

Storyboard: AL Conflict of Interest Training (Version 7)

Scene 1: Introduction

Scene 1, Slide 1	
Title: Instructions	
On-Screen	Programming Notes
AL logo spins in, hold for 3 seconds. Title spins in, hold for 4 seconds. Both logo and title fade out. Fade in "There is audio narration in the course. Please be sure that your speaker volume is set to a level appropriate for your surroundings.", hold for 10 seconds then fade out. [Narration begins]	Screen items referenced are highlighted in sync with narration.
Narration	
Welcome to the Assistance League Conflict of Interest Training. Before we begin, we will take a couple of moments to introduce you to the resources of this course and how to navigate through it.	
To advance to the next segment of the course click on the Next button in the lower right corner of the screen. To return to a previous screen click on the Previous button next to the Next button.	
A Progress Bar on the lower left side of the screen indicates how much of the course has been completed and how much remains.	
The Resources link at the top of the screen will open a copy of the Assistance League's Conflict of Interest Policy.	

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Scene 1: Introduction

Scene 1, Slide 1 (cont.)	
Title: Instructions	
On-Screen	Programming Notes
Name: [text entry box]	Narration continues.
Narration	

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When you have completed the course, a record of your accomplishment will be sent in an email to the Assistance League officers.

Enter your full name in the box on the screen and click Next to continue.

Scene #: Introduction

Scene 1, Slide 2

Title: Objectives

On-Screen

Understand what constitutes a Conflict of Interest

Be able to identify possible Conflict of Interest situations

Be able to identify how to correctly report a conflict of interest situation.

Programming Notes

Narration begins, objectives are displayed in sync with narration.

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Narration

After completing this course you will:

Understand what constitutes a Conflict of Interest

Be able to identify possible conflict of interest situations.

Be able to identify how to correctly report a conflict of interest situation.

Click Next to continue.

Scene 1: Introduction

Scene 1, Slide 3

Title: Definition

On-Screen

Programming Notes

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<p>Title "CONFLICT OF INTEREST" superimposed over a grayed out generic photo of shoppers and volunteers in the store</p> <p>Positive Perception is Important</p> <p>Donations generate maximum income Items are not picked over, equal opportunity Equal opportunity for businesses/vendors</p>	<p>Narration begins; bullets are displayed in sync with narration.</p>
<p>Narration</p>	
<p>A conflict of interest is any situation where an Assistance League member or their family members receive a benefit from the Assistance League that is not available to the general public. It is critical that the public's perception of the Assistance League's store operations and business relations be a positive one.</p> <p>A positive perception is important for many reasons:</p> <p>For donors it is the knowledge that the items that they have donated will generate the maximum amount of income for the Assistance League.</p> <p>For store customers it's the knowledge that the items for sale in the store have not been picked over by volunteers or employees, and that if they make the effort to arrive early that they have an equal opportunity to discover new treasures the same as anyone else.</p> <p>For businesses, it is the knowledge that their bids for goods or services are considered the same as for any other business.</p> <p>Click Next to continue.</p>	

Scene 2: Conflict of Interest

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Scene 2, Slide 1	
Title: Definition Tabs	
On-Screen	Programming Notes
<p>Image of 2 members working in the store.</p> <p>Next to the image on the side or top are tabs labeled:</p> <ul style="list-style-type: none">• Thrift Shop• Business Relations• Member Directory• Reporting Violations• Conflict of Interest policy	<p>Each tab definition can have an image and text to describe it on a layer.</p> <p>Definitions for Thrift Shop tab (could use a photo to accompany each definition)</p> <p>Merchandise: When working at the store, members have to wait 24 hours to purchase merchandise that was put out that day.</p> <p>Sorting/Pricing rooms: Buying out of any of the two sorting/pricing rooms is not allowed.</p> <p>Holding merchandise: When working at the Thrift Shop, the Assistance League member can purchase merchandise one hour prior to the end of a work shift, and immediately pay for the merchandise, but cannot hold merchandise during their shift.</p> <p>Purchases when working at the Thrift Shop: If an Assistance League member is working after 1:00 pm on a given day, they may shop after 12 noon until their shift starts, and again in the last hour of their shift. This allows the public to have first choice.</p>

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Purchases when not working at the Thrift Shop: If an Assistance League member is not working in the Thrift Shop on a given day, they and their family can shop after 12 noon.

