<b>FORM</b>	<b>REFERENCE TO PROCEDURE</b>
<b>4.1-1</b> Official KWVA Membership Application Form	<b>SPM Procedure No. 3.2.1</b>
<b>4.1-2</b> Certification of Eligibility for KWVA Membership	<b>SPM Procedure No. 3.2.1</b>
<b>4.1-3</b> Criteria for Membership in the KWVA	<b>SPM Procedure No. 3.2.1</b>
<b>4.2-1</b> KWVA Membership Card	<b>SPM Procedure No. 3.3.3.6</b>
<b>4.2-2</b> KWVA Welcome Packet Letter	<b>SPM Procedure No. 3.3.3.1</b>
<b>4.3-1</b> Reminder Card - Annual Dues - Due In 30 Days	<b>SPM Procedure No. 3.3.3.7</b>
<b>4.3-2</b> Reminder Card - Annual Dues - Dues Past Due	<b>SPM Procedure No. 3.3.3.7</b>
<b>4.3-3</b> Reminder Card - Annual Dues - Balance Due	<b>SPM Procedure No. 3.3.3.7</b>
<b>4.3-4</b> Reminder Card - Life Member - Payment Due	<b>SPM Procedure No. 3.3.3.7</b>
<b>4.3-5</b> Reminder Card - We Miss You!	<b>SPM Procedure No. 3.3.3.7</b>
<b>4.4-1</b> Annual Association Dues Payment List - Chapter Members	<b>SPM Procedure No. 3.4.5.2</b>
<b>4.5-1</b> KWVA Board of Directors Travel Expense Reimbursement	<b>SPM Procedure No. 3.7.2</b>
<b>4.5-2</b> KWVA Board of Directors Travel Expense Report	<b>SPM Procedure No. 3.7.3</b>
<b>4.5-3</b> KWVA Expenses - Reimbursement Request Form	<b>SPM Procedure No. 3.7.3</b>
<b>4.6-1</b> Board Of Directors Meeting Agenda Items	<b>SPM Procedure No. 3.9.5</b>
<b>4.7-1</b> Chapter Formation Letter	<b>SPM Procedure No. 3.4.1</b>
<b>4.7-2</b> Chapter Charter Petition	<b>SPM Procedure No. 3.4.5</b>
<b>4.7-3</b> Chapter Election Report to KWVA Secretary	<b>SPM Procedure No. 3.4.5</b>
<b>4.7-4</b> Chapter Website Petition	<b>SPM Procedure No. 3.4.6</b>
<b>4.7-5</b> Incorporation Phone Numbers - By State	<b>SPM Procedure No. 3.4.2</b>
<b>4.7-6</b> Why Chapters and Departments Should Incorporate	<b>SPM Procedure No. 3.4.2</b>
<b>4.8-1</b> Department Formation Letter	<b>SPM Procedure No. 3.5.1</b>
<b>4.8-2</b> Department Charter Petition	<b>SPM Procedure No. 3.5.5</b>
<b>4.8-3</b> Department Election Report to KWVA Secretary	<b>SPM Procedure No. 3.5.5</b>
<b>4.8-4</b> Department Website Petition	<b>SPM Procedure No. 3.5.6</b>
<b>4.8-5</b> Incorporation Phone Numbers - By State	<b>SPM Procedure No. 3.5.2</b>
<b>4.9-1</b> Election - Official Election Candidate Form	<b>SPM Procedure No. 3.6.2</b>
<b>4.9-2</b> Election - Ballot Tally Sheet Overall Votes	<b>SPM Procedure No. 3.6.7.1</b>
<b>4.9-3</b> Election - Ballot Tally Sheet Summary	<b>SPM Procedure No. 3.6.7.1</b>
<b>4.10-1</b> Resolution Request	<b>SPM Procedure No. 3.1.1</b>
<b>4.10-2</b> Resolution Committee Sample Response Letters	<b>SPM Procedure No. 3.1.1</b>
<b>4.11-1</b> Bylaws Change Request	<b>SPM Procedure No. 3.1.2</b>
<b>4.11-2</b> Bylaws Committee Sample Response Letters	<b>SPM Procedure No. 3.1.2</b>
<b>4.12-1</b> Annual Membership Meeting Check List - Hotel/Motel	<b>SPM Procedure No. 3.9.5</b>
<b>4.12-2</b> Annual Membership Meeting Check List - Hospitality Room	<b>SPM Procedure No. 3.9.5</b>
<b>4.12-3</b> Annual Membership Meeting Check List - Tables of Usage	<b>SPM Procedure No. 3.9.5</b>
<b>4.13-1</b> KWVA Complaint Log - Judge Advocate	<b>SPM Procedure No. 3.8</b>
<b>4.13-2</b> KWVA Quarterly Report - Judge Advocate	<b>SPM Procedure No. 3.8</b>
<b>4.14-1</b> Board of Directors Rules of Decorum and Debate	<b>SPM Procedure No. 3.9</b>

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**FORM 4.1-1 OFFICIAL MEMBERSHIP APPLICATION FORM**

**DO NOT WRITE IN THIS SPACE** Assigned Membership Number: \_\_\_\_\_

**KWVA Regular Annual Dues - \$25.00 | Associate Membership - \$16.00 | MOH, Ex-POW, Gold Star Parent or Spouse and Honorary - \$0.00**  
**Regular Life Membership: (May be paid in lump sum or 6 equal payments by check over a 12 month period.)**  
 Ages up to and through 35 years of age: \$600      Ages 36 through 50 years of age: \$450  
 Ages 51 through 65 years of age: \$300      Ages 66 years of age and older: \$150

Please Check  New  Renewal Member  
 One: Member # \_\_\_\_\_

Please Check  Medal Of Honor  Regular Member  Regular Life Member  Associate Member  
 Ex-POW  Honorary  Gold Star Spouse  Gold Star Parent

(Please Print)

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ Middle/Maiden Name \_\_\_\_\_  
 Street \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
 Apartment or Unit #(if any) \_\_\_\_\_ Phone \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Year of Birth \_\_\_\_\_  
 Email \_\_\_\_\_  
 Chapter Number/Name (if applicable) # \_\_\_\_\_

**-All regular members please provide the following information-**

<p><b>Unit(s) to which Assigned</b></p> Division _____ Regiment _____ Battalion _____ Company _____ Other _____	<p><b>Branch of Service</b></p> <input type="checkbox"/> Army <input type="checkbox"/> Air Force <input type="checkbox"/> Navy <input type="checkbox"/> Marines <input type="checkbox"/> Coast Guard	<p><b>Dates of service:</b></p> <p><b>WithIN</b> Korea were: (See criteria below)                  From: _____ To: _____</p> <p><b>Without</b> Korea were: (See criteria below)                  From: _____ To: _____</p>
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**"I certify, under penalty of law, that the above information provided by me for the purposes indicated is true and correct."**  
*[If you are applying for membership in a category other than Section 1, par A.1., of the "Criteria for Membership" listed below, complete the "Certification of Eligibility for KWVA Membership" form.]*

Applicant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Make checks payable to: KWVA  
 Mail to: Korean War Veterans Association, Inc., PO Box 407, Charleston, IL 61920-0407 (Telephone: 217-345-4414)

(Or you may pay by Credit Card)  
 Credit Card # \_\_\_\_\_  VISA  MASTER CARD (ONLY)  
 Expiration Date \_\_\_\_/\_\_\_\_/\_\_\_\_ V-Code \_\_\_\_\_ Signature \_\_\_\_\_

**FORM 4.1-2 CERTIFICATION OF ELIGIBILITY FOR KWVA MEMBERSHIP  
THE KOREAN WAR VETERANS ASSOCIATION, INC.**

In addition to completing the KWVA Membership Application Form on page 1 above, persons who make application for membership and qualify under one of the categories listed below, are required to fill in the appropriate blanks, sign in the space provided below and attach this page to the completed Membership Application Form on page 1.

Check  
One

\_\_\_\_\_ **Medal of Honor:** I am a Medal of Honor recipient and the date on which it was awarded was:  
Month \_\_\_\_ Day \_\_\_\_ Year \_\_\_\_.

\_\_\_\_\_ **Ex-POW:** I was held as a Prisoner of War by the North Koreans, Chinese, or Russian forces at some time during the period June 25, 1950 to the present,  
From: Month \_\_\_\_ Day \_\_\_\_ Year \_\_\_\_ To: Month \_\_\_\_ Day \_\_\_\_ Year \_\_\_\_.

\_\_\_\_\_ **Gold Star Parent:** I am the parent of: Name [print] \_\_\_\_\_, who was  
( ) killed in action, ( ) missing in action or ( ) died as a Prisoner of War during the Korean War  
on: Month \_\_\_\_ Day \_\_\_\_ Year \_\_\_\_.

\_\_\_\_\_ **Gold Star Spouse:** I am the spouse of: Name [print] \_\_\_\_\_, who was  
( ) killed in action, ( ) missing in action or ( ) died as a Prisoner of War during the Korean War  
on: Month \_\_\_\_ Day \_\_\_\_ Year \_\_\_\_.

\_\_\_\_\_ **Associate:** I have a legitimate interest in the affairs of the Korean War Veterans Association and agree to accept the terms and conditions set forth in its charter and Bylaws. . I do not qualify to be a Regular Member.

