



POLICIES AND PROCEDURES MANUAL

ADOPTED JUNE 2004

NORTH ANDOVER COMMUNITY ACCESS AND MEDIA, INC.

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NORTH ANDOVER, MASSACHUSETTS

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About North Andover CAM

North Andover Community Access and Media's mission is three-fold: enable the community to express itself freely; educate the community through the honest depiction of the accomplishments of North Andover's students; and accurately convey to the community information and public proceedings within the local government.

North Andover CAM supports these endeavors through education and training, facilities and equipment, and production assistance and guidance.

Membership

Equipment Members

Any North Andover resident may join NORTH ANDOVER CAM as an Equipment Member. Equipment Members are entitled to enroll in video production classes; become certified to enjoy free use of the production facilities in order to make programs to be cablecast on North Andover's Public Access Channel 22; receive NORTH ANDOVER CAM's quarterly newsletter; receive technical assistance for program creation and promotion; exercise voting privileges at annual meetings; and are eligible for election as a Member Representative on the NORTH ANDOVER CAM Board of Directors.

To become an Equipment Member, a person must fulfill the following:

- Attend an Orientation Session
- Submit a membership form, and pay the current membership fee
- Show proof of North Andover residency (positive photo ID and a copy of a current utility bill, rental/lease agreement, or notarized letter)
- Sign the NORTH ANDOVER CAM Membership Card, agreeing to abide by NORTH ANDOVER CAM's Policies and Regulations

To become certified to use NORTH ANDOVER CAM's facilities and equipment, see "Certification Requirements".

Note: Discounts are available for senior citizens and youth. Discounted memberships in exchange for volunteer hours are also available at the discretion of the Executive Director.

Organization Members

Any organization based in North Andover may join NORTH ANDOVER CAM, including a North Andover chapter of any state or national organization. The campaign of any political candidate running for public office to represent the town of North Andover may join NORTH ANDOVER CAM as an Organization Member. An Organization Membership includes membership privileges for two representatives of the organization (the primary and secondary contacts for the group). Additional individuals from the organization may then join by paying additional

membership fees. Organization Members may use NORTH ANDOVER CAM's resources only to produce programs related to their organization. Programs may not be used for commercial purposes.

Representatives of the organization are entitled to enroll in video production classes; may become certified to enjoy free use of the production facilities in order to make programs for their organization to be cablecast on North Andover's Public Access Channel 22; receive NORTH ANDOVER CAM's quarterly newsletter; receive technical assistance for program creation and promotion; exercise voting privileges at annual meetings; and are eligible for election as a Member Representative on the NORTH ANDOVER CAM Board of Directors.

Organization Members must fulfill the following:

- Attend an Orientation Session
- Submit a membership form, and pay the current organization membership fee
- Show proof of organization affiliation (i.e. official letter) and positive photo ID
- Sign the NORTH ANDOVER CAM Membership Card, agreeing to abide by NORTH ANDOVER CAM's Policies and Regulations

To become certified to use NORTH ANDOVER CAM's facility and equipment. see "Certification Requirements."

Contributing Members

Anyone may join NORTH ANDOVER CAM as a Contributing Member. A Contributing Member gives an annual donation (minimum \$40.00) to help NORTH ANDOVER CAM continue its work. Contributing Members receive special recognition as well as email updates and NORTH ANDOVER CAM's quarterly newsletter.

Internships

NORTH ANDOVER CAM offers internships to college students studying Television Production or Communications. All internships must be for college credit, and there is no financial compensation. As a NORTH ANDOVER CAM intern, students will create programming either by themselves or as part of a team. All programs will be aired on North Andover Public Access Channel 22, Educational Channel 10, or Governmental Channel 97, which is received in 8,000 households. Students will be allowed to keep copies of their work for use in their portfolios.

NORTH ANDOVER CAM expects intern applicants to have prior production experience and show examples of their work (school projects are accepted). Working as a NORTH ANDOVER CAM intern is a great way to get professional experience while contributing to the North Andover community.

Relationship with NORTH ANDOVER CAM

Members and interns are not employees of NORTH ANDOVER CAM. They shall not misrepresent themselves as employees of NORTH ANDOVER CAM or speak on behalf of NORTH ANDOVER CAM or act to commit NORTH ANDOVER CAM in any manner.

