



Registry of Interpreters for the Deaf, Inc.

# Volunteer Leadership Manual

## Revised, 2019



# Volunteer Leadership Manual Table of Contents

<b>Introduction to the Registry of Interpreters for the Deaf</b>	<b>5</b>
Mission – What We Do:	5
Vision – Our Desired Future:	5
Diversity Statement:	5
Our Commitment	7
<b>2018 Strategic Plan</b>	<b>9</b>
Goal 1 Organizational Effectiveness	9
Goal 2 Certification	9
Goal 3 Membership Support and Engagement	9
Goal 4 Advancement of the Profession	9
Goal 5 Fiscal Stability and Sustainability	9
<b>Volunteer Leadership Overview</b>	<b>10</b>
Purpose	10
Volunteer Leadership Structure	10
Board of Directors: Executive Board, Regional Representatives	11
Committees and Councils	11
Time-Limited Activities – Task Forces	11
Special Appointments – Representatives to RID and non-RID positions	11
Member Sections	11
Meeting Structure	12
Volunteer Qualifications	12
Board of Directors: Executive Board, Regional Representative	12
Committee, Council and Task Force	12
Special Appointments – Representatives	12
Member Section Leadership	12
Volunteer Appointment Process	13
Steps within Appointment Process	13
<b>Roles and Responsibilities</b>	<b>14</b>
Confidentiality	14
Communications	14
Volunteer Chair Position Description	14
Responsibilities	14
Volunteer Member Position Description	15

Responsibilities	15
Board of Directors Liaison Position Description	15
Responsibilities	15
Staff Liaison Position Description	16
Responsibilities	16
Representative Position Description	16
Responsibilities	17
Content Development and Enhanced Communications	17
Educational Program Development	17
RID Publications	17
Other Content Support	17
<b>Volunteer Meeting Logistics</b>	<b>18</b>
Budget	18
Minutes	18
Dress Code	18
Agenda	18
Recommendations and Proposals	18
Travel Policy	18
<b>Volunteer Participation Policies</b>	<b>19</b>
Anti-Harassment Policy	19
Policy Statement	19
Prohibited Conduct	19
Harassment:	19
Sexual Harassment	20
Complaint Procedure	20
Confidentiality	21
Retaliation	21
Conflict of Interest Policy	22
Antitrust Policy*	
*The Registry of Interpreters for the Deaf, Inc. does not provide legal advice or guidance. The following is not to be construed or interpreted as legal advice or guidance. Should you have any concerns regarding compliance with Antitrust Law, please seek legal counsel.	23
<b>Standards of Ethics for RID</b>	<b>25</b>
Ethics: Statement of Core Values	25
Mission and Evaluation	25
Governing Body	26
Conflict of Interest	26

Human Resources	26
Financial and Legal Accountability	26
Openness	27
Fundraising	27
Public Policy Advocacy	28
Information Management	28
<b>Whistle-Blower</b>	<b>28</b>
General	28
Reporting Responsibility	28
No Retaliation	29
Reporting Violations	29
Compliance Officer	29
<b>Financial Operations for Volunteer Leaders</b>	<b>31</b>
<b>Getting Started</b>	<b>32</b>
<b>Appendix A - Forms and Reporting</b>	<b>33</b>

## Introduction to the Registry of Interpreters for the Deaf

RID has played a leading role in establishing a national standard of quality for interpreters and transliterators. We encourage the growth of the profession; educate the public about the vital role of interpreters and transliterators and work to ensure equal opportunity and access for all individuals.

The mission and values of RID are encompassed in our strategic plan, reflected in the statements below and incorporated into the actions and activities of all RID initiatives:

### Mission – What We Do:

The Registry of Interpreters for the Deaf, Inc. promotes excellence in the delivery of interpreting services among diverse users of signed and spoken languages through professional development, networking, advocacy, and standards.

### Vision – Our Desired Future:

By honoring its past and building a dynamic future, RID envisions a world where:

- Linguistic rights are recognized as human rights;
- The Deaf Community and the Deaf-Heart are vital and visible in every aspect of RID, the interpreting profession as a whole and among individual interpreters;
- Interpreted interactions between and among individuals who use signed and spoken languages are as rich as direct communication;
- The interpreting profession is formally recognized and is advanced by robust professional development, standards of conduct, and credentials.

### Diversity Statement:

- The Registry of Interpreters for the Deaf (RID) understands the necessity of multicultural awareness and sensitivity. Therefore, as an organization, we are committed to diversity both within the organization and within the profession of sign language interpreting.
- Our commitment to diversity reflects and stems from our understanding of present and future needs of both our organization and the profession. We recognize that in order to provide the best service as the national certifying body among signed and spoken language interpreters, we must draw from the widest variety of society with regards to diversity in order to provide support, equality of treatment, and respect among interpreters within the RID organization.
- Therefore, RID defines diversity as differences which are appreciated, sought, and shaped in the form of the following categories: gender identity or expression, racial identity, religious affiliation, sexual orientation, socioeconomic status, deaf or hard of hearing status,

disability status, age, geographic locale (rural vs. urban), sign language interpreting experience, certification status and level, and language bases (e.g. those who are native to or have acquired ASL and English, those who utilize a signed system, among those using spoken or signed languages) within both the profession of sign language interpreting and the RID organization.

- To that end, we strive for diversity in every area of RID and its Headquarters. We know that the differences that exist among people represent a 21st century population and provide for innumerable resources within the sign language interpreting field.

## Our Commitment

RID is committed to diversity in the following ways:

### 1. Headquarters

Our headquarters is a place where diversity is appreciated and promoted. Beyond being an Equal Opportunity Employer, RID is committed to ensuring that our staff is diverse and that it receives ongoing diversity awareness training. Our staff may range in cultural and ethnic backgrounds, interpreting and non-interpreting experiences, hearing and deaf, various religious and political affiliations and beliefs. These differences make our headquarters a hub of resources.

### 2. Board of Directors and Committee Chairs and Members

The RID Board of Directors is committed to diversity. We recognize that within diversity, there are hosts of valid and valued opinions and experiences. In order to lead RID effectively, we are committed to promoting diversity among the Board of Directors such that we reflect the multicultural environment in which we live and work. In the same way, we are committed to ensuring that our committees have a broad range of qualified diverse people to serve so that RID as a whole and the communities we serve, receive the broadest range of benefits of such diversity, which can include students and other associate members.

The RID Board of Directors is committed to having diversity awareness training on a continuous basis, including along with each new board. This training is modeled for committees, councils, task force chairs, volunteer leaders, and all levels of the organization.

