



Wound
Ostomy and
Continence
Nurses
Society

Region & Affiliate Policy & Procedure Manual

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Wound
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Continence
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Mission Statement

The WOCN Society is a professional nursing society which supports its members by promoting educational, clinical and research opportunities to advance the practice and guide the delivery of expert health care to individuals with wounds, ostomies and incontinence.

**AMENDED AND RESTATED BYLAWS
OF THE
WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY**

**Article I
Name and Purposes**

Section 1. Name

The name of this corporation shall be the WOUND, OSTOMY AND CONTINENCE NURSES SOCIETY (hereinafter the "Society"), an Illinois not-for-profit corporation.

Section 2. Purposes

The purposes of the Society shall be to furnish support and leadership to its members by promoting education, clinical and research opportunities to advance the practice and guide the delivery of expert health care to individuals with wounds, ostomies and incontinence; to advance the health care and quality of life of all individuals with wounds, ostomies and incontinence; to foster advances in wound, ostomy and continence nursing; to afford a forum for the exchange of knowledge pertaining to the wound, ostomy and continence nursing specialties; to stimulate the research, investigation, and teaching of wound, ostomy and continence nursing specialties; to enhance the study and practice of wound, ostomy and continence nursing specialties by establishing scholarships, foundations, and appropriate accreditation procedures; and to perform any and all such other acts that are necessary, convenient and proper to the attainment of these purposes.

**Article II
Offices**

The Society shall have and continuously maintain in the State of Illinois a registered office and a registered agent whose office is identical with that registered office, and may have such other offices in or out of the State of Illinois as the Board of Directors may from time to time determine.

**Article III
Members**

Section 1. Membership

Membership may be granted to any individual who: (i) meets the criteria set forth below for each category of membership in the Society; (ii) shares interest in and supports the purposes of the Society; (iii) abides by these Bylaws, the principles of ethics of the Society and such other policies, rules and regulations as the Society may adopt; and (iv) meets such additional criteria for each category of membership in the Society as the Board of Directors may from time to time establish:

- (a) **Active Members.** Active membership may be granted to any (i) wound, ostomy, or continence nurse who is a graduate of an educational program accredited by the Society, or (ii) registered nurse (RN).
- (b) **Associate Members.** Associate membership may be granted to any individual who supports the purposes, mission and goals of the Society.
- (c) **Retired Active Members.** Retired active membership may be granted to any individual who is eligible to be an active member and who is permanently retired from employment.

- (d) **Retired Associate Members.** Retired associate membership may be granted to any individual who is eligible to be an associate member and who is permanently retired from employment.
- (e) **Honorary Members.** Honorary membership may be granted to any individual who meets the criteria established by the Board of Directors.
- (f) **Honorary Life Members.** Honorary life membership shall be granted solely to the twelve (12) founders of the Society and to the past presidents of the Society.
- (g) **Student Nurse Members.** Student nurse membership may be granted to any individual who is a full-time student studying to become a registered nurse (this shall include those individuals pursuing an Associate Degree or Bachelor of Science Degree, or enrolled in a Diploma Program).
- (h) **Corporate Members.** Corporate membership may be granted to any health related corporation or organization.

Section 2. Application and Election

The Board of Directors shall adopt an application form and procedures to facilitate the consideration of applicants for membership in the Society. All applicants shall complete the application form and submit the application, along with the designated fee, to the administrative office of the Society. The Board of Directors, or its designee, shall review the application of all applicants and determine, based on the criteria set forth in these Bylaws and such other guidelines as the Board of Directors may prescribe, whether individual applicants meet the qualifications necessary for membership in the Society.

Section 3. Rights and Duties

All members shall be entitled to serve on committees and to attend the member meetings and social functions of the Society, but only Active Members, Retired Active Members, and Honorary Life Members (sometimes collectively referred to herein as “voting members”) may make motions, vote and hold office. Each voting member shall have one (1) vote on matters submitted to a vote of the membership.

Section 4. Resignation

Members may resign from the Society at any time by giving written notice to the Secretary, provided, however, such resignation shall not relieve the resigning member of the obligation to pay any dues or other charges previously incurred that remain unpaid. Any application for reinstatement of membership in the Society by a former member shall be denied until such time as said member has paid any and all outstanding charges in full.

Section 5. Ethics and Discipline

- (a) **Grounds for Discipline.** A member may be disciplined for any of the following reasons:
 - (i) failure to comply with these Bylaws, the principles of ethics of the Society, or any other policies, rules or regulations of the Society;
 - (ii) limitation, suspension, revocation, or forfeiture by any state, province or country of the member's right to practice nursing;
 - (iii) unauthorized use of the Society's name, logo, or other symbols on stationery, publications, symposia advertisements, printed material or in any other manner; and
 - (iv) immoral, dishonorable, or unprofessional conduct considered prejudicial to the best interests of, or inconsistent with the purposes of, the Society.

- (b) **Procedures.** Discipline, which shall include, but not be limited to, censure, suspension, and expulsion, shall be by a two-thirds majority of the Board of Directors, provided that a statement of the charges shall have been mailed by certified mail to the last recorded address of the member at least fifteen (15) days before final action is to be taken. This statement shall be accompanied by a notice of the time and place of the meeting of the Board of Directors at which the charges shall be considered, and the member shall have the opportunity to appear in person and/or to be represented by counsel and to present any defense to such charges before action is taken by the Board of Directors.

Section 6. Automatic Termination

The membership of any member who is in default of payment of dues or assessments for more than 60 days, or otherwise becomes ineligible for membership, shall be terminated automatically, unless such termination is delayed by the Board of Directors.

Article IV Membership Meetings

Section 1. Annual Meeting

An annual meeting of the members of the Society for conducting such business as may come before the membership shall be held at such time and place as shall be determined by the Board of Directors.

Section 2. Special Meetings

Special meetings of the members of the Society may be called at the request of the President or any three (3) members of the Board of Directors, or at the written request of two-thirds of the members of the Society entitled to vote. The time and place for holding special meetings shall be determined by the Board of Directors.

Section 3. Notice

Notice of any annual or special meeting of the members shall state the time, date, place and purpose of the meeting, and shall be delivered not more than sixty (60) and not less than five (5) days prior to the date of such meeting, unless otherwise required by applicable law.

Section 4. Quorum

Twenty-five percent (25%) of the voting members of the Society shall constitute a quorum for the transaction of business at any duly called meeting of the members, provided that if less than a quorum is present, a majority of the voting members present may adjourn the meeting to another time without further notice.

Section 5. Manner of Acting

The act of a majority of the voting members present at a duly called meeting at which a quorum is present shall be the act of the members, unless the act of a greater number is required by law, the Articles of Incorporation, or these Bylaws.

Section 6. Mail Vote

Voting by mail shall be permitted in lieu of a vote at a duly called meeting for any item of business, including the election of officers and directors. A mail vote may be called by the Board of Directors or upon written request to the Secretary of at least two-thirds (2/3) of the voting members. For the election of officers and directors, the act of a majority of twenty-five percent (25%) or more voting members returning ballots by a date certain shall be an act of the members. For matters other than the election of officers and directors, the act of a majority or more voting members by a date certain shall be an act of the

members, unless the action of a greater number is required by law, the Articles of Incorporation or these Bylaws.

Article V Dues and Assessments

The initial and annual dues for all members of the Society, and the time for paying such dues and other assessments, if any, shall be determined from time to time by the Board of Directors. Under special circumstances, the Board of Directors may waive the annual dues and/or assessments for any member.

Article VI Board of Directors

Section 1. Authority and Responsibility

The affairs of the Society shall be managed by the Board of Directors, which shall have supervision, control and direction of the affairs of the Society, shall determine its policies or changes therein within the limits of these Bylaws, shall actively promote its purposes and shall have discretion in the disbursement of its funds. The Board of Directors may adopt such rules and regulations for the conduct of its business as shall be deemed advisable and may, in the execution of the powers granted, appoint such agents as it may consider necessary.

Section 2. Composition

The Board of Directors shall be composed of eight (8) members as follows: the President, the President-Elect, the Secretary, the Treasurer (the President, President-Elect, Secretary and Treasurer are collectively referred to herein as the “Officers”), and one member elected from each of the four geographic Areas (as defined in Article X) (the “Area Directors”). In addition, the Executive Director shall be an *ex officio*, non-voting member of the Board of Directors.

Section 3. Qualifications, Election, and Term

- (a) The President-Elect, Secretary, Treasurer, and Area Directors shall be elected by the membership for a two-year term, and, with the exception of the President and President-Elect, may not be elected to the same office for more than two (2) consecutive terms.
- (b) The President and the President-Elect may each serve only one two-year term in office.
- (c) The President-Elect and the Area Directors elected from the odd-numbered Areas shall be elected in odd-numbered years.
- (d) The President-Elect shall automatically succeed to and assume the office of President in odd-numbered years.
- (e) The Secretary, Treasurer and the Area Directors elected from the even-numbered Areas shall be elected in even-numbered years.
- (f) Only an individual who shall have been a member of the Society entitled to vote for two (2) years prior to the time of election shall be eligible for nomination either as an Officer or Area Director.
- (g) To be elected as an Officer, an individual shall have served on a regional, affiliate or national board of directors or in a standing committee chair position.
- (h) The Officers and Area Directors shall take office immediately upon the conclusion of the annual meeting at which their election or appointment is announced and shall continue in office until the conclusion of the next following annual meeting or until their successors are duly elected and qualified.

Section 4. Regular Meetings

The Board of Directors may provide by resolution the time, date and place for the holding of a regular annual meeting of the Board of Directors and additional regular meetings of the Board of Directors without other notice than such resolution.

Section 5. Special Meetings

Special meetings of the Board of Directors may be called by, or at the request of, the President or upon a written request to the Secretary of three (3) members of the Board of Directors. Notice of any special meeting of the Board of Directors shall state the time, date, and place of the meeting and shall be delivered at least five (5) days prior to the date of such meeting; provided, however, that notice of any special meeting held by telephone conference call may be delivered at least twenty-four (24) hours prior to the call. Attendance of a Director at any meeting shall constitute a waiver of notice of such meeting except where a Director attends a meeting for the express purpose of objecting to the transaction of any business because the meeting is not lawfully called and convened.

Section 6. Quorum

A majority of the Board of Directors shall constitute a quorum for the transaction of business at any duly called meeting of the Board of Directors; provided, that, if less than a quorum is present at said meeting, a majority of the Directors present may adjourn the meeting without further notice.

Section 7. Manner of Acting

The act of a majority of Directors present at a duly called meeting at which a quorum is present shall be the act of the Board of Directors, unless the act of a greater number is required by law, the Articles of Incorporation, or these Bylaws.

Section 8. Resignation and Removal

Any Director may resign at any time by giving written notice to the Secretary. In addition, any Director may be removed by a majority vote of the persons entitled to elect such director, whenever, in their judgment, the best interests of the Society would be served by such removal.

Section 9. Vacancies

In the event of the death, resignation, removal, or incapacity of the President-Elect, Treasurer, or Secretary, the Board of Directors shall appoint an individual to fill the vacant office. In the event of the death, resignation, removal, or incapacity of Director representing a particular Area, the Board of Directors shall appoint an individual to serve until the conclusion of the next annual meeting. In the event the President-Elect assumes the duties of the President, and the President-Elect (acting as President) thereafter is unable to serve, the Board of Directors shall appoint, from among the Board of Directors, a Director to preside at meetings of the Society and Board of Directors and, if necessary, assume the duties of the President.