Training

Classes

NORTH ANDOVER CAM offers video production classes and workshops on an ongoing basis. Classes are open to all Equipment and Organization Members. Some classes and workshops may be made open to members of other access centers or the public at large. Class schedules are listed in every newsletter, on the community bulletin board and are posted on NORTH ANDOVER CAM's web site. Members wishing to take classes must pre-register on a first-come, first-served basis. Enrollment into any class is at the discretion of the Executive Director

For the Community Producer Series, there is a refundable deposit of \$20. The deposit is returned upon successful certification in the course with the submission for cablecasting of a certification tape within three months from the end of the class. The deposit is not refunded unless the student completes the course and becomes certified.

For the Basic Studio Production Series, there is a refundable deposit of \$10 per class. The deposit is returned upon successful certification in the course with crewing on one studio production within three months from the end of the class. The deposit for the remaining studio courses is refunded upon the class completion. The deposit is not refunded unless the student completes the course and becomes certified.

Tuition fees for advanced classes are \$10 each.

Full refunds for classes are available if cancellation is made at least 24 hours in advance of the first class of the series. Deposits are forfeited if there is no prior notification of cancellation.

Certification Requirements

Equipment and Organization members must go through a certification process and be deemed "certified" in order to use each type of equipment. (Members who have been inactive for a time may need to renew their certifications.)

- **Community Producer** ➔ to use camcorders, microphones and portable accessories and the Basic Multimedia Edit Suite: Attend Community Producer Series and produce a certification tape. *Pre-requisite:* Orientation

- **Gaffer** ➔ to use portable light kits and gaffer's kit: Attend and complete the Gaffer class. *Pre-requisite:* Community Producer
- **Audio Technician** ➔ to use the portable audio mixers: Attend and complete the Audio Technician class. *Pre-requisite:* Community Producer
- **Basic Studio Production Certification** ➔ to work as crew in the studio: Attend the Basic Studio Production Series and volunteer on one studio shoot. *Pre-requisite:* Orientation
- **Studio Director Certification** ➔ to reserve the studio and direct studio productions: Complete full requirements for Studio Directing certification. *Pre-requisite:* Basic Studio Production Certification
- **Field Certified** ➔ to use NORTH ANDOVER CAM's tripods, microphones, and accessories: Test Out with NORTH ANDOVER CAM Staff. *Pre-requisite:* Orientation
- **Post Certified** ➔ to edit in the NORTH ANDOVER CAM Multimedia Suites: Test Out with NORTH ANDOVER CAM Staff. *Pre-requisite:* Orientation

"Testing Out" in Lieu of Classes

People with prior experience with camcorders, editing, portable audio and field lighting equipment may obtain certification by taking a test. Times for "testing out" must be scheduled in advance with a NORTH ANDOVER CAM staff person.

Equipment & Facilities

Use of Equipment and Facilities

Only Equipment and Organization Members may use NORTH ANDOVER CAM's equipment and production facilities free of charge, and only to make programs that will be cablecast on NORTH ANDOVER CAM's access channels. NORTH ANDOVER CAM may rent facilities and equipment for alternative uses at its discretion.

Members are expected to clean up after themselves each time they use the equipment or facilities. Equipment may not be used in hazardous situations.

Members are responsible for notifying the staff of any problems with equipment. Members must not attempt equipment repairs on their own and may not change any wiring, connections or accessories.

No animals are allowed in the building except for seeing-eye dogs or, with prior staff approval, as part of a production. Eating and drinking are allowed only in designated areas. Smoking is prohibited in the building.

Producers may not use NORTH ANDOVER CAM office equipment and supplies for sets. Producers may store their own props on the premises for no more than 24 hours, and must obtain permission from the NORTH ANDOVER CAM staff in advance.

Anyone within NORTH ANDOVER CAM facilities must comply with North Andover High School Guidelines and Restrictions.

Credits

All programs made using NORTH ANDOVER CAM equipment or facilities must credit North Andover Community Access and Media.

Reservations

A member must file a Program Proposal with NORTH ANDOVER CAM staff prior to use of equipment or facilities for any program.

Members may reserve equipment and facilities on a first-come, first-served basis.

Equipment and Facility reservations for the edit stations, control room, studio, and dubbing area may be made on-site at any time if a staff person is available and able to write up the reservation or by phone during the posted Equipment Reservation & Pick-Up times.

Equipment pick up and return may be made only during the posted Equipment Reservation & Pick-Up times.

As detailed below, there are limits on the number of reservations and/or hours per program for which members may use any given type of equipment free of charge. If a member goes over the maximum allotment, NORTH ANDOVER CAM applies rental fees.

