

# President's Procedure Manual

Version 2.0, Dated April 7, 2020

[Overview](#)

[Duties of the President](#)

[Board Meeting Procedures](#)

[General Meeting Procedures](#)

[Accounts](#)

[Miscellaneous](#)

[Contacts](#)

## Overview

The purpose of this Manual is to (1) outline procedures and provide information needed to execute the office of CAP president; (2) document meeting procedures with the Board; and (3) collect contacts, account names/passwords, etc. in one place. This is a living document to be modified and adapted as needed.

## Duties of the President

- *Update Various Accesses and Documents*
  - On Google Drive, at 'CAP/Current\_Docs', the file 'BOG Current Positions and Terms' should be updated.
  - The CAP Google Account - See instructions on the Google Account in the [Accounts](#) section below.
  - Update access to the 'Password Addendum' that accompanies this Procedure Manual. Only the President, Vice-President, Treasurer and Website/Google Account Administrator should have access. The ownership also needs to be updated to one of the above four, as ownership (and access) should not be [palisadeonthesevern@gmail.com](mailto:palisadeonthesevern@gmail.com). This is because not all the people with access to the [palisadesonthesevern@gmail.com](mailto:palisadesonthesevern@gmail.com) account have access to all the accounts whose credentials are stored in this file.
  - The Blog Writer's Role should be given to all members of the Communications Committee (and removed from those no longer needing access).
  - If there is enough turnover on the BOG that a significant number of people no longer need access to certain accounts, update the passwords to these accounts, place the new passwords in the correct documentation, and notify those who need access. The document 'BOG Current Positions and Terms'

- identifies which positions require access to which account/password.
- It is the Vice-President's responsibility (see the Vice-President's Procedure Manual) to ensure the website is updated, to include the current BOG members, officers, and Committee chairs and members.
  - At the end of the year, set up a new yearly directory in the CAP shared drive for the upcoming year with the same subdirectories and where applicable, new files.
  - *Establish the Calendar* - Typically decided at the first meeting of the year (January BOG meeting), with discussion often occurring at the previous meeting (December) if held. Most dates are confirmed at the January meeting, with the exception of those requiring venue reservations, which are considered tentative until reservations are made. The file 'CAP Calendar of Work' residing in on the Google Drive at 'CAP/Procedures' gives an indication of approximate times various events take place. This file is used to help establish the calendar, and to ensure everyone on the BOG is performing their duties on time. Updating the Google Account's Calendar is the responsibility of the Social Committee (see Social Committee Procedure Manual).
    - Establish Board Meeting Dates - Typically held at the President's residence, and held at the same time every month. Currently this is 7:30PM, on the third Thursday of the month. Notate any dates requiring an exception to this recurring time. This fulfills the advance notification requirement of the By-Laws.
    - Establish General Meeting Dates - Typically held at the beach Pavillion, weather permitting, with the exception of the final General Meeting, historically held at either South Shore Baptist Church or the Herald Harbor Community Center. This fulfills the advance notification requirement of the By-Laws when the dates are published on the website and in newsletters.
    - Establish all Social Events, Beach Work Day, and any other events - Typically, the Social Committee Chair leads much of this portion of the calendar making.
  - *Nominate All Committee Chairpersons*
    - Present nominee at a Board for appointment.
    - Board votes to appoint chair.
    - Ensure the Minutes record the appointments.
    - Standing Committees currently include:
      - Membership
      - Property Maintenance
      - Social and Recreational
      - External Affairs
      - Communications
    - Recurring Committees currently include:
      - Nominating Committee
      - By-Laws Committee
  - *Participate in Committees* - the President is an ex officio (and non-voting) member of all committees.
    - Read Procedure Manuals of all committees to ensure familiarity with responsibilities and how they are fulfilled.
    - The Committee Chairman runs the committee. Respect their authority and

