

**LAKE OF THE PINES ASSOCIATION
POLICIES & PROCEDURES**



Service Teams

A. Purpose

“Service Teams” are teams of volunteers reporting to Association Management and approved by the LOP Board of Directors, or as otherwise indicated in their individual charters, to carry out specific tasks that are a service to the Association and the community. Service Teams are distinct from “Committees” in that Committees are primarily advisory to the Board, whereas Service Teams primarily perform a service under the guidance of Management. Service teams are also distinct from “Clubs” in that LOP Club members are not directly accountable to the Association Board or Management.

B. Authority

Service Teams are formed under a department of the Association and each team is required to coordinate its activities with a Department Coordinator, who will be assigned to the Service Team by the General Manager. All funds spent by a Service Team and any Association equipment or assets used for carrying out team tasks must be approved by the Department Coordinator, as described in the team’s Charter. The Department Coordinator oversees the team activities for compliance with all applicable policies and regulations, including the oversight of proper safety practices.

The Board of Directors will approve one member of the Service Team, who must be an LOP Member in Good Standing, to act at the Team Lead. The Team Lead will select the team members and will be responsible to represent the team in communicating with the Department Coordinator.

The Team Lead may request that the Board assign a Board member to serve as a Team Liaison between the Service Team and the Board. Unless otherwise noted in the Service Team Charter, Team Liaisons will have the same responsibility to a Service Team as prescribed in the Board Liaison Responsibility section of the LOP policy on Committees.

C. General

Unless specifically required by the Service Team Charter, there are no term limits for the length of service that a team member can be part of a Service Team.

Service Team members are required to sign a Volunteer Release and Waiver form acknowledging that the Association’s insurance does not extend to any injury incurred during the performance of volunteering. Service Team members do, however, have coverage/protection through the Association’s master insurance against liability from third-parties while working in their volunteer capacity. This means that if the Association

or its volunteers are found negligent for property damage or bodily injury to others including neglectful or careless decision-making, the master insurance policy provides for defense costs and damages, if necessary.

Service Team members should stay informed of and operate in compliance with all laws, regulations, LOP governing documents and safety standards that are applicable to their area of service.

Team members should be careful to avoid the appearance of a conflict of interest. Conflicts of interest, loss of status as a Member in Good Standing, failure to follow applicable laws and regulations, failure to follow LOP governing documents including the Service Team Charter, or failure to adhere to standard safety protocol shall each be cause for dismissal by Management and/or the Board.

D. Charters

Service Teams will operate under Charters approved by the Board of Directors. Charters will identify the specific areas of service that the team is authorized to conduct.

E. Reporting Requirements

At least once annually, each Service Team, along with the Department Coordinator and the Board Liaison when applicable, will hold an organizational meeting for the purpose of planning the team activities for the year. Notice of the time and place of that meeting shall be posted in the Common Area no less than four (4) days prior to the meeting following the general procedures prescribed for Notice in the LOP policy on Committees. Minutes of that meeting, including a record of any recommendations made to the Board of Directors, shall be prepared and submitted to the Association, following the general procedures prescribed for Minutes in the LOP policy on Committees.

Other than the organizational meeting described above, all other gatherings of the Service Team for the purpose of planning and carrying out tasks related to their assigned area of service are not “meetings” under LOP’s governing documents, and therefore, do not require general notice or minutes.

Reporting of any Service Team activities that may be required to any state or local agency shall be overseen by the assigned Department Coordinator in coordination with the Team Lead.

Approved: May 16, 2018 – R-18-039