

TENNESSEE EMERGENCY NUMBER ASSOCIATION

Policy and Procedures Manual

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1.0 OPERATIONAL PROCEDURES

Effective Date: 11-18-2015

Revised Date: 09-30-2024

PURPOSE:

The purpose of this policy is to establish guidelines for the operational procedures of the Association.

1.01 CONVENING THE BOARD

- 1.01.A The President shall convene the Executive Board at regularly scheduled bi-monthly meetings.
- 1.01.B Advance notice of scheduled meetings will be provided in writing to all Executive Board Members.
- 1.01.C Changes of scheduled meetings will be approved by a quorum of the Board.
- 1.01.D Special meetings may be called by the President or any two Board Members.
- 1.01.E At the final meeting of each calendar year, a schedule of the next year's meetings will be established and published on the TENA website.

1.02 ORDER OF BUSINESS:

1.02.A After calling the meeting to order, the President will call for the following:

- Roll Call
- Comment Period
- Approval of Minutes of Previous Meeting
- Financial Reports iv. Committee Reports
- Discussion Items
- Other Business
- Other Delegates or Representatives
- Adjournment

1.03 PRESIDENT'S DUTIES

- 1.03.A The President will preside over Executive Board meetings, preserving order and decorum, in accordance with the authority granted under the Association Bylaws.
- 1.03.B The President will coordinate with the Executive Committee in the preparation of an annual operational budget and a conference budget.
- 1.03.C The President will appoint standing and special committees and may participate in meetings of the committees. These appointments will be confirmed by the Executive Board.

1.04 1st VICE PRESIDENT'S DUTIES

- 1.04.A During the absence of the President, the 1st Vice President will preside over the Board Meetings and be vested with all powers herein given to the President.

- 1.04.B The 1st Vice President will serve as the Coordinator of the Annual Conference, presiding over the Annual Conference Committee to be appointed by the President at the first scheduled meeting of each calendar year.
- 1.04.C The 1st Vice President will serve on the Annual Conference Committee(s) and will be responsible for recommending conference sites for three years in advance.
- 1.04.D The 1st Vice President will assist in the preparation of an annual operational budget and a conference budget.
- 1.04.E The 1st Vice President will participate in standing and special committee meetings.
- 1.04.F The 1st Vice President will perform other duties as directed.

1.05 2nd VICE PRESIDENT'S DUTIES

- 1.05.A During the absence of the President and 1st Vice President, the 2nd Vice President will preside over the Board Meetings and be vested with all powers herein given to the President.
- 1.05.B The 2nd Vice President will serve on the Annual Conference Committee(s) and will be responsible for recommending conference sites for three years in advance.
- 1.05.C The 2nd Vice President will assist in the preparation of an annual operational budget and a conference budget.
- 1.05.D The 2nd Vice President will participate in standing and special committee meetings.
- 1.05.E The 2nd Vice President will perform other duties as directed.

1.06 SECRETARY'S DUTIES

- 1.06.A The Secretary will present minutes of each Board Meeting and maintain all official Association records.
- 1.06.B The Secretary will compile and maintain current membership rosters.
- 1.06.C The Secretary will provide written notice of meetings and an agenda to Executive Board Members, 7 days prior to each scheduled Board Meeting.
- 1.06.D The Secretary will assist in the preparation of an annual operational budget and a conference budget.
- 1.06.E The Secretary will conduct and certify the results of any roll call votes required at the Annual Conference and will certify the election results at the Annual Conference.
- 1.06.F The Secretary will perform other duties as directed.

1.07 TREASURER'S DUTIES

- 1.07.A The Treasurer will maintain Association financial records and present written financial reports at each scheduled meeting.
- 1.07.B The Treasurer will issue statements and maintain records for annual membership dues.
- 1.07.C The Treasurer will provide financial reports related to the Annual Conference.
- 1.07.D The Treasurer will have an audit of financial records performed annually; copies of

the Audit Report will be made available at the Annual conference.

1.07.E The Treasurer will assist in the preparation of an annual operational budget and a conference budget.

1.07.F The Treasurer will perform other duties as directed.

1.08 REGIONAL BOARD MEMBER DUTIES

1.08.A Regional Board Members will conduct meetings of the Association Members within their respective regions and present reports of the meetings to the Board.

1.08.B Regional Board Members will maintain current and comprehensive listings of Emergency Communications Districts and Directors / Coordinators within their respective regions for compilation by the Secretary and the Executive Director- Administrative Coordinator.

1.08.C A standing Conference Committee, comprised of one representative from each region (East, Middle, and West) will assist the 1st and 2nd Vice President in selecting the Annual Conference site.

1.08.D Regional Board Members will perform other duties as directed.

1.09 THE PAST PRESIDENT DUTIES

1.09.A Hold a seat on the Executive Board with voting privileges in the capacity of Past President or only in the capacity as the appointed At-Large Representative.

1.09.B Support the Officers and the Executive Board.

1.09.C Shall serve as the At-Large Representative in the event there are no qualified nominees for a Regular or Special Election.

1.10 REPLACEMENT OF OFFICERS

1.10.A An existing officer who fails to appear at two consecutive Board Meetings, without reason and/or notification may be replaced.

1.10.B A replacement will be appointed in accordance with the Association Bylaws.

1.11 VOTING

1.11.A Every member of the Board will be in his/her seat during a meeting in order to cast a vote. A phone call vote will be allowed, at the request of the President, or any two Board Members and ratified at the next regularly scheduled Board Meeting.

1.11.B Any Member of the Board may request and receive of the presiding officer a roll call vote.

1.11.C All votes requiring an expenditure of funds will be by roll call vote.

1.11.D When a motion or resolution is proposed, it must be approved by a majority of the members present to pass.

1.11.E No motion or resolution will be in order until the decision of the Board is declared by the presiding officer.

1.11.F Tennessee Emergency Communications Board Nominations.

Any current TENA board member voting on Tennessee Emergency Communications Board nominees must recuse themselves from voting to prevent conflict of interest if:

1.11.F.1 One or more of the nominees are from the same ECD as the TENA board member.

1.11.F.2 If the TENA board member is the nominee

1.12 CHANGE OR SUSPENSION OF RULES

1.12.A The Rules of Procedure may be altered or amended by a two-thirds (2/3) approval of the Board Membership.

1.12.B No rules of Procedure will be suspended except by approval of at least two-thirds (2/3) of the members present.

1.13 ROBERT'S RULES OF ORDER

1.13.A In any event or circumstances not covered by the above, Robert's Rules of Order will prevail.

1.14 COMMENT PERIOD PROCEDURE

1.14.A TENA welcomes comments from the public during the opening portion of each Board Meeting. The following guidelines are established and adhered to, for the purpose of maintaining order with respect to the Agenda published and distributed in advance of the meeting.

1.14.B Speakers must contact the Executive Director / Administrative Coordinator or Secretary to sign up to comment prior to the meeting by email or fax at least seventy-two hours prior to the TENA meeting. A standard Comment Period form may be developed by the Board, edited at any time, and made available for use.

1.14.C Comments must be limited to no more than five minutes maximum per person, keeping the time flexible depending on the number of commenters.

1.14.D The Comment Period will last no longer than twenty minutes total.

1.14.E Comments must be about items included on the meeting Agenda.

1.14.F The Comment Period is for comment, not debate.

2.0 MEMBERSHIP

Effective Date: 10-01-2017

Revised Date: 09-30-2025

2.01 MEMBERSHIP CATEGORIES AND FEES:

“Member in good standing” defined

Member in good standing is the status assigned to a member of TENA when he, she or the ECD has remained current on Association dues (or applications for due waivers) which covers a 12-month period. Being a Member in good standing affirms the Member’s commitment to the vision of TENA. It is expected that members in good standing will work collaboratively to strengthen the Association and will not engage in any activities that puts TENA in financial or structural jeopardy, nor engage in any activities that will bring discredit to the Association.

Member in good standing:

- are eligible to participate in all meetings, conferences, educational courses, and committee memberships when appropriate.
- are eligible to apply for TENA awards and scholarships.
- ECD Affiliate members are eligible to be elected to Executive Board positions, provided they meet the other nomination and election criteria set forth in the Bylaws & Policies.
- New Members of TENA are eligible to vote immediately after applying for membership and payment of dues.