- autonomy.
- Delegate the various responsibilities of the CAP BOG to the chairs (and officers) as described in this and each other Procedure Manual.
- Often, the President is ensuring the various committees and officers are aware of responsibilities in a timely manner to coordinate various actions. The President will help as a member of these committees, but should rely on the committees to perform most of the work.
- *Periodically Communicate with Members* - The requirement for regular communications with members is an obligation of the BOG rather than a requirement of the By-Laws.
  - This should largely be performed by the Communications Committee, with content input from the BOG and esp. the President.
  - Use the CAP website BLOG and hard/soft copies of newsletters.
  - There are traditionally four hardcopy newsletters each year. An additional short newsletter with the membership form just after New Years is highly recommended.
- *Hold a Key to the Bank Safe Deposit Box* - The treasurer also maintains a key.
  - It is a requirement to inventory the contents of the Safe Deposit Box once every year.
  - Store the inventory on Google Drive in the current year's directory.
  - Copy the previous year's inventory sheet into the current year, and update the dates for each item found, and add any new items to the list.
- *Appoint a Nominating Committee* — Consisting of at least three members sixty (60) days before the scheduled election of Board members.
  - Make the appointment no later than at the September Board Meeting
  - Ensure the Minutes and a BLOG post reflect the membership in the Nominating Committee.
- *Preside Over Meetings* - Of the Board, General, and Special Meetings, following the procedures defined below in the sections [Board Meeting Procedures](#) and [General Meeting Procedures](#).
- *Introduce Board Candidates* - At a General Meeting prior to Elections.
  - Introduce all slated nominations and call for nominations from the floor.
  - Nominations from the floor must be introduced by the nominator.

## Board Meeting Procedures

- *Prior to the meeting*
  - Finalize the Agenda - At least one week before the meeting, with full BOG input. Document the Agenda by copying the 'Board\_Meeting\_Agenda\_Minutes\_Template' found within 'CAP/Procedures/Templates', or via the shortcut to this file in 'CAP/<currentyear>/Board Meeting Minutes'. Fill the template for the current month and with the agenda items. This document will also serve as the Secretary's Minutes document.
  - Send a Reminder - Remind Board members minimally one week before the

- Board Meeting, giving date, day, time, location, and agenda.
  - The advance notification requirement may be waived in case of an emergency requiring immediate action, but Board members must be notified of the time and place of the meeting and a quorum must be present to conduct business.
- *Venue*
  - Board meetings are normally held in the home of a Board member, usually the President.
  - The President must provide advance notice of any changes in venue.
- *Attendance* - Members are encouraged to physically attend the meetings, but this may not always be possible. Attendance will be critical for meeting quorum and decision requirements. Therefore, virtual attendance may be arranged from time-to-time as necessary. This can be via phone bridge (e.g. freeconferencecall.com), or video conference call (e.g. Skype).
- *Call to Order* - The President's Call to Order will initiate the Secretary's recording of the Minutes.
- *Quorum* - A minimum of six Board members are required to conduct business
- *Motions* - Any Board Member, including the President, may make a Motion, which must then be seconded in order to bring it to a vote.
- *Voting Method* - All voting will be by voice vote/show of hands unless the President requests written ballots. If the President requires written ballots, remote participants may send email or other electronic communications in lieu of written ballots. Absentee ballots and proxy voting are not allowed at Board Meetings. Anonymous voting is not allowed on binding votes, only straw votes.
- *Decisions of the Board* - Decisions will be determined by a majority of those Board members present at a duly constituted Board Meeting. Remote participants who have properly identified themselves shall be counted as present.
- *Finality of Decisions* - Any motion brought to a vote is decided by said vote as above, and is considered final. Discussion will move on to the next item, and the subject will not be revisited during a board meeting for a minimum six (6) months, or until a new BOG convenes after the annual election cycle, whichever comes first.
- *Adjourn* - Requires a motion, second, and majority in favor.

## General Meeting Procedures

- *Prior to the Meeting*
  - Finalize the Agenda - At least one week before the meeting, with full BOG input. Document the Agenda by copying the 'General\_Meeting\_Agenda\_Minutes\_Template' found within 'CAP/Procedures/Templates', or via the shortcut to this file in 'CAP/<currentyear>/General Meeting Minutes'. Fill the template for the current month and with the agenda items. This document will also serve as the Secretary's Minutes document.
  - Send a Reminder - To members via newsletter two weeks before the Board Meeting, giving date, day, time, location, and agenda, if finalized.

