

NPUM Policy Statements

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Virtual Meeting Policy Statements

- Any members participating in virtual meetings must register using their full names, home or business address, and neighborhood affiliation, phone number.
- Family members who are eligible to vote and attending together must list all eligible and present voters (example John and Mary Smith).
- Anyone making or seconding a motion must identify themselves by stating their first and last names first.
- Members must be recognized by the Chair or Presiding Officer when unmuting their microphones by raising their hand before speaking.
- Votes to approve agendas, minutes, consent agenda shall be conducted by unanimous consent, unless a member objects.
- To vote, eligible members must use the Yes/No buttons if on the Zoom platform. Participants by phone will be polled to submit their vote by using *9. The [officer] shall count all votes and report the voting outcome to the Chairperson.
- Members that are on the virtual platform with a phone number only, can be asked to identify themselves and vote orally, if they have not registered or have issues with the technology.

Meetings

- It is the policy of the NPUM to have in-person meetings, but when not possible, our fallback is virtual meetings.

Policy Statement Record Keeping/Storage

- Officers and committee members should only use NPUM email account for email communication. This allows continuation of the business of the NPU when officers and committee members leave.
- Minutes for NPUM and committees should be stored on the cloud for a minimum of 5 years for historical reference.
- A password document should be kept for emails, cloud, websites and any other NPUM owned sites or documents for Officers and committee members. They should be changes annually or as needed if there is an issue.
- The Website should have a current copy of the NPUM's By Laws and all its Attachments for public consumption. It should also have the monthly minutes of the NPU and the committee's minutes for the calendar year.
- NPUM's record keeping storage should be updated within a week, after a meeting has taken place, with the minutes and any other appropriate document.

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- NPUM's record keeping storage should include the following:
 - Passwords
 - Minutes of NPU and Committees
 - By-Laws
 - Civic Associations By-Laws and Point of Contacts
 - Registrations for General Body and Registrations/Sign-in from Committees

Presenters/Presentations

- Presentations (presenters) are given 3 minutes to make their point with the audience, with a 2 and 1 minute warning.
- Microphone could be shuttered at the end of the 3 minutes.
- If more time is needed a motion is required and 2/3 vote of the body to extend the time.

Conflict Resolution

Steps for resolving conflict

At this stage, it is advisable to create and involve a person or a small group of objective, uninvolved people. This "review" panel will perform the tasks of gathering information and then ultimately seeing the resolution through with the involved parties.

The following five steps will take you through the process of resolving the conflict. If at the end of the five steps you have not adequately put the issue to rest, you must go through the troubleshooting phase and attempt the process again before considering the issue "unresolved" and in need of mediation.

- Step 1: Clarify the conflict. "What's the problem?"
 - What is the conflict?
 - What are the issues involved in the conflict?
 - Who are the people involved in the conflict?
 - When did the conflict arise and how long has it existed?
 - Is the conflict real, accurate or exaggerated?
 - How important is it to solve the conflict?
 - What would happen if the conflict is not resolved?
- Step 2: Interview the parties involved. "What's your side of the story?"
 - Take time to formally gather information from those involved.
 - Remember to keep emotions calm and focus on the issues.
 - What do the parties involved want to see happen?
 - What would the NPU like to see happen?
 - Summarize these findings in a detailed report.
- Step 3: Identify the solutions. "What are the alternatives?"
 - Identify several possible solutions to the problem.
 - Come up with ways to implement the solutions.
 - What are the outcomes of each solution?
 - Resolve the conflict collaboratively rather than adversarial.
 - Narrow the solutions and come up with the top priority resolution.

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- Step 4: Select the appropriate solution. “Here’s what we are going to do.”
 - Determine the best solutions for all involved.
 - Allow parties to examine the top resolutions.
 - Educate parties and get agreement to participate in the process.
 - Bring parties together and narrow the solution to a jointly agreed upon and owned solution.
 - Get parties to commit to implement the resolution and set a specific date to meet and review the resolution.
- Step 5: We have an impasse and no resolution was reached. “Now what are we going to do?”
 - Troubleshooting:
 - Determine that you have the right “objective” people involved in the resolution process.
 - Go back to the beginning and attempt to work through the process again. In other words, be sure that the people mediating are not part of the problem. Also be sure that all the people involved in the conflict are interviewed and part of the process.

Policy Statements Amendments

- These statements can be changed by 2/3 vote of the members.
- They can be changed without modifying the By-Laws.