### 3. RID Regional, State, and Local Levels

RID is committed to promoting diversity among all its constituent parts. We encourage all regional, state, and local levels of RID to create a statement of diversity modeled after this one and to create plans of action that promote diversity on all levels. In so doing, we all benefit from the plethora of experiences and strengths gained from diversity as defined above.

### 4. The Field of Professional Sign Language Interpreting

RID recognizes the historical and social context diversity has played in the field of sign language interpreting. We recognize that diversity's role in these contexts have been both virtuous and pernicious. To that end, we promote diversity in the sign language interpreting field in the following ways:

- Partnering with organizations like the National Alliance of Black Interpreters, Inc., Mano a Mano, Children of Deaf Adults, World Association of Sign Language Interpreters, Sacred Circle, and others who promote ethnic and cultural diversity among sign language interpreters;
- Partnering with Deaf organizations like the National Association for the Deaf, National Black Deaf Advocates, Deaf People of Color Conference, Rainbow Alliance for the Deaf, American Association of the Deaf-Blind and others who promote language and cultural diversity in the field;
- Partnering with interpreter education organizations like the Conference of Interpreter Trainers, American Sign Language Teachers Association, and the National Consortium of

Interpreter Education Centers, and others who promote interpreter education through workshops and presentations of diverse methods and studies;

- Continuing publishing and seeking diverse studies, scholars, abstracts, and articles related to Sign Language Interpreting, including a range of diverse individuals represented in photographs, and other marketing materials during the RID professional development conference;
- Continuing to promote diversity on our website through graphic, video, and printed communication.



# 2018 Strategic Plan

## Goal 1 Organizational Effectiveness

- 1.1 Enhance the organization's design, governance, and leadership
- 1.2 Promote the inclusion of underrepresented and marginalized communities on the RID Board of Directors, within Headquarters, and in other leadership roles.
- 1.3 Revitalize leadership effectiveness at all levels of the organization
- 1.4 Deploy a comprehensive communication strategy that supports and promotes the organization's mission, vision, and values

## Goal 2 Certification

- 2.1 Ensure an efficient, effective, and sustainable Ethical Practices System
- 2.2 Ensure an efficient, effective, and sustainable certification process
- 2.3 Ensure an efficient, effective, and sustainable Certification Maintenance Program

## Goal 3 Membership Support and Engagement

- 3.1 Enhance customer service by the RID Board of Directors and Headquarters staff.
- 3.2 Provide an attractive package of members' benefits, products, services, and educational experiences.
- 3.3 Increase the effectiveness and relevance of the national organization's support to Affiliate Chapters (AC) and subgroups.
- 3.4 Promote the inclusion of underrepresented and marginalized communities within RID membership and affiliated chapters.
- 3.5 Improve and increase the direct engagement opportunities between leadership and members, both members-to-leaders and leaders-to-members.

## Goal 4 Advancement of the Profession

- 4.1 Support members in their practice as professionals.
- 4.2 Enhance public awareness of the profession within the domains of legislation, media, and government.
- 4.3 Establish new and improve existing partnerships with key organizations and community groups.
- 4.4 Foster greater awareness of sign language interpreting as a professional career.

## Goal 5 Fiscal Stability and Sustainability

- 5.1 Achieve and maintain a balanced budget.
- 5.2 Create long-term strategies for financial health/sustainability of the organization.
- 5.3 Provide information and resources to members about organizational financial status.

# Volunteer Leadership Overview

## Purpose

Volunteers are a vital element within the leadership structure of RID, for they play a crucial role in extending the reach of our strategic goals. Volunteers are charged with accomplishing specific tasks requested by the RID Board of Directors, the staff and the members (through motions and participation) to meet the needs of the organization and its membership.

Committees, councils and task forces focus on national level projects that work to grow the profession. Volunteers guide programs, implement special initiatives, develop working papers, strengthen the ties between RID and key stakeholders and provide expertise and guidance in many areas.

Member Section leaders are elected by their constituencies. Member sections are either identity-based (ITOC, Deaf Caucus, Deaf-parented interpreters, BLeGIT\*) or focus on a specialization within the profession of interpreting (Healthcare interpreting, legal interpreting, etc.). While Councils, Committees, and Task Forces specifically report to the Board (and their members are appointed by the Board), Member Sections are member-led.

RID's volunteer leaders serve many purposes, including:

- Acting as experts in their respective specialized areas as they participate in the planning process with RID to identify, develop and make recommendations on the priority issues for the industry.
- Providing networking opportunities among peers by offering forums for interaction and idea exchange, including fostering environments for interaction both online and in person.
- Participating in RID membership recruitment and retention activities.
- Serving as a resource for educational program development and content for RID publications by identifying opportunities for professional growth and providing mentoring support to future leaders.
- Assisting RID in achieving its overall goals.

## Volunteer Leadership Structure

Volunteers act as consultants to the RID Board of Directors and staff and/or an individual committee, working on specific project(s) or task(s) as needed. Participation provides an opportunity for volunteers to develop and expand leadership skills as well as increase professional experience for other opportunities in the future.

Volunteer opportunities within RID are organized into a few different categories. In most cases, volunteers serve specified terms. Typically, volunteers are appointed after each biennial conference and serve until the conclusion of the next biennial conference. Taskforce members serve for the duration of a project(s).

The volunteer categories listed below are described in part to give insight into the range of responsibilities that volunteers perform on behalf of RID internally, and/or externally for its members. Work of this nature will also likely involve collaboration with organizations that also believe in the RID mission.

#### Board of Directors: Executive Board, Regional Representatives

Elected by the membership to govern the association, they possess fiduciary responsibilities and act on behalf of the organization. They attend two or three in-person meetings per year beginning with an orientation meeting in the fall after election.

Serve as board liaisons to committees, task force(s) and/or workgroup(s) as needed, which may require additional in-person meetings.

Require ongoing e-mail correspondence and several conference calls.

Attend the national conference.

#### Committees and Councils

Appointed by the board and serve the membership in various ways by assisting with ongoing initiatives; provide expertise and recommendations to the board for action.

Activities primarily include e-mail and conference calls, with an optional opportunity to meet face-to-face, if approved by the RID Board of Directors and requested by the staff.

Attend conferences and meetings to participate and/or present at member forums.

#### Time-Limited Activities – Task Forces

Selected by the board and staff based on the skills and background needed for specific tasks or initiatives and may serve only for the duration of the project.

Time-limited participation on a project-by-project basis as available via e-mail and conference calls, with an optional opportunity to meet in person, if approved.

#### Special Appointments – Representatives to RID and non-RID positions

Approved by the board or staff to fulfill an internal or external role with specific responsibilities pertaining to the appointment.

