



Community Policies

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Manhattan Neighborhood Network Policies



Welcome to Manhattan Neighborhood Network (MNN)! All of us at MNN appreciate your involvement with the country's largest community media center and look forward to welcoming you to our facilities, our channels, our classes and our events.

MNN's mission is to ensure the ability of Manhattan residents to exercise their First Amendment rights

through moving image media to create opportunities for communication, education, artistic expression and other noncommercial uses of video facilities on an open and equitable basis.

In providing services, we seek to involve the diverse racial, ethnic and geographic communities of Manhattan in the electronic communication of their varied interests, needs, concerns and identities.

MNN is responsible for administering public access cable TV services in Manhattan and aims to promote localism, diversity and independent non-commercial media.

MNN is an independent, non-profit organization that is privately funded and privately operated. MNN is not a cable company, a subsidiary of any cable company, or a New York City or New York State agency.

What We Do



For nearly 25 years, MNN has been providing media education classes, media production equipment and free access to community cable TV channels to Manhattan residents and community-based organizations.

In 2016 alone, MNN posted some 4,000 enrollments in our media classes, making MNN the largest media educator in New York City. In that same year, nearly 1,200 Manhattan

community producers checked out media equipment from our two locations – one on the west side of Manhattan and the other in East Harlem.

MNN also runs a wide range of services and media initiatives aimed at meeting the diverse communication needs and interests of Manhattan neighborhoods and communities. Since 2000, MNN's Youth Media Center has provided media skills and education to young people ages 15-25 and produces and curates a five-hour block of programming each week.

MNN administers and manages four themed public access channels as well as an HD public access channel. In 2015, MNN aired more than 10,000 hours of locally generated TV programs.

MNN is proud to be one of the largest cablecasters of original content in the United States.

These channels are:

- **MNN 1 Community (TWC 34 & 1995, RCN 82, FiOS 33):** Stay up-to-date on local elections, New York politics and community issues with MNN's Community channel.
- **MNN 2 Lifestyle (TWC 56 & 1996, RCN 83, FiOS 34):** Exercise your mind, body and palate with entertainment and lifestyle programming for New Yorkers with diverse interests.
- **MNN 3 Spirit (TWC 1997, RCN 84, FiOS 35):** MNN's Spirit channel broadcasts varied religious and philosophical programs, lectures and discussions for all faiths and worldviews.
- **MNN 4 Culture (TWC 67 & 1998, RCN 85, FiOS 36):** Multi-lingual programming that covers the arts, politics and global news for all of Manhattan's diverse communities.
- **MNN 5 HD (TWC 1993, FiOS 37):** MNN's HD channel brings you the best MNN shows in High Definition. MNNHD is the **only** HD channel available for community use!

MNN also produces the cable and digital channel NYXT.nyc (pronounced next dot n.y.c.). Presented in partnership with more than 60 Manhattan community-based organizations, NYXT.nyc shines a spotlight on groups that are working to connect people and build neighborhoods. NYXT.nyc is available on TWC 1992, FiOS 38, and online at nyxt.nyc.

MNN may also curate additional cablecast channels aimed at providing newly presented and produced non-commercial, independent programming.

MNN's Values and Principles



MNN is a place of education, learning and creativity. We are non-commercial and committed to serving Manhattan residents and community-based organizations. We believe in inclusivity, diversity and mutual respect and aim to empower people and communities through media access.

In seeking to facilitate a diversity of viewpoints, we ask our broader community and participants to be mindful of our values and to treat each other respectfully as we all work together to build community through engaged and impactful media.

Some Helpful Terms in Understanding MNN

Certified Producer: A Manhattan resident that has taken and passed an MNN media education class and is certified to use MNN facilities and/or equipment in order to create programming to air on MNN's designated public access channels.

Sponsor: An individual who submits the MNN Program Agreement for MNN's designated public access channels and who is legally responsible for the program and its content. **Every program that airs on MNN must have a sponsor.**

Sponsors can also be Certified Producers but **are not required** to be Certified Producers or Manhattan residents. MNN's Programming Department requires that all Sponsors submit Proof of Residency and ID for our records and in order to obtain a time slot on one of MNN's channels.

A Sponsor cannot have more than one program on MNN. Certified Producers and Sponsors and their guests must abide by MNN's Code of Conduct and Community Standards.

Please note: Sponsors and Certified Producers may not represent themselves as MNN employees or representatives.

MNN's Proof of Residency and ID Policy



In keeping with our mission of administering public access cable TV services in Manhattan, MNN classes and facilities are open to Manhattan residents. Non-Manhattan residents are also invited to become Sponsors and to submit programming that will air on one of MNN's five community channels, pending the submission of proof of residency and ID.

Satisfactory verification consists of valid photo identification and current proof of residency:

To prove identification, provide one recent document from the following:

- a. State-issued driver's license
- b. State-issued photo ID card
- c. U.S. or foreign passport
- d. Military ID w/photo
- e. Green card/residency card w/photo
- f. City/state-issued welfare, Medicaid, or benefit assistance card w/photo
- g. IDNYC municipal card

To prove residency, provide one recent document from Group I, or two recent documents from Group II.