Witnessing a Conflict of Interest: Any member who becomes aware of a Conflict of Interest, shall bring it to the attention of the President. If the President is involved in the Conflict of Interest, the member shall bring it to the President-elect.

Narration

Several examples of the Conflict of Interest policy relate to members purchasing items from the Thrift Store. In the following scenarios, you'll be asked to help some members make the right choice in order to avoid a conflict of interest. You will have unlimited attempts to choose correctly, in order to complete the course.

For your reference, click each of the tabs to view guidelines for different self-dealing situations.

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Scene 2: Conflict of Interest

Scene 2, Slide 2	
Title: Members Working Scenario	
On-Screen	Programming Notes
<p>Image of two volunteers in the front of the store, clock shows that it is early morning.</p> <p>Images: Helen is behind counter, Sally is organizing clothing rack Sally holding up item Helen behind counter- happy\grateful Sally putting item behind counter Helen behind counter thoughtful</p>	<p>User advances slide with NEXT button</p>
Narration	

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Sally: Good morning!

Helen: Good morning! Looks like we have a lot of nice stuff out today.

Sally: Yes, I've just been looking through some of the stuff put out yesterday. And look this [item] is lovely. You would look spectacular in this!

Helen: I do like it!

Sally: I know your birthday is coming up. I'm going to get this for you!

Helen: Oh you really don't have to do that...

Sally: Don't be silly; I'll put this aside and just ring it up when my shift ends.

Scene 2: Conflict of Interest

Scene 2, Slide 3

Title: Members Working Question

On-Screen

Programming Notes

Storyboard: AL Conflict of Interest Training (Version 7)

<p>Image: Helen questioning with 3 thought bubbles to choose from:</p> <p>Correct: Ask Sally if she is aware that members are not supposed to purchase items before noon and are not allowed to hold items aside for purchase later. I don't want her to get in any trouble.</p> <p>Incorrect 1: Just thank Sally for the nice gift. I don't want to seem ungrateful.</p> <p>Incorrect 2: Sally is sweet, but a rule is a rule, I should report her immediately to the President of Assistance League.</p>	<p>User clicks one of the thought bubbles to select an answer. Thought bubbles (answers) are shuffled.</p> <p>Three feedback layers, one for each answer.</p> <p>Layer 1: Correct</p> <p>Layer 2: Incorrect 1 – The Learner's only option is to use the "Try Again" button to hide this layer and return to the question.</p> <p>Layer 2: Incorrect 2 – The Learner's only option is to use the "Try Again" button to hide this layer and return to the question.</p>
Narration	
Narrator: How do you think Helen should respond?	

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Scene 2: Conflict of Interest

Scene 2, Slide 3	
Title: Members Working – Correct Layer	
On-Screen	Programming Notes
Continue Button Images Helen talking to Sally Sally looking confused Helen and Sally busy in store, happy customers shopping nearby	Feedback layer for Correct Choice User advances slide with Continue button
Narration	
Narrator: Good job! This was the best option for Helen. Letting Sally violate the policy would have looked bad to those customers who have overheard the conversation. And, while reporting policy violations may be necessary in some cases, first making sure your fellow member understands the policy, and isn't just making an honest mistake, may save everyone from an embarrassing situation.	

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Scene 2: Conflict of Interest

Scene 2, Slide 3

Title: Members Working-Incorrect 1 Layer

On-Screen

TRY AGAIN button

Images:

Helen Thanking Sally and customers poking out from behind rack

Customers leaving in disgust

Programming Notes

Feedback layer for Incorrect 1

Learner hides this layer and returns to the question with "Try Again" button.