Section 10. Action by Written Consent

Any action requiring a vote of the Board of Directors may be taken without a meeting if a consent in writing, setting forth the action taken, is signed by all of the Directors entitled to vote with respect to the subject matter thereof.

Section 11. Meeting by Conference Call

Any action to be taken at a meeting of the Board of Directors may be taken through the use of a conference telephone or other communications equipment by means of which all persons participating in the meeting can communicate with each other. Participation in such a meeting shall constitute presence in person at the meeting of the persons so participating.

Article VII Officers

Section 1. Officers

The officers of the Society shall be a President, President-Elect, Secretary, and Treasurer. No two offices may be held simultaneously by the same person.

Section 2. President

The President shall be the principal executive officer of the Society. The President shall, in general, supervise and direct all of the business affairs of the Society, subject to the direction and control of the Board of Directors. The President shall preside at all meetings of the Board of Directors. The President may sign, with the Secretary or any other proper officer of the Board of Directors authorized by the Board of Directors, any deeds, mortgages, bonds, contracts or other instruments, which the Board of Directors has authorized to be executed, except documents the execution of which shall expressly be delegated by law, the Articles of Incorporation, these Bylaws, or the Board of Directors to some other officer or agent of the Board of Directors. The President shall appoint the chairperson of all committees, subject to the approval of the Board of Directors, except as otherwise provided by these Bylaws. The President shall be an *ex officio* member of all committees, except the Nominating Committee or as otherwise provided by these Bylaws. The President shall, in general, perform all duties customarily incident to the office of President and such other duties as may be prescribed from time to time by the Board of Directors.

Section 3. President-Elect

The President-Elect shall assist the President and shall substitute for the President when required to and shall chair meetings in the absence of the President. The President-Elect shall be an *ex-officio* member, without vote, of all committees, except the Nominating Committee or as otherwise provided by these Bylaws. The President-Elect shall, in general, perform all duties customarily incident to the office of President-Elect and such other duties as may be prescribed from time to time by the Board of Directors. The President-Elect shall succeed to the office of President upon expiration of the President's term of office, and in the event of the death, resignation, removal, or incapacity of the President.

Section 4. Secretary

The Secretary shall keep minutes of the meetings of the Board of Directors and the membership in one or more books maintained for that purpose; shall see that all notices are duly given in accordance with applicable law, the Articles of Incorporation and these Bylaws; shall be custodian of the corporate records; shall keep a record of the mailing address of each member of the Society; and, in general, shall perform all duties customarily incident to the office of secretary and such other duties as may be assigned from time to time by the President or the Board of Directors. The duties of the Secretary may be assigned by the Board of Directors in whole or in part to the Executive Director.

Section 5. Treasurer

The Treasurer shall be the principal accounting and financial officer of the Society and shall have charge of and be responsible for the maintenance of adequate books of account for the Society; shall have charge and custody of all funds and securities of the Society, and be responsible therefore, and for the receipt and disbursement thereof; shall deposit all funds and securities of the Society in such banks, trust companies or other depositories as shall be selected in accordance with the provisions of Article XII of these Bylaws; shall have an annual audit of the Society's books conducted by a certified public accounting firm; and, in general, shall perform all of the duties customarily incident to the office of treasurer and such other duties as from time to time may be assigned by the President or the Board of Directors. The duties of the Treasurer may be assigned by the Board of Directors in whole or in part to the Executive Director.

**Article VIII
Executive Director**

The administrative and day-to-day operation of the Society shall be the responsibility of a salaried staff head or firm employed or appointed by, and responsible to, the Board of Directors. The salaried staff head or, in the case of a firm, chief staff officer retained by the firm shall have the title of "Executive Director." The Executive Director shall have the authority to execute contracts on behalf of the Society and as approved by the Board of Directors. The Executive Director may carry out such other duties as may be specified by the Board of Directors. The salaried staff head or firm shall employ and may terminate the employment of members of the staff necessary to carry out the work of the Society. The Executive Director shall be an *ex officio*, non-voting member of the Board of Directors and Standing Committees except as otherwise provided by the Bylaws.

**Article IX
Council**

Section 1. Composition

The Council shall consist of the Board of Directors and the chairs of the Society's standing committees.

Section 2. Duties

The Council shall solicit, process and communicate membership needs to the Board of Directors, participate in the Society's strategic planning and recommend committee members for appointment.

Section 3. Meetings

The Council shall meet at such times and places as shall be determined by the Board of Directors.

Section 4. Notice and Conduct of Meeting

Notice of any meeting of the Council shall state the time, date, and place of meeting and shall be delivered at least five (5) days prior to the date of such meeting. Participation in any meeting of the Council may be conducted through the use of a conference telephone or other communications equipment by means of which all persons participating in the meeting can communicate with each other.

**Article X
Geographical Areas**

Section 1. Geographic Areas

The geographic membership of the Society shall be classified by groupings of states (the "Areas"), the number and boundaries of which shall be determined from time to time by the Board of Directors. Until amended by the Board of Directors, there shall be four (4) Areas whose boundaries are defined as follows:

(a) Area 1 – Alaska, Arizona, California, Colorado, Hawaii, Idaho, Montana, Nevada, New Mexico, Oregon, Utah, Washington, Wyoming.

(b) Area 2 – Illinois, Indiana, Iowa, Kansas, Kentucky, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, West Virginia, Wisconsin.

(c) Area 3 – Connecticut, Delaware, District of Columbia, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont, Virginia.

(d) Area 4 – Alabama, Arkansas, Florida, Georgia, Louisiana, Mississippi, North Carolina, Oklahoma, South Carolina, Tennessee, Texas.

Section 2. Regional Affiliates

The Board of Directors may authorize the establishment of regional affiliates which shall (i) be organized and operated in accordance with the rules and policies adopted by the Board of Directors of the Society; (ii) fulfill criteria for affiliation established from time to time by the Board of Directors, and (iii) have entered into an agreement of affiliation with the Society. All members of regional affiliates must be members of the Society.

Article XI Committees

Section 1. Standing Committees

- (a) **Executive Committee.** The Executive Committee shall consist of the President, President-Elect, Secretary and Treasurer of the Society. The Executive Committee shall have the authority to carry out the business and functions of the Society between meetings of the Board, reporting to the Board any action taken; but the delegation of authority to the Executive Committee shall not operate to relieve the Board of Directors or any individual Officer or Director of any responsibility imposed by law. The Executive Director shall serve as an *ex officio*, non-voting member of the Executive Committee.
- (b) **Nominating Committee.**
- (i) **Composition.** The Nominating Committee shall consist of the chair and four (4) members, one from each Area.
 - (ii) **Appointment and Term.** The Board of Directors annually shall appoint the Chair of the Committee from among all of the Society's past presidents willing and able to serve. The remaining Committee members shall be elected by the members entitled to vote. Committee members representing the odd-numbered Areas shall be elected in odd-numbered years. Committee members representing even-numbered Areas shall be elected in even-numbered years. Each Committee member shall serve a two-year term. Committee members may serve a second consecutive term, provided no more than two (2) members succeed themselves in any given year.
 - (iii) **Duties.** The Committee shall solicit nominations for the Officers of the Society, with the exception of the President, and the Directors representing the Areas and shall submit to the Board of Directors and, upon approval of the Board of Directors, to the membership a list of qualified candidates to succeed those Officers and Directors whose terms shall expire at the conclusion of the next annual meeting. The Committee also shall nominate individuals to fill vacancies as set forth in Article VI, Section 9 above and to fill such other positions as the Board of Directors may determine. Members of the Nominating Committee are not eligible for elected office or other elected positions.
 - (iv) **Eligibility.** Only an individual who shall have been a member of the Society for two (2) years prior to the time of election shall be eligible for election to the Nominating Committee. Members of the Council, other than Chair of the Nominating Committee, shall not serve on the Nominating Committee.

(c) Other Standing Committees

Other committees not having the authority of the Board of Directors may be established by resolution of the Board of Directors to carry out the purposes of the Society. The resolution establishing such a committee shall set forth the committee's purpose and composition.

Section 2. Ad Hoc Committees

The President may appoint such ad hoc committees as are necessary or appropriate to carry out the purposes of the Society. An ad hoc committee created by the President shall terminate with the expiration of the President's term of office. Ad hoc committees may be established for longer periods with the approval of the Board of Directors.

Section 3. Appointment

Unless otherwise provided by these Bylaws or the resolution establishing the committee, the President, with the approval of the Board of Directors, shall appoint the chair of each committee and the chair of each committee shall appoint the members of its committee. Only an individual who shall have: (i) been a member of the Society for two (2) years prior to the time of appointment, and (ii) earned a baccalaureate degree with a nursing major or a baccalaureate degree in another field and demonstration of baccalaureate level nursing competencies shall be eligible to serve as a committee chairperson. Any member of any committee may be removed by the person or persons authorized to appoint such member whenever in their judgment the best interests of the Society would be served thereby.

Section 4. Vacancies

Except as otherwise provided herein, vacancies in the membership of a committee shall be filled by appointments made in the same manner as the original appointments to that committee.

Section 5. Quorum and Manner of Acting

Unless otherwise provided in the resolution establishing a committee, a majority of the whole committee shall constitute a quorum, and the act of a majority of the members present and voting at a duly called meeting at which a quorum is present shall be the act of the committee.

Section 6. Policies and Procedures

The Board of Directors shall develop and approve general policies and procedures for the operation of all committees. All committees shall report to the Board of Directors, and Committee Chairs must submit budget requests to the Board of Directors and receive approval prior to committing expenditures.

**Article XII
Finance**

Section 1. Contracts

The Board of Directors may authorize any officer or officers, agent or agents of the Society, in addition to the officers so authorized by these Bylaws, to enter into any contract or execute and deliver any instrument in the name of and on behalf of the Society, and such authority may be general or confined to specific instances.

Section 2. Payment of Indebtedness

All checks, drafts or other orders for the payment of money, notes or other evidences of indebtedness issued in the name of the Society shall be signed by such officer or officers, agent or agents of the Society and in such manner as shall from time to time be determined by resolution of the Board of Directors. In the absence of such determination by the Board of Directors, such instruments shall be signed by the Treasurer and countersigned by the President.

Section 3. Deposits

All funds of the Society shall be deposited to the credit of the Society in such banks, trust companies, or other depositories as the Board of Directors may select.

Section 4. Bonding

The Board of Directors shall provide for the bonding of such officers and employees of the Society as it may from time to time determine.

Section 5. Gifts

The Board of Directors may accept on behalf of the Society any contribution, gift, bequest or devise for the general purposes or for any special purpose of the Society.

Section 6. Books and Records

The Society shall keep correct and complete books and records of account and shall also keep minutes of the proceedings of its members, the Board of Directors, and any committees having the authority of the Board of Directors. The books and accounts of the Society shall be audited annually by accountants selected by the Board of Directors.

Section 7. Fiscal Year

The fiscal year of the Society shall be determined from time to time by the Board of Directors.

**Article XIII
Waiver of Notice**

Whenever any notice is required to be given under applicable law, the Articles of Incorporation or these Bylaws, waiver thereof in writing signed by the person or persons entitled to such notice, whether before or after the time stated therein, shall be deemed equivalent to the giving of such notice.

**Article XIV
Indemnification of Directors and Officers**

The Society shall indemnify all Officers, Directors, and committee members of the Society to the full extent permitted by the Illinois General Not For Profit Corporation Act and shall be entitled to purchase insurance for such indemnification of officers and directors to the full extent as determined from time to time by the Board of Directors.