Group I:

- a. Cable bill
- b. Gas bill
- c. Electric bill
- d. Telephone bill (Land line)

Group II:

- a. Monthly bank statement
- b. Cell phone monthly billing statement
- c. Credit card monthly billing statement
- d. Health insurance monthly billing statement
- e. Student loan monthly billing statement
- f. Employment/unemployment pay stub
- g. Medicare/Social Security monthly statement
- h. Rent billing statement
- i. Current tax return
- j. Retirement plan statement

Programming Policies for MNN's Public Access Channels

Responsibility for Program Content



Submission of programs for MNN's five designated public access channels is free of charge, and free of content control by MNN subject to the policies herein. Responsibility for the content of programs rests with the Sponsor. MNN does not prescreen programming.

MNN requires Sponsors to submit a signed and completed Program Agreement prior to the cablecast of any program. Sponsors agree to indemnify

MNN from all content issues arising from the airing of Sponsor's program on MNN's distribution networks, including but not limited to channels and online/digital streams. All Program Agreements must include the Sponsor's and/or Certified Producer's name and address.

Program Schedule

MNN will, to the best of its ability, provide channel time as requested on MNN 1-5, MNN's designated public access channels, on a first-come, first-served basis, subject to MNN's policies and guidelines and consistent with MNN's theming of the public access channels and/or the technical characteristics of the channels.

For instance, Sponsors submitting programming for the HD channel must meet the technical requirements of the channel. See: <http://bit.ly/HDTechRequirements>

In addition, a portion of the designated public access channels may provide local viewers with MNN-created programming mainly for local residents. MNN gives highest priority to program schedule requests from Manhattan residents and organizations.

MNN will also exercise scheduling discretion to ensure access for new channel users, single programs, series of limited duration and special events. While we are committed to airing programs and will do our best to accommodate schedule requests, MNN cannot guarantee any time slot requests.

Even though MNN will try to meet the above criteria for program scheduling, the program schedule for MNN's five public access channels, including MNNHD, is ultimately determined at the discretion of MNN's Programming Department.

Photo Identification and Address Verification

Sponsors do not need to be Manhattan residents. However, the Programming Department does require that all Sponsors submit Proof of Residency and ID in order to obtain a time slot on MNN's public access channels. Please see MNN's **Proof of Residency and ID** policies for additional information and requirements.

MNN reserves the right to cancel a show if up-to-date contact information is not on file at MNN.

Minors Submitting Programs

Program sponsors must be at least 18 years of age. Minors submitting programs will be required to have an of-age sponsor sign a Program Agreement and Project Request form.

Program Content Restrictions

Programs may not contain:

- Solicitation, advertising, bartering or promotion of commercial products, services or transactions;
- Material that is slanderous, libelous, an invasion of privacy, incites violence towards an individual or group or is otherwise unlawful;
- Material concerning lottery information, gift enterprise, or similar scheme;
- Unlawful use of material requiring union residual, or other payment including but not limited to talent and crew;
- Unlawful use of material that is copyrighted or subject to ownership or royalty rights, right of publicity, or other payment;
- Material that MNN reasonably believes contains obscene content, including but not limited to sexual intercourse, sodomy, masturbation, sadism, masochism, excretion, or lewd exhibition of genitals.

Representation of Authorizations

Sponsors must represent that they have obtained all necessary permission for material and individuals appearing in their programs. Sponsors are required to provide satisfactory evidence of such permission upon request by MNN.

Adult, Violent, Medically Graphic Programming

MNN wants to assist viewers in making informed decisions about content on MNN's channels while providing an opportunity for all forms of expression without censorship and in accord with existing laws.

Programs containing mature themes, mild profanity, or lifelike imagery of nudity for the purposes of artistic, literary, political, or scientific discourse will be scheduled after 9:00

pm. Programs containing depictions or simulations of sexual intercourse will be scheduled after 11:00 pm.

Programs containing and/or entitled with excessive vulgar language, nudity, extreme physical violence, extreme degradation, graphic depiction of invasive medical procedures or indecent material must include a message advising viewer discretion and will be scheduled between the hours of 11:00 pm and 5:00 am.

Sponsors are responsible for including an advisory for viewers at the beginning of each episode if their program contains material requiring an advisory message.

It is the responsibility of the Sponsor to inform MNN's Programming Department of the adult nature of the program so that it can be scheduled appropriately.

It is a violation of MNN policy to submit obscene or unlawful programming.

Charging for Time on the Access Channels

Time on the public access channels is available free of charge. Sponsors are prohibited from receiving compensation from individuals in exchange for appearing on a public access channel. Channel time may not be bartered or sold.

Program Credits for Contribution of Goods and Services

Sponsors may acknowledge individuals, businesses or other organizations that have contributed goods, services or funding used in the program production.

- Acknowledgement can only happen at the beginning and end of the program.
- Total credits for all contributions are limited to 60 seconds per episode.
- Credits may be aural, visual or both.
- Credits may not contain any advertising information or calls to action.
- Websites and phone numbers are permitted as program credits. Calls to action ("buy," "try," "call," "visit") are not permitted, nor is any promotional information.

All Sponsors who use MNN's facilities and/or equipment for programs that air on MNN's channels must include the following credit at the end of their program:
"Produced through the facilities of Manhattan Neighborhood Network."

Solicitation of Funds

Solicitation of funds during public access programs is limited to nonprofit organizations providing an IRS letter of determination indicating 501(c)(3) status. The IRS letter of determination must be on file with MNN prior to any solicitation of funds. Manhattan and non-Manhattan-based non-profits may request permission from the MNN Program Department to solicit funds. MNN will review such requests on a case-by-case basis.