Appointed to represent the association at meetings with members and/or consumers, stakeholder organization meetings, phone conference calls and/or e-mail.

Provide reports to the RID Board of Directors, as needed/requested.

#### Member Sections

Selected by the individuals who are members of that Member Section

Oversee social media and email communications related to their specific Member Section

Seen as Liaisons and Subject Matter Experts for the RID Board and Headquarters for issues related to their constituency (note that some Member Sections are identity related, while others are for specialties within the profession of interpreting)

Provide support to the RID Board of Directors or RID HQ, as needed/requested.

## Meeting Structure

Most committees or councils are composed of approximately five to ten volunteer members, including the chair and the board and national office staff liaisons. Some volunteers work individually or in groups as small as two. The RID Board of Directors engages a broad cross-section of members in a variety of ways to accomplish their work, including the use of committees, councils and task forces volunteers.

Meetings among volunteers depend on available technology and resources that suit the needs of the particular workgroup. The exchange of information for these meetings may take place via phone, e-mail, instant messaging, list-servs, chat rooms and more. Volunteers are encouraged to experiment with the meeting format until they find one that suits the needs of their group. Volunteers are expected to work with each other and participate in the format identified by the group.

If the progress of a workgroup requires a face-to-face meeting, if requested and planned in advance, can be organized and hosted by RID. In the event of an RID-organized meeting, travel expenses will be reimbursed. As an exception, RID-organized meetings do not include committee meetings that occur in meeting spaces provided by RID at its national conferences.

## Volunteer Qualifications

### Board of Directors: Executive Board, Regional Representative

With the exception of the member-at-large positions, all members of the RID Board of Directors must be certified members in good standing for at least four (4) consecutive years immediately prior to candidacy. The member-at-large must be a certified and/or associate member in good standing for at least four (4) consecutive years immediately prior to candidacy. Region representatives must be a resident of the region for at least two (2) consecutive years immediately prior to candidacy. All these positions must be nominated and voted to serve the organization. For more information about the nomination process, go to [www.rid.org](http://www.rid.org).

### Committee, Council and Task Force

Generally, members of committees, councils, and task forces must be an RID voting member in good standing, a member of an affiliate chapter and/or a certified or associate member. However, exceptions are made based on the needs of the group. Exceptions may include a need for technical expertise, stakeholder input, public member, etc.

### Special Appointments – Representatives

Generally, members selected to represent RID internally or externally must be an RID voting member in good standing, a member of an affiliate chapter and/or a certified or associate member. However, exceptions are made based on the need(s) of the group. Overall, the representative should have a vested interest and extensive knowledge of the particular topic and work.

## Member Section Leadership

Generally, leadership of the Member Sections are selected from the members of that member section. Their terms of service typically coincide with the National Conference years (and with the RID Executive Board). In the event of a departure from a leadership position, the remaining members of the MS Leadership can either be promoted (Vice Chair to Chair, for example), the remaining leadership can appoint a replacement (such as in the case of the departure of a MS Regional Representative), or accept nominations from the membership for individuals willing to serve, and then have an election amongst themselves to select, if multiple people are interested and qualified. Only members of RID can be in Member Sections.

## Volunteer Appointment Process

Committee and council members may serve a term of two (2) years in length with a maximum of three (3) consecutive terms. An important way in which individuals are identified for service is through the biennial 'Call for Volunteers.' All volunteers are asked to suggest potential future volunteer members. A portfolio of candidates with their experience and qualifications are then presented to the RID Board of Directors.

Member Section leaders have no term limits.

RID strives for all types of diversity in volunteer groups, looking at characteristics including, but not limited to, member status, geographical location, position type (depending on the volunteer), identity group memberships (i.e. race, ethnicity, age, gender, sexual orientation, disability, etc.), area of professional experience and other considerations to ensure a solid cross-section of the membership is represented at all levels.

Volunteers on Councils, Committees, and Task Forces are appointed biennially by the RID President with the advice and recommendations of the RID Board of Directors and staff liaisons by reviewing several criteria, including past participation in volunteer activities, demographics and experience/expertise. These recommendations are given great weight, but the RID President reserves the right to add or remove volunteers during the term of service depending on the needs and circumstances of the group.

If at any time a volunteer is temporarily or permanently unable to continue their assigned duties, he or she should notify the national office staff and board liaisons responsible for that group as soon as possible.

### Steps within Appointment Process for Councils, Committees, and Task Forces

- Step I: "Call for Volunteers" announced for next term; current volunteer leadership should begin discussing potential leadership for the following term.
- Step II: All volunteer applications are received and cataloged. Staff shares the lists with the current volunteer leadership for discussion.
- Step III: RID Board of Directors review recommendations made by staff and volunteers and finalize appointments.
- Step IV: Invitation letters mailed; volunteer rosters finalized.
- Step V: Orientation conference call for newly appointed volunteers.

## Roles and Responsibilities

For volunteers to immediately begin the work within the councils and committees at RID, it is essential to quickly begin understanding the role(s) they take on, and the associated responsibilities.

### Confidentiality

Each board member, permanent staff member and volunteer, (i.e., all authorized agents of RID), sign an acknowledgement agreement that notes, in part, that the information they learn during their time with the association is owned as a proprietary right by RID and is of a confidential and sensitive nature. This agreement continues after the person completes their association with RID.

### Communications

At the same time, information is the lifeblood of an organization. There must be communication in all directions, from bottom to top, laterally, and from top to bottom. The members of RID councils and committees come from different regions and time zones. To see progress in between conferences, communication frequently take place outside of in-person meetings, with a majority of the discussion facilitated through e-mail. With the availability of the Internet and access in multiple areas, each volunteer is required to have regular access to e-mail and to be willing to participate in any online forum specified by their group.

While leaders of some volunteers groups may have specifically assigned responsibilities, the following descriptions are of their core responsibilities.

### Volunteer Chair Position Description

The key roles of the chair are, in collaboration with the national office staff liaison and the board liaison, facilitation, coordination and communication – ensuring that the volunteers are actively engaged. This individual actively participates in the work of the group, provides thoughtful input to the deliberations and focuses on the best interests of RID and the membership rather than personal or constituent interests and works toward the accomplishment of the goals as described in the Scope of Work.