**Article XV
Amendments**

These Bylaws may be altered, amended or repealed and new Bylaws may be adopted by a majority vote of at least twenty-five percent (25%) of the voting members, voting in person or by proxy, provided that the substance of the alteration, amendment or repeal has been approved by the Board of Directors and submitted in writing to the membership not more than sixty (60) and not less than five (5) days prior to the date by which the same is to be considered.

**Article XVI
Dissolution**

In the event of the dissolution of the Society, the Board of Directors shall, after paying or making provision for the payment of all of the liabilities of the Society, dispose of all of the remaining assets of the Society (except any assets held by the Society upon condition requiring return, transfer or other

conveyance in the event of dissolution, which assets shall be returned, transferred or conveyed in accordance with such requirements) exclusively for the purposes of the Society in such manner, or to such organization or organizations as shall at the time qualify as a tax-exempt organization or organizations recognized under Sections 501(c)(3) or 501(c)(6) of the Internal Revenue Code of 1986, as amended (the "Code") or the corresponding provisions of any future United States Internal Revenue statute, as the Board of Directors shall determine. Any such assets not so disposed of shall be disposed of by the court of general jurisdiction of the county in which the principal office of the Society is then located, exclusively for such purposes in such manner, or to such organization or organizations, which are organized and operated exclusively for such purposes, as said court shall determine.

Article XVII
Use of Electronic Communication

Unless otherwise prohibited by law, (i) any action to be taken or notice delivered under these bylaws may be taken or transmitted by electronic mail or other electronic means; and (ii) any action or approval required to be written or in writing may be transmitted or received by electronic mail or other electronic means.

Approved December 18, 2003
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Wound
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(Term: 2005-2007)

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(Term: 2006-2008)

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WOCN Board of Directors 2006-2007

(Term: 2005-2007)

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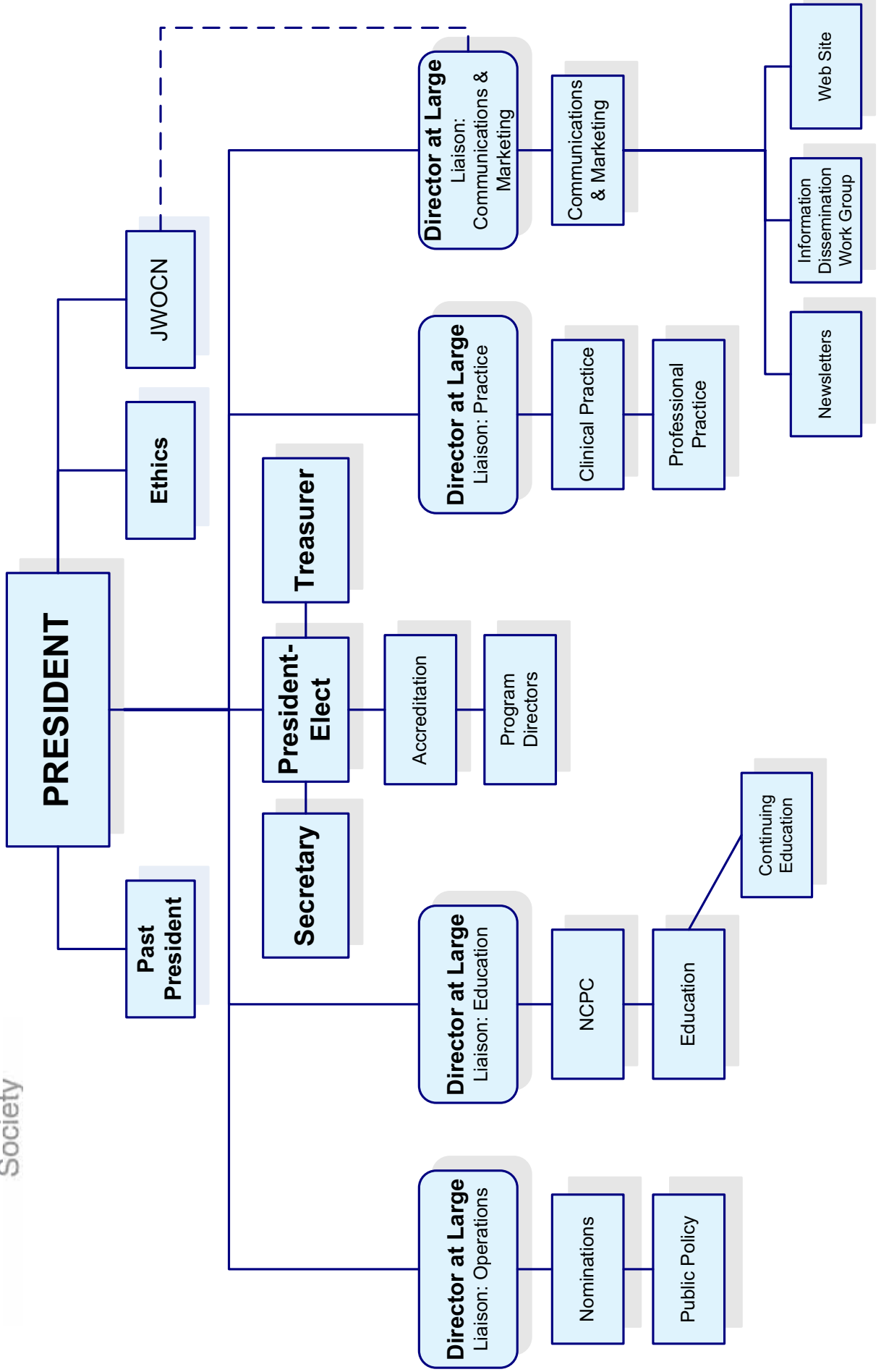
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Council Operations Organization Chart





CODE OF CONDUCT POLICY

The mission and philosophy of the Wound Ostomy and Continence Nurses Society are based upon the values the Society strives to attain. Ethical behavior arises from adherence to these values by all staff, volunteer leaders, and members.

Members, staff and volunteer leaders strive for compatibility between our values and actions. Our dealings with each other should be based on mutual trust and dedication. We should treat each other with respect and dignity at all times. In doing so, the Society will maintain ethical relationships and lasting credibility with members, colleagues and the general public. This Code of Conduct is meant to provide direction and guidance for professional interactions; however, it should not limit or serve as a barrier to those interactions.

The actions of the Society's Board of Directors/Council are closely scrutinized by its members. Actions of these individuals should be free of any real or perceived conflict of interest. Listed below are guidelines to assist members of the Board/Council in avoiding any real or perceived conflict of interest.

Each Board or Council member should:

- 1. Maintain exemplary standards of personal and professional conduct.** The personal and professional conduct of the members of the Society's Board of Directors/Council is held up to the scrutiny of the membership since they are serving the members' interests. Maintenance of this code requires an unwavering commitment on the part of these individuals.
- 2. Actively model and encourage the integration of ethics into all aspects of professional and volunteer work.** Members of the Board of Directors/Council fulfill an important leadership role. They have the opportunity to enhance the ethical awareness of their members. They have the obligation to actively apply ethics throughout the activities of the Society.
- 3. Maintain loyalty to the Society and pursue its objectives in ways that are consistent with the interests of the members.** It is the primary and fundamental responsibility of the Board of Directors/Council to loyally serve the interests of the Society and its members.

4. Recognize and discharge personal responsibility and that of the Society to uphold all laws and regulations in implementing the policies and conducting the activities of the Society.

Be familiar with the basic principles of law and regulations which affect the Society. As a leader of the Society, the Board/Council has the responsibility to help members understand the legal framework within which they operate in the Society and to make sure that all policies of the Society are formulated and all activities are conducted within this framework.

5. Strive to continually advance personal knowledge and achieve higher levels of excellence in WOC nursing.

Board/Council members have a responsibility to maintain current practice and be aware of changes in WOC nursing practice and to apply this knowledge in all of the interactions of the Society.

6. Serve all members fairly, and realize no personal gain from a member or industry partner except with full disclosure and with the knowledge and consent of the Society's Board of Directors.

By virtue of position, Society Board of Directors/Council members may find themselves in a position to grant or receive special favors to members, vendors, and others. The Board of Directors/Council has a responsibility to make the best possible decisions in the interest of the Society without regard to personal gain. Therefore, members of the Society's Board of Directors/Council should take special care to avoid either the fact or the appearance of personal gain in decision-making. They have a responsibility to represent the interests of all members fairly and should avoid incurring an obligation to a single individual or some fraction of the membership.

7. Maintain the confidentiality of all privileged information, except when doing so becomes an ethical or legal breach of conduct.

The Board of Directors/Council frequently has access to privileged information, and is expected to exercise discretion in handling that information. If Board/Council members receive information which potentially places the Society legally at risk, they should seek to protect the Society and/or themselves while recognizing the confidentiality of the information.

If unsure of what to do in a given situation, before making decisions or taking action, consider the following questions (the CLICK model):

Consequence: What are the consequences if I do this? Who will benefit? Who will suffer?

Legal: Is it legal?

Image: Would I like to see this on the front page of the newspaper? Would I like to tell this to my kids?

Culture: Does this decision support or damage our organization's culture and values?

Knot: Does doing it cause a knot in my stomach?

© Digh, Gardenswartz & Rolf, as a member of the Board/Council, there is still a question of actual or perceived conflict of interest, contact the President of the Society and request a review by either the Board of Directors or Ethics Committee.



Name/Logo and Stationary

The name of this organization - Wound, Ostomy and Continence Nurses Society (WOCN) and the official logo are to be used for purposes and on items approved by the WOCN. The logo may not be revised or altered in any way and must be displayed in the same form as produced by the WOCN National Office. A sample of the promotional piece that will incorporate the name and or logo must be sent to the WOCN National Office for review and approval before use.

WOCN stationary is to be used only for official WOCN Society communications.

Table 8.6 Developing an Agenda

I. Determine your objective

Examples of meeting objectives are to inform, educate, inspire, and get feedback.

II. Establish goals for the meeting

A. Purpose

Examples include “provide information about,” “make decision regarding,” “identify concerns,” and “plan strategies for.”

B. Expected results

III. Identify participants

IV. Complete advance preparation for meeting

A. Plan agenda

B. Notify participants

C. Prepare materials

V. Sample Agenda

A. Call to order

B. Roll call

C. Approval of minutes

D. Reports of officers and committee chairs

E. Unfinished Business

F. New Business

G. Announcements

H. Adjournment

Table 8.7 Conducting a Meeting: Key Considerations

I. Location of the meeting

- A. Room size and arrangement
- B. Temperature of room
- C. Acoustics
- D. Audio-visual equipment
- E. Lighting
- F. Comfortable chairs and tables
- G. Drinking water/glasses on tables

II. Meeting Time

- A. Convenient to members' work schedules
- B. Takes into consideration amount of travel required

III. Presiding at the meeting

- A. Start and finish on time!
- B. Utilize Parliamentary procedure

IV. General Guidelines

- A. Stay focused and keep meeting moving.
 - B. Solicit participation.
 - C. Chair remains neutral to issues.
 - D. Recommend further study if unable to arrive at a decision.
1. Appoint an ad hoc committee.
 2. Appoint a task force.
 3. Set goals and objectives.
 4. Set deadlines.
- E. Allow a break after 2 hours of meeting.
 - F. Solicit feedback/further comments at end of meeting.
 - G. Plan for next meeting.

Basic Guidelines for Parliamentary Procedure

Speakers should be recognized by the chair and should identify themselves before speaking. All motions should be submitted in writing to the secretary. Motions submitted by a committee do not need a second. An amendment to the bylaws is a *main motion* and as such may be amended.

