

HTCSI Operating Handbook (Living Document)

Article IV (7) of the HTCSI constitution requires defining the responsibilities of the various committees formed to manage the HTCSI temple operations. The HTCSI operating handbook has been developed in consultation with various Board of Trustees and temple members.

The Goal of HTCSI committees is to provide best temple services and experience to the community

1 Pooja Programs and Priest Management Committee

Schedules, communicates, and organizes all Poojas at HTCSI Temple.

1.1 Primary Responsibilities

- 1.1.1 Develop Pooja schedule in consultation with the Priest and other community members
 - 1.1.1.1 Ensure Pooja schedule covers various festivals observed by the temple community
- 1.1.2 Receive approval of Pooja schedule by HTCSI BOTs
- 1.1.3 Communicate changes to the standard Pooja schedule by a) sending emails to all temple members and community; b) displaying it at temple bulletin board
 - 1.1.3.1 Communicate changes to the standard weekly Pooja (upcoming) schedule by emails one week in advance
 - 1.1.3.2 Communicate major festivals and related Poojas three times: 3 weeks, 2 weeks and 1 week prior to the event.
- 1.1.4 Implement the Pooja schedule as outlined in the section 1.1.1
 - 1.1.4.1 Secure funds for Pooja operations if required more than \$500 already approved by the BOT.
- 1.1.5 Adhere to the Pooja schedule and timings as much as possible (avoid last minute *inclusions and* exercise prudence);
- 1.1.6 Ensure the Poojas are performed as per the announced events and Pooja packages
- 1.1.7 Ensure availability of all Pooja items (flowers, fruits, milk, groceries, and kumkum, rice, etc.)
- 1.1.8 Manage Priest's activities as outlined in Priest's work contract
 - 1.1.8.1 Ensure minimum disruption of temple services during Priest's absence
 - 1.1.8.2 Obtain information on Priest's job performance by two BOTs and two community members
- 1.1.9 Design Pooja packages with the help of BOT for its purpose and clarity
- 1.1.10 Determine pricing of Pooja related events such as Sankalpam, Archana and Homam etc. and seek BOT approval on the price
- 1.1.11 Keep the list of paid members of Pooja packages current
- 1.1.12 Store all temple documents at HTCSI premises and share committee's progress with BOTs
- 1.1.13 Participate in temple meetings in person or through proxy and follow the meeting agenda
- 1.1.14 Outside pooja performed by the priest must be approved by the Pooja committee.

1.2 Optional Responsibilities

- 1.2.1 Participate in the activities of other HTCSI committees as requested
- 1.2.2 Design Pooja activities to engage young (millennials) community members with HTCSCI
- 1.2.3 Regular pooja mantras and Bhajans should be printed in Hindi and English
- 1.2.4 Help clean the temple premises after the Poojas

2 Food and Kitchen Maintenance Committee

Schedules, communicates, and organizes Prasad for all Poojas at HTCSI Temple.

2.1 Primary Responsibilities

- 2.1.1 Collect Pooja schedule and be aware of the activities of the Pooja schedule
- 2.1.2 Estimate the number of participants for Poojas / events and organize Prasad accordingly
 - 2.1.2.1 Organize Prasad during major festivals / events, as announced in BOT meetings
- 2.1.3 Manage distribution of Prasad during the Pooja and special events
 - 2.1.3.1 Secure funds for Prasad distribution for Poojas / events as required more than \$500 already approved by the BOT
- 2.1.4 Keep a tight control over Prasad quality – Publish the quality guidelines if possible
- 2.1.5 Help priest at Naivedyam time in all Poojas
- 2.1.6 Ensure kitchen is clean as per standard, orderly and all equipment are operational
- 2.1.7 Maintain list of food donors and recognize them regularly
- 2.1.8 Document and share committee's progress with BOTs
- 2.1.9 Participate in temple meetings in person or through proxy and follow the meeting agenda
- 2.1.10 Help clean the temple premises / kitchen after the Prasad distribution

2.2 Optional Responsibilities

- 2.2.1 Participate in the activities of other HTCSI committees as requested
- 2.2.2 Aim for a healthy Prasad distribution at HTCSCI
- 2.2.3 Help clean the temple premises after the Poojas

