



## **TRAUMA RECOVERY/HAP OPERATING GUIDELINES**

### **FOR THE NATIONAL TRAUMA RECOVERY NETWORK, THE TRAUMA RECOVERY NETWORK ASSOCIATIONS, AND THE TRAUMA RECOVERY NETWORK CHAPTERS**

#### **“Operating Guidelines”**

These Operating Guidelines describe the mutual administrative responsibilities of Trauma Recovery, EMDR Humanitarian Assistance Programs (“Trauma Recovery/HAP”) and the individuals and groups that wish to participate in the realization of the mission of Trauma Recovery/HAP: to increase the capacity for effective treatment of psychological trauma in under-served communities anywhere in the world (the “Mission”)(the “Operating Guidelines”). The Operating Guidelines assign responsibilities, delegate authority, establish accountability and define reporting requirements for the essential functions of the Trauma Recovery Network (“TRN”) members.

#### **A. Definitions**

As used in these Operating Guidelines the following terms have the meanings set forth below:

Trauma Recovery/HAP: EMDR Humanitarian Assistance Programs, Inc., a California corporation with its principal place of business at 2911 Dixwell Avenue, Suite 201, Hamden, Connecticut 06518, doing business as Trauma Recovery/HAP.

Trauma Recovery Network: The network of volunteers participating in the realization of the Mission through any of the National Trauma Recovery Network, the Trauma Recovery Associations or the Trauma Recovery Chapters by assisting their home communities and provide backup to other communities in times of emergency; enabling continuing clinical education on best practices for responding to psychological stress in community emergencies; and engaging in educational outreach to both the general public and community leaders to acquaint them with the nature and treatment of psychological stress that may accompany community emergencies (the “Purposes”).

National Trauma Recovery Network: The network of volunteers unaffiliated with a Trauma Recovery Network Chapter who have registered as a Network member at large with Trauma Recovery (“NTRN”).

Trauma Recovery Network Association: A local network of volunteers that has not applied or does not wish to establish a separately incorporated non-profit (“TRN Association”).

Trauma Recovery Network Chapter: A local network of volunteers that has achieved the level of activity or organization needed to establish a separately incorporated non-profit entity as provided in these Operating Guidelines and has created such an entity and entered into an Affiliation Agreement (“affiliation Agreement”) with Trauma Recovery/HAP to engage in activities in support of the Mission in a designated Service Area (“TRN Chapter”).



Trauma Recovery Network Advisory Council: Advisory Council to Trauma Recovery/HAP comprising representatives from TRN Chapters, TRN Associations and the NTRN to consult and advise on policies, practices and activities in pursuit of the Mission (“Network Advisory Council”).

Service Area: The designated geographical area in which a TRN Chapter or a TRN Association is operational, such as a city or a greater metropolitan area, or a portion of a state as agreed between the TRN Chapter or the TRN Association and Trauma Recovery/HAP consistent with the Purposes (“Service Area”), and in keeping with the intention of Trauma Recovery/HAP and the TRN to establish TRN Chapters and TRN Associations so as to maximize and optimize their ability to serve the needs of their local communities.

Governing Documents: Those documents required by the state in which its Service Area is located to establish and maintain a TRN Chapter as a non-profit entity, such documents to be in a form substantially similar to the bylaws and certificate of incorporation attached hereto as Exhibits A and B as agreed between the TRN Chapter and Trauma Recovery/HAP (“Governing Documents”).

Directory: Names of, addresses and contact information for directors and officers of the non-profit entity and the coordinator of a TRN Chapter (“Directory”).

Registry: The online system Trauma Recovery/HAP maintains to collect information on members of the TRN (“Registry”) and to track participation in TRN Chapters, TRN Associations and the NTRN.

