

**ILLINOIS SOCIETY
OF
MEDICAL ASSISTANTS

POLICY MANUAL**

Approved
Amended

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GENERAL INSTRUCTIONS

A. OFFICERS:

1. Familiarize yourself with the basic principles of parliamentary law, in addition to the Bylaws, Policy Manual and the Standing Rules of the Society.
2. Answer or direct an answer to all communications promptly.
3. Keep the officer files current; keeping file copies of all correspondence, Executive Board and annual reports, memos, sample forms and sample letters.
4. Each officer shall prepare a written report of all activities to be included in the General Assembly packet and to be presented at the Annual Meeting (it is optional for the Chaplain, Parliamentary Advisor, and Historian to report unless they have something special to communicate). Attempt to offer constructive recommendations to your successor at the conclusion of your report. Include in the annual report an accurate expense sheet to advise the finance committee of expenses in preparing future budgets. All reports are to be line numbered.
5. Officers shall have their files and materials in order and ready to turn over to their successor at the annual meeting.
6. Each officer should be available as a mentor to your replacement.

B. COMMITTEE CHAIRS:

1. As a chair of a committee, work together with your committee, as a unified group. As a chair, you are responsible for the accomplishments and the goals of that committee, being receptive to the opinions of the committee members and making certain that the committee members understand the scope of the work to be undertaken. You lead the committee by taking action from motions or recommendations of the committee members, remembering to give recognition to the members for the committee's accomplishments.
2. Keep the committee files current; keeping file copies of all correspondence, Executive Board and annual reports, memos, sample forms and sample letters relevant to the committee.
3. Each committee chair shall be responsible for typing or appointing someone to type committee meeting minutes and distribute them as directed by the chair.
4. The President is a member of the Executive Board, Board of Trustees, and ex-officio member of all other committees except the Nominating Committee. The Vice President is Chair of the Nominating Committee and ex-officio member of all other committees.
5. Answer or direct an answer to all communications promptly.
6. Each committee chair shall prepare an annual written of activities of the committee for the current year to be included in the General Assembly packet. This report shall be submitted in writing to the General Assembly through the Vice-Speaker. The report should be prepared and sent by the DEADLINE DATE as set by the Vice-Speaker. Attempt to offer constructive recommendations to your successor at the conclusion of your report. Include in the annual report an accurate expense sheet to advise the finance committee of expenses in preparing future budgets. All reports are to be line numbered.
7. Committee chairs shall have their files and materials in order and ready to turn over to their successor at the annual meeting.
8. Each committee chair should be available as a mentor to your replacement.

C. DEADLINES:

1. Be prompt and aware of deadlines.
2. If a deadline is not met the initiating party has the right to disregard a response, request, and/or action requested by any member who missed said deadline, unless an emergency situation arises.

D. EXPENDITURES:

1. Keep an accurate account of expenses incurred. Itemized receipts for all advances from the treasury should be turned in for permanent records within sixty (60) days following the use of the funds.
2. Copies of all expenses shall be included as part of the permanent record of all officers and committee chairs.
3. Only those expenses included in the budget for allowable expenditures will be approved for payment. Any expenditures or possible expenditures other than those indicated in the budget should be presented to the Executive Board for approval. Be aware if purchases are made without prior approval, the ISMA may not cover these expenses.

E. POLICY MANUAL:

1. The Policy Manual is available on the website. Each officer, committee chair, Board of Trustee member, chapter president, and chapter representative is responsible for printing or having the electronic format available for reference. (It will be each chapter's responsibility to print enough copies for each of their members.) Printed copies will be available on request (a mailing charge may be charged)
2. Each Executive Board member periodically should review her respective section, as well as, the general instructions of the policy manual, and using their past experience, provide an update on any procedure in their section that is not current or workable at that time. This information should be given to the Executive Board for further consideration.

F. LOGO USAGE POLICY- Is available online at www.aama-ntl.org

G. REPORTS:

1. All report request shall be responded to promptly
2. Reports with recommendations or suggestions will no longer be allowed to be handed out at the General Assembly. In the event of an emergency and a report has not been submitted to the Vice Speaker prior to the assigned deadline, the report will not be addressed unless approved by the Speaker and Vice Speaker no less than 15 days prior to conference.
 - a. The writer of the report will be responsible for bring sufficient copies to the General Assembly for distribution to the remainder of the attendees.

PRESIDENT

The President shall serve for a term of two (2) years after serving as Vice President. Shall have the right to vote at all Executive and General Assembly meetings. In the event the Vice President declines to assume the duties of president after Vice President term is concluded, a President will be elected.

1. Preside at Executive Board Meetings, whether in person or virtual, and special meetings of the Society except of the General Assembly, which shall be presided over by the Speaker. Reminder: Prayer disclaimer.
2. Appoint, with the approval of the Executive Board, an Overall Conference Chair and all Special Committee Chairs, and Parliamentary Advisor. Appointment of a historian or Chaplain is optional.
3. Appoint, with the approval of the Executive Board, all Standing Committee Chairs, except the Chairs of the Archives Committee, Membership Committee, Nominating Committee, and the Board of Trustees.
4. Fill vacancies in committees occurring during your term of office with the approval of the Executive Board.
5. Have working knowledge of AAMA Bylaws and ISMA Bylaws, Standing Rules, and Policy Manual.
6. Be knowledgeable of parliamentary procedures.
7. Inform the Elected and Non-Elected Officers, Committee Chairs, Chapter Presidents, Chapter Representatives, and Board of Trustee Chair of any changes in the ISMA Roster throughout the term of President.
8. In the event of a tie vote on any question, cast the deciding vote at all meetings except at the Annual Meeting.
9. Have working knowledge of AAMA Bylaws and ISMA Bylaws, Standing Rules, and Policy Manual.
10. Be chair of the Executive Board and ex-officio member of all other committees except Nominating Committee with the right to vote.
11. Prepare an agenda for all Executive Board and special meetings; and have copies available for the members of the Executive Board, Committee Chairs, and Board of Trustees at the time of such meetings.
12. May attend Board of Trustee (BOT) Meetings when serving as current president. Will have a voice at any BOT meetings but NO VOTE. If current president has served as a past ISMA President then will have a vote.
13. Prepare the Executive Memo quarterly. Additional Executive Memos can be sent at the discretion of the President. All Executive Memos must be sent to the website chair for posting.
14. Notify Component Chapters Representatives, State Committee Chairs and State Officers to prepare a report for the Executive Board Meetings of the Illinois Society.
15. Present the President of AAMA with a gift from the Illinois Society at an appropriate time during the Annual meeting of AAMA. The expense of this gift shall be the responsibility of the Illinois Society. Refer to the Budget.

16. Expected to attend the AAMA Annual Conference, and serve as a delegate, provided eligibility to serve guidelines as set forth in the AAMA Bylaws are met.
17. Be on the signature card for all Society accounts. Sign warrants/checks of the treasury with the Treasurer or give direction to Treasurer in written format to send a check with a single signature. If second signature is needed and president is unavailable, can request the Vice President to sign. Note: Budget approved items can be sent with single signature.
18. Be included in the honesty bond.
19. Work with the Conference Committee to arrange the business activities of the Executive Board meeting and/or committee meeting schedule arrangements with exception of educational events which will be arranged by the Conference Committee.
20. Work with the Symposium Committee to arrange the business activities of Executive Board meeting and/or committee meeting schedule arrangements with exception of educational events which will be arranged by the Symposium Committee.
21. Prepare farewell message for Installation Banquet.
22. Be responsible for obtaining and engraving the President's pin to be presented to the incoming president at the Installation Ceremony.
23. Complete and send either by mail and/or send by electronic means, the following forms to the AAMA per AAMA deadline date, following the Annual Meeting.
 - a. Delegates to the AAMA National Conference.
 - b. ISMA Officer Notification Form.
 - c. Chapter Officer Notification Forms.
24. Complete and mail the AAMA Representative Request Form per AAMA deadline.
25. Notify AAMA of Life Member recipient (if awarded) immediately following the ISMA Annual Meeting.
26. See Meeting Guideline Section.
27. Prepare the annual reports for the General Assembly packet. Reports should include activities, expenses, and any recommendations. (Individual CEU events should not be included). Separate reports are required for each position.
 - a. President
 - b. ISMA Delegate to the AAMA House of Delegates, if attended.
28. For the budgetary allowance, refer to the current year's budget from the Finance Committee approved at the General Assembly.
29. Refer to General Assembly Conference Guidelines for additional Presidential duties.

VICE PRESIDENT

The Vice President will be elected for a term of two (2) years and shall have the right to vote at all Executive and General Assembly meetings.

1. Be vested with all powers and perform all duties of the President in the latter's inability to act, and perform such other duties as may, from time to time, be requested by the Executive Board.
2. Be the Chair of the Nominating Committee and Membership Committee and ex-officio member of all other committees with the right to vote.
3. Be a secondary signer on warrants of the treasury in the event the President or Treasurer is incapacitated and requests the Vice President to assume this duty.
4. Be included in the honesty bond.
5. Be prepared to assume the duties of the President either temporarily or fully;
 - a. Temporarily in event illness or incapacitated.
 - b. Fully in event of removed, resigns or no longer able to perform the duties of President.
 - c. Fully after the closing of the General Assembly for which the officers were elected.
6. Expected to attend the AAMA Annual Conference, and serve as a delegate, provided eligibility to serve guidelines as set forth in the AAMA Bylaws are met.
7. Study and become thoroughly acquainted with;
 - a. AAMA Bylaws, ISMA Bylaws, Standing Rules, and Policy Manual of this Society
 - b. This includes a basic working knowledge of all offices and committees.
 - c. Basic principles of parliamentary law
8. Be available to assist the President in any way possible and observe the actions of the office of President, to be aware of what is expected of Vice President needs to assume the Presidency.
9. Present a slate of elected officers to the Executive Board at the 4th Quarter meeting prior to election year. This is to include the elected positions of ISMA Delegates to the AAMA House of Delegates
 - a. Obtain a written Consent to Serve Form from each officer and ISMA Delegate to the AAMA House of Delegates.
 - b. The slate needs to be approved by the Executive Board.
10. Be responsible for obtaining Consent to Serve Form from Standing Committee Chairs with the exception of Archives, BOT, Membership and Nominating. (Refer to Standing and Special Committees listed in the Bylaws.)
 - a. Submit the appointments to Executive Board at the 4th Quarter meeting prior to election year.
11. Prepare an acceptance speech to be given at Installation.
12. Be responsible for purchasing a gift from the Illinois Society to be given to the President the night of the Installation. ISMA shall be responsible for the cost of this gift. * Refer to the budget for the amount allowed by ISMA.
13. Prepare annual reports for the General Assembly packet. Reports should include activities, expenses, and any recommendations. (Individual CEU events should not be included.)
 - a. Vice President
 - b. Nominating Committee

- c. ISMA Delegate to the AAMA House of Delegates, if attended
- 14. Attend the conference planning meetings.
- 15. Prepare election ballots, ballot box, and tally sheets for the Annual Meeting.
- 16. Do a final check of the preparations with the Conference Chair and Overall Conference Chair if one has been appointed.
- 17. Prepare a roster that includes Elected and Non-Elected officers, Committee Chairs, Registered Agent, Chapter Presidents, Chapter Representatives, Alternate Chapter Representatives, Board of Trustee members, and a listing of Award Recipients. Refer to previous year's roster for what info is to be included. (Note: Complete Roster to be available as soon as possible after installation, no later than the end of the 2nd quarter after installation.)
- 18. For the budgetary allowance, refer to the current year's budget from the Finance Committee approved at the General Assembly.
- 19. Refer to General Assembly and Conference Guidelines for further Vice President duties.

General Timeline of Events for the Vice President

- 1. At all times Vice President must be available to assist the President, and observe the actions of the office of President. Vice President is expected to be able to assume the role of President in the event the President is unable to perform his/her duties.

First Year of Vice President Duties

April - June

- 1. Have a Nominating Committee meeting to be held by end of 2nd quarter after installation. (get to know the committee and brainstorm candidates)
 - a. Start contacting possible candidates
- 2. Send letters to chapters for nominations for states officers and committee chair along with Consent to serve Forms.
- 3. Make arrangements to attend AAMA House of Delegates as an ISMA Delegate (if qualified)

July - September

- 1. Have Nominating Committee meeting in 3rd quarter to update committee members and advise if any candidates so far.
 - a. If candidates, start the qualification review process.
 - i. Make sure Consent to Serve Form is signed.