- Agenda must be distributed by a combination of physical and/or electronic newsletters, and/or the website (Blog is simplest), no less than one week prior to the meeting.
  - Deploy notices on signboards to Palisades, Wilson Road, and Severn Landing one week before the meeting.
- *Venue*
  - All but the final General meeting are held at the beach pavilion unless there is significantly poor weather.
  - All members must be notified of any changes in venue at least one week in advance.
  - The final General Meeting is normally held in either the Herald Harbor Community Center or the South Shore Baptist Church. These venues must be booked well in advance, ideally at the beginning of the year. See section [Contacts](#) for contact information. Booking is performed by the Social Committee.
- *Attendance* - Members are encouraged to physically attend the meetings, but this may not always be possible. Attendance will be critical for meeting quorum and decision requirements.
- *Call to Order* - The President's Call to Order will initiate the Secretary's recording of the Minutes.
- *Quorum* - A minimum of twenty percent of members physically present or represented by proxy votes shall be required to conduct business. Absentee ballots do NOT count toward quorum.
- *Motions and Comments From the Floor* - Persons wishing to address the meeting will raise their hands, be recognized by the President, and stand and identify themselves before speaking. The President may impose a time limit on each speaker if s/he deems appropriate. The limit cannot be less than three minutes. Any Member, including the President, may make a Motion, which must then be seconded in order to bring it to a vote.
- *Voting Method* - Members may vote by ballot, absentee ballot, or proxy. An absentee ballot or proxy application will be available to the members on the CAP website. Those CAP members unable to access the website may obtain an absentee ballot or proxy by contacting the President or Secretary by phone. If a member is unable to attend the General Meeting, s/he may complete an absentee ballot to vote on any scheduled agenda item. If the member desires, s/he may name a specific CAP member to vote for her/him by executing the proxy portion of the ballot. A completed absentee ballot or proxy may be delivered to any Board member a minimum of one week prior to a General Meeting; a proxy will be considered when determining a quorum is in attendance at the General Meeting; an absentee ballot will NOT count toward quorum.
- *Decisions of the Membership* - Decisions shall be determined by a majority of households present at a duly constituted Meeting. Valid absentee ballots and Proxy votes shall be counted as present members for the purposes of counting votes.

# Accounts

## Bank Accounts & Safe Deposit Box

- Bank of Glen Burnie, Crownsville office
  - Checking – Acct # <in addendum>(Treasurer has checkbook, deposit slips, etc.)
  - Money Market - Acct # <in addendum> (two signature account)
  - Safe Deposit Box # <in addendum>(There are 2 keys—Pres., Treas.)
- To change signatures
  - Get outgoing and incoming officers at the bank to sign forms. New officers should call the bank in advance and provide them information needed for the bank to have all forms ready for signature.
- Bank statements go to PO Box about the 10th of the month.

**P.O. Box**—Rent due in December. We have three keys (Pres., Treas., VP)

CAP

P.O. Box 301

Crownsville, MD 21032

**Website** — <https://www.palisadesonthesevern.com>

- Managed by the website administrator, a member of the communications committee, currently John Morrison. He pays the web hosting (annual to Wix) and domain name (every other year to Go Daddy) via personal credit card information put into the Wix website management interface.
- Solicit BOG inputs for the website.
- Post board and general meeting minutes, treasurer's reports, newsletters, general interest items, etc.

**Website Modification** — Including BLOG posts

- Update Procedure
  - <https://www.wix.com/>
  - Click on Sign In
  - Enter email: [palisadesonthesevern@gmail.com](mailto:palisadesonthesevern@gmail.com)
  - Enter password (see 'Password Addendum')
- Blog Posts can be written directly from the website itself by individuals who are given permission. Permission is granted on the Wix administration site in the previous bullet through the 'Roles and Permissions' page from 'Settings' on the main menu. These individuals are identified by email address and must be given this permission by the web site administrator or president explicitly. They then sign onto the CAP website (under 'more/members' using the same email address). Once signed in, they will be able to add Blog posts.

**Google Account** - The BOG currently makes use of three applications associated with the palisadesonthesevern@gmail Google account: Gmail, Google Drive, and Calendar. The password for this account is stored in the 'Password Addendum' to this Procedure Manual.