\_\_\_\_\_ **Honorary:** I was elected as an Honorary Member of the KWVA by a vote of the Board of Directors  
on: Month \_\_\_\_ Day \_\_\_\_ Year \_\_\_\_.

"I certify, under penalty of law, that the above information provided by me for the purposes indicated is true and correct."

Signature: \_\_\_\_\_ Month \_\_\_\_ Day \_\_\_\_ Year \_\_\_\_

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**FORM 4.1-3 CRITERIA FOR MEMBERSHIP IN  
THE KOREAN WAR VETERANS ASSOCIATION, INC.**

**CRITERIA FOR MEMBERSHIP IN THE KOREAN WAR VETERANS ASSOCIATION, INC.**

**Section 1. Qualifications of Members.** Membership in this Association shall consist of Regular, Associate and Honorary Members. No person shall be excluded from membership because of race, color, creed, sex, national or ethnic origin, or physical or mental disability, as long as the individual meets the criteria of service requirements as stipulated below. Only Regular Members as defined in A. below have a vote in Association, chapter, or department matters.

**A. Regular Members.**

1. **Service in the United States Armed Forces.** Any person who has seen honorable service in any of the Armed Forces of the United States, defined as Army, Navy, Marines, Air Force and Coast Guard, is eligible for membership if:
  - a. Said service was within Korea including territorial waters and airspace at any time, September 3, 1945 to Present, or
  - b. Said service was outside of Korea, June 25, 1950 to January 31, 1955.
2. **Medal of Honor.** Any KWVA Member, who is a Medal of Honor recipient, is eligible for free life membership. A signed statement of their eligibility for membership [Application Form page 2] must be provided for approval.
3. **Prisoner of War.** Any person held as a prisoner of war by the North Koreans, Chinese, or Russian forces during and after the period of hostilities from June 25, 1950 forward is eligible for free life membership. A signed statement of their eligibility for membership [Application Form page 2] must be provided for approval.
4. **Gold Star Parents.** Any parent whose son/daughter was killed in action, or was missing in action, or died as a prisoner of war during the Korean War (June 25, 1950 to the present) is eligible for free life membership. A signed statement of their eligibility for membership [Application Form page 2] must be provided for approval.
5. **Gold Star Spouses.** Any person whose spouse was killed in action, missing in action, or died as a prisoner of war during the Korean War (June 25, 1950 to the present) is eligible for free life membership. A signed statement of their eligibility for membership [Application Form page 2] must be provided for approval.

**B. Associate Members.**

1. Must not be eligible for Regular membership.
2. Any person with a legitimate interest in the affairs of this Association and who wishes to support its aims, and not being eligible for Regular Membership; and who agrees to accept the terms and conditions set forth in the KWVA charter and its Bylaws and Standard Procedure Manual, shall be eligible for Associate Membership in the Association. A signed statement of their eligibility for membership [Application Form page 2] must be provided for approval.

**C. Honorary Members.** Any person of good character may be elected as Honorary Member by vote by the Board of Directors. A signed statement of their eligibility for membership [Application Form page 2] must be provided for approval.

**D. Ineligible.** Any person who has been separated from the service of the Armed Forces of the United States under conditions other than honorable shall be ineligible for membership in this Association.

WEBSITE: [www.kwva.org](http://www.kwva.org)

Adopted 10/26/2009

## SPM FORM 4.2-1 KWVA Membership Card

### FRONT

**Korean War Veterans Association, Inc.**  
PO Box 407  
Charleston, IL 61920-0407

**Korean War Veterans Association, Inc.**  
PO Box 407  
Charleston, IL 61920



### BACK

**Here is your new Korean War Veterans Association  
Annual Membership Card**  
Dues are payable yearly prior to your anniversary date

**Thank you for your recent dues payment.  
Your dues renewal date appears on  
your card above your last name.**

We appreciate your interest in the KWVA. Through your membership we continue to make progress in educating the public (particularly the younger generations) regarding the role of the military and the sacrifices made by Korean War Veterans on behalf of freedom-loving people throughout the world!

The dues submitted for this card do not include your chapter dues. Donations included with your dues payment or sent separately are tax deductible.

KWVA Membership Office - Ph: 217-345-4414 - Fax: 217-345-4415

- YOUR CANCELLED CHECK IS YOUR RECEIPT -  
- THANK YOU -



**SPM FORM 4.2-2**  
**KWVA Welcome Packet Letter**



**THE KOREAN WAR VETERANS  
ASSOCIATION**



PO Box 407, Charleston, IL 61920-0407  
Tel: 217-345-4414  
Email: [membership@kwva.org](mailto:membership@kwva.org)

<MailingDate>

<MemberName>  
<MemberAddress>  
<MemberCityStateZip>

Dear New Member:

Welcome to the Korean War Veterans Association, thank you for joining.

Your KWVA member number is: \_<MemberNumber>\_. Please make sure you include your member number on any correspondence you may have with us.

We will be mailing your new membership card by the middle of next month. In the meantime, please find enclosed the latest Edition of *The Graybeards* magazine. You will be receiving your personalized copy starting with the next issue.

Some important facts about the KWVA you might not be aware of:



1. KWVA has the best Veterans Service Organization (VSO) magazine in the country dedicated exclusively to Korean War Veterans... *The Graybeards*
2. KWVA did almost \$1 million VA Voluntary Service work in each of the past two years.
3. KWVA donates thousands of dollars to the Korean War Veterans Memorial every year.
4. KWVA is bringing in more and more post-1955 Korean War veterans to carry on the ongoing legacy of the Korean War.
5. KWVA sponsors events for our soldiers stationed in the Republic of Korea (ROK).
6. KWVA supports our troops in Korea TODAY
7. KWVA operates the RETURN VISITS program.
8. KWVA operates in Congress and in the Capitol for all Korean War Veterans.
9. <http://www.kwva.org> is THE PRIME Korean War Veterans' website.
10. If you are not aware of a KWVA Chapter near you and have access to a computer with connection to the internet, you may locate one by going to this website: [http://www.kwva.org/info\\_dept\\_chapter.asp](http://www.kwva.org/info_dept_chapter.asp).

Again, thank you so much for joining the KWVA and for your continued support.

Jamie Reynolds  
Membership Administrative Assistant



## SPM FORM 4.3-1

### Reminder Card - Annual Dues - Due in 30 Days

  <p><b>Korean War Veterans Association, Inc.</b></p>	<p>FIRST CLASS MAIL U.S. POSTAGE PAID CHARLESTON, IL 61920 PERMIT NO 10</p>
<p><b>Membership Office</b> <b>PO Box 407 -- Charleston, IL 61920-0407</b> <b>217-345-4414 Email: Membership@kwva.org</b></p>	
<p>This is a "Reminder Card" that your Annual KWVA Membership Dues are coming due on «RenewDate».</p>	
<p>Your Association Dues amount for the coming year is: \$«AR SALE Balance Due». If you pay your KWVA dues through your Chapter, take or mail this card to your Chapter Treasurer along with your Dues for the Treasurer to send on to the Association. Otherwise, please mail your check for \$«AR SALE Balance Due» to the KWVA Office address listed above.</p>	
<p>Please include this Reminder Notice with your remittance, marking any spelling or address corrections we need to make. Also please write your Member Number on your remittance.</p>	
<p>In order to remain an Active KWVA member in Good Standing your dues payment must be received no later than 2 weeks after your "Dues Due Date."</p>	
<p>Frank Cohee, KWVA National Secretary</p>	
	<p>Member#    Dues Due Date «MBRNO»   «RenewDate» «AddressBlock»</p>



## SPM FORM 4.3-2

### Reminder Card - Annual Dues – Past Due

 <p><b>Korean War Veterans Association, Inc.</b></p> 	<p>FIRST CLASS MAIL U.S. POSTAGE PAID CHARLESTON, IL 61920 PERMIT NO 10</p>
<p><b>Membership Office</b> PO Box 407 -- Charleston, IL 61920-0407 217-345-4414 Email: <a href="mailto:Membership@kwva.org">Membership@kwva.org</a></p>	
<p><b>Dues Past Due Reminder Notice</b></p>	
<p>If you received this post card, it means that as of «Updated» we have not received your \$«AR SALE Balance Due» Membership Dues renewal payment for the next year.</p>	
<p>If you have already mailed your Dues payment and it has crossed in the mail with this reminder, please disregard this notice. We thank you for your continued support.</p>	
<p>In order to remain an Active KWVA member in Good Standing your dues payment must be received no later than 2 weeks after your "Dues Due Date".</p>	
<p>If you pay your KWVA dues through your Chapter, take or mail this card to your Chapter Treasurer along with your Dues for the Treasurer to send on to the Association. Otherwise, please mail your check for \$«AR SALE Balance Due» to the KWVA Office address listed above.</p>	
<p>Frank Cohee. KWVA National Secretary</p>	
<p>Member#    Dues Due Date «MBRNO»   «RenewDate» «AddressBlock»</p>	