October – December

- 1. Have Nominating Committee meeting in 4th quarter to update committee members and advise if any candidates so far.
 - a. If candidates start the qualification review process
 - i. Make sure Consent to Serve From is signed
 - ii. Update on any qualification reviews

January - March

1. Have Nominating Committee meeting in 1st quarter to update committee members and advise if any candidates so far.
 - a. If candidates start the qualification review process
 - i. Make sure Consent to Serve Form is signed
 - ii. Update on any qualification reviews
2. Discuss possible candidates for each position (office and committee chairs)

Seconded Year of Vice President Duties

April

1. Work with the Symposium Committee chair to coordinate Executive Board meeting room availability. (Note this may be earlier depending on when hotel is booked.)
2. Work with the Conference Chair and /or Overall Conference Chair throughout the year in preparation of installation.
 - a. What type of installation
 - b. Meal at installation
 - c. Any special accommodations within reason and if necessary approved by Conference Committee.

April - June

1. Send second letters to the chapters for nominations for state officers and committee chairs along with the Consent to Serve Forms. Subsequent letter can be sent out throughout the year at your discretion.
2. Have a Nominating Committee meeting in the 2nd quarter to update committee members and advise if any new candidates.
 - a. Contact possible candidates
 - b. Continue to work on validating candidate's qualifications.
3. Make arrangements to attend the AAMA House of Delegates as an ISMA Delegate, if qualified.

July – September

1. Have a Nominating Committee meeting in the 3rd quarter to update committee members and advise of new candidates. * May need additional meetings if slate not full. Slate of offices and Committee chairs are to be submitted to Executive Board at the 4th Quarter Executive Board meeting for approval.
 - a. Contact candidates if they have not returned their consent to serve form.
 - b. Contact any new candidates for officer/chair.
 - c. Continue to work on validating candidate's qualifications.

October - December

1. Prepare a Nominating Committee report with the slate of officers and committee chairs for 4th quarter Executive Board Meeting for approval.

January – February

1. Start compiling preliminary roster for Elected and Non-Elected Officers, Committee Chairs, ISMA Delegates to AAMA House of Delegates, Chapter Presidents, Chapter Representatives and Alternate Chapter Representatives.
 - a. Roster to include name, address, phone, and email.
 - b. Roster must be completed no later than 2nd quarter after installation. A preliminary should be available at the ISMA Conference.
 - i. In the event multiple people run for office can leave blank to be completed or add all names and can be updated after election.
 - ii. Depending on Chapter elections, chapter information may have to be updated after preliminary roster.

March-April

1. Prepare acceptance speech.
2. Purchase gift for President. See budget for allotted amount. (This can be given to the President as she accepts the roll as Immediate Past President or after Installation).
3. Prepare ballots for members to vote at General Assembly. Contact Speaker for the format of ballots and tally sheets.
4. Prepare tally sheets for vote count.
5. Prepare a ballot box.
6. Check on preparations for the Annual Meeting with the Conference Chair.

******* Each Vice President will have the option to be installed or announced. *******

The above policy is based on the Vice President being announced as president at such time as decided by the Conference Chair/Vice President. If the Vice President decides to be installed the following are additional duties that are suggestions to be considered:

These duties will be ongoing throughout your term as Vice-President – All items should have preliminary preparations completed by end of 4th quarter the year before election. Work with the Overall Conference Chair for final timeline for seating, and installation needs.

1. Prepare a guest list of non ISMA members attending functions throughout the ISMA conference. This list is to be given to conference chair.
2. Prepare table place cards for your guests at the ISMA Annual Banquet
3. Select an Installing Officer and Master of Ceremonies for the Installation. Plan the Installation service and coordinate all plans with the President and Overall Conference Chair. (This includes the preparation of the Installation table – flowers, candles, etc.)
4. Contact Master of Ceremonies for the Installation Banquet at the Annual Meeting. Work with him/her on outline for the Banquet.
5. Contact Installing Officer for the Installation Banquet at the Annual Meeting. Work with him/her on outline for the Banquet give them any last-minute changes or added guests.
6. Purchase or create invitations to invite special guests to the Installation Ceremony at the Annual Meeting.
7. Finalize program for Installation.
8. Coordinate decorations and items needed for the Installation table (flowers, candles, etc.) with the Conference Chair.

IMMEDIATE PAST PRESIDENT

The Immediate Past-President will be for a term of two (2) years and shall have the right to vote at all Executive and General Assembly meetings.

1. Throughout the year be available to the President for counsel and assistance when requested.
2. Be Chair of Archives Committee
3. Be a member of the Executive Board, and Nominating Committee.
4. Obtain list of new CMA's and send out congratulatory letters (by mail or electronic format) no less than once a year.
5. Be responsible for organizing new chapters (Note: Refer to Procedures for Organizing New Chapters)
 - c. Be responsible for sending information to prospective members
 - d. Be responsible for recommending ways to retain and increase membership.
6. Prepare an annual report for the General Assembly packet. Reports should include activities, expenses, and any recommendations. (Individual CEU events should not be included.)
 - a. Immediate Past President
 - b. Archives Committee
7. For the budgetary allowance, refer to the current year's budget from the Finance Committee approved at the General Assembly.

SECRETARY

The Secretary will be elected for a term of two (2) years and shall have the right to vote at all Executive and General Assembly meetings.

1. Be knowledgeable of parliamentary procedure as well as the Society's State and AAMA National Bylaws.
2. Keep in mind that minutes are legal records. Minutes contain a report of actions taken plus a record of pertinent discussions, are formal and do not reflect personal opinion. Corrections and/or additions to the minutes are made in the margins. Minutes are not retyped after corrections. Minutes should be kept in a Minutes Book permanently. Copy of General Assembly Packet (HOD Packet) and the General Assembly (HOD) minutes should also be kept in the permanent Minute's Record Book.
3. Minutes should be typed and line numbered.
4. A copy of Executive Board meeting minutes shall be mailed and/or sent by electronic means no later than 20 days following the meetings to all elected and non-elected Officers, Chapter Representative and Alternate Representative, active members of the Board of Trustees and the Chairs of the Bylaws and Policy Manual Committees. Detailed BUSINESS minutes and motions should be included. Important points should be reported. Reporting of minutes should be done objectively.
5. Record the proceedings of all meetings of this Society, excluding the Annual Meeting. A recording of minutes of meetings may be made so attention can be paid to meetings and minutes typed at a later date. All individuals must give you a copy of their report at Executive Board meetings and special meetings.
 - a. Executive Board meetings - All motions from the floor are to be written on a motion form and turned in to the secretary at the end of each meeting. Exception: Written motion not necessary when virtual meetings are held.
 - b. General Assembly Meetings – All motions from the flow are to be written on a motion form and turned into the Minutes Editing Chair at the end of each meeting. Exception: Written motion not necessary when virtual meetings are held.
4. Be a member of the Executive Board, Nominating, Public Affairs, Minutes Editing Committee and Bylaws/Standing Rules and Policy Manual Committee.
5. Bring ISMA laptop to every meeting, and, a copy of State and AAMA National Bylaws, Policy Manual and Standing Rules for reference.
6. If not able to attend a meeting, arrange for someone to bring laptop, binder with minutes, reference materials as listed in #8

Specific instructions for Executive Board Meetings:

- a. Make a motion to accept minutes of Executive Board Meetings.
- b. Must verify a quorum is present.
 - i. Executive Board Meeting a minimum of 9 ballot votes shall be present.
- c. To provide a sign in list for roll call purposes for each Executive Board meeting as follows:
 - a. Executive Board Members
 - b. Board of Trustee Members
 - c. Guest(s)

7. Prepare an annual report for the General Assembly packet. Reports should include activities, expenses, and any recommendations. (Individual CEU events should not be included.)
8. For budgetary allowance, refer to the current year's budget from the Finance Committee approved at the General Assembly.

TREASURER

The Treasurer term shall be unlimited or until their successor has been elected and shall have the right to vote at all Executive and General Assembly meetings.

1. Treasurer term shall be unlimited until their successor has been elected. Change in Treasurer can occur due to;
 - a. Resignation of current Treasurer
 - b. Election of new Treasurer by ISMA
 - c. Removal of Treasurer by ISMA Executive Board.
2. If feasible, continue to use existing account for Society Funds. Any change of Bank must be approved by the Executive Committee.
3. Work with the previous Treasurer to update the signature cards. Bank signature card should bear three signatures; Signers shall be Treasurer, President, and Vice President.
 - a. Signature updates should be completed as soon as possible after Conference.
 - i. Work with the Immediate Past President to remove name from signature
 - ii. Work with incoming Vice President to add name to signature card.
4. Bank signature card should bear three signatures; one primary signature and two alternate signatures.
 - a. Budgeted expenses for allowable expenditures can be reimbursed and checks can be issued with a single signature upon submission of a completed Reimbursement Request Voucher and itemized receipts.
 - b. Non-Budgeted expenses cannot be reimbursed unless presented to the Executive Board. If approved, then may reimbursement with one signature if a Reimbursement Request Voucher and itemized statement is received.
5. Be the Registered Agent of the ISMA and work with previous Treasurer to update Register Agent information.
6. Be a member of the Executive Board and Finance Committee, attend Audit Committee Meetings and provide all requested documents for completion of audit.
7. Attend finance meetings and provide the expense account for each officer and committee chair and all other expenses.
8. Be bonded for the average assets of the ISMA, including but not limited to the Checking account, Savings account and/or any other accounts of this Society. All signers on the accounts shall be included on the bond. Bond amount to be reviewed annually prior to the renewal to see if change in bond amount is needed. Bond amount to be set by the Executive Board.
9. Serve as custodian of all monies, securities, and valuable paper of the Society and keep accurate records on accounting system designated by the ISMA.
10. Deposit monies as received and issue only checks signed by the President or Vice President and the Treasurer.

11. Receive membership dues from AAMA and all other monies for the Society.
12. Keep a detailed account of receipts and disbursements and submit a written report of the finances of this Society at the Fall and Winter Executive Board Meeting and the Annual Meeting of the Illinois Society.
 - a. Record all monies and checks as received.
 - b. Enter all receipts in the ledger.
 - c. Pay out monies, if approved, only upon the presentation of a completed ISMA Expense Report & Reimbursement Request with a CLEAR copy of the statement or bill attached within 6 months of expense.
 - d. Enter all disbursements in the ledger.
 - e. Reconcile the bank statement, check book and ledger monthly.
13. Refer to Standing Rules for Annual donations to AAMA.
14. Upon request of the Audit Committee Chair provide the following for completion of annual audit and any supplement audit that may be requested and be available to attend Audit Committee Meetings to response to any questions regarding documents/information provided.
 - a. Treasurer's laptop
 - b. Bank statements for all accounts.
 - c. Checking account excel ledger and checkbook ledger
 - d. Savings account excel ledger and checkbook ledger
 - e. All Report and Reimbursement Request with receipts (copies acceptable) attached, for time requested.
 - f. All Deposit Reports with deposit tickets (Copies acceptable) for time requested.
15. List total amount allotted per officer or chair, the amount reimbursed, and balance in account on each Expense Report and Reimbursement Request.
16. Use a separate Expense Report and Reimbursement Request for reimbursement for each committee or office held. The check number shall be written on all vouchers or other expense receipts paid.
17. Retention of records:
 - a. Financial ledger should be kept permanently.
 - b. Cancelled checks, if applicable, receipts, check stubs/ledger, Expense Reimbursement vouchers, warrants, and deposit vouchers should be kept for seven years.
 - c. Financial reports, profit and loss statements, and auditor's reports should be kept permanently.
 - d. Correspondence – see general information.
18. Checks for funds allocated for President, Vice President and elected Delegates to the AAMA Conference are to be issued and distributed no later than 30 days after elected.
19. Prepare an annual report for the General Assembly packet. Reports should include activities, expenses, and any recommendations. (Individual CEU events should not be included.)
 - a. Treasurer Report
 - b. Itemized Report – Checking
 - c. Itemized Report - Savings
20. Prepare a membership listing as of 12/31 for the General Assembly packet. To include;
 - a. Total by chapter
 - b. Total by class

21. Notify the bonding company when your term is completed. Give the bonding company the name of the newly elected President, Vice President and Treasurer and the approximate date that they will be assuming their duties.
22. Notify the bank when your term will be complete and start the process of changing the signature cards to the newly elected President, Vice President, and Treasurer.
23. Immediately following the closing of the books for your term, transfer all materials possible to your successor. Submit all remaining material and records to your successor immediately after the completion of the audit.
24. For budgetary allowance, refer to the current year's budget from the Finance Committee approved at the General Assembly.
25. Filing the IRS mandated Form 990N (e-postcard) annually.
 - a. The purpose is to maintain ISMA tax non-profit status.
 - b. This needs to be done **ANNUALLY** after May 1st and prior to May 15th. You will **not** receive a reminder or notification from the IRS.
 - c. Go to www.irs.gov/eo. You will need name of organization, ISMA EIN number, log on ID and password. Then answer the simple questions.
 - d. Log on ID and password can be found in the Treasurer's files.