### Responsibilities

1. Attends all meetings (in person, conference call and virtual), generally including RID's National Conference and possible leadership calls and meetings.
2. Develops meeting agendas during a pre-meeting call with board and national office staff liaison.
3. Reviews all relevant material prior to the meetings, prepares to facilitate the discussions and voice objective opinions concerning the group's issues and activities.
4. Promotes volunteer involvement by maintaining an understanding of activities, discussions and programs.
5. Assists in the identification and professional development of future RID leaders.
6. Accepts and completes special assignments as requested.
7. Assists in formulating content resources that will further the goals and objectives of the group and RID.
8. Promotes RID and their volunteers by actively leading RID membership recruitment and retention activities within the group.

9. Responds promptly to correspondence and information requests and takes a leadership role to involve volunteers in various projects throughout the year.
10. Represents the group in other meetings as requested.
11. Promotes clarity within the group on their role and how it supports and fits within RID.
12. Communicates regularly with group members to ensure that volunteer obligations are fulfilled.
13. Coordinates regular reports to the board highlighting the group's activities.

## Volunteer Member Position Description

Volunteer members of Councils, Committees, and Task Forces are appointed by the leadership of RID but report to the chair on all activities. These individuals actively participate in the work of the group, provides thoughtful input to deliberations, focuses on the best interests of RID and the membership rather than personal or constituent interests and work toward the accomplishment of the goals as described in the scope of work.

### Responsibilities

1. Attend all meetings (in person, conference call and virtual), generally including RID's National Conference and notify the staff liaison of any scheduling conflicts.
2. Review all relevant material prior to meetings, prepare to make contributions and provide objective opinions concerning issues and activities.
3. Actively participate on a subcommittee(s) and/or task force(s).
4. Accept and complete special assignments as requested.
5. Promote volunteer involvement by maintaining an understanding of activities, discussions and programs.
6. Assist in formulating products and services that will further the charge and objectives of the group and RID.
7. Promote RID and the group by supporting and participating in membership recruitment/retention activities.
8. Identify meaningful topics and possible authors and presenters for the newsletter, education sessions, publications, etc. (topics to be approved and coordinated through the chair, staff liaison or other designate).

Respond promptly to correspondence and information requests.

Represent the group in other meetings of RID as requested.

## Board of Directors Liaison Position Description

The board liaison is an ex-officio member assigned by the president to serve as an intermediary between the RID Board of Directors and the volunteer group, encouraging and monitoring the scope of work and bringing recommendations to the board.

### Responsibilities

1. To guide the group during the recommendations process by:
  - a. Providing dates for upcoming board meetings
  - b. Providing resources
2. To share board feedback with the group and vice versa.
3. To submit reports and/or updates prior to each board meeting to include:

- a. Future meeting dates and times
  - b. Highlights of accomplishments
  - c. Background on recommendations
4. To provide guidance in developing the group's report to the board to include:
  - a. Established goals for the past two years
  - b. Accomplished goals and how they were accomplished
  - c. Recommended goals for the next two years
5. To provide periodic oversight of schedule to ensure timing of carrying out tasks as assigned by the board.
6. To conduct periodic reviews of tasks and assignments and work with the chair to ensure follow through.

### Staff Liaison Position Description

The staff liaison's core responsibility is to act as the staff content expert, to provide overall strategic leadership to the assigned group and to work with the chair and board liaison to ensure that the volunteers' activities and scope of work are aligned with RID's strategic goals.

Primary staff liaisons provide day-to-day management of their volunteer(s). They coordinate with volunteers and RID departments regarding any newsletters, website content, specific education programs, networking opportunities and other programs and services. They assist with the recruitment of the volunteer leaders.

### Responsibilities

1. Work closely with the board liaison and the chair to develop all meeting agendas and review all outgoing materials in an effort to keep the group moving forward to meet the established goals with timely follow-up from meetings and clear next steps through effective communication.
2. Attend all meetings.
3. Participate in all conference calls and online communities.
4. Provide advice and direction on education content and speaker selection for all programming.
5. Encourage and lead collaborative efforts with other volunteer groups.
6. Provide leadership and administrative support to the committees, councils and task forces.
7. Serve as a representative to the membership regarding the work program and as the contact person at the national office.
8. Serve as a representative of the national office to the group regarding the staff and fiscal resources of the national office.
9. Participate in policy recommendations to the board (i.e., guidelines, standards and criteria, etc.).
10. Monitor and update documents (i.e., Web site, forms, applications, etc.) on a regular basis.
11. Draft correspondence on behalf of the group.
12. Archive all meeting minutes.

### Representative Position Description

RID members who are appointed to represent RID on an internal or external committee or task force play a special role within RID. These appointments are made by the RID Board of Directors in order to



further RID's goal of communication and collaboration with organizations who share our vision. It is expected that the appointee will adhere to all requirements set forth in this manual.

## Responsibilities

1. Assist the stakeholder committee/task force in advancing their vision with the RID Philosophy, Mission, Goal and Diversity Statements as tools and the RID Strategic Plan and related challenges as guiding documents.
2. Attend all meetings and conference calls and respond to e-mail communications in a timely manner.
3. Be culturally sensitive and respectful of the diversity of others.
4. Possess a general understanding of how RID operates.
5. Submit regular reports to the RID Board of Directors and national office staff when involved with an external group.
6. Seek guidance and counsel related to expending RID resources or making official statements on behalf of the organization. Should they encounter a meritorious situation, they can:
  - a) Forward a request for resources, support or funding in the form of a formal recommendation with all needed supporting documentation to the RID Board of Directors for consideration at their next scheduled meeting. The board will weigh the recommendation against current strategic plans/challenges and advise the outside/non-RID committees/task forces of their determination as soon as possible.

## Content Development and Enhanced Communications

### Educational Program Development

The committee, council, and task force members serve as a resource for the educational program development for RID conferences and other professional development opportunities by:

- Identifying "hot topics" for a national audience related to their scope of work
- Acting as content advisors and experts
- Recommending potential facilitators, speakers or presenters

### *RID Publications*

The committee, council, and task force members contribute to the content of RID Publications by:

- Submitting quarterly articles for publication in *VIEWS* or *e-NEWS* related to their scope of work and its impact on the membership and field of interpreting
- Identifying "hot topics" for a national audience related to their scope of work
- Recommending potential authors to address those topics
- Acting as content advisers and experts

## Other Content Support

The committee, council, and task force members will assist in enhancing communication and information distribution by:

- Working with the national office liaisons in updating Web site content related to their scope of work
- Recommending the development of needed materials or publications

## Volunteer Meeting Logistics

### Budget

All budgets are developed by the national office staff and adopted by the RID Board of Directors each year.

When a face-to-face meeting is deemed necessary by the group, an agenda with rationale must be submitted to the board liaison for approval by the RID Board of Directors.

For committees with authorized face-to-face meetings, the national office staff liaison, the board liaison and the chair will work together to establish meeting dates and logistics. The meeting schedule must take into account the availability of the national office staff as well as the needs of the board liaison and volunteers.