## SPM FORM 4.3-3

### Reminder Card - Annual Dues – Balance Due

 	<p><b>Korean War Veterans Association, Inc.</b></p>
<p><b>Membership Office</b> <b>PO Box 407 -- Charleston, IL 61920-0407</b> <b>217-345-4414 Email: Membership@kwva.org</b></p>	
<p><b>\$«AR SALE Balance Due».00 Balance Due Notice</b></p>	
<p>Thank you for your recent \$«AR SALE Amount Paid».00 payment towards your annual Membership Dues renewal, and your continued support of the KWVA.</p>	
<p>Thus you need to remit an additional \$«AR SALE Balance Due».00 for your Dues to be "Paid In Full". In order to remain an Active KWVA member in Good Standing your dues payment must be received no later than 2 weeks after your "Dues Due Date".</p>	
<p>If you pay your KWVA dues through your Chapter, take or mail this card to your Chapter Treasurer along with your Dues for the Treasurer to send on to the Association. Otherwise, please mail your check for \$«AR SALE Balance Due».00 to the KWVA Office address listed above.</p>	
<p>Frank Cohee, KWVA Secretary</p>	
<p>FIRST CLASS MAIL U.S. POSTAGE PAID CHARLESTON, IL 61920 PERMIT NO 10</p>	
<p>Member#    Dues Due Date «MBRNO»   «RenewDate» «AddressBlock»</p>	



## SPM FORM 4.3-4

### Reminder Card – Life Member – Payment Due

 <p><b>Korean War Veterans Association, Inc.</b></p> <p><b>Membership Office</b> PO Box 407 -- Charleston, IL 61920-0407 217-345-4414 Email: <a href="mailto:Membership@kwva.org">Membership@kwva.org</a></p>	<p>FIRST CLASS MAIL U.S. POSTAGE PAID CHARLESTON, IL 61920 PERMIT NO 10</p>
<p><b>Life Membership Payment Due Reminder...</b></p> <p>According to our records, you made your first "Installment Payment" for Life Membership in the KWVA on «SALE Date».</p> <p>To date we show you have paid \$«Amount Paid».00 and have a current balance due of \$«Balance Due».00.</p> <p>This card is being sent as a reminder that the KWVA Bylaws require the balance to be paid within one year, which in your case, final payment is (was) due by «AR SALE Due Date».</p> <p>Please make out a check for your next payment when due and mail to the KWVA Membership Office address listed above. Your membership will be changed to "Life Status" when final payment is received.</p> <p>Please remember to include your Member Number on your remittance. Thank you for your continued support.</p> <p>Frank Cohen, KWVA Secretary</p>	<p>Member#    Dues Due Date «MBRNO»   «RenewDate» «AddressBlock»</p>

## SPM FORM 4.3-5

### Reminder Card - We Miss You!

  <p><b>Korean War Veterans Association, Inc.</b></p> <p><b>Membership Office</b> PO Box 407 -- Charleston, IL 61920-0407 217-345-4414 Email: <a href="mailto:Membership@kwva.org">Membership@kwva.org</a></p>	<p>FIRST CLASS MAIL U.S. POSTAGE PAID CHARLESTON, IL 61920 PERMIT NO 10</p>
<p><b>We Miss You, and WE WANT YOU BACK!</b></p> <ol style="list-style-type: none"><li>1) KWVA has the best VSO magazine in the country dedicated exclusively to Korea Veterans... <i>The Graybeards</i></li><li>2) KWVA did almost \$1 million VA Voluntary Service work in each of the past two years.</li><li>3) KWVA is now a Federally Chartered VSO.</li><li>4) KWVA is bringing in more and more Korea post war veterans to carry on the legacy of the Korean War.</li><li>5) KWVA sponsors events for our soldiers stationed in ROK.</li><li>6) KWVA supports our troops in Korea TODAY.</li><li>7) KWVA operates the RETURN VISITS program.</li><li>8) KWVA operates in Congress and in the Capitol for Korea veterans.</li><li>9) <a href="http://www.kwva.org">www.kwva.org</a> is THE PRIME Korea veterans' website.</li></ol> <p>Mail your \$«RenewDues» Renewal Dues and this card to the KWVA office address above to be reinstated. You'll be glad you did!</p>	<p>Member#    Dues Due Date «MBRNO»   «RenewDate» «AddressBlock»</p>

### SPM FORM 4.4-1

## Annual Association Dues Payment List - Chapter Members

MEMBER NUMBER	MEMBER NAME	TELEPHONE NO.	AMOUNT PAID

Chapter Name: \_\_\_\_\_ Chapter CID: \_\_\_\_\_ Check(s) No(s): \_\_\_\_\_  
\_\_\_\_\_ Check(s) Total Payment Amount: \_\_\_\_\_  
Chapter Secretary: \_\_\_\_\_ Member No. \_\_\_\_\_ Report Date: \_\_\_\_\_

## **SPM FORM 4.5-1**

### **KWVA Travel Expense Reimbursement**

**AIRLINE/TRAIN/BUS TRAVEL:** Travel expense, via these methods, shall be listed and receipts attached to the reimbursement form. All travel shall be by coach accommodations.

**BAGGAGE EXPENSE:** Baggage expense, be it regular baggage or carry-on, must have receipts attached to the expense report

**MILEAGE:** Payment per mile traveled in a personal automobile is 50 cents per mile, anywhere. Total payment will not exceed round trip coach airfare as determined by the Treasurer.

**PER DIEM:** Per diem allowance shall be \$20 for each travel day, and \$30 for each meeting day.

**HOTEL/MOTEL:** Lodging expenses are based on single room cost during overnight stays while actual meeting nights are based on prearranged contracted costs. Hotel/Motel cost and receipts must be attached to the reimbursement request form.

**EXTRAORDINARY EXPENSES:** Any extraordinary expenses must be listed and receipts attached to allow determination of approval by the proper authorities.

**OTHER THAN BOARD OF DIRECTORS EXPENSES:** The Board will approve all other individuals authorized to attend meetings on KWVA business and set a maximum expense authorization for their attendance. NOTE: Approval is to be obtained before these "Others" travel.



## SPM FORM 4.5-2 KWVA Board of Directors Travel Expense Report

### KWVA TRAVEL EXPENSE REPORT

NAME: \_\_\_\_\_ DATE: \_\_\_/\_\_\_/\_\_\_

SIGNATURE: \_\_\_\_\_ SSN: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

PERIOD COVERED: \_\_\_/\_\_\_/\_\_\_ TO \_\_\_/\_\_\_/\_\_\_

PURPOSE OF TRIP: \_\_\_\_\_

DATES	___/___	___/___	___/___	___/___	___/___	___/___	___/___	TOTAL
AIRLINE/TRAIN/BUS TRAVEL								
BAGGAGE EXPENSE								
MILEAGE								
PER DIEM								
HOTEL/MOTEL								
EXTRAORDINARY EXPENSES								
OTHER: _____								
OTHER: _____								
OTHER: _____								
							<b>GRAND TOTAL:</b>	

All requests must be accompanied with all receipts or other documents to verify claims.

**Submit Expenses Reimbursement claims to:**

\_\_\_\_\_, **KWVA Treasurer**

\_\_\_\_\_  
 (Address)

\_\_\_\_\_  
 (City) (State) (Zip)

## SPM FORM 4.5-3 KWVA Expenses - Reimbursement Request Form

CHECK NUMBER: \_\_\_\_\_

CHECK DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_

Name (Print) \_\_\_\_\_ Date \_\_\_\_\_

Name (Sign) \_\_\_\_\_ SSN \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_ ZIP \_\_\_\_\_

Purpose of Expense \_\_\_\_\_

Name and Date of Meeting \_\_\_\_\_

	Requested	Approved
Telephone _____ (Copy of Phone Bill attached) _____	_____	_____
AIRLINE/TRAIN/BUS TRAVEL _____	_____	_____
BAGGAGE EXPENSES _____	_____	_____
MILEAGE _____	_____	_____
PER DIEM _____	_____	_____
HOTEL/MOTEL _____	_____	_____
EXTRAORDINARY EXPENSES _____	_____	_____
OTHER _____	_____	_____

**INVOICE TOTAL:** \_\_\_\_\_

Approved by Treasurer: \_\_\_\_\_ Date \_\_\_\_\_  
 (Signature)

Approved by President: \_\_\_\_\_ Date \_\_\_\_\_  
 (Signature)

All requests must be accompanied with all receipts or other documents to verify claims.

**Submit Expenses Reimbursement claims to:**

\_\_\_\_\_, **KWVA Treasurer**

\_\_\_\_\_  
 (Address)

\_\_\_\_\_  
 (City) (State) (Zip)

## SPM FORM 4.6-1 Board Of Directors Meeting Agenda Items

### KWVA BOARD OF DIRECTORS MEETING AGENDA ITEMS

**Please use the following format:**

**TO: KWVA BOARD OF DIRECTORS**

**FROM: KWVA/COMMITTEE/BOARD MEMBER** - Committee Title, may also include names of committee members.

**DATE: Meeting date(s). Example: October 25, 26**

**SUMMARY: Very brief summary of report or action item**

**BODY: Content of report or action item** - May be more than one (1) page, whatever is necessary.

**ACTION**      **The specific action that is requested of the Board.** A specific motion; refer to another committee; a question for guidance; a change to the Standard Procedure Manual or in the operation of the Board; a new committee required; a change in dues, a request to any Standing Committee for action, etc.

#### **PLEASE NOTE:**

- 1.** Bylaw changes and resolutions must go through the Bylaws Committee to obtain recommendations to the Board for change approval, prior to submittal to the Membership. Please refer to Procedure 3.1.1 of this Manual.
- 2.** Resolutions must go to the Membership, no matter if the Board approves or disapproves. Please refer to Procedure 3.1.2 of this Manual.
- 3.** All agenda items **must** be received by the KWVA Secretary at least 35 days prior to the Travel Day for the Board meeting concerned.