SPEAKER OF THE GENERAL ASSEMBLY

The Speaker will be elected for a term of two (2) years and shall have the right to vote at all Executive and General Assembly meetings.

1. Preside at all meetings of the General Assembly. Note: Prayer Disclaimer
2. Be familiar with Roberts' Rules of Order for conducting a meeting, as well as this Society's Bylaws/Standing Rules and Policy Manual.
3. Keep the Vice-Speaker properly informed of all procedures and actions relating to the General Assembly by mail or other electronic format. Mail or send by electronic format copies of all correspondence to the Vice-Speaker.
4. Be a member of the Executive Board, Bylaws/Standing Rules, Minutes Editing and Conference Committee.
5. Schedule a meeting if needed with the President, Vice President, Vice Speaker and Parliamentary Advisor prior to the General Assembly to review any reports received that are not in the General Assembly packet. Also, to review content and script prior to the General Assembly.
6. Appoint the following committees to the General Assembly:
 - a. Tellers – distribute ballots and after the voting by the eligible attendees, collect the ballots which have been placed in the ballot boxes. The tellers then retire to a private area to count the votes and report the results to the presiding officer. The Speaker shall appoint the Chair of the tellers.
 - b. Pages – wait upon the assembly, in particular, the attendees and presiding officers at the General Assembly meeting, to quietly handle messages and to be of assistance when needed. The Speaker shall appoint the Chair of the pages.
7. Contact Minutes Editing Chair for a copy of the prior year's General Assembly minutes, if not already received.
8. Prepare an annual report for the General Assembly Packet. Reports should include activities, expenses, and any recommendations. (Individual CEU events should not be included.)
9. For budgetary allowance, refer to the current year's budget from the Finance Committee approved at the General Assembly.

Specific Duties of the Speaker for General Assembly:

1. The final tally sheets will be given to the Speaker by the Teller's chair to announce results.
2. Send by mail or electronic means a copy of the preliminary agenda to be used by the Speaker and Vice Speaker to the Minutes Editing Chair and Parliamentary Advisor, President, and Vice President.
3. Have copies of the final agenda available for distributed at the General Assembly.
4. Chapter Standards – Pages are responsible for setting up Chapter standards. These are to be obtained from the Secretary. (optional)
5. Refer to conference guidelines for further Speaker duties.

VICE SPEAKER OF THE GENERAL ASSEMBLY

The Vice-Speaker will be elected for a term of two (2) years and shall have the right to vote at all Executive and General Assembly meetings.

1. Be a member of the Executive Board, Minutes Editing, Bylaws/Standing Rules, Policy Manual and Conference committees.
2. Succeed to the office of Speaker in case of vacancy due to resignation or death.
3. Be familiar with Roberts' Rules of Order, as well as this Society's Bylaws/Standing Rules and Policy Manual.
4. Request the submission of annual reports by the Society Officers, Committee Chairs and BOT Chair for duplications and inclusion in the General Assembly Packet. Report should be requested by the first week of February and include due by date. Reminders shall be made by mail, electronic format, or phone call at discretion of the Vice Speaker. Format of letter should be provided by previous Vice Speaker. Letter should be reviewed each year to update necessary changes. Letter should indicate how to format and content needs;
 - a. Report should be formatted as
 - i. Pages need to be line numbered
 - ii. Font – New Times Roman, font size 12
 - iii. Left margin set a 1”
 - b. Reports should include;
 - i. Yearly activities, highlights only
 - ii. Name of submitter (chair)
 - iii. Name of Committee members
 - iv. Expenses listed at the end of report after names
 - v. Recommendations should be placed at the bottom of the report, in bold and underlined and underlined.
5. The following material is to be included in the General Assembly packet:
 - a. Agenda.
 - b. Guide for Voting Attendees.
 - c. Table of Contents.
 - d. Reports of officers (elected and non-elected) (non-elected officers reports should be included only if expenses incurred are listed on report)
 - e. Reports of committees (standing and appointed)
 - f. Copy of the proposed changes to the Society's Bylaws.
 - g. Copy of proposed budget and financial statement.
6. Be responsible for duplicating the annual reports for the General Assembly packet as they are received. It is the responsibility of the officer/chair submitting the report to see that the report is in proper form/style and without error. Duplication of the annual reports received after the deadline will be the responsibility of those persons submitting reports.
7. At least 15 days prior to the Annual Meeting, General Assembly packets will be available by electronic format. Upon request a copy will be mailed (mailing subject to postage cost) for additional mailing
8. Assist the Speaker in her duties throughout the year and be available to the Speaker for assistance and counsel.
9. Refer to conference guidelines for further Vice Speaker duties.

10. Prepare an annual report for the General Assembly packet. Reports should include activities, expenses, and any recommendations. (Individual CEU events should not be included)
11. For budgetary allowance, refer to the current year's budget from the Finance Committee approved at the General Assembly.

Specific Duties for Vice Speaker:

1. Create a list with title of report and responsible person to submit report. List should also indicate the order in which the report will be arranged in the packet. As the reports are received, the name is marked off the list and the reports are inserted in the order of the list.
2. If necessary, contact a printing company in a timely manner for any printing that needs to be completed prior to the Annual Meeting.
3. The reports are put in order and a copy is sent for printing for distribution. The original to be kept by the Vice Speaker and once packet is finalized a copy needs to be given to the Speaker. (Suggested 30 -45 days prior to meeting)
4. Work closely with the Speaker to set up General Assembly agenda. Handle the election of Officers and AAMA Delegates and any other phase of the General Assembly as designated by the Speaker.

PARLIAMENTARY ADVISOR

The Parliamentary Advisor will be appointed for a term of two (2) years and shall have the right to ballot vote only at the Executive Board and General Assembly meetings.

1. Be familiar with parliamentary law and protocol as outlined in Robert's Rules of Order, Newly Revised and the Society's Bylaws, Policy Manual and Standing Rules. Note: A current copy of all references must be available at all meetings.
2. Have a working knowledge of the Standing Rules of this Society.
3. Be present at all meetings of this Society in an advisory capacity to the President.
4. Advise the President on points of order when the decision of the chair is challenged on proper parliamentary procedure or when other questions are referred to you by the chair. Decisions shall be governed by the Bylaws and the Standing Rules of the Society and by Robert's Rules of Order, Newly Revised.
5. Review, with the President, the meeting agenda and other questions prior to meetings to anticipate procedures that may arise and study rulings pertaining to these procedures.
6. Never embarrass the President by pointing out incorrect rulings openly.
7. Be seated near the President at meetings so that she may advise the President when necessary. The President may or may not accept the parliamentary advisor's advice; if the assembly feels that the President has ruled incorrectly, they may then, "appeal the decision of the Chair," not the ruling of the Parliamentary Advisor.
8. Not express personal views on an issue unless called upon to do so by the President or the membership.
9. Serve in an advisory capacity to the Bylaws and Policy Manual Committees.
10. See that the rights of each member and the society as a whole are preserved and protected.
11. Receive the numbered ballots from the Credentials Chair with a roster of the voting body.
12. Must be present during the voting and counting of ballots, to verify all procedures have been followed and that the voting is official.
13. Prepare an annual report for the General Assembly packet. (Optional)
14. For budgetary allowance, refer to the current year's budget from the Finance Committee approved at the General Assembly.

CHAPLAIN (Optional)

The Chaplain will be appointed by the ISMA President for a term of two (2) years and shall have the right to vote only at the General Assembly meeting, unless serving in an officer/representative capacity on the Executive Board.

1. Conduct a memorial service at the Annual State meeting. Place a notice in the Executive Memo asking members to list names of individuals whom they want remembered for the memorial service.
2. Prepare non-denominational prayers for meetings as directed by the President.
3. Send sympathy/get well cards as directed by the President.
4. Prepare an annual report for the General Assembly packet. (Optional)
5. For budgetary allowance, refer to the current year's budget from the Finance Committee approved at the General Assembly.

Note: If the ISMA President chooses not to appoint a Chaplain the duties will be responsibility of the ISMA President.

HISTORIAN (Optional)

The Historian will be appointed for a term of two (2) years and shall have the right to vote only at the General Assembly meeting, unless serving in an officer/representative capacity on the Executive Board.

1. Keep the Historian's book up to date by placing in it any newspaper clippings/articles or photographs pertaining to the Society or any of its members. Make sure that all pictures have the following information attached: occasion, date, place and name of people in the picture. Make sure that newspaper clippings have the name and date of the paper in which it appeared.
2. Take pictures at all state functions.
3. Collect executive memos, any chapter pictures or material given to you, and anything appropriate to go into the President's history book.
4. Assemble the History Book for viewing at the ISMA State Conference and give to the President at the end of your term as chair.
5. For budgetary allowance, refer to the current year's budget from the Finance Committee approved at the General Assembly.
6. Prepare an annual report for the General Assembly packet. (Optional)

EXECUTIVE BOARD

1. The Executive Board shall be comprised of the President, Vice President, Immediate Past President, Secretary, Treasurer, Speaker of the General Assembly, Vice Speaker of the General Assembly, one (1) chapter representative from each component chapter, Board of Trustees Chair, Parliamentary Advisor, and Chaplain (if appointed).
2. All members of this committee have a right to ballot and voice vote, with the exception of the Chaplain (unless also holds a position with voting power) and the Parliamentary Advisor who may ballot vote only. Any chapter representative or BOT Chair who serves in an ISMA officer position on the board shall be entitled to 2 votes.
3. The President shall act as chair and the board shall function on call of the President; due notice being given.
4. Regular meetings shall be held in person in Summer/Fall and Winter as set up by the President. Virtual meetings can be called at any time when deemed necessary by the president.
5. Special meetings may be held, due notice give, in person, by phone or virtual as determined by President.
6. All Executive Board meeting shall be open to the ISMA membership unless notified in advanced that a close session is being held. A session can be closed at the discretion of the President.
7. The board shall carry out the politics of the ISMA between the Annual meetings.

CHAPTER REPRESENTATIVES TO THE EXECUTIVE BOARD

The chapter representative and alternate representative shall be appointed by their chapters;

1. One (1) representative and one (1) alternate representative shall be appointed by each chapter.
2. Be appointed by their chapter for a two (2) year term. If change is required prior to end of term, the president must be notified in writing of the change.
3. Attend all Executive Board meetings.
4. The representative will have a voice and a vote at all Executive Board meetings, the alternate shall have a voice but no vote except in the case of when the alternate assumes the duties of the representative.
5. Be a member of the Membership committee. (See Membership Committee Guidelines). Vice President will be the chair.
7. Shall report important Chapter information at Executive Board Meetings
8. Shall report all Executive Board action to their component chapters.

Note: It is the recommendation of the ISMA that a Chapter Representative be someone other than a current ISMA officer, however if this is not possible it is permissible.

BOARD OF TRUSTEES

The Board of Trustees shall:

1. Consist of ANY past Presidents whose dues are paid as of December 31st of the previous year. The current President of this Society can attend with no vote, unless is an ISMA Past President
2. The chair shall be elected by the BOT at the Annual Meeting and serve a 2-year term to coincide with the ISMA Officer elections.
3. The Chair of the Board of Trustees shall be a voting member of the Executive Board and General Assembly.
4. The Board of Trustees shall be ex-officio members of the Executive Board with voice but only one vote to be cast by its Chair.
5. Arrange for Board of Trustee meetings in conjunction with other ISMA meetings, minimum of 2 meetings per year with one meeting being held at the Annual Meeting.
6. At the April meeting a member (s) will be selected to be responsible for solicitation of nominations and mailing of the ballots for the election of the Distinguished Service Award, the Mary Lu Ostrowski Award, The Member of the Year Award and Life Membership. Nominations of these awards are solicited yearly.
 - a. The member responsible for the Life Member Award and Distinguished Service Award must already have been a recipient of those awards.
 - b. The member responsible for the Member of the Year Award and Mary Lu Ostrowski Award, is not required to have been a recipient of that award.
 - i. They may or may not be the same member for the Life Member and Distinguished Service Award.
 - c. The person who receives the most RETURNED votes will receive the award(s).
 - d. Any other business needing to be addressed by the board.
7. Act in an advisory capacity for all aspects of the ISMA and its members.
8. Provide assistance to organized chapter(s), member(s), or officer(s) upon written request to the BOT chair. If he/she is unavailable, request can be made to the president.
9. For budgetary allowance, refer to the current year's budget from the Finance Committee approved at the General Assembly.
10. Board of Trustees meetings are closed unless otherwise stated.

Protocol for Board of Trustee Awards

1. The Chair or appointed representative will be responsible for requesting nominations for awards each year. **Note: It is not necessary to grant award(s) if no qualifying nominee is submitted.**
 - a. Member of the Year and Mary Lu Ostrowski award letter will be sent to BOT and Chapter Representatives
 - b. Life Member and Distinguished Service award letters will be sent to BOT members only.

