



SPECIAL TOUCH CHAPTERS OF AMERICA

a division of Special Touch Ministry, Inc.

Chapter Guideline & Policy Manual

SPECIAL TOUCH CHAPTERS OF AMERICA

Chapter Guideline & Policy Manual

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Introduction to Special Touch Ministry, Inc.

As Charlie and Debbie Chivers began ministry upon graduation from North Central University in the mid 1970's, little did they realize the impact they would make in the obscure and almost forgotten field of disability ministry. In 1982, as Assemblies of God evangelists, they sponsored their first disability-oriented program known as a Summer Get Away (camp). This program served as the first of its kind and was designed for people with both intellectual and physical disabilities. Following this, Charlie and Debbie became full-time missionaries under the US Missions Intercultural Ministries of the Assemblies of God. In 1989 Special Touch Ministry, Inc. was formed.

As little prepared as they were for this kind of impact in disability ministry, they were even less prepared for the impact this specialized field of outreach would make on them.

"This ministry changed our lives in a dramatic way," Charlie said. "I'll never forget the first time we were surrounded by people with disabilities. We were asked to provide music ministry at a week-long camp for people who were disabled. Never having been around people with disabilities before, all we did was cry for the first three days," Charlie said. "We were overwrought with pity. Then all of a sudden it was as if the Lord said, 'Your tears aren't helping anybody. They're just making you feel bad. It's time to dry the tears and get to know my people. Then you might be able to help them'."

"We quickly learned that pity is a useless emotion unless you allow it to move you to compassion backed by action," Charlie explained. "So, we dried the tears and got involved in their lives. We prayed with them, laughed with them, cried with them, and just became friends. People with disabilities taught me what real ministry is," Charlie said. "For years I had put on a nice suit, sang and preached from beautifully upholstered and furnished platforms in churches, and never really got 'down in the dirt' and washed someone's feet! Disability ministry is 'foot washing' at its best. What a privilege to serve people! We receive so much more than we give. God has truly blessed us." The Chivers, who have dedicated their lives to serving the concerns of people with disabilities through evangelism and discipleship, ask for only one thing: "Pray with us for more missionaries to this nearly forgotten harvest field!"

Special Touch has served over 100,000 people since those humble beginnings. Yet, there are more than fifty-eight million people in America with disabilities. Disability literally touches one in five people on average. Over eighty percent of that group worships nowhere. This is where the Special Touch Chapter ministry begins.

Special Touch Ministry Mission

To ease and enrich the lives of people impacted by disability.

Our purpose is to provide lots of opportunities for people with disabilities to experience God, to be included in the church, and to build meaningful relationships, becoming really good friends with caring believers.

Special Touch Ministry Vision

To provide faith-based support and response to needs that arise in the disability community.

Special Touch Ministry provides opportunities to serve through helping others. Being a “people helping people ministry,” Special Touch provides Christian fellowship, help, and encouragement for people from all walks-of-life who are impacted by disability.

The most recently publicized version of the Special Touch Ministry Vision, which outlines all the services and programs of the ministry, is available upon request from the Special Touch National Office.

Special Touch Ministry Beliefs

Statement of Faith

- The Holy Bible is the inspired, infallible, and authoritative written word of God.
- There is one true God existing in three persons, God the Father, God the Son, and God the Holy Spirit.
- Jesus Christ, the only, Holy Son of God, was born of a virgin, lived a sinless life, performed miracles, was crucified and died for the sins of the world, rose after three days, ascended into heaven to sit on the right hand of God the Father, and is coming again to earth in power and glory.
- All men have sinned. Sin caused the separation of God and man. The only redemption from sin is through repentance and faith in the shed blood of Jesus Christ, the Son of God.
- Regeneration by the Holy Spirit is absolutely essential for personal salvation.
- The blessed hope is the rapture of the Church – the translation of both those who died in Christ and those who are “alive and remain” at Christ’s coming.
- There are two ordinances as given by Jesus, Baptism in water and Holy Communion.
- The sanctifying power of the Holy Spirit living in the Believer is the enabling power to live a holy life.
- Divine intervention through miracles is available to all believers through Jesus Christ by His death on the cross and resurrection.
- The baptism in the Holy Spirit is given to believers who ask for it.

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- All people will be raised from the dead to face either eternal life with Jesus Christ or face eternal damnation.
- God commands the Church to evangelize those who have not received salvation. The church is the body of Christ who have accepted God's offer of redemption (regardless of denomination) through the sacrificial death of His son.

Special Touch Chapter Ministry

The focus of Special Touch Chapters of America (a program of Special Touch Ministry, Inc.) is to:

- Establish and maintain a ministry of service, support, and evangelism for people with intellectual or physical disabilities, their families, caregivers, and all concerned.
- Assist people with disabilities and their families in finding the caring group of people the Lord has for them and lead the churches into a greater awareness of the spiritual, intellectual, physical, and social needs of all people.

Special Touch Chapter Ministry Goals

- To provide support, resources, and opportunities to all people impacted by disability (including friends, family members, and caregivers) in the local community.
- To mentor people with disabilities to serve others and become involved in their community.
- To reach the unreached with the message of God's love by providing opportunities for friendships with other believers and inclusion in a church able to meet their needs.
- To raise a continuing generation of ministry to people with disabilities.

Special Touch Chapter Ministry Objectives

- Share God's love
- Provide opportunities for people with a disability to experience an atmosphere of love and acceptance on a regular basis
- Communicate that God is a source of strength, hope, and comfort in trials, sickness, and disability
- Communicate the Gospel of Jesus Christ
- Stimulate increased awareness in the church and community of the special needs, abilities, and gifts of people with disabilities
- Share the message that people with disabilities are valuable
- Provide ministry opportunities for people with disabilities
- Provide a resource/referral network concerning programs, services, and information available to people with disabilities, their families, and caregivers
- Commit to enhancing the Special Touch Vision and Mission

Benefits of a local Special Touch Chapter

An official Special Touch Chapter receives: Credibility & exposure through a National Organization with over 40 years of ministry experience, reliable fundraising opportunities, regular and ongoing training in Disability Ministry, monthly teaching Curriculum (Word Walk®), limited liability Insurance Coverage for Chapter

Meetings, brochures, professionally designed logo, website listing, and access to a wealth of tools and information for successful operation.

At a Special Touch Chapter you can find... new friendships, support from those experiencing similar issues, community connection, and fun activities.

Frequently Asked Questions

What is a Special Touch Chapter?

A faith-based friendship group that meets regularly, enriching the lives of people with disabilities through the exchange of helpful information, resources, mentorship, encouragement, and opportunities for fun and friendship. Special Touch Ministry has Chapters in local communities all across the United States.

Outside of spiritual reasons, why is starting a Special Touch Chapter so important?

People who take part in support groups believe they can live healthier, happier lives if they spend time with others. Having emotional support makes it easier to deal with health and social problems. The bonds formed between members of these groups help them feel stronger. They claim that sharing feelings and experiences within the group can reduce stress, fear, and anxiety and help to promote healing.

People with disabilities are often encouraged by health care professionals to seek support from groups of people who have experience with similar issues. Being a part of a Special Touch Chapter, gives people with disabilities an opportunity to be involved with something bigger than themselves, thereby not allowing their disability to possibly consume them. In these ways, Special Touch Chapters can improve the quality of life for many people with disabilities.

What help will I receive in operating a Chapter?

A Special Touch Chapter has access to experienced leaders in disability ministry who are able to answer questions and guide the Chapter down a path of success. In addition to personal guidance a Special Touch Chapter receives a wealth of tools and materials designed to ease operations.

Where do Special Touch Chapters meet?

Special Touch Chapter monthly meetings take place in public locations that are easily accessible. A church, community center, YMCA, hotel conference room, park, or Christian school are great locations for meeting.

How much does starting a Special Touch Chapter cost?

When core leaders commit to starting a Special Touch Chapter they are taught how to successfully raise funds for operation and acquire a Charter Fee of \$1200 per year. Special Touch Chapter attendees will not be assessed admission or membership fees. There are no monthly dues based on the number of participants. The basic costs are the annual Charter Fee and 5% donation processing fee.

In addition to this, all Special Touch Chapters are required to participate in the annual Special Touch National Shared-Revenue Fundraising Event to offset the remaining costs the National Office has in providing the overall Chapter Ministry Program.

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How much time would a Chapter leader volunteer?

Time spent for each person in the Special Touch Chapter is different. While some people may work full-time jobs, others may be retired. In the beginning core leaders may put in a lot of time, but as other leaders and volunteers are trained to assist, that is reduced.

What does being a Special Touch Chapter legally mean?

A Special Touch Chapter is an official division of Special Touch Ministry. As such, each Special Touch Chapter is part of the Special Touch Ministry 501(c)3 nonprofit status. A Special Touch Chapter does not need to apply for a separate Employer Identification Number (EIN) or tax-exempt number, register as an organization soliciting funds, open a local bank account, or make regular tax reporting to federal, state, and local governments. Special Touch Ministry, Inc. takes care of the necessary government reporting for all Special Touch Chapters.

The State of Wisconsin governs Special Touch Ministry, Inc. and the Chapter Program as a whole is governed in accordance with Wisconsin state laws. As a member of a Federal 501c3 Organization, Special Touch Ministry is registered in a number of states, which allows a Special Touch Chapter to legally solicit funds and donors to claim tax credit (based on applicable IRS tax donation laws). Special Touch Chapter Meetings are covered under the Special Touch general liability insurance policy. From time to time this insurance company may require Special Touch Ministry and local chapters to change policies or provide additional information to continue insurance coverage. These changes will be outlined in this Manual and through communications from the Special Touch Ministry National Office Staff.