In the case of an *extreme emergency*, the President shall have the authority to shorten the 35-day period.

## SPM FORM 4.7-1 Chapter Formation Letter

### FORM LETTER



Date

Dear KWVA Member:

You are being contacted because you are an active member of the Korean War Veterans Association, Inc. to determine your interest in forming a chapter in (City) \_\_\_\_\_, (State) \_\_\_\_\_.

We need a minimum of ten (10) Korean War Veterans Association, Inc. Regular members in Good Standing to petition for a Chapter Charter. If you are interested in helping in this effort, please contact me as soon as possible.

Thank you in advance for your consideration in this matter.

Sincerely,

Recruiter Bob B Doer,  
Membership Committee  
Phone Number (xxx) xxx-xxxx  
Email: Doit@weneedyou.net

## SPM FORM 4.7-2 Chapter Charter Petition (Page 1 of 2)

Pursuant to Article V, II. Chapters, Section 1. Organization of the KWVA Association By-laws, a request is made and a proposal submitted herein to form a new chapter with goals, programs and bylaws consistent with and compliant to the Korean War Veterans Association Bylaws and Standard Procedure Manual (SPM).

<b>Legal Name of new chapter</b>	<b>Street Address</b>	<b>City</b>	<b>State</b>	<b>Zip</b>
----------------------------------	-----------------------	-------------	--------------	------------

**Reason and proposal for new chapter development**

**Chapter officer's member number, name and other requested information**

<b>President</b>	<b>Member No.</b>		<b>Secretary</b>	<b>Member No.</b>
Street			Street	
City		State ZIP	City	
Home/Work Phone		Mobile Phone	Home/Work Phone	
Mobile Phone			Mobile Phone	
Email			Email	
Signature			Signature	
<b>First Vice President</b>	<b>Member No.</b>		<b>Treasurer</b>	<b>Member No.</b>
Street			Street	
City		State ZIP	City	
Home/Work Phone		Mobile Phone	Home/Work Phone	
Mobile Phone			Mobile Phone	
Email			Email	
Signature			Signature	
<b>Second Vice President</b>	<b>Member No.</b>		<b>FOR ASSOCIATION MEMBERSHIP COMMITTEE USE</b>	
Street			Assigned Chapter Number (CID):	
City		State ZIP	Other changes or contact information:	
Home/Work Phone		Mobile Phone	COMMENTS:	
Mobile Phone				
Email				
Signature				
			APPROVED BY/DATE:	

CONTINUED ON NEXT PAGE

**SPM FORM 4.7-2**  
**Chapter Charter Petition (Page 2 of 2)**

An application for a charter to form a new chapter must consist of ten (10) or more Regular Members in Good Standing of the Korean War Veterans Association who agree to uphold the Charter and Bylaws of the KWVA, Inc. and further agree to advance its principles and projects. It is understood that this new chapter is required to:

1. Incorporate in the state in which it is being established;
2. Conform to U.S. Internal Revenue Service rules by establishing an Employer Identification Number (EIN), and
3. Keep the new chapter protected with ample liability insurance.

Non-compliance to requirements may result in annulment of the chapter charter by the Korean War Veterans Association, Inc.

MEMBER NAME	MEMBER NUMBER	NAME	MEMBER NUMBER
1.		11.	
2.		12.	
3.		13.	
4.		14.	
5.		15.	
6.		16.	
7.		17.	
8.		18.	
9.		19.	
10.		20.	

Notes/Comments:

**Name and Signature of Chapter President:**

Name \_\_\_\_\_ (Please Print)

Signature \_\_\_\_\_ Date: \_\_\_\_\_

## SPM FORM 4.7-3 Chapter Election Report to KWVA Secretary

- (A) Chapter election results
- (B) Other officer status changes
- (C) If a department exists, notify the department with a copy of this Election Report.

Position	Member No.	Name	Telephone Number	Email Address
President or Commander				
First Vice President or Commander				
Second Vice President or Commander				
Secretary				
Treasurer				
Director				
Director				
Director				
Director				
Director				
Director				
Director				
Director				
Director				
Director				
Director				
Director				
Other				

Time, day, location and address of chapter meeting:  
 \_\_\_\_\_

Chapter Mailing Address: \_\_\_\_\_ Email: \_\_\_\_\_

"I hereby certify that the above elected officers are Members in Good Standing of the KWVA, Inc., as well as their chapter..

Chapter Secretary \_\_\_\_\_ Date Submitted: \_\_\_\_\_ Date of Election: \_\_\_\_\_

## SPM FORM 4.7-4 Chapter Website Petition

### TO OBTAIN AND OPERATE A KWVA CHAPTER WEBSITE

Pursuant to the authority given in Article V, Departments and Chapters, of the KWVA Bylaws, and Procedure 3.4.6 of this KWVA Standard Procedure Manual, a request is made, and a proposal submitted herein to obtain and operate a KWVA chapter website.

It is understood that compliance to current KWVA Bylaws and procedures apply, including the requirement for the chapter to be bylaws-compliant and that appropriate liability insurance has been obtained and is current.

<b>FOR CHAPTER WEBSITE</b>			
<b>State</b>		<b>Webmaster</b>	
<b>Commonwealth</b>		<b>Address</b>	
<b>Chapter (CID)</b>		<b>Email</b>	
<b>President</b>		<b>FAX</b>	
<b>Commander</b>		<b>Phone (Home)</b>	
<b>Address</b>		<b>Phone (Mobile)</b>	
<b>Email</b>			
<b>FAX</b>			
<b>Phone (Home)</b>			
<b>Phone (Mobile)</b>			
<b>Signed (President)</b>			
<b>Membership Management Approved</b>			
<b>NOTES/COMMENTS:</b>			

A copy of this form, when approved and implemented, shall be forwarded to the KWVA Secretary, for reference and file, and shall be on file at the applicable departments.



**SPM FORM 4.7-5 (Page 1 of 2) (For Chapters)**  
**Phone numbers for Nonprofit Incorporation - By State**

STATE OR TERRITORY	PHONE NUMBER	NOTES
<u>Alabama</u>	334-242-5324	
<u>Alaska</u>	907-465-2530	Scroll to section on <b>Non Profit Corporations</b>
<u>Arizona</u>	602-542-3026	
<u>Arkansas</u>	888-233-0325 (toll free) 501-682-8032	
<u>California</u>	916-657-5448	
<u>Colorado</u>	303-894-2200 (press 2)	See links under <b>File a document</b>
<u>Connecticut</u>	860-509-6000	
<u>Delaware</u>	302-739-3073	
<u>District of Columbia</u>	202-442-4400	
<u>Florida</u>	850-245-6052	
<u>Georgia</u>	404-656-2817	
<u>Hawaii</u>	808-586-2727	
<u>Idaho</u>	208-334-2301	
<u>Illinois</u>	800-252-8980 (toll free in IL) 217-782-6961	
<u>Indiana</u>	317-232-6576	
<u>Iowa</u>	515-281-5204	
<u>Kansas</u>	785-296-4564	See links under <b>Corporations Not for Profit</b>
<u>Kentucky</u>	502-564-2848 (press 2)	
<u>Louisiana</u>	225-925-4704	
<u>Maine</u>	207-624-7736	
<u>Maryland</u>	888-246-5941 (toll free in MD) 410-767-1340	
<u>Massachusetts</u>	617-727-9640	
<u>Michigan</u>	517-241-6470	
<u>Minnesota</u>	877-551-6767 (toll free in MN) 651-296-2803	
<u>Mississippi</u>	800-256-3494 (toll free)	
<u>Missouri</u>	866-223-6535 (toll free) 573-751-4153	Scroll to section under <b>Not for Profit Corporations</b>

**SPM FORM 4.7-5 (Page 2 of 2) (For Chapters)**  
**Phone numbers for Nonprofit Incorporation - By State**

STATE OR TERRITORY	PHONE NUMBER	NOTES
<a href="#">Montana</a>	406-444-3665	
<a href="#">Nebraska</a>	402-471-4079	
<a href="#">Nevada</a>	775-684-5708	
<a href="#">New Hampshire</a>	603-271-3246	
<a href="#">New Jersey</a>	609-292-9292	
<a href="#">New Mexico</a>	505-827-4511	
<a href="#">New York</a>	518-473-2492	
<a href="#">North Carolina</a>	919-807-2225	Scroll to section under <b>Print Corporation Forms</b>
<a href="#">North Dakota</a>	800-352-0867 ext. 8-4284 (toll free) 701-328-4284	
<a href="#">Ohio</a>	877-767-3453 (toll free) 614-466-3910	
<a href="#">Oklahoma</a>	405-521-3912	See links under <b>Oklahoma Corporations</b>
<a href="#">Oregon</a>	503-986-2200	Scroll to <b>Domestic Nonprofit Corporation</b> under <b>Domestic Business Entity</b>
<a href="#">Pennsylvania</a>	717-787-1057	See links under <b>Domestic Nonprofit Corporation</b>
<a href="#">Puerto Rico</a>	787-722- 2122	Spanish language only
<a href="#">Rhode Island</a>	401-222-3040	
<a href="#">South Carolina</a>	803-734-2158	
<a href="#">South Dakota</a>	605-773-4845	See links under <b>Nonprofit Corporations</b>
<a href="#">Tennessee</a>	615-741-2286	
<a href="#">Texas</a>	512-463-5583	
<a href="#">Utah</a>	877-526-3994 (toll free in UT) 801-530-4849	
<a href="#">Vermont</a>	802-828-2386	
<a href="#">Virgin Islands</a>	340-776-8515 or 340-773-6449	
<a href="#">Virginia</a>	866-722-2551 (toll free in VA) 804 371-9733	
<a href="#">Washington</a>	360-753-7115	
<a href="#">West Virginia</a>	304-558-8000	
<a href="#">Wisconsin</a>	608-261-7577	
<a href="#">Wyoming</a>	307-777-7311	

## SPM FORM 4.7-6

### Why Chapters and Departments Should Incorporate

Incorporating is a legal device through which KWVA chapters and departments can conduct business as recognized legal citizens in the community. As an invisible, intangible entity, a corporation cannot vote or be issued a drivers license. But the corporation can make contracts, conduct business, sue and be sued like any other citizen. Incorporating, then, is the easiest and most logical business form for KWVA chapters and departments. The process of incorporating entails the preparation of certain documents, including a document referred to as the "Articles of Incorporation," and filing the documents with the Secretary of State.

