



ARMA International

Edmonton Chapter

Chapter Operations Manual

This Chapter Operations Manual template is intended to:

- Provide a standard template for an ARMA Canada chapter's operations manual
- Provide a base manual that each chapter can modify to meet unique requirements
- Facilitate Chapter continuity and sustainability
- Support Chapter Board transparency
- Comply with Roberts Rules of Order & the Canada Not-For-Profit Corporations Act

ARMA Canada recommends that chapters limit manual changes to those that are specifically required in order to make ongoing upkeep and maintenance easier and to reduce the effort required to integrate updates and new procedures as they are provided by ARMA Canada.

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Supporting Documents Packages

Governance & Board Operations

- By-law template (pending)
- Calendar of Actions Template
- Communication Plan Sample Formats
- Membership Survey Sample Questions
- Minutes template
- Recruitment & Election (sample invitation letter, interview questions and letter of commitment)
- Chapter Committee Structure
- Strategic Plan Outline

Financial

- Expense form
- *GiftTool* signup forms
- Invoice Template
- Promotion Agreement Template
- Receipt Template

Education & Events

- Event Announcement Template
- Event Checklist
- Event Evaluation Template
- Speaker Agreement Template

Member Engagement

- Membership expired – renewal request template

Website Maintenance

(this section to be completed by current Communications Director)

Overview:	The Board of Directors abides by the ARMA Canada Code of Professional Responsibility. The Code outlines professional values to new practitioners, stakeholders, and the public. It is a guide to reflection, decision-making, and action in two broad areas of ethical concern: society and the profession. The ARMA International Code of Professional Responsibility upon which the ARMA Canada Code is based can be found at http://www.arma.org/about/overview/ethics.cfm . ARMA International policies relating to Conflict of Interest, Confidentiality and the Code of Professional Responsibility are provided at http://www.arma.org/governance/index.aspx .
Responsibility:	All Board Members and Chapter Members

Social Principles

Because of their responsibilities to society, records and information managers:

- Support the creation, maintenance, and use of authentic, reliable, usable information and support the development and use of information systems that place a high priority on accuracy and integrity, which requires that records be complete and unaltered (ISO 15489-1 Records Management).
- Support and promote the use of Generally Accepted Recordkeeping Principles establishing best practices, and advancing the maturity of records and information programs (GARP principles and the Maturity model). <http://www.arma.org/garp/garp.pdf>
- Affirm the legal, ethical, and moral use of information.
- Affirm that the collection, maintenance, distribution, and use of information about individuals are a privilege in trust: the right to privacy of all individuals must be both promoted and upheld.
- Support the free flow of publicly available information as a necessary condition for an informed and educated society.

Professional Principles

Because of their responsibilities to their employers or clients as well as to their profession, records and information managers:

- Strive to serve the employer or client (whether internal or external to the organization) at the highest level of their professional competence.
- Recognize illegal or unethical RIM-related actions and inform the employer or client of possible adverse consequences.
- Avoid conflict of interest or improper gain at the expense of employers, co-workers or clients
- Maintain the confidentiality of privileged information.
- Recognize the need for careful action to assure appropriate access to information without violation of the intellectual property rights of the owners of that information.
- Pursue an appropriate program of ongoing education for the professional practice, which may include certification.
- Accurately represent their education, competencies, certifications, and experience to superiors, clients, co-workers and colleagues in the profession.

- Enrich the profession by endorsing the sharing of knowledge, experience, and research; encourage public discussion of the profession's values, services, and competencies.
- Actively commit to recruiting individuals to the profession on the basis of competence and educational qualifications without discrimination.
- Embrace and practice an attitude of cooperation and mutual respect for the contributions of other RIM professionals and attempt to create an atmosphere in the best interests of clients or employers.

Vendor Participant Principles:

Vendors are an important contributor to the Records and Information Management Profession in general, and are often a valuable participant in Chapter operations. When participating in ARMA International Edmonton chapter operations, Vendor Board members are expected to:

- Always put the best interest of the ARMA Chapter first and foremost, when participating in chapter discussions and decision making; and
- Ensure that all information regarding the Chapter Board, its members and the Chapter membership at large is kept private and confidential; and is not used for personal or corporate promotion or gain.