Limits of Liability

MNN is not liable for any mistakes, omissions or interruptions in the cablecast and any other means of distribution of programs. MNN is also not liable if the program or material submitted is damaged, lost or stolen while in its custody except in the case of gross negligence on the part of MNN resulting in damage or loss of the submitted format.

Single Programs



A single program or "special" is defined as a program that is scheduled for a single time slot rather than on a recurring basis. Sponsors may request time for single programs at any time. All single program requests must be accompanied by a completed episode.

Generally, single programs will be scheduled within two weeks of submission. MNN will schedule a 28-minute special for three timeslots.

Programs that are 58 minutes long will be scheduled for two timeslots.

The Program Department will only air one single per month, per Sponsor.

Series Programs

A series program is defined as a number of episodes, under one single title and scheduled at regular times (i.e., weekly, biweekly, or monthly). MNN divides the scheduling year into four thirteen-week quarters. An "original episode" is defined as a program that, in whole or in substantial part, has not previously appeared on MNN, at any time, regardless of the channel:

- Weekly series require eight original episodes per quarter
- Biweekly series require five original episodes per quarter
- Monthly series require two original episodes per quarter
- Daily series requires fifty-five original episodes per quarter

Sponsors are required to submit an episode for each week their program is scheduled. Otherwise, sponsors will forfeit their series time slot for failing to provide the requisite number of original episodes within a quarter. In addition, Sponsors are required to identify which of their episodes are "original" upon submission. False identification of an episode as "original" will result in cancellation of the series time slot. Sponsors are allowed one active series per quarter. Two or more series regularly featuring the same host, guest or footage will be treated as the same series regardless of the sponsor; one of the active series will be cancelled.

Promos



Promos are an opportunity for Sponsors to inform viewers about their show and to generate interest. Promos will be scheduled to air in the two-minute interval between programs, and they will be scheduled at random. Promos are subject to the same content restrictions and program policies as all other MNN programs. Sponsors may not request specific air times for their promos.

Promo Guidelines

Promos must meet the following guidelines:

- The promo must promote the sponsor's show only
- The promo can only mention MNN's channels/distribution platforms
- Promos should be 30 or 60 seconds (please note 60 second promos may receive less rotation)
- Promos should include the program title, airtime and channel on all applicable cable carriers -- Time Warner Cable, RCN, Verizon FiOS
- Promos must adhere to MNN's media submission and technical standards
- Sponsors can submit one promo per quarter
- Promos may not contain any website or other contact information other than <http://www.mnn.org>

Promos submitted for the HD channel must abide by the technical requirements of the channel. See:

<http://www.mnn.org/upload-instructions-programs-appearing-mnns-hd-community-channel-mnn5>

New Series

MNN will schedule all eligible series on a quarterly basis. All series requests must be accompanied with one completed episode only, which will be scheduled as the first episode of the series. (Sponsors seeking a series timeslot will be required to submit proof of residency, as outlined in our Proof of Residency and ID Policy).

Series applications will not be considered until this information is provided.

All requests received and verified by the designated submission deadline will be scheduled for the proceeding quarter. MNN will mail confirmation to sponsors three

weeks prior to the start of the quarter. Sponsors should contact MNN two weeks before the beginning of the quarter if they have not received notice of their quarterly program schedule.

Continuing Series

Continuing series are subject to scheduling changes, reduction in series frequency or length, or cancellation depending upon the number of requests received from new series providers. If a scheduling change is necessary to accommodate a new series request, MNN will be guided by the program scheduling priorities listed above. For instance, continuing series from Manhattan Sponsors will not be replaced with series from non-Manhattan sponsors. Sponsors may request a change in their existing time slot.

Program changes will be scheduled in accordance with the above program priorities and after all new series request have been scheduled.

Resubmission of Programs from Program Violators

Sponsors resubmitting programs after the conclusion of a suspension or cancellation period will be scheduled at the discretion of the Programming Department. No requests for specific timeslots will be considered until a sponsor who has formerly been suspended or canceled submits two quarters of programming that does not violate MNN policies.

Preemption of Programming

An episode of a program may be preempted if MNN receives requests from Sponsors seeking airtime for timely programming that MNN deems beneficial to MNN viewers. MNN will contact the Sponsor to advise of the program preemption and do our best to provide an alternate timeslot based on availability.

Transferring Time Slots and Program Substitution

Sponsors may not transfer time slots to another Sponsor, nor may they air another Sponsor's programming during the time slot that MNN has allocated to them for the cablecasting of their program. Time slots are allocated at the sole discretion of MNN's Programming Department.

Live Shows



MNN offers Certified Producers the opportunity to produce live programming. However, live programming requires extensive resources from MNN's staff, facilities and equipment and as such, we can only designate a limited number of live programs per quarter.

While MNN does consider weekly, biweekly or monthly live programs, MNN generally cannot accommodate

daily live shows that use MNN facilities and equipment. This is due to the resources required for daily programming.

In order for the MNN programming department to consider a Certified Producer's request to air a live program on MNN public access channels, the following criteria must be met:

1. The Certified Producer of the program must have attained certification in control room/studio production
2. The Certified Producer must have been producing a studio production from MNN's studios for at least one year
3. The Certified Producer must be active and in good standing with no suspensions for at least three years
4. One of the main goals of the live program must be to engage the audience in real time two-way conversation via Skype, phone, or through social media platforms.