Who are Special Touch Chapters accountable to?

Special Touch Chapters are accountable to the leadership and board of Special Touch Ministry, Inc.

Components of a Chapter: People

The first key component of a Special Touch Chapter is the people that make up the Chapter. To better assist in creating a Special Touch Chapter, it is important to be aware of the people who will become a part and where they will best fit. In this section of the manual, we will outline the qualifications and responsibilities of Chapter leadership as well as some of the specifics of your Chapter constituency.

Leadership Culture & Core Values

Our Leadership Culture defines how all leaders in Special Touch Ministry are expected to function. It is imperative, in order for every leader to remain a leader that they operate consistently within our “Culture of Communication.” To do so one must be *intentional and thorough* in all communication with the leadership team. That intentionality will require openness with all others about everything needed to be known in order to effectively function as a team.

No one can really know what others *do not know*. Neither can one be sure of what others *know*. For that reason, assumptions are often made more than they should be. And... it is impossible to know *what anyone thinks*... until that information is brought forward by the one who thinks it, and even then... *who can know for sure?* That’s where *trust* plays its role.

A “Culture of Communication” will make no assumptions, but speak often and out loud to one another, with much **humility** and **respect**, making sure there are no hidden pieces of information that can affect the team, thereby building a very strong level of **trust** between all team members

In the on-going growth and development of our Leadership Team, including all general leadership roles within the structure of Special Touch Ministry, Inc., it has been determined that only those individuals who clearly demonstrate a possession of all four C’s of our Leadership Culture, shall hold leadership roles within Special Touch Ministry.

The leaders we seek must agree to operate consistently and vigorously in this “Culture of Communication” and possess and exemplify the following traits:

Communication, Character, Competence, Chemistry

As Special Touch Ministry leaders, we anticipate the blessings of the Lord as we work together emphasizing these positive core values and leadership culture.

CORE VALUES

Since our Core Values guide us in practicing our craft, we have used CRAFT as an acronym. These are the values we hold most dear:

- C**reate a safe, respectful environment for an individual's potential and value
- R**elationship through servanthood
- A**ccessible faith
- F**riendship without reciprocation
- T**eam-based ministry

Chapter Core Group

The Chapter Core Group will support the vision of Special Touch Ministry, Inc. While many of the monthly operations are led by the Chapter Officers within the Core Group, the remaining Core Group members create a partnership in leading and overseeing the local Special Touch Chapter.

Qualifications: Special Touch Chapter Core Group members are leaders and as such they need to be trustworthy, optimistic, decisive, self-motivated, and passionately share a commitment and dedication to the Special Touch Ministry vision. Special Touch Core Group members can be business owners, pastors, or other community leaders.

Responsibilities:

- Meet on a regular basis to discuss and coordinate Special Touch Chapter business, approve spending per budget, and collectively make all decisions concerning the local Special Touch Chapter in alignment with mission, vision, policies, and guidelines outlined in the Chapter Manual (suggested monthly)
- Ensure that the Special Touch Chapter is current in reporting requirements (monthly)
- Participate and assist in Special Touch Chapter Meetings and Community Events
- Participate and assist in all fundraising endeavors (Community Sponsorship Tool, National Fundraiser, as well as other local fundraising events)
- Gather annually to review Special Touch Chapter Officer positions, plan the annual Chapter Calendar and Budget, and complete all necessary renewal paperwork
- Be accountable to each other and to the Special Touch National Chapter Coordinator in fulfilling the ministry vision

Policy Note

Along with an initial application process, Special Touch Chapter Officers and Core Group Members will be required to complete annual paperwork. This is outlined in Section 5: **The First Year** of the Chapter Manual.

Chapter Officers

All Chapter Officers Must:

- Be born-again believers in the Lord Jesus Christ
- Regularly attend a Bible believing church
- Regularly read the Bible, have a basic knowledge of God's Word, and seek daily fellowship with the Lord
- Exhibit leadership abilities
- Have the agreement of spouse (if married) - While a husband and wife may serve in the Special Touch Chapter Core Group, it is not recommended that both hold Officer positions
- Commit to regular participation in all Special Touch Chapter Meetings and events
- Be in full agreement with Special Touch Ministry, Inc. Vision & Policies
- Submit to an annual application process and criminal background check and provide initial references
- Be capable of using current communication technology (internet, phone, email, etc.) and have a working email address. **All Officers will be required to regularly participate in Chapter Leadership Meetings and trainings and communicate by email with the Special Touch National Office Staff.**
- Mentor youth and Chapter constituency to serve in ministry roles within the Chapter

Chapter President

Qualifications: Along with the qualifications of all Chapter Officers listed above, a Special Touch Chapter President needs to be able to communicate verbally and in writing at a professional level. This individual needs to have the ability to effectively communicate, interact, and work with a wide range of constituencies in a diverse community. The ability of the Chapter President to motivate individuals and groups, as well as simultaneously manage several projects, is crucial to the success of a Special Touch Chapter. **Again, this person will be required to regularly participate in Chapter Leadership meetings and communicate by email with the Special Touch National Office Staff.**

Responsibilities:

- Is the local Special Touch Chapter spokesperson
- Presides over all Chapter Meetings
- Works with the Core Group in promoting the Special Touch Chapter to the local community for the purpose of fundraising and increasing attendance
- Develops, with input from the Core Group, the entire Chapter Calendar of Events for the year. This includes Monthly Chapter Meetings, Core Group business Meetings, fundraisers, and Special Touch Chapter community events
- Develops, with input from the Core Group, the annual budget for the Chapter
- Works with the Chapter Secretary to develop a process of regular communication to the Core Group and constituency
- Works each month with the Chapter Core Group and Volunteers to produce public Chapter Meetings

- Regularly meets and develops connections with local business contacts and community leaders
- Regularly verifies communications, reports, and financial requests between the local Chapter and Special Touch National Office are effectively and efficiently being handled

Chapter Vice President

Qualifications: The Special Touch Chapter Vice President needs to meet similar qualifications to those of the President. In the event that the Chapter President is not able to perform the duties of this office, the Chapter Vice President should be willing and able to fill-in their role. **Again, this person will be required to regularly participate in Chapter Leadership meetings and communicate by email with the Special Touch National Office Staff.**

Responsibilities

- Assists, where necessary, the Chapter President and other Officers in performance of their duties
- Assumes all duties of the President upon the President's absence

Chapter Secretary

Qualifications: A Special Touch Chapter Secretary also needs to be able to communicate verbally and in writing at a professional level. Having a general understanding of word processing and promotional design programs is also important. The Chapter Secretary typically performs the role of Chapter Contact Person (see below). To effectively perform their duties, the Chapter Secretary should have access to a working updated computer fully compatible with all office programs and connected to the Internet. **Again, this person will be required to regularly participate in Chapter Leadership meetings and communicate by email with the Special Touch National Office Staff.**

Responsibilities

- Compiles and retains a copy of all Chapter correspondence, legal, and other documents
- Works with the Chapter President and Core Group to develop Chapter promotions and correspondence
- Each month, provides electronic reports to the Special Touch National Office using provided form
- Gathers, compiles, and provides copies to the National Office of all local Chapter promotions, advertising, published articles, testimonies, and photos
- Facilitates the communication between the Special Touch National Office and the local Chapter

Chapter Treasurer

Qualifications: A Special Touch Chapter Treasurer also needs to be able to communicate in writing at a professional level. Understanding business finances, as well as being comfortable working with budgets and financial statements, is crucial to successfully performing all the responsibilities of the Chapter Treasurer. The Special Touch Chapter Treasurer will receive regular financial communication and reports, by email, from the Bookkeeping staff of the Special Touch National Office. **Again, this person will be required to regularly participate in Chapter Leadership meetings and communicate by email with the Special Touch National Office Staff.**

Responsibilities

- Works with the Special Touch Core Group to complete an annual budget. Holds the Special Touch Chapter Core Group accountable to the annual budget set in place.
- Collects, records, and processes Chapter money, including the appropriate paperwork, in collaboration with the Special Touch National Office in a timely manner.
- Holds a copy of all local Chapter financial information
- Follows all Special Touch Chapter Financial policies as outlined in the Chapter Manual

Chapter Contact Person

The Chapter Contact Person is chosen when creating a Special Touch Chapter. Typically, this individual is the Chapter Secretary. **Again, this person will be required to regularly communicate by email.** If it is another Chapter Officer the following is required:

- Has a valid email address and phone number which will be printed on business cards, web listing, and ministry promotions
- Has computer experience and access to a computer and printer
- Returns all communication (phone and email) in a timely manner
- Informs Special Touch National Office of any Special Touch Chapter Meeting or contact changes along with upcoming events

Chapter Event Coordinator

This Officer position is not required for a Chapter to initially begin as the entire Chapter Core Group can fulfill the responsibilities of this position. It is highly recommended that a Chapter find someone to serve as Chapter Event Coordinator by the beginning of the first renewal. **Again, this person will be required to regularly participate in Chapter Leadership meetings and communicate by email with the Special Touch National Office Staff.**

Qualifications: A Special Touch Chapter Event Coordinator needs to be an effective facilitator. Having the skills to implement a plan, delegate responsibilities, as well as asking for donations, are key factors in being an effective Event Coordinator. Self-motivation and multi-tasking skills are a must.