Any member must give 24-hour notice to cancel a reservation. If a member fails to cancel, the use nevertheless counts toward the maximum allotment for that program.

Members are permitted a 30-minute grace period between their scheduled reservation time and when the staff may determine to relinquish the reservation to another member.

Portable Equipment

Members may reserve portable equipment no more than 12 weeks in advance. They may take out portable equipment for up to 72 hours a week and for up to 8 times per finished program. Certification tapes are limited to two camcorder uses.

The person who reserves equipment must pick it up and return it, unless NORTH ANDOVER CAM staff approves alternate arrangements in advance.

When signing out equipment, a NORTH ANDOVER CAM staff member fills out and initials an Equipment Check-Out form. The producer also initials the form and leaves his/her NORTH ANDOVER CAM membership card with the form at NORTH ANDOVER CAM. Before taking the equipment, the borrower must verify that the Equipment Check-Out Form lists all the items he/she is taking and contains everything the shoot will require. Accepting NORTH ANDOVER CAM equipment indicates the member has tested the equipment and acknowledges all is in working condition. Producers are encouraged to set up and test equipment before leaving the building.

Members must return equipment at the time written on the Equipment Check-Out form. Members cannot borrow additional equipment until they have returned all items in good working order or have paid NORTH ANDOVER CAM an assessment that NORTH ANDOVER CAM may levy against the borrower(s) for equipment damages.

Editing

Members may reserve edit time no more than 12 weeks in advance. They may use up to 48 hours of edit time for any program. Members may reserve up to 6 hours of edit time per day, with a maximum of 12 hours per week per program. Certification tapes are limited to 12 hours of edit time. Additional time requests are within the discretion of NORTH ANDOVER CAM staff. For projects on a non-linear edit station, NORTH ANDOVER CAM members may reserve storage space for two weeks. If no storage is readily available, the member's name will be placed on a waiting list.

Members must check in and out with the staff person on-call when using the edit rooms.

Dubbing

To dub any program cablecast on NORTH ANDOVER CAM's access channel, a member may use up to 4 hours, or the amount of time needed to make 4 copies, whichever amount of time is greater.

Studio & Control Room

Members may reserve time in the studio and control room no more than 12 weeks in advance. Regular series producers may establish a regular studio reservation schedule with NORTH ANDOVER CAM.

Members may use the studio up to 4 times per program, with a maximum of 12 hours of studio use per week.

Before and after each studio use, members must check in and out with the staff person on call to ensure all equipment is properly stored.

Renting NORTH ANDOVER CAM Equipment

Rental of any of NORTH ANDOVER CAM's equipment and facilities is at the discretion of NORTH ANDOVER CAM's Executive Director.

Anyone wishing to rent NORTH ANDOVER CAM's equipment and facilities must fulfill the following:

- Be a current NORTH ANDOVER CAM Equipment or Organization Member in good standing or become a Contributing Member
- Show proof of current residency and positive photo ID
- Submit a signed Membership Form agreeing to abide by NORTH ANDOVER CAM's Policies and Regulations
- Pay rental rates as established by NORTH ANDOVER CAM's Board of Directors

NORTH ANDOVER CAM charges rental fees for the following:

- equipment use over the allotted amount per program,
- equipment use for programs that will not be shown on the access channels,
- equipment use when the producer receives \$2,000 or more to produce the program, in the form of grants, payments, admissions, rentals, or any other revenue.

NORTH ANDOVER CAM is not responsible for losses incurred due to equipment failure.

A list of rental rates is available at North Andover CAM and on-line at www.northandovercam.org

Insurance

Members are completely responsible for the NORTH ANDOVER CAM equipment and facilities signed out to them. This includes responsibility for the actions of assistants, guests, and others. NORTH ANDOVER CAM has an insurance policy for equipment while members are using it. NORTH ANDOVER CAM pays the premiums and the policy is in NORTH ANDOVER CAM's name.

In the event that equipment is stolen or damaged and the insurance company honors the claim, the member is responsible for the deductible payment charged by NORTH ANDOVER CAM's insurance company. In the event the insurance company does not honor a claim, the member must reimburse NORTH ANDOVER CAM for the equipment's full replacement value.

In order for the insurance company to honor a claim in the case of theft:

- a police report must be filed,
- equipment must not have been left unattended,
- there must be proof of forcible entry, and
- equipment must not have been left in a car overnight.