2.01.A **Individual Member** - The following shall be eligible for Individual membership in the Association:

2.01.A.1 An individual membership shall be defined as any non-NENA member who wishes to support the goals and mission of TENA or any NENA member who is not actively affiliated with a PSAP within the Jurisdiction of a Tennessee Emergency Communications District.

2.01.A.2 An individual membership will hold the following benefits and restrictions.

- i. Non-voting status; voting status is reserved for established 911 Districts within the state of Tennessee.
- ii. Allows individuals to attend the yearly conference under the member rate structure.
- iii. Allows individuals to publicize their membership and or support to TENA as an Individual Member.
- iv. Allows individuals to purchase TENA goods at a member rate.
- v. Allows individuals to take courses offered by TENA that are free and any other offered course at a member rate.
- vi. The dues for Individual membership are Sixty Dollars (\$60.00) annually. A 10% late fee will be applied to renewed memberships not paid by August 1st.
- vii. New Individual memberships will be accepted throughout the year, yet

renewed membership dues will be due by August 1st of each year. Individual membership dues will be pro-rated if purchased after Jan 1st of each calendar year.

viii. A portion of the funds from Individual Memberships may be utilized as grant funds for 911 professionals wishing to take the ENP exam.

2.01.B Associate Member - The following shall be eligible for Associate membership in the Association:

2.01.B.1 Associate members are individuals who provide products or services related to public safety emergency communications systems and related industries, along with individuals who have retired from such positions.

2.01.B.2 Any interested individuals

2.01.B.3 An associate membership will hold the following benefits and restrictions.

i. Non-voting status; voting status is reserved for established 911 districts within the state of Tennessee.

ii. Allows up to 5 individuals to attend the yearly conference under the member rate structure.

iii. Allows the Associate Member to publicize their membership and or support to TENA as an Associate Member.

iv. Allows Associates to purchase TENA goods at a member rate.

v. Associate Members will receive preferred Industry Partner booth selection if desired. A Vendor registration will be required as well.

vi. Allows up to 3 members under the Associate Membership to take courses offered by TENA that are free and any other offered course at a member rate.

vii. Associate memberships will be accepted throughout the year, yet membership dues will be by August 1st of each year.

viii. The dues for Associate memberships are Two Hundred Dollars (\$200.00) annually. A 10% late fee will be applied to renewed memberships not paid by August 1st.

ix. New Associate memberships will be accepted throughout the year, yet renewed membership dues will be due by August 1st of each year. Individual membership dues will be pro-rated if purchased after Jan 1st of each calendar year.

2.01.C ECD Affiliate Member - The following shall be eligible for ECD Affiliate membership in this Association:

2.01.C.1 ECD Affiliate Members include Directors, and or Assistant Directors, supervisory and telecommunications personnel responsible for planning, organizing, staffing, directing, controlling and operating functions required in the design, promotion, construction, installation, maintenance, command

and/or operation of public safety emergency communications systems who are employed and salaried by a local government agency, or an agency substantially supported by local government funds or who serve on the Board of Directors of an Emergency Communications District established in accordance with Tennessee law.

- 2.01.C.2 Dues for ECD Affiliate membership for an entire Board of Directors of an Emergency Communications District or “911” agency are .010 x District population with a ceiling rate of no more than Seven Hundred and Fifty Dollars (\$750.00) per District annually. There will also be minimum dues of One Hundred (\$100.00) per District annually. A 10% late fee not to exceed \$50 will be applied to renewed memberships not paid by August 1st.¹
- 2.01.C.3 ECD Affiliate Members carry the same basic privileges as individual members, in addition to other privileges outlined within TENA policy. Only ECD Affiliate Members, who have been ECD Affiliate members of TENA for two consecutive years, are eligible to hold office. Each ECD in good standing has one vote.
- 2.01.D **Honorary Lifetime Member** - The following shall be eligible for Honorary membership in this Association: Honorary Lifetime Members include individuals who have served TENA and have retired from a PSAP or ECD-in good standing.
 - 2.01.D.2 Honorary Lifetime Members are exempt from dues for life or until the resignation or disqualification of such member. The Honorary Lifetime Member must maintain all standards of ethics and character as required for members of the Board. The Honorary Lifetime Membership may be revoked at the discretion of the Board.
 - 2.01.D.3 Honorary Lifetime Members carry the same privileges as Individual Members, in addition to other privileges outlined within TENA policy.
 - 2.01.D.4 Honorary Lifetime Members shall receive complimentary Attendee Registration to the Annual Educational Conference / Meeting.
 - 2.01.D.5 Honorary Lifetime Members may be nominated by any Tennessee Emergency Communications District or PSAP. The Conference Awards Committee shall conduct a review of the nomination, including but not limited to making contact with the ECD from which the nominee retired.
 - 2.01.D.6 Recipients (if any) will be announced at the Annual Conference each year. Nomination forms will be available in conjunction with the Annual Conference Awards.
 - 2.01.D.7 To be eligible to serve on the Board, the Honorary Lifetime Member must return to ECD Affiliate status. Honorary Lifetime Members may serve Committees if all the requirements of such positions outlined elsewhere in

¹ Amended 09.30.2025

the policies and bylaws are met and maintained.

3.0 EXECUTIVE DIRECTOR – ADMINISTRATIVE COORDINATOR

Effective Date: 11-18-2015

Revised Date: 10-01-2017

3.01 TENA Executive Director

3.01.A The authority and duties of the Executive Director/Administrative Coordinator include, but are not limited to the following:

- 3.10.A.1 Represent the procedural and management interests of TENA.
- 3.01.A.2 Coordinate and assist in the assignment of support for TENA activities.
- 3.01.A.3 Facilitate financial support for TENA activities within the parameters of the TENA budget.
- 3.01.A.4 Coordinate the preparation, publication, and distribution of organizational material to be distributed at regular intervals. This publication may contain technical, administrative, operational, training, and/or any additional informative or educational items considered of interest to the membership of this Association and to other people who are interested in the field of public safety emergency communications. This policy provides for the use of a team of individuals to assist in accomplishing this task.
- 3.01.A.5 Record and transcribe the minutes of meetings and distribute them accordingly.
- 3.01.A.6 Oversees the set-up and maintenance of all software and applications used by TENA.
- 3.01.A.7 Distribute information to the membership.
- 3.01.A.8 Assist with the Annual Conference.
- 3.01.A.9 Assist the Executive Board as needed.
- 3.01.A.10 Other duties as required and/or assigned by the President or Executive Board.

4.0 FINANCIAL POLICY

Effective Date: 11-18-2015

Revised Date: 09-30-2025

PURPOSE: The purpose of this policy is to establish guidelines for the handling of TENA finances.

4.01 BUDGETS

- 4.01.A A budget for the operation of the Association will be developed by the Budget Committee (President, 1st and 2nd Vice President, Secretary and Treasurer and Executive Director Administrative Coordinator) and presented for Board approval at the regularly-scheduled November meeting, for the Calendar year beginning January 1 of each year. This will be labeled as the Annual Budget.
- 4.01.B Budget lines for the annual Conference will be developed by the Budget and Conference Committees and presented for Board review and amendment at the regularly scheduled May meeting. The final budget line amendments pertaining to the Conference will be presented at the regularly scheduled November meeting, following the Conference. This will be labeled as the Conference subsection of the Annual Budget.

4.02 BUDGET AMENDMENTS

- 4.02.A All changes to, or the addition of any budget line items must be approved by the TENA Board of Directors. This will apply in situations when the cost of a purchase exceeds the balance in the budgeted line item account. Notwithstanding, all purchases in excess of \$1500 of the budgeted line item amount must first be approved by the Board.
- 4.02.B Notice of any purchase made in excess of the budgeted line item amount pursuant to 4.02.A, shall be provided to each Board member within 48 hours of the purchase.
 - 4.02.B.1 It shall be the responsibility of the Treasurer to ensure compliance of this policy.

4.03 CONTRACTUAL AGREEMENTS

- 4.03.A Expenditures for contractual agreements will be reconsidered on an annual basis and renewed prior to setting the annual budget.