Handling of a Motion (how a motion is brought before the assembly)

1. A member makes a motion—"I move that . . ."
2. Another member seconds the motion—"I second the motion."
3. The chair (President) states the question (the motion that is before the house).
4. Members debate the question.
5. The chair puts the question to vote: "Are you ready for the question?" (First ask for the affirmative vote, then the negative vote.)
6. The chair announces the result of the vote.

Point of Order (or "Raise a question of order")

It is the right of every member who thinks the rules of the assembly are being violated to raise "Point of Order."

1. This takes precedence over any pending question out of which it may arise.
2. It can be applied to any breach of the assembly rules.
3. It is in order when another person has the floor as may happen if the chair recognized the wrong person in a debate.
4. It does not require a second.
5. It is not debatable.
6. It is not amendable.
7. It is normally ruled on by the chair.
8. It cannot be reconsidered.

Use the Proper Form

The proper form should be used to achieve the intended purpose.

1. A motion to *Postpone to a Certain Time* ensures that the motion will be considered later.
2. A motion to *Lay on the Table* enables the assembly to lay the pending question aside temporarily. In assemblies that do not have regular sessions as often as quarterly, a question laid on the table can remain there only until the end of the current session. Unless taken from the table earlier, the matter dies with the close of the session.
3. The motion to *Postpone Indefinitely* kills the main motion while avoiding a direct vote on the question.

Useful Parliamentary Motions

Motions are the tools to accomplish your purpose and expedite business. Whatever you want done can be accomplished by the proper motion (of which there are more than 80). The motions listed below are the most important for you to know.

Situation

1. You want to propose action
2. You want to change part of the main motion
Motions may be amended by
 - a. Inserting or adding words
 - b. Striking out words
 - c. Striking out and inserting words
 - d. Substituting a paragraph or another motionAny number of amendments may be offered, but only two may be pending at any one time.
3. You need or want more time to consider the proposal
4. You think the discussion is going on too long.
5. You think your rights are being violated.
6. You do not understand something.
7. You feel the chair has made an incorrect ruling.
8. You think the board has made an ill-advised action.

Proper Motion

main motion
amend

Commit
Postpone
Recess
Limit debate
Previous question
Adjourn
Point of order
Parliamentary inquiry
Point of information
Appeal
Reconsider
Rescind
Amend something previously adopted

Don't Say...

I want to make a motion that...
 I make a motion that...
 I so move...

Do I hear a second?

I move to amend that motion to read _____

Are there any additions or corrections to the minutes? (redundant)

Those in favor of adopting the treasurer's report say "aye."

All those in favor say "aye"; those opposed, like sign.

That's passed.

Question!!

The next order of business is old business.

You are out of order.

I'll turn the meeting over to the program chairman.
 day.

I'll introduce the head table now.

Do Say

I move that

Is there a second?

I move to amend the motion by adding (or inserting, striking, substituting)

Are there any additions to the minutes?

Are there any questions about the treasurer's report? It will be placed on file. (An auditor's report should be adopted manually.)

Those in favor say "aye"; those opposed, say "no."

The ayes have it, and the motion is carried (or adopted).

I move the previous question, or I call the question.

The next business in order is unfinished business

Your motion is not in order at this time.

The program chairman will now introduce our speaker for the

The chair will now introduce the officers seated at the head table.

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Election & Installation of Officers

Election of Officers:

- Issue a call to the membership for interested candidates and be sure to announce the offices available
- A nomination committee should develop a slate of candidates
- Only active members should vote. Steps must be taken to assure that only active members receive a ballot.
- Ballots received after the deadline should not be counted unless needed to break a tie vote
- A Board of Canvassers should be appointed to count the ballots

Installation of Officers:

The installation ceremony reminds the members of the aims and ideals of the region/affiliate and challenges the new officers to lead the members toward these goals. The installing officer should, upon being introduced, take his place at the lectern. The incoming officers should be introduced then aligned in front of and to one side of the lectern. The highest ranking officer-elect should be nearest the speaker and then the others in descending rank.

Installation:

- Introduction of Installing Officer by Presiding Officer
- Opening Remarks of Installing Officer
- Installing Officer reads from bylaws the duties of the officers being installed
- Oath of office Administered to Incoming Officer(s)



OATH OF OFFICE

And now, Ladies and Gentlemen, it is my honor to install your new officers (announce the names of the individuals).

You have been duly elected to your office in accordance with the constitution and bylaws of the _____ region/affiliate of the WOCN society. I now have the honor to act as its representative and to induct you to the office to which you were elected. Will you therefore, repeat after me the following oath:

“I accept the office, to which I have been elected and promise to carry out my duties fully and faithfully and to the best of my ability”

By virtue of the authority granted to me, I now declare you duly installed as officers of the _____ region/affiliate of the WOCN society.



WOCN MEMBERSHIP

Membership may be granted to any individual who meets the criteria set forth in the bylaws.

Membership Categories:

Active Member: Any RN who supports the mission and goals of the WOCN Society. They are required to pay dues and receive all membership privileges.

Retired-Active Member is anyone eligible for Active Membership and is permanently retired from employment. They receive all membership privileges and pay 50% of the established dues.

Associate Member is any person, other than an RN, who supports the mission and goals of the WOCN Society. They are required to pay dues and receive all membership privileges except making motions, voting, and holding office.

Associate-Retired Member is anyone, other than an RN, who is eligible for Associate Membership and is permanently retired from employment. They receive all privileges of associate membership and pay 50% of the established dues.

Honorary Member is an individual who is nominated and elected by his/her region or affiliate for outstanding contributions in the advancement of WOC care. Seventy-five percent of the Active Membership dues are paid by the WOCN Society region or affiliate conferring the membership; twenty-five percent of the cost is paid by the WOCN Society.

Honorary Life Member is a WOCN Society Founder and Past President. They do not pay dues and receive all member privileges.

Student Member is any full-time student studying to become a registered nurse, including associate degree, diploma program, or Bachelor of Science Degree students.

Corporate Membership is designated for any health related industry or firm that supports the mission and goals of the WOCN Society.

Application Process:

- A potential member can complete a membership application on-line through the WOCN website, download a membership application form off the WOCN Society website (www.wocn.org) or contact the National Office.
Once the application form and payment are received, a “New Member Packet” is mailed by the National Office to the new member.

Honorary Membership Procedures:

- Nominee must be conferred by a member in good standing.
- Nominee must be a member in good standing for at least 10 years prior to nomination.
- Nominee must have made outstanding and/or multiple contributions to the advancement of wound, ostomy, and continence care as evidenced by: long term involvement in national, regional, or affiliate committees and/or leadership positions; support and mentorship for other WOC nurses; development of innovative programs for support of wound, ostomy, and/or continence care; sustained or significant contributions to the evidence base for WOC nursing practice through publications and/or research.
- Reference letters from members in good standing speaking to the member’s qualifications for honorary membership.

Membership Dues:

- Dues for all members are established by the Board of Directors. See current member and corporate membership application forms for dues structure.
- Annual dues shall be due and payable on the anniversary date of membership in the organization.
- Members will have approximately 90 days to renew membership. A renewal notice, will be mailed by the National Office 45 days from the due date and a reminder sent 30 days from the due date. Delinquent members are deleted from the membership roster 90 days after the anniversary date.
- Membership in the WOCN Society includes an optional Regional or Affiliate membership. The Society collects membership dues and rebates annually a portion of the dues to the Regions/Affiliates for all new and renewed members.

Education Programs' New Graduate Notification:

- Each Education Program Director will supply the National Office with a graduation list after every graduation period. The Director will also provide his/her graduating class with a WOCN Society membership application form for their consideration. Application forms may also be requested from the National Office.
- Graduates seeking membership will submit an application to the National Office. The first-year membership dues for new education program graduates will be waived unless otherwise specified.
- National office will send a "New Member Packet" to each new member.

Regional Membership:

- Members may choose to belong to any WOCN Society region and affiliate.
- It is the responsibility of each member to notify the National Office when transferring to another region or affiliate.
- National Office will supply all regional and affiliate presidents with an electronic membership list in March, July, and November. The list will contain member contact information, membership classifications, and member join dates. Additional lists are available upon request. Allow 7-10 business days for processing.
- The WOCN National office will issue a rebate in May to each region/affiliate. The rebate will be based on the number of current dues paying members within the region/affiliate and the rebate will be calculated at \$12.00 per member.



REGION & AFFILIATE FINANCES

Operations

It is the responsibility of the Treasurer to maintain the custody of the monetary assets of the region/affiliate and to maintain such financial records as the Board of Directors may direct. The region/affiliate is required to open a separate checking and savings account for the region/affiliate in the name of the region/affiliate (WOCNPCR). Income and expenses from the region/affiliate should not be commingled with any other income and expenses.

In order for the Board of Directors to properly run the regions/affiliate affairs, the Treasurer should report the current financial condition of the region/affiliate at each meeting.

Because the Board has a fiduciary liability, it is generally recommended that an audit be conducted on a yearly or every other year basis by an independent firm or a committee appointed by the President to perform an audit of the region/affiliate's books.

Ensure that two region/affiliate officers have signed for the region/affiliate bank account (s) to allow more than one person the authority to access the funds and/or to close the account(s).

Ensure that two regional/affiliate officers (Treasurer & President) approve all expenses paid by the region/affiliate.

Treasurer

The Treasurer of each region/affiliate is responsible:

- To maintain the region/affiliate ledger/checkbook and reconcile monthly bank statement(s)
- Pay chapter invoices/expenses (the Treasurer should maintain an original invoice or copy for all bills paid as part of the Treasurer's record) Written requests for reimbursement should be submitted by region/affiliate members who purchase or pay for items approved for use by the region/affiliate
- Deposit all payments made to the region/affiliate
- Prepare a financial report on a monthly basis for the region/affiliate Board of Directors (areas covered should include income, expenses, accounts receivable, accounts payable and checking/savings account balances)
- Prepare an annual budget for the region

- Establish in conjunction with a finance committee or Board, appropriate financial policies. Policies should exist for expense reimbursement to officers or members. Annual audits, the dollar amount for which the Treasurer has the authority to sign checks and any other areas deemed appropriate by the region/affiliate.

In general, the Treasurer shall perform all the duties incident to the offices of Treasurer of a corporation.”

The Treasurer ensures that the region/affiliate properly maintains the archival and financial files to include:

1. Articles of Incorporation
2. Tax exempt information (tax returns, IRS correspondence and notifications, etc.)
3. Bylaws
4. Financial audits
5. Approved budget
6. Signatory list
7. Policies and procedures



Tax-Exemption Status

The WOCN Society, including the regions/affiliates, is considered to be 501(c) 6 organizations by the IRS. WOCN holds a Federal Income Tax exemption and is not required to file Federal Income Tax returns unless subject to the tax on unrelated business income under Section 511 of the Code. The WOCN fiscal year runs from January 1 to December 31st.

WOCN conducts a full audit each year. As part of the year end audit, each region/affiliate is responsible and **must** submit a year end statement to the National Office when requested (please see attached form).

The IRS has designated WOCN Employer Identification Number 25-1251887 to be used when filing Form 990 or for proof of tax exemption.

WOCN Headquarters submits an annual 990 Form, Return of Organizations Exempt from income tax on behalf of the Society. However, if a region and or affiliate has filed for its own tax exemption number within the state, that region or affiliate will be required by law to file its own tax return.

State Statutes

The WOCN Society is incorporated in the state of Illinois and is bound by the rules of that state. Each state has its own laws and regulations relating to the operation of a 501(c)(6) organization that govern the scope of allowable activities, etc. It is recommended that this information be obtained from the State Department of Commerce.