Responsibilities

- With input from the Core Group, this individual will plan, coordinate, and facilitate all local Special Touch Chapter Events (such as Disability Awareness Day) and fundraisers (National fundraiser and all local fundraisers)
- Works with the Special Touch National Office to make sure insurance, liability, legal and financial requirements are met for Special Touch Chapter fundraising and other special events.
- Promotes Special Touch Chapter events to local media (Newspaper, Radio, Television, etc.)

Chapter Volunteers

There are many opportunities for people to serve as volunteers of a Special Touch Chapter. Volunteers can help with crafts and activities, lead and perform worship, as well as be a part of community events and fundraisers.

Volunteers that plan to supervise guests without a Chapter officer (or the person's staff/parent/guardian) being present in the room/at the event will need to complete the application/references. Only Chapter Officers and volunteers (limit 10 per year) who have been approved by the STM National Office through an annual application and background check screening process are allowed to serve in “supervisory” positions.

Personal “Hands-On” Assistance

In response to pandemic-related issues, Chapters should NOT longer provide any “hands-on” care. Guests needing more care should be providing their own care during Chapter meetings.

Hands-On Care includes, but is not limited to:

- a. toileting/transferring to toilet
- b. feeding
- c. working on a craft
- d. putting on outerwear (dressing)

Chapter officers are volunteers SHOULD NOT be providing this assistance.

Ethics & Confidentiality Policies

All individuals desiring to be a part of a Special Touch Chapter Core Group must adhere to the following Confidentiality and Ethics Policies.

CONFIDENTIALITY POLICY

Special Touch Leadership, staff, and volunteers, agree not to disclose, divulge, or make accessible confidential information belonging to, or obtained through affiliation with Special Touch Ministry, Inc. All information obtained is to be used solely for corporate purposes and never to be discussed with or divulged to unauthorized people under penalty of law. The need for confidentiality extends to everyone, including family, friends and acquaintances. Confidential information is used solely for the purpose of performing services on behalf of Special Touch Ministry, Inc. and in line with Special Touch Ministry policies and guidelines as outlined in the Chapter Manual and other policy manuals.

Confidential information means all information and materials, whether in electronic, print, or video form, tangible or intangible, developed or undeveloped, to which the individual gains access as a result of volunteering or working for Special Touch Ministry, Inc. whether or not labeled or identified as confidential. This includes but is not limited to (a) all operational procedures, policies, and ideas for current and future Special Touch Ministry programming, (b) computer records, software, and reports, (c) identities, contact information, medical and health information, photos, and any other personal information of donors,

COMPONENTS OF A CHAPTER: PEOPLE

volunteers, guests, or anyone else served by Special Touch Ministry, Inc. and its programming, and (d) Chapter curriculum, logo artwork, templates, and other materials Special Touch Ministry holds copyrights on. The willful dissemination of any confidential or copyrighted material owned in its entirety, in part, in development, or held in confidence, in any format, including but not limited to; electronic, print, or video format, will subject the Special Touch Chapter leader or associate to any and all civil and criminal penalties applicable under federal and state law.

The use of private confidential information for any purpose other than for performing services on behalf of Special Touch Ministry, Inc. and without the express written consent of Special Touch Ministry, Inc. may result in a violation of the federal Health Insurance Portability and Accountability Act. A violator can be held civilly liable by a federal agency for any such violations.

ETHICS POLICY

An organizations reputation for integrity is its most valuable asset and is directly affected by the conduct of its leadership, staff, and volunteers. The basic premise is that each leader, staff, or volunteer represents Special Touch Ministry and is obligated to act in Special Touch Ministry's best interest, and in the best interests of those served.

Special Touch Ministry leadership, staff, and volunteers adhere to the Core Beliefs and Values, which provide a guide for achieving goals in an ethical manner. Special Touch Ministry is dedicated to doing the right thing and will, in the conduct of service, maintain a high ethical standard, which means serving people with integrity and responsibility. While no ethics policy can expressly address all specific situations, bring any suggestion of a possible conflict to the attention of the Special Touch Ministry National Chapter Coordinator immediately.

Activities must not interfere or conflict with the interest of Special Touch Ministry, Inc. Acceptance of employment in nonprofit disability organizations, outside speaking engagements, election to the Board of Directors of other organizations, unapproved representation of Special Touch Ministry, Inc. and participation in activities on behalf of outside disability organizations or in political activities represent potential conflicts of interest and should not be entered into lightly. If individuals have doubts whether a certain situation could pose a conflict of interest, they should contact the Special Touch National Chapter Coordinator to obtain preapproval. Unapproved participation in political activities and/or conflicts of interest may result in immediate revocation of an individual's status as an Officer of a Special Touch Chapter.

Special Touch leadership, staff, and volunteers will avoid the appearance as well as any actual conflict in regard to:

- using Special Touch Ministry, Inc. programs, materials, or information for private gain;
- showing preferential treatment to any outside person or organization;
- impeding the efficiency or economy of Special Touch Ministry, Inc.;
- affecting the public confidence in the integrity or the reputation of Special Touch Ministry, Inc.;
- endangering the life, health or safety of anyone.

No individual person associated with the organization shall solicit, receive gifts or gratuities for themselves, their families or friends from any outside person or organization unless they are disclosed and in line with applicable laws and Special Touch Ministry guidelines. No person shall use Special Touch Ministry assets for gifts or entertainment without approval.

It is the responsibility of Special Touch leadership, staff, and volunteers to prevent the loss, damage, misuse or theft of property, records, intellectual property, funds or other assets belonging to the Special Touch Ministry, Inc., including restricting Special Touch Ministry's use of such assets. Special Touch Chapter Leadership, staff, and volunteers will abide by generally accepted accounting principles, applicable laws and regulations, internal and external accounting control systems, and financial policies and guidelines as outlined in the Chapter Manual.

There should never be any information issued that is false, misleading, incomplete or would lead to mistrust by the public or those Special Touch Ministry serves. All accounting records shall be compiled accurately in line with Special Touch Ministry financial guidelines. As required by law, Special Touch Ministry public financial information is available from the Special Touch National Office Accounting Department, upon request, and online at specialtouch.org.

Chapter Constituency

As a Special Touch Chapter first develops, the Chapter Core Group determines the type of constituency they desire to serve. Teaching, service, and fellowship for an independent group of people with physical disabilities differs greatly from that given to an entire group of people with intellectual disabilities attending with their Caregivers. (Remember, the Special Touch Chapter program is not designed to provide respite to those attending meetings.)

As a Chapter grows you will find many other people impacted by disability, those types you are not serving, along with friends and family members who have specific spiritual needs your Chapter may desire to fill. Serving varied abilities of constituents means providing additional meetings or events tailored specifically to them. In order not to become overwhelmed, please consult with Special Touch National Chapter leadership before adding additional Chapter services outside what is outlined in the following section.

Components of a Chapter: Meetings, Fundraisers, & Community Events

The next key component of a Special Touch Chapter includes the work that the Chapter is doing in the community. Each Special Touch Chapter holds regular monthly Chapter Meetings, Core Group Business Meetings, Fundraisers, and local Community Events. In this section of the manual, we will outline each of these more in detail.

Monthly Chapter Meetings

Special Touch Chapter Meetings have a planned program yet are still flexible to the prompting of the Holy Spirit. For the benefits of those attending, when determining Chapter meeting beginning and ending times Core Group leaders should be aware of public transportation schedules and any other conflicts that may prohibit attendance of those the Chapter serves.

Monthly Chapter Meetings should include at least **Worship, Word Walk/Message, offering, prayer, craft/activity/other way to fellowship** (can be part of message).

**A MONTHLY CHAPTER MEETING COULD
CONTAIN ANY OF THE FOLLOWING:**

FELLOWSHIP TIME

REFRESHMENTS

VISITOR RECOGNITION

WORSHIP & SPECIAL MUSICAL GUESTS

WORD WALK® CURRICULUM

OPENING & CLOSING PRAYER

ANNOUNCEMENTS

OFFERING

Policy Note

In order to meet liability AND insurance requirements and be following state Health Safety regulations, all Chapters MUST contact Special Touch National Office if providing any event OUTSIDE of the regular Chapter meeting structure. This would be events such as picnics, pontoon rides, fundraisers, horse riding, petting zoos, sledding, parades, bowling, etc.

Please contact the National Office at least 3-6 months ahead of your activity. You may be required to complete additional documentation, processes, and procedures before this event can occur!!

Core Group Business Meetings

Special Touch Chapters set up regular Core Group Business Meetings. These meetings are often held monthly but no less than once a quarter and are for the purposes of planning and developing the Chapter ministry. Chapter Core Group Business Meetings are run according to Roberts Rules of Order. You can find more details in Section 5 of this manual titled **The First Year**.

Fundraising

Special Touch Ministry, Inc. assists Special Touch Chapters by continuing to make available to them various fundraising ideas, opportunities, and guides. One of these would be the Special Touch Chapter Community Sponsorship Tool (outlined in Section 4). Another fundraising opportunity is the Special Touch National Fundraising Event.

Special Touch **Chapters are required** to have their own shared-revenue Fundraising event. Communication and instructions for planning this event typically come from the Special Touch National Office in the fall.

Note: This is intended **mainly** to be a fundraising event, to raise money, and to raise awareness of the Chapter, not to be confused with a Chapter community activity or fun activity.

Policy Note

If a Special Touch Chapter Officer considers active participation in a fundraiser for another non-profit organization, please review the Special Touch Chapter Manual section on Confidentiality and Ethics in regards to potential conflicts of interest.