Overview:	<p>By-laws form the basis for governing and operating the chapter. The By-laws are written in accordance with the Canada Not-For-Profit Corporations Act and must also comply with any other provincial legislation that may apply (such as the “Societies Act”). Where there is no conflict with Canadian legislation, the By-laws also comply with ARMA International By-law requirements. The ARMA Canada template for Chapter By-laws is provided in the <i>Governance and Board Operations Package</i>.</p> <p>The By-laws must be approved so as to preclude successful legal challenge. The chapter must submit their By-laws to both the Canada Region Manager and the ARMA International Manager of Member Services for review prior to them being approved. Once they are approved, a chapter may amend its By-laws only in accordance with the provisions of its By-laws.</p>
Responsibility:	President, in consultation with Board of Directors
Policy:	ARMA International Edmonton Chapter By-laws are reviewed once every 5 years and whenever legislative or chapter governance changes are made.

1. Review the By-law and identify any changes required or review any changes proposed by the Board of Directors.
2. Ensure that the By-law meets all requirements of both the applicable legislation (Canada Not-for-Profit Corporations Act, Societies Act, etc) and ARMA International by including the mandatory wording provided by ARMA Canada. Note: The By-law template provided incorporates where possible and supersedes as necessary the mandatory wording provided by ARMA International in the [Chapter Operations e-Handbook: Chapter Governance: By-laws](#) section.
3. Submit the draft By-Laws to the Chapter Board of Directors for discussion and approval.
4. Submit the revised By-law to the Region Coordinator, Canada Region Manager, and ARMA International Director of Member Services for review and approval. The Region Manager and the Director of Member Services coordinate an expeditious review of the proposed change. The results of the review are communicated to the Chapter President no later than 30 days after receipt of the changes.

Upon receipt of By-law wording approval from ARMA International:

1. Approve By-laws according to the provisions set within the By-laws.
2. Submit a copy of the approved By-law to ARMA International Director of Member Services.
3. Make the approved By-law available to the general chapter membership by posting it on the Chapter website or by other means as determined by the Chapter Board of Directors.
4. Retain the approved By-laws in the Chapter Records Repository, along with other governance documents.

Overview:	The Chapter Operations manual must be reviewed and updated on a regular basis to ensure that reflects the decisions of the Board of Directors over time, and that it is current and approved for use. All Chapter Members should have access to the Chapter Operations Manual.
Responsibility:	Chapter President, in consultation with portfolio leads
Delegate to:	Vice President (President Elect) or Past President

As the need arises or at least once every second Chapter year:

1. Review Chapter Operations Manual and identify any required revisions, additions or deletions. During this review, compare the Policies and Procedures to the Chapter By-law and other governing documents to ensure there are no conflicts or redundancies in the documentation.
2. Submit recommendations for documentation revisions, additions or deletions to the Board of Directors for approval. Chapter Operations Manual changes must be approved by a majority vote of the total members of the Board. Voting by proxy is not permitted.
3. Record the subject matter and intent of the procedural revision in the meeting minutes.
4. Update the Chapter Operations Manual to include the revised documentation and distribute via the ARMA International Edmonton Chapter website (eg: post on the chapter's internal and or external website and/or send to Board of Directors).
5. Where information is not covered by these Policies and Procedures, refer to the Chapter By-laws and ARMA International Administrative Letters for guidance.

Overview:	<p>ARMA International identifies four mandatory Officer positions that must be defined on each chapter board: President, Vice President (President Elect), Secretary, and Treasurer. In addition to the four mandatory Officers, each chapter normally has between two and eight Directors. Directors and Officers are assigned one or more portfolios for which they are responsible. Where it is deemed beneficial, each Portfolio may be supported by a committee of individuals. Committee members do not need to be (and often are not) Board members. Officer and Director terms may be one or two years in length.</p> <p>Detailed job roles for each officer and portfolio are provided in Appendix 1. Further guidelines, descriptions and committee duties are also provided in the ARMA International Chapter Operations e-handbook: Corporate Governance: Committees section.</p>
Responsibility:	All Board Members
Policy:	No elected Board member shall serve more than two consecutive terms in the same office, unless no other suitable candidate is available and the Board of Directors approves an additional term.

Responsibilities are assigned for the following portfolios. Detailed job descriptions are provided in Appendix 1.