Other live show policies are as follows:

1. The Programming Department in consultation with the Production Department will reserve all studio time for live show certified producers.
2. The length and location of the reservation will be determined by MNN staff with consideration given to the needs and scale of the program. Studio reservations for live programs will be limited to a maximum of two hours.
3. A regular series producer that has reserved studio space during the time that the program regularly airs and wishes to go live, must notify program@mnn.org a minimum of four days before their scheduled time slot.
4. Certified Producers approved for a live series will have a live series for four quarters (one year), after which the Certified Producer must reapply to be considered for a live series.
5. Certified Producers must go live at least the minimum amount of episodes per quarter required by Programming or may risk cancellation for the subsequent quarter:
 - a. Weekly: 8 episodes per quarter
 - b. Biweekly / Bimonthly / Every other Week: 5 episodes per quarter
 - c. Monthly: 2 episodes per quarter

MNN's Media Submission Guidelines and Technical Standards

All MNN program submissions must be submitted using digital files via upload to MNN. All program submissions must meet MNN's technical requirements. For a fully updated list of technical requirements, please visit:

<http://www.mnn.org/producers/submitting-digital-show>

Requirements for all submission types:

- A half-hour show will air for a total of 28 minutes and an hour-long show will air for a total of 58 minutes.
- MNN will not air submissions that have noticeable video dropout, no video, no audio, extremely low audio, programs with audio sync issues, are more than 10 minutes short of their assigned duration or do not meet the file size or video resolution requirements.
- MNN is also not responsible if the program does not air as scheduled for any reason.



Reservation, Facility Usage and Facilitation at MNN

Certified Community Producers can now make facility and equipment reservations and request or volunteer for crew positions on Access Center, our online Producer Portal. Visit <https://cm.mnn.org/> to log in using your Producer ID. If you have any questions on how to use Access Center, please email ac@mnn.org.

Edit, Studio and Camera Reservations at West 59th Street and the El Barrio Firehouse

Certified Producers are entitled to the following reservations for each individual episode of a project:

- 3 Editing reservations per episode
 - Minimum of 2 hours per reservation, maximum of 6 hours per reservation
- 1 Studio Reservation per episode
 - Minimum of 1 hours per reservation, maximum of 3 hours per reservation
- 1 Field reservation per episode
 - 48 hour checkout during the week; 72 hour checkout during the weekend

Making Reservations



A Certified Producer may begin making facility and equipment reservations for the facility/equipment they are certified to use once the individual has a Project ID assigned to them by the MNN Programming Department. Email program@mnn.org for any questions.

Reservations can be made:

- Online at cm.mnn.org (for questions, email ac@mnn.org)
- On the phone by calling (212) 757-2670 x318 or x314, Monday through Friday, 12:00 pm-8:00 pm. For Firehouse reservations via phone, please call (212) 757-2670 x200, Tues-Sat, 12:00pm-8:00pm
- In person during MNN's regular hours of operation
- Reservations may be made up to 60 days in advance. Please note that individuals may not reserve more than 10 hours of studio reservations at any one time.

MNN reserves the right to cancel reservations if necessary. In the rare event that a cancellation is necessary, MNN will make every effort possible to reschedule or relocate the reservation.

Live Studio Reservations

MNN will make studio reservations for all live shows. Live show Certified Producers must make their own editing and/or field reservations as necessary.

Producer and Associate Producer Reservations

Only Certified Producers with a Project ID are permitted to make facility and equipment reservations at MNN. In addition to a Certified Producer, each project is permitted to have one designated Associate Producer. To make a studio, editing, or field reservation for a project, either the Certified Producer or Associate Producer must be certified in the appropriate area.

Same Day Reservations

Same day reservations can be made for field equipment or editing facilities on a resource available basis. MNN studios can not be reserved on a walk-in, same-day basis. MNN Certified Producers should never rely on equipment or facilities being available on the day in which the resource is needed and should plan their resource usage accordingly.

Cancelling Reservations

Field and Open/Closed Studios: Cancellations must be made two full business days in advance.

Editing/Dubbing/Express Studios: Cancellations must be made one full business day in advance.

Cancellations may be made over the phone or in person during regular business hours. It is a producer's responsibility to maintain a record of the cancellation, including how the reservation was cancelled and what MNN staff member (if applicable) handled the cancellation.

A late cancellation or failure to appear for a reservation will be counted as a usage on a project.

Repeated failure to cancel reservations in advance or to fulfill reservations may result in a loss of access to MNN's facilities, equipment and resources.

Studio Usage

All open/closed studio reservations at West 59th Street and the George C. Stoney Studio at the MNN El Barrio Firehouse require a minimum of two additional studio Certified Producers to serve as crew members. Setup, supervision of studio crew and guests, and cleanup of the studio is the responsibility of the Certified Producer of record and must take place during the studio reservation time. Please plan accordingly and leave the studio

in clean and orderly condition at the end of your reservation. Before leaving the studio, please check with the assigned facilitator so that she/he can verify that the studio has been left in satisfactory condition. Please be aware that Certified Producers and your guests and crew are entering and using MNN's facilities and studios "as is" and that you and your guests and crew do so at your own risk.

Please also be sure to use MNN's online Crew Connect (located on Access Center, our online Producers Portal) to find and recruit certified crew members.

Studio Crew Requirements

Crew requirements for each studio are:

Open/Closed Studios and George C. Stoney Studio at the Firehouse: Two certified crew members required.