Record Retention

The Treasurer should confer with the Secretary and the Board of Directors annually, ensuring that certain items are preserved in the region/affiliates permanent records file. Among these items should be the following:

- 1) The WOCN tax-exempt letter and status
- 2) Copies of any tax returns
- 3) Annual financial reports



Budget Preparation

Each Region/Affiliate Treasurer should prepare a yearly budget to be reviewed and approved by the Region/Affiliate Board. When developing the budget, the income and expenses should be based on past experience. A budget should project conservative income and expenses should be inline with what was spent in the past to include increases related to inflation. A budget should be considered the financial road map for the region/affiliate and should include all approved projects and plans for the year.

At a minimum, a budget should include the previous years' budget amount, current years' budget and actual income/expense year to date. Each month, the Treasurer should record the income and expense to compare with the budget and provide projections for the year end.

Line item suggestions to be included in your budget:

Income:

- Regional & Affiliate Rebate
- Dues
- Contributions
- Meeting registration
- Advertising
- Interest
- Other

Expenses:

- Newsletter
- Postage
- Printing
- Donations
- Reimbursements
- Meetings
- Committee expense
- Food & Beverage
- Speaker Expense
- Website Management



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DEVELOPMENTseries

PLANNING CHECKLIST

36-48 Months Out

1. 1. Determine conference goals and objectives.
2. 2. Identify possible dates for the meeting.
3. 3. Prepare preliminary meeting outline to include blocks for program sessions, social events, exhibits, sleeping room requirements, and a brief description of each.
4. 4. Begin site research on venues meeting the selection criteria.
5. 5. Send meeting requirements to selected sites with requests for written proposals.
6. 6. Set tentative meeting and exhibit dates after obtaining meeting dates and sites from other related organizations to avoid conflicts and potential tie-ins.
7. 7. Review site proposals from responding suppliers; select potential sites.
8. 8. Begin site negotiations with potential venues.
9. 9. Conduct site visits as required.
10. 10. Negotiate hotel rates and blocks; agree on and sign hotel contract(s).
11. 11. Negotiate, agree on, and sign contracts with convention center or other facilities the meeting will use.
12. 12. Negotiate fares with official airline if one is selected.
13. 13. Add any deadlines and other requirements to timetable.

18-24 Months Out

1. 1. Select and appoint local committees as required.
2. 2. Establish promotional strategy, including two-year marketing plan and implementation schedule; add related deadlines and requirements.
3. 3. Prepare first calendar notices and press releases for exhibit.
4. 4. Prepare and mail letters to potential event sponsors requesting consideration in their budgets for the following year.
5. 5. Evaluate current and potential markets, and identify target audience(s); review, update, and obtain mailing lists based on evaluation results (e.g., registrants, sponsors, advertisers, and exhibitors).
6. 6. Prepare preliminary budget categories and set preliminary budget.
7. 7. Review and evaluate past, current, and potential funding sources; specify areas of need for funding requests; and match program needs to fiscal needs and potential funding sources.
8. 8. Prepare and mail funding request prospectus.
9. 9. Review conference timeline for adjustments and update as required; review all tasks generated by internal and external requirements; identify needs for outside consultants, and specify requirements.

10. 10. Request proposals from potential consultants.
11. 11. Establish meeting theme and preliminary graphics (logo, program, etc.).

19 Months Out

1. 1. Select meeting consulting firms or individuals, freight companies, and so on:
2. 2. Establish registration-fee structures and policies, being certain to include clear cancellation policies.
3. 3. Review, update, and prepare all policies and procedures governing the meeting, and distribute them to all staff, consultants, and committees.
4. 4. Identify areas of need for outside suppliers; outline specific requirements, and select decorator, security, airline, car rental, audiovisual, entertainment, destination management, transportation, and registration services.

A. Destination management companies-

- ~.(1) Obtain list of companies from local CVB
- ~.(2) Determine how long company has been in operation in the area.
- ~.(3) Check on company's financial history.
- ~.(4) Obtain references from other associations and firms.
- ~.(5) Determine whether staff is adequate to handle your needs.
- ~.(6) Obtain rates and price structure.
- ~.(7) Determine extent of insurance coverage.

~.B. Transportation/shuttles-

- ~.(1) Determine types, configuration, and condition of equipment.
- ~.(2) Obtain clear understanding of price structure, e.g. minimum hours for which you will be charged, charges for extra mileage, method for calculating mileage, and so on.
- ~.(3) Determine what comes with the package-e.g., signs, coordinator.
- ~.5. Following up on the preceding, identify new sources for funding.
- ~.6. Review and establish guidelines for submission, review, and selection of papers.
- ~.7. Prepare master schedule of all known printing requirements, including specific items, anticipated quantity, coding system, deadlines, and potential printers.
- ~.8. Assemble exhibitor prospect lists.
- ~.9. Assign program issue area responsibilities.

16 Months Out

1. 1. Arrange insurance coverage.
2. 2. Establish exhibit space rates.
3. 3. Produce tentative exhibit floor plan.

14-15 Months Out

1. 1. Invite and confirm key speakers.
2. 2. Determine preliminary food and beverage requirements.
3. 3. Negotiate menus and prices.
4. 4. Select translation equipment if needed.
5. 5. Adjust exhibitor floor plan (becomes continuing task from this point on).
6. 6. Mail first meeting announcements and promotional materials to prospective attendees and exhibitors.

13 Months Out Obtain audiovisual needs from speakers.

12 Months Out

1. Review hotel contract deadline dates.
2. Review, update, and confirm final meeting budget.
3. Review and revise meeting accounting procedures and assign appropriate codes.
4. Prepare and forward to meeting facility or facilities a tentative meeting schedule.
5. Finalize materials and mail call for papers.
6. Begin preparation of conference brochure, including copy, layout, and design.
7. Update all speaker forms-releases, travel, housing, audiovisual.
8. Establish categories of awards and selection criteria for them; update all related materials and mail.
9. Prepare 12-month media schedule, identifying specific sources and completing media lists.

10-12 Months Out

1. Prepare list of available hotel function areas and specifications.
2. Compile master list of suggested program topics and speakers.
3. Refine master format for general sessions, workshops, luncheons, and ancillary (e.g., spouse/guest) events.
4. Begin incorporating topics and speakers into meeting format.
5. Compare hotel space and specifications and make tentative room assignments of meeting functions and activities.
6. Begin confirming program speakers and topics as available; obtain biographical information and photographs as each is confirmed.
7. Promote meeting through appropriate announcements.
8. Make final selections of all remaining suppliers.
9. Identify and begin preparation of organization's general sale items.
10. Follow up on call for papers.
11. Reevaluate target markets and mailing lists in preparation for brochure mailing.
12. Continue promotion through organizational magazine and newsletters.
13. Identify meeting functions and activities available for sponsorship and begin solicitation of specific sponsors.
14. Prepare and mail exhibit prospectus and related materials.
15. Establish procedures and controls for session and event admittance via tickets or badges; establish monitoring procedures.

8-10 Months Out

1. Continue follow-up on call for papers.
2. Begin final selection of papers.
3. Promote meeting in selected professional publications.
4. Follow up on exhibitor mailing.
5. Mail first meeting brochure.
6. Begin determination of final award nominee lists.
7. Establish and implement badge preparation process.
8. Identify final reporting and analysis requirements; develop data collection system(s); and prepare data collection documents.
9. Prepare expanded meeting brochure for second mailing.

10. 10. Prepare and mail second exhibitor solicitations.
11. 11. Review and update facility friction-space assignments and convey to facilities.
12. 12. Begin preparation of hotel function space diagrams for registration, general sessions, workshops, social functions, and so on.
13. 13. Begin assignment of exhibit space; mail confirmations of space, updates on meeting activities, function sponsorships, and meeting program advertising information.
14. 14. Begin processing of registration forms as received; prepare and mail preregistrant confirmation notices.
15. 15. Implement monthly registration reporting system.
16. 16. Identify and communicate on-site responsibility areas for committees and volunteers.
17. 17. Begin active solicitation of advertisers for program book.
18. 18. To the extent possible determine final meeting program and schedule for all events.
19. 19. Combine all relevant policies and specific procedures into manual for on-site use.

4-6 Months Out

1. 1. Mail second meeting promotional brochure to potential attendees.
2. 2. Make final selection of award recipients.
3. 3. Identify materials for registration packets; select and order conference packet.
4. 4. Design and print all tickets for admission to meeting functions.
5. 5. Continue solicitation and follow-up of exhibitors, sponsors, and advertisers.
6. 6. Begin all food-and-beverage menu selections.
7. 7. Order necessary on-site office furniture and equipment.
8. 8. Order awards and related materials.
9. 9. Review registration returns based on market targeted; prepare and mail targeted registration invitation letters.
10. 10. Identify and assign staff on-site responsibilities.
11. 11. Select and order speaker gifts.

2-4 Months Out

1. 1. Mail third promotional brochure to potential attendees if needed.
2. 2. Prepare special meeting issue of newsletter or other periodical.
3. 3. Request camera-ready ad copy for meeting program.
4. 4. Review sleeping-room pickup.
5. 5. Review and confirm session schedule, room assignments, and function-room diagrams with facilities and appropriate outside suppliers.
6. 6. Continue follow-up with exhibitors.
7. 7. Review meeting budget and adjust as required.
8. 8. Open bank account in host city if desired.
9. 9. Order special decorations for meeting functions.
10. 10. Make final food and beverage schedule.
11. 11. Make final translation arrangements.
12. 12. Review on-site staff needs.
13. 13. Determine security needs.
14. 14. Prepare and print conference evaluation forms.
15. 15. Prepare and print on-site registration forms; check on-site hardware and software.
16. 16. Begin preparation of written requirements to facilities and other suppliers.
17. 17. Implement weekly registration reporting system.

18. 18. Select printer for meeting program book.
19. 19. Confirm audiovisual and translation requirements.
20. 20. Review badge preparation process.
21. 21. Prepare sign list; order signs.

1-2 Months Out

1. 1. Reconfirm all speakers and their requirements.
2. 2. Review exhibit hall floor plan.
3. 3. Print and mail invitations to special events.
4. 4. Confirm all food-and-beverage selections.
5. 5. Reconfirm all sponsored events.
6. 6. Print workbooks and handouts.
7. 7. Send final agenda to exhibitors and request list of personnel staffing booths.
8. 8. Continue follow-up with outside suppliers.
9. 9. Confirm and mail detailed requirements to facilities and on-site suppliers.
10. 10. Prepare up-to-date exhibit floor plan, exhibitor list, and schedule for program book.
11. 11. Arrange for all staff and VIP travel and housing.

1 Month Out

1. 1. Print program book.
2. 2. Prepare and print list of pre-registrants.
3. 3. Finalize on-site accounting requirements like on-site payments, deposits, cash-out procedures, and so on.
4. 4. Order amenities.
5. 5. Confirm exhibit layout, and update exhibitor list.
6. 6. Schedule on-site media activities.
7. 7. Begin preparation of registration packets.

2 Weeks Out

1. 1. Finalize food and beverage guarantees.
2. 2. Pack and send all conference materials for early shipment.
3. 3. Prepare badges for all nonregistered attendees like speakers, exhibitors, staff, complimentary registrations, and so on.
4. 4. Communicate all last-minute changes and new requirements to facilities affected suppliers.