4.04 NON-RECURRING EXPENSES

- 4.04.A The President and/or Executive Director may expend funds, with Board approval, and pending authorization and assurance of the Treasurer that funds are available in the particular budgeted account, for materials or equipment utilized to conduct Association business. Items in this category include educational materials such as brochures, 911 pins, PC's, printers, etc. ASSETS PURCHASED IN EXCESS OF \$5000 SHALL BE OBTAINED BY COMPETITIVE ESTIMATES, CAPITALIZED, AND DEPRECIATED ACCORDING TO THE LAW OR THE LIFE EXPECTANCY OF THE ASSET, WHICHEVER IS LESS.

4.05 SUPPLIES

- 4.05.A The President and/or the Executive Director/Administrative Coordinator may authorize

the expenditure of Association funds without Board approval and pending authorization and assurance of the Treasurer that funds are available in the particular budget account, for the purchase of office supplies, postage expenses, etc.

4.06 AUTHORIZATION TO EXPEND FUNDS WITHOUT BOARD APPROVAL

4.06.A The President may authorize the expenditure of Association funds up to \$500.00 without Board approval and pending authorization and assurance of the Treasurer that funds are available in the particular budget account, for materials or equipment utilized to conduct Association business. Any amount in excess of \$500.00 shall be presented to the Board for approval.

4.06.B The Board must be made aware of these expenditures at the next regularly scheduled Board meeting.

4.07 CONFERENCE EXPENSES - Expenses incurred by the Executive Director/Administrative Coordinator, and TENA Board of Directors during the Annual Conference will be paid by the Association as follows:

4.07.A The Association will assume hotel room expense at the pre-approved daily conference rate for those listed above and Legal Counsel.

4.07.B The Association may assume hotel expense for pre-designated guest speakers and others, at the discretion of the Board.

4.07.C The Association may assume certain registration fees for a representative of the Tennessee Emergency Communications Board, a NENA representative, pre-designated guest speakers and others, at the discretion of the Board.

4.07.D The Association will obtain appropriate event insurance coverage prior to the Annual Conference. All expenses shall follow all financial policies with regards to Association funds.

4.08 ANNUAL AUDIT

4.08.A The Treasurer will arrange to have an independent audit conducted of the Financial Records of the Association on an annual basis.

4.08.B Copies of the Annual Audit will be made available to the Board Members at the pre-conference Board Meeting and to the Association Members at the Annual Conference.

4.09 ASSOCIATION FUNDS

4.09.A The Treasurer will be responsible for paying Association Expenses in a timely manner and for maintaining the Association bank account(s).

4.09.A.1 Association bank accounts will be established in a bank convenient to the Treasurer.

4.09.A.2 All expense payment checks will require two (2) signatures with no pre-signed checks allowed.

4.09.A.3 Authorized signatories will be adequately bonded, and/or insured, as stipulated in the by-laws.

- 4.09.A.4 Funds not allocated for Association expenses will be invested in an interest-bearing account, with all deposits for all accounts made within three (3) business days.
- 4.09.A.5 Funds collected for any event shall be accounted for and deposited, then any associated expenses or prizes will be paid out of the appropriate fund through the established accounting system.
- 4.09.A.6 Quickbooks Electronic Accounting Software is the established means for maintaining the financial records of TENA.

4.10 FLOWERS

- 4.10.A The membership of TENA is driven by the revenue standards of the Tennessee Emergency Communications Board, and flowers are a prohibited use of 911 revenue, it is agreed the TENA Board should abide by the same policy.
- 4.10.B In lieu of flowers, a card should be sent to the family, if the Board is notified of the death.

4.11 CONFERENCE REFUND POLICY

4.11.A Attendee Registration Fee and Refund Policy²

- 4.11.A.1 TENA may establish multiple registration tiers (e.g., Early, Regular, and Late) with corresponding discounted rates. To qualify for any discounted tier, full payment must be received within that tier's designated time period.
 - Early Registration: If you register during the Early Registration period, payment must be received before the Early Registration deadline.
 - Regular Registration: If you register during the Regular Registration period, payment must be received before the Late Registration period begins.
 - Late Registration: Registrations received during the Late Registration period must be paid in full prior to the start of the event.
- 4.11.A.2 Registrations not paid within the appropriate time frame will be adjusted to reflect the current registration tier rate at the time payment is received.
- 4.11.A.3 Refund requests shall be made in writing with no exceptions
- 4.11.A.4 No refund(s) shall be given if not requested within 10 days post-conference.
- 4.11.A.5 Any outstanding balances must be paid in full within 15 days pre-conference.
- 4.11.A.6 An administrative fee of 25% will be assessed to those wishing to obtain a refund up to 15 days pre-conference.
- 4.11.A.7 An administrative fee of 50% will be assessed to those wishing to obtain a refund 14 days pre-conference through 10 days post-conference.
- 4.11.A.8 Attendees which are registered by an agency, who simply do not attend, shall be billed accordingly without a refund.

² Amended 09.30.2025

- 4.11.A.9 Acceptable reasons for a full refund.
 - i. Illness or injury to the conference attendee with a written original Doctor's excuse, stating only that the attendee is "Recommended not to travel or attend (or similar)" is suggested. Copies will not be accepted.
 - ii. Death or death within the attendee's immediate family or spouse's immediate family.
 - iii. Natural Disaster / Terrorist attack directly affecting the attendee or the attendee's ECD.
- 4.11.A.10 Refund request shall only be granted by the TENA Budget committee.
- 4.11.A.11 If a refund is granted by the Budget Committee, the full Board must be notified at the next Board meeting of such.

4.12 CONFERENCE INDUSTRY PARTNER POLICY

- 4.12.A Industry Partner Registration & Sponsorship Payment
 - 4.12.A.1 Sponsorship payments shall be paid in full within 15 days pre-conference.
 - 4.12.A.2 Any outstanding balances must be paid in full, along with current fees or amounts in full within 15 days pre-conference.
 - 4.12.A.3 Registered attendees shall be paid in full within 15 days preconference.
 - 4.12.A.4 If sponsorship payment is not received 15 days pre-conference, the sponsor may not be included in the guidebook.
 - 4.12.A.5 If sponsorship payment is not received 15 days pre-conference, the sponsor will not have priority booth space selection.
 - 4.12.A.6 Refund requests shall be made in writing with no exceptions
 - 4.12.A.7 No refund(s) shall be given if not requested within 10 days post-conference.
 - 4.12.A.8 An administrative fee of 25% will be assessed to those wishing to obtain a refund up to 15 days pre-conference.
 - 4.12.A.9 An administrative fee of 50% will be assessed to those wishing to obtain a refund 14 days pre-conference through 10 days post-conference.
 - 4.12.A.10 Industry Partners who are registered by a company/organization, who simply do not attend, shall be billed accordingly without a refund.
 - 4.12.A.11 Acceptable reasons for a full refund.
 - i. Illness or injury to the conference attendee with a written, original Doctor's excuse, stating only that the attendee is "Recommended not to travel or attend (or similar)" is suggested. Copies will not be accepted.
 - ii. Death, or death within the attendee's immediate family or spouse's immediate family.
 - iii. Natural Disaster / Terrorist attack directly affecting the Industry Partner .
 - 4.12.A.12 Refund request shall be granted by the TENA Budget committee.
 - 4.12.A.13 If a refund is granted by the Budget Committee, the full Board must be

notified at the next Board meeting of such.

4.12.B Industry Partner Sponsorships of both financial and material items must be accounted for as fair market value and booked as income.

5.0 ELECTIONS

Effective Date: 11-18-2015

Revised Date: 09-30-2024

PURPOSE: The purpose of this policy is to establish guidelines for the elections of the TENA Board of Directors as defined in the by-laws.

5.01 ELECTION COMMITTEE

5.01.A Purpose and Duties

- 5.01.A.1 The Election Committee will work to ensure fair voting practices for all TENA elections. The Chairperson and the Executive Director-Administrative Coordinator will work together to establish and distribute the Nomination form for each election.
- 5.01.A.2 The Chairperson will receive all nominations, unless otherwise stipulated.
- 5.01.A.3 After the nomination process has been completed, the Chairperson and the Executive Director-Administrative Coordinator will work together to establish the Election Ballot. The Chairperson will receive all ballots, unless otherwise stipulated. The Committee will come together at the appointed time to certify the election ballots. A committee member who is running for office or has someone from their ECD running for office will be recused from the counting process.