The list below shows the primary advantages of incorporation and the risks involved in operating an unincorporated business.

- **Shield chapter and department officers from liability**  
The most important reason to incorporate a chapter or department is to protect its officers from business liabilities. If a chapter or department operates as an unincorporated business, its creditors may be able to reach the personal assets of its officers and members. Assets such as an officer's personal residence and personal bank account can be used to pay business debts or to satisfy a lawsuit against the chapter or department. By incorporating, business creditors cannot reach an officer's personal assets.
- **Establish perpetual existence and transfer of ownership**  
Perpetual existence is an advantageous aspect of an incorporated business. Perpetual existence means that the life and continuation of the business will not be affected by the withdrawal or death of one of the owners. An unincorporated business's existence, as well as its operation, is generally disrupted by the withdrawal or death of one of the owners. Subtract this risk from your business by incorporating.
- **Enhance the image of the chapter or department**  
Another essential reason to incorporate a chapter or department is that it adds credibility to its operation. The perception of a business is improved by its incorporation and use of "Inc.," following the name of the organization. Other organizations are more likely to trust and deal with a chapter or department that has this positive image. More importantly, the chapter or department will be more attractive to banks if and when the chapter or department seeks outside financing.
- **Improve the ability to manage**  
The decision-making authority of an incorporated chapter or department is centralized, which usually means that the members have vested the authority in a Board of Directors. The Board of Directors can delegate this authority to the company's officers. In an unincorporated chapter or department, the power structure and decision-making authority may not be defined and may be subject to manipulation by certain members. This lack of structure will substantially affect the ability of the chapter or department to operate. Subtract this risk from chapters and departments by incorporating and thereby centralizing the management structure.

## SPM FORM 4.8-1 Department Formation Letter

### FORM LETTER



Date

Dear Chapter President:

You are being contacted because you are an active chapter of the National Korean War Veterans Association, Inc. to determine your interest in forming a Department of \_\_\_\_\_.

We need a minimum of three (3) chartered chapters in Good Standing to petition for a department charter. If your chapter is interested in helping in this effort, please contact me as soon as possible.

Thank you in advance for your consideration in this matter.

Sincerely,

Recruiter Bob B Doer,  
Membership Committee  
Phone Number (xxx) xxx-xxxx  
Email: [Doit@weneedyou.net](mailto:Doit@weneedyou.net)

## SPM FORM 4.8-2 Department Charter Petition

### PETITION FORM TO CHARTER A DEPARTMENT

It is the intention of the chapters within the State of \_\_\_\_\_ to form the Department of \_\_\_\_\_, as required by Article V, 1. Departments, Sections 1 through 8 of the National Korean War Veterans Association, Inc. Bylaws. We, the chapter presidents (one from each chapter within the State of \_\_\_\_\_) set our hands to this document in accordance with the National Korean War Veterans Association, Inc. Bylaws and pledge our allegiance to it and the Department of the State of: \_\_\_\_\_. We understand it takes three (3) chapters to form a department, all officers of the department must be KWVA Regular Members, in compliance to the current KWVA Bylaws.

CID	President's Signature	Member Number		CID	President's Signature	Member Number

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date \_\_\_\_\_

√  
 President ( )  
 Commander ( )

## SPM FORM 4.8-3 Department Election Report To KWVA Secretary

- Department Election results
- Other officer status changes
- Notify all department chapters with a copy of this Election Report

Position	KWVA Member #	Name	Telephone Number	Email Address
President/ Commander				
First Vice President or Commander				
Second Vice President or Commander				
Secretary				
Treasurer				
Director				
Director				
Director				
Director				
Director				
Director				
Director				
Director				
Director				
Director				
Director				
Other				

Election Term: \_\_\_\_ 1 yr \_\_\_\_ 2 yr

Department Mailing Address: \_\_\_\_\_ Email: \_\_\_\_\_

“I hereby certify that the above elected Officers are Regular Members in Good Standing of the KWVA.

Department Secretary \_\_\_\_\_ Date Submitted: \_\_\_\_\_ Date of Election: \_\_\_\_\_

## SPM FORM 4.8-4 Department Website Petition

### PETITION TO OBTAIN AND OPERATE A KWVA DEPARTMENT WEBSITE

Pursuant to the authority given in Article V, Departments and Chapters, of the KWVA Bylaws, and Procedure 3.5.6 of this KWVA Standard Procedure Manual, a request is made, and a proposal submitted herein to obtain and operate a KWVA department website.

It is understood that compliance to current KWVA Bylaws and procedures apply, including the requirement for the department to be bylaws-compliant, and that appropriate liability insurance has been obtained and is current.

<b>FOR DEPARTMENT WEBSITE</b>			
<b>State</b>		<b>Webmaster</b>	
<b>Commonwealth</b>		<b>Address</b>	
<b>Department DID</b>		<b>Email</b>	
<b>President</b>		<b>FAX</b>	
<b>Commander</b>		<b>Phone (Home)</b>	
<b>Address</b>		<b>Phone (Mobile)</b>	
<b>Email</b>			
<b>FAX</b>			
<b>Phone (Home)</b>			
<b>Phone (Mobile)</b>			
<b>Signed (President)</b>			
<b>Membership Management Approved</b>			
<b>NOTES/COMMENTS:</b>			

A copy of this form, when approved and implemented, shall be forwarded to the KWVA Secretary, for reference and file, and shall be on file at the applicable departments.

**SPM FORM 4.8-5 (Page 1 of 2) (For Departments)**  
**Phone numbers for Nonprofit Incorporation - By State**

STATE OR TERRITORY	PHONE NUMBER	NOTES
<u>Alabama</u>	334-242-5324	
<u>Alaska</u>	907-465-2530	Scroll to section on <b>Non Profit Corporations</b>
<u>Arizona</u>	602-542-3026	
<u>Arkansas</u>	888-233-0325 (toll free) 501-682-8032	
<u>California</u>	916-657-5448	
<u>Colorado</u>	303-894-2200 (press 2)	See links under <b>File a document</b>
<u>Connecticut</u>	860-509-6000	
<u>Delaware</u>	302-739-3073	
<u>District of Columbia</u>	202-442-4400	
<u>Florida</u>	850-245-6052	
<u>Georgia</u>	404-656-2817	
<u>Hawaii</u>	808-586-2727	
<u>Idaho</u>	208-334-2301	
<u>Illinois</u>	800-252-8980 (toll free in IL) 217-782-6961	
<u>Indiana</u>	317-232-6576	
<u>Iowa</u>	515-281-5204	
<u>Kansas</u>	785-296-4564	See links under <b>Corporations Not for Profit</b>
<u>Kentucky</u>	502-564-2848 (press 2)	
<u>Louisiana</u>	225-925-4704	
<u>Maine</u>	207-624-7736	
<u>Maryland</u>	888-246-5941 (toll free in MD) 410-767-1340	
<u>Massachusetts</u>	617-727-9640	
<u>Michigan</u>	517-241-6470	
<u>Minnesota</u>	877-551-6767 (toll free in MN) 651-296-2803	
<u>Mississippi</u>	800-256-3494 (toll free)	
<u>Missouri</u>	866-223-6535 (toll free) 573-751-4153	Scroll to section under <b>Not for Profit Corporations</b>