1 Week Out

1. 1. Set up all on-site individual preconference review meetings with suppliers.
2. 2. Finalize time and agenda for facilities and suppliers.
3. 3. Provide required early guarantees to facilities.
4. 4. Complete proofing of badges and preparation of packets.
5. 5. Follow-up on on-site media activities.
6. 6. Establish on-site staff meeting schedule and required attendance list.
7. 7. Verify VIP arrivals, and schedule airport pickups.

On Site

1. 1. Receive and inventory all shipments, equipment, and supplies.
2. 2. Review all VIP arrangements.

3. 3. Set up conference offices.
4. 4. Conduct individual review meetings with suppliers and facility departments.
5. 5. Conduct personnel instructional briefings for registration staff, data collectors, volunteers, volunteers, and others.
6. 6. Conduct pre-conference and daily staff meetings.
7. 7. Review each day's requirements, and highlight following day's requirements.
8. 8. Review responsibilities, procedures, and overlap areas like registration, food guarantees, speakers, VIPs, media room setups, data collection, spouse/guest/children's events, exhibits, sponsors, and so on.
9. 9. Reemphasize communication lines and authority and responsibility levels to meeting staff, suppliers, meeting facility staff, and volunteers.
10. 10. Arrange daily invoice review with meeting facilities.
11. 11. Consult with meeting support personnel as required for issuance of gratuities.
12. 12. Confirm and monitor pickup of all rental equipment and supplies.
13. 13. Arrange for return shipment of all materials.
14. 14. Conduct post-conference wrap-up meeting with meeting facility departments and suppliers as needed.

Immediately after Meeting

1. 1. Pack and inventory all materials
2. 2. Do financial reconciliation.
3. 3. Perform post-budget performance review.

1-2 Months After

1. 1. Prepare list for thank-you letters; prepare and mail letters.
2. 2. Prepare and mail final attendance list.
3. 3. Collect and organize data for final meeting reports.
4. 4. Obtain evaluations from staff, volunteers, consultants.
5. 5. Prepare summary reports of all evaluation forms.
6. 6. Review each invoice received, break each down into appropriate meeting categories, and schedule payment.
7. 7. Prepare preliminary financial reports.

2-3 Months After

1. 1. Prepare final financial reports, breaking them into appropriate subcategories for final meeting report and reports to management, sponsors, and funding sources.
2. 2. Prepare and distribute final meeting report and distribute.



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Site Selection Considerations Site Selection

Site Inspection Checklist Site Inspection Checklist

The destination

Accessibility

- a. Ease and cost
- b. Proximity to airport
- c. Permits access by people with disabilities
- d. Adequate taxi/limousine service
- e. Sufficient parking space
- f. Availability and cost of shuttle service
- g. Adequate airport assistance
- h. Adequate number of flights into destination
- i. Seasonality of destination (peak season vs. off-season)

Environment

- a. Availability of local attractions
- b. Shopping
- c. Recreation
- d. Restaurants
- e. Weather conditions
- f. Appearance
- g. Safety of area
- h. Economic health of community
- i. Reputation of area/facility for hosting meetings
- j. Support and services available from local convention bureau
- k. Availability of experienced suppliers, such as audiovisual firms, exhibit service contractors, temporary help, and security

The facility

- a. Efficient, friendly doormen and bellmen
- b. Attractive, clean lobby
- c. Registration desk easy to find: sufficient space and personnel in relation to guest rooms; ability to handle peak check-in/check-out times for major groups; efficient front desk personnel

- d. o Modern elevators in sufficient number to serve guests when the facility is full
- e. o Accessible, fully-staffed message and information desk: rapid response to telephone calls; quick delivery of messages
- f. o Availability of guest services: drugstores, banks, emergency services, giftshop, concierge, safety deposit boxes
 - o Comfortable clean rooms: furniture in good condition, modern bathroom fixtures, adequate lighting, adequate closet space and hangers, smoke detectors, fire exit information clearly posted, refrigerator and/or wet bar
- g. o Adequate lighting and cleanliness of hallways
- h. o Availability of beverage and ice machines on each floor
- i. o Service elevator accessibility
- j. o Size of standard room vs. deluxe room
- k. o Availability of “towers” or executive floor offering special guest services
- l. o Rooms equipped for people with disabilities
- m. o Number and types of suites and availability of suite floor plans
- n. o Reservations procedures and policies
- o. o Room category classifications (floor number, non-smoking, ocean view, etc.) and number available in each category
- p. o Number of rooms available for early arrivals and late departures
- q. o Current convention rate and rack rate for individual guests (not part of the group)
- r. o Date hotel will provide firm rates
- s. o Guarantee and deposit requirements
- t. o Check-in and check-out hours
- u. o Cutoff date for the room block
- v. o Check-cashing policies and types of credit cards accepted
- w. o Refund policy for cancellations
- x. o Number of non-smoking floors (standard and concierge)
- y. o Dates of any planned renovations
- z. o Any change in hotel ownership being discussed
- aa. o Availability of a health club, hours, and cost
- bb. o Telephone access charges (long distance, local, and calling card)
- cc. o Key system for guest rooms
- dd. o Adequate parking space (free or for a fee)
- ee. o Hotel emergency plan (meeting manager should review it)
- ff. o Hotel emergency exits clearly marked
- gg. o Comparison of king-bedded versus double-bedded room categories

Meeting space

Meeting rooms come in all shapes and sizes, and with a number of obstructions and inadequacies. The meeting manager must evaluate the potential of each room under consideration. They should measure the room, prepare scale diagrams, incorporate all equipment, staging and decorations, and calculate the desired square footage per person for the required setup. Below are some questions the meeting manager should be prepared to answer before the site inspection:

- a. o How many meeting rooms will be required?
- b. o In addition to the formal program, will meeting rooms be needed for committee and business meetings?
- c. o What is the estimated attendance for each session?
- d. o Are attendees to be seated theater style, classroom style, or conference style?
 - o Are rooms with high ceilings and no columns or obstructions needed to accommodate audiovisual presentations?
- e. o Is space needed in or near the meeting room(s) for refreshment breaks?
- f. o What pre- and post-meeting space is required for affiliated ancillary groups?
- g. o Are meeting rooms accessible to people with disabilities?

Food and beverage service

Public outlets

- a. o Appearance and cleanliness
- b. o Cleanliness of food preparation areas
- c. o Adequate staffing at peak times
- d. o Attitude of personnel
- e. o Prompt and efficient service
- f. o Variety of menus
- g. o Cost range
- h. o Reservations policy
- i. o Feasibility of setting up additional food outlets for continental breakfast and quick luncheon service if necessary
- j. o Feasibility of using public food outlets for group functions during non-peak hours

Group functions

- a. o Quality and service
- b. o Diversity of menus
- c. o Creativity or access to companies specializing in this
- d. o Costs: tax and gratuities; projected price increase by the time of the meeting; extra labor charges for small group functions
- e. o Liquor laws (restricted times)
- f. o Cash bar policies: bartender cost and minimum hours, cashier charges, drink prices
- g. o Refreshment break pricing: guarantee policies, when a guarantee is required, number prepared beyond guarantee

- h. o Special services: tailored menus, theme parties, unique refreshment breaks, food substitutions available, table decorations, dance floor
- i. o Size of banquet rounds (eight people or 10 people)
- j. o Room service: diversity of menu, prompt and efficient telephone manner, prompt delivery, quality

Exhibit space

- a. o Number of loading docks and proximity to exhibit area
- b. o Availability and location of freight receiving area
- c. o Location of utilities
- d. o Maximum floor load
- e. o Security of area
- f. o Location of fire exits
- g. o Proximity to food service areas, restrooms, and telephones
- h. o Availability of sufficient time for move-in and move-out
- i. o Reputation of facility regarding union relations
- j. o Decorations to enhance facility appearance
- k. o Availability of supplemental lighting
- l. o Proximity of exhibit hall to other portions of the meeting
- m. o First aid station
- n. o Availability of office space for exposition manager, service contractors, and suppliers
- o. o Crate storage areas and policies

Offices and other services

- a. o Sufficient space for furniture and equipment necessary to perform the business at hand
- b. o Good lighting
- c. o Easy for attendees to locate
- d. o Adequate electrical outlets
- e. o Availability of house telephones or telephone jacks
- f. o Ability to secure space after hours
- g. o Is the hotel flexible regarding the tentative agenda, or is meeting space locked in by a signed contract?
- h. o Are doors to meeting rooms wide enough to accommodate wheelchairs?

Equipment

- a. o Tables: six feet long, eight feet long, schoolroom width (15"-18"), rounds, 60 inches, 72 inches
- b. o Chairs

Source: *Professional Meeting Management, third edition*, published by the Professional Convention Management Association



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Negotiation Techniques

The following general principles must be remembered and applied to negotiations for any site, service, or supplier. By following these simple guidelines, a meeting manager can utilize the methods and lessons of meeting management in a more efficient manner.

Remember!

- . • Present and maintain a professional attitude.
- . • Control stress and tension.
- . • Avoid politics and egos.
- . • Take time to gather all facts and requirements beforehand.
- . • Meet with the proper hotel or site people who have the authority to make decisions.
- . • Know all the following Do's and Don'ts.

DO

- . • Define the purpose and objectives of the meeting.
- . • Know the event.
- . • Have printed copies of meeting plans available.
- . • Make key contacts in all services and sites.
- . • Follow up frequently.
- . • Obtain peer referrals.
- . • Contact union stewards before an event at a union venue.
- . • Communicate with clarity and outline everything in writing.
- . • Make all agreements part of the written contract.
- . • Possess the authority to make a decision (or sign a contract).
- . • Possess the authority to make a decision (or sign a contract).
- . • Be ethical.
- . • Ask questions.
- . • Listen and pay attention.
- . • Minimize all distractions.
- . • Verify all legal clauses of the contract with an attorney.
- . • Know the budget.

DON'T

- . • Sacrifice quality for cost.
- . • Make unreasonable demands.
- . • Insist on being the final authority.
- . • Be inconsiderate of a supplier's profit margin and business needs.
- . • Escalate and overestimate needs.
- . • Hesitate to ask questions.

- . • Be apprehensive about negotiating for everything required.
- . • Promise what cannot be delivered.
- . • Lie or misrepresent.
- . • Jump at the first offer.
- . • Pass up a good deal based on a personality conflict.
- . • Be intimidated.
- . • Hesitate to advise the facility of changes.

Source: *Professional Meeting Management, third edition*, published by the Professional Convention Management Association



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DEVELOPMENT series

Food and Beverage Arrangements

Catering Checklist

- o What is the estimated attendance?
- o What are the table linen color choices?
- o Are centerpieces and decorations needed for head and buffet tables?
- o How many places are required at the head table? Will the head table be on a platform?
- o Is a floor or table lectern needed? Where should it be placed?
- o Is a microphone needed? If so, what type and where?
- o How much time is needed for set up? When will the room be accessible?
- o Are meals to be served at the head table, or will dignitaries take their places from reserved tables after the meal?
- o If service is buffet style, are head table guests to serve themselves, or are servers to prepare their plates?
- o If meal tickets are to be collected, who will collect them and where, at the door or at the table? (Provide the caterer with a sample.)
- o How are late arrivals without tickets to be handled?
- o Are tickets required for head table guests?
- o Is a registration or supply table needed outside the function room? Is an award table needed behind the head table?
- o Are programs or menus to be placed on tables or chairs or distributed at the door?
- o Is a room needed for VIPs prior to the function?
- o Must special arrangements be made for guests with dietary restrictions?
- o Are there banners that need to be placed?
- o Is a coat check room needed?
- o If awardees are seated in the audience, how will they approach the lectern? Will a spotlight be used to illuminate their approach to the platform? Is the master of ceremonies to be spotlighted?
- o Is the national anthem to be played? In the United States, the American flag is required. (The American flag must always be displayed to stage right, and state flags to stage left.)
- o Will there be an audiovisual presentation? What type?
- o Is background or dance music planned?
- o Will there be a show or entertainment (including a band) for which an additional stage or platform is needed? If so, what size and height?
- o Are platforms and stages to be skirted and/or carpeted? Are there lighted stairs with handrails?
- o Is a rehearsal planned? When?
- o At what time will the doors be opened?
- o What is the timing for all aspects of the event? (Pre-program music, entertainment, meal service timing, formal program and presentations, dancing, etc.)
- o Where are the restrooms? What arrangements should be made to allow guests to re-enter the function room if door controls will be in place?