On-air talent or guests, if certified, do not count towards fulfilling this requirement.

Please note: While two is the minimum requirement, MNN recommends at least 3 certified crew members (in addition to on-air talent) to ensure the most efficient production possible.

Large Express Studios at Firehouse and West 59th Street: One additional certified crew member required if producer is talent

Small Express Studios at Firehouse and West 59th Street: No additional crew members required.

Studio Lighting

Certified Producers are not permitted to modify or touch lighting equipment.

Studio Recording & Media

MNN does not supply any media to record on for studio production, XDCam or otherwise.

Studio Furniture and Props



MNN provides a limited amount of props and set pieces on a first-come, first-served basis. Props cannot be reserved in advance and must be returned to their designated location upon completion of use. Certified Producers can bring their own props at the beginning of their reservation, but they cannot be stored at the facility and

must be taken out of the facility upon completion of the studio reservation. MNN does not accept shipments of props, furniture, instruments or any other set pieces.

Studio Equipment, Guests and Crew

Certified Producers are responsible for all MNN studio equipment during their use or the use of their guests or crew. Certified Producers are responsible for the conduct of their guests and crew. Guests and crew members must follow applicable MNN policies and guidelines, including MNN's Code of Conduct and Community Standards. All crew and guests are using MNN studios at their own risk. Please alert all studio guests and crew to be mindful and cautious while using MNN's equipment and facilities.

Field Equipment Usage

A field reservation generally includes the following equipment:

- One (1) Camera Package (bag, camera battery, camera battery pack, onboard shotgun mic)
- One (1) Tripod
- One (1) Video Light (two types available)
- One (1) White Balance Card
- Two (2) XLR Cables
- Microphones
 - Wired Lavalier
 - Wired Handheld
 - Shotgun Mic with Boom Pole* (only 1 permitted)
 - Wireless Mic Set (two types available, only 1 permitted). Producers must supply headphones, SD Media Cards and batteries (AA) when using wireless mics.

Individuals certified in advanced classes may have access to different equipment.

Certified Producers are legally and financially responsible for all MNN equipment while in their possession. Before taking field equipment off of MNN premises, a Certified Producer has the option to either inspect each piece of equipment to ensure functionality or sign a waiver indicating refusal of such inspection. MNN staff will determine if a Certified Producer may opt to sign a waiver or if pre-checkout inspection is necessary, depending on assessed familiarity with the equipment.

MNN reserves the right to refuse the fulfillment of a reservation if it is determined that the individual is in any way unable to properly utilize the equipment, regardless of the producer's certification status.

MNN will seek any means necessary to recover equipment and or the cost of that equipment in the event that reserved equipment is lost or returned damaged.

Editing Equipment Usage



Certified Producers must supply their own portable hard drive for editing and saving media. Certified Producers may not save anything onto MNN's local drives. Certified Producer media saved onto MNN's hard drives will be deleted and not preserved for use by the community producer.

Certified Producers are permitted to download media at MNN's editing and work stations but cannot install software or other applications onto

MNN editing and work stations.

Playing media through the editing workstation's speakers is prohibited. Certified Producers must supply their own headphones when using MNN editing and work stations.

External Storage Devices

MNN does not sell or lend hard drives, disks or any recording media to producers. If an external storage device is necessary for a studio, field or editing reservation, it is the Certified Producer's responsibility to obtain the necessary device.

Facilitation

All studio reservations are assigned one MNN Staff Facilitator, who serves as the point person for the production and is the only person permitted to adjust lighting. Facilitators will not shoot, edit, direct or act as a crewmember on a production.

Non-Profit Use of Facilities

A registered non-profit organization that has IRS 501(c)(3) status can sponsor potential producers that do not permanently reside in Manhattan for the purpose of enrolling in and passing MNN's Media Education Certification classes. These producers may then reserve facilities and equipment for the sole purpose of creating programming that advances the mission of the non-profit organization.

Internships

MNN does not facilitate or recognize independent Certified Producer- or Sponsor-run internship programs as official MNN internship programs.

MNN's Media Education Policies



MNN is proud to be the largest media educator in the City of New York. MNN offers basic and advanced certification classes to Manhattan residents as well as general education workshops that are open to all New York City residents. MNN teachers are professionals in the field who provide instruction using MNN's state-of-the-art equipment and studios.

The best way to answer questions about getting involved and taking classes at MNN is to attend one of our monthly orientations at either MNN's West 59th Street location or the MNN El Barrio Firehouse. You can find and RSVP for upcoming orientation sessions here <http://www.mnn.org/orientation>

Course Enrollment

To enroll in courses, students must:

1. Attend a Monthly Orientation at either MNN's West 59th Street facility or the MNN El Barrio Firehouse
2. Be a Manhattan Resident over the age of 18 who supplies proof of identity and Manhattan residency. Please see MNN's Proof of ID and Residency Policy for more information: <http://www.mnn.org/verification>
 - a. Please note that MNN's Youth Media Center enrolls students younger than 18 years; see our Youth Media Policies for additional information
3. Receive a member ID, which must be used to register for courses
4. Complete any prerequisite coursework, if necessary

Students may register for MNN courses and workshops online or in person at an MNN facility during MNN's business hours.

Student Cancellation of Course Enrollment

MNN does not offer refunds for class enrollment. Students who wish to cancel their enrollment in a course must do so via email or in writing.

