

***Neighbor to Neighbor***  
***Bylaws, Policies & Procedures***

# Table Of Contents

<b>1. EXECUTIVE FUNCTIONS, BOARD OF DIRECTORS</b>	<b>4</b>
<b>1.1 501c3 DETERMINATION</b>	<b>4</b>
<b>1.2 ARTICLES OF INCORPORATION</b>	<b>4</b>
<b>1.3 BYLAWS</b>	<b>4</b>
<b>1.4 MISSION, VALUE STATEMENT &amp; SERVICE AREA</b>	<b>12</b>
<b>1.5 BOARD MEMBERS &amp; TERMS</b>	<b>12</b>
1.5.1 BOARD CONFLICT OF INTEREST POLICY	13
<b>1.6 BOARD MINUTES</b>	<b>14</b>
<b>2. OPERATIONS</b>	<b>14</b>
<b>2.1 OPERATIONS POLICY</b>	<b>14</b>
<b>2.2 ETHICS/GUIDANCE</b>	<b>15</b>
<b>2.3 COMPLAINT PROCEDURE</b>	<b>16</b>
<b>2.4 VOLUNTEER POSITIONS &amp; PROCEDURES</b>	<b>16</b>
2.4.1 CHAIR	16
2.4.2 SECRETARY	16
2.4.3 TREASURER	17
2.4.4 DRIVER COORDINATOR	17
2.4.5 BACK-UP DISPATCHER	17
2.4.6 GENERAL INFORMATION FOR DRIVERS	17
2.4.7 DRIVER PROCEDURES	19
2.4.8 DRIVER EMERGENCY PROCEDURE	19
2.4.9 INTERNAL DRIVER APPLICATION PROCEDURE	20
<b>2.5 EMPLOYEE POSITIONS</b>	<b>22</b>
2.5.1 DISPATCHER	22
2.5.1.1 Dispatcher Job Description	22
2.5.1.2 Dispatcher Procedures	22
2.5.2 ADMINISTRATIVE COORDINATOR	23
<b>2.6 CONTRACTED POSITIONS</b>	<b>24</b>
2.6.1 BOOKKEEPER	24
2.6.2 WEBSITE ADMINISTRATOR	24
<b>3. ADMINISTRATION</b>	<b>24</b>
<b>3.1 CLIENT &amp; VOLUNTEER RECORD MANAGEMENT</b>	<b>24</b>
<b>3.2 DOCUMENT RETENTION POLICY</b>	<b>25</b>
<b>3.3 FISCAL POLICY</b>	<b>26</b>

<b>3.4</b>	<b>PUBLIC RELATIONS &amp; MEDIA POLICY</b>	<b>28</b>
<b>3.5</b>	<b>NON-DISCRIMINATION POLICY</b>	<b>28</b>
<b>3.6</b>	<b>WHISTLEBLOWER POLICY</b>	<b>29</b>
<b>3.7</b>	<b>ANTI-HARASSMENT POLICY</b>	<b>30</b>
<b>4.</b>	<b><u>APPENDIX A: FORMS</u></b>	<b><u>31</u></b>
<b>4.1</b>	<b>DRIVER ENVELOPE CONTENTS</b>	<b>31</b>
<b>4.2</b>	<b>DRIVER REGISTRATION</b>	<b>31</b>
<b>4.3</b>	<b>DRIVER WELCOME PACKET</b>	<b>32</b>
<b>4.4</b>	<b>RIDER REGISTRATION</b>	<b>32</b>

# **1. Executive Functions, Board of Directors**

## **1.1 501c3 Determination**

[https://drive.google.com/file/d/1TC7bjo4uH8cbPcAvynEO-Mp7S1pEcjID/view?usp=drive\\_link](https://drive.google.com/file/d/1TC7bjo4uH8cbPcAvynEO-Mp7S1pEcjID/view?usp=drive_link)

## **1.2 Articles of Incorporation**

[https://drive.google.com/file/d/1aWcEG3eFuS2IOcsH737pRY7jtIuxN838/view?usp=drive\\_link](https://drive.google.com/file/d/1aWcEG3eFuS2IOcsH737pRY7jtIuxN838/view?usp=drive_link)

## **1.3 Bylaws**

### **NEIGHBOR TO NEIGHBOR (a Maine nonprofit corporation)**

#### **ARTICLE I. NAME AND PURPOSE**

**SECTION 101. NAME.** The name of the corporation is Neighbor to Neighbor.

**SECTION 102. PURPOSE.** The organization is organized exclusively for charitable purposes.

#### **ARTICLE II. MEETINGS**

**SECTION 201. MEETINGS.** The Chair or any Co-Chair, in consultation with the board of directors, will set the date, time and place of meetings of the board of directors. If the Chair or any Co-chair fails to do so, any three directors may do so. Meetings may be held electronically in lieu of an in-person meeting.

**SECTION 202. NUMBER OF MEETINGS.** A minimum of two meetings of the board of directors will be held each year.

**SECTION 203. NOTICE OF MEETINGS.** Notice of each meeting of the board of directors shall be given at least ten days in advance of the meeting date to every director by e-mail, telephone or regular mail, or in person. Notice may also be given to honorary board members, volunteers and other participants in the corporation.

**SECTION 204. ANNUAL MEETING.** One of the two required meetings shall be an annual meeting. The agenda for the annual meeting shall include, but need not be limited to, the election of officers and directors, a report of the corporation's activities, a financial report and approval of the corporation's budget for the following fiscal year.

**SECTION 205. QUORUM AND ACTION.** A quorum for the transaction of business will consist of 30 percent of the directors. The act of the majority of the directors present at a meeting at which a quorum is present shall be the act of the board of directors, unless the act of a greater number of directors is required by the Maine Nonprofit Corporation Act (title 13-B, Maine Revised Statutes), the articles of incorporation or these bylaws, including sections 205, 501, 603 and 604, or unless a greater or lesser number of directors is authorized to act pursuant to section 701 or 801(c).

**SECTION 206. PROCEDURE.** Except as provided in section 207, all business of the board of directors will be transacted by motion at a duly called meeting. The officer or director who presides at a meeting will be responsible for maintaining order and moving the agenda. The Chair or a Co-Chair shall preside if present. In the absence of all Co-Chairs, the Secretary will preside. If the Secretary is also unavailable, the Treasurer will preside. If no officers are present, a director will be selected by a vote of the board of directors to preside at the meeting.

**SECTION 207. UNANIMOUS ACTION WITHOUT A MEETING.** Any action by the board of directors or a committee may be taken without a meeting if all of the directors, or all of the members of a committee, as the case may be, sign written consents setting forth the action taken or to be taken, at any time before or after the intended effective date of such action. Such consents shall be filed with the minutes of meetings of the board of directors or committee meetings, as the case may be, and shall have the same effect as a unanimous vote. "Written" includes the use of e-mail or any other process of communication that does not directly involve the physical transfer of paper and that is suitable for the retention, retrieval and reproduction of information by the recipient. "Sign," with respect to such a consent, means, with present intent to authenticate the consent: (a) to execute or adopt a tangible symbol to the consent, and includes any manual, facsimile or conformed signature; or (b) to attach or logically associate with an electronic transmission an electronic sound, symbol or process, and includes an electronic signature in an electronic transmission.

### **ARTICLE III. BOARD OF DIRECTORS**

**SECTION 301. POWERS OF THE BOARD OF DIRECTORS.** The activities of the corporation will be managed by its board of directors, which may exercise all of the powers of the corporation. Except as otherwise required by law, the articles of incorporation or these bylaws, the board of directors may delegate corporate powers to the committees and officers of the corporation as it sees fit.