Source: *Professional Meeting Management, third edition*, published by the Professional Convention Management Association



WOCN Insurance Policies

WOCN carries the following insurance policies:

- Directors & Officers Liability insurance that provides coverage for legal fees. Under the Volunteer Protection Act of 1997 which limits the personal liability of Directors state that a volunteer cannot be sued as long as they are; 1. Not compensated for their position, 2. Acting within the scope of Board responsibility or 3. Not engaging in criminal or reckless misconduct. The D&O policy provides 1 million per occurrence up to 2 million total.
- WOCN has an umbrella policy to the general liability policy which provides an additional one million above the two million dollar limit.
- Multi Peril Policy-Liability insurance for events; one million per occurrence up to two million dollars.
- To obtain event insurance coverage for your regional/affiliate conference, you should contact the WOCN National Office with the specifics of your event to include: date, location and type of event. The National Office will obtain an event insurance certificate from our provider and send this to you to provide to your conference location.

Why Board members get sued:

- General mismanagement
- Violating Bylaws and Articles
- Insider transactions
- Lack of fair dealing with members
- Defamation
- Wrongful discharge
- Negligent investment of society funds
- Failure to protect association property
- Usurping a corporate opportunity
- Sale of assets below value
- Breach of contract
- Failure to supervise



SCHOLARSHIP COMMITTEE

COMPOSITION

The Scholarship Committee consists of a Chairperson and not less than four members. The Committee works closely with the WOCN Society Foundation and National Office.

PURPOSE:

1. Reviews, selects, and coordinates scholarship applications for WOC Nursing Education Program applicants as well as advanced degree candidates.
2. Develops and revises scholarship applications and evaluation forms as necessary.
3. Solicits donations for scholarship funds from all possible sources, honoring all criteria stipulated by benefactors.

FUNCTION:

1. The scholarship committee is a standing committee of the WOCN Society. It functions under the auspices of the WOCN Society Foundation by which transactions and monies are kept accountable for the funding of awards. Due to the awareness of the growing need for WOC nurses throughout the world and a strong belief in the continued growth and success of WOC nursing, the WOCN Society has established scholarships. Scholarships are awarded to deserving, dedicated and eligible individuals who are interested in working in this specialty field and in improving the nursing care outlined in the WOCN Society philosophy and scope of practice.
2. The Scholarship Committee also reviews applications of WOCN members who have applied for the Advanced Degree Scholarship and are seeking a BS, Master's or Doctorate degrees. There is a separate application and evaluation tool for this award. Nursing degrees must be from an NLN accredited program.

PROCEDURE:

1. The committee meets officially once a year at the WOCN Society Annual Conference or by conference call. All other committee work is done via correspondence or telephone. Other meetings may be requested and are subject to the approval of the WOCN Society Foundation Board of Directors. Minutes from any meetings will be recorded and submitted to the Foundation

President and National office no later than two weeks following a meeting or conference call.

2. An information packet outlining the WOCN Society scholarship program, along with the application, can be obtained by contacting National Office. Information is also available on the website.

3. WOCN Education Program scholarships are awarded two times: July and December. The advanced Degree Scholarships are awarded yearly.

4. Award Process

A. National office maintains the current application forms.

B. National office staff reviews the submitted applications for completeness and assembles them for distribution. If incomplete, National Office notifies the applicant, requesting specific missing information. Applications still incomplete at review time are not reviewed.

C. National office mails a letter notifying applicant of receipt of application.

D. National office assigns two committee members to review each application and forwards copies of applications to the Chairperson and the designated committee members to review. Applications are not reviewed by committee members who are from the applicant's geographic area.

E. After committee members score the application using the established evaluation scoring tool, the completed scoring tool forms are sent to the Chairperson.

F. The Chairperson then averages the scores, and awards scholarships to the highest scores, based on monies available and criteria established by benefactors. Unless otherwise specified by benefactor, awards are limited to \$2,000 per recipient. In the event of a wide discrepancy in scores, the Chairperson reviews and scores the application.

G. The Chairperson, with support from the National Office, notifies recipients, WOCN President, benefactors, and Region/Affiliate leadership of awards. A check is mailed to the recipient with the letter of notification. A list of recipients is published in *WOCNNews*.

H. National office notifies unsuccessful applicants.

5. The Application:

A. The committee reviews the application and scoring form annually and makes revisions as necessary.

B. All applications are confidential and are kept on file at the National Office and the Chairperson for one year.

6. Donations

A. Annually, National Office provides a summary of donations to the Chairperson, Foundation President, and Treasurer to include the following information:

1. Benefactor name and contact person

2. Donation amount
 3. Date funds received
 4. Criteria for award, if any
- B. The National Office, on behalf of the Chairperson, sends acknowledgment of each donation.
 - C. Prior to each of the biannual awards, the National Office will provide the Chairperson with a roster of benefactors, a summary of unused funds, and current criteria for each award.
 - D. The National Office will annually provide each benefactor with a summary of their scholarship funds, date last donation was received, and current criteria for awards.
 - E. When a recipient of an award is required to return funds because of extenuating circumstances, the funds will be returned to the scholarship account to be awarded at a later date.
7. Scholarship Committee Member Responsibility
- A. Members of the committee are asked to serve for a minimum of two consecutive years and will also sign a committee agreement statement. (6/84)
 - B. Members will be sought to provide geographic, program type, and educational background diversity for the committee.
 - C. Committee members' terms of service are June to May. Expenses related to committee work will be reimbursed in accordance with the WOCN Society Foundation.



WOCN Regional & Affiliate Forum Instructions

WOCN provides a forum for regional and affiliate presidents. This forum was created as a tool to inform the regional & affiliate presidents about society news and information from the National Office. In addition, it is a place that presidents can exchange ideas, post questions and obtain feedback from each other. The WOCN Forum is one of the society's many benefits. We hope that you find the experience rewarding, educational and easy to use.

The Discussion Forum Interface for Members

The discussion forum interface allows those who are not ListManager administrators to interact with mailing lists, or forums, through the web interface instead of by email. Server administrators have access to see all lists and read all messages in the discussion forum interface. However, to post messages to a particular list the server administrator must join the list like any other member. For more information, see [Accessing and Logging into the Discussion Forum Interface](#).

By going to

```
http://yourserver/read/
```

you may:

- Learn about forums available on the server;
- Log in, and view which forums you are subscribed to
- Subscribe and unsubscribe from forums
- Read archived messages
- Search the message archives
- Hold conferences (chat sessions) with other members
- Manage your membership settings
- Find out more about a forum

In addition, list administrators may:

- Edit archived messages
- Delete archived messages

More

1. The Discussion Forum Interface for Members
2. [Accessing and Logging into the Discussion Forum Interface](#)
3. [Navigating the Discussion Forum Interface](#)
4. [Viewing and Subscribing to Forums](#)

5. [Reading Messages](#)
6. [Sending Messages](#)
7. [Searching for Messages](#)
8. [Editing Your Settings](#)

Accessing and Logging into the Discussion Forum Interface

Accessing the Main Discussion Forum Interface

You may access the discussion forum interface by going to the server's main discussion forum URL. For example:

```
http://listmanager.example.com/read/
```

Please remember to include the final slash after read. This URL will take you to the All Forums tab for the server's first site. To see forums available in other sites, access a particular forum in that site and click on All Forums.

Accessing the Discussion Forum Interface for a Particular Forum

You may access a particular forum by specifying it at the end of the URL with `?forum=listname`. For example:

```
http://listmanager.example.com/read/?forum=listname
```

Accessing the Discussion Forum Interface for a Different Site

Depending on the server settings in [Utilities: Administration: Server: Server Settings: Advanced: Enable Features](#), the main discussion forum interface URL either brings you to the first site alphabetically on the server, or to all lists available on the server.

If the server is configured to bring you to the first site instead of showing all lists the list you log into determines the site. If you do not specify a list, the site that comes first alphabetically will be displayed. For example, if you have two sites on a server, cars and boats, the main discussion forum URL may bring you to the lists on the boats site, as it comes first alphabetically. The All Forums tab will only show those lists belonging to those sites. To access all lists for a different forum, use the URL for a list in that site.

For example, if you wished to access all lists in the cars site, you would go directly to a discussion forum interface URL that belongs to the cars site, and then select All Forums.

Logging Into the Discussion Forum Interface

Many forums will require that you log in in order to view messages. Others will require that you log in in order to post a message to the forum. If this is the case, you will be prompted to provide your email address and password.

Note that if you are a member of several forums on the server with different email addresses or passwords, the lists you have access to will depend on the email address/password combination you provide. If you do not have a password for some lists, but you have one for others, you will need to provide your password to access any of your lists, even those for which you do not have a password. If you try to log into a forum that you are not a member of, you will not be able to get in, and you'll be asked to log in again.

Site and server administrators have access to see and read all messages in the discussion forum interface. However, to post messages, they must first join the list as a member.

If you forget your password, and enter an incorrect password, you will be warned that an incorrect password has been entered for that email address. You can then click *email password* and you will immediately be sent an

email informing you of which lists you are subscribed to, and the password for each list. You can then log in with the correct password.

Viewing Lists by Topic

In pre-6.0 versions of ListManager, lists were organized by topics in the user interface. After the 7.0 discussion forum interface, lists are organized by site only, not by topics.

More

1. [The Discussion Forum Interface for Members](#)
2. Accessing and Logging into the Discussion Forum Interface
3. [Navigating the Discussion Forum Interface](#)
4. [Viewing and Subscribing to Forums](#)
5. [Reading Messages](#)
6. [Sending Messages](#)
7. [Searching for Messages](#)
8. [Editing Your Settings](#)

Navigating the Discussion Forum Interface

The Navigation Bar is at the top of every ListManager screen. It tells you whether or not you are logged in, and which forum you're logged into (if any). The tabs are available on every screen, and help you navigate the discussion forum interface.

Current Forum

The upper right hand corner of the screen shows you the forum you are logged into, if any.

You Are

The upper right hand corner of the screen shows you who you are logged in as, if at all. If you would like to log in, click on Not Logged In and provide your email address and password (if you have one). Or, click on My Account or My Forums.

Help

Clicking on the Help icon takes you to the ListManager Manual.

Tabs

You can navigate between the major areas of the ListManager discussion forum interface by clicking on one of the navigation bar tabs.

Messages

Clicking on the Messages tab allows you to see an overview of the messages for the current forum. From there, you may read messages, reply to messages, or create a new message.

Depending on a forum's settings, you may need to log in before you may view its messages.

Search

The Search tab allows you to search the message archives for the current forum.

Whether or not a forum is searchable depends on the settings for that forum.

My Account

The My Account page allows you to change your members settings. On the Essentials tab, you may change your email address, name or type. On the Advanced tab, you may also change your password, specify whether or not you want to receive copies of your own postings, and whether or not the changes you make should take affect for all lists on the server.