**SPM FORM 4.8-5 (Page 2 of 2) (For Departments)**  
**Phone numbers for Nonprofit Incorporation - By State**

STATE OR TERRITORY	PHONE NUMBER	NOTES
<a href="#">Montana</a>	406-444-3665	
<a href="#">Nebraska</a>	402-471-4079	
<a href="#">Nevada</a>	775-684-5708	
<a href="#">New Hampshire</a>	603-271-3246	
<a href="#">New Jersey</a>	609-292-9292	
<a href="#">New Mexico</a>	505-827-4511	
<a href="#">New York</a>	518-473-2492	
<a href="#">North Carolina</a>	919-807-2225	Scroll to section under <b>Print Corporation Forms</b>
<a href="#">North Dakota</a>	800-352-0867 ext. 8-4284 (toll free) 701-328-4284	
<a href="#">Ohio</a>	877-767-3453 (toll free) 614-466-3910	
<a href="#">Oklahoma</a>	405-521-3912	See links under <b>Oklahoma Corporations</b>
<a href="#">Oregon</a>	503-986-2200	Scroll to <b>Domestic Nonprofit Corporation</b> under <b>Domestic Business Entity</b>
<a href="#">Pennsylvania</a>	717-787-1057	See links under <b>Domestic Nonprofit Corporation</b>
<a href="#">Puerto Rico</a>	787-722- 2122	Spanish language only
<a href="#">Rhode Island</a>	401-222-3040	
<a href="#">South Carolina</a>	803-734-2158	
<a href="#">South Dakota</a>	605-773-4845	See links under <b>Nonprofit Corporations</b>
<a href="#">Tennessee</a>	615-741-2286	
<a href="#">Texas</a>	512-463-5583	
<a href="#">Utah</a>	877-526-3994 (toll free in UT) 801-530-4849	
<a href="#">Vermont</a>	802-828-2386	
<a href="#">Virgin Islands</a>	340-776-8515 or 340-773-6449	
<a href="#">Virginia</a>	866-722-2551 (toll free in VA) 804 371-9733	
<a href="#">Washington</a>	360-753-7115	
<a href="#">West Virginia</a>	304-558-8000	
<a href="#">Wisconsin</a>	608-261-7577	
<a href="#">Wyoming</a>	307-777-7311	

## SPM FORM 4.9-1 Election - Official Election Candidate Form

No later than December 15 of the year immediately prior to upcoming elections when such offices are to be filled, any Regular Member in Good Standing of the Korean War Veterans Association, Inc., seeking to run for President, First Vice President, Second Vice President or Director shall make their intentions known to the Chairman of the Elections Committee, in writing, using the following format:

### 1. Requirements:

- a. Must present proof of service by submitting a separate signed current Official KWVA Membership Application Form [found on KWVA website or in *The Graybeards Magazine*] showing eligible service years and a statement releasing the Application Form for verification by the Elections Committee.
- b. Must present a current photograph suitable for publication in *The Graybeards*.
- c. Must submit a letter with the following:
  - 1) Their intent to run for an office and the office sought.
  - 2) A resume of their qualifications for this office stating any experience that will be of benefit to the Association.
  - 3) Their current mailing address, telephone number, KWVA membership number.
  - 4) This letter will be limited to approximately one typed page.
  - 5) A statement that they will attend all called meetings of the Board of Directors and that they understand that two (2) unexcused absences could be used for their removal from office.
- d. They must sign a statement that their dues are current through the whole of the term of the office they are seeking. Payment of delinquent dues shall not be retroactive for the purpose of establishing eligibility to run for office within the Association.
- e. Send the above items by "*USPS Certified Mail, Return Receipt Requested*", to the Elections Committee Chairman to arrive no later than December 15 of the year immediately prior to upcoming elections.
- f. Please verify the contents of your submittal. Common errors made in the past by candidates have been:
  - Failure to submit early, eliminating time for corrections to be submitted.
  - Failure to release Application information to the Elections Committee.
  - Failure to include required information.

Send to: Elections Committee Chairman  
Attn: Al Run  
1233 White House  
Somewhere, USA 67676

Should a candidate have an email address, please include it so that any problem with a submittal may be rapidly noted to the candidate. A phone call may also be made by any Elections Committee member to inform the candidate of any problem with the submittal.

## SPM FORM 4.9-2 Election - Ballot Tally Sheet Overall Votes

KWVA SPM FORM 4.17-2 (KWVA SPM Procedure 3.6.6, Counting of Ballots)

### Official Election Ballot Tally sheet - Overall Votes Form

The Korean War Veterans Association, Inc.  
 PO Box 407, Charleston, IL 61920-0407 (Telephone: 217-345-4414)

<b>PRESIDENT:</b>	<b>VOTES FOR</b>	<b>WINNER ( <u>  x  </u> )</b>
<b>JOHN GANDOLPH</b>	<u>  1,301  </u>	<u>          </u>
<b>LEONARD HART</b>	<u>  1,656  </u>	<u>  x      </u>
<b>JASON HOWARD</b>	<u>  1,236  </u>	<u>          </u>
<b>FIRST VICE PRESIDENT:</b>		
<b>DAVE BOND</b>	<u>  2,276  </u>	<u>  x      </u>
<b>BILL JACKSON</b>	<u>  1,916  </u>	<u>          </u>
<b>SECOND VICE PRESIDENT:</b>		
<b>BOBBY KINNEY</b>	<u>  2,416  </u>	<u>  x      </u>
<b>MAHLON OZMAN</b>	<u>  2,274  </u>	<u>          </u>
<b>DIRECTORS:</b>		<b>RANK ( <u>  1 - ?  </u> ) x = Winner</b>
<b>HARVEY COOPER</b>	<u>  875  </u>	<u>  6      </u>
<b>KYLE CRABEK</b>	<u>  856  </u>	<u>  7      </u>
<b>EDDY DUTLER</b>	<u>  952  </u>	<u>  x 4    </u>
<b>LESLIE FOWLER</b>	<u>  1,190  </u>	<u>  x 1    </u>
<b>JOHN GRAYSON</b>	<u>  900  </u>	<u>  5      </u>
<b>JAMES HALLBECK</b>	<u>  984  </u>	<u>  x 3    </u>
<b>DARREN JOHNSON</b>	<u>  1,008  </u>	<u>  x 2    </u>
<b>BOBBY ORTEGA</b>	<u>  800  </u>	<u>  8      </u>

**SPM FORM 4.9-3**  
**Election - Ballot Tally Sheet Summary**

Official Election Ballot Tally sheet - Overall Summary Form

The Korean War Veterans Association, Inc.  
PO Box 407, Charleston, IL 61920-0407 (Telephone: 217-345-4414)

**ELECTION - BALLOT TALLY SHEET OVERALL SUMMARY**

**A. BALLOT COUNT:**

TOTAL BALLOTS RECEIVED	<u>4,215</u>
TOTAL BALLOTS RULED INVALID	<u>22</u>
TOTAL VALID BALLOTS CAST	<u>4,193</u>

**B. ELECTED OFFICERS WITH MAJORITY OF VOTES:**

PRESIDENT	<u>LEONARD HART</u>
FIRST VICE PRESIDENT	<u>DAVE BOND</u>
SECOND VICE PRESIDENT	<u>BOBBY KINNEY</u>
DIRECTOR #1	<u>LESLIE FOWLER</u>
DIRECTOR #2	<u>DARREN JOHNSON</u>
DIRECTOR #3	<u>JAMES HALLBECK</u>
DIRECTOR #4	<u>EDDY DUTLER</u>

"I certify that no one, other than the employees of this Company, have had access to the Ballots, information on the number of ballots cast as valid or invalid, or number of votes cast for any Candidate except the Board of Directors and Candidates authorized to be mailed Certified Copies of the results, after the vote count was completed."

SIGNED: \_\_\_\_\_  
CPA REPRESENTATIVE

Notary Stamp  
Other Notary Information

## SPM FORM 4.10-1 Resolution Request

### PREPARATION PROCESS

1. Some of the many purposes which a resolution to the Board might address are as follows:
  - To demand the enforcement of an existing policy (Bylaw);
  - To acknowledge or reward activities of members
  - To promote the change of operational procedures (SPM) of the Association.
2. Cover just one (1) subject per resolution.
3. Research the purpose by gathering documentation to support the proposed Resolution.
4. Draft the Resolution with a Preamble, so called because it precedes the Resolving Clause(s). Each preamble paragraph will state a separate reason and will be preceded by the word "WHEREAS."
5. The Resolving Clause, so called because it begins with the words "RESOLVED THAT;" states who will do what.
6. The number of "WHEREAS" and "RESOLVED THAT" do not determine how good a Resolution is. The perceived purpose and action to be taken are what is important. Too much information or hearsay will clutter a well-meaning Resolution presentation.

### SAMPLE RESOLUTION REQUEST

**Note: Use Bold and Capital Letters for Title, WHEREAS: and BE IT RESOLVED:**

**DATE**

**KOREAN WAR VETERANS ASSOCIATION, INC.**

**To: Resolutions Committee**

**Subject: Non-Payment of Annual Association Dues**

**WHEREAS:** Association Officers have allowed individuals, both inactive Regular Members and those who have never applied for membership, to participate in chapter and department activities and business, some of these officers collect dues, but only for the chapter or department.

**WHEREAS:** This is a breach of ethics and a violation of the officers' sworn oath to protect and support the KWVA and its Bylaws.

**BE IT RESOLVED:** That the KWVA Board inform the offending chapters or departments in writing that their charter is at risk, and that their bylaws, procedures and practices should reflect the Association Bylaws requirement that all must pay the required annual dues.