Officers and Portfolio Leads	Voting Status
President	Voting
Vice President (President – Elect)	Voting
Treasurer	Voting
Secretary	Voting
Past President	Non-voting
Education Portfolio	Voting
Member Support Portfolio	Voting
Communications Portfolio	Voting
Public Relations Portfolio	Voting

In addition to the portfolios identified above, the chapter may also require that the following roles be filled. These roles may be assigned to an existing portfolio lead or may be filled by an additional board member or chapter member at large. Detailed job descriptions are provided in Appendix 1.

Additional Roles to Assign	Voting Status
Records Manager / Archivist	Non-voting
Newsletter Editor	Non-voting
Website Manager	Non-voting
Marketing Liaison	Non-voting
Event Planner	Non-voting
Elections & Transition Manager	Non-voting
Social Media Liaison	Non-voting

General Board Responsibilities and Expectations:

In addition to the specific roles and responsibilities provided in Appendix 1 for each officer, portfolio and role, all Board members are responsible for adhering to the Code of Professional Responsibility and maintaining the values of the Chapter, ARMA Canada and ARMA International. More specifically, each Chapter Board of Directors member is also expected to:

- Attend all Board meetings, contributing to and voting on as many matters as possible;
- Keep other Board members apprised of plans, activities and absences;
- Be a spokesperson and advocate for the board;
- Actively promote the Chapter and professional Records and Information Management practices;
- Communicate courteously and constructively with other Board members and with members encountered in any circumstance;
- Create opportunities to encourage members to assume additional responsibilities, including the assumption of a role on the Board;
- Manage their web email inbox and respond to members and other stakeholders in a timely manner, as required;
- Recommend long and short-term goals to meet member needs in accordance with the Chapter's Long Range Plan;
- Participate in the identification and sourcing of appropriate Member educational content;
- Complete the ARMA International Leadership Academy modules;
- Prepare information for the Annual Report;
- Draft a budget for all portfolios assigned and submit to the Board of Directors/Treasurer; and
- Update procedure documentation for assigned portfolios and roles for Board of Directors approval;
- At the end of each term of office, deliver all books, papers, records and other property of the Chapter for which he/she is or may become responsible to the designated Records Manager/Archivist and/or to his/her successor in office.

Overview:	<p>Identifying potential new Board members requires the involvement of all Board of Director members, and takes place throughout the year. New members may be required to fill mid-term vacancies or to stand as candidates at the next Board elections.</p> <p>This procedure is modified, as appropriate, for use during mid-term Board position replacements and identifying a slate of candidates prior to an election.</p>
Responsibility:	President
Delegate to:	Past President, Vice President (President-Elect), or Elections & Transitions Lead
Policy:	<ul style="list-style-type: none"> • The President and Vice President (President-Elect) shall not be employed by the same Company or Governmental Department. • A vacancy in the office of President shall be filled by the Vice President (President-Elect). • A vacancy in any office other than the office of President shall be filled by appointment of the President with the approval of the Board of Directors. • Any person filling a vacancy in an elected office shall be eligible for nomination to that office for two full terms thereafter.

1. Identify potential candidates. At a minimum, any Chapter member in good standing may be considered for a Board position as long as they “have not been declared incapable by a court” and do not have “the status of a bankrupt” (Canada Not for Profit Corporations Act s.126). Potential search strategies are to:
 - Request referrals from current Board and Chapter members;
 - Request referrals from past Board members;
 - Request referrals and/or expressions of interest from colleagues, industry contacts, and information management related vendors (vendors may have clients who are suitable/interested);
 - Review contact and networking resources such as the Chapter membership roster (paying attention to new Chapter members who may be looking for a way to become involved), previous Board Committee or chapter event volunteers, education and event attendees (member & non-members), LinkedIn, Face Book and Twitter followers, and attendees at related industry events;
 - Post position vacancy requesting volunteers on Chapter website and publish in newsletter/ chapter communications tools.
2. Invite potential candidates to discuss Board participation opportunities and to attend Board meetings as an observer. A sample recruitment/ invitation letter is provided in the Governance & Board Operations Support Package: Recruitment & Elections.