**SECTION 302. BOARD OF DIRECTORS: SIZE AND COMPENSATION.** The board of directors shall consist of such number of directors as shall determined by the board of directors from time to time, but not fewer than three directors. Directors shall serve without compensation, but a director shall be reimbursed for reasonable expenses incurred on behalf of the corporation and may be compensated for services performed for the corporation in a capacity other than as a director, subject to the approval by the board of directors, in accordance with section 603, of the terms on which the services are to be performed, including the amount of compensation.

**SECTION 303. BOARD OF DIRECTORS: ELECTIONS AND TERMS.** Directors shall be elected by the board of directors at an annual meeting from among persons nominated

by the Nominating Committee. The board of directors has previously been divided into three classes approximately equal in size. The directors in office on the effective date of these bylaws shall continue to serve out the terms for which they were elected, subject to earlier resignation or removal. From and after the effective date of these bylaws, each director shall be elected for a term of three years, and directors in one class shall be elected at each annual meeting, with the following exceptions:

- (a) A director elected to fill a vacancy caused by the death, resignation or removal of a director shall be elected to serve for the remainder of that director's unexpired term.
- (b) A director elected, other than at an annual meeting, to fill a vacancy caused by an increase in the number of directors shall be elected to a term expiring at the next annual meeting. If that director is nominated for re-election at the next annual meeting, the board of directors shall assign the director to one of the three classes in such a way that the three classes shall continue to be as nearly equal in size as practicable, and the term of the director will expire at the same time as the terms of the other directors in that class.
- (c) If a director is elected, at an annual meeting, to fill a vacancy caused by an increase in the number of directors, the board of directors shall assign the director to one of the three classes in such a way that the three classes shall continue to be as nearly equal in size as practicable, and the term of the director will expire at the same time as the terms of the other directors in that class. In any other election conducted at an annual meeting, any director whose term will then expire shall be eligible to be re-elected to a new three-year term.

**SECTION 304. HONORARY MEMBERS.** The board of directors may nominate and elect at any meeting any number of honorary members of the board of directors. Honorary members may participate fully in the discussion, but they may not vote and shall not be deemed to be, or to have any of the responsibilities of, directors. The term of each honorary member shall expire at the next annual meeting, and honorary members are eligible for re-election to successive one-year terms.

**SECTION 305. REMOVAL OF A DIRECTOR OR EXPULSION OF A VISITOR.** A director or honorary board member may be removed with or without cause by the affirmative vote of three-fourths of the directors present at a meeting at which a quorum is present. A visitor attending a meeting of the board of directors may be required, with or without cause, to leave the meeting by the presiding official with the consent of a majority of the directors present. Only directors need be present for the discussion and vote on the removal of a director; the presiding official may, and, at the request of the person sought to be removed, shall, require all others to leave the meeting.

**SECTION 306. RESIGNATION OF DIRECTORS.** A director may resign by written notice to the Secretary.

## **ARTICLE IV: OFFICERS**

**SECTION 401. OFFICERS AND THEIR TERMS.** At each annual meeting, the board of directors shall elect from among the directors a Chair (or two or more Co-Chairs), a

Treasurer and a Secretary to serve until the next annual meeting. If an officer is removed from office (in the same manner as for removal of a director under section 305), or if an officer resigns, the board of directors shall replace the officer as soon as practicable. The replacement officer will serve out the unexpired term of his or her predecessor and shall be eligible to be re-elected at the next annual meeting. The resignation or removal of an officer will not of itself shorten the officer's term as a director. Officers shall be residents of St. George.

**SECTION 402. DUTIES OF THE CHAIR AND CO-CHAIRS.** The Chair will call and preside at the meetings of the board of directors and will write the agenda, which must include any issue for discussion proposed by any voting member. The Chair may act in the Treasurer's place, reporting her or his action to the Treasurer for record-keeping purposes, and will participate in the administration of fundraising projects. The Chair will attend to his or her share of the duties delegated to the officers and committees pursuant to section 301 and will carry out the will of the board of directors, and will act as a liaison between the corporation and the public. If there are two or more Co-Chairs, they shall apportion the duties of the Chair as they think best, and if there is a disagreement between or among them it shall be resolved by the board of directors.

**SECTION 403. DUTIES OF SECRETARY.** The Secretary will record the minutes of each meeting and will forward them to the Chair who will review and distribute them to be approved at the next meeting. The Secretary will carry out the will of the board of directors and will attend to his or her share of the day-to-day functioning of the corporation. In the absence of the Chair (or of all Co-Chairs), the Secretary will write or adopt the agenda and preside at the meeting.

**SECTION 404. DUTIES OF TREASURER.** The Treasurer will report on the state of the corporation's finances at each meeting of the board of directors, and the board of directors will approve or disapprove these reports. The Treasurer will prepare a budget for approval by the board of directors at the annual meeting. The Treasurer will assure that all federal, state and local tax filings are submitted in a timely manner. The Treasurer will maintain financial records and make financial information available to the directors and the public. The Treasurer will carry out the will of the board of directors in financial and other matters and will attend to his or her share of the day-to-day functioning of the corporation. In the absence of the Chair (or of all Co-Chairs) and the Secretary, the Treasurer will write or adopt the agenda and preside at the meeting.

**SECTION 405. COMPENSATION OF OFFICERS.** Officers shall serve without compensation, but an officer shall be reimbursed for reasonable expenses incurred on behalf of the corporation and may be compensated for services performed for the corporation in a capacity other than as an officer, subject to the approval by the board of directors, in accordance with section 603, of the terms on which the services are to be performed, including the amount of compensation.

**SECTION 406. RESIGNATION OF OFFICERS.** An officer may resign by written notice to the Secretary, except that the Secretary may resign by written notice to the Chair or a Co-Chair.

## **ARTICLE V. COMMITTEES**

**SECTION 501. EXECUTIVE COMMITTEE.** By resolution adopted by the affirmative vote of a majority of the directors in office, the board of directors may create an Executive Committee consisting of two or more members and determine its membership, except that the Chair or all Co-Chairs shall be members and shall be the chair or co-chairs of the Executive Committee. Each member of the Executive Committee shall be a director of the corporation. The Executive Committee shall have all the authority of the board of directors, except that the Executive Committee shall not have or exercise the authority of the board of directors to—

- (1) amend the articles of incorporation;
- (2) adopt a plan of merger or consolidation;
- (3) authorize the sale or other disposition of all or substantially all of the property and assets of the corporation other than in the usual course of its business;
- (4) voluntarily dissolve the corporation or revoke a voluntary dissolution of the corporation approved by the board of directors; or
- (5) amend these bylaws.

Meetings of the Executive Committee shall be conducted in accordance with the requirements of these bylaws relating to meetings of the board of directors and otherwise in accordance with applicable law.

**SECTION 502. OTHER COMMITTEES.** By resolution adopted by a majority of votes cast at a meeting at which a quorum is present, the board of directors may create committees other than the Executive Committee and determine the membership of each committee. Each such committee will choose its own chair and may follow informal rules of procedure. However, all committee members must be given reasonable personal notice of meetings, and all decisions of the committee must be reached at its meetings or by unanimous written consent as provided in section 207. Minutes of committee transactions may be filed with the Secretary, and each committee will deliver an oral or written report at each meeting as appropriate. Members of committees other than the Executive Committee need not be directors or honorary board members. Committees other than the Executive Committee shall have only those powers delegated to them by the board of directors. The board of directors may not delegate to any committee any power specified in section 501.

## **ARTICLE VI: CORPORATE ASSETS; CONFLICTS OF INTEREST; DISSOLUTION**

**SECTION 601. INVESTMENTS.** The corporation may acquire and hold money, securities and property and may engage in the management, investment and reinvestment thereof as the board of directors decides; but no action shall be taken that would result in the denial or loss of tax-exempt status under section 501(c)(3) or any other section of the Internal Revenue Code and applicable regulations.