## **B. Governance**

1. Each TRN Chapter will assure that Trauma Recovery/HAP at all times has a current copy of its Governing Documents and an up-to-date Directory reporting any change to the Governing Documents or the Directory within 30 days of such change.
2. Each TRN Chapter will seek Trauma Recovery/HAP’s consent prior to any change to the Governing Documents, will provide Trauma Recovery/HAP annually with a certification that the TRN Chapter is acting in compliance with its Governing Documents.
3. Each TRN Chapter will make minutes of meetings of the directors of the TRN Chapter available to Trauma Recovery/HAP upon request.
4. Each TRN Chapter will provide Trauma Recovery on a timely basis with a copy of all documents filed to establish and maintain its state registration as a non-profit entity.
5. Each TRN Association will assure that Trauma Recovery/HAP at all times has current names of, addresses and contact information for its leadership.
6. Each TRN Chapter and TRN Association will comply with all local, state and federal laws and regulations; and industry standards applicable to their activities.
7. Each TRN Chapter will authorize Trauma Recovery/HAP to file any and all documents necessary to maintain the TRN Chapter’s tax-exempt status as a participant in Trauma Recovery/HAP’s federal group exemption.
8. Trauma Recovery/HAP will include each TRN Chapter in its federal group exemption for so long as the Affiliation Agreement with such TRN Chapter is in effect.

### **C. Network Advisory Council**

1. The Network Advisory Council comprises eight (8) members as follows: three (3) representing the TRN Chapters; three (3) representing the Trauma Recovery Associations and two (2) representing the NTRN (“NAC”).
2. Trauma Recovery/HAP will present a slate of individuals based upon nominations made from members of the TRN Chapters, TRN Associations, and the NTRN. Individuals who are members of TRN Chapters, TRN Associations and the NTRN may cast a vote for one individual in each category.
3. The NAC will be chaired by a member of the Board of Directors of Trauma Recovery/HAP and the NAC will select by majority vote a Vice Chair. A Trauma Recovery/HAP staff member designated by its Executive Director will serve on the NAC as a non-voting member ex-officio.
4. Members of the NAC will serve for three-year terms.
5. Trauma Recovery/HAP will convene meetings, which may be in person or telephonic, of the NAC at least twice a year to discuss policies, practices, activities, and concerns of the TRN Chapters, the TRN Associations and the NTRN participants; and will meet once a year with representatives of the Trauma Recovery/HAP Board of Directors.

### **D. Criteria for Joining the NTRN, a TRN Association, or a TRN Chapter as a Member**

An individual who wishes to become a volunteer in the NTRN, a TRN Association or a TRN Chapter will enroll and maintain enrollment in the Registry by completing the Volunteer Registration and Information Form and the Trauma Recovery Network Member Application on the Trauma Recovery/HAP website.

### **E. Criteria and Process for Forming a TRN Association**

1. A local group of NTRN volunteers who wish to form a TRN Association may submit a request in writing to Trauma Recovery/HAP and Trauma Recovery/HAP shall have the right and discretion to approve such request, or to inform the group as to what additional capacity or information is needed in order to approve such request.
2. Such request shall include information on the leadership of the group, the number and names of its active members, the desired Service Area, and a report on recent and planned activities.
3. If Trauma Recovery/HAP approves the request, the TRN Association and Trauma Recovery/HAP will collaborate on the establishment of the TRN Association in the Trauma Recovery/HAP Registry.

### **F. Criteria and Process for Forming a TRN Chapter**

1. A group of volunteers who believe they have achieved the criteria specified in these Operating Guidelines to form a TRN Chapter may submit a request in writing to Trauma Recovery/HAP and Trauma Recovery/HAP shall have the right and discretion to approve such request, or to inform the group as to what additional capacity or information is needed in order to approve such request.