MNN Cancellation of Courses or Course Sessions

If a course fails to meet the minimum enrollment requirement, it is subject to cancellation. MNN will make every effort to notify enrolled participants of the cancellation – usually within 48 hours – of the first course session. In instances when MNN must cancel a class, students will be offered the opportunity to enroll in another session of the same class or offered a refund.

Classes may be cancelled due to inclement weather. MNN will make every effort to notify students of weather-related closures, which will also be posted online. MNN recommends that students monitor our website and social media pages during inclement weather.

Class Attendance

Students who miss classes may be required to attend lab before receiving certification. Students who miss two classes are required to attend lab before receiving certification. Students who miss more than two sessions fail the course and will not obtain certification.

It is the student's responsibility to notify MNN via email (education@mnn.org for West 59th Street or firehouse@mnn.org for the MNN El Barrio Firehouse) or phone (212-757-2670, x312 for 59th St. or x200 for the Firehouse) of potential lateness. Excessive lateness may result in not receiving certification.

Students who miss the first session of a certification course risk losing their seat in the entire course. Students must contact the education department prior to the start of the first session to notify of an absence. Admittance into remaining class sessions is at the discretion of the Manager of Media Education.

Computer and Mobile Device Usage

MNN equipment must be used for classroom purposes only and not for personal use.

Please refrain from using mobile devices during class. If you need to check your phone or email frequently due to extenuating circumstances, please inform the instructor at the start of class.

Class Conduct

Please respect all fellow students, instructors and administrators. All MNN students must follow our Code of Conduct and Community Standards.

Please consume all food and drink in the designated food and beverage areas and not in our studios or education classrooms.

In-Class Media and Activities

Media used in class is the property of MNN and must not be copied or taken for personal use. All classroom media is for educational use only. Course activities and classroom projects may be used by MNN for promotional purposes.

Headphones

Students must supply their own headphones during courses.

Failure to Obtain Certification

Students will be evaluated at the conclusion of a course, which will lead to the use of MNN's equipment and facilities. If a student is assessed to be deficient in a certain skill set, the student may be required to attend lab or additional practice sessions prior to receiving certification. Instructors may also recommend that a student retake a course based upon the results of a student's certification examination. In this instance, the standard registration fee would once again apply.

All decisions regarding certification are made at the sole discretion of MNN.

Maintaining Certification

In order to maintain certification at MNN, Certified Producers must resubmit proof of residency every two years and must meet the following annual minimum usage standards:

- **Basic Studio Production:** Must crew on a minimum of three (3) MNN productions other than your own.
- **Field Video Production:** Minimum of two (2) field equipment checkouts per calendar year. This does NOT include Field Practice punch card reservations.
- **Basic Video Editing w/ Premiere:** Minimum of three (3) editing station usages per calendar year.

Note: Students certified in October or November, must meet minimum usage standards by December 31 of the following calendar year.

Equipment Usage at MNN Facilities



MNN operates two full-service production facilities: our West 59th Street Studios and the MNN El Barrio Firehouse Community Media Center in East Harlem. Certified Producers can use equipment at the MNN Firehouse and West 59th Street. We encourage producers to use both locations to produce their content. You simply must have completed an orientation and a certification. So, for example, if you have been certified in studio use,

you may reserve or use any studio in the MNN system whether at the Firehouse or West 59th Street.

MNN's Privacy Policy



This policy discloses the privacy practices for Manhattan Neighborhood Network (MNN). This privacy policy applies solely to information collected by MNN on our website and on intake forms distributed when submitting programming, when enrolled in classes and/or when attending workshops and events. This will notify you of the following:

- What personally identifiable information is collected from you, how it is used and with whom it may be shared.
- What choices are available to you regarding the use of your data.
- The security procedures in place to protect the misuse of your information.
- How you can correct any inaccuracies in the information.

If you have any questions or comments, or if you want to update, delete, or change any personal information we hold, or you have a concern about the way in which we have handled any privacy matter, please contact us at:

Manhattan Neighborhood Network
Attn: Programming Department
537 West 59th Street
New York, NY 10019
info@mnn.org

Information Collection, Use and Sharing

MNN is the sole owner of the information collected on our website and on intake forms. We only have access to/collect information that you voluntarily give us via email or other direct contact from you. We will not sell or rent this information to anyone.

We will not share your information with any third party outside of our organization, other than as necessary to fulfill your request or as required by law.

Unless you ask us not to, we may contact you via email in the future to tell you about MNN news; upcoming events including classes, workshops, information sessions and other events; programming highlights; upcoming deadlines; or changes to this privacy policy or other MNN policies.

We may retain your information for as long as is needed to provide you services or as long as your account is active. We may also retain and use your information in order to comply with our legal obligations, resolve disputes, prevent abuse, and enforce our agreements.

Your Access to and Control Over Information

You may opt out of any future contacts from us at any time.

You can do the following at any time by contacting us via the email address or phone number given on our website:

- See what data you have provided to MNN, if any
- Change/correct your data
- Express any concern you have about our use of your data

Please note: If we are unable to verify your residency information, you will not be permitted to enroll in classes, submit programming or reserve facilities or equipment, unless otherwise noted.

We will provide an individual access to any personal information we hold about them within 30 days of any request for that information. Individuals may request this information from us by contacting us using the contact information provided above. Unless it's prohibited by law or as otherwise stated in this privacy policy, we'll remove personal information about an individual from our servers at their request. There is no charge for an individual to access or update his or her personal information.