5.01.B Committee Members:

- Chairperson - TENA member, from an ECD in good standing.
- One (1) member, from an ECD in good standing, from each region.
- TENA Executive Director-Administrative Coordinator

5.02 NOMINATIONS

- 5.02.A The Executive Director-Administrative Coordinator will work with the Election Committee chairperson to prepare the nomination forms and ballots.
- 5.02.B The Executive Director-Administrative Coordinator will be responsible for the final formatting and distribution of both these forms.
- 5.02.C As stated in the By-laws, nominations shall be requested for particular offices from the Active membership at least sixty (60) days prior to the Annual Conference.
 - 5.02.C.1 2nd Vice-President, Secretary, one (1) West Regional Representative, one (1) Middle Regional Representative, one (1) East Regional Representative, and the At-Large Representative for even-numbered years.
 - 5.02.C.1.a The At-Large representative shall be elected pursuant to this sub-section, solely by the Tennessee voting- eligible NENA membership.

- 5.02.C.2 2nd Vice-President, Treasurer, one (1) West Regional Representative, one (1) Middle Regional Representative, and one (1) East Regional Representative for odd-numbered years.
- 5.02.D Nominees for all positions must reside or work within the region served.
- 5.02.E As stipulated in the By-laws the timeline for distribution of the forms is calculated each year based on the Conference dates.
- 5.02.F Local ECD or PSAP Manager/Director written approval is required to serve on the Executive Board.
- 5.02.G Only ECD Affiliate members, as defined in Bylaws Article II, in good standing, may vote for and hold elected positions in TENA with the exception of the At-Large Representative, shall be a NENA Public Sector or Telecommunicator member, nominated and elected solely by the Tennessee voting- eligible NENA membership.
- 5.02.H Beginning with candidates elected in 2011, two or more individuals representing the same District will not be allowed to serve on the Executive Board at the same time.
- 5.02.I Reasons to refuse a nomination include, but are not limited to:
- Resignation or dismissal from current position in the 911 field.
 - Upon verification of nomination form, local District did not approve candidate nomination.
 - Any professional or personal situation that would bring unfavorable publicity or discredit TENA.
- 5.02.J The Election Committee may conduct such investigations as it deems necessary to determine if the nominations will be accepted.
- 5.02.J.1 If a nomination is refused, the nominee will be informed in writing of the reasons.
- 5.02.J.2 Nominees will be offered the opportunity to respond to any allegations that would cause their nominations to be refused.
- 5.02.J.3 If a nomination is refused due to a fraudulent act, the nominee will be ineligible to run for a position on the Executive Board for a period of no less than seven (7) years.
- 5.02.K After receipt of the nomination forms, the chairperson of the Election Committee shall report a final slate of nominees at least thirty (30) days prior to the Annual Conference.

5.03 VOTING

- 5.03.A Ballots or voting notice shall be distributed to the authorized Voting Delegate on file from each District and the Tennessee voting- eligible NENA membership at least fifteen (15) days prior to the close of the voting period.
- 5.03.B TENA will make an electronic device available at the annual conference so that Districts and the Tennessee voting- eligible NENA membership may also vote within the deadline established.
- 5.03.C The District must maintain their ECD Affiliate membership in TENA, which means the ECD dues have been paid, to be eligible to vote and a Tennessee voting-eligible NENA

member must maintain their NENA dues, to be eligible to vote.

- 5.03.D The Chapter President has access to the NENA membership and will afford access of the most recent membership list filtered by voting-eligibility to the Executive Director-Administrative Coordinator.
- 5.03.E The President shall settle challenges to the validity of any ballot.
- 5.03.F Districts may also vote by proxy, provided that the person casting the vote of a District has a proxy that is signed by a duly authorized officer of the District.
- 5.03.G Each District maintaining ECD Affiliate membership shall be entitled to cast one (1) vote for each office.
- 5.03.H The votes of each respective region shall determine that region's representative.
- 5.03.I Upon completion and certification of the ballot count, the results shall be forwarded to the President.
- 5.03.J Election records shall be maintained for a period of at least 90 days.
- 5.03.K Notwithstanding any procedure contrary to Roberts Rules, elections shall take place by secret ballot and the winner shall be determined by a "simple majority" of the ballots cast, except in a Run-Off election wherein the candidate receiving the percentage majority of the valid votes cast will be declared the winner of the particular election.
 - 5.03.K.1 A simple majority is defined as fifty percent 50% plus one (1) of the valid votes cast.
 - 5.03.K.2 All winners of elections shall be declared at the next regularly scheduled Board Meeting
- 5.03.L In the event of more than two (2) candidates on the first ballot for a particular office and a simple majority is not decided after the election on the first ballot, the candidates receiving the two (2) largest number of votes shall engage in a run-off election.
- 5.03.M Run-off election ballots shall be distributed to the ECD Affiliate or Tennessee voting-eligible NENA membership and the candidate receiving a simple majority of the ballots cast shall be declared the winner at the next regularly scheduled board meeting.
- 5.03.N If upon conclusion of the Run-off election no single candidate receives a percentage majority as a result of two (2) or more candidates receiving an equal percentage of the valid votes cast, those candidates receiving the equal percentage of valid votes cast shall attend the next regularly scheduled Board meeting at which a blind selection of the winning candidate will be chosen by the Ethics Officer by allowing each of the candidates to choose a different colored chip which will then be placed in an opaque container from which the Ethics Officer will draw a single token representing the candidate to be declared the winner at the scheduled Board meeting.

5.04 BALLOTS

- 5.04.A The Executive Director-Administrative Coordinator will maintain the list of all the Districts Voting Delegates, divided into the 3 regions for the election of each region's representative, and will assign a Ballot Control Number based on that list.
- 5.04.B The Ballot Control Number will be placed on all ballots.

- 5.04.C Prior to the close of a voting period, the Executive Director-Administrative Coordinator forward the list of Ballot Control Numbers (if paper ballots are used) to the Secretary who will be responsible for formatting the Ballot Tally Sheet based on the regions.
- 5.04.D The Executive Director-Administrative Coordinator will be responsible for providing any District's Voting Delegate or any Tennessee voting-eligible NENA member who has not voted prior, the opportunity to vote at the Conference.
- 5.04.E One hour before the Ballot Count, the Executive Director-Administrative Coordinator will meet with the Treasurer, who will advise of those ECD's whose dues have not been paid.

5.05 BALLOT CERTIFICATION

- 5.05.A In the case of an uncontested race, a single vote for the candidate is sufficient to declare that candidate as the winner.
- 5.05.B Once all ballots have been recorded, the members of the Election Committee will confirm the results from the on-line software.
- 5.05.C The Election Committee chairperson certifies the results and then forwards the results to the President.

5.06 ANNOUNCING THE RESULTS

- 5.06.A The President will determine when the announcement of the winners will take place.
- 5.06.B** All announcements must be made prior to the installation of officers at the Annual Banquet except in the event of a run-off or special election when the winner will be announced at the next Board meeting.

5.07 RECORD KEEPING

- 5.07.A At no time will the Executive Director-Administrative Coordinator release the Ballot Control Number list without the approval of the entire TENA Board.
- 5.07.B The election records will be maintained for a minimum of 90 days.

6.0 COMMITTEE APPOINTMENTS

Effective Date: 11-18-2015

Revised Date: 10-01-2017

PURPOSE:

The purpose of this policy is to establish guidelines for the appointments to the TENA Standing and Conference committees. The President of TENA will appoint the members of each committee. These appointments will be confirmed by the Executive Board. All committees will be announced no later than the last Board meeting of the calendar year.

6.01 STANDING COMMITTEES

6.01.A By-Law Committee

Purpose & Duties:

The By-Law Committee will establish a slate of amendments or changes from both Board and membership input, through regional meetings. The proposed amendments will be presented to the TENA Board at the May Board meeting, then reviewed by Legal Counsel before being presented again at the July Board meeting when the TENA Board will vote to recommend or not recommend. The amendments will then be placed on the Annual Election Ballot for membership to vote.