2. After nominations are received, additional two committee members will be appointed by each Awards chair.
3. Each committee will review nominations to verify if the nominated member is qualified for the award for which they were nominated.
 - a. If member is qualified, list the nominee on official ballot.
 - b. If member is not qualified the nominating party will be notified.
4. Once an official ballot is determined the chair will send the ballot to all Board of Trustees Members. The ballot shall include;
 - a. A deadline for the ballot to be returned.
 - b. An option to abstain from voting.
 - c. Instructions that the ballot must be returned whether voting or abstaining.
5. The chair will receive and count the ballots. It is at the discretion of the committee whether to count ballots that are received after the deadline.
6. The chair will be responsible for purchasing or directing someone to purchase the plaque to be given to the award recipient.
7. See individual awards for specific guidelines.

DISTINGUISHED SERVICE AWARD GUIDELINES

1. Since this is a State Award; the member must be active on the State level.
2. Qualifications of a candidate must be limited to activities in the Medical Assisting field.
3. To qualify, a member must have contributed something outstanding – unusual and well beyond the call of duty – something very special – and not for accomplishing the obligations as set forth in the Bylaws.
4. A candidate should not be considered if she has previously been a recipient of this award.
5. The Distinguished Service Award Committee will be comprised of a chair and two (2) Board of Trustees members. The DSA Chair and committee members shall be selected at the April Board of Trustees meeting for the coming year. The Chair must have been a previous recipient of both the Distinguished Service and Life member Awards. (See Board of Trustees for further explanation as to DSA Award Committee.)
6. Each Board of Trustee member may submit one candidate's name along with a written explanation.
7. Chapter Representatives may also submit one candidate which their chapter has selected as a group along with written explanation of why candidate should receive DSA.
8. Names and explanations will be forwarded to the DSA Committee by the deadline specified by the DSA Awards Chair; the chair has the discretion to disqualify nominations received after the deadline date.
9. Finalists' names along with a copy of the nomination, in its entirety, as to the reason the candidate should receive the DSA will be sent to all Board of Trustee Members with a secret ballot. The ballot needs to be returned by the deadline stated to the DSA Committee. The candidate receiving the most returned votes will receive the DSA.

10. In the event, a voting member does not wish to vote for any nominated candidate, the ballot shall still be returned by the deadline date. A notation of I do not wish to vote shall be checked or written on the ballot.
11. An engraved plaque will be given to the DSA Recipient.

LIFE MEMBERSHIP AWARD GUIDELINES

1. Since this is a State Award, the member must be active on the state level.
2. A candidate's name should not be considered if he/she has previously received Life membership.
3. The Life Member Award Committee will be comprised of a chair and two (2) Board of Trustees members. The Life Member Awards Chair and the committee shall be selected at the April Board of Trustees meeting for the coming year. The chair must have been a previous recipient of both the Distinguished Service and Life Member Awards. (See Board of Trustee for further explanation for Life Member Awards Committee.)
4. If available, send a resume with all chapter, state and national activities with the nomination
5. Each Board of Trustee member may submit one candidate's name along with a written explanation.
6. Chapter Representatives may also submit one candidate which their chapter has selected as a group along with written explanation of why the candidate should receive Life Membership.
7. Names and explanations will be forwarded to the Life Member Award Committee by the deadline specified by the Life Member Awards Chair; the chair has the discretion to disqualify nominations received after the deadline date.
8. Finalists' names along with a copy of the nomination, in its entirety, as to the reason the candidate should receive the Life Member will be sent to all Board of Trustee Members with a secret ballot. The ballot will be returned by the deadline dated to the LMA Committee at which time the candidate receiving the most returned votes will receive the LMA.
9. In the event, a voting member does not wish to vote for any nominated candidate, the ballot shall still be returned by the deadline date. A notation of I do not wish to vote shall be checked or written on the ballot.
10. An engraved bar pin will be given to the Life Membership Award Recipient.
11. The President of ISMA will submit the recipient of the Life Member Award to AAMA after the ISMA Annual Meeting.

MEMBER OF THE YEAR AWARD GUIDELINES

1. This award is given to a local chapter member who has shown outstanding dedication to the field of medical assisting.
2. A candidate should not be considered if he/she has previously received the Member of the Year Award.

3. The Member of the Year Committee will be comprised of a chair and two Board of Trustee members. The Member of Year Awards Chair and committee members shall be selected at the April Board of Trustees meeting for the coming year. ****See Board of Trustees for further explanation.
4. If available, send a resume with all chapter, state and national activities with the nomination
5. Each Board of Trustee member may submit one candidate's name along with a written explanation.
6. Chapter Representatives may also submit one candidate whom their chapter has selected as a group along with written explanation of why the candidate should receive Member of the Year Award.
7. Names and explanations will be forwarded to the Member of the Year Award Committee by the deadline specified by the Member of the Year Award Chair; the chair has the discretion to disqualify nominations received after the deadline date.
8. Finalists' names along with a copy of the nomination, in its entirety, as to the reason the candidate should receive the Member of the Year (MOTY) will be sent to all Board of Trustee Members with a secret ballot. The ballot needs to be returned by the deadline stated to the MOTY Committee. The candidate receiving the most returned votes will receive the MOTY.
9. In the event, those voting do not wish to vote for any nominated candidate, the ballot shall still be returned by the deadline date with notation of do not wish to vote.
10. An engraved plaque will be given to the Member of the Year Recipient.

MARY LU OSTROWSKI AWARD GUIDELINES

1. This award is a State Award. This award is given to a state committee chair who has gone above and beyond the duties of the committee.
2. A candidate should not be considered if he/she has previously received the Mary Lu Ostrowski Award.
3. The Mary Lu Ostrowski Awards (MLOA) Committee will be comprised of a chair and two Board of Trustee members. The MLOA Chair and committee members shall be selected at the April Board of Trustees meeting for the coming year. *See Board of Trustee for further guidelines.
4. If available, send a resume with all chapter, state and national activities with the nomination
5. Each Board of Trustee member may submit one candidate's name along with a written explanation.
6. Chapter Representatives may also submit one candidate which their chapter has selected as a group along with written explanation of why the candidate should receive Mary Lu Ostrowski Award.
7. Names and explanations will be forwarded to the Mary Lu Ostrowski Award Committee by the deadline specified by the Mary Lu Ostrowski Award Chair; the chair has the discretion to disqualify nominations received after the deadline date.

8. Finalists' names along with a copy of the nomination, in its entirety, as to the reason the candidate should receive the Mary Lu Ostrowski Award (MLOA) will be sent to all Board of Trustee Members with a secret ballot. The ballot needs to be returned by the deadline stated to the MLOA Committee. The candidate receiving the most returned votes will receive the MLOA.
9. In the event a voting member does not wish to vote for any nominated candidate, the ballot shall still be returned by the deadline date. A notation of I do not wish to vote shall be checked or written on the ballot.
10. An engraved plaque will be given to the Member of the Year Recipient.

AAMA NATIONAL CONFERENCE – ISMA DELEGATES GUIDELINES

1. The President and the Vice President will be automatic 1st and 2nd delegates to the AAMA National Conference. The President and Vice President are still expected to attend even if unable to serve, at which time they would be considered an appointed attendee. In the event it is known in advance that one of these officers will not be able to attend a replacement will be elected at the ISMA General Assembly
2. Additional delegates, if necessary, will be elected at the ISMA General Assembly. The number of delegates needed is based on the count given to the society by the AAMA. To be eligible for nomination:
 - a. Must meet qualifications set up by AAMA Bylaws;
 - i. See ISMA Bylaws Article XIII
 - ii. Point of clarification: Active is in reference to membership class.
 - b. In addition to AAMA guidelines must meet the follow state requirements;
 - i. The member must be active at the chapter and state level.
 - ii. Must attend at least 2 of the 3 state business meetings within the year prior to your nomination* at the ISMA Conference. Business meetings are limited to General Assembly, Fall Executive Board Meeting, and Winter Executive Board meeting. You must attend each meeting for the entire session in order to be considered as attended.

Example: To be considered on the ballot for 2022, you would have needed to attend 2 out of the 3 following meetings; 2021 General Assembly, 2021 Summer/Fall Executive Meeting, 2022 Winter Executive Meeting.

*Nomination means name will be placed on the ballot whether a previous consent to serve has been signed or a nomination from the floor.
 - iii. Credentials must be in order.
3. All candidates' names will be placed on the ballot. In event of a tie for the final position, a new vote will be held between the tied candidates to determine who will fill the final position.
4. Each delegate/appointed attendee will receive monies as specified below to offset the cost of the AAMA National Conference.
 - a. When the conference is held out of the Midwest Region, each Delegate/appointed attendee will receive \$1,200.00.
 - b. When the conference is held in the Midwest Region, each Delegate/appointed attendee will receive \$1,050.00.
 - c. The Midwest Region includes the states of: Illinois, Indiana, Iowa, Michigan, Minnesota, Missouri, Nebraska, Ohio, and Wisconsin.

5. Each delegate/appointed attendee MUST keep all receipts and prepare an Expense Report and Reimbursement Request.
 - a. If funds received are more than expenses, a refund must be made to the ISMA Treasurer for the difference.
 - b. If funds received are less than expenses, any additional expenses are the responsibility of the Delegate.
 - c. Acceptable items for reimbursement are registration, lodging, transportation, and meals including tips (acceptable average tip rate 15-20%).
 - d. Items not payable include alcoholic drinks, room service, other items purchased for personal comfort

6. Each delegate/appointed attendee must prepare a written report for the Annual Meeting. To be included in the report shall be:
 - a. Activities attended. Individual CEU sessions do not need to be listed.
 - b. Any new changes or announcements made that will affect the AAMA, ISMA, or local chapters.
 - c. Summary of the AAMA House of Delegates
 - d. Financial report as to the cost of attending.
 - e. Any item at the direction of the ISMA President

7. All delegates/appointed attendee MUST attend all meetings pertaining to the AAMA House of Delegates at the conference.

8. Any delegate/appointed attendee who is not or does not fulfill his/her duties at the AAMA Conference will be required to refund any monies paid to them by the ISMA.
 - a. Duties include:
 - i. Attend leadership training and any meeting which pertains to the procedures of the House of Delegates
 - ii. Register at the credentials desk and attend the House of Delegates
 - iii. Participate in the Reference Committee meetings if any are held
 - iv. To vote

COMMITTEES

ARCHIVES

The Archives Committee will be appointed for a term of two (2) years and shall:

1. Be comprised of the Board of Trustees with the Immediate Past President as Chair.
2. Be responsible for the following:
 - a. Reviewing old records.
 - b. Preserving, organizing and maintaining all pertinent and historic records.
 - c. Discarding obsolete and/or extraneous materials.
3. Prepare an annual report for the General Assembly packet.
4. For budgetary allowance, refer to the current year's budget from the Finance Committee approved at the General Assembly.

AUDIT

The Audit Committee will be appointed for a term of two (2) years and shall:

1. Protect the integrity of accounting system and practice of the ISMA.
2. The Committee shall consist of no less than one (1) chair and two (2) members. The members of the committee shall be experienced in financial record keeping.
3. The chair and members of the Audit Committee shall be appointed by the Executive Board no later than April of the current term. The Treasurer and any member of the Executive Board who have dealings with the finances of the society shall have no voice or part in selecting the audit committee. The Treasurer will be ex-officio of the audit committee for verification purposes with no vote.
4. An audit of the Society's financial records shall be performed prior to the Fall Executive Board Meeting and report as follows;
 - a. Prepare a complete profit and loss statement
 - b. Report findings and recommendations to the Executive Board with a complete report to be given at Fall Executive Board Meeting.
5. It shall be the Audit Committee's responsibility to examine the books, reports, and vouchers to see that all money received/dispensed is accounted for. The Treasurer must show a receipt for every disbursement and ascertain expenses are legitimate.
 - a. Financial records of officers/committees needed to commence audit consist of:
 - i. Checkbook register.
 - ii. Bank/financial institution's statements (monthly).
 - iii. Cancelled checks or image copies.
 - iv. Expense Report & Reimbursement Request (ERRR) with attached receipts.
 - v. Ledgers-accounts payable/receivable.
 - vi. Treasurer's fiscal report.
 - b. The audit is performed in the following manner:
 - i. Sort the above in chronological order.
 - ii. Verify the bank statements have been reconciled.
 - iii. Verify that final figures from the ledger and final bank statement reconcile and that the checkbook balance are equal and if they are not equal, audit for discrepancy(ies).
 - iv. Verify that ERRR and receipts equal checks written ascertaining that expenses are legitimate to the Society's functions policies. Confirm that the expenses are listed in appropriate expense category.