Narration

Customers leaving in disgust – "I knew those volunteers just took all the good stuff. That's the last time I shop or donate here! I have half a mind to report this."

Narrator: Uh oh, looks like these two are not painting the Assistance League in the best light. Helen may not have wanted to seem ungrateful, but you never know who may be listening.

Click Try Again and see if you have some better advice for Helen.

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Scene 2: Conflict of Interest

Scene 2, Slide 3	
Title: Members Working – Incorrect 2 Layer	
On-Screen	Programming Notes
<p>TRY AGAIN button</p> <p>Images</p> <p>Split screen with AL president on one end of the phone line and Sally looking hurt, on the other. Thought bubble above Sally “I had no idea!”</p>	<p>Feedback layer for Incorrect 2</p> <p>Learner hides this layer and returns to the question with “Try Again” button.</p>
Narration	

Storyboard: AL Conflict of Interest Training (Version 7)

Narrator: While reporting policy violations may be necessary in some cases, it may be best not to assume a fellow member understands the policy. So, this isn't the best choice for Helen. See if you can give her some better guidance.

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Scene 2: Conflict of Interest

Scene 2, Slide 4	
Title: Morning and Family Shopping	
On-Screen	Programming Notes
Images– husband and wife at home wife talking, husband reading paper Options appear on screen A. Yes, member and family can only shop after noon on any day, regardless if they are working or not. B. No, Mr. Jones is not a member, so there are no restrictions on when he can make purchases.	User selects an answer.
Narration	

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Narrator: Ms. Jones is a member the Assistance League, but her husband is not.

Wife: You know what we really need... a _____. I saw one of those at the store yesterday. It's probably still there. Could you stop by this morning and pick it up as soon as they open?

Husband: Okay, will do.

Narrator: Is it a violation of policy for Mr. Jones to buy at the Thrift store before noon?

Scene 2: Conflict of Interest

Scene 2, Slide 4

Title: Morning and Family Shopping

On-Screen	Programming Notes
[Feedback for selection A] Correct! Members and their immediate family can only shop after noon on any day, regardless if they are working or not. [Feedback for selection B] Incorrect! Members and their immediate family can only shop after noon on any day, regardless if they are working or not.	User advances slide with Next button

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Narration

[Feedback for selection A]

Correct! Volunteers and their immediate family can only shop after noon on any day, regardless if they are working or not. It is in the Assistance League's' interest to ensure the public the first opportunity to shop in the store and a fair chance at receiving the deals from donated items. When a member, with inside knowledge of items available, sends someone in their place to make a purchase, it is a conflict of interest.

[Feedback for selection B]

Incorrect! Volunteers and their immediate family can only shop after noon on any day, regardless if they are working or not. It is in the Assistance League's' interest to ensure the public the first opportunity to shop in the store and a fair chance at receiving the deals from donated items. When a member, with inside knowledge of items available, sends someone in their place to make a purchase, it is a conflict of interest.

Scene 2: Conflict of Interest

Scene 2, Slide 5

Title: Reporting Violations Scenario

On-Screen

Programming Notes

Storyboard: AL Conflict of Interest Training (Version 7)

<p>Series of still images: in the store Two members (Zelda and Pearl)-pricing items in back of store, then setting out newly priced items Zelda holding up ugly dress Pearl looking skeptical Zelda asking Pearl to keep it secret Pearl looking uncomfortable\questioning Zelda dancing looking at dress Zelda stashing dress on the back of a rack or behind something Pearl confused\unhappy</p>	<p>Continue slide on timeline.</p>
Narration	
<p>Zelda: Wow, look at this gorgeous dress (holds up a very gaudy, ugly dress in front of her and dance around). This would be perfect for my upcoming solo in the church choir.</p> <p>Pearl: Uh, (kind of unsure) well it's lovely (sarcasm), but for a...</p> <p>Zelda: (cutting her off) You know, I really must have this. I know we are not supposed to set things aside, but I'm sure it really wouldn't matter this time.</p> <p>Pearl: Zelda, I think that is against the Conflict of Interest policy. All items must be available to the public for 24 hr. before we can purchase them. Our non-profit status could be in jeopardy if the store were found to allow self-dealing.</p> <p>Zelda: Oh don't be such a stick in the mud! You're just too good Pearl. I have to have this, it's just perfect. I'll just stash it here and buy it when my shift ends. It's not like I'm going to steal it! Now don't go telling anyone and no one will know. (She stuffs the dress in a corner behind something)</p>	

