



Zeta Phi Beta Sorority, Incorporated
Eta Pi Zeta Chapter
Standard Operating Procedures (SOP)

June 2018

Eta Pi Zeta Standard Operating Procedures

A. Auxiliaries

1. All the Chapter auxiliary groups must pay their dues to be recognized on all (State, Regional and National) levels.
2. Auxiliary groups are active only when there are members for each group.
3. The committee for the designated auxiliary group will be in charge of assisting the auxiliary with conducting meetings and events.
4. The Youth and Amicae auxiliaries should have their own bank account. The Youth may have one bank account and maintain separate accounting for each youth level. Seed money funds for an auxiliary will be reflected in the Chapter's budget for the auxiliary until the auxiliary is operational. Thereafter, the money will be moved to the Auxiliary's bank account. The Basileus of the Chapter must be listed on the Auxiliary bank account.
5. Meetings time and location can change due to the schedules of the auxiliary chair and members.

B. Chapter Meetings

1. Meetings are held on the second Saturday of every month except for July and August. Dates can change/cancel due to extreme circumstances.
2. Meeting time is 10:30 a.m. -12:30 p.m. except for changes due to extreme circumstances.
3. Business casual attire in sorority or neutral colors only is required for Chapter meetings.
4. Casual attire accepted only when stated by the Basileus or her designee.
5. The Plan of Action (POA) Meeting is held in the month of August except for changes due to extreme circumstances.
6. Sorors are responsible for transitioning their office to the successor before the POA. All materials related to the position must be passed on to the successor.
7. The Tamias or the Basileus designee will reserve the meeting and program rooms for the Chapter. Chapter meeting rooms are reserved at a minimum in a four (4) month block.
8. The Chapter uses plurality voting - the person/issue with the most votes prevails.
9. Sorors can proxy their vote on any person running for office that will be voted upon by the Chapter. Proxy votes are given to the Basileus or another member to cast. Sorors that proxy their vote to another member must notify the Basileus prior to the meeting to have the vote counted.
10. Sorors in attendance must sign the sign-in sheet by their name. Visiting Sorors will sign in the visitor section.
11. Should a Chapter meeting be cancelled due to unforeseen circumstances, the business of that meeting will be addressed at the next regularly scheduled Chapter meeting. However, if there are items that need to be addressed prior to the next meeting, the



Zeta Phi Beta Sorority, Incorporated
Eta Pi Zeta Chapter
Standard Operating Procedures (SOP)

June 2018

Basileus shall reschedule the cancelled Chapter meeting as an emergency meeting with the same notification as with all other Chapter meetings. At no time will a Chapter meeting be handled electronically or telephonically.

12. An electronic survey to indicate Chapter interest or availability may be circulated to the Chapter with prior approval by the Chapter. However, at no time shall this survey serve as a vote on any issue.
13. Any event, community service or partnership that is a lifelong chapter commitment must be voted on before going forward.

C. Committees

1. Committees should meet prior to POA and report suggestions to the Chapter at POA.
2. The Chapter calendar is set at the POA meeting. All committees will submit their calendar of events to the Chapter for final approval. The calendar is subject to change due to extreme circumstances.
3. All committees requiring a budget increase must submit the recommendation at the POA meeting. The budget committee will take all recommendations to create a final budget to be approved at the September meeting.
4. Committees meet whenever the chair calls a meeting. Meetings may be held in person, conference call or e-mail. Committees make decisions and present their recommendations to the Basileus and/or Chapter for approval. The Chapter makes the final decision for all recommendations submitted by committees by voting.
5. Committees will submit a monthly written report for each Chapter meeting to the Basileus with a copy to the Grammateus. The Committee will make an oral presentation at the Chapter meeting. If there is nothing to report, the Committee will communicate that there is no report to the Basileus.
6. Amenities will be given to Sorors for weddings, births/adoptions celebration, graduations, new homes, birthdays, Zeta anniversaries, and immediate family bereavement or during special occasions for the entire Chapter.
7. The amenities chair decides the type of amenities given for each occasion within reason.
8. Intake is conducted in the fall of each year except for when the Chapter decides not to have intake or changes the time frame.
9. Intake schedule is subject to change if Chapter members have questions/concerns about the interest. The Chapter has flexibility to change the intake schedule as long as it does not violate the National intake process.
10. Once the Chapter decides to have intake, the intake committee cannot remove interests from the observation list. The intake committee will present the entire list to the Chapter to be voted on and advise the Chapter on each interest with their recommendation.