**SECTION 602. PRIVATE INUREMENT OF PROFIT PROHIBITED.** No person may share in the net earnings or profits of the corporation or in a distribution of assets upon

dissolution of the corporation. However, this section does not impair the authority of the board of directors to determine reimbursement of reasonable expenses and, subject to section 603, reasonable compensation for services rendered.

### **SECTION 603. DIRECTOR OR OFFICER CONFLICT OF INTEREST.**

(a) A conflict-of-interest transaction is a transaction in which a director or officer of the corporation has a direct or indirect financial interest. For the purposes of this section, a director or officer has an indirect interest in a transaction if—

(1) another entity in which the director or officer has a material interest or in which the director or officer is a general partner is a party to the transaction; or

(2) another entity of which the director or officer is a director, officer or trustee is a party to the transaction.

(b) A conflict-of-interest transaction is not voidable or grounds for imposing liability on a director or officer if the transaction was fair at the time it was entered into or is approved as provided in subsection (c).

(c) A transaction in which a director or officer has a conflict of interest may be approved before or after consummation of the transaction as follows.

(1) The board of directors or a committee of the board may authorize, approve, or ratify a transaction under this section if the material facts of the transaction and the director's or officer's interest are disclosed or known to the board of directors or committee. The transaction may be approved only if it is fair and equitable to the corporation as of the date the transaction is authorized, approved or ratified. The party asserting fairness of any such transaction has the burden of establishing fairness.

(2) If the board of directors so requests, a transaction under this section may be approved by the Attorney General of Maine or by the Superior Court of Knox County in an action in which the Attorney General is joined as a party. If the board is unable to make a decision regarding a transaction, one or more directors or officers may request approval of the Attorney General or the court in accordance with this subsection. The transaction may be approved only if it is fair and equitable to the corporation as of the date the transaction is authorized, approved or ratified. The party asserting fairness of any such transaction has the burden of establishing fairness.

(d) For purposes of subsection (c), a conflict-of-interest transaction is approved if it receives the affirmative vote of a majority of the directors on the board of directors or on a committee of the board who have no direct or indirect interest in the transaction, but a transaction may not be approved under this subsection by a single director. If a majority of the directors on the board who have no direct or indirect interest in the transaction vote to approve the transaction, a quorum is present for the purpose of taking action under this section.

**SECTION 604. DISSOLUTION.** In the event of dissolution of the corporation, all assets remaining after the payment of just debts will be distributed exclusively to charitable, scientific, or educational organizations within the meaning of 501(c)(3) of the Internal Revenue Code. Dissolution of the corporation may be authorized at an annual meeting or at a special meeting. Written notice of both the meeting and the intention to dissolve the Corporation must be sent to all directors, in a manner provided in section 203, at least 30 days in advance of the

meeting date. Dissolution of the corporation will - 7 - require the affirmative vote of three-fourths of the directors present at a meeting at which a quorum is present. Distribution of assets will proceed in accordance with this section and with chapter 11 of the Maine Nonprofit Corporation Act (title 13-B, Maine Revised Statutes).

**SECTION 605. EXEMPT ACTIVITIES.** No director, honorary board member, officer, committee member, employee or agent of the corporation shall act on behalf of the corporation in a manner contrary to the provisions of section 501(c)(3) of the Internal Revenue Code and applicable regulations.

## **ARTICLE VII. AMENDMENT OF ARTICLES OF INCORPORATION OR BYLAWS**

**SECTION 701. PROCEDURE.** Amendment of the articles of incorporation or these bylaws will require the affirmative vote of three-fourths of the directors present at a meeting at which a quorum is present. The wording of proposed amendments must be sent to every director, in a manner provided in section 203, at least ten days prior to the meeting at which the matter will be presented.

## **ARTICLE VIII. INDEMNIFICATION**

### **SECTION 801. INDEMNIFICATION.**

(a) **REQUIREMENT TO INDEMNIFY.** The corporation shall in all cases indemnify any person who was or is a party or is threatened to be made a party to any threatened, pending or completed action, suit or proceeding, whether civil, criminal, administrative or investigative, by reason of the fact that the person is or was a director, officer, honorary board member, committee member, employee or agent of the corporation, or is or was serving at the request of the corporation as a director, officer, employee or agent of another corporation, partnership, joint venture, trust or other enterprise, against expenses, including attorneys' fees, judgments, fines and amounts paid in settlement actually and reasonably incurred by the person in connection with such action, suit or proceeding; but no indemnification shall be provided for any person with respect to any matter as to which the person shall have been finally adjudicated in any action, suit or proceeding not to have acted in good faith in the reasonable belief that the person's action was in the best interests of the corporation or, with respect to any criminal action or proceeding, had reasonable cause to believe that the person's conduct was unlawful. The termination of any action, suit or proceeding by judgment, order or conviction adverse to such person, or by settlement or plea of nolo contendere or its equivalent, shall not of itself create a presumption that such person did not act in good faith in the reasonable belief that the person's action was in the best interests of the corporation, and, with respect to any criminal action or proceeding, had reasonable cause to believe that the person's conduct was unlawful.

(b) **INDEMNIFICATION AGAINST EXPENSES.** Any provision of subsection (a) or (c) to the contrary notwithstanding, to the extent that a director, officer, honorary board member, committee member, employee or agent of the corporation has been successful on the merits or otherwise in defense of any action, suit or proceeding referred to in subsection (a), or in defense of any claim, issue or matter therein, the person shall be indemnified against expenses, including attorneys' fees, actually and reasonably incurred by the person in

connection therewith. The right to indemnification granted by this subsection may be enforced by a separate action against the corporation if an order for indemnification is not entered by a court in the action, suit or proceeding wherein the person was successful on the merits or otherwise.

(c) **INDEMNIFICATION PROCEDURE.** Any indemnification under subsection (a), unless ordered by a court, shall be made by the corporation only as authorized in the specific case upon a determination that indemnification of the director, officer, honorary board member, committee member, employee or agent is proper in the circumstances because the person has met the applicable standard of conduct set forth in subsection (a). Such determination shall be made (1) by the board of directors by a majority vote of a quorum consisting of directors who were not parties to such action, suit or proceeding, or (2) if such a quorum is not obtainable, or even if obtainable, if a quorum of disinterested directors so directs, by independent legal counsel in a written opinion. Such a determination, once made by the board of directors, may not be revoked by the board of directors, and upon the making of such determination by the board of directors, the director, officer, honorary board member, committee member, employee or agent may enforce the indemnification against the corporation by a separate action notwithstanding any attempted or actual subsequent action by the board of directors.

(d) **ADVANCEMENT OF EXPENSES.** Expenses incurred in defending a civil or criminal action, suit or proceeding may be paid by the corporation in advance of the final disposition of such action, suit or proceeding as authorized by the board of directors in the manner provided in subsection (c) upon receipt of an undertaking by or on behalf of the director, officer, honorary board member, committee member, employee or agent to repay such amount, unless it shall ultimately be determined that the person is entitled to be indemnified by the corporation as authorized in this section.

(e) **RIGHTS NOT EXCLUSIVE.** The indemnification provided by this section shall not be deemed exclusive of any other rights to which those indemnified may be entitled under any bylaw, agreement, vote of disinterested directors or otherwise, both as to action in a person's official capacity and as to action in another capacity while holding such office, and shall continue as to a person who has ceased to be a director, officer, honorary board member, committee member, employee or agent and shall inure to the benefit of the heirs, executors and administrators of such a person. A right to indemnification required by these bylaws may be enforced by a separate action against the corporation if an order for indemnification has not been entered by a court in any action, suit or proceeding in respect to which indemnification is sought.