2. Such request shall provide information on the leadership of the group, the number and names of active members, a description of the Service Area desired, the group's recent and planned activities, a report on any financial transactions during the previous twelve (12) months, and a summary of how the TRN Chapter would approach raising funds in its Service Area for its future activities.
3. In considering such request, Trauma Recovery/HAP will consider whether the group meets the following criteria:
  - stability in leadership for at least two years with the capacity to establish and maintain a non-profit entity,
  - a track record of local activities in furtherance of the Purposes,
  - a sufficient number of participants to engage in the projected activities,
  - a record of capable financial management,
  - request of an appropriate Service Area,
  - a well considered approach to fundraising, and
  - a viable plan for future activities within the Service Area.
4. If Trauma Recovery/HAP approves the request, the TRN Chapter and Trauma Recovery/HAP will collaborate on the establishment of the non-profit entity, the execution of the Affiliation Agreement, and the transition to TRN Chapter status in the Registry.

**G. Services and Support Provided by Trauma Recovery/HAP to Members of the NTRN, TRN Associations, and TRN Chapters.**

1. Trauma Recovery/HAP will provide the following services and support to the NTRN members:
  - a) Automated tracking in the Registry of each member who is a licensed mental health professional, including licensure and professional liability insurance information.
  - b) Distribution of periodic Trauma Recovery/HAP newsletters.
  - c) Information on local initiatives in which Trauma Recovery/HAP is involved.
  - e) Reduced rates for certain Trauma Recovery/HAP trainings.
2. Trauma Recovery/HAP will provide the following services and support to TRN Associations:
  - a) All services and support provided to NTRN members.
  - b) A list serve for all coordinators to communicate with each other.
  - c) An online manual for that is a compilation of documents needed for use before, during and after disasters ("TRN Manual")
  - d) Standards for training, certification programs and other activities to ensure the furtherance of the Mission.



- e) A starter pack of brochures that describe the activities of the Trauma Recovery/HAP programs and business cards. If more brochures or business cards than are included in the starter pack are required, Trauma Recovery/HAP may charge a fee for such additional brochures.
  - f) Slide decks, talking points, background information and fact sheets for use in outreach activities within the Service Area as developed by Trauma Recovery/HAP from time to time.
  - g) A Trauma Recovery/HAP email address for coordinators to use for the sole purpose of furthering the Mission and the Purposes.
  - h) A web page on the Trauma Recovery/HAP website for posting information about activities in the relevant Service Area.
  - i) Maintenance of a list of members on the Trauma Recovery/HAP website.
  - j) Solicitation, management and administration of funds donated to or obtained via grants by Trauma Recovery/HAP and designated for use in furtherance of the Mission in a particular Service Area. Solicitation of funds will be commensurate with Trauma Recovery/HAP's capacity to seek, manage and administer such funding, and Trauma Recovery/HAP shall have the right, to be exercised in Trauma Recovery/HAP's sole discretion, to charge the TRN Chapter or the TRN Association a service fee for the writing of grant proposals and the right to retain an appropriate administrative fee on the total amount of any such gift or grant.
3. Trauma Recovery/HAP provides the following services and support to TRN Chapters:
- a) All services and support provided to NTRN members and TRN Associations.
  - b) Consultation and advice on the establishment and maintenance of a non-profit entity in the state in which the Service Area is located.
  - c) Application for and maintenance of a group exemption from federal income tax for so long as the TRN Chapter is in good standing under the Affiliation Agreement and these Operating Guidelines. Gift receipts for all grants and contributions that are compliant with federal requirements.
  - d) Maintenance of a link on the Trauma Recovery website to a TRN Chapter maintained website that is maintained in a manner consistent with the Affiliation Agreement.
  - e) Access to a local bank account to be managed by the TRN Chapter in accordance with its obligations in these Operating Guidelines.
4. Trauma Recovery/HAP will provide the following with respect to its registered trademarks and copyrighted material:
- a) TRN Associations: Permission to use letters for Trauma Recovery/HAP copyrighted material and other Trauma Recovery/HAP intellectual property and for Trauma Recovery/HAP registered trademarks for use within the Service Area.
  - b) TRN Chapters: A license to use Trauma Recovery/HAP Marks copyrighted material and other Trauma Recovery/HAP intellectual property and for Trauma Recovery/HAP registered trademarks for use within the Service Area.