3 Facilities, Landscaping and Maintenance Committee

Ensures functioning of HTCSCI facility and maintains its operability

3.1 Primary Responsibilities

- 3.1.1 Ensure HTCSCI facility (inside and outside) is in a good condition to render temple services
- 3.1.2 Attend matters relating to ALL repairs to the building premises, inside and outside
- 3.1.3 Organize lawn mowing and snow cleaning regularly
- 3.1.4 Periodically (once a week) organize professional cleaning of temple premises: bathrooms, carpet, kitchen, etc.
 - 3.1.4.1 Organize cleaning of utensils and silver plates (once a day or every two days)
 - 3.1.4.2 Organize cleaning after every special event
 - 3.1.4.3 Organize once a year cleaning of the whole temple and the storage area
- 3.1.5 Collect information on supplies required by the temple committees in general and Pooja / Food committee in particular
- 3.1.6 Purchase and stock ALL supplies required by the temple committees
- 3.1.7 Maintain record of all inventories (Idols, ornaments, cloths and other hardware) at HTCSCI premises by 31st Dec every year
- 3.1.8 Arrange to conduct yearly audit of the inventories outlined in section 4.1.6 at HTCSCI premises
- 3.1.9 Keep all temple documents (contract, bills, receipts etc.) at HTCSCI premises
- 3.1.10 Ensure opening and closing of the temple as announced and communicated at HTCSCI web site
- 3.1.11 Plan and implement landscaping at outside premises of the temple
 - 3.1.11.1 Plant flowers, trees and shrubs in the open areas of the temple including replacement of dead trees
 - 3.1.11.2 While purchasing new trees seek discounts and tax exemptions as much as possible
 - 3.1.11.3 Perform periodic maintenance of the flowers, trees and shrubs
 - 3.1.11.4 Secure funds for the general maintenance of the outside plants to avoid decay
- 3.1.12 Document and share committee's progress with BOTs
- 3.1.13 Participate in temple meetings in person or through proxy and follow the meeting agenda

3.2 Optional Responsibilities

- 3.2.1 Participate in the activities of other HTCSCI committees as required
- 3.2.2 Consider activities (inside / outside of the temple) for kids during Poojas to keep them engaged
- 3.2.3 Help clean the temple premises after the Poojas

4 Media and Website Committee

Designs / maintains the HTCSCI web site and provides official communication of all HTCSCI related activities.

4.1 Primary Responsibilities

- 4.1.1 Ensure timely and accurate communication of all HTCSCI activities
 - 4.1.1.1 Send all Pooja emails after receiving information from Pooja, Food and other committees
- 4.1.2 Update website periodically for contents such as BOT list, minutes of meetings, upcoming events, Pooja schedule, temple timings, temple address, and changes in temple timings
- 4.1.3 Construct digital fliers of Pooja / special events and distribute BOT approved materials
- 4.1.4 Update email distribution list regularly to include new members or make corrections of the old emails including phone numbers if possible
- 4.1.5 Arrange yearly audit of the data asset stored at HTCSCI web site
- 4.1.6 Document and share committee's progress with BOTs
- 4.1.7 Participate in temple meetings in person or through proxy and follow the meeting agenda

4.2 Optional Responsibilities

- 4.2.1 Participate in the activities of other HTCSI committees as required
- 4.2.2 Consider designing of the website to log web hits and become the go to source of information on Poojas performed at HTCSCI
- 4.2.3 Help clean the temple premises after the Poojas

5 Cultural and Education Programs Committee

Organizes cultural activities during Poojas and major events at HTCSCI premises including religious educational programs

5.1 Primary Responsibilities

- 5.1.1 Organize cultural programs as needed at HTCSCI premises
- 5.1.2 Ensure cultural events are informative and religiously recreational
- 5.1.3 Inject newness in cultural programs to keep the young community members involved
- 5.1.4 Prepare fliers for temple activities as decided by the BOTs
- 5.1.5 Conduct yearly survey of existing members interests and opinions
- 5.1.6 Document and share committee's progress with BOTs
- 5.1.7 Participate in temple meetings in person or through proxy and follow the meeting agenda

5.2 Optional Responsibilities

- 5.2.1 Participate in the activities of other HTCSI committees as required
- 5.2.2 Organizing lectures by inviting members of the community as speaker on topics of general interest
- 5.2.3 Help clean the temple premises after the Poojas

6 Fund Raising and Membership Committee

Manage s all BOT approved fundraising at HTCSCI.