(f) **POWER TO PURCHASE AND MAINTAIN INSURANCE.** The corporation shall have power to purchase and maintain insurance on behalf of any person who is or was a director, officer, honorary board member, committee member, employee or agent of the corporation, or is or was serving at the request of the corporation as a director, officer, employee or agent of another corporation, partnership, joint venture, trust or other enterprise, against any liability asserted against the person and incurred by the person in any such capacity, or arising out of the person's status as such, whether or not the corporation would have the power or obligation to indemnify the person against such liability under this section.

Effective date: April 8, 2024

## 1.4 Mission, Vision and Value Statement & Service Area

### MISSION STATEMENT

Neighbor to Neighbor, a free volunteer transportation program, offers rides to St. George residents, provided at no cost by volunteer St. George residents. Rides can be for any purpose including medical appointments, social gatherings, or shopping. Pickup and delivery of needed items is also available.

[Amended April 20, 2026, Board Meeting](#)

### OUR VISION

Every resident should be able to enjoy the full benefits of being connected to people, services, and activities that add meaning and value to their lives.

OUR VALUES: Respect, Confidentiality, Safety, Service

[Amended Jan. 8, 2024, Board Meeting](#)

### DESCRIPTION OF SERVICE AND AREA COVERED

Neighbor to Neighbor provides door-to-door rides for passengers who are residents in the town of St. George (Port Clyde, Tenants Harbor, Wylie's Corner, Martinsville and Spruce Head). For reasons of liability, Neighbor to Neighbor does not provide rides to residents under the age of 18 unless accompanied by an adult. Car seats as required will be provided and installed by the adult rider. Volunteer drivers provide rides. Drivers can assist passengers to and from their home and destination if needed. They will also assist passengers with packages. Their destinations may include but are not limited to: doctors, hospitals, groceries, appointments with friends, and shopping.

[Amended 2/12/20 Operations Committee](#)

## 1.5 Board Members & Terms

**Chair** – Peggy Williamson

**Secretary** – Jenny Maltais

**Treasurer** – Van Laliberte

Elizabeth Billik - 2026

Michael Jordan - 2026

Peggy Williamson – 2028

Jenny Maltais - 2028

Sharon Moskowitz -2028

Anne Rogers- 2027

Judy Smith – 2028

Adele Welch – 2027

Van Laliberte – 2027

Updated April 20, 2026

## 1.5.1 Board Conflict of Interest Policy

### **Purpose**

The purpose of the conflict-of-interest policy is to protect an organization's interest when it is contemplating entering into a transaction or arrangement that might benefit the private interest of one of its officers or directors or might result in a possible excess benefit transaction. This policy is intended to supplement, but not replace, any applicable state and federal laws governing conflicts of interest.

### **Definitions**

Interested Person: An Interested Person is any director, principal officer, or member of a committee with governing board-delegated powers who has a direct or indirect Financial Interest, as defined below.

Financial Interest: A person has a Financial Interest if the individual has, directly or indirectly, any actual or potential ownership, investment or compensation arrangement with Neighbor to Neighbor or with any entity that conducts transactions with Neighbor to Neighbor. A financial interest is not necessarily a conflict of interest in all cases. Under Article III, Section 2 of IRS Form 1023, a person with a financial interest may have a conflict of interest only if the appropriate governing board or committee decides that a conflict of interest exists.

### **Procedures**

Duty to disclose: In connection with any actual or possible conflict of interest, an Interested Person must disclose the existence of the Financial Interest and be given the opportunity to disclose all material facts to the directors and members of the committees with governing board-delegated powers considering the proposed transaction or arrangement. In an effort to aid such disclosure, each member (board, committee, or staff) shall complete a conflict-of-interest questionnaire as circumstances warrant, but no less frequently than annually.

Determining whether a conflict of interest exists: The board shall review each member questionnaire and any other disclosures regarding the Financial Interests of its member. After disclosure of the Financial Interest, the Interested Person shall leave the board meeting while the remaining board members discuss and vote on whether a conflict of interest exists.

Procedures for addressing the conflict of interest: After exercising due diligence, the governing board or committee shall determine whether the organization can obtain with reasonable effort a more advantageous transaction or arrangement from a person or entity that would not

produce a conflict of interest. The Interested Person shall not be present in the room during the determination. If an alternative transaction or arrangement is not possible, the governing board or committee shall determine by a majority vote of the disinterested directors whether the transaction or arrangement is in the best interests of the organization, for its own benefit, and fair and reasonable. Based on these determinations, the board or committee shall make its decision on whether to enter into the transaction or arrangement.

Disciplinary action: If the committee has reason to believe an individual has failed to disclose actual or potential conflicts of interest, it will inform the member and allow him/her to explain the alleged failure to disclose. If the committee still has reason to believe a conflict of interest exists after the alleged conflict is explained, it will take corrective action.

Final 09/11/2018

## **1.6 Board Minutes**

Please follow the link below for board minutes.

<https://drive.google.com/drive/folders/1DQzCsGB46G4lqIr2f2SQNQqGFxWdghtk?usp=sharing>

## **2. Operations**

### **2.1 Operations Policy**

#### **Operations**

The Neighbor to Neighbor operations committee shall consist of a minimum of three (3) directors or honorary board members, one of whom shall be chosen by the committee to be its chair. The committee provides review, guidance, and oversight for the overall operations of the organization. Committee members develop insight into the operations of the organization in order to suggest strategic plans and policy/procedural implementation. The committee will meet quarterly or as needed. Sub-committees of the operations committee will meet as needed. The operations committee discusses issues at hand and provides proper feedback or suggestions to the board of directors.

The operations committee reviews organizational policies and procedures to assess for current relevance. The committee evaluates performance problems and provides recommendations as needed. Other topics for review include safety procedures related to operations. Over the course of a two-year period, committee members examine proposed and existing policies and procedures and make suggestions for changes to the Board of Directors.

Each new director shall be strongly encouraged to serve on the operations committee for at least one year after joining the Board of Directors.

Amended 4-20-2026 Operations Committee

## **2.2 Ethics/Guidance**

### **Guidance/Ethics**

The Guidance/Ethics Committee, a voluntary committee created by the board of directors consisting of a minimum of two (2) board or honorary board members of Neighbor to Neighbor. The committee is assembled to respond to requests for help to resolve ethical conflicts, issues, or questions involving volunteers and riders. The Guidance/Ethics Committee is advisory to the board, dispatcher, and driver coordinator.

### **Grievances:**

Neighbor to Neighbor volunteers, riders and dispatchers may file grievances. Filing a grievance must be done in adherence with the following guidelines:

1. The committee will only review grievances in writing from the actual party claiming to have been wronged. The committee will not accept grievances from a second party.
2. The Guidance/Ethics Committee is not responsible to research or build a case for either the complainant or to defend the accused.
3. If the Guidance/Ethics Committee finds just cause to accept a grievance it is the committee's responsibility to provide notification to the accused within 14 days of receiving notice of the grievance.
4. Grievances must be supported by facts, or they will not be considered. A grievance will not be reviewed on the basis of hearsay.
5. Anonymous grievances will not be considered.
6. Grievances must be of an ethical nature. The Guidance/Ethics Committee is not mandated to resolve business, legal or personal disputes that fall outside of specific ethics violations.
7. Grievances must be filed within 1 year of the alleged violation. Action will not be considered after that time.

The Guidance/Ethics Committee may elect from the following options where a case is investigated.

They may:

1. Dismiss a grievance
2. Make a recommendation for resolution of a problem
3. Suspension from driving or receiving rides depending on the nature of the grievance

The Guidance/Ethics Committee may also dismiss or expel as a volunteer or client any person convicted of a serious crime such as but not limited to: rape, murder, terrorism, robbery, extortion, blackmail, embezzlement, etc.

The Guidance/Ethics Committee will be available to the Board of Directors, the Dispatcher and the Driver Coordinator for consultation when unusual situations arise.