**Signed** \_\_\_\_\_ **KWVA Member Number** \_\_\_\_\_

**Signed** \_\_\_\_\_ **KWVA Member Number** \_\_\_\_\_

**Signed** \_\_\_\_\_ **KWVA Member Number** \_\_\_\_\_

**Signed** \_\_\_\_\_ **KWVA Member Number** \_\_\_\_\_

**SPM FORM 4.10-2  
Resolution Request  
Sample Response Letters**

**KOREAN WAR VETERANS ASSOCIATION, INC  
RESOLUTIONS COMMITTEE CHAIRMAN  
JOHN WRITER  
123 NORTH POPULAR ST  
JESSIEVILLE, AL 72243-6704**

June 1, 2010

[Leonard Jones,  
[Member or Officer Position]  
[Chapter or Department]  
[Address]  
[Anywhere, US 77777

[Paul or President's Name]

\*This letter has been sent to tell you that your Resolution request has been received.

"Thank You" for your submittal and interest in the Korean War Veterans Association, Inc. The Resolution change number for your submittal is R6/12/04-00 Change, Date and Number. The Resolutions Committee has your resolution under study and will present it to the Board with our recommendation, to either approve or disapprove and the reason. The Board has final approval on all changes presented no matter what the Resolutions Committee recommends. You will be notified of the approval or rejection, and in the case of rejection, the reason for the committee or Board rejection.

Again, thank you for your interest in the Association!

John Writer,  
KWVA Resolutions Committee Chairman

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**\*INSERT IN PLACE OF THE ABOVE TWO PARAGRAPHS FOR FOLLOW UP LETTER.**

This letter has been sent to tell you the Board has [approved/rejected] your Resolution.

The Resolutions Committee recommended that the Board [approve/reject] your Resolution. In the case of the Board approving the requested change there is no need of an explanation of why, but a 'THANKS' for their request is given again.

**NOTE TO COMMITTEE CHAIRMAN:** If the Resolution was rejected and the committee recommended rejection, the reason should be added to the letter as to why it recommended rejection or why the Board rejected the requested change over the recommendation to approve by the committee.

## SPM FORM 4.11-1 Bylaws Change Request

### PREPARATION PROCESS

1. Bylaws are the Board approved policies, governing the Korean War Veterans Association. A proposed change to them shall be:
  - To delete an existing policy (Bylaw);
  - To revise an existing policy (bylaw); or
  - To add a new policy (Bylaw).
2. Please limit the change just one subject. Be specific to what the change should be, and the specific part of the Bylaws that is affected.
3. Research the purpose by gathering documentation to support the proposed Bylaws change.
4. Draft the Resolution with a Preamble, so called because it precedes the Resolving Clause(s). Each preamble paragraph will state a separate reason and will be preceded by the word "WHEREAS."
5. The Resolving Clause, so called because it begins with the words "RESOLVED THAT;" states who will do what.
6. The number of "WHEREAS" and "RESOLVED THAT" do not determine how good a Resolution is. The perceived purpose and action to be taken are what is important. Too much information or hearsay will clutter a well-meaning Resolution presentation.

### SAMPLE BYLAWS CHANGE REQUEST

**Note: Use Bold and Capital Letters for Title, WHEREAS: and BE IT RESOLVED:**

**KOREAN WAR VETERANS ASSOCIATION, INC.**  
**Annual Association Dues, Amount of**

**WHEREAS:** (To be determined by the requesting Regular Member)

**WHEREAS:** (To be determined by the requesting Regular Member)

**WHEREAS:** (To be determined by the requesting Regular Member)

**BE IT RESOLVED:** (To be determined by the requesting Regular Member)

**Signed** \_\_\_\_\_ **KWVA Number** \_\_\_\_\_

**Signed** \_\_\_\_\_ **KWVA Number** \_\_\_\_\_

**Signed** \_\_\_\_\_ **KWVA Number** \_\_\_\_\_

**Signed** \_\_\_\_\_ **KWVA Number** \_\_\_\_\_

## SPM FORM 4.11-2 Bylaws Committee Sample Response Letters

KOREAN WAR VETERANS ASSOCIATION, INC  
BYLAWS COMMITTEE CHAIRMAN  
JAMES WRITER  
456 NORTH POPULAR ST  
JESSIEVILLE, AL 72243-6704

1 June 2010

[Leonard Jones,  
[Member or Officer Position]  
[Chapter or Department]  
[Address]  
[Anywhere, US 77777

[Paul or President's Name]

\*This letter has been sent to tell you that your Bylaws Change Request has been received.

"Thank You" for your submittal and interest in the Korean War Veterans Association, Inc. The Bylaws Change number for your submittal is B6/12/04-00 Change, Date and Number. The Bylaws Committee has your resolution under study and will present it to the Board with our recommendation, to either approve or disapprove and the reason. The Board has final approval on all changes presented no matter what the Bylaws Committee recommends. You will be notified of the approval or rejection, and in the case of rejection, the reason for the committee or Board rejection.

Again, thank you for your interest in the Association!

James Writer,  
KWVA Bylaws Committee Chairman

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### **\*INSERT IN PLACE OF THE ABOVE TWO PARAGRAPHS FOR FOLLOW UP LETTER.**

This letter has been sent to tell you the Board has [approved/rejected] your Bylaws Change.

The Bylaws Committee recommended that the Board [approve/reject] your Bylaws Change. In the case of the Board approving the requested change there is no need of an explanation of why, but a 'THANKS' for their request is given again.

**NOTE TO COMMITTEE CHAIRMAN:** If the Bylaws change was rejected and the Bylaws Committee recommended rejection, the reason should be added to the letter as to why it recommended rejection or why the Board rejected the requested change over the recommendation to approve by the committee.



**SPM FORM 4.12-1**  
**Annual Membership Meeting Checklist - Hotel/Motel**  
**Reference: KWVA SPM Procedure 3.9, Meetings**

**MEETING HOTEL/MOTEL CHECK LIST**

1. During the planning stage, contact the Convention and Visitors Bureau (CBA) in the city in question. Have them send you one of their brochures of Attractions, Hotels, Rail, Bus and Airline information.
2. Once a city or area is decided on, send the CBA a request for proposal (RFP) stating the month, number of possible attendees and ask for information on the following:
  - a. When is the off-season and off-peak period for the Hotel/Motel?
  - b. What number of rooms must be blocked to receive free welcome party, free newspapers, free parking, free hospitality room, free upgrades of rooms, early check-in and late check-out privileges or other complimentary perks.
  - c. What Banquet Facilities are available? Are menus available to choose from? Are prices available per plate, when must the selection be firmed up. Who is the contact?
  - d. Is a Hospitality Room available? Can the KWVA provide its own refreshments at no charge? Are tables and chairs available in the room as well as serving tables? Is ice furnished and how often and when? Can Liquors, Wine and/or Beer be served without a Hotel/Motel bartender? What other restrictions are there?
  - e. What meeting facilities are available for a Board meeting, a Memorial Service and also a Membership meeting area? What sound equipment is furnished? Does the Hotel/Motel have its own audio-visual equipment or is it contracted from an outside source?
  - f. Be sure the room charges are "all-inclusive" except for taxes and know the tax rate. Have all furnished items listed in b. above mentioned in the contract and a contact person designated from the Hotel/Motel for questions and answers during the meeting time.
  - g. Be sure there is a cancellation clause that covers the Hotel and the KWVA that is specific. If a free breakfast is included, be sure to state so in the contract. Be sure the room for meetings, hospitality, memorial service and banquet are named.
  - h. Make sure that a registration area is located in a conspicuous spot and a table and some chairs are available. Again remember anything not mentioned in the signed contract can be changed, charged for or not furnished.
  - i. Locate an area to order those items needed for refreshments, and a business office for copies and printing. If the Hotel/Motel has no audio-visual equipment, locate a supplier and find the prices and setup fees for various items.
  - j. Arrange for a visit to the site selected to make sure it is proper for the meeting. Ask what the CVB will provide in the way of give away gifts such as pencils, name tags, bags, brochures and/or discount tickets to attractions. Is there shuttle service to and from the airport, train or bus stations and at what cost?

**SPM FORM 4.12-2**  
**Annual Membership Meeting Checklist - Hospitality Room**  
**Reference: KWVA SPM Procedure 3.9, Meetings**

**ANNUAL ASSOCIATION MEMBERSHIP MEETING HOSPITALITY ROOM**

*This Form explains the considerations for the setup of the Hospitality Room, and the Tables of Usage as shown in Form 4.12-3, Pages 1 and 2.*

The Tables were established by the Host of the 2003 Annual Membership Meeting, Hospitality Room.

Purchases of the items were not done at one time, but were inventoried and replaced each morning. The last column to the right shows how much was consumed per registered guest. It is based on a total of 776 registered guests. By simple math and knowing the consumption per registration one can figure the total amount needed. It is expected that the individual or committee in charge will have an estimated head count on the number of people who will attend a couple of weeks before the event.

It has been recommended that all future Annual Membership Meetings host a hospitality room. The cost for this room should be added to the registration fee. A cost of \$5 - \$6 per registered guest, should be adequate.

It did not matter what kind of beer was served as long as there was both light and regular. The light went better. Non-alcoholic beer was the least preferred, but some should be made available for those who wish it.

It has been recommended that 1.75 liter bottles be used in the Hospitality Room, but for Banquets use 750 ml bottles on the tables. It was recommended that Cabernet (red), Sauvignon (white) and White Zinfandel (pink) be available.

Soft drinks should be purchased in either 2 or 3 liter bottles. Since they come in plastic bottles it takes more ice to cool in a cup.

Meat and other refrigerated food is a problem which must be set out on trays. It must be refrigerated or used to keep down spoilage. It is better to have to purchase just before trays become empty than to have any spoil waiting to be served or between times the room is open.