6.1 Primary Responsibilities

- 6.1.1 Handle all fund-raising activities at HTCSCI
- 6.1.2 Organize yearly fund raising dinner
 - 6.1.2.1 Plan all events during the fund raising dinners (cultural, social, dinner, etc.)
 - 6.1.2.2 Secure funds for the fundraising dinner
- 6.1.3 Solicit increase of the level of membership of existing members
- 6.1.4 Speak to community members for becoming temple members during major Poojs/ events
- 6.1.5 Introduce Pooja packages to temple members
- 6.1.6 Obtain donors names, email address and phone numbers while collecting donations
- 6.1.7 Document and share committee's progress with BOTs
- 6.1.8 Participate in temple meetings in person or through proxy and follow the meeting agenda

6.2 Optional Responsibilities

- 6.2.1 Participate in the activities of other HTCSI committees as required
- 6.2.2 Devise new ways of fundraising
- 6.2.3 Help clean the temple premises after the Poojas

7 Administration Rules and Regulations Committee

Documents the responsibility of all the committees

7.1 Primary Responsibilities

- 7.1.1 Prepare HTCSCI operating handbook and seek approval from BOTs
- 7.1.2 Document responsibilities of the HTCSCI committees in the handbook
- 7.1.3 Update the handbook as and when needed with BOT approval
- 7.1.4 Initiate the process of amending HTCSCI's constitution as and when required by BOTs
- 7.1.5 Document and share committee's progress with BOTs
- 7.1.6 Participate in temple meetings in person or through proxy and follow the meeting agenda

7.2 Optional Responsibilities

- 7.2.1 Participate in the activities of other HTCSI committees as required
- 7.2.2 Help clean the temple premises after the Poojas

8 Election Committee

Organizes the election of BOTs

8.1 Primary Responsibilities

- 8.1.1 Conduct election of BOTs as per the HTCSCI constitution
- 8.1.2 Invite few existing BOTs and community member to form a team of five
- 8.1.3 Announce the election of BOTs for a 3, 2, or 1-year term by sending email to community members
- 8.1.4 Make a list of the nomination received by members interested in the BOT positions
- 8.1.5 Announce the closure of the nomination date by email
- 8.1.6 Conduct election as per the constitution if required
- 8.1.7 Announce the names of the elected member in a BOT meeting
- 8.1.8 Document and share committee's progress with BOTs
- 8.1.9 Participate in temple meetings in person or through proxy and follow the meeting agenda

8.2 Optional Responsibilities

- 8.2.1 Participate in the activities of other HTCSI committees as required
- 8.2.2 Devise ways of electing committed members for BOT positions

9 Finance Committee

Collects BOT approved donations / money received for Pooja services (at or outside of HTCSCI premises) and manages expenditure incurred by HTCSCI

9.1 Primary Responsibilities

- 9.1.1 Collect BOT approved donations and money received for temple services
- 9.1.2 Deposit checks and cash including Hundi money in bank regularly
- 9.1.3 Dispense funds when needed from bank (check or cash)
 - 9.1.3.1 Pay salary to the Priest
 - 9.1.3.2 Pay other utility bills through checks
- 9.1.4 Maintain accounts for all income and expenses
- 9.1.5 Prepare monthly accounting report and share it with BOTs
- 9.1.6 Review / modify Priest's compensation package as required and decided by the BOT
- 9.1.7 Keep all temple documents (old checks / financial papers) at HTCSCI premises
- 9.1.8 Arrange to conduct yearly internal and external audits
- 9.1.9 Document and share committee's progress with BOTs
- 9.1.10 Participate in temple meetings in person or through proxy and follow the meeting agenda

9.2 Optional Responsibilities

- 9.2.1 Participate in the activities of other HTCSCI committees as required
- 9.2.2 Come up with new ways of raising funds for temple
- 9.2.3 Help clean the temple premises after the Poojas

11 BOT Code of Conduct

11.1 Prohibition against Private Inurement and Procedures for Managing Conflicts of Interest

No member of the Board of Trustees shall derive any personal profit or gain, directly or indirectly, by reason of his or her service as a Board member with HTCSCI. Members of the board shall conduct their personal affairs in such a manner as to avoid any possible conflict of interest with their duties and responsibilities as members of the Board. Nevertheless, conflicts may arise from time to time.