Final 09/11/2018

## **2.3 Complaint Procedure**

### **Complaints**

Complaints must be accompanied by the complainant's name and contact details. Anonymous complaints will not be reviewed.

Complaints may come into the organization through a variety of channels, phone call to dispatcher, mail, or direct contact with any member of the N2N organization. Any complaints received will be forwarded to the N2N Board Chair and N2N Ops Chair.

### **Complaint Review**

The Board Chair and Ops Chair will review the complaint and then seek 3 volunteers, including 1 driver coordinator, for a complaint review board. The volunteers may be from the N2N Board or N2N Driver community.

The Complaint Board will review the complaint by speaking directly with the complainant as well as any other party involved in the complaint and make sure that all details of the complaint are understood.

After a thorough review the Complaint Board will draft recommendations for actions and submit those to the Board Chair and Ops Chair. The Board Chair will inform the full board of the recommendations prior to taking final action.

[Added 1-11-22 Operations Committee](#)

## **2.4 Volunteer Positions & Procedures**

### **2.4.1 Chair**

Chair duties are described in the by-laws: Article IV: OFFICERS.

### **2.4.2 Secretary**

Secretary duties are described in the by-laws: Article IV: OFFICERS.

### **2.4.3 Treasurer**

Treasurer duties are described in the by-laws in Article IV: OFFICERS.

Amended 2/28/20 Operations Committee

### **2.4.4 Driver Coordinator**

The Driver Coordinator(s) is the individual responsible for driver training and new driver orientations. The Driver Coordinator's responsibilities are:

To make initial contact with new drivers after a driver application has been submitted and background check has been completed by the File Administrator.

To meet new drivers and review the driver packet. The driver packet consists of a driver information envelope for the glove box and orientation folder, including checklist.

To communicate new information to drivers or to review procedures as needed.

To review and maintain copies of the driver packets.

To check in with drivers at least twice a year.

Amended 5/1/25 Operations Committee

## **2.4.5 Back-Up Dispatcher**

The back-up dispatcher is trained by the dispatcher to carry on the duties of the dispatcher in the event of need. The back-up dispatcher performs all duties outlined in 2.5.1 Dispatcher.

2/12/20 Ops Committee

## **2.4.6 General Information for Drivers**

### **1. Contact Information For: Neighbor To Neighbor**

Dispatcher Direct Phone Line: (207) 691-7069

Address: PO Box 172, St. George, ME 04860

Email: [ridesinstgeorge@gmail.com](mailto:ridesinstgeorge@gmail.com)

Website: <https://ridesinstgeorge.org>

### **2. WHO IS NEIGHBOR TO NEIGHBOR AND WHAT DO WE DO?**

We are volunteers who provide transportation for our neighbors at our own expense and according to our own schedules. We are not a medical transportation service. We work from home, and all reside in St. George.

### **3. WHO MAY RIDE?**

Neighbor to Neighbor provides rides to residents of St. George who enroll as a rider with us and who can be reached by telephone. The following restrictions apply:

1. Riders under the age of 18 must be accompanied by a parent or guardian. Infants and children must ride in a car seat that is provided by and installed by the parent.
2. Rides to and from rider's place of employment may be provided on an emergency basis for up to 1 week at the discretion of the dispatcher.
3. Multiple adult riders from a single household must be registered with the dispatcher before rides can be provided.

### **4. COST OF RIDES:**

There is no charge for rides.

### **5. HOURS OF SERVICE:**

Most rides occur Monday thru Friday from 8:00 AM until early evening. Occasionally drivers are available on the weekend.

## **6. RIDE DESTINATIONS:**

There is no stated limit on the distance to be traveled or time needed. In general, rides are local, within 50 miles and they average 2-3 hours from pickup to return home.

## **7. DRIVERS:**

Drivers introduce themselves by telephone within 24 hours of being assigned the ride to confirm the time and itinerary of the trip. The decision to drive is at the discretion of the driver[s].

Drivers opt to drive when the destination or time frame fits their schedule. Often drivers elect to drive when they can accomplish errands of their own at the same time.

## **8. RIDERS REQUIRING PHYSICAL ASSISTANCE:**

In an effort to ensure the safety of the rider and driver, the dispatcher and the driver will clarify a rider's needs for physical assistance prior to scheduling a ride.

## **9. ABOUT OUR DRIVERS:**

### DRIVER APPLICANTS

1. Applicants are at least 18 years of age.
2. Applicants complete a Driver Registration Form.
3. Online driver registration form click here:  
<https://ridesinstgeorge.org/driver-registration/>
4. Applicants will provide proof of current driver's license and auto insurance coverage at the time of registering with N2N and annually thereafter.
5. Applicants will be screened through the DMV and Criminalwatchdog.com.
6. Applicants will have an in-person interview, an orientation, and will be required to sign an acknowledgment of receipt of materials and training.

### DRIVERS

1. Drivers are not required to have medical training of any kind.
2. Drivers must have a current driver's license and auto insurance. It is the driver's personal liability insurance that provides protection during the N2N drive. To further protect both the rider and the driver, N2N has an excess liability policy with coverage above and beyond that of the individual driver's liability policy.
3. Drivers agree to keep passenger information confidential.
4. Drivers pay for their own automobile upkeep and gas.
5. Drivers learn of opportunities to provide rides by way of email.
6. Drivers will not drive while taking medications that might impair driving.
7. Drivers do not accept gratuities.
8. Drivers taking riders should be under the age of 80.
9. Drivers doing deliveries, with no rider, have no maximum age.

Amended 5/1/25 Ops.

### **2.4.7 Driver Procedures**

1. To provide a ride for Neighbor to Neighbor, a driver must first 'reply all' to the ride request emailed by the dispatcher.
2. Once a driver has agreed to transport a rider by responding to the dispatcher, the driver is provided with the rider information form, which includes the rider's contact information. The rider's information form should be accessible to the driver throughout the drive.
3. Within 24 hours of receiving the rider information form, the driver should telephone the rider to introduce themselves and arrange the particulars of the trip.
4. Drivers should give the rider a telephone number in case there are any changes to the itinerary. If the passenger is not at the location or is in any way incapacitated, the driver should contact the dispatcher noted on the original ride request.
5. Drivers should be punctual, professional and courteous. A driver's vehicle should be clean and neat with the vehicle's interior comfortable for the rider.
6. Drivers' vehicles should be in good repair and properly maintained and fueled for the trip. Drivers' vehicles should meet all State of Maine DMV rules and regulations.
7. Drivers should not accept any gratuities. Drivers are provided with self-addressed N2N donation envelopes, which may be offered to the riders if they wish to make a donation. Checks should be made payable to Neighbor to Neighbor. A receipt will be mailed citing tax-deductible status.
8. Drivers will not make personal phone calls while driving for Neighbor to Neighbor.
9. The rider may ask for assistance, or the driver may observe that the rider could use some help. When offering help, it is appropriate to ask the person how they can be best assisted.
10. If anything, unusual, unsafe, or inappropriate should occur during a drive, the driver should contact the dispatcher to discuss it.
11. Drivers will refrain from driving while taking medications that might impair driving safety.

[Amended Ops Committee 2/20/25](#)

### **2.4.8 Driver Emergency Procedure**

In the case of an emergency all drivers should use common sense and good judgment to address the situation.

If the driver believes the emergency is best handled by dialing 911, do not hesitate to make the call. The health and safety of the riders and drivers are our main concerns. If emergency services are provided by 911, contact the emergency contact on the rider information form and the dispatcher with information regarding the event after both rider and driver are safe.

Whether or not an incident is an emergency, the driver will contact the dispatcher as soon as possible and after both rider and driver are safe. The dispatcher's contact information is part of the email the driver received when agreeing to provide the ride. If the driver is unable to reach the dispatcher, there are two emergency contact numbers listed on the email.