Scene 2: Conflict of Interest

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Scene 2, Slide 6	
Title: Reporting Violations Question	
On-Screen	Programming Notes
<p>Still image of Pearl looking confused. Three thought bubbles.</p> <p>Correct: I should contact the president of our AL chapter and let her know what has happened. She will know how to handle the situation.</p> <p>Incorrect 1: I guess I should just let it go. That Zelda has horrible taste, but she is my friend and I don't want to get her into any trouble, besides, it probably will go unnoticed.</p> <p>Incorrect 2: Oh, I should just quit volunteering at the Thrift Store. This situation is just too stressful!</p>	<p>User clicks one of the thought bubbles to select an answer. Thought bubbles (answers) are shuffled.</p> <p>Three feedback layers, one for each answer.</p> <p>Layer 1: Correct</p> <p>Layer 2: Incorrect 1 – The Learner's only option is to use the "Try Again" button to hide this layer and return to the question.</p> <p>Layer 2: Incorrect 2 – The Learner's only option is to use the "Try Again" button to hide this layer and return to the question.</p>
Narration	

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Narrator: Poor Pearl, she has an uncomfortable decision to make. I don't envy her. What should she do? Click on one of the options to help her choose.

Scene 2: Conflict of Interest

Scene 2, Slide 7

Title: Buying From the Back

On-Screen	Programming Notes
Image of Pearl talking on phone to the AL President, setting is at home or away from store.	Feedback layer for Correct Choice User advances slide with Continue button

Narration

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Phone ringing

Pearl: You know, I really hate to have to bring this up, but I was volunteering the other day with Zelda and she set aside a dress that was just set out. I reminded her of the policy, but she didn't think it would be a problem to stash the dress and ring it up at the end of her shift. I didn't think that was allowed, so I thought you should know.

President: You're right, that is against the Conflict of Interest policy, and you did the right thing letting me know. Don't you worry about it; I will take care of this.

Narrator: Good job! Bringing the problem to the chapter president is the best option here. Zelda clearly knows what she is doing is wrong, but doesn't care that there could be consequences. Sometime you just have to choose right over easy.

Scene 2: Conflict of Interest

Scene 2, Slide 7

Title: Reporting Violations Feedback Incorrect 1

On-Screen

Image of Pearl a few weeks later, with a few other members, in front of the dark, locked store, with a notice that they will be closed due to an investigation into allegations of self-dealing \ non-profit status (find some appropriate, legal text). Members are discussing what happened.

Pearl is looking guilty and uncomfortable.

Programming Notes

Feedback layer for Incorrect 1

Learner hides this layer and returns to the question with "Try Again" button.

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Narration

Pearl: What's going on?

Other member: Someone reported allegations of self-dealing to the IRS and the store is closed pending an investigation. The chapter may lose its non-profit status.

Narrator: Well, you weren't much help! This wasn't the best course of action for Pearl, and she is feeling pretty bad about not speaking up. Click on the Try Again button to see if you can help her make a better choice.

Scene 2: Conflict of Interest

Scene 2, Slide 7

Title: Reporting Violations Feedback Incorrect

On-Screen

Programming Notes

Storyboard: AL Conflict of Interest Training (Version 7)

Image of Pearl a few weeks later, receiving a phone call.	Feedback layer for Incorrect 2 Learner hides this layer and returns to the question with “Try Again” button
Narration	
<p>Carol: Hi Pearl, Carol here. Say, I know you’re not volunteering at the Assistance League anymore, so did you hear, the store has had to close? Pearl: What? No! What happened? Carol: Someone reported self-dealing happening at the store, and they are closed pending an investigation. The chapter may lose its non-profit status as a result.</p> <p>Narrator: This obviously wasn’t the best course of action for Pearl or the store, and she is feeling pretty guilty about not speaking up. Click on the Try Again button to see if you can help her make a better choice.</p>	