- 11.1.1 When there is a decision to be made or an action to be approved that will result in a conflict between the best interests of HTCSCI and the Board member's personal interests, the Board member has a duty to immediately disclose the conflict of interest so that the rest of the Board's decision making will be informed about the conflict
- 11.1.2 It is every Board member's obligation, in accordance with this policy, to ensure that decisions made by the Board reflect independent thinking. Consequently, if any Board member receives compensation from HTCSCI such compensation will be determined by and approved by the full Board in advance
- 11.1.3 Any conflicts of interest, including, but not limited to financial interests, on the part of any Board Member, shall be disclosed to the Board when the matter that reflects a conflict of interest becomes a matter of Board action, and through an annual procedure for all Board members to disclose conflicts of interest
- 11.1.4 Any Board Member having a conflict of interest shall not vote or use his or her personal influence to address the matter, and he or she shall not be counted in determining the quorum for the meeting
- 11.1.5 All conflicts disclosed to the Board will be made a matter of record in the minutes of the meeting in which the disclosure was made, which shall also note that the Board member with a conflict abstained from the vote [and was not present for any discussion, as applicable] and was not included in the count for the quorum for that meeting
- 11.1.6 Any new Board member will be advised of this policy during board orientation and all Board members will be reminded of the Board Member Code of Conduct and of the procedures for disclosure of conflicts and for managing conflicts on a regular basis, at least once a year
- 11.1.7 This policy shall also apply to any Board member's immediate family or any person acting on his or her behalf

11.2 Prohibition Against Sexual Harassment

HTCSCI strives to maintain a workplace that is free from illegal discrimination and harassment. While all forms of harassment are prohibited, it is the organization's policy to emphasize that sexual harassment is specifically prohibited. Any board member who engages in discriminatory or harassing conduct towards is subject to removal from the Board. Complaints alleging misconduct on the part of Board members will be

investigated promptly and as confidentially as possible by a task force of the Board appointed by the Executive/Governance Committee.

11.3 Confidentiality

Board members are reminded that confidential financial, personnel and other matters concerning the organization, donors, staff or clients/consumers may be included in board materials or discussed from time to time. Board members should not disclose such confidential information to anyone.

11.4 Active Participation

Board members are expected to exercise the duties and responsibilities of their positions with integrity, collegiality, and care. This includes:

- 11.4.1 Making attendance at all meetings of the board a high priority
- 11.4.2 Being prepared to discuss the issues and business on the agenda and having read all background material relevant to the topics at hand
- 11.4.3 Cooperating with and respecting the opinions of fellow Board members, and leaving personal prejudices out of all board discussions, as well as supporting actions of the Board even when the Board member personally did not support the action taken
- 11.4.4 Putting the interests of the HTCSCI above personal interests
- 11.4.5 Representing the organization in a positive and supportive manner always and in all places
- 11.4.6 Showing respect and courteous conduct in all board and committee meetings
- 11.4.7 Refraining from intruding on administrative issues that are the responsibility of management, except to monitor the results and ensure that procedures are consistent with board policy
- 11.4.8 Observing established lines of communication and directing requests for information or assistance to the executive director.

11.5 Professional and Personal Behavior

The activities outlined below are strictly prohibited. Any participant or BOT member who violates this Code is subject to discipline, up to and including removal from the Board.