When contacting the dispatcher, provide as much detailed information as is appropriate respecting both the driver's and rider's privacy and confidentiality.

The N2N Board will follow these procedures when accidents occur:

1. The Dispatcher will contact the Driver Coordinator(s), Ops Chair and Board Chair with the details.
2. The Driver will be removed from the N2N Driver Roster and the Dispatcher will remove that Driver's email from the Driver email list.
3. When appropriate, the Driver Coordinator(s) will meet with the Driver in order to understand the details of the accident. If the Driver wishes to rejoin the Driver Roster, the Driver Coordinator(s) will use the information gathered to make a recommendation. The Driver Coordinator(s) will also look for "lessons learned" from the accident that may benefit N2N.
4. The Driver Coordinator(s) and Ops Chair will review the entire accident situation and report their findings and recommendations to the Board Chair.
5. The Board Chair will assemble either the executive committee or full board (as Chair sees fit) to review the recommendation and decide the outcome.
6. The Chair will inform the entire board of the incident and resolution.

Amended 2/20/25 Operations Committee

### **2.4.9 Internal Driver Application Procedure**

The driver registration form <https://ridesinstgeorge.org/driver-registration/> is completed by the applicant and forwarded to the Neighbor to Neighbor File Administrator.

1. File Administrator promptly sends an email to the applicant acknowledging receipt of the application and that a Driver Coordinator will be in touch to orient the driver after background checks are performed.
2. The File Administrator performs a background check.
3. If a problem arises on the background check the File Administrator will inform the Operations Chair and the Board Chair for a decision on whether to proceed.
4. After an applicant has cleared the background check the File Administrator informs the Driver Coordinators. The Driver Coordinator contacts the applicant and arranges an orientation meeting. At this meeting, the Driver Coordinator answers any questions the driver may have about the organization or the process of providing rides. The Driver Coordinator will provide the driver applicant/new driver with a copy of the Driver Packet
5. The Driver Coordinator notifies the Dispatcher and File Administrator that the new driver has been oriented and the Dispatcher adds new driver's name to the driver list(s) and the appropriate Google contacts group. If the Dispatcher has not heard from the Driver Coordinator one week after informing him / her that the driver is ready to be oriented, she will contact the driver coordinator to check on the status.

Amended 3-20-25 Op

### **Background Check Process**

Administrative Coordinator will perform a Criminal Watchdog background check on all driver applicants. The instructions to login and run the reports well as passwords can be found on our Google drive. The path to the folder location is below.

N2N / Drivers / BMV/CWD Background Instructions / Criminal Watchdog

Once you have the instructions log into: [criminalwatchdog.com](https://www.maine.gov/bmv/drc/)

### **For those applicants with a Maine driver's license**

Go to <https://www.maine.gov/bmv/drc/>

Follow the prompts, complete First Name/Last Name and DOB and perform a 3-year driving record check for \$7.

### **For those applicants with an out-of-state license**

Check that state's requirements for requesting their DMV report. If the information provided in the driver application is sufficient then do the check. If the information in the driver application is not sufficient to do the check, then the criminal background check will be sufficient.

Amended 3/20/24 Ops Committee

## **2.5 Employee Positions**

### **2.5.1 Dispatcher**

The Dispatcher will receive rider requests and communicate these requests via email to the drivers in order to secure transportation for riders.

#### **2.5.1.1 Dispatcher Job Description**

Services Provided – The Dispatcher shall be responsible for the following duties as outlined in the Policies and Procedures of the organization including:

1. Management and use of the N2N dispatch phone.
2. Fielding of incoming ride requests including completion of rider intake forms.
3. Referral of other inquiries to the appropriate resource(s).
4. Posting rides via N2N Gmail for volunteer drivers to sign up.
5. Providing volunteer drivers with the rider's contact form.
6. Maintaining the Google calendar of rides.
7. Uploading/organizing rider records on Google Drive.
8. Documentation and reporting of monthly statistics to the N2N Board.

These tasks should be accomplished according to the procedures and policies outlined in the N2N organizational documents and as trained by Neighbor to Neighbor board members.

Service Rate – Compensation to be as set forth in the agreement.

Amended 5/1/25 Ops. Committee

#### **2.5.1.2 Dispatcher Procedures**

1. The priority and expectation for the dispatcher is to fulfill all requested rides. Follow-up calls, emails, and text messages should be attended to 7 days a week. At a minimum. The

- N2N phone should be checked no less than every 2 hours Monday - Friday, 8am-5pm.
2. If the dispatcher receives two calls from the same number with no message, the dispatcher will attempt to call that number back.
  3. Upon receipt of a ride request the dispatcher will call back to confirm ride details if needed. If caller is a first-time rider the dispatcher will complete a Rider Registration Form, which is saved to Google Drive.
  4. The dispatcher then emails the current list of drivers with the day of the week, date, time, and location of the ride request. The subject line contains the rider's "street", the destination, the day of the week, date and appointment time. The dispatcher will then call back to the rider to confirm that the call was received and posted. If the rider approves, text messaging may be used in place of a call.
  5. Once a driver replies that he/she can provide the ride, the dispatcher emails the rider information form to the driver. The dispatcher supplies his/her contact number in the event of any questions.
  6. The dispatcher then calls the rider to report that there is a driver, gives their name, and informs them that the driver will be calling them. Dispatcher does not provide driver's phone number without their permission.
  7. In the event that a driver has NOT responded to drive 24-36 hours before the ride is due, the dispatcher will REPOST the ride, seeking a driver. A call is then made to the rider to explain this effort, which allows them an opportunity to make an alternate plan.
  8. If there is no response as of the evening before the ride is due the dispatcher will phone the rider to let them know.
  9. All rides are entered into the Google Calendar noting the driver assigned or the absence of same.
  10. In the event of a cancellation, the dispatcher should telephone the driver to inform them of the change, and then make needed changes to the information on the calendar.
  11. If the dispatcher receives a call for further information about N2N, he/she may respond or refer the call to the Chairperson.
  12. If the dispatcher receives a call from a potential new driver the dispatcher may answer any questions they may have and direct them to the online Driver Registration Form.
  13. The dispatcher shall attempt to contact a member of the Guidance/Ethics Committee if assistance is needed in determining whether a rider should be transported. With the rider's permission, The St. George Community Health Director can be contacted if there are concerns that the client requires medical supervision.

[Amended 2/20/25 Ops Committee](#)

## **2.5.2 Administrative Coordinator**

**Job Description:** The Administrative Coordinator shall organize electronic files and perform other administrative functions as necessary and as directed by the Board of Directors.

### **Administrative Coordinator Duties**

1. Organize, Maintain, and Update Organization files and documents on Google Platform.

2. Communicate notices of meetings and other Board Communications through Google email account.
3. Within one week of the meeting, upload minutes of Board and Operations Committees to Google Platform.
4. Receive and Process emails in the N2N account.
5. Maintain previously established organizational calendar dates of insurance renewals, financial filings, and other important recurring actions. When appropriate, notify appropriate Board members of upcoming events.
6. Check drivers' license and insurance for updates monthly.
7. Process Driver Registrations
8. Review digital or paper registrations and perform background checks at the Department of Transportation and on the Criminal Watchdog website Forward approved registrations to the Driver Coordinators' for orientation. Upon notification of orientation completion, add the driver to the contact list on email and send a welcome driver email, and request confirmation. File Driver Registration forms on Google Platform. If a background check is problematic, refer the issue is referred to the Board of Directors.
9. Process annual Driver DMV checks. On an annual basis, the File Administrator shall request a DMV report for all Drivers. If anything shows up on a report, the File Administrator will notify the Board Chair and the Ops Chair. The Board Chair and Ops Chair will review and determine what, if any, further action is required, in consultation with the Driver Coordinators. Driver who has already had a DMV check within the last 6 months does not need this done.