- v. Verify that incomes are accurate by comparing accounts receivable ledger with bank deposits made. Verify that the incomes are in the appropriate income categories.
6. In the event of a vacancy in the office of Treasurer an audit shall be made of the financial records by the Audit Committee. Such audit shall be conducted within 15 days after receipt of the records. A written report by the Audit Committee covering the audit shall be submitted to the Executive Board and the records transferred as directed by the Executive Board.
7. For Budgetary Allowance, refer to the current year's budget from the Finance Committee approved at the General Assembly.

BYLAWS

The Bylaws Committee will be appointed for a term of two (2) years and shall:

1. Consist of a Chair and the Policy Manual Chair as Co-Chair.
2. Include the Speaker and Vice-Speaker of the General Assembly as members.
3. Include the Parliamentary Advisor as an ex-officio member.
4. Immediately following the General Assembly meeting, the newly appointed Bylaws Committee is responsible for retyping, duplicating and distributing the amendments as passed by the General Assembly annually.
 - a. A new copy of the Bylaws should be distributed to each chapter after changes have been made. Before distribution of any changes, a full examination should be made of the retyped copy by the President, Speaker of the General Assembly and Parliamentary Advisor (whose term was in effect at that General Assembly meeting).
 - b. Three copies are sent to the AAMA National Office. Amended editions of the Bylaws are to bear the date of revisions and name of committee members.
 - c. Sent a copy to website chair.
5. Study the State and National Bylaws for conformity and make recommendations for amendments.
6. Use the following as a guide:
 - a. Check dates of the Annual meeting and record your deadline date.
 - b. Review the past files of the Bylaws Committee.
 - c. Become conversant with Parliamentary Rules, State and National Standing Rules.
 - d. Consult with the President regarding changes, additions or deletions.
 - e. Consult component Chapter Presidents for any proposed amendments to be submitted within a designated time.
 - f. Decide on changes that will make the Society's governing rules more workable.
 - g. Prepare a written report of the committee and submit to the winter Executive meeting for discussion before issuance to the delegates.
7. Submit proposed amendments of the Bylaws membership by mail and/or electronic format not later than 15 days prior to the Annual meeting at which time they shall be voted upon.
8. Forward a written report to the Vice-Speaker of the General Assembly who will include the proposed amendments in the General Assembly packet.
9. Offer assistance to newly organized chapters in preparing their Bylaws.

10. Examine the Bylaws of the newly organized chapters to ascertain conformity to that of the Illinois Society. All Bylaws of a newly organized chapter must be approved by the Bylaws committee. Once approved, a copy of the Chapter's Bylaws with an approval letter is to be sent to the Chapter President and a copy to the ISMA President, by the Bylaws Chair.
11. Every three years, beginning in 1986, review the Bylaws of each Component Chapter. (Any necessary Bylaws changes will be sent to the Chapter from the Bylaws Committee.)
12. Keep one copy of the ISMA Bylaws for each year which is given to Archives, for permanent records of the ISMA.
13. All approved copies of ISMA or Chapter Bylaws are to be given to Archives for permanent record.
14. Prepare an annual report for the General Assembly packet.
15. For budgetary allowance, refer to the current year's budget from the Finance Committee approved at the General Assembly.

CONFERENCE

Conference Guidelines

1. A Conference overall chair will be appointed by the President with approval of the Executive Board for the Annual Conference
2. The ISMA Conferences shall be held in the Bloomington/Normal area due to the central location.
3. The Conference chair is to set up all committees needed for the Conference and seek participation from each chapter to complete the committee work.
4. The hosting chapter - the rotation schedule is to be used to determine the hosting chapter.
5. The hosting chapter shall be responsible for securing the hotel and plan all meal functions.
6. Excess monies after expenses are met are to be divided between the hosting chapters and ISMA.
7. Utilize the AAMA Representative for focus group during the weekend.
8. Have a copy of the full Conference agenda available at the front desk at check in and make announcement of changes as necessary during the Conference.
9. Follow budget guidelines and ISMA Conference Liability Guidelines. If not provided to you by previous conference chair or Overall conference chair, please request from Archive's chair.

The following offices/committees to be established for the annual Conference are as follows:

Host Chapter	Program Handout/Book	Credentials
Registration	Secretary	Treasurer
Meal Functions	Education	Raffle
Hospitality/Transportation		

The following are optional committees that may be established:

Welcome Party	Flower	Decorations	Exhibits
Ad Book	Door Prizes/Gifts		

General Information:

The Conference committee shall:

1. Be comprised of the overall chair (If appointed), chair from the host chapter, President, Vice President, Immediate Past-President, Speaker and Vice Speaker of the General Assembly, and all Conference committee chairs.
2. Work with the Speaker and Vice-Speaker of the General Assembly in making arrangements for the General Assembly meeting. Get their approval before proceeding with any major projects in their respective responsibility of the Conference.
3. Carefully study the correspondence and reports of the preceding year.

DUTIES OF OVERALL CONFERENCE CHAIR, (If appointed)

1. Read the section on Meeting Section/Annual meeting
2. Will be appointed by the President with the approval of the Executive Board.
3. Must have been a previous Conference chair.
4. Work with the host chapter chair and coordinate all aspects of the Conference.

DUTIES OF THE HOST CHAPTER:

1. Name a Conference Chair or Co-Chairs
2. Name a Secretary to record minutes of each meeting.
3. Name a Treasurer to handle all monies if the ISMA Treasurer is not being used.
4. Name chairs for each committee and work closely with them to coordinate their activities.
5. Be responsible for choosing the theme of the Conference to be carried throughout the entire weekend.
6. Choose the date for the Conference, taking into consideration holidays, etc. (usually the last weekend in April).
7. Plan the Conference meetings, approximately five (5), at appropriate intervals. Be prepared to present the registration fee for approval at the Fall Meeting. Note: Some hotels will allow you to meet in one of their rooms at NO charge.
8. ISMA will automatically give \$2,000.00 to the Conference committee for startup funds, however if the hotel requires a deposit greater than this amount, additional funds may be requested from ISMA Treasurer. (Note if ISMA Treasurer is used, the \$2,000.00 will be reported as a journal entry no check will be issued)
9. Choose a hotel, keeping in mind that it should be conveniently located, large enough to meet all requirements and offer the most for the amount set as a minimum cost.
 - a. A site visit can help determine accommodations.
 - b. Ask for a menu from their banquet and catering department and inquire about the tax and tip rates that need to be added to each meal. The final cost of meals will influence the registration fee.
 - c. Rooms will be needed for the General Assembly, education and meals. Other meetings rooms as directed by the president.
10. Anticipate how many meals will be needed
 - a. Education luncheon – exhibitors (one per company) and speakers
 - b. Saturday President’s Dinner/Inaugural Banquet – Chaplain (if other than ISMA Chaplain), one guest of the current President, one guest of the current Vice President, and Master/Mistress of Ceremonies, Advisor and their spouses. (If needed)

11. Meet with the hotel manager and arrange for:
 - a. Lodging - Block off the number of rooms needed for guests, using previous year's numbers as a guide. (Determine if rooms are needed for handicap accessibility)
 - b. Meetings Rooms– Business and General Assembly meeting, and educational sessions. If possible, (secure a floor plan of rooms to be used for the meetings, determine the types of tables available, determine the number of microphones and speakers podiums necessary, and locate electrical outlets)
 - c. Meals Functions - . As determined by hosting chapter. Note: Based on the starting time of the General Assembly take into consideration that a Friday evening meal may need to be added into the schedule.
 - d. Miscellaneous Space - arrange for displays and exhibits
12. Establish the registration fee, keeping in mind the cost of meals.
13. Make a hotel room reservation for the AAMA representative and the ISMA President.
14. Plan and prepare a copy of the registration flyer to include the date, time, place, topics and speakers. The registration form needs to include a space for the chapter of the registrant in addition to the address and city. (It may be a 2-page form if necessary) Stipulate on the registration form that “no refunds will be made if registration is cancelled after the deadline”.
15. Make registration packets to be distributed to each officer, BOT and chapter representative as soon as it is available, no later than February prior to the event. (Include: registration forms, hotel information, ad book, well-wisher forms, raffle tickets, and corsage order form (optional). If the person holds more than one position it is not necessary to duplicate the packet.
16. Mail a copy of the registration form to the President by January 30th for inclusion in the Executive Memo. Note: A full ISMA member mailing with this information will be completed by the President.
17. Send, in electronic format, a copy to the Website Chair for posting on the website.
18. Send letters of invitation by March 1st (approximately) – Chair may appoint another committee member to complete this task.
 - a. President of AAMA
 - b. AAMA Executive Director
 - c. President of the County Medical Society of Host City (optional)
 - d. Mayor of Host City (optional)
 - e. ISMS President (optional)
19. Send letter of invitation with registration flyers to the following State Presidents (Indiana, Iowa, Michigan, Minnesota, Missouri, Nebraska, Ohio, and Wisconsin). Chair may appoint another committee member to complete this task. (Optional)
20. Draft a Conference budget – this will serve as a guide and also give you some idea of the amount of money needed for the Conference - use the number attending the previous Conference as your base number.
21. Be prepared to submit a complete Conference program upon request of the President by January prior to the event. NOTE: Approval is not necessary.
22. When completed, give the hotel a copy of the final program so they will know exactly what arrangements are necessary at specified times each day.
23. Have attendees complete an evaluation form and present the findings as part of the Conference report to be submitted to the General Assembly.

24. Excess money after expenses have been met will be divided by the hosting chapter(s) and the ISMA.
25. Be prepared to pass Conference files to new overall Conference chair as soon as possible.
26. Prepare an annual report for the following year's General Assembly packet.

ISMA PRESIDENT RESPONSIBILITIES:

1. Presides over the sessions at the annual meeting except for the General Assembly. The Speaker of the General Assembly presides over this portion of the Conference with the assistance of the Vice Speaker.
2. Furnish a guest list to the presiding officer at the General Assembly meeting and General Sessions.
3. Contact the Governor or State Representative of Illinois for Proclamation for Medical Assistants Week and invite to attend the Conference.
4. The Executive Board chooses the AAMA Representative and the President makes contact through AAMA to the representative. The representative should be allowed a one-hour networking session. (AAMA Representative hotel accommodations and registration fee will be paid out of the conference funds).
5. The President presides during the luncheon and gives the welcome, if awards are given, the BOT will conduct the Awards Ceremony.
6. Provide a guest list for each function, both paying and non-paying, to the Conference chair no later than 1 week prior to Conference. (President and Vice President provide list for Inaugural Banquet, if applicable)
7. Supervise head table seating and reserve seating for ALL meal functions. PLEASE NOTE: The President is in charge until the incoming President is installed, however, we suggest the President and Vice President work together regarding special guest seating of Inaugural Banquet etc. (If applicable)
8. Invite head table guests for the Saturday evening banquet and prepare table place cards. (If applicable)

ISMA VICE PRESIDENT RESPONSIBILITIES:

1. Select the Master of Ceremonies and Chaplain (if other than ISMA Chaplain) for the Saturday evening banquet.
2. Choose and work with the installing officer to make all arrangements for the ceremony. The installing officer is responsible for providing and coordinating her needs (decorations, table, microphone, etc.) with the Conference chair.

SPEAKER AND VICE-SPEAKER OF THE GENERAL ASSEMBLY RESPONSIBILITIES:

1. Review all duties as listed under officer's duties in the Policy Manual.
2. The Speaker of the General Assembly is responsible for inviting special guests for opening the General Assembly on Friday (to be coordinated with the Conference chair).
3. The Speaker and Vice Speaker should work with the Conference chair to determine the schedule for the General Assembly.

DUTIES OF GENERAL COMMITTEES

AD BOOK: (Optional)

1. Be responsible for securing ads; make sure a request is in the registration packets.
2. Compile the paid ads, other lists, and information to be printed in the ad book by referring to past ad books.
3. Secure bids for printing costs by preparing a “sample” ad book for cost estimate. Work with the printer for formatting information for printing.

PROGRAM HANDOUT/BOOK:

1. Prepare a “schedule of events”, listing educational topics and all activities to be placed in the registration packets.
2. If requested by the hotel, print meal tickets.