Zeta Phi Beta Sorority, Incorporated
Eta Pi Zeta Chapter
Standard Operating Procedures (SOP)

June 2018

D. General

1. The Basileus and Tamias will have a check card for the Chapter checking account.
2. The Basileus and Tamias will submit an Expense Voucher to the Chapter for all expenditures incurred with the check card within seven (7) days of expenditure.
3. The check card can only be used to purchase or pay for items or bills for the Chapter and Chapter events. Should any funds be used for personal use, the Soror must pay the back to the Chapter within 24 hours; if not criminal charges will be filed. Repayment of funds to the Chapter for personal use does not absolve the Soror from inappropriately utilizing the check card. The Chapter PayPal account is used to pay for events online and funds can only be transferred to the Chapter's Bank Account.
4. Any funds transferred to an account the Chapter does not own, the Soror is responsible to pay the funds back within 24 hours of knowledge of such; if not criminal charges will be filed.
5. All expense demands for repayment shall be submitted on a voucher to the Committee Chair, who shall forward to the Tamias upon approval. Reimbursements will only be made for Chapter items, Chapter events, and Chapter expenses.
6. The Chapter has four (4) forms of communication with the public: the Chapter's website, Facebook, Twitter and Instagram accounts.
7. These accounts must be kept up to date (information must be current at all times) by the corresponding secretary, web mistress or another designee.
8. All inquiries from these accounts should be passed on to the Soror responsible for that area in a timely manner.
9. If a Soror's website login does not work, it is her responsibility to inform the Basileus or her designee to handle the matter.
10. Chapter dues are due in July of every year because the National fiscal year is from July to June. Sorors must pay their dues in full by the Chapter meeting in October to be considered financial. If not, the Soror will be deemed unfinancial until the dues are paid in full. No national, regional or state monies will be transmitted for any soror until the dues are paid in full. All Sorors must be current in their financial obligations. Any Soror with an outstanding balance by June 30 of the year will be deemed "not in good standing" until the outstanding balance is paid in full. The Chapter will not accept any Chapter dues from any Soror until all outstanding balances are paid.
11. Any dues paid after the second Saturday in October is subject to a \$15 Chapter late fee.
12. Any Soror who has not paid their dues in full by the October Chapter meeting will be considered unfinancial and all correspondence and website access will stop until financial status is reached.
13. Sorors attending state, regional and national conferences on behalf of the Chapter (as a delegate) must attend all business sessions, workshops, and Chapter paid social events.



Zeta Phi Beta Sorority, Incorporated
Eta Pi Zeta Chapter
Standard Operating Procedures (SOP)

June 2018

- Sorors attending such meetings on behalf of the Chapter must present a written report of the meeting to the Chapter.
14. The First Anti-Basileus will keep a current list of people interested in joining and transferring to the Chapter. These people will receive correspondence about Chapter service and social action events.
 15. The First Anti-Basileus will create the observation list from the people of interest who have attended 50% of Chapter service and social action events.
 16. Sorors wanting to transfer into the Chapter must contact the Basileus and attend at least one Chapter meeting before her transfer card can be accepted. Sorors interested in transferring are limited to three (3) Chapter visits and must join the Chapter to continue attending Chapter meetings.
 17. Transfer cards are given to the Basileus. Once the transfer card has been accepted, it is turned over to the Grammateus.
 18. No transfer card will be provided by the Chapter for any Soror desiring to leave the Chapter that is not in good standing (i.e., has outstanding financial obligations with the Chapter, under a Cease and Desist Order, or under any suspension or expulsion order).
 19. Any Soror can request a transfer card at any time. Transfer cards will be given to any Soror in good standing with the chapter. Once a transfer card is signed, the body will be notified of any Soror who received a transfer card. Any elected or appointed officer receiving a transfer card during their term needs to resign the position immediately. Any Soror who did not resign can be impeached by the body.