Committee Members:

- Chairperson - 2nd Vice President
- One (1) TENA Regional representative from each TENA region.
- One (1) At-Large TENA Board member.
- One (1) At-Large TENA member, from an ECD in good standing.
- TENA Executive Director-Administrative Coordinator.
- Additional members as deemed necessary by the scope of the work.

6.01.B Legislative Affairs Committee

Purpose & Duties:

The Legislative Affairs Committee will work together with the Executive TENA Board to closely monitor any legislation and/or amendments as presented to the General Assembly and report the status of same to the TENA Board and membership as needed.

Committee Members:

- One (1) member, from an ECD in good standing, from each region.
- One (1) TENA Board member, from each region of the state.
- TENA Executive Director-Administrative Coordinator to assist as needed.

6.01.C Election Committee

Purpose and Duties

The Election Committee will work to ensure fair voting practices for all TENA elections. Also see TENA Policy 5.0 for full details of TENA Elections.

Committee Members:

- Chairperson - TENA member, from an ECD in good standing.
- One (1) TENA member, from an ECD in good standing, from each TENA region.
- TENA Secretary
- TENA Executive Director-Administrative Coordinator

6.01.D TERT Committee

Purpose & Duties:

All members of the TERT Committee must have completed the necessary TERT training requirements prior to appointment. The Chairperson of the TERT Committee, will assist the President in the appointments.

The TERT Committee will respond to all requests for TERT activations by an ECD and/or PSAP. The TERT Committee will inform the Board of the activation and work with that ECD and/or PSAP, as well as TEMA to establish all necessary paperwork, and monitor the TERT response to that agency.

Committee Members:

- Chairperson - TENA member, from an ECD in good standing.
- One (1) TENA member, from an ECD in good standing, from each region.
- One (1) At-Large TENA member, from an ECD in good standing.
- TENA Executive Director-Administrative Coordinator to assist as needed.

6.01.E Ethics Committee

Purpose & Duties:

To do a thorough investigation of any TENA Board member accused of any Ethics violation(s).

Committee Members:

- Chairperson - TENA member, from an ECD in good standing.
- One (1) TENA member, from an ECD in good standing, from each region
 - iii. TENA Legal Counsel to assist as needed.
- TENA Executive Director-Administrative Coordinator to assist as needed.

6.01.F Personnel Committee

Purpose & Duties:

To do an annual performance review, as well as contract review, of any “paid” contractor(s) for TENA, which will include the Executive Director-Administrative Coordinator and the Legal Counsel. This committee will then make recommendations to the TENA Board regarding the contracted employee and/or their contracts(s), including salary and incentive pay.

These recommendations will be done no later than thirty days before the close of fiscal year.

Committee Members:

- Chairperson – TENA President
- TENA 1st Vice President
- TENA 2nd Vice President

6.01.G Education Committee

Purpose & Duties:

To assist with establishing state and national training standards and to make recommendations for training offered at the TENA Conference.

Committee Members:

- Chairperson - TENA member, from an ECD in good standing.
- One (1) TENA member standing, from an ECD in good standing, from each region.
- TENA Executive Director-Administrative Coordinator to assist as needed.

6.01.H ENP Scholarship Committee

All members of this committee must be an ENP in good standing.

Purpose & Duties:

To determine eligibility of an ENP scholarship candidate. The Executive Director / Administrative Coordinator will receive the application packet and forward to the Committee Members. The Chairperson will set up a meeting, either in person or via a conference call to discuss the packet with each candidate. The committee will vote as to the eligibility of the candidate at the conclusion of the meeting.

Committee Members:

- Chairperson - TENA Board member.
- One (1) TENA Board member, from each region. OR One (1) TENA member, from an ECD in good standing from each TENA region.
- One (1) At-Large TENA Board member, OR One (1) TENA member, from an ECD in good standing.
- TENA Executive Director-Administrative Coordinator to assist as needed.

6.02 CONFERENCE COMMITTEES

The Executive Director-Administrative Coordinator will be an ex-officio member of each conference committee and will assist as needed. The Executive Director-Administrative Coordinator may serve as Chairperson of a committee if appointed by the TENA President.

6.02.A Conference Chair

Purpose:

To support the Committees the Annual Conference. As stipulated in the TENA ByLaws, the Conference Chair will be the 1st Vice President.

6.02.B Hotel Committee

Purpose:

To work with the hotel(s) to set up the hotel registration process and to act as the liaison and coordinate with the hotel personnel on all matters.

Committee Members:

- Chairperson - TENA Secretary
- TENA Board members, if needed

6.02.C Registration Committee

Purpose:

To work with the Executive Director-Administrative Coordinator in setting up the annual registration process. To coordinate all aspects of the pre-registration and on-site registration process for both the attendee and the industry partner. To receive and process payments in a timely and efficient manner. To follow up on all fees due to TENA.

Committee Members:

- Chairperson – Treasurer, (due to finances involved)
- TENA Board member, if needed

6.02.D Sponsors & Industry Partner Committee

Purpose:

To work with the Executive Director-Administrative Coordinator in setting up the Industry Partner registration process. To coordinate the Exhibit Hall layout and set-up with the Hotel Committee and the Convention Site. To work with the Industry Partners to establish sponsorships for the conference.

Committee Members:

- Chairperson - TENA Board member
- TENA Board members OR additional TENA members, from any ECD in good standing.

6.02.E Program & Agenda Committee

Purpose:

To establish the agenda for the educational tracks and the Opening Session. To procure the instructors and speakers. To coordinate the classrooms, layout and audio-visual

needs and set-up with the Hotel Committee and the Convention Site.

To set-up and coordinate the Opening Session.

To work with an issuing institution to provide Continuing Education Units (CEU's) for attendees.

Committee Members:

- Chairperson - TENA Board member
- TENA Board members OR additional TENA members, from any ECD's in good standing.

6.02.F Food & Entertainment Committee

Purpose:

To establish the food necessary for the Banquet, Welcome Reception and breaks for the conference. To coordinate these items the Hotel Committee and the Convention Site.

To procure and recommend any entertainment for the Conference. Any and all contracts for entertainment shall be reviewed by Legal Counsel and brought before the TENA Board of Directors for approval.

Committee Members:

- Chairperson - TENA Board member
- TENA Board members OR additional TENA members, from an ECD in good standing.

6.02.G Joe Haynes Award

See TENA Policy 7.0 for full details of TENA Awards.

6.02.H 911 Professional Awards

See TENA Policy 7.0 for full details of TENA Awards.

6.02.I Other Awards / Awards Purchase

See TENA Policy 7.0 for full details of TENA Awards.

6.02.J Technical Committee

Purpose:

To assist with any and technical issues that may arise at the Conference, as well as make recommendations to the Board for audio-visual equipment purchases. The committee will work with the Programs & Agenda Committee to ensure that all speakers & presenters have the necessary equipment and hooks-up to present their program. The committee will also work with the registration committee to make sure all the equipment necessary for the on-site registration process is operating correctly.

Committee Members:

- Chairperson – TENA Board Member
- TENA Board members OR additional TENA members, from any ECD in good standing.

6.02.K Memorial Service

Purpose:

To maintain and update the TENA Memorial each year for presentation at the Annual Conference. The TENA Memorial will list members of the Tennessee 911 industry (dispatchers/telecommunicators, Board members, administrative staff and industry partners) who have passed away.

Committee Member:

- Executive Director-Administrative Coordinator

6.02.L Signs & Publicity Committee

Purpose:

To format all publicity for the upcoming Conference and to format all signs and guidebooks for the Conference.

Committee Member:

- Executive Director-Administrative Coordinator

6.02.M Golf Tournament

Purpose:

At the Board's request, will plan and organize a golf tournament to be held in conjunction with the Annual Conference. Will work with the Registration Committee to establish registration forms and process.

Committee Members:

- Chair - TENA Board members OR TENA member, from an ECD in good standing who has knowledge of golf tournaments.
- TENA Board members OR TENA member, from, from an ECD in good standing if needed.

6.02.N Budget Committee

Purpose:

To prepare and present, for approval by the Board of Directors, a Budget for the Annual Conference, no later than the May meeting. This same committee will also be responsible for the final financial accounting of the Conference, no later than the January meeting after the Conference.