CREDENTIALS:

1. In late February contact the AAMA for a copy of the paid membership roster as of 12/31 by chapters. Membership list can be obtained by contacting the AAMA or through the AAMA website by an officer of the ISMA. The roster list will give you each member’s name and their classification of membership. Contact AAMA to verify any discrepancies.
2. Calculate from this list the number of voting members according to the Bylaws. AAMA membership must be postmarked by December 31 of the previous year.
3. Work with the Conference registration chair to get a list of those attending the General Assembly. Check these names against the roster list of paid membership and notify the member if they are not eligible to vote. The attendee would not be eligible if their name is not listed, dues not paid by 12/31 of the previous year or if they are not eligible due to membership category. Only Active, ISMA Life, Sustaining, Associate or Members at Large are eligible to vote at the ISMA General Assembly.
4. Prepare a master list of voting members, per chapter name, to be used at the credentials desk for check-in at the General Assembly and for voting. A copy of this final list is sent to the Speaker and Vice Speaker of the General Assembly as soon as it is complete. Also, a list of members who will be attending but not eligible to vote. Verify if a quorum has been met. A quorum for General Assembly will be the attendance of twenty (20) voting members which shall include a minimum of 4 officers.
5. Each attendee must check in at the credentials desk before entering the General Assembly. If an attendee is eligible to vote, they will be given a voter’s card upon entering the General Assembly. The attendee must give the card to the credentials desk any time they leave the meeting room and have their credentials verified again before reentering.
6. A report is then made of the voting count for presentation during the General Assembly, establishing whether a quorum is present. If any voting member has to leave the General Assembly during a session, the voting power has to be revised and reported to the Speaker.
7. Be prepared to give a credentials report in the General Assembly when asked by the Speaker. This needs to include the possible vote count, actual count, majority (1/2 of the actual count plus 1) and two thirds (2/3 of actual count).

8. Shall number the ballots according to the voting body of the General Assembly. Shall number 10 additional ballots from the actual count in case of spoiled ballots. After numbering the Credentials chair shall give the numbered ballots with a list of the voting body to the Parliamentary Advisor.

EDUCATION:

1. Plan the Saturday education sessions, obtaining speakers for their ability to present their material. Contact the speaker (preferably in writing) at least 3 to 6 months before the Conference, requesting a biographical sketch, photograph (optional), topic of speech and time limit. Ask what reimbursable expenses he/she will have and any fee for speaking. Biographical information is necessary for introduction of the speakers. Request written confirmation of acceptance. Use the AAMA Educational Program Planning Packet for program ideas and suggestions.
2. Confirm the speakers in writing. Determine the length of their presentation and time schedule. Send them a copy of the program at least one week in advance.
3. Have an extra speaker in the event a speaker who has accepted finds it necessary to decline at the last minute.
4. Apply to AAMA for CEU's for educational programs at least 60 days prior to the event.
5. Prepare a packet for each registrant to be distributed at registration the morning of the educational sessions, including speaker information, handouts, and CEU Attendance Checklist.
6. Submit the completed CEU Attendance Checklist to AAMA immediately after the close of the Conference. (per AAMA guidelines must be within 30 days of the event)
7. Write thank you notes to each speaker post-Conference.

EXHIBIT COMMITTEE: (Optional)

1. Work with the host chapter to determine space availability for exhibitors at the hotel.
2. Begin contact with potential exhibitors in November. (Usual charge for exhibit space is \$100 - \$150 per exhibit.)
3. Confirm in writing commitment from potential exhibitors.
4. Be available to exhibitors for set-up at the Conference site.
5. Collect the fees in advance from exhibitors and forward fees to the Conference treasurer.
6. Work with hosting chapter to identify any special needs by the exhibitor (electrical, etc.).

FLOWERS/DECORATIONS: (Optional)

1. Work with the host chapter to determine special decoration needs. (Most hotels will provide table decorations for meal functions).
2. Check with local floral shops on cost of corsages, boutonnieres, and floral arrangements.
3. Place an order form in the registration packet that is distributed by the January prior to Conference meeting, giving costs, deadline for return, etc.
4. Determine the number of corsages and boutonnieres for incoming and retiring ISMA officers, advisors and their spouses, and AAMA representative (these are paid by ISMA) Component chapters should provide corsages for their President for the Inaugural banquet/President dinner.

5. Coordinate decorations for the Saturday evening banquet with the President and Vice President.

RAFFLE/DOOR PRIZES/GIFTS/DONATIONS: (Optional)

1. Determine the raffles for the Conference (cash, items, etc.), and have tickets printed for each raffle.
2. Give raffle tickets to overall chair for inclusion in the registration packets to be distributed.
3. Be in charge of raffle items and ticket sales at the Conference.
4. Conduct the drawings a times selected by the conference committee.
5. Work with the hosting chapter to determine whether door prizes are going to be given. All chapters can participate in securing prizes. A letter would need to be sent to each chapter requesting door prizes if that is the option.
6. Determine the method of distributing door prizes and handle that distribution.

REGISTRATION:

1. Provide badges for all attendees with appropriate designations on the badge such as: Officer, Board of Trustee member, Chapter Representatives, alternate Chapter Representatives, guests, advisors, first time attendees, students, speakers, and exhibitors.
2. Make registration packets for each registrant, to be handed out at the registration desk during Conference. (Include: ad book, registration fee receipt, meal tickets (if required), badges, and other information as directed by the hosting chapter.

SECRETARY: (appointed by the Conference chair)

1. Attend all Conference meetings.
2. Record and prepare minutes of each meeting, sending copies to each Conference committee member.
3. Notify all committee member and chair of future committee meetings.

TRANSPORTATION/HOSPITALITY:

1. Arrange shuttle service to the airport with the hotel, or have someone available to go to the airport to pick up the AAMA representative. Coordinate arrival times, etc. with the President and Conference chair.
2. Handle any special needs of Conference registrants (dietary, handicap accessibility, etc.) Pass on special requests to the proper committee chair or hotel personnel.
3. Arrange with the Conference chair to have a welcome gift in the AAMA Representative's room upon their arrival. (Note: Keep in mind items need to be conducive to traveling)

TREASURER: (appointed by the Conference chair if ISMA Treasurer not used)

1. Attend all Conference meetings.
2. All monies received should be acknowledged with a receipt, and all monies spent should be accounted for by invoices. Receipts, invoices, cancelled checks, duplicate deposit slips and ledger for the Conference should be ready for audit as soon as possible after the conclusion of the Conference.
3. After the close of the Conference business, furnish the ISMA Treasurer and the Finance Chair with a complete financial report by the Fall Executive Board.

4. Complete and Income/Expense Sheet with proof of income and expenses.
5. ISMA Conference Liability - Expenses Sheet should be provided by overall conference chair or previous conference chair. If not available can obtain from Archive's chair.

WELCOME PARTY: (Optional)

1. Work with the host chapter for space availability and time of the welcome party.
2. Provide information to the overall chair of time frames and location of the party for inclusion on the registration form.
3. Determine with the host chapter and/or hotel catering department what items must be purchased through the hotel for the party or whether food items can be brought in from the outside. (In most hotels, if the party is being held in a suite, all food, beverages, etc. and be brought in from the outside, but when held in a banquet room those items must be provided through the banquet/catering department)
4. Keep host chapter and overall chair apprised of any special needs, expenses, etc.

GENERAL GUIDELINES FOR ALL CONFERENCE COMMITTEES AND CHAIRS

1. Each chapter should help in obtaining working capital from ads or exhibitors. Examples of possible contributors would be:
 - a. Employers (Physicians, hospitals, etc.)
 - b. Insurance companies
 - c. Pharmaceutical companies
 - d. Pharmacies
 - e. Uniform shops
 - f. Clinical supply companies

These advertisers may be interested in program ad space or booth space, or they may wish to sponsor an event on the program or provide a door prize. During the Conference, members should be encouraged to visit exhibits and show their appreciation to the exhibitors and advertisers.

2. Post-Conference, all committee chairs should prepare a complete report of their duties, expenses, etc. and submit the report to the overall chair, by August 1st of the Conference year.
3. At the conclusion of the Conference each chair should send thank you notes to any people or companies outside the organization who helped with the Conference. (It is assumed that thank you notes were written to contributors as the contribution was received).
4. The cost of the printing of the General Assembly packet is covered by ISMA.

FINANCE

The Finance Committee will be appointed for a term of two (2) years and shall:

1. Be comprised of a Chair, two members, the President, the Immediate Past President, the Vice President and the Treasurer.
2. The Treasurer shall provide the detailed information necessary for the member of this committee to complete their duties.
3. Schedule a Finance meeting prior to the Executive Board Meeting at the Summer/Winter Meeting. In the event a meeting is not able to be held at the Summer/Winter meeting, then one must be held prior to General Assembly so budget is ready to present to the General Assembly.
4. Submit a proposed annual budget for review by the Executive Board at the Winter Meeting and to the General Assembly at the Annual Meeting.
5. Using the previous year's budget as a guideline, each Officer or Category is evaluated as to expenditures and then a decision is made if the amount budgeted should be raised or lowered.
6. The total receipts from dues, Ways and Means, excess funds from the State Conference and Symposium, interest and miscellaneous income will be considered as the Income for the budget.
7. The money budgeted for each expense category should balance with the total income.
8. Make recommendations to the Executive Board for special assessments or fund raising, if necessary.
9. Prepare an annual report and the Proposed Budget for the General Assembly packet.
10. For budgetary allowance, refer to the current year's budget from the Finance Committee approved at the General Assembly.

MEMBERSHIP

The Chair of the Membership Committee will be appointed for a term of two (2) years and shall:

1. The Vice President will be the chair, with the chapter representatives to serve as committee members.
2. Send copies of all membership communications to the President, Website Chair, and Chapter Representatives.
3. Have the responsibility of increasing and maintaining the membership of this society.
4. Handle inquiries on information regarding membership.
5. Following the State meetings, the Chair will request a list of Non-Members that were in attendance. If the non-member is within the boundaries of a component chapter, forward the individual's names to that Chapter's President for follow-up contact.
6. Be prepared to attend all state seminars and the Annual Meeting for making new contact with Non-Members attending and to answer questions from the members.
7. Cooperate with the Component Chapters' and offer advice and assistance whenever requested.
8. Prepare an annual report for the General Assembly packet.

9. For budgetary allowance, refer to the current year's budget from the Finance Committee approved at the General Assembly.

MINUTES EDITING

The Minutes Editing Committee will be appointed for a term of two (2) years and shall:

1. Be comprised of the Chair (appointed by the ISMA President), the Speaker and Vice-Speaker of the General Assembly, the Secretary, two members who served as voting members, and/or members of the Board of Trustees in attendance at that meeting.
2. The chair shall type condensed minutes of the General Assembly meeting and send copies to committee members for review.
3. Be responsible for audio and video recording at the General Assembly business session using Secretary's recorder (If tapes are being used, they should be labeled and numbered). Transcribe the minutes from records.
4. Appoint one member, other than the Secretary, to record the General Assembly with the additional recorder provided by the Secretary.
5. Send copies of minutes as soon as available to all elected and appointed officers, Bylaws Chair, and Policy Manual Chair.
6. Chapter Representatives should receive copies of the minutes prior to the next General Assembly.
7. Shall receive a copy of the agenda used by the Speaker and Vice Speaker prior to the General Assembly to assist in typing the minutes. It is up to the Speaker to give the agenda to the chair. If not received, the chair may contact the Speaker and request it.
8. At the end of the condensed minutes, list the year's recipient(s) of the Life Member, Distinguished Service, Member of the Year, and Mary Lu Ostrowski Awards.
9. Prepare an annual report for the General Assembly packet.
10. For budgetary allowance, refer to the current year's budget from the Finance Committee approved at the General Assembly.

NOMINATING

The Nominating Committee will be appointed for a term of two (2) years and shall:

1. Consist of the Vice President as Chair, the Immediate-Past President, Secretary, one elected Chapter Representative and one elected member to be elected by the General Assembly. Elected members are not to be from the same chapter as the other committee members.
2. Be responsible for soliciting, screening, and presenting a slate of nominees for office who are eligible to serve in accordance with the ISMA Bylaws.
3. Be observant throughout the year for possible nominees for office – which committee members have carried out their duties well, and in what fields do they show ability and willingness to serve.
4. Make every effort to become acquainted with all Society members and know the duties of the offices for which nominees will be chosen.
5. Submit rules and requests to the component Chapter Presidents for eligible nominees for ISMA Elected Officers, AAMA Delegates, and ISMA committee chairs.
6. Have Nominating Committee meetings as needed during the nomination process.

7. Contact each nominee in advance of the election and obtain in writing their consent to serve.
8. Prepare ballots for the voting members, providing a write-in space for nominations made from the floor at the time of balloting. Submit ballots to Credentials Chair for numbering.
9. Prepare a tally sheet for the tellers.
10. Submit with the approval of the Executive Board, a list of active, associate, life, sustaining and member at large members recommended for election to each office. Nominations made by the Nominating Committee shall not preclude additional nominations being made from the floor* See Bylaws for specific guidelines. All members of this committee may submit names of nominees in addition to the names received from the component chapters. All submitted qualified nominees shall appear on the slate.
11. Prepare an annual report for the General Assembly packet.
12. For budgetary allowance, refer to the current year's budget from the Finance Committee approved at the General Assembly.