Amended 5/1/25 Ops

## **2.6 Contracted Positions**

### **2.6.1 Bookkeeper**

On a contract basis the Bookkeeper shall provide general bookkeeping and other financial service functions as necessary.

Amended 2/28/20 Operations Committee

### **2.6.2 Website Administrator**

On a contract basis the Website Administrator shall maintain the Neighbor to Neighbor website.

Amended 2/28/20 Operations Committee

## **3. Administration**

File, record, and bookkeeping policies.

### **3.1 Client & Volunteer Record Management**

**Purpose:**

To ensure that all Neighbor to Neighbor records created during the course of volunteer service are being managed in accordance with Neighbor to Neighbor’s document retention and destruction policy.

**Policy:**

Neighbor to Neighbor will destroy all copies of volunteer and client records no later than as provided in the retention schedule in section 3.2

[Amended, Ops Committee 8-15-25](#)

### **3.2 Document Retention Policy**

The Document Retention and Destruction Policy identifies the record retention responsibilities of volunteers, members of the board of directors, committee members, employees and independent contractors for maintaining and documenting the storage and destruction of the organization’s documents and records. N2N volunteers, members of the board of directors, committee members, employees and independent contractors (via agreements with employee and independent contractors) are required to follow the following rules:

- a. Paper or electronic documents indicated under the terms for retention in the retention schedule below will be transferred and maintained by the Administrator Coordinator;
- b. All paper documents not described in the Retention Schedule below will be destroyed after three years;
- c. All electronic documents not described in the Retention Schedule below will be permanently deleted from all individual computers, databases, networks, and back-up storage after three years;
- d. No paper or electronic documents will be destroyed or deleted if pertinent to any ongoing or anticipated government investigation or proceeding or private litigation; The person handling the destruction or deletion should check with the Chair or a Co- Chair about whether there is any current or foreseen investigation or litigation.

#### **RETENTION SCHEDULE**

<b><u>Type of Document</u></b>	<b><u>Retention Period</u></b>
Bank reconciliations	2 years
Bank statements	Not retained because always available on the bank's website.
Checks (for important payments and purchases)	7 years
Contracts and Leases	7 years after expiration or termination

**Type of Document****Retention Period**

Mortgages, notes, and other debt, and security instruments	7 years after repayment
Correspondence (general)	2 years
Correspondence (legal and important matters)	7 years
Deeds and bills of sale	7 years after disposition of property
Determination letter for income tax exemption	Permanently
Year-end financial statements	10 years
Budgets	10 Years
Insurance policies	7 years after end of coverage
Documents relating to accidents and claims	3 years after final resolution
Documents relating to government investigations	7 years after completion
Invoices from vendors	7 years
Minute books, bylaws, and charter	Permanently
Employment applications	3 years
Trademark registrations	7 years after ceasing use of trademark
Copyright registrations	7 years after expiration
Withholding tax statements	7 years
Volunteer driver BMV checks	1 year after receipt
Volunteer driver insurance, license and criminal record information.	Not to be retained after examination
Driver Registration Forms	3 years after end of volunteer relationship
Client Records	5 years after the end of client relationship, or earlier if deceased; the client relationship will be considered ended if the client has not utilized services in one year.

## Type of Document

## Retention Period

### **Implementation**

Compliance with this section 3.2 by the corporation as it relates to documents stored on its data-storage devices and physical documents in its possession will be the responsibility of the Chair of the Operations Committee in consultation with the Chair or Co-chairs of the corporation as needed. Each volunteer, officer, director, employee and independent contractor will be responsible for compliance with this section 3.2 as it relates to documents stored on such person's personal devices and to physical documents in his or her possession. Each such person shall sign a one-time acknowledgement to comply with this section 3.2.

[Amended, Ops Committee 8-15-25](#)

## **3.3 Fiscal Policy**

### **Accounting Policies**

This section covers basic accounting policies for Neighbor to Neighbor (the organization).

**Basis of Accounting:** The organization uses the cash basis of accounting. This is the practice of recording revenues when cash is received and recording expenses when the expense is paid.

**Bank Reconciliations:** All bank statements will be downloaded and reviewed in a timely manner. Bank reconciliation and approval will occur within 30 days of the close of the month. Bank statements and reconciliation reports are submitted to the Treasurer and the Finance Committee for review and approval.

**Recordkeeping:** All accounting records, including expenses and deposit receipts, are stored electronically.

**Restricted and Unrestricted Assets:** The assets of the organization are classified as restricted or unrestricted based on the existence or absence of donor-imposed restrictions.

### **Internal Controls**

Neighbor to Neighbor employs several safeguards to ensure that financial transactions are properly authorized, appropriated, executed and recorded.

**Lines of Authority:** The Treasurer has the authority to approve expenses in accordance with the approved budget.

**Segregation of Duties:** The organization's financial duties are distributed among multiple people, with oversight from the Finance Committee, to help ensure protection

from fraud and error. The distribution of duties aims for maximum protection of the organization's assets while also considering efficiency of operations.

**Physical Security:** The organization maintains physical security of its assets to ensure that only people who are authorized have physical or indirect access to money, securities, real estate and other valuable property.

### **Conflicts of Interest**

All employees and members of the Board of Directors are expected to use good judgment, to adhere to high ethical standards, and to act in such a manner as to avoid any actual or potential conflict of interest. A conflict of interest occurs when the personal, professional, or business interests of an employee or Board member conflict with the interests of the organization. Both the fact and the appearance of a conflict of interest should be avoided.

### **Budgeting Process**

The organization's annual budget is prepared and approved annually. A draft of the budget is prepared by the bookkeeper and submitted to the Treasurer in conjunction with the Board appointed finance committee for review and suggested changes. The budget is to be approved by the Board of Directors prior to the start of each fiscal year. The budget is revised during the year only if approved by the Board of Directors.

### **Internal Financial Reports**

The organization prepares regular financial reports on a monthly basis. All reports are finalized no later than 30 days after the close of the prior month.

### **Tax Compliance**

The appropriate annual Federal Form 990 and any tax return required by state law will be completed by the bookkeeper approved by the Treasurer, and filed on a timely basis. All payroll tax withholding, remittances and reporting will be carried out on a timely basis by an appropriate employee or independent contractor.

### **Revenues**

**Processing of Receipts:** The Treasurer will deposit all receipts promptly to ensure a regular healthy cash flow for the organization. The Treasurer will send a record of the deposits to the bookkeeper for recording.

**Revenue Recognition:** All revenues will be recorded and must be credited to the appropriate revenue lines as presented in the annual budget and coded as designated in the organization's chart of accounts.

### **Expenses**

#### **Purchases & Procurements:**

Any expenditure in excess of \$5,000 for the purchase of a single item should have bids from three (3) suppliers if possible. These bids will be reviewed by the Operations Committee and the bid award must be specifically approved in advance by the Board Chair or a Co-Chair. A single expenditure shall not be divided into more than one payment for the purpose of evading this requirement.

If any expenditure, regardless of amount, would cause any relevant budgeted amount to be exceeded, the expenditure must be approved by the Board of Directors or the Executive Committee.

**Invoicing Approval & Processing:** The Treasurer will review and process all invoices on a timely basis.

**Operating Reserve:** The target minimum operating reserve fund for the organization is six (6) months of average operating costs. The calculation of average monthly operating costs includes all recurring, predictable expenses such as phone services, payroll, independent contractor fees, and insurance coverage.

Revised September 11, 2024

### **3.4 Public Relations & Media Policy**

To ensure the quality and consistency of information disseminated to media sources, the following shall be enforced:

All media inquiries are to be handled by the Board Chair(s) or an appointed designee, regardless of who the media representative is, whom he or she represents, or how innocuous the request.