In order to protect Special Touch Ministry, Inc. (in your position representing Special Touch Ministry) we request that if you are considering holding any fundraising event that may be considered gambling (such as cow pie bingo, dice games, paddle wheels, quarter auctions, selling raffle tickets, etc.) that you formally request pre-approval. **As this may require special registration through your state**, please formally request this no less than 6 months in advance. **Requesting this does not guarantee approval.**

Email your request and include the following: name of person requesting, program requesting (Chapter or Get Away name), date of prospective raffle, date intending to begin selling tickets, prizes to be awarded, value of all prizes to be awarded, name of individuals intending to sell tickets, location tickets will be sold at, specific contact person for this event, and any other details that will help inform us about this event to ministry@specialtouch.org.

Also, be aware that state and federal laws prohibit raffle tickets from being sold, distributed, or promoted via mail, email, television, and internet. Raffle tickets can only be sold in-state. More restrictions may apply based on your state law; we will be notifying you of any specific laws and fees that will apply after we consult with the registration entities in your state (following your event request).

Thank you for helping protect the security of our organization by complying with these laws.

OTHER CHAPTER EVENTS

Special Touch Chapters are encouraged to hold various community events throughout the year. These special events could be in place of a monthly Chapter Meeting or in addition. They may include seasonal celebrations, outings, fundraisers, community disability awareness, and other events designed to have fun and provide outreach and community interaction.

Policy Note

As Special Touch Chapters are a division of Special Touch Ministry, Inc. they are subject to the guidelines of the Special Touch Ministry, Inc. Board of Directors which has **assigned only certain individuals the right to sign contracts on behalf of Special Touch Ministry**. This means that **Special Touch Chapter Officers cannot sign contracts**.

If a contract is required for a Special Event including a fundraiser, send the completed form to the Special Touch National Office with specifics; the date it is needed, and where to return the contract after it is signed.

Additional Chapter liability insurance may be necessary for these events, possibly at an additional cost. **Contact the Special Touch Ministry National Office with details and to request insurance coverage for upcoming events/contracts.**

Chapter Formation

The process it takes to become a Special Touch Chapter may seem slow, but in order to make a lasting difference in your community, it is critical that you build a strong team of committed leaders. In some cases, the person with the passion to initiate a Chapter is not necessarily the leader who organizes the team. Special Touch Ministry, Inc. has developed a process to walk you through each step and give your team all the tools necessary to lead a healthy and lasting Special Touch Chapter in your community. The following pages will explain more of this process.

Step 1: Find Leaders to join you

- Communicate your desire to start a Special Touch Chapter with your church, local business owners, and anyone else within your circle of influence.
- Contact additional churches, clubs, group homes, and organizations that serve people with disabilities in your community to share your passion.
- Hold informational gatherings to acquire a large group of people interested in helping.

NOTE: You will need at least 12 people actively running the local Chapter. This will be the Chapter Core Group. Out of these, you will acquire your Chapter Officers.

Step 2: Fill out Request to Organize

- Contact the Special Touch National Chapter Coordinator to receive the Special Touch Chapter **Request to Organize** and **Community Sponsorship** paperwork.
- Hold an organizational meeting with at least 12 of the potential Core Group members.
 - Share your vision
 - After researching demographics for your community, determine what demographic you will serve (people with intellectual disabilities, people with physical disabilities, etc.)
 - Review the **Special Touch Chapter Manual** and **Community Sponsorship Tool**
 - Choose a Special Touch Chapter name (see naming guidelines on following page).
In order to avoid confusion, once you select your Chapter name, it is not changed.
 - Complete additional paperwork requested from the Special Touch National Office.

Selecting a Chapter Name

The Special Touch Chapter name gives identity on a local and a national level. This name will appear on the Special Touch website, Chapter business cards, and local community handouts.

We suggest choosing a name that has a geographical reference. As there are cities with the same name in multiple states, if referencing the city name, include the state.

- Special Touch Waupaca, WI Chapter
- Special Touch Springfield, MO Chapter
- Special Touch Central Arkansas Chapter

Another option would be to choose a Chapter name associated with your community or region.

- Special Touch Fox Valley Lift Chapter
(in the “Fox Valley” area)
- Special Touch First Coast Chapter
(first Chapter on the Florida Coast)

Avoid names that are too general

Atlantic Coast Chapter
Illinois Chapter

Avoid names that might be confused with other organizations

Friendship Chapter
City of Angels Chapter

Avoid church or denomination names

First Assembly Chapter
Second Baptist Chapter

Be aware of the name length. Space is limited on promotional materials and all Chapter names begin with Special Touch.

Step 3: Raise \$1200 Annual Charter Fee

Every Special Touch Chapter pays an annual Charter Fee. This fee offsets some of the costs the Special Touch National Office incurs for the administration and development of the Chapter ministry.

Special Touch Chapters receive:

- Credibility through a nationwide 501c3 organization with over 30 years of disability ministry experience
- National and local exposure through ministry programs, missionaries, and representatives
- Professionally designed logo, business cards, web listing, and access to promotional materials
- Word Walk® Curriculum (9 months)
- Limited liability insurance for monthly meetings
- Reliable fundraising opportunities
- A Network of speakers, presenters, and sources of information
- Ongoing professional training in disability ministry

The Chapter Community Sponsorship Tool

Policy Note

All donations to Special Touch Ministry are tax deductible. In accordance with IRS guidelines, **all** donations must be received out of the Special Touch National Office in Waupaca, Wisconsin.

Donations acquired through the Community Sponsorship Tool are to be used **only** to pay Chapter Charter Fees and MUST include documentation specifically noted in the Community Sponsorship instructions on the following page.

To be compliant with IRS 501c3 status, detailed recording of all ministry finances is performed by the Special Touch Ministry National Office Accounting Department. A financial system is established and outlined in further detail in the Chapter Manual section titled **The First Year**.

The Chapter Community Sponsorship Tool is a simple and effective method through which a Special Touch Chapter can easily raise the annual Special Touch Chapter Charter Fee (\$1200). Simply put, it consists of any combination of 12 or more individuals, businesses, churches or organizations committing to sponsor the mission of the local Chapter by providing an annual gift (\$100 suggested donation).

Through the Community Sponsorship Tool, a Special Touch Chapter's annual Charter Fee is covered in full. This makes sure the important benefits a local Special Touch Chapter receives from the connection to Special Touch Ministry, Inc. as a 501c3 non-profit organization continue year to year without interruption.

Imagine the peace of mind in knowing that the Special Touch Chapter Charter Fee is covered every year by local businesses, organizations and churches who believe in what you are doing for the disability community. Their investment as a local Special Touch Chapter sponsor is their vote of approval for this ministry and frees you up to concentrate on serving people. It also makes it possible for you to focus on other fundraising and activities that strengthen and support the ministry to those you serve.

For example, a newly injured person in your community may need a ramp built to their front door, or maybe the local Special Touch Chapter would like to "bless" a school's Special Education Department whose budget has been cut. The school can't afford to buy Christmas gifts to give to the students at the annual Christmas party, but because you and your leaders have engaged in the simple act of fundraising beyond the Charter Fee, the Special Touch Chapter can step in the gap and provide those gifts. Can you imagine the impact this kind of ministry can make on your community?

This tool also gives the Special Touch Chapter valuable exposure and recognition in the community by drawing in churches, businesses, organizations and individuals who share the Chapter vision in "easing and enriching the lives of people impacted by disability." It puts the local Special Touch Chapter in front of people of influence who then become your greatest advocates.

A successful Community Sponsorship Tool is absolutely necessary in order to place a local Special Touch Chapter on solid financial ground.

Benefits to the Sponsors

The simple joy of giving is a powerful benefit that should never be taken for granted. Giving produces blessings and incredibly warm feelings for the giver when there is firsthand knowledge that the gift supports a wonderfully benevolent cause.

The sponsor receives a tax-deductible receipt for charitable giving. In addition, they receive recognition through the mention of their business or organization as a Special Touch Chapter sponsor (in promotions). This kind of positive exposure through a Special Touch Chapter’s local “footprint” automatically highlights their business publicly. That alone is an incredible value for only \$100 a year.

Many businesses and churches sponsoring a Special Touch Chapter will appreciate a certificate that can be hung on the wall to identify them as a sponsor. On the Chapter Tools page online, a fillable .pdf certificate is available to print out and present to sponsors.



Directions for the Core Group

The entire Core Group (*initially at least 12 people*) first begins the process of gathering sponsors immediately following the completion of the **Chapter Request to Organize form**.

Special Touch Chapter Core Group members share the vision of Special Touch Ministry and their plans for beginning a local Special Touch Chapter with friends, family, and business associates - everyone they are personally involved with.

Example: Jenny shares her excitement with her hair stylist. Jenny is excited about the local Special Touch Chapter’s intention to build ramps for people with disabilities who can’t afford it. Tommy shares with the mechanic working on his car about how the local Special Touch Chapter will be providing fishing for people with disabilities in the future. Jeff is looking forward to sharing music at the Special Touch Chapter and even teaching some people with disabilities to play the Congo drums. Jeff talks to all of his friends and family about his vision.

As each person shares about their passion and involvement with Special Touch, they ask their friends to join them as Special Touch Chapter sponsors. As donations are collected from sponsors a “Community Sponsorship Form” is completed as each donation is collected. To save time, we suggest partially filling out the form beforehand.