### Minutes

Whether at a face-to-face meeting or on a conference call, all official meetings are required to record minutes.

### Dress Code

All meetings follow a business casual dress code unless otherwise stated.

### Agenda

All meetings must follow an official agenda. Agendas will be developed in advance of the meeting by the chairperson and the liaison(s).

### Recommendations and Proposals

Policies and approaches proposed by a committee, council or a task force are developed as a formal recommendation for review by the RID Board of Directors. Each proposed approach should be labeled as a recommendation, preferably with an identifying number for each recommendation if there is more than one. Each recommendation should come with an analysis of the financial impact on RID should the board adopt them.

During the next formal meeting of the RID Board of Directors, a board Member may propose the recommendations as a motion. If the motion passes, then the proposal is shared with the executive director of RID as a directive.

### Travel Policy

Please refer to the official RID Travel Policy located in the appendix for details and logistics for RID business travel. All persons who travel on RID business are required to sign a Volunteer Leadership Manual Acknowledgment Form prior to any RID business travel.

# Volunteer Participation Policies

## Anti-Harassment Policy

RID intends to provide an environment free of unlawful discrimination and harassment based on gender, religion, race, ethnicity, age, disability, national origin, sexual orientation, or other characteristic protected by applicable federal, state, and local law. This means that no form of unlawful discriminatory or harassing conduct by or towards any employee, volunteer leader, member, vendor or other person in our workplace will be tolerated.

In order to ensure that this policy has the intended effect, all employees and volunteer leaders should immediately report any violations of the policy as soon as they occur by utilizing the complaint procedure set forth below.

## Policy Statement

RID will not tolerate unlawful discrimination or harassment of any kind. RID is committed to enforcing its policy at all levels within the association. Any employee, supervisor or volunteer who engages in prohibited discrimination or harassment will be subject to discipline, up to and including immediate discharge from employment or removal from leadership.

Through enforcement of this policy and by education of employees and volunteer leaders, RID will seek to prevent, correct and discipline behavior that violates this policy.

All employees, regardless of their position, are covered by and are expected to comply with this policy, and to take appropriate measures to ensure that prohibited conduct does not occur. After an investigation, appropriate disciplinary action will be taken against any employee who violates this policy. Based upon the seriousness of the offense, disciplinary action may include verbal or written reprimand, suspension, or termination of employment. In all cases, the level of discipline will be based upon a reasonable attempt to ensure the offending conduct is not repeated.

## Prohibited Conduct

### **Discrimination:**

It is a violation of this policy to discriminate in the provision of employment or volunteer opportunities, benefits or privileges; to create discriminatory work conditions, or to use discriminatory evaluative standards in employment if the basis of that discriminatory treatment is, in whole or in part, the person's race, color, national origin, age, religion, disability status, gender, sexual orientation, or other protected characteristic. Discrimination in violation of this Policy will be subject to severe sanctions up to and including termination.

### **Harassment:**

This Policy prohibits harassment of any kind, including sexual harassment. Harassment includes verbal, physical and visual conduct, based upon or motivated by a protected characteristic, that creates an intimidating, offensive or hostile working environment or that interferes with work performance.

Examples of harassment are:

- Verbal: Unwelcome or offensive comments regarding a person's gender, religion, race, ethnicity, age, disability, national origin, sexual orientation, or other protected characteristic, such as epithets, slurs or negative stereotyping.

- **Non-verbal:** Distribution, display or discussion of any written or graphic material that ridicules, denigrates insults, belittles, or shows hostility or aversion toward an individual, or group because of gender, religion, race, ethnicity, age, disability, national origin, sexual orientation or other protected characteristic.

## Sexual Harassment

Sexual harassment in any form is prohibited by RID. Sexual harassment is a form of discrimination. Sexual harassment is unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when submission to or rejection of such conduct is used as the basis for employment decisions or such conduct has the purpose or effect of creating an intimidating, hostile, or offensive working environment.

Sexual harassment includes unsolicited and unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature, when such conduct:

- a) Is made explicitly or implicitly a term or condition of employment, or
- b) Is used as a basis for an employment decision, or
- c) Unreasonably interferes with an employee's work performance or creates an intimidating, hostile, or otherwise offensive environment.

Examples of conduct that may constitute sexual harassment are as follows:

- **Verbal:** Sexual innuendos, suggestive comments, jokes of a sexual nature, sexual propositions, lewd remarks, threats, and requests for any type of sexual favor (such as repeated, unwelcome requests for a date).
- **Non-verbal:** The distribution, display, or discussion of any written or graphic material, including calendars, posters, and cartoons that are sexually suggestive, or shows hostility toward an individual or group because of sex; suggestive or insulting sounds; leering; staring; whistling; obscene gestures; content in letters and notes, facsimiles, and e-mail that is sexual in nature.
- **Physical:** Unwelcome, unwanted physical contact, including but not limited to, touching, tickling, pinching, patting, brushing up against, hugging, cornering, kissing, fondling; forced sexual intercourse or assault.

Courteous, mutually respectful, pleasant, non-coercive interactions between employees, including men and women that are acceptable to and welcomed by both parties, are not considered to be harassment.

## Complaint Procedure

All RID employees and volunteer leaders must share the responsibility of understanding and preventing discrimination and harassment. But, ultimately, no satisfactory investigation or resolution of complaints can occur without the initiative and continued cooperation of the victim. Individuals who believe they have been discriminated against or harassed have the obligation of utilizing the following Complaint Procedure.

1. A person who feels harassed, discriminated or retaliated against must initiate the complaint process by informing the Chief Operating Officer (COO) or another supervisor. A supervisor must refer any such complaint to the Chief Operating Officer. The COO will require the employee making the complaint to complete a written, signed statement so that RID can fully understand the nature of the allegations.