Committee Members:

- President
- 1st Vice President
- 2nd Vice President
- Treasurer – (Chairman)
- Secretary
- Executive Director-Administrative Coordinator

6.02.O Site Selection Committee

Purpose:

As stipulated in the by-laws, this committee will select the site(s) and date(s) for the Annual Conference for up to five (5) years in advance. The rotation of the conference site should be considered, and that region should have the opportunity to decline the regional rotation.

Any and all conference contracts will be reviewed by the Legal Counsel and will be brought before the Board of Directors for final approval.

Committee Members:

- Chairperson – 1st Vice President
- Vice-Chairperson – 2nd Vice President
- One (1) TENA Board member, from each TENA region.
- Hotel Committee Chairman
- Executive Director-Administrative Coordinator

7.0 AWARDS

Effective Date: 11-18-2015

Revised Date: 09-30-2025

PURPOSE:

The purpose of this policy is to establish guidelines for Board members plaques, the Joe Haynes award and the Dispatch Awards.

The President of TENA will appoint Committee Members. Committees will be announced no later than the last Board meeting of the year.

The Executive Director-Administrative Coordinator will purchase all the awards and plaques from one vendor for financial tracking, as well as continuity and conformity.

7.01 SENATOR JOE HAYNES AWARD

7.01.A Criteria

The award recognizes outstanding performance on the part of the nominee, which serves to enhance the public safety communications profession. This award is not intended to recognize individuals for merely “doing a good job”, but to recognize those who actually go beyond the ordinary to protect Tennessee’s citizens and property, or who contribute significantly to the public safety profession. The individual should be an advocate for 911 and its advancement in Tennessee. The individual should be someone that contributes to the goals and mission of the TENA organization.

Nominee must be actively employed by, or recently retired (last calendar year) from one of the following:

- An Emergency Communications District or Board,
- A Public Safety Answering Point, or Public Safety Dispatch Center,
- The State of Tennessee,
- An Industry Partner company that does business with A TENA member PSAP’s or ECD and that serves on of the aforementioned categories.

Past award winners may be considered for future awards if they have made additional outstanding contributions since the previous award, that are worthy of recognition.

Nominations may be submitted by any of the following; an individual, an agency, or a citizen. Nominations must be submitted on a standard nomination form available on the TENA website. from the Executive Director-Administrative Coordinator.

Selection of the recipient will be the responsibility of the Senator Haynes Award Committee. There will be no nominees for the award serving on the award committee. Lack of nominations or lack of unanimous decision of the Joe Haynes Award Committee will result in no award being given for that year. This award recognizes outstanding performance, not every year will have a recipient.

7.01.B Committee Members:

- Chairperson – TENA President
- An Executive Board Member
- Up to three (3) past recipients of this award. If there are no past recipients available or willing to serve, then the President shall appoint up to 3 Regional Representatives: one from each TENA region.
- TENA Executive Director-Administrative Coordinator (non-decision-making member)

7.01.C Guidelines³

7.01.C.1 The Nomination forms should be made available to membership throughout the year and should be returned to the committee no later than June 30.

7.01.C.3 Nominations forms will be received by the Executive Director-Administrative Coordinator as they are submitted and distributed to the committee members one (1) week before the committee meeting, which will be no later than July 15.

7.01.C.4 If a nomination form is received and involves either a committee member or a person on their staff, or if the committee member has submitted a nomination themselves, that committee member must recuse themselves from the committee. If the Chairperson is excused, the next ranking Executive Board Officer will be named Chair of the committee.

7.01.C.5 Once the committee makes a decision as to the recipient, the Chair will notify the Executive Director-Administrative Coordinator, who will then purchase the award.

7.01.C.6 This award will be presented to the recipient at the Opening Session of the Conference.

7.01.D Previous Winners

The Executive Director-Administrative Coordinator will maintain a list of the previous winners.

7.02 9-1-1 PROFESSIONALS AWARDS

7.02.A General Awards Criteria

- Nominees must be actively employed by, or recently retired (last calendar year).
- The nominee and/or their ECD must be a TENA member in good standing.
- A Public Safety Answering Point,
- A Public Safety Dispatch Center,

³ Amended 09.30.2025

All nominees should regularly demonstrate the following:

- Positive attitude toward all aspects of the job
- Willingness to be a team player; earns and maintain the respect of coworkers
- Professional discipline and pride in the quality of work
- Flexibility in task assignments and ability to adapt to unusual and special circumstances.
- Ability to effectively answer, process, and dispatch emergency and non-emergency calls for service (except as noted below)
- Multi-tasking skills
- Minimum of two (2) years of experience in emergency communications
- An individual can only be eligible for one (1) award per year.

Past award winners will be considered for future awards, unless otherwise noted under a specific award, if they have made additional outstanding contributions within the year since the previous conference, worthy of recognition.

Nominations may be submitted by any of the following; an individual, an agency, or a citizen. Nominations should be submitted on a standard nomination form available on the TENA website. These awards recognize outstanding performance on the part of the nominees which serves to enhance the public safety communications profession.

Selection of the recipients will be the responsibility of the 9-1-1 Professionals Awards Committee. There will be no nominees for the award serving on the award committee.

Lack of nominations or lack of a unanimous decision of the 9-1-1 Professionals Awards Committee will result in no award be given for that category for this year. This award recognizes outstanding performances, not every year will have a recipient.

7.02.B Individual Awards and Criteria

7.02.B.3 Telecommunicator of the Year

Awarded to the telecommunicator for service above and beyond the call of duty in all areas of work performance. The recipient is recognized for consistently going the extra mile in serving the public, any public safety personnel, administration, other agencies and co-workers.

7.02.B.4 Dispatch Incident of the Year

Awarded to a dispatcher, agency, or agencies for successful handling of a major, critical, spectacular or noteworthy incident that involves the coordination of multiple public safety responses and other emergency resources.

Note: To provide increased recognition for smaller agencies that

perform extraordinary service with fewer resources. The submissions will be broken down into four sizes of agencies, measured by the number of positions the agency has;

Small: 1-3, Medium: 4-6, or Large: 7-10, X-Large 11+.

Please list the number of positions an agency has, if known, with your submission in this category.

7.02.B.5 Supervisor of the Year

Awarded to the supervisor who has done the most for dispatchers in a department or agency. The recipient is recognized for excelling at their job requirements and balancing the needs of the dispatch center and administration with the needs of the dispatcher.

Excellence in Leadership

A strong leader demonstrates a unique ability to guide and inspire others, which in turn contributes to the effective and efficient functioning of the district. Both managers and non-managers may possess, and make evident, strong leadership in the following ways:

- Inspires and encourages personal and professional development in others;
- Builds strong relationships that support a high level of trust and credibility;
- Adapts readily to new situations;
- Effectively persuades others using keen organizational awareness;
- Mentors and cultivates employees, creating a culture of respect that fosters an atmosphere conducive to achievement;
- Contributes to the success of an initiative that benefits those outside his/her own department and/or places emphasis on collaboration within and among departments.

7.02.B.6 Distinguished Service Award ⁴

This award is presented to an individual employed within the Communications Center or ECD in recognition of their outstanding service, efforts to public safety and dedication to the agency. This may be award to a Telecommunicator, Supervisor, Trainer, Radio Technician, CAD Manager, Addressing/MSAG Manager, or any other support position in which the individual has played a significant role in the enhancing and improvement to operations of the center. If the nominee is a non-dispatch person, they do not need to meet requirement number 5 of the general awards criteria

The nominee should ensure that learning is integrated with work, and

⁴ Amended 09.30.2025

uses the knowledge gained to improve business results may approach his/her work in the following ways:

- Views mistakes as steppingstones essential to further growth.
- Promotes transfer of knowledge and influence from person to person;
- Recognizes and responds to differing learning preferences and cultivates other's abilities and talents;
- Models an open attitude toward self-evaluation;
- Promotes self-direction and empowers colleagues to make decisions;
- Celebrates the learning process for its own sake;
- Works under the assumption that everything is subject to re-examination and acts on opportunities to implement positive change.

Note: To provide increased recognition for smaller agencies that perform extraordinary service with fewer resources. The submissions will be broken down into four sizes of agencies, measured by the number of positions the agency has;

Small: 1-3, Medium: 4-6, or Large: 7-10, X-Large 11+.