POLICY MANUAL

The Policy Manual Committee will be appointed for a term of two (2) years and shall:

1. Consists of a Chair and the Bylaws Chair as Co-Chair, parliamentary advisor who will serve in an advisory capacity. Members to include the President, Vice President and additional member(s) as appointed by the chair.
2. Be responsible for reviewing all Executive Board Meetings and Annual Meeting minutes to make revisions to the manual whenever necessary.
3. Give a copy to each chapter after each revision (or the updated pages).
4. Upon revisions, send written copies to members upon request, with a \$5.00 prepaid fee for postage, unless the person is serving as an officer, committee chair, or chapter representative/alternate representative. Additional copies are available at the \$5.00 mailing fee.
5. Send copy of revised/updated Policy Manual to website chair.
6. Members, chapters, or committees must use Policy Manual Review and Request for or equivalent information provide in an email to the chair at least 48 hours prior to any meeting. Policy Manual committee will review to determine;
 - a. Does request affect Bylaws/Standing Rules, if so refer to Bylaws/Standing Rules committee for further action and report at next Executive Board Meeting and/or General Assembly action taken.
 - b. If does not affect Bylaws report on request report at next at next Executive Board Meeting and/or General Assembly the recommendation and rational for a vote.
7. Requests/Changes/Suggestions brought up in any meeting be referred to committee for review before action is taken, unless request/change/suggestion is of urgent nature.
8. For budgetary allowance, refer to the current year's budget from the Finance Committee approved at the General Assembly
9. Prepare an annual report for the General Assembly packet.

PUBLIC AFFAIRS

The Public Affairs Committee will be appointed for a term of two (2) years and shall:

1. Be comprised of a Chair, Co-Chair, two members, the President, the Immediate Past-President and the Vice President.
2. Endeavor to keep the members informed of proposed legislation and court decisions pertaining to medicine and its allied professions.
3. Keep in contact with the following for information on pertinent legislation:
 - a. Medical Society – State and County
 - b. AAMA Executive Office
4. Offer the Committee's assistance to the above either to help in educating the public on given issues or to indicate the Society's wishes on proposed legislation to the proper congressperson.
5. Pass information on legislative matter to the membership either through:
 - a. Newsletter and/or bulletins to the President of the Component Chapters.
 - b. Executive memo.
 - c. Executive Board Meetings
6. Prepare an annual report for the General Assembly packet.
7. For budgetary allowance, refer to the current year's budget from the Finance Committee approved at the General Assembly

STRATEGIC PLANNING

The Strategic Planning Committee will be appointed for a term of two (2) years and shall:

1. Be comprised of a chair and 2 additional members.
2. Create a new Strategic Plan every 3 years. The Plan should cover Recruitment, Increase number of chapters, Marketing, Education, and Promotion of the CMA (AAMA).
3. Monitor any existing plan currently in existence to see if plan outline is being met. If goals are not being met, take action to achieve set goals.
4. Give an annual report at the General Assembly as to how the goals are being met.
5. For budgetary allowance, refer to the current year's budget from the Finance Committee approved at the General Assembly.

SYMPOSIUM

The Symposium Committee will be appointed for a term of one (1) year and shall:

1. Hold one educational meeting a year hosted by a component chapter, according to the rotation schedule.
2. Read the "PROCEDURES FOR ORGANIZING AND ARRANGING A SEMINAR" (in this manual) and use as a guideline in establishing the State's Symposium.
3. Make applications to AAMA for CEU's at least 30 days prior to the meeting.
4. Receive \$1,000.00 start-up funds from the ISMA. (Unless ISMA Treasurer is used the journal entry will be made for startup funds)
5. All monies received should be acknowledged with a receipt, and all monies spent should be accounted for by invoices. Receipts, invoices, cancelled checks, duplicate deposit slips and ledger for the Conference should be ready for audit as soon as possible after the conclusion of the Conference.

6. After the close of symposium, furnish the ISMA Treasurer and the Finance Chair with a complete financial report by the Summer/Winter Executive Board.
7. Complete and Income/Expense Sheet with proof of income and expenses. Any excess funds will be divided by the ISMA and hosting chapter(s). Money made from a raffle at the Symposium shall be kept by the hosting component Chapter(s).
8. Have attendees complete an evaluation form and present the findings as part of the Conference report to be submitted to the General Assembly.
9. Prepare an annual report for the General Assembly packet.

WAYS AND MEANS

The Ways and Means Committee will be appointed for a term of two (2) years and shall:

1. Be responsible for planning and carrying out projects to supplement the Treasury.
2. Notify the membership that specific suggestion(s) for future fund-raising activities be submitted to this committee in writing, for consideration by the committee members during the current year.
3. Research various methods of fund raising.
4. Maintain contact with members of your committee for suggestions, ideas and recommendations.
5. Purchase supplies as needed.
6. Keep committee members informed of needs and activities.
7. Assign specific tasks to members of committees.
8. After determining the method to be used for the ways and means project, secure approval of the Executive Board before proceeding.
9. May request up to \$500.00 to be used for a fund raiser without prior approval.
10. Keep accurate record of funds acquired and remit them to the treasurer as they are received.
11. Keep accurate record of monies paid out for purchases and supplies.
12. Notify President or Conference Chair prior to meetings of needs for a display area such as tables or hanging racks.
13. Bring items to all ISMA meetings to display for purchase.
14. For budgetary allowance, refer to the current year's budget from the Finance Committee approved at the General Assembly
15. Prepare an annual report for the General Assembly packet.

WEBSITE COMMITTEE and MARKETING - www.IllinoisSMA.org

The Website Committee will be appointed for a term of two (2) years and shall:

1. Consist of a chair, President and Vice President.
2. Be the primary contact with the web host to maintain the website.
3. Pay the annual fees for the web service and domain name register or submit the bill in the appropriate time with Expense Report and Reimbursement Request, to be reimbursed/paid.

4. Update the website with input from the President, Board of Trustees, Officers and ISMA members. Postings to be made only after approval of the President.
5. Suggest methods for improving the website as needed.
6. Assist the President in improving public relations of the Society. Strive at all times to cooperate with the Medical Society and allied professions.
7. Stimulate fellowship and cooperation among members and the public through a pleasant approach, explanation of the works and procedures of the Society and a cooperative attitude toward their organizations.
8. Be in charge of all publicity and maintain the following areas of activities;
 - a. Press releases for current activities or accomplishments of the Society to be sent to editors of the State Medical Society Journal, AAMA, as well as the newspaper media.
 - b. Keep the Historian informed of current news articles and, if possible, send the Historian extra copies.
 - c. Be aware of deadlines. Deadlines for the various publications vary and these deadlines can be determined through communication with their editors. This is also a means by which you can make yourself known to the editors of the various publications. Meet the deadlines faithfully – materials received after the deadlines are usually discarded.
 - d. All contracts, reports and other information shall be approved by the President.
 - e. Remember, the news of the Society will reach the radio, television and newspaper only through this committee.
 - f. News releases should be given to all news media regardless of personal interest and preferences, maintain a neutral attitude.
9. Be responsible for:
 - a. Contributing ideas and suggesting materials and procedures that will help to increase recognition of AAMA as the spokesman for the field of Medical Assisting.
 - b. Providing the component Chapters with assistance for Career Day programs and other means of attracting people to the field of Medical Assisting.
 - c. Inspire the Chapters to help achieve the previously mentioned goals.
10. Promote the field of Medical Assisting in high schools throughout the state. Keep in touch with high schools in the state and request permission for Medical Assistants to appear on their annual “Career Day” programs. Obtain from AAMA Executive Office supply materials to assist such schools. Ask for the packet entitled “PLANNING EDUCATION COURSES FOR MEDICAL ASSISTANTS”.
11. Promote, encourage and support Medical Assistant and Health Career Programs in an effort to urge students to pursue the health field and in particular Medical Assisting.
12. Post events on Upcoming Events page at least 45 days prior to event. (Executive Board Meetings, Symposium, Conference)
13. Post basic times and location of events on main page with a complete agenda available for printing.
14. Post other meetings and events as informed by committee chairs or chapters.
15. Prepare an annual report for the General Assembly packet.
16. For budgetary allowance, refer to the current year’s budget from the Finance Committee approved at the General Assembly

PROCEDURES

MEETING GUIDELINES

A Certificate of attendance must be given for all educational sessions and should include the ISMA Auth Code 8892 and the AAMA approval # of each session.

GENERAL ASSEMBLY

1. The General Assembly shall be the governing body at the annual meeting. It shall have:
 - a. Power to amend the Bylaws.
 - b. The authority to determine the professional and administrative policies and act upon such business as may be presented.
 - c. The power to conduct the annual election of officers and AAMA delegates.
2. The General Assembly shall consist of all active, life, sustaining, associate and members at large of the Illinois Society.
3. Reference committees of the General Assembly shall consist of voting members of the General Assembly. (Optional) If a Reference committee is formed, they will need a laptop computer for the Reference Committee Report.
4. Items needed for the General Assembly:
 - a. Table podium with microphone.
 - b. Standing podium with microphone with long cord.
 - c. One (1) standing microphone for the floor of the General Assembly.
 - d. One (1) writing board for the General Assembly and voting.
 - e. American Flag.
 - f. Table seating for active, life, associate, sustaining, member at large members and dignitaries. Seats in rear of room for non-voting General Assembly attendees.
 - g. Name cards for head table and chapter name stands.
 - h. Two (2) tables for Credentials Committee. (Outside the General Assembly room)
 - i. Two (2) tables in polling place for marking ballots.
 - j. A room for voting and space to count ballots.
 - k. Lap-top computer for Reference Committee report.
 - l. Access to a copy machine.
 - m. Current copy of the Robert's Rules of Order

Duties of the Pages:

1. Put up identifying signs on standards in General Assembly and take down after the meeting at the direction of the Speaker of the General Assembly.
2. Deliver messages during the General Assembly.
3. Pass out reports and handouts per the Speaker and Vice Speaker.

Duties of the Tellers:

1. General Assembly
 - a. Distribute ballots, if necessary, for voting.
2. In the voting room
 - a. Receive the blank ballots from the Parliamentary Advisor.
 - i. Check the ballots for proper numbering.
 - ii. In the event of an error, notify the Parliamentary Advisor.
 - b. Direct voters to place in ballot boxes.
 - c. After voting – in the presence of the Parliamentary Advisor

- i. Remove ballots from ballot box.
 - ii. Count the votes
- d. Chair of the tellers is to present a written report of the results to the Speaker of the General Assembly.
- e. After the election, place the ballots in a sealed envelope and give to the Parliamentary Advisor to be destroyed following the close of the General Assembly.

PROCEDURE FOR ORGANIZING AND ARRANGING A SEMINAR

1. Select date and meeting place for the seminar at least 1 year prior to the anticipated date subject to the approval of the Executive Board.
2. Arrange for the luncheon so that the cost is included in the registration fee.
3. Speakers should be contacted by letter or followed with a letter after initial personal contact.
4. Include in your letter to the Speaker:
 - a. State who suggested the individual (if applicable)
 - b. State time, date, and place of program(s).
 - c. Briefly explain what you wish to be included in the speech, exact topic, amount of time allotted.
 - d. Included literature about AAMA.
 - e. State purpose of program.
 - f. Request bibliography with a photograph with the return reply.
 - g. Determine honorarium, if requested by speaker.
 - h. Request written confirmation of acceptance.
5. Invite speaker to be guest for lunch.
6. It is advisable to write again a week before the program and send a note regarding the time you expect the speaker to arrive and again ask whether he plans to attend the luncheon. It is suggested to include a postal reply card for luncheon reply.
7. Have an extra speaker in mind to fill in should a speaker who has accepted finds it necessary to decline at the last minute.
8. Use the AAMA Educational Program Planning Packet for program ideas and suggestions when meeting with Education Committee Chair.
9. All committee actions shall be approved by Executive Board. The Program and Registration fees are to be approved by Executive Board.
10. Prepare an announcement of the seminar to be published in the Executive Memo.
11. Plan and prepare a copy of the registration flyer to be sent to the President for inclusion in the Executive Memo.
 - a. The registration form shall have included a space for the Chapter of the registrant in addition to the address and city.
 - b. Stipulate on the registration form "that no refunds will be made if reservations are canceled less than 10 days prior to start of event.
 - c. In submitting your copy to the President, allow one-month lead time for them to print and address the forms to meet your desired release date, that of at least one month prior to the meeting.
12. After the meeting notify the Immediate Past President of all Non-Members attending the seminar.