- 11.5.1 Abusive language towards a staff member, volunteer or another participant
- 11.5.2 Possession or use of alcoholic beverages or illegal drugs on HTCSCI's property or reporting to the Board while under the influence of drugs or alcohol
- 11.5.3 Bringing onto HTCSCI's property dangerous or unauthorized materials such as explosives, firearms, weapons or other similar items
- 11.5.4 Discourtesy or rudeness to a fellow devotee, staff member or volunteer
- 11.5.5 Verbal, physical or visual harassment of another devotee, participant, staff member or volunteer
- 11.5.6 Actual or threatened violence toward any individual or group
- 11.5.7 Conduct endangering the life, safety, health or well-being of others
- 11.5.8 Failure to follow any agency policy or procedure

12 GENERAL PROTOCOLS

12.1 Protocol for Use of Temple Bulletin Board

- 12.1.1 Only Temple sponsored activities will be posted on the temple Bulletin Board
- 12.1.2 All posting should be approved by the Temple Facilities Committee
CONTACT: {Name} Sec. EC or {Name} Chair EC

12.2 Protocol for Use of Community Bulletin Board

- 12.2.1 All postings must conform to the Mission and Vision Statement of the Temple and must be related to HINDU RELIGION and associated activities
- 12.2.2 No individual or commercial postings are allowed
- 12.2.3 The size of any posting from any entity shall not exceed 8 ½" X 11"
- 12.2.4 All postings need to be stamped and dated
- 12.2.5 None of the postings will continue to be posted for more than 14 days
- 12.2.6 All posting must be approved by
 - {Name}, Treasurer or
 - {Name}, Sec. EC

12.3 Protocol for use of Temple Facility

- 12.3.1 Use of the Temple Facilities by any entity must be recommended by the Facilities Committee to the Trustees for approval
- 12.3.2 Kitchen use will be strictly limited to the Temple sponsored activities only
- 12.3.3 Temple supplies will only be used for the Temple sponsored activities
- 12.3.4 All areas of the Temple must be thoroughly cleaned after each use
- 12.3.5 Priest will prepare food for offering to the Deities
- 12.3.6 Fruits and flowers are the preferred devotee offerings for the Deities
- 12.3.7 On special occasions, the members of Pooja/Food committee might communicate with the devotees for the preparation of Prasadam for the Deities
- 12.3.8 Food brought to the Temple must be kept inside the dining area and distributed by the devotees to those present at the end of the Pooja after being blessed by the priest
- 12.3.9 All leftover food and utensils must be removed by the devotee(s) who brought them

12.4 Protocol for Priest Matters and Pooja Services

- 12.4.1 Any concerns or the suggestions related to the Priest and his Services must be brought to the attention of one of the following persons either in writing or putting the suggestions inside the Suggestion Box.
- 12.4.2 Contact Persons for Priest and services are:
- {Name}, Chair, Pooja and Priest Management Comm.
 - {Name}, Vice Chair, Pooja and Priest Management Comm.
 - {Name}, Chair, EC
 - {Name}, Vice Chair, EC
 - {Name}, President
- 12.4.3 All devotees are requested not to bother the Priest on matters related to the Temple. Suggestions related to the Temple must be addressed to one of the persons mentioned in section 10.4.2
- 12.4.4 Priest can only be consulted with the matters related to Poojas and his Services when he is not busy with other activities.
- 12.4.5 Devotees performing Poojas, Archanas, Abhishekam etc. either at the Temple or at their respective home, are requested to take a receipt from the Priest unless one of the Trustees are present
- 12.4.6 When the Priest is alone, and the devotees want to pay for the Priest services, it is requested to pay the money in the exact amount as the Priest may not have the change
- 12.4.7 There is only one priest who sometime can be extremely busy and it may not be possible for him to write a receipt immediately after each Pooja. On those occasions, the devotees are requested to write down all the details on a blank receipt (available with the Priest) including the amount and type of donation made and place it along with the money in a special PUJA SERVICES HUNDI. A receipt will be sent to them ASAP.
- 12.4.8 Dress Code for the Pooja is: Traditional Indian or any modest clothing

12.5 Protocol for use of HTCSCI Member (Devotee) Mailing List for Event Notifications

- 12.5.1 The HTCSCI member and devotee mailing list will only be used for the notification of the Temple sponsored activities
- 12.5.2 Any non-Temple sponsored activities will not be notified to the Temple community using the HTCSCI mailing lists.

13 Ad-hoc Committees for Special Occasions

13.1 Priest Selection Committee

13.2 Temple Planning and Expansion Committee

13.3 Other Committees as needed