Please list the number of positions an agency has, if known, with your submission in this category. Please list the number of positions an agency has, if known, with your submission in this category.

7.02.B.7 Clara Hitson Award

The Clara Hitson Award is bestowed upon an individual who has not only excelled in his or her everyday job as an ECD Director or Manager of a Public Safety Answering Point but has gone above and beyond to further the goals of the Tennessee Emergency Number Association (TENA) during the year.

Nomination Criteria:

- The nominee and/or their ECD must be a TENA member in good standing.
- Must have provided vision, value and leadership to their PSAP and public safety communications through his or her commitment and work ethics.
- Must have gone beyond the ordinary to protect Tennessee's citizens and property or must have contributed significantly to the public safety profession.
- Must have achieved exceptional and sustained results with respect to public safety communications and 9-1-1.
- Must be someone that contributes to the goals and mission of

the TENA organization.

- Nominator must document evidence of the individual's actions and accomplishments in the area of his or her work with public safety communications and 9-1-1.

7.02.C Committee Members:

- Chairperson – TENA Board member
- Three (3) TENA Board members.
- TENA Executive Director-Administrative Coordinator (non-decision making member)

7.02.D Guidelines:⁵

- 7.02.D.1 The Nomination forms should be made available to membership throughout the year and should be returned to the committee no later than June 30.
- 7.02.D.2 Nomination forms will be received by the Executive Director-Administrative Coordinator as they are submitted and distributed to the committee members one (1) week prior to the committee meeting, which will be no later than July 15.
- 7.02.D.3 If a nomination form is received and involves either a committee member or a person on their staff, or if the committee member has submitted a nomination themselves, that committee member must recuse themselves from the committee.
- 7.02.D.4 Once the committee makes a decision as to the recipient, the Chair will notify the Executive Director-Administrative Coordinator, who will then purchase the awards.
- 7.02.D.5 These awards will be presented to the recipient at the Annual Banquet of the Conference.

7.02.E Previous Winners

The Executive Director-Administrative Coordinator will maintain a list of the previous winners.

7.03 BOARD MEMBER RECOGNITION

Purpose:

To allow for recognition of Board Member(s), who will be leaving the TENA Board.

- 7.03.A The Executive Director-Administrative Coordinator and the TENA President will be responsible for coordinating these awards each year, with the Executive Director / Administrative Coordinator being responsible for purchasing.

7.03.B Guidelines

- An incumbent Board Member who did not seek re-election will receive a plaque.

⁵ Amended 09.30.2025

- An incumbent Board Member who is seeking election to a different position on the Board will receive a plaque for the position they are vacating.
- The President will receive a plaque the year they serve as President.
- The Past President will not receive a plaque when they leave the Board.
- Any Board member who resigns will not receive a plaque.
- These awards will be presented to the recipient at the Annual Banquet of the Conference.

8.0 TRAVEL POLICY

Effective Date: 10-01-2017

Revised Date: 10-01-2017

PURPOSE:

The purpose of this travel policy is to define the requirements and process for TENA related business travel expense and expense reimbursement, and provide efficient, reasonable and accountable guidelines for expenses association with TENA business travel. This policy applies to all TENA members, employees, and associates who will be paid or reimbursed for their service to TENA.

It shall be the policy of the TENA Executive Board that:

8.01.A Guidelines

- 8.01.A.1 Members representing the TENA and traveling on TENA related business shall conduct themselves professionally at all times and in accordance with all related TENA policies.
- 8.01.A.2 Members shall be made aware of and make every attempt to adhere to the budgetary parameters established for airfare, hotel rates, rail travel, per diem meal and incidental expenses as developed for each fiscal year.
- 8.01.A.3 Those traveling on TENA business shall strive to achieve operational efficiencies by selecting the most cost-effective options, when available and consistent with the operational needs and objectives.
- 8.01.A.4 The approval to travel, where required, shall be obtained from the appropriate authorities(s) prior to making any travel arrangements.
- 8.01.A.5 This will apply to all TENA Board members and employees, and pre-designated guest speakers, entertainers, etc.

8.01.B Procedures

- 8.01.B.1 Travel planning and reservations – any TENA member requesting reimbursement from TENA funds for travel must present the request, in writing, with estimated expenses in advance of the travel. Travel planning, where practical, shall be utilized for comparative assessment of travel options (airfare, hotel, car rental, and other services) and in making travel reservations, where such arrangements support cost effective and efficient travel. It is recognized that there are many variables associated with travel planning that may impact the manner in which travel plans are developed. Travel related rates shall be within the current fiscal budgetary average estimates utilized for air travel, lodging, ground transportation, meals and incidental expenses, subject to the availability and discount contract rates when available.
- 8.01.B.2 All expense items must be reconciled with the TENA treasurer in a timely manner, not to exceed monthly, all receipts and comments must be submitted within thirty (30) calendar days of the travel.

- 8.01.B.3 Approved TENA travel expense items include – commercial air fare, rail transportation, taxi, shuttle, public transportation, car rental or mileage reimbursement, parking, per diem meals and incidental expenses.
- 8.01.B.4 TENA funds shall not be used for the purchase, for self or others, alcoholic beverages, upgrades, limousines, movie rentals, and lodging beyond standard room rates or other items set forth in the Financial Policy.
- 8.01.B.5 All per diem and mileage rates will be commensurate with the State of Tennessee government per diem plan.
- 8.01.B.6 Resignation or disqualification from the Executive board, membership, employment, or service shall initiate a cancellation for any scheduled travel associated with TENA business or TENA representation.
- 8.01.B.7 Trip Cancellation Insurance is required when commercial travel tickets are purchased.
- 8.01.B.8 Any canceled travel or expenses prepaid must be refunded and / or reconciled with the Treasurer within 30 days.

9.0 ETHICS POLICY

Effective Date: 10-01-2017

Revised Date: 09-20-2022

PURPOSE:

The purpose of this Ethics Policy is to establish and affirm a comprehensive statement of required standards of conduct and practices with respect to membership, position and/or employment with TENA.

9.01 APPLICABILITY

This is the code of ethics for the Tennessee Emergency Number Association (TENA) Executive Board. It applies to Members of the Board, Officers, Committee Chairs, Members, Employees, and Agents whether compensated or not, including those of any separate board, commission, committee, authority, corporation, or other instrumentality appointed or created by TENA.

9.02 PERSONAL INTEREST

9.02.A For the Purposes of this Policy, “personal interest” means:

- Any financial, ownership, or employment interest in the subject of a vote by a board not otherwise regulated by state statutes on conflicts of interests; or
- Any financial, ownership, or employment interest in a matter to be regulated or supervised; or
- Any such financial, ownership, or employment interest of the official’s or employee’s spouse, parent(s), stepparent(s), grandparent(s), sibling(s), child(ren), or stepchild(ren).
- Any financial, ownership, or employment interest in the subject of a vote by a board not otherwise regulated by state statutes on conflicts of interests; or
- Any financial, ownership, or employment interest in a matter to be regulated or supervised; or
- Any such financial, ownership, or employment interest of the official’s or employee’s spouse, parent(s), stepparent(s), grandparent(s), sibling(s), child(ren), or stepchild(ren).

9.02.B The words “employment interest” includes a situation in which an official or employee or a designated family member is negotiating possible employment with a person or organization that is the subject of the vote or that is to be regulated or supervised.

9.02.C In any situation in which a personal interest is also a conflict of interest under state law, the provisions of the state law take precedence over the provisions of this chapter.

9.03 DISCLOSURE OF PERSONAL INTEREST IN VOTING MATTERS

9.03.A An official with the responsibility to vote on a measure shall disclose during the meeting at which the vote takes place, before the vote and so it appears in the minutes, any personal interest that affects or that would lead a reasonable person to infer that it affects the official's vote on the measure. In addition, the official may recuse himself from voting on the measure.

9.04 DISCLOSURE OF PERSONAL INTEREST IN NON-VOTING MATTERS

An official or employee who must exercise discretion relative to any matter, other than casting a vote, and who has a personal interest in the matter that affects or that would lead a reasonable person to infer that it affects the exercise of the discretion shall disclose, before the exercise of the discretion when possible, the interest on a form provided by and filed with the Executive Board attorney. In addition, the official or employee may, to the extent allowed by law, or policy, recuse himself from the exercise of discretion in the matter.