Programming

Putting a Program on the Channel

Anyone who lives or works in North Andover may request channel time, free of charge, to cablecast a pre-recorded program.

Responsibilities

NORTH ANDOVER CAM's mission includes the promotion and protection of our constitutionally guaranteed freedom of speech. At the same time, NORTH ANDOVER CAM encourages producers and local sponsors for cablecast to use good judgment and to respect both the access center and the community at large when they submit programs for the channel.

Anyone requesting cablecast time:

- must be thoroughly familiar with the program's content and shall agree to take full responsibility for that content
- must take responsibility to obtain clearances and permissions, as may be needed, from any and all organizations, individuals and groups to cablecast this material on the access channel.
- is solely and completely liable for any false, misleading or slanderous statements in the program and is fully responsible for the program content and compliance with all applicable laws, including, when relevant, election laws.

Restrictions

NORTH ANDOVER CAM will not cablecast programs identified as having material that the law prohibits NORTH ANDOVER CAM from cablecasting. The following may not be shown on the access channel:

- advertising or material that promotes any commercial product or service
- material that constitutes libel, slander, invasion of privacy or publicity rights;
- material in violation of FCC regulations, local, state or federal laws;
- material containing indecency or obscenity as defined by community standards
- any material containing unauthorized use of trademark or copyright

Advisory Materials and Disclosure Requirements

The person submitting a program for cablecast or requesting live programming time is responsible for the contents of the program. All persons requesting cablecast time at NORTH ANDOVER CAM are required to disclose, on the Cablecast Request Form, the presence of any profanity, excessive violence, nudity or explicit sexual material ("Advisory Material.")

NORTH ANDOVER CAM reserves the hours of 11:00 PM to 4:00 AM for programs that have been identified as containing Advisory Material.

Failure to disclose the presence of Advisory Material is a major violation of NORTH ANDOVER CAM's Policies and Procedures and will result in an immediate 90-day suspension of NORTH ANDOVER CAM membership and cablecasting privileges and a written warning to and verbal consultation with the person who submitted the program for cablecast.

Process for Submitting Programming

Individual programs submitted for cablecast must be accompanied by a Cablecast Request Form.

Anyone requesting a regular time slot for a series must complete a Series Request Form and schedule the slot with the North Andover CAM staff. The person submitting the programs must deliver four programs for the series by dates agreed on in the Series Request Form before the time slot becomes permanent. The Series Schedule is renewed twice a year. During the renewal, a series may lose its time slot based upon the priorities explained below. If a producer does not renew their program, it will not be shown on NORTH ANDOVER CAM once the new period begins.

Program Scheduling

While NORTH ANDOVER CAM will make every effort to schedule cablecast time on a first-come, first-served basis, we reserve the right to prioritize schedules according to the following priorities:

1. LIVE Programs produced at NORTH ANDOVER CAM
2. Recorded Programs produced at NORTH ANDOVER CAM
3. Programs produced in North Andover, but not at NORTH ANDOVER CAM
4. Programs produced outside of North Andover
5. Requests for a second time slot within the same week for any of the above

NORTH ANDOVER CAM members may also arrange to present programs live.

NORTH ANDOVER CAM reserves the right to determine the portion of the weekly or daily schedule to be set aside for any category of programming.

NORTH ANDOVER CAM will cablecast each program up to four times.

NORTH ANDOVER CAM encourages political candidates to submit programs during their election campaigns and campaign programming will be treated like all other programming.

Any series may be scheduled for a maximum of one prime time slot per week. Prime time is considered to begin at 7:00 PM and end at 11:00 PM. Those submitting tapes for a series may select two alternate time slots, pending a series cancellation or time slot forfeiture. Waiting list requests are assigned according to the scheduling priority.

Each series' submitter takes responsibility for supplying new programs as specified on the Series Request Form. New submissions must arrive at NORTH ANDOVER CAM two business days before its scheduled time slot. If NORTH ANDOVER CAM does not receive a new show as specified, another program (not from the series) may take its place. If NORTH ANDOVER CAM does not receive a new show within two weeks after its scheduled delivery date, NORTH ANDOVER CAM may give the time slot to another series.

The NORTH ANDOVER CAM program schedules are subject to change without notice.

Technical Requirements

NORTH ANDOVER CAM accepts DVD, SVHS and VHS cassettes recorded in U.S. NTSC format. DVD submissions are strongly encouraged and may be given time slot priority due to playback restrictions. SVHS and VHS tapes must be recorded in SP (Standard Play) speed.