- Gmail

- If desired, have the webmaster set up the palisadesonthesevern@gmail account to automatically forward all email to the personal email accounts of your choice. This is for notification of email only. The President should still maintain the email account directly to avoid a cluttered inbox.
- Ensure that all filtering and forwarding is updated. Right-click on the cog icon, and click 'settings'. 'Filtering and Blocking' tab allows one to create filters to move, label, or forward incoming emails to the appropriate people/place. The 'Forwarding and POP/IMAP' tab allows you to add new addresses for forwarding (and sharing!) to the account.
- Google Drive - The CAP directory in the Google Drive for the [palisadeonthesevern@gmail.com](mailto:palisadeonthesevern@gmail.com) account is the "shared" drive where most of CAP business is performed and recorded.
  - Sharing the CAP drive must be managed logged in as the owner of the account, that is, as [palisadeonthesevern@gmail.com](mailto:palisadeonthesevern@gmail.com)
  - Ensure all and only those who need access, that is the BOG, have shared access to the CAP drive. By default, all subdirectories and file keep the access of the parent. This is controlled via the icon with people next to the directory name.
  - The only file that should not be shared with the entire BOG is the 'Password Addendum' that accompanies this Procedure Manual.
- Calendar - The Calendar is maintained by the Social Committee (see Social Committee Procedure Manual).
  - There are currently two calendars used: The CAP calendar which contains all the events of the year, and the Pavillion Rental Calendar.
  - Both calendars are exported to the website and are visible (but not editable) from there.

### **Beach Electric**

- A printed copy of the bill is sent to the PO Box and the bill is set up to be automatically paid from the CAP checking account on about the 20th of the month.

### **Taxes**

- Filing tax forms are the responsibility of the Treasurer. See the 'Treasurer's Procedure Manual' for more information.
- MD tax forms due in April - no liability. State ID# <in addendum>.
- IRS Form 990 e-postcard due in May - no liability. Federal EIN <in addendum>. It is an on-line submission.
- The username and password information for these accounts are stored in the 'Password Addendum' to this Procedure Manual.
- AA County Real Estate Bill for Diggs Rd. property - \$1 annually in September. Bill sent to PO Box.

### **Registered Agent**

- Required by State of Maryland
- Service via Maryland Registered Agent, Inc., [www.marylandregisteredagent.com](http://www.marylandregisteredagent.com)

- \$49/year. Due by 3/29/2018; send bill to palisades email.
- Website account: Username - [palisadesonthesevern@gmail.com](mailto:palisadesonthesevern@gmail.com). The password for this account is stored in the 'Password Addendum' to this Procedure Manual.
- President can update the contact info.
- Contact info in the [Contacts](#) section.

### **Insurance**

- Policy with State Farm. It covers both liability and property damage.
- Current coverage for Directors and Officers is \$1m.
- Agent Kathy Shields, Tel. 410-268-9216 (full contact information found in the Contacts section).
- State Farm Policy #: <in addendum>

## Miscellaneous

### **Event signs**

We have 3 sandwich signs, to be deployed in Severn Landing, Palisades on the Severn, and Wilson/Ridgely. Some of the signs are in need of replacement. Current deployers are:

- Severn Landing: Tim Palombo (deployer needs replacement soon)
- Palisades on the Severn: John Morrison (deployer needs replacement)
- Wilson/Ridgely: John Morrison (deployer needs replacement)

### **Beach Water Testing**

Before swimming season, we receive a form from the county that must be completed and returned. Water is tested every other week (except after a heavy rain). We get notice of any abnormal results. The results are also posted on the county health department Website, which is linked from our website.

### **Mosquito Spraying**

The community voted in a general meeting to allow spraying. In advance of mosquito season, the state sends us a notice that must be returned. This includes confirmation that we have informed the community of spraying and providing info to those who wish to opt out. A notice in a newsletter, notice on the website, and the street sandwich signs can be utilized.

### **Pier Ice Prevention Bubbler**

- Bill Mazur has it and deploys it when needed.