E. Reporting

1. E-mail is the Chapter's main source of communication between meetings. Arrangements are made for those that do not elect communication via e-mail.
2. The Grammateus, Tamias and Tamias Grammateus reports are loaded on the website or disseminated personally to every financial Chapter member one week before Chapter meetings. Officers will e-mail members announcing the post.
3. The Grammateus will mail or fax all Chapter reports to Sorors not on the email list.
4. It is the Sorors responsibility to read all reports before attending meetings and to bring their own copies.
5. The Grammateus will e-mail a meeting reminder one week before the meeting date to all members. Sorors not on the e-mail list will receive a call or fax about meeting reminders.
6. The Basileus prepares the agenda with accompanying proposals and sends it to the membership prior to the meeting. The agenda may be projected onscreen during the meeting in an effort to support "going green" initiatives; or the Basileus will provide the agenda in hardcopy.



Zeta Phi Beta Sorority, Incorporated
Eta Pi Zeta Chapter
Standard Operating Procedures (SOP)

June 2018

7. Delegates submit a report with all information related to the conference (Boule, Atlantic Regional Conference, and Maryland State Leadership Conference) to the Chapter prior to the following Chapter meeting.

F. Mediation

1. What Is Mediation?

The purpose of mediation is to intervene in a dispute in order to resolve it. Mediation is a voluntary, confidential, informal, and prompt procedure, that uses a neutral party (the “Mediator”) to resolve differences.

2. Why Is Mediation a Good Idea?

Decisions reached in mediation are created by the Sorors who are in conflict, not imposed on them. Mediation encourages direct communication between the disputing parties through a Mediator to resolve their dispute. Neither party has anything to lose. Requesting mediation means you are interested in talking in a confidential setting with the other party to find out if it is possible to resolve the problem quickly without filing grievances. You retain complete control over the outcome while in mediation.

3. How Do I Request Mediation?

To request mediation to resolve a dispute, a Soror that is a party to the conflict must make a written request for mediation to the Basileus (or Second Anti-Basileus if the Basileus is a party to the conflict)

4. How Is the Mediator Selected?

The Mediator shall be appointed by the Chapter Basileus and the Parliamentarian (or Second Anti-Basileus if the Basileus or Parliamentarian is a party to the mediation). The Mediator's role is to help the parties find a mutually acceptable solution to the dispute.

5. What Happens to My Request for Mediation?

Within 7 calendar days of the receipt of the mediation request, the Basileus and/or the Parliamentarian (or Second Anti-Basileus if the Basileus or the Parliamentarian is a party to the mediation) will identify a neutral Mediator and work with all parties to schedule a date, time, and location for the session. The mediation session shall not be audio or video recorded for any reason by any party. An impartial party will be present to take minutes. A report of the proceedings and resolution shall be given to the Grammateus to file as part of the official chapter record.

6. How Long Will Mediation Last?

The mediation process will consist of one or more sessions normally within a week from the date of the Mediator's initial contact with the parties involved. The initial mediation session is to be



**Zeta Phi Beta Sorority, Incorporated
Eta Pi Zeta Chapter
Standard Operating Procedures (SOP)**

June 2018

held in person, however to encourage the informal and speedy resolution of concerns, the Mediator may conduct the remaining mediation sessions over the telephone or in person and using E-mail where reasonable and practical.

7. When Does Mediation End?

Once all parties involved in the dispute reach an agreement, the Mediator will confirm with a statement in the report sent to the Grammateus.

8. What Happens if We Reach Agreement?

If an agreement is reached, no further mediation sessions are needed, and the parties fulfill any items agreed upon.

9. What Happens if We Do Not Reach Agreement?

If resolution cannot be achieved, then a grievance shall be filed.