MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding (MOU) sets forth the terms and understanding between Community Living Essex County (CLEC) and **Name of Parties/Agencies (Name)** contributing content to be posted as REAL Xchange Knowledge Sharing Learning Modules.

Purpose

This Memorandum of Understanding (MOU) establishes the expectations of a Party/Agency when contributing content for the purpose of knowledge sharing under the REAL Xchange brand and the responsibilities of Community Living Essex County as the host, administrator, and moderator of REAL Xchange.

Philosophy

Parties/ Agencies contributing Knowledge Sharing learning modules to REAL Xchange agree that the content reflects the shared common values and philosophy of DS sector organizations to develop and provide inclusive, person-centered supports and services to people with intellectual disabilities.

Roles

With a goal of facilitating greater knowledge exchange amongst service providers in the Developmental Services sector through the development and sharing of REAL Xchange learning modules,

Community Living Essex County commits to:
- Provide all administrative and maintenance services related to REAL Xchange
- Post content submitted within ten business days of receipt of _all_ required components and all contributed content in accordance with RX specifications.(Appendix A)
- Communicate via email with RX users within 3 business days of new learning modules being posted
- To clearly identify the contributing party/agency when posting new learning modules

All parties/agencies contributing content commit to:
- Provide learning module content according to RX specifications (Appendix A)
- Provide a high quality, high resolution logo file
- Provide a learning module summary of 150 words or less
- Provide a high quality learning module introductory video of 60 seconds or less
- The use of their logo on REAL Xchange promotional materials
- Every effort should be made to professionally translate each module in French, at the expense of the Parties/Agencies contributing content, in an attempt to reach and engage French-speaking REAL Xchange members.

Content Updates

Parties/Agencies contributing content on the REAL Xchange platform will be required to review and update posted content, where necessary, every two years from the date of initial posting on the platform, to ensure accurate, reliable and timely information.

Conflict Resolution

Both Parties will exercise good faith to resolve any issue or concern that may arise. If the issue cannot be resolved, a written account of the concern will be submitted within 10 days to the Executive Directors (or designate) of each party to settle the dispute.

At any time, this MOU may be terminated by any of the partners, in writing, with at least 60 days' notice. Both parties must be notified immediately of any changes to the MOU.

We, the undersigned, have read and agree with this Memorandum of Understanding.

_____ _____

First Name Last Name, Title   Date
Organization

_____ _____

Karen Bolger, Executive Director   Date
Community Living Essex County

APPENDIX A – REAL Xchange Learning Module Specifications

REAL Xchange Learning Modules are designed with busy service providers in mind. The hope is that a complete RX Learning Module provides an agency with an overall experience similar to that of an in-person visit - therefore video content is central to the format. Users can click on an introductory or teaser video prior to registering (no cost to register) for the full module. These short videos provide the user with an overview of module content, introduces project leaders and presenters and encourages the user to have a closer look.

REAL Xchange uses a plug-in called Learn Dash that allows us to offer up module content in user-friendly, well organized chapters. Users can navigate to their particular area of interest or view the module in its entirety. A complete learning module includes:

- ✓ An introductory teaser video
- ✓ Video(s) (interviews, storytelling, recorded presentations, slide presentations, vlog posts, webinars, etc.)
- ✓ Supporting Documents (written summary, infographics, slide presentations, policies, user guides, manuals, timelines, work plan templates, marketing materials etc.)

Content submitted by parties/agencies contributing learning modules should meet the following criteria:

Introductory Video	60 seconds or less, high quality video and sound, describes module content, encourages user to look further, use of the RX title slide at the conclusion
Video Content	2-10 minute videos per chapter, high quality video and sound, use of RX title slide template at the start and finish
Supporting Materials	PDF format, includes logo of contributing party/agency, professional in writing style, content and format, file named appropriately