9.05 ACCEPTANCE OF GRATUITIES, ETC.

- 9.05.A An official or employee may not accept, directly or indirectly, any money, gift, gratuity, or other consideration or favor of any kind from anyone other than TENA.
- For the performance of an act, or refraining from performance of an act, that he would be expected to perform, or refrain from performing, in the regular course of his duties; or
 - That might reasonably be interpreted as an attempt to influence his action, or reward him for past action, in executing TENA business.

9.06 USE OF INFORMATION

- 9.06.A An official or employee may not disclose any information obtained in his official capacity or position of employment that is made confidential under state or federal law except as authorized by law.
- 9.06.B An official or employee may not use or disclose information obtained in his official capacity or position of employment with the intent to result in financial gain for himself or any other person or entity.

9.07 USE OF TIME, FACILITIES, ETC.

- 9.07.A An official or employee may not use or authorize the use of TENA time, facilities, equipment, or supplies for private gain or advantage to himself.
- 9.07.B An official or employee may not use or authorize the use of time, facilities, equipment, or supplies for private gain or advantage to any private person or entity, except as authorized by legitimate contract or lease that is determined by the governing body to be in the best interests of TENA.

9.08 USE OF POSITION OR AUTHORITY

- 9.08.A An official or employee may not make or attempt to make private purchases, for cash or otherwise, in the name of TENA.
- 9.08.B An official or employee may not use or attempt to use his position to secure any privilege or exemption for him or others that are not authorized by the general law, or policy of TENA.

9.09 OUTSIDE EMPLOYMENT

- 9.09.A An official or employee may not accept or continue any outside employment such unreasonably inhibits the performance of any affirmative duty or function as a TENA official or conflicts with any provision of the charter or policy.

9.10 ETHICS COMPLAINTS

- 9.10.A Any member may submit a complaint of a violation of any provision of this Section in writing to the President, and the Board, or any member of the Board. The Complaint shall be sent within ten (10) days after receipt to the Ethics Committee. The Ethics Committee shall investigate the Complaint and report in writing its findings to the Board within forty-five (45) days from receipt of the Ethics Committee Report. The full Board (excepting any Board Member against which the complaint was lodged) shall convene a closed meeting to deliberate the findings of the Ethics Committee and determine if a violation exists and the appropriate remedial action.
- 9.10.B The attorney is designated as the ethics officer of the Board. Upon the written request of an official or employee potentially affected by a provision of this chapter, the attorney may, in conjunction with the ethics Committee, render an oral or written advisory ethics opinion based upon this chapter and other applicable law.
- 9.10.C Notwithstanding any provision to the contrary the attorney and / or Ethics Committee may undertake an investigation on their own initiative when information indicating a possible violation is acquired, and make recommendations for action to end or seek retribution for any activity that, in the attorney's and / or Ethics Committee's judgment, constitutes a violation of this code of ethics.
- 9.10.D The attorney or Ethics Committee may request the governing body to hire another attorney, individual, or entity to act as ethics officer when he has or will have a conflict of interest in a particular matter, or if the complaint itself is lodged against the attorney.
- 9.10.E The Executive Board shall make its final decision based upon evidence provided directly to them, and / or recommendations submitted by to them by any special committee, attorney, or another individual or entity chosen by the Board. The Executive Board's decision will be communicated to the voting membership within 10 days of its final decision.

9.11 ANTI-BULLYING POLICY

It is the mission of the Tennessee Emergency Number Association Members are able to

communicate and participate in an environment free of bullying behavior.

The Tennessee Emergency Number Association (TENA) considers bullying unacceptable and will not tolerate it under any circumstances. This policy shall apply to all members and employees, regardless of his or her position. Any board member, committee member, contracted consultants' employees or members found in violation of this policy will face disciplinary action as determined and in the discretion of the Board, any Committee, termination of services, exclusion from TENA events, and/or revocation of membership.

The Tennessee Emergency Number Association (TENA) defines bullying as persistent, malicious, unwelcome, severe and pervasive mistreatment that harms, intimidates, degrades or humiliates any member, whether verbal, physical or otherwise.

The Tennessee Emergency Number Association (TENA) considers the following types of behavior to constitute bullying. Please note, this list is not meant to be exhaustive and is only offered by way of example:

- Personal attacks (angry outbursts, excessive profanity, or name-calling).
- Encouragement of others to turn against the targeted member.
- Repeated infliction of verbal abuse, such as the use of derogatory remarks, insults and epithets.
- Unsolicited dialogue with an ECD representative circumventing the Director which could be considered harmful to the ECD or Director.
- Conduct that a reasonable person would find hostile and offensive.

The availability of this complaint procedure does not preclude members who believe they are being subjected to bullying conduct from promptly advising the offender that his or her behavior is unwelcome and requesting that such behavior immediately stop.

Early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of bullying. Therefore, while no fixed reporting period has been established, the Tennessee Emergency Number Association (TENA) strongly urges the prompt reporting of complaints or concerns so that prompt and constructive action can be taken. The Tennessee Emergency Number Association (TENA) will make every effort to stop alleged bullying but can only do so with the cooperation of its members.

Members who believe they have experienced conduct that ~~they believe~~ violates this policy, or who have concerns about such matters, should report their complaints pursuant to 9.10.A-F above. The reporting, investigation, member participation and all others matters concerning the complaint shall be conducted in accordance with all Ethics complaints in 9.10.A-F.

The TENA Board shall convene a closed meeting to discuss the complaint and determine a plan of action for an expeditious resolution.

10.0 GRIEVANCE POLICY

Effective Date: 10-01-2017

Revised Date: 09-20-2022

PURPOSE:

The purpose of this Grievance Policy is to establish and affirm a grievance procedure with respect to membership, position and/or employment with TENA.

10.01 Applicability

This is the Grievance Policy for the Tennessee Emergency Number Association (TENA) Executive Board. It applies to the executive Board, appointed officials, and employees, whether compensated or not, including those of any separate board, commission, committee, authority, corporation, or other instrumentality appointed or created by TENA.

10.02 Grievance Process

10.02.A Any member grievance may be brought to the Executive Board for resolution. Grievances shall be submitted in writing to the President and mailed through U.S. Postal Service or electronic format. The President may convene an Executive Board meeting where the grievance will be brought before the board for resolution, or, time restraints permitting, place on the agenda for the next regularly scheduled Executive Board meeting. Contact will be made with the party submitting the grievance within thirty (30) days.

10.02.B When a grievance is lodged against any parties named in 10.01, the Executive Board shall authorize an investigation by a special committee, attorney, or another individual or entity chosen by the Board/

10.02.C The Executive Board shall make its final decision based upon evidence provided directly to them, and / or recommendations submitted by to them by any special committee, attorney, or another individual or entity chosen by the Board. The Executive Board's decision will be communicated, in writing, to the grievant within 10 days of its final decision.

11.0 POLICY ADDITION, AMENDMENT, AND REVISION

Effective Date: 10-01-2017

Revised Date: 10-01-2017

PURPOSE:

To provide a means for membership input into policy development and implementation. Establish an effective means to develop and ratify policy changes throughout the year using electronic voting.

11.01 PROCEDURES FOR AMENDMENT

- 11.01.A These policies may only be amended if all the following conditions are met.
- i. Additions, Amendments, or Revisions may be proposed by the TENA Executive Board, the Policy and Bylaws Committee, or upon petition of any ten (10) ECD Affiliate delegates.
 - ii. The exact text of the change being proposed must be submitted to the chair of the Policy and Bylaws Committee at least 30 days prior to the meeting at which the Addition, Amendment, or Revision is to be submitted.
 - iii. The Policy and Bylaws Committee and Legal Counsel may:
 - Review all submitted Addition, Amendment, or Revision and edit as needed for composition.
 - Open an electronic voting period of at least 30 days to the ECD Affiliate delegates for proposed Addition, Amendment, or Revision, together with the committee's recommendation for action.
 - iv. The Policy Addition, Amendment, or Revision must receive the affirmative vote of 50 percent plus 1 of the ECD Affiliate delegates voting.
 - v. Copies of the updated Policies will be available to membership upon request.