## Contacts

### **Herald Harbor Community Center**

390 Hall Road  
Crownsville, MD 21032

Ashley Raymond

Vice President  
Herald Harbor Citizens Association  
443-994-6966  
[vpheraldharbor@gmail.com](mailto:vpheraldharbor@gmail.com)

Kim Cole  
HHCC Rental Volunteer  
[rentalshhca@gmail.com](mailto:rentalshhca@gmail.com)

Theresa Jacob  
389 Laurel TI  
Crownsville, MD 21032  
[1tpjacob@gmail.com](mailto:1tpjacob@gmail.com)

Jamie Young  
President  
Herald Harbor Citizens Association  
[presidentheraldharbor@gmail.com](mailto:presidentheraldharbor@gmail.com)

#### **South Shore Church**

725 Herald Harbor Road  
Crownsville MD 21032

David Allen (Reservations)  
Main: (410) 923-6900  
Mobile: (301) 979-5066  
[dea0721@gmail.com](mailto:dea0721@gmail.com)

#### **General's Highway Council of Civic Associations**

P.O. Box 14  
Crownsville, MD 21302

<http://generalshighwaycouncil.org/forum.html> <http://generalshighwaycouncil.org/email-list.html>

#### **GHCCA Steering Committee**

Michael Doyle [thedoylesare@comcast.net](mailto:thedoylesare@comcast.net)

Richard Falk [rjfalk27@gmail.com](mailto:rjfalk27@gmail.com)

John Hamm [john.hamm@mac.com](mailto:john.hamm@mac.com)

Jay Irwin [jlees569@aol.com](mailto:jlees569@aol.com)

Steven Kratzer [sgkratz@gmail.com](mailto:sgkratz@gmail.com)

Jasmine Wilding [jserlemitsos@gmail.com](mailto:jserlemitsos@gmail.com) 410-417-3442

Mark Zablony [zman757@verizon.net](mailto:zman757@verizon.net)

CAP is a member of GHCCA.

**Share Maynadier Creek Committee**

Peter Evans  
443-822-3194  
Pevans1616@yahoo.com

**Office of the County Executive**

Stewart Pittman  
410-222-1821  
<email>@aacounty.org  
44 Calvert Street  
Annapolis, MD 21401

**Landscaping**

William García Landscaping  
320 Londontown Rd  
Edgewater MD 21037  
Tel. 443 613 4658  
[wglandscapingservices@gmail.com](mailto:wglandscapingservices@gmail.com)  
He bills us via the gmail account

**Port-a-Pot**

Miller's Septic  
784 Herald Harbor Rd, Crownsville, MD, 21032  
+1(410)-224-7004  
We have the port-a-pot installed just before the Easter Egg Hunt and removed immediately after the Halloween Party.

**Bank of Glen Burnie**

1221 Generals Highway  
Crownsville, MD 21032

Margaret A. Hoppa  
Assistant Manager  
Tel. 410-923-2200  
mhoppa@bogb.net

**Insurance**

Cathy Shields  
DOVIE E. METZGER INSURANCE AGENCY, INC. (State Farm)  
1410 Forest Drive, Suite 8, Annapolis, MD 21403  
Phone: 410/268-9216  
Fax:410/263-6489  
E-mail: cathy.shields.umn3@statefarm.com

**Legal**

Buck Law Group, Attorneys at Law  
Nancy K. Hill  
Paralegal and Legal Assistant  
23 West Street  
Annapolis, MD 21401  
[nhill@bucklawgrp.com](mailto:nhill@bucklawgrp.com)  
Tel. 410-263-8855

**Registered Agent**

Required by the State of Maryland. Service via Maryland Registered Agent, Inc.

Maryland Registered Agent, Inc.  
5000 Thayer Center  
Suite C  
Oakland MD 21550  
Tel. 301-533-7770  
[www.marylandregisteredagent.com](http://www.marylandregisteredagent.com)  
[agent@marylandregisteredagent.com](mailto:agent@marylandregisteredagent.com)

**Severn River Association**

CAP is a member. We receive their communication at the gmail account. They send a renewal notice (last year it was an unfriendly bill) when dues (\$55) are due.

**Greater Severna Park BWI Noise Committee**

[gspairportnoisecomm@gmail.com](mailto:gspairportnoisecomm@gmail.com)  
They send their materials to the CAP Gmail account

**Severn Landing Open Space**

We have deed copies.  
For questions, call  
Rob Jones  
Belle Grove  
[rj@bellegrove.com](mailto:rj@bellegrove.com)  
781-856-6042, or 484-553-6577  
Or Nancy Hill,  
Buck Law Group  
[nhill@bucklawgrp.com](mailto:nhill@bucklawgrp.com)  
410-263-8855