Policy Note

In order for funds to be correctly allocated, checks or money orders should be accompanied by the “Chapter Sponsorship Form” see example. Checks are **made payable to Special Touch Ministry** and should have the local Special Touch Chapter name in the memo. Please mail all sponsorships promptly to the Special Touch National Office, **do not wait until you have raised the total \$1200 to mail these in.**

To ensure the financial stability of the local Chapter, each year the Special Touch Chapter Core Group repeats the process, including returning to existing Chapter Sponsors to see if they will renew their sponsorship.

What if someone wants to donate something other than money?

Though the goal is to raise monetary donations, a Special Touch Chapter may receive other donations as well. For example, a local grocery store donates food for snacks every month or a business donates t-shirts. These are “in-kind” donations and need to be recorded for tax receipting purposes.

In-kind donations are tangible items. Services such as the use of a building or the value of a person’s time are not considered “in-kind” donations and are not eligible for a tax receipt. **For more information on the process for handling, recording and receipting in-kind donations, contact the Special Touch National Office Accounting Department.**



CHAPTER SPONSORSHIP PROGRAM

Dear Friend,

One of the greatest challenges for families who have a member with special needs is the isolation they feel. Special Touch Chapters across the country address this problem by providing effective faith based ministry to individuals who have disabilities and those who love and care for them as well.

We thank you so very much for recognizing the value of Special Touch Chapters and choosing to sponsor this chapter for at least one year. The tax-deductable amount designated for the sponsorship of this chapter is at least \$100 per year.

Please fill out the bottom portion of this Special Touch Chapter Sponsorship form with your tax-deductable donation and send it to:

Special Touch Ministry, Inc. • P.O. Box 25, Waupaca, WI 54981

Please make your check payable to:

Special Touch Ministry, Inc.

Memo: For _____ Chapter

National Office: P.O. Box 25 • Waupaca, WI 54981 • 715-258-2713 • ministry@specialtouch.org • www.specialtouch.org

National Chapter Director: Joe Trementozzi • 321-480-9806 • trementozzi@specialtouch.org

CHAPTER SPONSORSHIP FORM (PLEASE PRINT)



Special Touch Chapter: _____

Sponsor Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Email: _____

Sponsorship Amount \$ _____ per year Amount Donated \$ _____

Step 4: The Chapter Application

When \$1200 has been sent in, contact the Special Touch National Chapter Coordinator to receive a **Special Touch Chapter Application Kit**.

Please note: In order to stay current with government regulations and provide efficient and effective programming, Special Touch reviews most ministry programming once a year. This typically occurs with the Special Touch Chapter ministry during the April through September moratorium period. Changes are made to applications, policies, and procedures. **Special Touch National Office only processes applications during certain times of the year.** In the event you complete an application kit outside of this timeframe, you may need to complete updated paperwork before you can receive approval.

Special Touch Chapter status is valid for one year. Special Touch Ministry, Inc. reserves the right to withdraw official status for failure to adhere to Special Touch Chapter Ministry vision and guidelines as stated in this manual. Keeping the National Office updated on changes to local Special Touch Chapter information ensures effective communication by all.

When you receive the Special Touch Application Kit

- Promptly hold a meeting with the Chapter Core Group and review the contents
- Review the Officer qualifications and responsibilities in the Chapter Manual to determine Officers
- Determine where and when you will hold your first Official Chapter Meeting
- Complete the entire **Special Touch Chapter Application Kit**
- Return all completed forms to the National Office **within 60 days of receiving**
- **Email** the Special Touch National Office so they can watch for it

After your Application is Approved

- You will receive notification through an **Official Special Touch Chapter Certification Welcome Packet** from the Special Touch National Office.
- To receive more tools and materials for your Special Touch Chapter, you will want to return a few additional forms contained in the **Welcome Packet**.
- Schedule time to meet with the Special Touch National Chapter Coordinator for further training and direction (by phone or video-conferencing).
- Hold a Special Touch Chapter Business Meeting (with all of the Core Group) to ratify the Special Touch Chapter Officers and plan “kick-off” of the first official meeting of your Special Touch Chapter.

The First Year

So... you've been granted official Special Touch Chapter status, Congratulations! You are now ready to begin planning your first official Chapter Kick-off. You have determined where you would like to hold it and when you desire it to happen. You will now work on your additional meeting details including supplies, promotion, speakers, music and more. Don't expect your first meeting to be absolutely perfect. As you go through the first year of Chapter ministry your Chapter Core Group will continue to plan, analyze, develop and improve your ministry with the goal of giving your best service to your community.

Plan your budget

There are more costs associated with running a Special Touch Chapter than the \$1200 annual Charter Fee. If you haven't already discussed finances in your Core Group meetings, it's important to plan this before moving forward. Here are a few of the costs your Chapter can incur in the first year:

- Advertising and postage costs related to promoting your monthly Chapter Meeting
- Meeting room rental expenses
- Speaker & Worship Leader honorariums
- Refreshment costs
- Community benevolence
- Transportation reimbursement to help people get to Chapter Meetings
- Costs for Officers and/or constituents to attend annual Chapter Conference Training
- Costs to "help send someone to camp"
- Expenses for special events, activities, and fundraisers

Special Touch Ministry, Inc. recognizes that Special Touch Chapters cannot function without a financial base. Offerings rarely cover expenses **but should be taken at each Monthly Chapter Meeting**. Some items can be donated by community businesses.

An annual budget is just an estimate of what the Chapter will incur in costs for that year versus what is expected to be raised in fundraising. Adjustments to the budget can be made at each Chapter Core Group Business Meeting following a fundraiser.

If you do not have enough funds raised to cover the expenses of your first Chapter Meeting, the Core Group needs to meet to discuss how to raise this money prior to setting up your first official Chapter Meeting. For more on how to handle donations, please see “Financial Handling” in this Section.

Financial

Special Touch Ministry’s objective is to provide easy and accurate record-keeping of Special Touch Chapter finances, as required by IRS standards, to maintain accountability to the donors and to protect Special Touch Ministry, Inc., the Chapters, and their Officers from any potential appearance of impropriety and fraud.

In order to keep in compliance with IRS 501c3 status, Special Touch Ministry, Inc. needs a detailed recording of all ministry finances. This financial process has been created to establish accurate accounting communication between the Special Touch National Office and the local Special Touch Chapter.

The Chapter Treasurer is responsible for handling all financial transactions, recordkeeping and correspondence from a local level. All Chapter funds are sent to the Special Touch National Office where the Accounting department tracks, records, and distributes money through a designation and requisition process directed by the local Chapter Treasurer.

In addition, it is suggested that each Special Touch Chapter keep a simple ledger of Chapter income and expenses (similar to a checkbook register) to compare with the monthly Profit & Loss (P&L) reports the Special Touch National Office Accounting Department provides.

Policy Note

All donations to Special Touch Ministry are tax deductible. In accordance with IRS guidelines, donations must be receipted out of the Special Touch National Office in Waupaca, Wisconsin AND cannot be organized only for the direct benefit of one individual. Special Touch Chapters are asked to send all funds along with the correct Financial Form.

It is important to keep copies of everything mailed to the Special Touch National Office. The USPS has been known to lose pieces of mail. Having a copy on file will save time when resubmitting this information.

In the event the Special Touch Chapter dissolves, all remaining funds will be the property of Special Touch Ministry, Inc. and all copies of Special Touch Chapter financial records should be turned in to the National Office.

DEBIT CARD

Initially, the Treasurer of each Special Touch Chapter completes appropriate paperwork in order to receive a debit card from the Special Touch National Office. This debit card accesses money from an account in which the Chapter has deposited a maximum of \$200. This is designed to simplify the purchasing ability for a local Chapter. The debit card may only be issued in one Officer’s name and used only by that person. This is usually the person who is willing to make all purchases for the Chapter.

Treasurers are responsible for managing all transactions made with the debit card. When purchases are made with the debit card, save the receipt and send a copy to the Special Touch National Office **by the last day of**

the month. Further funds will not be provided to the Chapter Debit Card until accurate receipts are returned to the National Office. (See Chapter Expenses in this Section)

IMPORTANT: In the event the debit card is lost or stolen the individual responsible for the card should call the telephone number on the back of the card immediately! Do not wait to contact the Special Touch National Office! Therefore, please write this number down in a secure location and keep separate from the debit card.

Financial Handling & Bookkeeping Instructions

CHAPTER INCOME

All funds collected by Special Touch Chapter Officers should be mailed, **within one week**, to the Special Touch National Office, **Attn: Accounting**. These funds are deposited into one of the following categories:

- **Community Sponsorship** – Must be used for Chapter Charter Fees and include a Community Sponsorship Form. In the event that you are aware of a local business mailing a sponsorship without the form, please email stnatlacct@specialtouch.org in order to apply this money to the correct category.
- **Chapter General Account** – To be used for Chapter expenses
- **Chapter Scholarship Account** – Must be used for Summer Get Away tuitions in current calendar year. **Charter Fee must be paid in full before funds can be raised for this purpose.**

CHAPTER FINANCIAL FUNDS FORM

National Office: PO Box 25 Waupaca, WI 54981 - 715-259-2713
 ministry@specialtouch.org - www.specialtouch.org

National Chapter Director: Joe Trimentozzi - 321-480-9806
 trimentozzi@specialtouch.org

Chapter _____ Person completing _____ Date _____

FUND DEPOSITS – Enclosed

Chapter Sponsorship - **only for Charter fees** Number of checks _____ Amt \$ _____

Chapter General Fund Number of checks _____ Amt \$ _____

The following are not issued donation receipts.

Offering cash received sent as money order Amt \$ _____

Chapter Fundraiser Number of checks _____ Amt \$ _____

Type of fundraiser - car wash, candy sales, etc.