Scene 3: Business Relations

Scene 3, Slide 1

Title: Introduction

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On-Screen	Programming Notes
<p>Conflict of Interest – Business Relations</p> <p>Images of AL Directory, Flower “Donation”, Catering, working at the Thrift Store</p> <p>Next to the image on the side or top are tabs (similar to Scene 2 tab page) labeled:</p> <ul style="list-style-type: none">• Thrift Shop• Business Relations• Member Directory• Reporting Violations• Conflict of Interest policy	<p>Conflict of Interest – Business Relations (Fade in at top) Images of AL Directory, Flower bouquets, catering, working at the thrift store.</p> <p>Definitions for Business Relations tab (could use a photo to accompany each definition)</p> <p>Member Contact Information: Member names and contact information in the Assistance League Directory is to be used for Assistance League business only and are not to be shared.</p> <p>Donations from Members’ Businesses: Assistance League members may donate goods and services. The member’s name can be mentioned/displayed, but business name or business contact information should be withheld.</p> <p>Members as Vendors: Assistance League will favor vendors whose bid is the best choice for the organization, not because they are a member.</p> <p>Employment by Assistance League: Former Assistance League members may be employed by Assistance League once they have no longer been a member for 2 years.</p> <p>Witnessing a conflict of interest: Any member who becomes aware of a Conflict of Interest, shall bring it to the</p>

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	<p>attention of the President. If the President is involved in the Conflict of Interest, the member shall bring it to the President-elect.</p> <p><i>User advances slide with Next button.</i></p>
Narration	
<p>The Assistance League's Conflict of Interest policy also applies to relationships with outside vendors and businesses.</p> <p>Members need to exercise caution in associating Assistance League with other businesses and organizations, and not use their membership in Assistance League for any personal financial gain, as this is another form of Self Dealing. It is important for its non-profit status that Assistance League avoids this perception.</p>	

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Scene 3: Business Relations

Scene 3, Slide 2

Title: Member Contact Information

On-Screen

Image: Jan sitting at desk with address book, looking and paging through AL directory.

Text in Left thought bubble: Why don't I send an invite to everyone in the directory? If they are interested, they can respond back.

Text in Right thought bubble: This is a great list. However, I think I'll stick to inviting my own personal contacts.

Text appears: Click on the correct choice

Text appearing below Left bubble when clicked: Incorrect.
Member Directory is private
Used for Assistance League business only

Text appearing below Right bubble when clicked: Correct!
Not a potential customer list.
Member Directory is private
Used for Assistance League business only

Programming Notes

"Member Contact Information" tab glows during 1st sentence of narration.

Image of Jan, sitting at desk fade in.

2 thought bubbles and their text appear, left then right, during narration.

Text appears along with narration: "Click on the correct choice". Thought bubbles "glow" a bit, so learner knows what to click on.

When thought bubbles are clicked, feedback appears below each corresponding thought bubble.

User advances slide with Next button.

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Narration

In this scenario, Jan is having a home party, and is trying to invite as many people as possible. The Assistance League Directory *seems* like it might be a good option...

Jan: hmm, who else can I invite to my Kitchen Chef party? I'm sure some of these members would be interested! If I invited everyone, I could get a lot more attendees... Narrator: Jan has a choice to make - (thought bubbles appear)

When left bubble is clicked: when clicked: Incorrect. Although it is tempting to invite as many people as possible, using the directory for this purpose is a form of "self-dealing", as Jan could gain from it through increased sales. The Member Directory is private and to be used for Assistance League business only.

When right bubble is clicked: Correct! Although it is tempting to invite as many people as possible, the Assistance League Directory is not a potential customer list. Using it this way is not only outside of policy, but it can create a negative perception of Assistance League. The Member Directory is private and to be used for Assistance League business only.