All press releases or other promotional materials are to be approved by the Board Chair(s) or his or her designee prior to dissemination.

All third party inquiries about Neighbor to Neighbor should be brought to the Board Chair(s).

The Neighbor to Neighbor organization recognizes the importance of the Internet in shaping public thinking about our organization and our current and potential services. Neighbor to Neighbor is committed to supporting honest, transparent, and knowledgeable dialogue on the Internet through social media and on its website.

Final 09/11/2018

Amended 9/11/24 N2N Board

### **3.5 Non-Discrimination Policy**

Neighbor to Neighbor is committed to equal employment and volunteer opportunity without regard to age (except for the minimum and maximum ages for drivers outlined in Policy 2.4.6, item 9), ancestry, physical or mental disability, national or ethnic origin, race, color, religious belief, sex, sexual orientation (which includes gender identity and expression), gender identity, marital status, political belief, or veteran status.

This policy applies to all areas of employment and volunteer participation, including recruitment, hiring, training and development, promotion, transfer, termination, layoff,

compensation, benefits, social and recreational programs, all other conditions and privileges of employment in accordance with applicable federal, state and local laws.

Amended 9/11/24 N2N Board

### **3.6 Whistleblower Policy**

#### **POLICY**

It is the policy of Neighbor to Neighbor to abide by all applicable federal, state, and local laws, rules and regulations, and to have all of its employees do the same.

#### **PROCEDURE**

In accordance with this policy and applicable law, an employee will be protected from discrimination and retaliation if the employee reports to the Neighbor to Neighbor Board Chair(s) any good faith concern regarding Neighbor to Neighbor practices or conditions, which the employee has reasonable cause to believe are in violation of any federal, state or local law, rules or regulation, or which the employee has reasonable cause to believe risk the health or safety of that employee or any other individual. Neighbor to Neighbor will promptly investigate each complaint to determine its merits and the appropriate action to be taken. Confidentiality will be maintained to the extent practical and appropriate under the circumstances. If an investigation reveals that unlawful conduct has taken place, appropriate disciplinary action will be taken, up to and including suspension or discharge.

Neighbor to Neighbor will not discharge, threaten, discriminate or otherwise retaliate against an employee who submits a good faith complaint to Neighbor to Neighbor participates in any investigation or legal proceeding arising from any such complaint, or on the basis of any other lawful actions of such employee in submitting a good faith report relating to real or perceived unlawful conduct. This statement applies even if an investigation proves that there has been no unlawful activity involving Neighbor to Neighbor or any of its employees.

In order to receive the protections under the Maine Whistleblowers' Protection Act, the employee who has reported or caused to be reported a violation, or unsafe condition or practice, to a public body must first bring the alleged violation, condition or practice to the attention of the Neighbor to Neighbor Board Chair(s), and must allow Neighbor to Neighbor a reasonable opportunity to correct that violation, condition or practice, unless the employee has specific reasons to believe that a report to Neighbor to Neighbor will not result in a prompt correction of the violation, condition or practice.

Any action considered to be discriminatory or retaliatory should be reported immediately to the Neighbor to Neighbor Board Chair(s). Neighbor to Neighbor will not tolerate discrimination or retaliation against the complainant by any employee and will subject such employee to discipline, up to and including suspension or discharge from employment. Employees who are

not themselves complainants, but who assist in an investigation relating to unlawful activity, will also be protected from discrimination and retaliation.

## RESPONSIBILITY

The administration of this policy is the responsibility of the Neighbor to Neighbor Board of Directors.

[Amended 9/11/24 N2N Board](#)

### **3.7 Anti-Harassment Policy**

Neighbor to Neighbor is committed to an environment in which all individuals are treated with respect and dignity. Each individual has the right to a professional atmosphere that promotes equal opportunities and prohibits discriminatory practices, including harassment. Therefore, Neighbor to Neighbor expects that all relationships among persons in the workplace will be business-like and free of bias, prejudice, discrimination, and harassment.

In order to keep this commitment, Neighbor to Neighbor maintains a strict policy of prohibiting unlawful harassment of any kind, including sexual harassment and harassment based on race, color, religion, national origin, sex, sexual orientation, gender identity or expression, gender, age, physical or mental disability or any other characteristic protected by state, federal or local employment discrimination laws. This policy applies to all Board members, employees and volunteers who engage in unlawful harassment in the workplace.

Sexual harassment includes, but is not limited to, making unwanted sexual advances and requests for sexual favors where either:

1. Submission to such conduct is made an explicit or implicit term or condition of employment; or
2. Submission to or rejection of such conduct by an individual is used as the basis of employment decisions affecting such individual; or
3. Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Employees, volunteers or Board members who violate this policy are subject to immediate discharge from the organization.

Examples of unlawful harassment include, but are not limited to:

1. Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments.
2. Visual conduct such as derogatory and/or sexually oriented posters, photography, cartoons, drawings, e-mail and faxes or gestures.
3. Physical conduct such as assault, unwanted touching, blocking normal movement or interfering with work directed at an employee because of the employee's sex or another protected characteristic.

4. Threats and demands to submit to sexual requests in order to keep one's job or avoid some other loss, and offers of employment benefits in return for sexual favors.
5. Retaliation for having reported or threatened to report unlawful harassment.

Any person who believes he or she has been harassed by a Board Member, employee or volunteer of Neighbor to Neighbor, should promptly report the facts of the incident or incidents and the names of the individual(s) involved to the Chair of the Board or any other Board Member. Upon receipt of a complaint, the Board will undertake a prompt, thorough, objective and good faith investigation of the harassment allegations. If the organization determines that harassment has occurred, effective remedial action will be taken in accordance with the circumstances involved. Any employee, volunteer or Board Member determined to be responsible for harassment will be subject to appropriate disciplinary action, up to and including termination. Employees, volunteers or Board Members will not be retaliated against for filing a complaint and/or assisting in a complaint or investigation process. Further, we will not tolerate or permit retaliation by Board Members or volunteers against any complainant or anyone assisting in a harassment investigation.

Amended 9/11/24 N2N Board

## **4. Appendix A: Forms**

The following forms are available for download and printing.

### **4.1 Driver Envelope Contents**

Click below to download items found in the driver quick reference envelopes:

Incident Report Card

[https://drive.google.com/file/d/1Guxiq\\_ZcWpEryLJHQZ5kJfqSzcjQjgAK/view?usp=sharing](https://drive.google.com/file/d/1Guxiq_ZcWpEryLJHQZ5kJfqSzcjQjgAK/view?usp=sharing)

Emergency Response Reference Card

[https://drive.google.com/file/d/1aNTM\\_1iVKYOZbGgfe1rNXQhEEke8\\_Od/view?usp=sharing](https://drive.google.com/file/d/1aNTM_1iVKYOZbGgfe1rNXQhEEke8_Od/view?usp=sharing)

### **4.2 Driver Registration**

Please click below to complete an online application

<https://ridesinstgeorge.org/driver-registration/>

To download an application, please click here:

[https://drive.google.com/file/d/1sOKHOFnmrdo1XObu3qgHe4-g01ISPxG3/view?usp=drive\\_link](https://drive.google.com/file/d/1sOKHOFnmrdo1XObu3qgHe4-g01ISPxG3/view?usp=drive_link)

### **4.3 Driver Welcome Packet**

To download a Driver Orientation Welcome Packet, please click here:

[https://drive.google.com/file/d/16zrzfo0JO-orDFri\\_ptHkIeF-IpIH65-/view?usp=drive\\_link](https://drive.google.com/file/d/16zrzfo0JO-orDFri_ptHkIeF-IpIH65-/view?usp=drive_link)

### **4.4 Rider Registration**

Please call 207-691-7069 to arrange a ride. The dispatcher must complete rider registration forms. Thank you!