Donation for Summer Get Away Tuition Number of checks _____ Amt \$ _____

TOTAL ENCLOSED Total Amount \$ _____

Mail deposits to National Office along with this form.

FUND REQUESTS – please email to stnatlacct@specialtouch.org

Internal Transfer for - charter fee, CCL, etc. Amt \$ _____

Debit card refills – attach or enclose receipts Amt \$ _____

Summer Get Away Tuition for _____ at _____ location of Get Away Amt \$ _____

Summer Get Away scholarship application is recommended prior to requesting funds.

Check issued to: Name _____ Amt \$ _____

MAIL TO _____

For the purchase of _____

If reimbursement, please include receipts. If paid to individual or partnership (payment for services), provide completed W9.

TOTAL REQUESTED Total Amount \$ _____

Email requests and receipt copies to stnatlacct@specialtouch.org

A Chapter Financial Form must be included with all funds sent to the Special Touch National Office. One form can be completed for multiple cash offerings or non-specific funds received.

For your records, we suggest you make copies of all checks prior to mailing. You may also want to email the Special Touch National Office Accounting Department at stnatlacct@specialtouch.org to make certain funds are received.

Instead of sending cash, convert into a money order prior to mailing. If a donor gives cash and would like a tax receipt, please be sure to provide their name, address, and amount given with the money order.

Different financial recording forms are used for the Special Touch National Fundraising Event. Instructions will be provided along with the forms at the time of the event.

If you have held a fundraiser other than the Special Touch National Fundraising event, please contact us prior to your event so we can discuss money handling and recording. Before planning a local fundraiser, please see fundraising guidelines in Section 3 of the Chapter Manual.

Policy Note

For your protection in regards to IRS or Audits, please **do not** deposit cash into a personal account and issue a personal check or send cash in the mail. Also, do not use cash to pay for Chapter expenses locally. **All donations** must come through the Special Touch National Office Accounting Department in order to be recorded for the IRS.

A 5% administrative fee will be taken from all donations given to the Special Touch Chapter excluding funds given for **Community Sponsorship** or the **National Fundraising Event**, which are not subject to this fee.

All donations coming through an Assemblies of God Church will have **an additional** 5% fee deducted from them to cover charges from the Assemblies of God. Income from Community Sponsorship and the National Fundraising event **ARE** subject to this fee, if applicable.

CHAPTER EXPENSES

A Chapter Financial Form should be completed for all requests for money. This form is available on the Special Touch website, on the Chapter Tools page. **It can be mailed or emailed (as a saved attachment or printed and scanned clearly) to the Special Touch National Office.**

Please allow two weeks for processing of all requisitions. Funds will be provided by either payment to the National Special Touch program, debit card refill, or a check directly issued to an individual or business.

CHARTER FEE PAYMENT

Please be aware Chapter Renewal Forms will be sent in the fall each year and due on a specific date before year-end (**typically Dec 1**). While this form has an area noting Charter Fee payments, funds will not be taken out of your account until after January 1.

DEBIT CARD REFILL

All receipts need to be returned to the National Office in order for funds to be replenished to the debit card. **Refills will not be issued for receipts older than 3 months.** Replenishments on the debit card will not exceed \$200 unless pre-approval is given. **Note: Debit cards that have not been used in a specific amount of time may be subject to closure. If this is the case, you will receive an email notification from the Special Touch National Office Accounting staff.**

PAYMENT OR REIMBURSEMENT (Check issued)

For **all payments issued to an individual or partnership** (for honorariums or services rendered) a completed, current W9 needs to be provided prior to the funds being sent. These are not necessary for funds paid to a corporation.

A W9 is not required for reimbursements, but in order for a person to be reimbursed by check, receipts clearly identifying what was purchased and for what reason it was purchased **MUST** be provided. Always write these details on the receipt if it is unclear. Make sure the date of purchase and who made the purchase is clearly identified on the receipt as well. It is recommended that these receipts be returned (at least once a month) in order for reimbursements to be issued in a timely manner.

SUMMER GET AWAY SCHOLARSHIPS

Remember, the Chapter **MUST** be current with their annual Charter Fee in order for a Special Touch Chapter to scholarship a person for a Special Touch Summer Get Away. Funds donated to the Chapter will be treated as income and subject to a 5% administrative fee.

Funds that Special Touch Chapters raise to send individuals to a Special Touch Summer Get Away (Get Away Scholarship) **can only** be tax deductible if **not** given in the name of a specific individual, but given to the Chapter's Scholarship Account. Funds held in the Chapter's Scholarship Account should be used only for Summer Get Away tuitions and are to be used in the current year only. Special Touch Chapters determine how the funds are spent in line with Special Touch Summer Get Away Scholarship Guidelines.

To insure guest tuitions are covered in a timely manner, it is important to turn in a **Chapter Financial Form** for Summer Get Away Scholarships **as soon as possible**. Please indicate what Summer Get Away the person is going to and the name of the Guest. All Chapter money being used for Scholarships from the General Chapter Account must be approved by all Chapter Officers prior to completing the Chapter Financial Form.

It is not required, but in order to empower our guests to raise their own tuition, it is recommended that a completed scholarship application be included with all requests for Chapter Scholarship Funds. Please contact Central Processing for a copy of the Scholarship Application you can use.

The National Office will email each Special Touch Chapter Treasurer with monthly Profit and Loss (P&L) statements identifying Chapter income, expenses, and fund balances for the month and to date fiscal year. Review these statements regularly with your Chapter Core Group during Business Meetings.

Reserve your Meeting Location

Before holding your first Chapter Meeting, make sure to plan out all details in reserving your meeting location. We recommend using the same meeting location each month, as this can have a number of benefits to the Chapter. Remember, according to policy made by the Special Touch Ministry Board, Chapter Officers **do not have the legal right to sign rental contracts**.

Send all contracts to the Special Touch National Office (a board approved leader will review and sign). Include the date to return by and where signed contract needs to be sent.

Monthly Chapter Meeting Promotion

All Special Touch Chapter Core Group members work together to plan and implement a Chapter promotional process. Avenues to use include:

- Local newspaper - community public service announcements, community calendars, good neighbor sections, focus on religion sections
- Radio - public service announcements, community calendars, possible interviews.
- TV - public service announcements, news features, community calendars
- Mailings - workshops, group homes, civic groups, and local Special Touch Chapter constituent mailing list
- Magazines - meeting announcements
- Posters - advertise meeting and special events
- Churches and Pastors

When creating promotional materials, it is important to follow Special Touch Chapter Ministry terminology.

Policy Notes

In order to maintain artistic continuity in all promotional materials, Special Touch Chapter Business Cards can only be ordered through the Special Touch Ministry National Office. For the same reason, Special Touch Chapters are not allowed to create web pages outside the STM National website at www.specialtouch.org and the Chapter's Facebook page.

When designing promotions and using the Special Touch Chapter logo, refer to the formatting and design specifications outlined in the Special Touch Chapter Logo Agreement Form. Have all artwork layouts and other promotions approved by the Special Touch National Office or National Chapter Coordinator, prior to use. This includes but is not limited to: t-shirts, hats, pens, bookmarks, postcards, flyers, banners, slide presentations, videos, yard signs, etc.

Online Communications

The rapidly growing phenomenon of blogs, social networks, and other forms of online electronic publishing are emerging as unprecedented opportunities for outreach, information-sharing, and advocacy. Special Touch Ministry staff and volunteers are encouraged to use the Internet to talk about the organization, services and individual work. However, please be aware that with the instant access to the Internet that occurs today, the opportunity to abuse the privacy of Special Touch Chapter members with information and/or digital images is a risk and should be addressed at Chapter meetings.

Whether or not a Special Touch Chapter staff or volunteer chooses to create or participate in a blog or online community is his or her own decision. However, it is in Special Touch Ministry's best interest that all Special Touch Chapter constituents understand the responsibilities in discussing our organization to the general public, both online and offline.

Be Responsible. Online dialog (unless posted by authorized Special Touch Ministry personnel) is personal interaction, not corporate communication, and should be stated as such. Each person in a Special Touch Chapter is personally and legally responsible for their online communication.

Be Smart. Online communications are visible to the entire world. Remember, what gets written will be public for a long time – be respectful to Special Touch Ministry staff, volunteers, participants, and donors.

Include a Disclaimer. When blogging or posting to an online forum, make it clear that you are speaking for yourself and not on behalf of Special Touch Ministry, Inc. While it is important to mention your name and position (if your post has to do with subjects associated with Special Touch Ministry), use a disclaimer such as: *The postings on this site are my own and don't represent Special Touch Ministry's positions, strategies or opinions.* This is a good practice but does not exempt individuals from being held accountable for what they write.

Respect Privacy of Others. Don't publish or cite personal details and photographs about anyone involved in the Special Touch Ministry Chapter without their permission and the permission of Special Touch Ministry, Inc. Disclosure of confidential information and usage of copyrighted material is subject to Special Touch Ministry Confidentiality and Copyright policies (outlined in the Special Touch Chapter Manual).

Write What You Know. Each person has a unique perspective on Special Touch Ministry based on their talents, skills and current responsibilities. Share your knowledge, your passions and your personality in your posts by writing about what you know. If you're interesting and authentic, you'll attract readers who understand your specialty and interests. Under no circumstances should anyone associated with the Special Touch Chapter create or spread gossip, slander another person or entity, or make assumptions and publish those in any verbal or written form.