Sending out an invitation may seem like a small thing, but not everyone may appreciate it or see it the same way. Mixing business with membership can create a negative perception of what Assistance League is all about.

Storyboard: AL Conflict of Interest Training (Version 7)

Scene 3: Business Relations

Scene 3, Slide 3	
Title: Donations from Members' Businesses	
On-Screen	Programming Notes
<p>Image: Sally arranging flower bouquets (during narration)</p> <p>Side-by-side pictures of 2 flower bouquets appear</p> <p>Left side picture: bouquet with note that says "From Sally")</p> <p>Right side picture: similar bouquet with the name "Flower Power" address, and phone/website of her business.</p> <p>Text below left-side picture when clicked: Correct! Name, not business name or business contact information Ensure flowers are perceived as a donation, not a promotion Not promoting business directly</p> <p>Text below right-side picture when clicked: Incorrect. Business name and contact information Could be perceived as a direct advertisement of business</p>	<p>"Donations from Members' Businesses" tab glows during first part of narration.</p> <p>Image of Sally arranging flower bouquets during narration.</p> <p>After narration, picture of 2 flower bouquets appear</p> <p>Text above pictures: "Click on the correct bouquet choice"</p> <p>Feedback appears below left side picture when clicked.</p> <p>Feedback appears below right side picture when clicked.</p> <p>User advances slide with Next button.</p>

Storyboard: AL Conflict of Interest Training (Version 7)

Narration	
<p>The next scenario deals with donations from members' businesses. Sally is a member of Assistance League, and owns a flower shop called "Flower Power". She is very generously donating flowers for an Assistance League luncheon, and is arranging a variety of bouquets. She would like to leave a note of who it is from, but is unsure what is the best thing to write. Which bouquet falls within policy? Click on the one which is correct to help her out.</p> <p>When correct flower bouquet is clicked: Correct! This bouquet only mentions Sally's name, not her business name or business contact information. She needs to make sure that the flowers are perceived as a donation, not a promotion. Since she is not promoting her business directly, this bouquet is within the Conflict of Interest policy.</p> <p>When incorrect flower bouquet is clicked: Incorrect. This bouquet mentions Sally's business name and contact information, so it could be perceived as a direct advertisement of her business. Since she could financially gain from it, it is a Conflict of Interest.</p> <p>Once again, what may seem like a small thing can be quite important. Assistance League does not want to appear as a route for business advertisement, as this can be seen as self dealing.</p>	

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Scene 3: Business Relations

Scene 3, Slide 4

Title: Members as Vendors

On-Screen

Image: Two members talking, looking at paperwork.
Caption 1: "She's so great, let's go with her and help her out."

Caption 2: "This would be the best choice for Assistance League."

Text above picture: "Click on the correct caption"

Feedback below Caption 1: Incorrect.

Favoring a business because they are associated with Assistance League is a definite Conflict of Interest

Can create a negative perception of how Assistance League does business

Feedback below text 2: Correct!

Vendors should be chosen because they are the best choice for Assistance League.

Favoring a member's business because they are a fellow

Programming Notes

"Members as Vendors" tab glows the first part of narration

Image of 2 Board members talking, looking at paperwork

Captions appear next to board members

Text above picture: "Click on the correct caption"

Captions "glow" a bit so the learner knows what to click

Feedback below pictures

User advances slide with Next button.

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member/friend is outside of policy

Can create a negative perception of how Assistance League does business.

Narration

In our last scenario, an end-of-the-year event is coming up, and Assistance League needs a caterer. The committee has narrowed it down to two bids put in by different companies. One is from a business whose owner happens to be a member.

Member 1: So here are the caterer bids. Oh look, isn't 'Brown's Catering' Melanie Brown's Company? She is such a sweetheart. Let's go with her and help her out.

Member 2: But look at this other company, Cater 4U. It delivers the same products and service, but is a much better price. This would really be the best choice for the Assistance League.

Who should they go with? Given that all things are equal between the two vendors, click on the caption which contains the correct choice.