If you are not logged in, clicking on My Account will prompt you to do so.

My Forums

The My Forums page shows you which forums you have subscribed to. You may unsubscribe from lists on this page.

If you have not logged in, clicking on My Forums will prompt you to do so.

All Forums

The All Forums page shows you all forums on the server. If there are multiple sites on a server, All Forums will only show you the lists for the sites in which you are a member. If you are not logged in, it will show you all the forums for the site you logged into, or for the default site if you did not specify a particular forum when you accessed the discussion forum interface.

More

1. [The Discussion Forum Interface for Members](#)
2. [Accessing and Logging into the Discussion Forum Interface](#)
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4. [Viewing and Subscribing to Forums](#)
5. [Reading Messages](#)
6. [Sending Messages](#)
7. [Searching for Messages](#)
8. [Editing Your Settings](#)

Viewing and Subscribing to Forums

Viewing Forums

To view all available forums for a site, click on All Forums. You will see a list of all the public forums available on the site you logged into. (For more information about logging into a site, see [Accessing and Logging into the Discussion Forum Interface](#)).

Ten forums are displayed at one time. To view more than ten forums at a time, click *show more*. Repeatedly clicking *show more* will show greater numbers of forums at a time. Click *next* to see the next ten mailings, *previous* to see the last ten.

You may change the sorting order of the forums by clicking the up or down triangles next to Name, Description, and Members Only?. By clicking the top triangle, the sort order will be ascending (a-z); clicking the bottom arrow makes the sort order descending (z-a). Click *next* to see the next ten members, *previous* to see the last ten, or *show more* to see up to a hundred forums.

Name

The name of the forum. Click on the forum name to read the messages for a forum. If you are already logged in, or if the list allows non-members to view messages, you will be taken to the Messages page where you can read the forum's messages. If you are not logged in, and the list allows only members to read its messages, you will be asked to log in. If you are not a member of such a list, you will need to subscribe to the forum before you will be able to access it.

Description

A description of the forum.

Members Only?

Whether or not reading the forum's messages is restricted to members, or if anyone may read them.

Subscribing to a Forum

To subscribe to a forum, click "subscribe" next to the forum name. If you are logged in, you will be subscribed with your current settings. Depending on the forum's settings, you may be prompted for the following:

New Subscriber Password

The password required to join this forum. Some forums require that you specify a password in order to join. If this forum is password-protected, you must specify it here.

Your Email Address

The email address which should receive email from this forum.

Your Name

The name you'd like to be associated with your membership to this forum. This setting may be optional or required, depending on the forum. If you are already logged in, this field will be populated with the full name for the list you are currently logged into, or the name that is used most frequently for your email address on the server.

Set a Password

The password you'd like to use in order to access this forum. This setting may be optional or required, depending on the forum. If you are already logged in, this field will be populated with your password for the list you are currently logged into.

Be aware that you may not be added immediately. You may need to reply to a confirmation message in order to activate your membership. Or, your membership may be pending the approval of an administrator. Check your email for the status of your subscription.

Unsubscribing to a Forum

To unsubscribe to a forum, click the "unsubscribe" link next to the forum name. ListManager will ask if you are sure that you would like to unsubscribe yourself (or that particular email address) from the forum. To unsubscribe from all forums, click the Unsubscribe all button. Note that if you are the list administrator for a particular list, you cannot unsubscribe from that particular list.

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Reading Messages

Entering a Forum

If you have already selected a forum, you may click on the Messages tab to read the messages for that forum.

There are several ways to select a forum:

1. Go to the forum directly in the URL. For example, if your server's name is `www.example.com`, and the forum you'd like to enter is `jazztalk`, the URL would be:

```
http://www.example.com/read/?forum=jazztalk
```

2. Click on the All Forums tab, and select the forum. You will be taken to the Messages tab.
3. Click on the My Forums tab, and select the forum. You will be taken to the Messages tab.

Depending on the list settings, you may need to log in before you are allowed to read the list's messages.

The Messages Page

Ten message threads (groups of messages and their replies) are displayed at one time. To view more than ten threads at a time, click *show more*. Repeatedly clicking *show more* will show greater numbers of threads at a time. Click *next* to see the next ten mailings, *previous* to see the last ten.

You may change the sorting order of the threads by clicking the up or down triangles next to Date, Subject, Replies and Author. By clicking the top triangle, the sort order will be ascending (a-z); clicking the bottom arrow makes the sort order descending (z-a).

Date

The date this thread started. The date displayed is from the first message sent to the thread.

Subject

The thread's subject. Clicking on the subject will display all the messages for a message thread.

Replies

The number of replies to a message. If 0, there were no replies to the message. Clicking on this number will show an overview of the messages sent to this thread. You may then click on the subject of any particular message to read it.

Author

The initial message's author. Click on the author's name to find out more information about the person who started this thread. You will be taken to the About this Author Page, which displays the author's name (if

available), the first part of their email address (the domain is not displayed for privacy's sake), the messages posted by this member, and the date the author became a member.

From this page, you may view the messages that author has posted. That page will give you the option to view messages from all authors.

Administrator Functions

Administrators have additional functions when reading messages:

Edit

Administrators may edit a message subject, header or body.

Delete

Administrators can delete a message altogether. If an administrator deletes the first message in a thread, the entire thread will be deleted.

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Sending Messages

Creating a New Message

A new message will be a new message thread in the discussion forum interface. All replies to your message will be grouped under your initial message as a message thread.

1. Select a forum from My Forums or All forums.
2. Click on the Messages tab. Depending on the forum's settings, you may be prompted to log in.
3. Click *create new message*. Depending on the forum's settings, you may be prompted to log in.
4. Enter your email address (if prompted), the Subject and Message Body of the message you'd like to be sent to the forum.
5. Click Attach File if you'd like to send an attachment with your message. Note that you can attach any type of file, i.e. text, csv, exe, pdf, scripts, etc., but ListManager will warn you if the file is over 1 MB because many email programs do not allow attachments larger than this. Although you will be warned, the message will still be sent even if it exceeds 1 MB.

6. Click OK to send the message, or Cancel to abort it.

Depending on the forum's settings, your message may be sent immediately or may need to be approved. Approved messages will appear on the forum's Messages tab.

Replying to a Message A reply to a message will be threaded beneath the message replied to.

1. Select a message from Messages.
2. Click on Reply beneath the message you would like to reply to. Depending on the forum's settings, you may be prompted to log in.
3. Enter your email address (if prompted), the Subject and Message Body of the message you'd like to be sent to the forum.
4. Click Attach File if you'd like to send an attachment with your message. Note that you can attach any type of file, i.e. text, csv, exe, pdf, scripts, etc., but ListManager will warn you if the file is over 1 MB because many email programs do not allow attachments larger than this. Although you will be warned, the message will still be sent even if it exceeds 1 MB.
5. Click OK to send the message, or Cancel to abort it.

Depending on the forum's settings, your message may be sent immediately or may need to be approved. Approved messages will appear on the forum's Messages tab.

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Searching for Messages

Some forums may allow you to search their message archives. The basic search allows you to look for particular words used in a message. The advanced search allows you to specify the location of the words (in the message header, subject or body) or to exclude words.

Basic Search

1. Select a forum, either in My Forums or All Forums.
2. Select the Search tab.
3. If the forum allows searching of its archives, you will be taken to the Search page.
4. Enter the word(s) you'd like to search for. You may separate words with a space or comma.
5. Select Search. If your search is successful, the next page will show you the results.

Advanced Search

1. Select a forum, either in My Forums or All Forums.
2. Select the Search tab.
3. If the forum allows searching of its archives, you will be taken to the Search page.
4. Select Advanced Search.
5. Enter the word(s) you'd like to search for. You may separate words with a space or comma.
6. Enter the location of the words you're searching for:

Entire Message: anywhere in the message.

Body: In the message body (below the subject line).

Header: In the message header (includes information about the sender, the subject, etc.).

7. Select whether you want messages with any or all of the words you've selected.
8. (Optional) Enter the word(s) you'd like to exclude. Messages that contain these words will not be included in your search results.
9. Enter the location of these words to be excluded:

Entire Message: anywhere in the message.

Body: In the message body (below the subject line).

Header: In the message header (includes information about the sender, the subject, etc.).

10. Select Search. If your search is successful, the next page will show you the results.

Advanced Search Example

Let's say you'd like to search for all messages about trains and trucks, but you'd like to exclude your own postings.

1. Select a forum, either in My Forums or All Forums.
2. Select the Search tab.
3. Select Advanced Search.
4. Enter the words you'd like to search for:

```
trains trucks
```

5. Enter Entire Message for the location of the words you're searching for:
6. Select All to search for messages with both words (trains and trucks) in them.
7. Enter your email address as a word you'd like to exclude.
8. Select Header as the location for the word to exclude. Since your email address would appear in the header, Your search will then exclude any messages sent by you,
9. Select Search. If your search is successful, the next page will show you the results.

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Editing Your Settings

If you are a member of a forum, you may edit your settings via email commands, or through the discussion forum interface.

1. Click on the My Account Tab. ListManager will prompt you to log in if you haven't already.
2. The My Account page shows your settings on two separate tabs: Essentials, and Advanced. You may edit your settings here.
3. Click *save*. This saves the changes made to your account. Click on *Cancel* to abort any changes you've made. Click on *Log Out* to log out of the discussion forum interface. You will be prompted to log in again as a different user.

Essentials

Your Email Address

The email address you've logged in with. To change it, edit it here and click *save changes*.

Your Name

The name (if any) associated with your membership record. To change it, edit it here and click *save changes*.

Membership Type

How you receive messages from the mailing list.

The choices are:

Mail

You receive copies of messages posted to the forum immediately.

Digest

Each night, around 12:00 am, you will receive a single email message containing all the messages contributed to the forum that day. At the top of the message will be a numbered list of the subjects in that digest, followed by the complete messages themselves. Digest recipients will not receive messages sent to segments.

MIME Digest

The same as a digest, but in MIME format so that the individual messages' formatting is preserved. Some email clients such as Outlook will show the digest as a series of attachments. Digest recipients will not receive messages sent to segments.

Index

Each night, around 1 in the morning, you will receive a single email message containing all the subject lines of all the messages contributed to the forum that day. If any of the messages interest you, the bottom of the index gives the email command that will retrieve the bodies of the messages. Or, you can access the discussion forum interface directly.

Nomail

No email is sent to you. You are free to go the web interface whenever you want, and read the full text of the messages there. This setting is also useful for people who want the ability to contribute to a mailing list, but do not care to see the contributions to the forum.

Advanced

New/Verify Password

Your password. If specified, you must use this password to log into the discussion forum interface. For your security, your password is shown as asterisks here. Depending on your settings, having a password may or may not be optional. Note that if you change your password, you will need to log into the discussion forum interface again with your new password.

To change the password, it must be entered twice to verify it has been entered correctly.

If the address has multiple accounts on the server, there will be an option to change the password for all administrators that have this email address and who used the previous password.

There will also be an option to send the specified email address a link to change the password.

See Your Postings

This setting determines whether you will get a copy of your own postings to the forum. If set to "Yes" (the default), you will receive a copy of messages you contribute to a forum when the messages are distributed to forum. If "No," you will not receive copies of your own postings.

Apply Changes

By default, changes you make to your account apply to all of your subscriptions on the server. If you change your email address, for example, it will be changed for all forums. By selecting "No", the changes you are making will apply only to the list you are currently logged into (shown in the upper right corner of the screen). You may also have an email sent that contains a link which will allow you to change the password for all of your forums.

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