## **H. Responsibilities of NTRN Members, TRN Associations, and TRN Chapters**

1. In order to remain in good standing as NTRN members, volunteers must
  - a) Conduct their activities in accordance with the standards set by the EMDR community, must maintain and comply with professional practice insurance requirements, and provide current information on the Registry.
  - b) Not conduct personal business while acting as a volunteer for Trauma Recovery/HAP.
  - c) Comply with the expense reimbursement policy of Trauma Recovery/HAP as provided in Section I of these Operating Guidelines.
  - d) Conduct all activities as a volunteer in service of the Mission.
  - e) Not engage in activities while acting as a volunteer that are intended to influence legislation or that endorse or oppose candidates for public office.
2. In order to remain in good standing, TRN Chapters and TRN Associations and their members must:
  - a) Meet the responsibilities of NTRN members.
  - b) Not use any Trauma Recovery/HAP email accounts for any purpose other than the furtherance of the Mission. In particular, Trauma Recovery/HAP email accounts shall not be used for advertising commercial training sessions.
  - c) Use restricted gift monies for the sole purpose specified in the gift.
  - d) Use all other funds distributed by Trauma Recovery/HAP in accordance with any and all terms and conditions reasonably placed upon the use of such funds by Trauma Recovery/HAP.
  - e) Not discriminate in the provision of services or the management of members on any basis that is prohibited by law or Trauma Recovery/HAP policy.
  - f) Not use Trauma Recovery/HAP resources to endorse goods or services of third parties.
  - g) Assure that members who provide pro bono services to individuals do so in accordance with the TRN Manual/HAP.
  - h) Submit an action plan annually that identifies the strategies and objectives that will respond to the Service Area needs and support the Mission and Purposes.
2. In order to remain in good standing, TRN Chapters and their members must in addition:
  - a) Establish and maintain a non-profit entity in the state in which its Service Area is located, and certify annually as to its compliance with its Governing Documents and any applicable state and federal requirements.
  - b) Operate only the bank account authorized by Trauma Recovery/HAP in accordance with the financial controls in Section I of these Operating Guidelines.
  - c) Fundraise only within the TRN Chapter Service Area and only from local sources, referring any contacts with national sources to Trauma Recovery/HAP for possible linkage to a broader segment of the TRN.



- d) Comply with all financial reporting requirements imposed under grant or gift agreements or by Trauma Recovery/HAP.
- e) Provide Trauma Recovery/HAP the reports and information required to maintain group exemption status on a timely basis.
- f) Allow Trauma Recovery/HAP external auditors upon request access to all books and records.
- g) Conduct all activities in a manner compliant with these Operating Guidelines and the TRN Chapter Affiliation Agreement with Trauma Recovery/HAP.
- h) Provide Trauma Recovery/HAP with information on all gifts, grants, sponsorships or donations sufficient to allow Trauma Recovery/HAP to provide gifts receipts as required by federal law.

**I. Financial Transactions and Controls**

1. Each TRN Chapter must accurately record all financial transactions, require receipts for any reimbursement of member expenses, engage in appropriate vetting of vendors, not engage in transactions that provide a benefit in excess of any services received or that reflect or give the appearance of a conflict of interest, maintain a signature policy requiring two signatures for any transaction that exceeds \$250.00, and authorize Trauma Recovery's receipt of copies of the monthly bank account statements.
2. Each NTRN, TRN Association and TRN Chapter member must provide accurate receipts for reimbursable expenses which are limited to out of pocket costs in furtherance of the Mission, and require advance approval of Trauma Recovery/HAP in the event such expenses equal or exceed \$ \_\_\_\_\_.

**J. Amendment or Modification of these Operating Guidelines**

Trauma Recovery/HAP can amend or modify these Guidelines from time to time after consultation with the TRN Advisory Council and notice to the NTRN members, TRN Associations, and TRN Chapters.

Effective Date: \_\_\_\_\_

Exhibits A & B: Sample Articles of Incorporation and By Laws.