When Caption 1 is clicked: Incorrect. No matter how great the owner is, favoring a business because they are associated with Assistance League is a definite Conflict of Interest, and can create a negative perception of how Assistance League does business.

When Caption 2 is clicked: Correct! Vendors should be chosen because they are best choice for Assistance League. Favoring a member's business because they are a fellow member is outside of policy, and can create a negative perception of how Assistance League does business.

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Scene 3: Business Relations

Scene 3, Slide 5

Title: Summary

On-Screen

Image of AL Conflict of Interest Policy (1st page)

Gray areas - What is the Intention?

Potential consequences of self-dealing

- A report of "self-dealing" is generated
- Loss of Non-profit status
- Closing of Thrift Shop
- Negative perception of Assistance League

Questions on Conflict of Interest Policy

- Assistance League Member website (image and link)
- Assistance League President, and/or President-Elect

Programming Notes

Image of AL Conflict of Interest Policy (1st page)
(text put up in creative format - [fade in, fade out?])

Show screenshot of where to find policy link on AL website
User advances slide with Next button.

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Narration

In summary, the Assistance League's Conflict of Interest Policy encompasses the Thrift Store, relations with outside businesses, and use of the Member Directory. There are many potential gray areas, but it comes down what is one's intention.

Assistance League's Conflict of Interest Policy exists in order to establish clear guidelines for members on what constitutes self-dealing, and how to take care to avoid it. The consequences of self-dealing are serious enough that a report of it could cause Assistance League to lose its 5013c non-profit status, the Thrift store to close, and an overall negative perception of the Chapter. For these reasons, members need to work together to hold each other accountable, and make sure the policy is followed.

Whenever a question arises around the Conflict of Interest Policy, members should consult the policy itself, which can be found on the Assistance League member website. Further questions can be directed towards the current Assistance League Chapter President or President Elect.

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Scene 4: Wrap Up

Scene 4, Slide 1	
Title: Review	
On-Screen	Programming Notes
<p style="text-align: center;">Conflict of Interest Review</p> <p>Merchandise: When working at the store, members have to wait 24 hours to purchase merchandise that was put out that day.</p> <p>Sorting/Pricing rooms: Buying out of any of the two sorting/pricing rooms is not allowed.</p> <p>Holding merchandise: When working at the Thrift Shop, the Assistance League member can purchase merchandise one hour prior to the end of a work shift, and immediately pay for the merchandise, but cannot hold merchandise during their shift.</p> <p>Purchases when working at the Thrift Shop: If an Assistance League member is working after 1:00 pm on a given day, they may shop after 12 noon until their shift starts, and again in the last hour of their shift. This allows the public to have first choice.</p> <p>Purchases when not working at the Thrift Shop: If an Assistance League member is not working in the Thrift Shop on a given day, they and their family can shop after 12 noon.</p> <p>Member Contact Information: Member names and contact</p>	<p>User advances slide with Next button.</p> <p>Pictures that go along with each scenario (?)</p>

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information in the Assistance League Directory are for Assistance League business only and are not to be shared.

Donations from Members' Businesses: Assistance League members may donate goods and services to the organization. The member's name can be mentioned/displayed, but their business name or business contact information should be withheld.

Members as Vendors: Assistance League will favor vendors whose bid is the best choice for the organization, not because they are a member.

Witnessing a conflict of interest: Any member who becomes aware of a Conflict of Interest, shall bring it to the attention of the President. If the President is involved in the Conflict of Interest, the member shall bring it to the President-elect.

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Scene 4: Wrap Up

Scene 4, Slide 2	
Title: Completion Certificate	
On-Screen	Programming Notes
<p>Congratulations!</p> <p>[User's name]</p> <p>You have successfully completed the Minneapolis/St. Paul Assistance League's annual Conflict of Interest awareness training.</p> <p>Please click the Send Email button to send a notice of your training to the Assistance League officers.</p> <p>[Exit Course button]</p>	<p>Show Exit Course button after the email has been sent.</p>