Be Respectful. It is okay to disagree with others, but cutting down or insulting readers or anyone else is not. Respect the audience and be careful not to use disparaging language.

Use discretion. Special Touch Ministry Chapters have access to confidential information regarding Special Touch Ministry programs, services, participants, and donors. Respect and maintain that confidentiality by not divulging or discussing proprietary information, internal documents, personal details, or any other confidential material. Internal and external communication supports Special Touch Ministry in pursuing the mission and vision of the organization in line with our Core Values and guidelines outlined in the Special Touch Chapter Manual and other policy manuals.

SOCIAL MEDIA

When using online social media sites (Facebook, Twitter, etc.) as a Special Touch Chapter Officer/Volunteer you are representing Special Touch Ministry, Inc. (even when on your own personal page). If you receive questions that are not related to your local Special Touch Chapter, direct them to the Special Touch National Office, Official Special Touch Ministry Facebook page, or Special Touch website for answers.

Special Touch Chapters may decide to start Facebook groups. Special Touch Chapters interested in starting a Facebook social connection need to realize that Facebook is a constantly changing environment. Online social communication could change overnight.

The most effective way of using Facebook, for now, is to start a Facebook Group. When starting a group, do the following:

- Name your group using your full Special Touch Chapter name so it isn't confused with any other group.
- For the privacy of your members, make your group closed. Set your group settings so that "any member can add, with administrator approval".
- Facebook groups don't allow for a photo to define the group. Instead Facebook has a selection of icons. When selecting an icon to represent your group, do not select the "Dove" icon as this is the one currently used for the official Special Touch National Office Group.
- Add constituents of the local Special Touch Chapter and the Special Touch National Office as members of your group.
- When using photos, follow the Photo Usage Guidelines outlined in this manual.
- To assist the Special Touch National Office in promoting the local Special Touch Chapter, share photos and event information on the Special Touch Official Facebook Page or email to the National Office.
- When posting any text or photos, refer to the Special Touch Chapter Communication policies.

Photo Usage

Respect individuals need for privacy when using photos. When requesting to use an individual's photo, be sure communicate with them where and how it will be used. Even if you have a photo release, do not post on Facebook, use in a Special Touch Chapter promotion, or provide to the Special Touch National Office, without clearly sharing your intentions with the individual (obtaining their absolute approval).

Policy Note

Before a Special Touch Chapter can legally use another person(s) likeness in print, video, slideshow, or any other promotional format, a Special Touch Model Release form is required. Have this form signed by the individual, their guardian or legally responsible representative. Forms are available online (Chapter Tools page).

Copyright Policies

All materials, including the Special Touch Chapter Manual, Chapter Applications, Chapter Forms, and all Special Touch Ministry, Inc. printed/video formatted/web based materials are federally protected by the copyright laws of the United States. Copying of materials without the written permission of Special Touch Ministry is expressly prohibited.

SONG LYRICS WRITTEN OR PROJECTED

A Christian Copyright License is needed for a Special Touch Chapter to legally present song lyrics. A "lyric reprint" license is required by Federal copyright law to compensate the songwriter(s) and publisher(s) for using their product. To clarify, just singing songs alone does not require a license. It is when lyrics are printed, whether using overhead projection, PowerPoint computer projection or photocopied lyrics in the bulletin, Federal Copyright law expects the owner(s) of the lyrics to be compensated for that usage.

In some cases, when a Chapter meets in a local church, a Special Touch Chapter may use a church's license to project lyrics and/or movies. Please verify each year that the church license is current and valid for Chapter use annually.

In the event a Chapter needs to purchase their own license, Special Touch Ministry has an easy solution that covers all Christian song usage. It is through the Christian Copyright License (CCLI). If a Special Touch Chapter chooses to print or project lyrics, Special Touch Ministry will purchase this license upon request from the Chapter prior to meeting. *If a Special Touch Chapter does not sign up for this license, it is assumed that the Chapter IS NOT printing, distributing, or projecting song lyrics during Chapter worship.*

After a Special Touch Chapter purchases a CCLI license, further communication will come from the Special Touch National Office to process the registration. In addition, CCLI license holders are required to report songs for one six-month period through time (when notified). Notification is random. When notified, Special Touch National Office will contact the Special Touch Chapter to gather required reporting information.

Policy Notes

In accordance with CCLI regulations, CCLI licenses are valid only if issued in the name of the Special Touch Chapter. CCLI licenses in the name of the organization owning the building where a Chapter meets or in the name of the worship leader are invalid for Special Touch Chapter use.

VIDEOS

Special Additional Licensing can be purchased for showing videos during Chapter meetings BUT you can only use the videos available through the ScreenVue vault (available when you purchase the license). Just purchasing a video DOES NOT give you license to show the video during a Chapter event.

ALSO, you can ONLY promote the video to your Chapter Constituency (mail/email distribution list or private Facebook group). The Church Video License **does not** allow you to distribute fliers/promote to the general public.

NOTE: Copyright laws allow for videos to be played in the privacy of someone's home for personal use only (not for official Special Touch Chapter Meeting use).

STREAMING/RECORDING/PERFORMANCES

Any song copying activity pertaining to solo/group/choir performance is not covered by the Church Copyright License. Neither is web streaming or rehearsal recordings. Separate licensing must be obtained for any of these copying and performance/distribution activities.

SONG USAGE IN VIDEO/SLIDESHOWS

Anyone using music in video or slideshow presentation must have express written permission from the copyright holder(s) or publishers of the music. Just because you purchased the music DOES NOT mean you can use it in a video/slideshow for the Special Touch Chapter. Permission should be given in written format to Special Touch Ministry, Inc. When received, provide the Special Touch National Office with a copy.

IMPORTANT NOTE: Unless they are the sole owner of the copyrighted music, don't base permission **only** on that given by the artist or composer. Crediting the artist is not the same as officially obtaining permission. A majority of popular pieces of music are not owned by the artist alone, but by many people, such as producers, publishers, attorneys and others. You need permission from all parties.

PHOTOGRAPHY/VIDEOGRAPHY

Before a Special Touch Chapter can legally use another person(s) likeness in print, video, slideshow, or any other promotional format, a Special Touch Model Release form is required. Have this form signed by the individual, their guardian or legally responsible representative. Forms are available online (Chapter Tools page). [SEE PRIOR PHOTO USAGE SECTION](#)

Guidelines for Choosing Speakers

Those Special Touch Chapter speakers addressing spiritual issues should be born-again believers in the Lord Jesus Christ and in agreement with Special Touch Ministry, Inc. Statement of Faith. Names of prospective speakers are submitted to the Special Touch Chapter Core Group who determine if speakers are credible and compatible with Special Touch Ministry, Inc. (Contact the Special Touch National Office if necessary)

Use local speakers whenever possible. Speakers do not always need to be well-known. Remember to give the speaker all pertinent information before the meeting, including time allotted for the message, directions to the meeting place, etc. Don't forget to arrange and agree upon financial details (such as reimbursement of travel expenses, meals, lodging, and honorarium).

Hands-on Care of People with Disabilities

The Special Touch Chapter program is not designed for the purpose of personal care, but spiritual and emotional support and encouragement of people impacted by disability. In today's world, liability issues do not allow Special Touch Ministry to provide or encourage personal care within the Chapter environment. Therefore, any personal care issues that arise during the Chapter Meeting/event should be typically performed by the individual's personal care attendant/caregiver attending the Chapter Meeting with them.

Policy Note

Those in official Special Touch Chapter leadership positions (who have followed through necessary application and background check processes) are the only ones qualified to provide supervision. Actions outside these parameters are not approved by Special Touch Ministry, Inc. and are not covered under the ministry general liability insurance policy.

Monthly Chapter Meetings

Special Touch Chapter Meetings have a planned program yet are still flexible to the prompting of the Holy Spirit. For the benefits of those attending, when determining Chapter Meeting beginning and ending times, Core Group leaders are aware of public transportation schedules and any other conflicts that may prohibit attendance of those the Chapter serves.

When planning monthly Chapter Meetings, it's important to include Worship, Prayer, Word Walk[®] Curriculum and some of the items at right. Do not confuse this with simple informational, planning, or Business Core Group Meetings which should not include Word Walk or Worship and should not take the place of a monthly Chapter Meeting.

OFFERINGS

We have a biblical responsibility of teaching people about giving to the work of the Lord and stewardship of intelligent giving. (Remember the widow in Luke 21:2, Jesus said her two pennies were a gift from the heart.) Do not underestimate the act of giving from the heart. Just ask!

WORD WALK[®] CHAPTER CURRICULUM

The Word Walk[®] is a curriculum located online in a downloadable .pdf. A Special Touch Chapter should use this curriculum for the majority of their meetings out of the year.

FOOD SAFETY GUIDELINES

Food is allowed at Chapter Meetings, AS LONG AS you are complying with food serve-safety laws for unlicensed venues.

Foods that CAN be served:

1. Food that does not need to be heated or cooled to be eaten safely.
2. Food that is not "prepared" by volunteers/officers, such as prepackaged snacks, cookies, coffee, tea, bottled/canned drinks, etc.
3. Food that does have temperature control requirements or "preparation" as long as it is BOTH:
 - a. Prepared commercially or by a licensed facility (this includes heating) AND
 - b. Served immediately after it arrives (with food left over/not used disposed of within 1 hour – food cannot be reused or sent home with anyone) OR served by a licensed caterer (complete with coolers/warmers as needed).

NOTE: If serving CAKE, be sure to consult with bakery that sold you the cake to determine if it DOES have temperature control requirements (if you bought it from a store refrigerator/cooler, it probably does).