Wal-Mart or Sams have popcorn; chips, pretzels and paper goods. It is recommended that 9 or 10 inch rigid plates be used. Large plastic tubs may be necessary to use for ice. Ice may be arranged for through the hotel to be placed in the tubs or they may furnish their own tubs. This should be coordinated early with the hotel when a Hospitality Room site is asked for.

Most important of all, the Hotel should be asked in advance if it will be OK for a Hospitality Room to be operated by the KWVA and what cost, if any, will it be. Further arrangements for ice, refrigeration storage, tables, chairs and setup tables must be decided upon. This may be done by the host chapter, department or individual located in the Annual Membership Meeting Area.

No information is yet available for mixed drink usage; however this must also be settled with the hotel for in some cases a bartender is required because of liability problems. Once done this data will be added to the Usage Tables.

**Caution must be used to assure that everything is in writing as to what can or cannot be done.**

**SPM FORM 4.12-3**  
**Annual Membership Meeting Checklist - Tables of Usage (Page 1 of 2)**  
 Reference: KWVA SPM Procedure 3.9, Meetings

	DESCRIPTION	Total QTY	Total Cost	Used Wed	Used Thu	Used Fri	Used Sat	Used Sun	Total Used	Left Over	Used Per Person
<b>BEER (all cans)</b>											
	<b>Budweiser - Regular</b>	240	\$129.90	20	40	48	78	46	232	8	0.3
	<b>Budweiser - Light</b>	336	181.86	50	75	75	90	46	336	0	0.4
	<b>Coors - Regular</b>	240	151.00	30	40	50	84	30	234	6	0.5
	<b>Coors - Light</b>	336	207.90	90	60	68	70	4	336	0	0.4
	<b>Busch - non-alcoholic</b>	96	48.80	20	20	20	10	6	76	20	0.1
	<b>O'Douls - non-alcoholic</b>	96	68.00	22	22	22	15	5	86	10	0.1
	<b>TOTAL</b>	1,344	\$787.46	232	257	283	347	181	1300	44	1.7
<b>WINE for Hospitality Room (all 1.75 liter bottles)</b>											
	<b>Cabernet Sauvignon (red)</b>	22	\$126.69	4	4	4	3	1	16	6	0.02
	<b>Sauvignon Blanc (white)</b>	36	192.78	4	6	6	6	9	31	5	0.04
	<b>White Zinfandel (pink)</b>	36	192.78	6	8	8	3	11	36	0	0.05
	<b>TOTAL</b>	94	\$512.25	14	18	18	12	21	83	11	0.11
<b>WINE for Banquet (all 1.75 liter bottles)</b>											
	<b>Cabernet Sauvignon (red)</b>	64	\$368.55	0	0	0	0	50	50	14	0.08
	<b>Sauvignon Blanc (white)</b>	32	171.36	0	0	0	0	23	23	9	0.04
	<b>White Zinfandel (pink)</b>	32	171.36	0	0	0	0	29	29	3	0.05
	<b>TOTAL</b>	128	\$711.27	0	0	0	0	102	102	26	0.16
<b>SOFT DRINKS (all 2-liter bottles)</b>											
	<b>Pepsi-Cola - Regular</b>	32	\$36.16	4	7	9	10	2	32	0	0.04
	<b>Pepsi-Cola - Diet</b>	36	40.92	3	8	12	9	4	36	0	0.05
	<b>7-Up - Regular</b>	32	28.16	3	6	5	11	7	32	0	0.04
	<b>7-Up - Diet</b>	32	28.16	3	6	8	15	0	32	0	0.04
	<b>Orange Slice</b>	32	28.48	3	6	5	10	7	31	1	0.04
	<b>TOTAL</b>	164	\$161.88	16	33	39	55	20	163	1	0.21

**SPM FORM 4.12-3**  
**Annual Membership Meeting Checklist, - Tables of Usage (Page 2 of 2)**  
 Reference: KWVA SPM Procedure 3.9, Meetings

	DESCRIPTION	Total QTY	Total Cost	Used Wed	Used Thu	Used Fri	Used Sat	Used Sun	Total Used	Left Over	Used Per Person
	<b>DELI TRAYS-Orders placed 7 July</b>										
	<b>Pickup Thursday 9:00AM:</b>										
	<b>Large meat platters</b>	3	\$304.50	0	3.5	1.5	0	0	5	0	
	<b>Large cheese platters</b>	2	90.30	0	1	1	0	0	2	0	
	<b>Pickup Saturday 10:00AM:</b>										
	<b>Large meat platters</b>	6	365.40	0	0	0	6	0	6	0	
	<b>Large cheese platters</b>	2	90.30	0	0	0	2	0	2	0	
	<b>Pickup Sunday 11:00AM:</b>										
	<b>Large meat platters</b>	3	173.25	0	0	0	0	3	3	0	
	<b>Large cheese platters</b>	2	90.30	0	0	0	0	2	2	0	
	<b>Bulk deli meat (Costco)</b>	5	213.89	0	0	1	3	1	5	0	
	<b>TOTALS</b>	25	\$1,327.94	0	4.5	3.5	11	6	25	0	
	<b>RECAP OF ABOVE DELI TRAYS</b>										
	<b>Meat platters (Serves 55-55)</b>	19	\$1,057.04	0	3.5	2.5	9	4	19	0	0.02
	<b>Cubed cheese platters (Serves 55-55)</b>	6	270.90	0	1	1	2	2	6	0	0.01
	<b>TOTALS</b>	25	\$1,327.94	0	4.5	3.5	11	6	25	0	0.03
	<b>OTHER ITEMS</b>										
	<b>Large bags of popcorn</b>	35	\$37.62	5	9	10	8	3	35	0	0.05
	<b>Large bags of pretzels (15 oz)</b>	40	\$63.20	6	7	8	9	6	35	5	0.05
	<b>Ruffles Potato Chips (20 oz)</b>	40	\$114.20	4	8	9	11	7	37	3	0.05
	<b>Mini Kaiser rolls</b>	900	\$188.74	0	175	175	300	170	820	80	1.06
	<b>Deli crackers for cheese (boxes)</b>	5	\$10.80	0	0	0	0	5	5	0	0.01
1	<b>Deluxe mixed nuts (24 oz)</b>	10	\$43.40	10	0	0	0	0	10	0	0.01
	<b>Blanched peanuts (24 oz)</b>	45	\$67.95	10	10	10	15	0	45	0	0.01
	<b>Mayonnaise (48 oz jar)</b>	5	\$19.96	0	0.5	0.5	1	1	3	2	0.06
											nil

**SPM FORM 4.13-1**  
**KWVA Complaint Log - Judge Advocate**

(Reference Bylaws Article X, and SPM Procedure 3.8)

Date	Returned to Sender	Case Number*	To E&G	From E&G	To President

**NOTE: At no time should any names be entered in the Complaint Log.**

(Example - Complaint Log Number: "5-17-10/1" would be "Complaint #1 on 5/17/2010)

**SPM FORM 4.13-2**  
**KWVA Quarterly Report - Judge Advocate**

(Reference Bylaws Article X, and SPM Procedure 3.8)

	DATE:	#
1. Complaints received:		
2. Complaints dismissed by Judge Advocate initially:		
3. Letters sent to Originator:		
4. Complaints referred to Ethics and Grievance Committee:		
5. Investigations in progress:		
6. Investigations completed:		
7. Complaint referred to President for the Board of Directors:		
8. Complaint dismissed by the investigation:		
9. Letter(s) sent to the Originator(s):		

**NOTE AT NO TIME SHALL ANY NAME(S) BE ENTERED INTO THIS REPORT.**

**SPM FORM 4.14-1**  
**Board Of Directors Rules Of Decorum and Debate**

**(KWVA SPM Procedure 3.9, Meetings)**  
**KWVA BOARD OF DIRECTORS**

**RULE**

- 1.** A Board member must obtain the floor and be recognized by the presiding officer, using his position and name before addressing the Board.
- 2.** The Board member, unless physically unable to do so, is to stand when addressing the Board, and if the Board member makes a motion, that Board member has the first right to speak to the motion.
- 3.** Board must be courteous, and never attack or question the motives of other Board members.
- 4.** Discussion shall be focused on the matter or idea in question, and not on personalities.
- 5.** Board members are limited to ten (10) minutes on each subject under discussion, and may speak a second time only if all other Board members who wish to speak have spoken on the pending motion.
- 6.** A Board member may speak more than twice if the Board grants additional time by a majority vote of the members present.
- 7.** The presiding officer may recognize members attending the meeting only after Board members have completed their discussion on the pending motion.
- 8.** The presiding officer may call for voting by a show of hands, or a voice vote yea or nay. A secret ballot or roll call vote may be called for a request of one-fifth (1/5) of the voting Board members present.
- 9.** The above rules may be amended, suspended, or rescinded by a two-thirds (2/3) vote of the voting Board members present.

**PLEASE NOTE:** These rules and procedures are based on Robert's Rules of Order, Newly Revised, 10<sup>th</sup> Edition.

**END OF KWVA SPM FORMS**

**SECTION 5.0 INDEX**

**(TO BE ADDED AT A FUTURE DATE)**

**END OF KWVA STANDARD PROCEDURE MANUAL**