Security

We take precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline.

Wherever we ask for sensitive information (such as credit card data), that information is encrypted and transmitted to us in a secure way and via third parties. You can verify this by looking for a closed lock icon at the bottom of your web browser, or looking for "https" at the beginning of the address of the web page. MNN does not retain or keep any credit card or financial documents in any form, e.g., paper or electronic.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (for example, education enrollment or facility reservations) are granted access to personally identifiable information. The computers/servers in which we store personally identifiable information are kept in a secure environment and we do not keep or maintain electronic or physical copies of residency and/or identification documents that are supplied to us.

Unfortunately, no security system is impenetrable and no data transmission over the Internet can be 100% secure. Consequently, MNN cannot warrant or guarantee the security of MNN, nor can MNN warrant or guarantee that any information you provide to MNN will not be intercepted while being transmitted over the Internet. MNN is not liable for the illegal acts of third parties, such as criminal hackers.

No Collection of Children's Personal Information

We do not knowingly collect any personally identifiable information from children under the age of 13. We reserve the right to delete any information we believe to be in violation of this privacy policy.

Cookie Policy

MNN uses cookies to deliver content specific to your interests and to improve the convenience and efficiency of your experience when using our products and services. A cookie is a piece of data stored on the user's hard drive tied to statistical information about the user. Usage of a cookie is in no way linked to any personally identifiable information in MNN products and email messages. You can always choose to not accept cookies, but you may not be able to use some of the MNN products and services.

We use a tool called "Google Analytics" to collect information about use of this site. Google Analytics collects information such as how often users visit this site, what pages they visit when they do so, and what other sites they used prior to coming to this site. We use the information we get from Google Analytics only to improve this site. Google Analytics collects only the IP address assigned to you on the date you visit this site, rather than your name or other identifying information. We do not combine the information collected through the use of Google Analytics with personally identifiable information. Although Google Analytics plants a permanent cookie on your web browser to identify you as a unique user the next time you visit this site, the cookie cannot be used by anyone but Google. Google's ability to use and share information collected by Google Analytics about your visits to this site is restricted by the Google Analytics Terms of Use and the Google Privacy Policy. You can prevent Google Analytics from recognizing you on return visits to this site by disabling cookies on your browser.

Online Tracking / Do Not Track

We do not track our visitors across third party websites to provide targeted advertising and therefore we do not respond to Do Not Track (DNT) signals. However, some third party sites do keep track of your browsing activities when they serve you content, which enables them to tailor what they present to you. If you are visiting such sites, your internet browser may allow you to set the DNT signal on your browser so that third parties (particularly advertisers) know you do not want to be tracked.

Facility usage, class enrollment, and channel air time

Our facilities and classes are open to Manhattan residents only unless otherwise noted. Users may submit programming regardless of their residency but are required to provide contact information for our records and to ensure that we can communicate important information, including programming and scheduling updates.

We regularly request information and proof of residency, and may do so at various points during the year to maintain updated records and usage statistics.

Public Information

MNN is required by law to maintain a record of the use of public access channels. Records include the names and addresses of all persons using or requesting time on the channels.

Users submitting programs to air on MNN have the option of supplying public facing information about their shows for promotional purposes, including a website, social media profiles, an email address and/or a phone number. This information may be made available on MNN's website and other digital profiles and may be supplied to individuals who inquire about a program, pending the producer's approval.

Links

MNN often provides links to other sites on our website. Please be aware that we are not responsible for the content or privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of any other site that collects personally identifiable information.

Surveys & Contests

From time to time our site requests information via surveys or contests. Participation in these surveys or contests is completely voluntary and you may choose whether or not to participate and therefore disclose this information. Information requested may include contact information (such as name and shipping address), and demographic information (such as zip code, age level). Contact information will be used to notify the winners and award prizes. Survey information will be used for purposes of monitoring or improving the use and satisfaction of our organization.

Disclosure of Data

MNN will only disclose your personal data or the contents of your private communications if required to do so by law, or as otherwise stated in this privacy policy, or in the good faith belief that such action is necessary to: (1) conform to the edicts of the law or comply with legal process served on MNN; (2) protect and defend the rights or property of MNN and others, including among other things to enforce our policies; (3) act under exigent circumstances to protect the personal safety of its members or the public; (4) to correct technical problems and malfunctions in how we provide our service to you and to technically process your information; (5) to take precautions against liability; (6) to respond to claims that information you have submitted to MNN has violated the rights or interests of a third party; or (7) as permitted by law or to provide information to law enforcement agencies.

Social Media

The MNN website, and various services that integrate with MNN services, including interactions, postings, and program content, may include social media features, like a Facebook button for allowing users to like videos. These features may collect information about your IP address and which page you're visiting on our site, and they may set a cookie to make sure the feature functions properly. Social media features and widgets are either hosted by a third party or hosted directly on our site. We also maintain presences on social media platforms like Facebook, Twitter, Instagram and LinkedIn. Any information, communications, or materials you submit to us via a social media platform is done at your own risk without any expectation of privacy. We cannot control the actions of other users of these platforms or the actions of the platforms themselves. Your interactions with those features and platforms are governed by the privacy policies of the companies that provide them.

We Operate in the United States

Our servers and offices are located in the United States, so your information may be transferred to, stored, or processed in the United States. By using the MNN website, you understand and consent to the collection, storage, processing, and transfer of your information to our facilities in the United States and those third parties with whom we share it as described in this policy.