13. Arrange for equipment needed for date of meeting, i.e., projector, slides, screen, write-board and be certain someone will be available to operate the equipment.
14. Be responsible for name tags and any decorations.
15. When accepting any reservations by telephone, advise the caller of their obligation to pay the fee whether they attend or not.
16. Preside at the program the day of the seminar and over the luncheon (if any), making announcements and giving introductions.
17. Write thank you notes to speakers immediately following the seminar.
18. All monies received should be acknowledged by a receipt, and all monies spent accounted for by invoices. Receipts, invoices, canceled checks, duplicate deposit slips and ledger for the seminar should be ready for audit at the conclusion of the Seminar. Any balances after the Seminar affairs are completed are distributed equally between hosting chapter(s) and the state society. Any deficit arising from the Seminar will be paid by the State Treasury.
19. Submit for the CEU's for the seminar 60 days prior to seminar.
20. Ask for donations from businesses to help defray costs.
21. Have attendees complete an evaluation form and present the findings as part of the Symposium report to be submitted to the General Assembly

PROCEDURE FOR A MEMORIAL

1. ISMA will make an annual donation of \$100.00, if funds available, to the AAMA Maxine Williams Scholarship Fund. This donation will be in memory of all active ISMA members and any family member thereof, who have passed away the previous year. The donation will be presented to the AAMA at the next AAMA Conference after each ISMA Conference
2. It will be the duty of the Treasurer to make sure the ISMA President (or their representative) has the check prior to the AAMA Conference.
3. In the event there have been no deaths of ISMA members and/or family members in any given year the donation will not be given.
4. The ISMA Chaplain will send a sympathy card to the ISMA member or family of the member stating a donation will be made in memory of the deceased.

Note: The sending of cards by all ISMA members is encouraged.

PROCEDURE FOR ORGANIZING NEW CHAPTERS

1. Encourage Medical Assistants from areas which currently do not have a Component Chapter to form one.
2. The area needs to have at least six (6) paying active or associate members to form a new chapter.
3. All interested members of the proposed new chapter shall obtain and review the following materials:
 - a. An Organizational Packet-to be obtained from the National Office. AAMA also has promotional and membership materials suitable for distribution with mailings and/or at the organizational meeting. (This material is also available on line at www.aama-ntl.org.)
 - b. A copy of AAMA and ISMA Bylaws and the ISMA Policy Manual.

- c. A current copy of Roberts Rules of Order and a Protocol Book.
4. Submit a written request to ISMA to act as a Component Chapter during the organizational phase. – Approval must be given by the Executive Board.
5. Hold an organizational meeting to elect a chair.
6. After the chair has been elected the following need to be accomplished:
 - a. Elect officers
 - b. Contact bordering chapters to establish zip code boundaries for the new chapter.
 - c. Write Bylaws & Mission Statement
 - d. Submit copy of Bylaws and Mission Statement to the ISMA Bylaws Chair for Review – Recommendation to be given to Executive Board.
 - e. Final approval of Bylaws by the Executive Board.
7. The newly organized chapter can function as a Component Chapter immediately following the approval of its organization by the Executive Board.
8. The President presents the Charter to the newly organized Component Chapter President at the Society’s Annual meeting. (It is suggested that the individuals responsible for the organizing of the new chapter be a part of the presentation ceremony.)
9. The State President will notify the AAMA of the new chapter of the Executive Board’s decision. Notification to include:
 - a. New Component Chapter Name
 - b. Officers and any other pertinent contact information.
 - c. Copy of Bylaws
 - d. Boundaries of Chapter (Map if available) with zip codes.
10. Chapter dues are payable to the treasurer after final approval is made and charter is issued. The dues schedule in effect at the time of the date approved governs the dues payable.
11. Newly organized chapters of the Illinois Society shall submit a copy of their meeting minutes to the President and Membership Coordinator of the Illinois Society for a minimum of one (1) year or until advised.
12. Prepare a yearly budget. (Sample forms available through Archives Chair)
13. See section on Chapters for other guidelines.
14. All material pertaining to chapters contacted regarding organization should be kept permanently.

**OUTLINE FOR ORGANIZATIONAL MEETINGS
(ORGANIZING NEW CHAPTERS)**

1. A person, previously designated, calls the meeting to order saying: “The meeting will please come to order. I move that Miss/Mrs./Ms. _____ act chair of this meeting.”
2. Someone seconds the motion and the person who made the motions “puts it to a vote.”
 - a. The person elected takes the chair and announces as the first order of business is the election of a temporary Secretary.
 - b. After the secretary is elected, the chair directs the secretary to read the call for the meeting and then calls upon the person most familiar with the question to explain the object of the meeting more fully or she may do so herself.
3. A person, previously designated, calls the meeting to order saying: “The meeting will please come to order. I move that Miss/Mrs./Ms. _____ act chair of this meeting. “When sufficient

time has been spent giving this information, someone should offer a motion or a resolution so that definite action can be taken. “Resolved that the (Illinois Society, (Name of Chapter) should now be formed.” This resolution, when seconded and repeated by the chair is open to debate and amendment.

- a. Prior to this meeting, a committee should have been appointed to study the proposed Bylaws set up by the Illinois Society for chapters. The chair could state that the committee has been working on them in anticipation of a favorable vote on organizing. Ask the committee to the report.
4. The chair of the committee, after addressing the chair, would say, “The committee has agreed upon the following and has directed me to report and move their adoption.” The motion being seconded, the chair says: “It has been moved and seconded to adopt the Bylaws prepared by the committee. The question is upon the adoption of the Bylaws.”
 - a. Each paragraph of the Bylaws is read verbatim and may be amended. Proceed through the Bylaws by paragraph. No vote is taken on adopting each paragraph.
 - b. When all the Bylaws have been addressed, the Bylaws are open for amendment; new paragraphs may be added or inserted. Then the chair says: “All in favor of adopting the Bylaws say “Aye”, opposed “No.” The motion is carried.” Only a majority vote is necessary to adopt the Bylaws of a newly formed chapter or to amend it before it is adopted.
5. After the Bylaws have been adopted, the chair says, “The next business in order is the election of officers.” Not having a nominating committee, all nominations may come from the floor or someone might suggest the program committee act as nominating committee for this meeting as they are usually more acquainted with prospective members.
6. When the report of this committee is given, the chair asks for additional nominations from the floor. If the Bylaws provide for a ballot vote, tellers are appointed and ballots distributed. Tellers count the ballots and report the results.
7. The chair announces as elected all who have received a majority. The temporary officers are replaced by the permanent ones. If the President is elected on the first ballot, she immediately takes the chair.
8. After the election, if there is any business that the chair knows requires immediate attention, she should mention it.
9. A motion should be made to adjourn.

NOTE: Formal installation of officers may be held before adjournment or it may be scheduled for the first monthly meeting.

CHAPTERS

1. JOINT CHAPTER MEETINGS

The State President should notify all chapters of joint chapter meetings and encourage the participation in joint meetings with adjacent (or close proximity) chapters.

2. VACANT CHAPTER OFFICE

The State President should verify that Chapter officer’s membership is current when serving in that capacity. Whereas an individual is not a paid member, but is serving as an officer of a component chapter, the President should notify the Chapter President and/or Presiding Officer of the specific officer’s failure to meet qualifications of the office and request another chapter election for that position: the results being sent to the State President for verification and roster inclusion.

3. CHAPTER BANK ACCOUNTS

Each chapter shall provide the ISMA President with the name and address of the chapter's bank account, account number(s), bank statement and the names of the signees. Also include whether the chapter requires one or two signers on warrants issued on the accounts.

4. BUDGETS

Yearly budgets are required for all chapters. (Contact Archive Chair for sample forms)

CHARTERS

A charter is considered a written document or an authorization from the State organization to establish a local chapter. It is evident which confers certain rights and privileges.

Situations which might affect a revision of an original charter are as follows:

1. Name Change: Such as when the "Illinois State Medical Assistants Society" was renamed the "Illinois Society of Medical Assistants." The old charter is preserved in the History book and another charter is reissued with the name change and dated when the change became effective.
2. Disbanding of a Chapter: Disbanding is treated much too lightly by most Chapters. If a chapter desires to consider disbanding, a chapter committee should be appointed to prepare the proper resolution for such action. When the committee is ready to report, notice of the resolution for dissolving the chapter should be sent to all members. It is a good practice to read the proposed resolution at one meeting and vote on the resolution at the next meeting. The motion to adopt the resolution requires a 2/3 vote since it is in effect a repeal of the Bylaws. A resolution providing for disposing of any money to the treasury (if there is some) should be considered and adopted at the same meeting when disbanding is accomplished.
 - a. The old charter of the disbanded chapter becomes null and void unless exactly the same members (no more, no less) reactivate the chapter. It is unlikely that this would happen, but if by some remote chance it does, a sticker can be used on the old charter stating "Reactivated, May 1976".
3. Chapter Merger: When two separately chartered chapters merge, a new charter is issued in the name of both chapters, or whatever name they adopt. (New Bylaws must be drawn up and approved by the State Society).
4. One of Two Merged Chapters Disband: When two merged chapters disband and only one chapter remains, a new charter is issued to the remaining chapter and the Bylaws must be rewritten.

GENERAL COMMENTS

No addendum should be affixed to an old charter. A new charter is issued when a change affects the charter.

When a new charter is issued, the chapter must return the old charter to the State Society. The old charter is then preserved in the state's history book. If the original charter is no longer available to the chapter, naturally nothing can be done about it and it is considered lost.

PROCEDURE FOR DISPOSAL OF RECORDS

GENERAL INFORMATION WHICH WOULD APPLY TO ALL OFFICERS AND COMMITTEE CHAIRS (UNLESS SPECIFICALLY LISTED DIFFERENTLY UNDER SEPARATE CATEGORIES).

1. All important business correspondence pertaining to a particular office or committee; as well as current Bylaws and Policy Manual, should be kept for five years.
2. Personal correspondence need not be passed on to the succeeding officer or committee chair at the end of one's term of office.
3. Announcements of meetings and the agenda for the same can be destroyed after receiving the approved minutes.
4. Correspondence should be kept for five years and anything prior to this time of historical nature should be given to the historian for the history book.

PRESIDENT

1. Should keep copies of the minutes for five (5) years. Older minutes can be archived.
2. See General Information

SECRETARY

1. Minutes should be kept in a minute's book permanently.
2. Delegate's packet should be kept with the minutes of the General Assembly.
3. Correspondence – see General Information.

TREASURER

1. Financial ledger should be kept permanently.
2. Canceled checks, receipts and check stubs should be kept for seven years.
3. Expense forms and warrants should be kept for seven years, as well as copies of the remittance forms.
4. All Financial reports should be kept permanently.
5. Correspondence – see General Information.

SPEAKER OF THE GENERAL ASSEMBLY

1. General Assembly packet, proceedings of the General Assembly, instructions to the voting body and officers should be kept for five years, archive important documents after five years.
2. Correspondence – see General Instructions.

SECRETARY

1. Since all correspondence will be in the President's file, nothing needs to be kept from year to year.

HISTORIAN

1. Any newspaper clippings, articles of historical interest or photographs pertaining to the President's term should be assembled and given to the President at the end of his/her term.

BYLAWS

1. One copy of the Bylaws for each year should be kept permanently.
2. See General Information.

MEMBERSHIP

1. Membership list (active and inactive) should be kept permanently.
2. See General Information.

VICE PRESIDENT - VICE SPEAKER OF THE GENERAL ASSEMBLY - PARLIAMENTARY ADVISOR

1. See General Information.

PROTOCOL

Protocol is the art of knowing how to do the right thing in the right place at the right time. It is the skill of conforming to accepted standards with diplomacy. Protocol is etiquette and when we apply it to the individual it can and should be reduced to its simplest form applying the GOLDEN RULE.

True etiquette is consideration for the rights and feelings of others. It goes far beyond the pat rules of guidance procedure. Knowing the governing rules is essential, for without them you cannot feel confident and secure. But if etiquette and/or protocol is to be of more than trifling use to you, you must recognize its real purpose and meaning, to make you happier and more successful in your association with others. . . and... with others in your Society.

ABC'S OF SOCIETY PROTOCOL

- A. attend all meetings --- answer all correspondence --- avoid conflict and gossip --- attain accuracy in records and reports
- B. be prepared --- be courteous --- be informed --- be impartial
- C. chart your work for the year --- check rules and regulations --- confer with the presiding officer or chair --- complete assignments
- D. delegate work --- don't wait for deadlines --- don't rush projects or business procedures
- E. express your appreciation
- F. finish a project --- forward all files to incoming officer or chair
- G. give credit to the proper party
- H. help other committees, members or officers when asked
- I. invite special guests over the signature of the President
- J. judge your work by audience acceptance
- K. keep the membership informed through the proper channels
- L. let others have a chance to act and speak
- M. minutes are your legal record. . . keep them accurate and up to date
- N. never use I when we or they will do
- O. obey the governing rules
- P. pay dues promptly --- present written reports in the third person
- Q. question when you do not understand
- R. represent your Society ethically
- S. study seating arrangement for officials and visiting dignitaries
- T. transmit dues promptly and correctly
- U. unite with other chapters for educational and social activities
- V. very important people should be recognized and introduced by the presiding officer
- W. working membership is a happy membership, ask each member to help
- XYZ. the unknown ingredients that make or break the Society