Each SVHS or VHS format program must begin with at least 30 seconds of color bars and a ten-second countdown. DVD programs must start at the beginning of the program (no bars or countdown). Each program must end with at least one minute of black. NORTH ANDOVER CAM accepts only one program per cassette or DVD. Videotapes should be rewound to the beginning before being submitted.

Each program submitted must be labeled on the spine of the case with the producer's name, program title, series title (when applicable) and the exact length of the program (hh:mm:ss).

Ownership

NORTH ANDOVER CAM producers own their programs and may keep the master tapes.

NORTH ANDOVER CAM may keep a copy of any program and cablecast it an unlimited number of times. Any producer can arrange limits on re-runs with the North Andover CAM staff.

With permission of the producer, NORTH ANDOVER CAM may also use the program for promotional purposes related to NORTH ANDOVER CAM.

NORTH ANDOVER CAM may discard any tape 3 months after its last air date if the sponsor does not pick up the tape or arrange with NORTH ANDOVER CAM for its storage.

Promotion

NORTH ANDOVER CAM requires two weeks notice to list a program in the local newspaper or on the Community Bulletin Board. In addition, producers may write and send their own press releases to local newspapers, radio stations, and other access centers.

Producers may submit video promotional materials (promos) to highlight their programs.

Funding & Solicitation

- FUNDING FROM OUTSIDE SOURCES

NORTH ANDOVER CAM encourages producers to seek funding for their projects. If a producer raises \$2,000 or more for a project, NORTH ANDOVER CAM charges rental fees for equipment used for that project. The producer takes the responsibility to inform NORTH ANDOVER CAM if he or she reaches that limit. Such funding may come from grants, donations, sponsorships, admission fees, or any other source beyond the producer.

In the event NORTH ANDOVER CAM determines a producer raised more than \$2,000 and did not disclose it, future projects / equipment reservations may be refused until payment is received.

- SPONSORSHIPS

All sponsors must be clearly identified on-air at the beginning and end of each sponsored program.

Producers may solicit cash or in-kind sponsorship to offset cash production expenses, subject to the *National Program and Funding Standards and Practices* of the Public Broadcasting System. Individual or for-profit sponsors are permitted only if the sponsor does not have or appear to have editorial control, or the right to editorial control, over the program being sponsored. Individual or for-profit sponsors must also meet *at least one* of the following conditions:

1. There must not be or appear to be a direct connection between the interest, product or services of the sponsor and the subject of a program or series.
2. The program or series content is not blatantly promotional or self-congratulatory.

Further guidance is available from NORTH ANDOVER CAM upon request.

- CHARGING ADMISSION

A producer wishing to charge admission to an event on NORTH ANDOVER CAM's premises must obtain permission in advance from NORTH ANDOVER CAM's Executive Director. The Executive Director will make decisions about the charging of admission in consultation with the Board of Directors.

- SOLICITING FUNDS

Only non-profit groups incorporated under 501(c)(3) of the Internal Revenue Code may use the channel to solicit funds from the public.

Community Bulletin Board

Anyone wishing to communicate with cable subscribers for non-commercial purposes may submit a brief message and graphic to be shown on the public access channel's electronic bulletin board.

Users must submit their messages two weeks in advance. All messages must be accompanied by a phone number for further information and the name of the sponsoring organization or individual. North Andover announcements take precedence over those from out of town.

NORTH ANDOVER CAM shows messages announcing events until the day of the event. Messages announcing ongoing services or activities show for six months from the time the message is submitted unless NORTH ANDOVER CAM receives alternative instructions.

Violations

The Executive Director or his or her designee is authorized to issue warnings and suspensions for the following violations:

Major Violations

A major violation results in immediate 90-day minimum suspension of membership. NORTH ANDOVER CAM's response to a member's second major violation is decided by the Executive Committee of the Board of Directors. Major violations may include, but are not limited to:

- commercial or profit-making use of NORTH ANDOVER CAM facilities without a rental agreement,
- misrepresentation of member's affiliation with NORTH ANDOVER CAM to others,
- falsifying forms,
- taking or reserving equipment without staff permission, and
- abuse of equipment, including attempted repair or rewiring

Physical or Verbal Abuse

Committing unlawful or violent acts against NORTH ANDOVER CAM members, staff, or non-members within the facility or at NORTH ANDOVER CAM-related events will result in immediate and non-refundable revocation of NORTH ANDOVER CAM membership. Committing verbal abuse against NORTH ANDOVER CAM members, staff, or non-members within the facility or at NORTH ANDOVER CAM-related events will result in an immediate 30-day suspension of NORTH ANDOVER CAM membership and cablecasting privileges.