Updates

Our privacy policy may change from time to time and all updates will be posted to <http://www.mnn.org/policies>, and will be updated in the MNN Community Standards and Policy Handbook. We suggest that you periodically check the MNN website for changes to this privacy policy. Date of last revision: February 2017.

For privacy related questions or requests, you should contact us immediately via email at info@mnn.org.

MNN's Code of Conduct and Community Standards



MNN is a place of education, learning and creativity. MNN's Code of Conduct and Community Standards are designed to help ensure that all persons at MNN — staff, producers, and visitors alike — are treated with courtesy and respect, whether they are at our West 59th St. Studios, the MNN El Barrio Firehouse Community Media Center, or engaging in conversation on our website, social media pages or other digital platforms.

Everyone on MNN property – physically or digitally – has an obligation to behave in a manner that does not disrupt the operations of MNN or the ability of others to use the facilities. Furthermore, everyone who uses MNN's services, facilities, cablecast channels and digital platforms has an obligation to interact with other users in a manner that is responsible, mature, and not abusive to MNN staff, MNN community producers, or general community members.

Please note: Our Code of Conduct and Community Standards apply to those who are in our West 59th St. facility or the MNN El Barrio Firehouse Community Media Center; to those who are using MNN equipment or services; and to those who are engaging in conversation on our website, social media pages or other digital platforms.

MNN's Code of Conduct

MNN staff is responsible for the safe and proper utilization of the facilities and equipment. All visitors to MNN facilities are required to check in with a photo ID and are expected to be at our facilities for the purposes of using MNN's facilities, checking out equipment, or attending an MNN class, studio shoot or event. All facility users and guests use MNN and services at your own risk. MNN is a media production facility and all users are expected to use caution. As such, directions and instructions from staff are to be followed at all times by all MNN facility users and guests. Failure to take direction from MNN staff or to check in when arriving may result in immediate expulsion and/or future restriction of access to any MNN facilities or services.

We ask that all MNN community members refrain from the following behavior while at our facilities:

- Smoking.
- Entering the facilities without a shirt or shoes.
- Video, photo or audio recording of any employee, user or guest without their informed consent; any unauthorized video or audio recordings.

- Bringing pets or other nonservice animals to the facility.
- Bringing persons under the age of 18 years to the facility, unless supervised.
- Possessing food or beverages in any restricted areas.
- Loitering.
- Making false or misleading statements on MNN documents or to MNN staff.
- Possessing, using, or dispensing any illegal substance.
- Unauthorized possession, consumption, or dispensing of alcohol.
- Possession of any weapon, explosive, or other dangerous material.
- Conduct, intentional or unintentional, that could or does result in physical injury to others and/or destruction of property.
- Theft or attempted theft of personal belonging, supplies or equipment.
- Entering or attempting to enter locked offices, areas, or records, and/or unauthorized use of any office, computers, or other equipment.
- Physical violence, or the threat of physical violence.
- Rude, discourteous or raucous behavior such as screaming or cursing that is directed at MNN community or staff members.
- Activities or conduct which disrupt the activities or operations of MNN or the ability of others to conduct business.
- Derogatory language about an individual or group, whether MNN community or staff members (as determined by MNN's sole discretion).
- Harassment, including sexual harassment, of any employee, user, or guest.
- Nudity (as determined by MNN's sole discretion).
- Activities that may result in unsafe or unsanitary conditions.
- Personal attacks on community members, MNN staff members and/or MNN guests.
- Any other inappropriate behavior as determined by MNN at its sole discretion.

MNN's Community Standards



In recognition that much of MNN's content is dispersed through digital platforms, including but not limited to such applications as YouTube, www.mnn.org, Vimeo, Twitter, Instagram and other social media sites, MNN's Community Standards serve as a guideline for appropriate digital interactions.

We welcome discussion and interaction on our digital platforms and our

Community Standards exist to ensure that the interaction remains respectful towards all MNN staff, producer, and community members. We ask all who want to join a discussion on an MNN digital platform to keep the following in mind:

- We welcome discussion but personal attacks on producers, MNN staff, or community members will not be accepted and will be removed.
- We will not tolerate racism, sexism, homophobia, or other hate speech as well as interactions that can be interpreted as such.
- We will remove any content that in MNN's sole determination may violate MNN policies or put MNN in legal jeopardy.
- We do not sanction content that is commercially driven or that promotes products.

MNN's digital community will thrive if everyone makes a commitment to be mindful of the content they contribute to it and the words they use to agree or disagree with other community members.

Disciplinary Action and Appeals at MNN

Failure to comply with MNN's policies included in this document and on any MNN agreements may result in disciplinary action up to the suspension or withdrawal of all MNN services.

Individuals who wish to appeal disciplinary decisions resulting from violations of MNN's policies may submit an appeal to the Director of the MNN facility where the issue arose within 30 days of the decision. For cases involving MNN's West 59th St. facility, appeals should be directed in writing to the Managing Director of Access Services. For cases involving MNN El Barrio Firehouse, appeals should be directed in writing to the Director of the MNN El Barrio Firehouse. The relevant director will seek to respond to the appeal within 45 days. Any restrictions will remain in effect pending the outcome of an appeal. An individual who wishes to appeal the decision of a director may write to the Chief Executive Officer within 30 days of the director's decision. The CEO will aim to respond within 45 days. The CEO's decision is final.