ALL FOODS must be served either in individually wrapped containers OR directly out of the package they came in (no hand contact), for example pizza served out of the box.

Some examples of approved items could include:

- Pizza/subs/tacos/cheeseburgers/chicken nuggets/hot dogs/ "lunch box meals" – as long as they are delivered/picked up from a licensed kitchen and served right away, out of the packages
- Commercially prepared and individually packaged ice cream bars/popsicles/crackers/pudding/trail mix/apples/raisins/pretzels/chips/crackers/snack cakes – think individually-wrapped snacks

Examples of what you CANNOT serve at a Chapter Meeting

- Meals prepared by staff or volunteers (these are NOT prepared by a commercially licensed facility)
- Chili/Soup that you picked up from the grocery store cold and volunteers warmed up at the Chapter meeting facility (NOT allowed as this is considered preparing)

A monthly Chapter Meeting could contain any of the following:

- Fellowship time
- Refreshments
- Visitor recognition
- Worship & Special Musical Guests
- Word Walk[®] Curriculum
- Opening & Closing Prayer
- Announcements
- Offering
- Special Speaker
- Open forum discussion
- Seasonable celebrations
- Picnics, outings, other activities
- Invitation for salvation

CHAPTER ACTIVITIES

IMPORTANT when planning Chapter activities, outside of a Chapter meeting, to contact the Special Touch National Office. **Activities ARE NOT automatically covered under insurance.** There may be additional liability and other registration and documentation requirements for insurance coverage.

Monthly Chapter Meeting Transportation

Special Touch Ministry discourages the use of personal vehicles for transporting others to Special Touch Chapter events. Officers, volunteers or constituents using their personal vehicle for transportation can be held personally liable for any injuries or damages. **Personal transportation is not covered under the Special Touch Chapter limited liability insurance policy.**

Policy Note

Special Touch Chapters that intend to acquire a vehicle (through purchase or donation) - even if only for resale - need to consult with the Special Touch National Office regarding necessary procedures. As there are various legal requirements in owning and operating a commercial vehicle, preapproval must come from the Special Touch National Office.

Monthly Chapter Business Core Group Meetings

The Special Touch Chapter President communicates with other Core Group members in determining a workable meeting date and time for everyone. The Special Touch Chapter President chairs the business meetings unless he or she appoints another Officer.

In order to improve the efficiency of your business meeting, recognize that meetings are a collaborative effort. The very definition of a meeting is a team activity where select people gather to perform work that requires group effort. All participants of a meeting, therefore, play a role in remaining focused and progressing through the meeting in a timely manner.

- Prior to the meeting, create an agenda of topics to be discussed. Include the start time, approximate meeting length, location and invited/expected participants.
- All participants should receive the agenda ahead of time, so they have the opportunity to add to it. Leave room in the agenda for discussion and additional topics, within limits.
- Start the meeting at the designated time. Do not wait for late attendees to begin discussing the first topic on the agenda.
- Decide before the meeting how many members of the group will be required to make a quorum. *Robert's Rules of Order* dictate that if the minimum number of those members is not present, then important business cannot be voted on. Quorum ensures that the group's true conscience will be followed. (It is suggested that at least three Officers be present)
- Adhere to the agenda. Focus the discussion on the topics listed. Write notes on topics that will need further discussion outside the current meeting.

- Approve the minutes from the previous meeting. Voting is done by one member making a motion, which is then seconded by another member. The chair then calls for a vote. Some groups accept verbal voting, while others require a counting of raised hands for and against the motion.
- Proceed through the agenda, leaving time for discussion of each issue. The chair can limit the discussion. This limitation can be done by setting a time limit on each issue or by allowing two pros and two cons to the debate.
- End the meeting with a motion to close, followed by a second and a vote. All announcements, such as the time of the next meeting, should be done before closing. After the vote to close, people can leave the meeting.
- The Secretary is responsible for recording the minutes and making sure the **Chapter Business Report** is filled out online before the end of the month.

Reporting Details

As a 501c3 organization, Special Touch Ministry, Inc. is required to comply with various state and federal regulations. These regulations require Special Touch Ministry to obtain information on a regular and consistent basis, from EVERY program operating throughout the United States.

Therefore, after becoming a Special Touch Chapter, complete the following processes:

- **Monthly**
 - **Chapter Monthly reports** – Send Special Touch Chapter reports **no later than** 30 days following the prior month. Special Touch Chapter Reports are completed using the fill-in form available on the Chapter Staff page online. **COMPLETE REPORTS EVEN IF NOT MEETING**
 - Donations/Offering/Receipts and required financial documents to accounting
 - Send contracts/legal agreements to be signed by the STM Board approved signers
 - Submit online model releases for all photos being used on social media, email, and promotions
- **Regularly**
 - Email any changes in **contact and meeting location information.**
 - **Notify the National Office of upcoming local Special Touch Chapter activities/events.**
 - Contact the Special Touch National Office regarding any non-monetary (in-kind) donations in order to provide donors with a tax-deductible receipt.
 - If equipment or items are held by the Special Touch Chapter, email an updated inventory list when new items are acquired. This would include items like bells, software, audio-visual equipment, or even furniture. Do not report consumable items like cookies, staples, brochures or paper. In order to comply with federal IRS reporting regulations, **Special Touch Chapters must receive permission from Special Touch Ministry, Inc. prior to the disposal or sale of any Special Touch Chapter equipment or other property.**

Special Touch Chapters are encouraged to stay in communication with Special Touch National Office if they have any questions or concerns.

Annual Renewal & Beyond

Training

Training is available for all persons operating a Special Touch Chapter. Special Touch Chapter Officers and/or volunteers are expected to regularly attend Chapter Leadership Events in order to stay current and up to date on changes in the Special Touch Chapter Ministry. Currently this includes a 1-hour Zoom Meeting once every other month. At times this may include an in-person Chapter Conference in Waupaca, Wisconsin.

Costs associated with Chapter representatives attending these events (conference fees and travel expenses) are considered valid training expenses and can be paid or reimbursed from the Special Touch Chapter account, if available. **In order to effectively operate as a Special Touch Chapter, it is recommended that the Chapter Core Group include funds in their budget to send at least two representatives to in-person training. This should be done before budgeting for Benevolence or assistance with Summer Get Away expenses.**

Annual Renewal Paperwork

Each year, the Special Touch Ministry National Office makes changes and modifications in the Chapter program. These may be financial... due to increases in operating costs, regulatory... due to regular changes in government and insurance laws and requirements, administrative... because the aforementioned changes may require Special Touch to collect different information, and/or instructional... because in order to streamline and enhance the process of the Chapter ministry, making it better for staff, volunteers, and the constituency, changes need to be made.

An annual renewal process will reflect these changes. Typically, Chapters are provided with detailed information on these during the regular Training Meetings and at the in-person training event. Online renewal applications to be completed are also provided from the Special Touch National Office annually.

To continue current Special Touch Chapter status, these forms need to be completed in full along with references and returned by the specific date noted (usually Dec 1). Plan to have your Charter Fee available at this time as well (accounting will remove these funds after Jan 1).

Resignation of Leadership

While it is intended that the leadership of a Special Touch Chapter make at least a 2-year commitment to serve, we realize that sometimes a Chapter leader may find it necessary to resign from their position. Whether

this is a member of the Core Group, Officer, or hands-on volunteer, **please email the Special Touch National Office and National Chapter Coordinator to communicate all changes.**

This should be a formal resignation from the individual (or one of the remaining Chapter Officers if the person resigning is unable to provide) explaining details related to the resignation. If the person resigning was the contact person for the Chapter, please let the National Office know who will be replacing them as the new contact person and their information for publishing (mailing address, email, phone, etc).

In order to avoid additional fees and the potential of duplicate work, it is recommended that the Chapter wait to refill this empty position until the Chapter renewal period (at renewal time). If it is an officer position, we suggest another Officer take over their responsibilities temporarily. At renewal time, new Officers or those changing positions should complete a full application along with reference forms.

Dissolving a Special Touch Chapter

All Special Touch Chapter information is confidential (see Confidentiality policies), and cannot be used for programming outside Special Touch Ministry. This means all information and materials, whether in electronic, print, or video form, tangible or intangible, developed or undeveloped, to which the individual gains access as a result of volunteering or working for Special Touch Ministry, Inc. whether or not labeled or identified as confidential.

This includes but is not limited to (a) all operational procedures, policies, and ideas for current and future Special Touch Ministry programming, (b) computer records, software, and reports, (c) identities, contact information, medical and health information, photos, and any other personal information of donors, volunteers, guests, or anyone else served by Special Touch Ministry, Inc. and its programming, and (d) Chapter curriculum, logo artwork, templates, and other materials Special Touch Ministry holds copyrights on.

To clarify, any ministry idea or participant acquired while affiliated with Special Touch Chapter Ministry cannot be used for any other organization. The use of private confidential information for any purpose other than for performing services on behalf of Special Touch Ministry, Inc. and without the express written consent of Special Touch Ministry, Inc. may result in a violation of the federal Health Insurance Portability and Accountability Act. A violator can be held civilly liable by a federal agency for any such violations.

To Close a Special Touch Chapter

1. Provide Special Touch National Office and Chapter Coordinator with a formal dissolution letter, signed by each Special Touch Chapter Officer.
2. Arrange to have financial records and paperwork, ministry tools, copy of manual, and all property (banner, bells, equipment, etc.) promptly returned to the Special Touch National Office.