Violations of Program Disclosure Statement

Failure to disclose the presence of Advisory Material (profanity, excessive violence, nudity or explicit sexual material) is a major violation of NORTH ANDOVER CAM's Policies and Procedures and will result in an immediate 90-day suspension of NORTH ANDOVER CAM membership and cablecasting privileges and a written warning to and verbal consultation with the person who submitted the program for cablecast.

- If at any time after this first violation that person again violates this disclosure requirement for any program or series that person will be suspended from the right to submit programming for cablecast for a period of six months.
- If a different person submits the same program or series and violates the disclosure agreement, the person committing this violation will be suspended from the right to submit programming for cablecast for a period of six months.

- Any person who violates the disclosure requirement within a 12 month period after a six month suspension will be suspended from submitting programs for cablecast for one full year.
- Any person under such suspension may submit a program for cablecasting, while under suspension, if they also submit a transcript that must include the entire verbal text and a description of the actions, images and sounds of the program. The transcript must also clearly mark any material that might be subject to the disclosure requirement.

Minor Violations

Minor violations result in the following series of actions within a two-year period:

- First violation: Written or oral warning
- Second violation: Written or oral warning
- Third violation: 30-day membership suspension
- Fourth violation: 90-day membership suspension

NORTH ANDOVER CAM's response to a member's further minor violations will be decided by the Executive Committee of the Board of Directors.

Minor violations may include, but are not limited to:

- failure to cancel a reservation within 24 hours,
- returning or picking up equipment late without notification and approval,
- arriving for facility use late without notification and approval,
- mishandling equipment,
- eating or drinking in no-eating areas,
- smoking in the building, and
- failure to clean up after using the facilities.

Grievance Procedure

Members are encouraged to resolve difficulties on the staff level. Anyone wishing to appeal an action of the staff may document the grievance in writing and request a hearing by members of the Board of Directors. Within 30 days of receiving the grievance document, the appropriate committee of the Board of Directors shall render a decision on the merits of the grievance and any remedies.

Right To Refuse

NORTH ANDOVER CAM reserves the right for its staff to refuse the use of facilities, equipment or services to any individual who appears to be under the influence of alcohol or drugs or who interferes with the orderly conduct of business.

Exceptions

NORTH ANDOVER CAM's Staff and Board of Directors occasionally make exceptions to the above rules. Prior approval is required.

Board Of Directors

Governance

Meetings of NORTH ANDOVER CAM's Board of Directors are open to members and the public at large. A copy of the most recent Board meeting minutes is posted on a public bulletin board at NORTH ANDOVER CAM, including notice of the date, time and place of the next meeting. Anyone wishing to become part of the upcoming Board meeting's agenda must notify either the Board President or the Executive Director up to one week before the scheduled Board meeting. Otherwise, observers must respect the nature of the meeting and save all comments until they meet personally with the NORTH ANDOVER CAM Board of Directors' Member Representatives.

Equipment and Organization Members may run for NORTH ANDOVER CAM's Board of Directors, vote to elect Member Representatives to the Board, and vote to change NORTH ANDOVER CAM's by-laws. Elections take place during NORTH ANDOVER CAM's Annual Meeting.

Amendments

The NORTH ANDOVER CAM Board of Directors reserves the right to amend these policies from time-to-time.

If at any time a North Andover CAM member believes that a policy or regulation should be changed, deleted or added, they should bring their suggestions to the Executive Director or any member of the Board of Directors who will present them to the Board of Directors for consideration.

Indemnification and Responsibility

Users of the access channels shall indemnify North Andover Community Access and Media, Inc. and its employees against any and all liabilities arising out of such use or out of breach of these Policies and Procedures.

Each NORTH ANDOVER CAM member understands that he or she is responsible and agrees to hold harmless the current cable provider(s) in the Town of North Andover, NORTH ANDOVER CAM, its directors and employees (and their successors) from any liability, loss, claim, cost or damage of any nature whatsoever which may arise by reason of any claim that any material cablecast or disseminated by that member infringes on or violates any rights of any person or organization.