2. If the complaint is against the COO, then the Chief Executive Officer (CEO) must be informed. If the complaint is against the CEO, the Board President should be informed.
3. Upon receiving the complaint, or being advised by a supervisor that a violation of this policy may be occurring, the COO will notify the CEO.
4. The COO will promptly initiate an investigation to determine whether there is a reasonable basis for believing that the alleged violation of this Policy occurred.
5. During the investigation, the COO may join with legal counsel or other professional consultants, who will interview the complainant, the respondent, and any witnesses, to ensure all relevant facts and circumstances are examined.
6. As soon as practical, the COO or person conducting the investigation will conclude the investigation and submit a report of his or her findings to the CEO, with copies to the complainant and respondent.
7. If it is determined that harassment or discrimination in violation of RID's policy has occurred, the COO will recommend that appropriate disciplinary action to be taken by the company. The appropriate action will depend on the following factors:
  - a. The severity, frequency and pervasiveness of the conduct;
  - b. Prior complaints made by the complainant;
  - c. Prior complaints made against the respondent;
  - d. The quality of the evidence (first-hand knowledge, credible corroboration, etc.).
8. If the investigation is inconclusive or it is determined that there has been no harassment or discrimination in violation of this Policy, but some potentially problematic conduct is revealed, preventative action may be taken.
9. Once the investigation is concluded, the COO will meet with the complainant and the respondent separately, in order to notify them in person of the findings of the investigation and to inform them of the action being recommended.
10. The complainant and the respondent may submit statements to the COO challenging the factual basis of the findings. Any such statement must be submitted no later than five (5) working days after the meeting with the COO in which the findings of the investigation are discussed.

### Confidentiality

RID wishes to encourage individuals to discuss concerns and make good faith complaints when appropriate. To that end, RID will strive to preserve confidentiality to the fullest extent possible. While the confidentiality of the information received, the privacy of the individuals involved, and the wishes of the complaining person regarding action by the office cannot be guaranteed in every instance, they will be protected to as great a degree as is possible while ensuring a fair and thorough investigation.

### Retaliation

RID strictly forbids any type of retaliation against any individual who brings a complaint under this policy. This includes any individual who engages in the following:

- Filing, supporting or responding to a good faith complaint of discrimination or harassment;
- Appearing as a witness in the investigation of a complaint; or
- Serving as an investigator.

Retaliation or attempted retaliation is a violation of this policy and anyone who does so will be subject to severe sanctions up to and including termination.

## Conflict of Interest Policy

A volunteer member is a person who does not receive compensation for services and expertise provided to RID. This person retains a significant independent authority in recommending the use of resources of this organization. Volunteers must inform RID within 30 days of any new situation, which could be perceived as a conflict of interest during the time of one's service to the association, whether or not this may require a formal leave of absence.

A conflict of interest means a conflict, or the appearance of a conflict between the private interests and the official responsibilities of a person in a position of trust. Persons in this position include all volunteer members of RID.

The purpose of this policy is to ensure objectivity and integrity on the part of national volunteers, in areas relating to real or perceived conflict of interest, during their involvement with the RID. It is also to prevent the personal interest of volunteer members from interfering with the performance of their duties to RID, or result in personal (self, friendships and/or family) financial, professional or political gain at the expense of RID or its members, supporters and other stakeholders.

Volunteer leaders of RID are to avoid at all times any actual or apparent conflicts of interest between their duties and responsibilities and their interests outside the scope of their involvement with RID. The following scenarios are some examples of potential conflicts of interest:

1. The interests of a volunteer outside the scope of his/her role as a volunteer of RID interferes with or compromises his/her judgment and objectivity with respect to his/her duties and responsibilities to RID:
  - a. Accepting or requiring payment for any service provided to RID or its state chapters.
  - b. Recommending a change in policy which results in personal benefit.
2. A volunteer makes or influences RID decisions or recommends using RID resources in a manner that results in:
  - a. A personal financial gain or financial gain for her or his immediate family members.
  - b. An unfair advantage to a third party outside of RID.

If a volunteer leader is formally applying for employment with RID, he/she must take a temporary leave of absence until the position is filled. A board member or volunteer considering employment with RID must submit a written request for a temporary leave of absence to the secretary of RID, with a copy sent to the RID national office, indicating the time period desired for this leave of absence. The secretary of RID will communicate with the chair of the board about this request. The chair will bring the request to the board for action. The request and any action taken shall be reflected in the official minutes of RID.

Anyone in a position to make a decision on any resource available to RID, with an apparent direct or indirect benefit from the decision, has a responsibility to disclose this conflict of interest. This conflict, either perceived or real, must be communicated as soon as it arises with an immediate removal of himself/herself from the decision-making process.

Full disclosure must be made in writing by the volunteer in any of the following situations:

- A volunteer member is related to another board member or staff member by blood, marriage or domestic partnership.

- A volunteer member or their organization stands to benefit from an RID transaction, including reimbursements, subcontracts, goods or services other than as part of her/his regular job responsibilities.
- A volunteer member's organization receives grant funding from RID.

Following full disclosure of a possible conflict of interest or any condition listed above, the RID Board of Directors will determine whether a conflict of interest exists. In the event of a conflict of interest determination, the board shall vote to authorize or reject the transaction or take other action deemed necessary to address the conflict and protect RID's best interests. Votes shall be by a majority without counting the vote of any interested person.

### **Courses of action in the event of a conflict of interest**

When a conflict of interest is present, RID expects volunteers to use one of three possible courses of action to address the perceived or actual conflicts.

1. Disclosure. The disclosure regarding one's conflict of interest is worthy of the group's attention. The disclosure itself, and the volunteer's awareness of the disclosure, is often sufficient to correct for any bias that it might entail. In short, the group would likely decide that although the volunteer clearly has some other interest, the board will simply take the information into account as the volunteer participates in decision-making.
2. Recusal. The conflict of interest that has been disclosed affects an important policy or program for the association. To ensure the organization that decision-making is without bias, it is best for the volunteer to recuse himself/herself when the group writes reports, deliberates or makes decisions regarding that policy or program. In short, the volunteer would be asked not to participate in any work of the organization in the area where he or she has other interests.
3. Resignation. The conflict of interest relates to a continuing, pervasive and important organization function, one that cannot easily be isolated on an agenda so as to permit recusal. In this case, the volunteer might be asked to resign his or her position, since this is the only way to ensure that the other interest does not intrude upon and skew organizational decision-making. While this is an extreme and rare result of a volunteer's disclosure, it is sometimes the best and only fair alternative.

When completing the Acknowledgment and Disclosure form, keep in mind the following as examples of activities that can be perceived as a conflict of interest with RID, including but not limited to:

- serving as an interpreter trainer, consultant, mentor, supervisor or diagnostician;
- participating in the development of interpreter screening or evaluation instruments; or
- working as an evaluator, screener, or consultant to another interpreter screening or testing instrument.

### **Antitrust Policy\***

\*The Registry of Interpreters for the Deaf, Inc. does not provide legal advice or guidance. The following is not to be construed or interpreted as legal advice or guidance. Should you have any concerns regarding compliance with Antitrust Law, please seek legal counsel.

### **History:**

Can you believe a law from 1890 is the foundation of our antitrust law here in the United States?! The Sherman Act of 1890, along with the Federal Trade Commission Act of 1914 (which established the FTC), and the Clayton Act are the three guiding federal statutes pertaining to antitrust compliance.

**What is antitrust law, and why is it important?**

Antitrust law, also known as competition law, was established to promote and preserve a competitive marketplace for the provision of products and services to consumers. According to the United States Department of Justice, enforcement of federal antitrust laws saves consumers, “millions and even billions of dollars a year.” By enforcing the laws, perpetrators are less likely to engage in criminal behavior which deprives consumers of choice, often resulting in overly-inflated/ gauged costs for products and services. The goal of antitrust law is to prevent higher prices by ensuring diversity, and preventing monopolies in the marketplace. Then, everyone can glean the benefits which stems from robust competition!

**What to do if confronted with a situation that could potentially violate antitrust laws?:**

When dealing with antitrust law, it is recommended that the best way to maintain compliance is to avoid any semblance of potential violation. Should you believe something may be in breach of antitrust law- it is better to be safe than sorry. The most common component of antitrust law which you may face pertains to [price fixing](#). For example; social media pages provide us amazing platforms to stay connected and share ideas. Often times, interpreters who move to new areas, or emerging practitioners, may pop up on to these platforms and ask, “What do you charge per hour?” These types of discussions on social media platforms should be prohibited, and deleted immediately. You may see RID’s statement on a [social media page we manage](#) for an example of what to establish as policy for yours.

**Additional resources:**

<https://www.law.cornell.edu/wex/antitrust>

<https://www.justice.gov/atr/antitrust-laws-and-you>

<https://www.ftc.gov/tips-advice/competition-guidance/guide-antitrust-laws>

<https://www.ftc.gov/tips-advice/competition-guidance/guide-antitrust-laws/antitrust-laws>

<https://www.ftc.gov/tips-advice/competition-guidance/guide-antitrust-laws/dealings-competitors/price-fixing>



# Standards of Ethics for RID

## Ethics: Statement of Core Values

As staff and volunteer members of the Registry of Interpreters for the Deaf, we affirm the following core values:

**Integrity.** Our organization's activities, services and programs are consistent with our stated missions, compatible with our organizational capacity, respectful of the interests of our varied constituencies and managed with the highest level of professionalism.

**Respect and dignity.** We respect the dignity and autonomy of each person and the integrity, privacy, pride, beliefs and cultures of our varied constituencies - the people we serve, our employees, donors, volunteers and others. Policies that govern our working relationships with these constituencies (e.g., client confidentiality, fair process) reflect this commitment.

**Good Citizenship.** We comply with all applicable federal, state and local laws and regulations. We keep the broader interests of the community in mind even as we advance our own specific interests and look for opportunities to become partners with those working in the private and public sectors. We value respectful, reasoned dialogue with one another when we disagree.

**Care and Loyalty.** As an association, we enable our individual board members to exercise their duties of care and loyalty. Individual board members are reasonably informed and participate in board decisions in good faith. They do not use their position for individual personal advantage.

**Truth-telling and Openness.** We provide truthful information about our mission, program activities, use of donations and finances. We are accessible and responsive to members of the public who express an interest in the affairs of our organization.

**Accountability.** The true measure of our success as a nonprofit is whether individual lives and our communities change for the better as a result of our work. Being mission-focused, producing measurable outcomes, conducting program evaluations and developing and maintaining sound financial management are important elements of our accountability.

**Stewardship.** We are able to accomplish our missions through the generosity of others. We respect donors' intentions and restrictions on the use of their gifts and promote responsible stewardship of the resources they entrust to us for the accomplishment of our work.

**Excellence.** We support and encourage visionary governance, exemplary management, excellent service and program delivery and exceptional staff. We value and uphold the highest ethical and professional standards in all working relations.

## Mission and Evaluation

- A. **Mission.** The mission of an ethical nonprofit organization is developed, defined and formally approved by the board of directors. Its activities and programs are consistent with its mission.
  1. An ethical nonprofit is always aware that its mission is accomplished through the generosity of others, and it owes its benefactors programs which are competently managed and needed.

2. An ethical nonprofit organization furthers the best interests of the community and citizens through all of its activities and programs.

B. **Evaluation.** An ethical nonprofit organization periodically revisits its mission to determine if the need for its programs continues to exist, its mission needs to be modified, its programs should be revised or discontinued, or new programs are needed.

## Governing Body

An ethical nonprofit organization is governed by a volunteer board of directors, which represents, reflects and actively engages the community it serves. The board determines the mission of the organization establishes governing policies and monitors the organization's financial and program performance.

## Conflict of Interest

A. Members of the board of directors and staff of an ethical nonprofit act in the best interest of the nonprofit organization, rather than on the basis of personal interests or the interests of third parties.

B. An ethical nonprofit organization has policies in place, and routinely and systematically uses these policies, to prevent actual, potential or perceived conflicts of interest.

## Human Resources

A. **Human Resource Policies.** An ethical nonprofit organization has human resource policies in place that address both paid employees and volunteers. Such policies establish clear expectations and provide for meaningful and effective performance evaluation.

B. **Diversity Policies and Practices.** An ethical nonprofit organization embraces a philosophy that values diversity, which its board and staff actively strive to ensure throughout the organization.

## Financial and Legal Accountability

An ethical nonprofit organization practices sound financial management and complies with legal and regulatory requirements. Its financial systems ensure that accurate financial records are kept and that financial resources are used to further its mission and charitable purposes. It conducts periodic financial reviews to address regulatory and liability concerns.

A. **Financial Accountability.**

- a. An ethical nonprofit organization creates and maintains financial reports on a timely basis that accurately portray its financial status and activities.
- b. An ethical nonprofit provides timely internal financial statements to all trustees. Internal financial statements identify and explain any material variation between actual and budgeted revenues and expenses.
- c. An ethical nonprofit organization makes its annual financial reports available to the public.
- d. An ethical nonprofit organization provides employees and others with a confidential means to report suspected financial impropriety or misuse of its resources.
- e. An ethical nonprofit organization has written financial policies governing:

- i. Investment of its assets;
- ii. Internal control procedures;
- iii. Purchasing practices; and

B. Reserve funds.

Legal Compliance and Accountability. An ethical nonprofit organization is aware of and complies with all applicable federal, state, and local laws. This may include, but is not limited to: complying with laws and regulations related to fundraising; licensing; financial accountability; human resources; lobbying and political advocacy; and taxation.

## Openness

- A. Upon request and periodically, an ethical nonprofit organization provides the public with truthful information about its mission, program activities, and finances.
- B. An ethical nonprofit organization is accessible and responsive to members of the public who express interest in the affairs of the organization.

## Fundraising

An ethical nonprofit organization must respect the interests and intentions of its donors, clients or patrons and the general public and be managed with the highest level of professionalism and integrity. Unethical fundraising practices threaten public trust and confidence in the entire nonprofit sector.

- A. Legal Compliance. An ethical nonprofit organization that solicits donations from the public is properly organized as a tax-exempt charity and is in compliance with both the spirit and the letter of all local, state and federal laws governing charitable solicitations.
- B. Fundraising Activities.
  - a. An ethical nonprofit uses solicitation and promotional materials that are accurate and truthful and identify the organization, its mission and its intended use of solicited funds.
  - b. An ethical nonprofit organization does not engage in solicitation tactics that are coercive, intimidating or deceptive.
  - c. An ethical nonprofit shall respect the integrity, privacy and pride of its clients or patrons. Specifically, it does not use clients, their pictures or their case histories in any publicity or fundraising activities without prior written consent.
- C. Use of Gifts and Reporting
  - a. An ethical nonprofit insures that contributions are used in accordance with donors' intentions and obtain explicit consent before altering the intended use of a restricted gift. An ethical nonprofit organization accurately records and receipts gifts and reports to donors and the public in a timely way on the use and management of contributed funds. Upon request they shall provide information about their case for support, financial condition, use of donations and fiscal responsibility, while respecting the privacy of donors.
  - b. An ethical nonprofit organization encourages donors to obtain informed and ethical advice about the value and tax implications of potential gifts.
- D. Fundraising Management

- a. An ethical nonprofit informs the board, staff and volunteers of ethical finance and fundraising practices and their importance to the integrity of the organization and its mission.
- b. An ethical nonprofit organization assumes responsibility for its own actions and the actions of all others, whether paid or unpaid, acting on their behalf.
- c. An ethical nonprofit organization's fund raising costs are not excessive in relation to the costs of programs and activities directly related to its mission.
- d. An ethical nonprofit organization compensates development staff with a salary or fixed fee and not by percentage-based compensation or a commission. It shall not pay any fee to a third party as a condition for the completion of a gift.

## Public Policy Advocacy

- A. Policies. An ethical nonprofit organization that takes public policy positions, has written internal policies in place that define the process it uses to decide whether it should take a stand on specific public policy issues, and the public policy positions it takes.
- B. Quality of Information. An ethical nonprofit organization provides only factually accurate information to the media and the public, and provides sufficient contextual information so its public information can be understood.

## Information Management

- A. Structure. An ethical nonprofit organization has policies in place that identify who has access to certain information and security procedures in place to prevent unauthorized access.
- B. Confidentiality of Information. An ethical nonprofit organization ensures that personal information on individual clients, employees and others is confidential unless permission to release information has been obtained.

*Portions of the Standards of Ethics for RID are based on the Standards for Excellence: An Ethics and Accountability Code for the Nonprofit Sector, Copyright 1998, and are used with the permission of the Maryland Association of Nonprofit Organizations.*

## Whistle-Blower

### General

The policies and procedures of the Registry of Interpreters for the Deaf (RID) require Directors, officers, employees and volunteers to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of RID, honesty and integrity must be practiced in fulfilling responsibilities and comply with all applicable laws and regulations.

### Reporting Responsibility

It is the responsibility of all directors, officers, employees and volunteers to comply with the policies and procedures and to report violations or suspected violations in accordance with this Whistle-blower Policy.

## No Retaliation

No director, officer or employee who in good faith reports a violation of the policies and procedures of RID shall suffer harassment, retaliation or adverse employment consequence. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment. This Whistle-blower Policy is intended to encourage and enable employees and others to raise serious concerns within RID prior to seeking resolution outside RID.

## Reporting Violations

The policies and procedures address RID's open door policy and suggests that employees share their questions, concerns, suggestions or complaints with someone who can address them properly. In most cases, an employee's supervisor is in the best position to address an area of concern. However, if you are not comfortable speaking with your supervisor or you are not satisfied with your supervisor's response, you are encouraged to speak with the human resources director of finance and administration or anyone in management whom you are comfortable in approaching. Supervisors and managers are required to report suspected violations of the policies and procedures to RID's compliance officer, who has specific and exclusive responsibility to investigate all reported violations. For suspected fraud, or when you are not satisfied or comfortable with following RID's open door policy, individuals should contact RID's compliance officer directly.

## Compliance Officer

RID's compliance officer is responsible for investigating and resolving all reported complaints and allegations concerning violations of the policies and procedures and, at his discretion, shall advise the executive director and/or the board executive committee. The compliance officer has direct access to the executive committee of the Board of Directors and is required to report to the Executive Committee at least annually on compliance activity.

### Accounting and Auditing Matters:

The executive committee of the Board of Directors shall address all reported concerns or complaints regarding corporate accounting practices, internal controls or auditing. The compliance officer shall immediately notify the executive committee of any such complaint and work with the committee until the matter is resolved.

### Acting in Good Faith:

Filing a complaint concerning a violation or suspected violation of the policies and procedures must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation of the policies and procedures. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

### Confidentiality:

Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

### Handling of Reported Violations:

The compliance officer will notify the sender and acknowledge receipt of the reported violation or suspected violation within five business days. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

Assigned Compliance Officer:

The assigned compliance Officer is the Chief Operating Officer.

# Financial Operations for Volunteer Leaders

Placeholder for financial operations information. This information is forthcoming, and will be available soon.

## Getting Started

Thank you for your commitment to RID. We appreciate you and your investment in our organization. The work you are about to begin is essential to the progress of RID and the services we provide to our members and the sign language interpreting profession. As a member-driven organization, we rely on the expertise and skills of our volunteers to support the association's programs and services. We are thankful to have members like you willing to give back to our professional organization and to our field.

Please begin considering how you can incorporate our mission and operating values into your work in your committee, keeping in mind the specifications of our strategic plan. By aligning our committees and programs to our strategic plan, we remain focused on the collective direction determined by our board of directors, and in this way, our members and our community.

The next step is to fill out the online Volunteer Leadership Agreement (a link will be provided to you by either the RID Board Liaison, or the RID Staff Liaison). If you have any concerns or difficulties with completing this form, please contact HQ at [volunteer@rid.org](mailto:volunteer@rid.org).

Again, thank you! We look forward to working with you.



## Appendix A - Forms and Reporting

Volunteer leaders will sometimes need to submit expense reports. They may also need to review and know the RID Travel Policies. More information on this will be available soon.

These documents are in this folder:

<https://drive.google.com/drive/folders/194kT4O6UOLC4XJgtr7D-YYNSrn7AgH>