3. Communicate with each interested, potential candidate and ensure that they are capable, able to fulfil the requirements of the board position, are interested in being responsible for the available portfolio(s) and can commit the time required. Potential questions to ask during more in-depth discussions of interest and a potential rating scale for rating the candidate's suitability are provided in the recruitment and election supporting documents.
4. Conduct nominations and election procedure, if necessary.
5. Request the selected candidate to acknowledge their appointment by signing a letter of commitment. A draft letter outlining obligations, expectations, roles and responsibilities and level of commitment required is provided in the recruitment and election supporting package.

	<ul style="list-style-type: none">• No elected Board member shall be nominated for more than two consecutive terms in the same office, unless no suitable replacement can be identified and only if approved by the Board.• Any person filling a vacancy in an elected office shall be eligible for nomination to that office for two full terms thereafter.• The President and Vice President (President-Elect) shall not be employed by the same Company or Governmental Department.
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1. In May, identify Board and Portfolio vacancies for the upcoming year, in consultation with the President and as identified by the terms defined in the Chapter By-laws.
2. Send call for nominations no later than May 19 (usually by e-mail) to all chapter members in good standing.
3. Assess the potential slate of candidates using the Board Member Recruitment procedure and considering all nominations received from the ARMA International Edmonton Chapter membership.
4. Before June 10 of each year, prepare a slate of candidates. Review the slate of potential candidates and prepare a list of at least one (1) nominee for each elective office to be filled.
5. Prepare a report advising the Chapter President/Board of the slate of candidates for the next year’s Board members.
6. Announce slate of candidates to Chapter members. Only chapter members in good standing are eligible to vote.

If voting is completed electronically in advance of the Annual General Meeting:

1. Arrange for a secret ballot by email or some other electronic means that allows for a secret ballot to be cast. The ballot must provide the ability to “write-in” a vote for an alternate candidate. Voting by proxy is not permitted.
2. Tabulate the ballots and certify the accuracy of the tally. If no candidate receives a majority, balloting continues until a majority is received, retaining all candidates who do not **voluntarily** withdraw. (a majority is defined as 50% + 1 vote of all eligible votes cast).
3. Prepare a report advising the Chapter President who will be the next year’s Board members.

If voting is completed at the Annual General Meeting, the Nominating Committee Chair, with the assistance of committee members will:

Number:	Section:	Subject:	Date:
02 - 03	Board of Director Operations	Nominations and Elections	2013 - 10

1. Announce the candidates nominated and the position for which they are nominated.
2. Call for nominations from the floor prior to the voting for each Officer and Director.
3. If there are nominations from the floor, confirm that the nominee can meet the requirements of office and will accept the nomination.
4. Request that all nominee name(s) be added to the ballot.
5. Read the biographies of the nominated candidates and request any member who has been nominated from the floor to stand up and provide information about their professional careers and experiences.
6. Distribute the ballots to all members in good standing who are attending the Annual Meeting and collect ballots upon completion of the voting.
7. Tabulate each ballot and determines the successful candidate. If no candidate receives a majority, balloting continues until a majority is received, retaining all candidates who do not **voluntarily** withdraw. (a majority is defined as 50% + 1 vote of all eligible votes cast).
8. Certify the accuracy of the tally.
9. Record the results and advise the Chapter President who will be the next year's Board members.

At the Annual General Meeting (for advance electronic voting) or after tallying of all votes when voting is completed as part of the AGM:

1. Announce the successful Board of Directors candidates, as voted in and indicate the terms of office to the membership.
2. Destroy the ballots and any record of the voting results in the presence of a witness.
3. Publish the list of incoming Board members on the Chapter website and notify all Chapter members, either through a direct email or newsletter.

Overview:	<p>No later than June 30, the Chapter President discusses portfolio responsibilities with each Board member and ensures that responsibility has been assigned for each of the Portfolios listed in the Board Roles & Responsibilities.</p> <p>As soon as possible following the election of Officers and Directors, the Chapter President arranges for a transition meeting to orient the new Board members to their roles and assign any outstanding Portfolios. This meeting should be held no later than mid-July and should be attended by both the incoming and outgoing Officers and Directors.</p>
Responsibility:	Incoming President (Outgoing President to provide assistance and direction)

Prior to the transition meeting:

1. Speak to each Board member to review the specific responsibilities for the portfolio the Board member is directly responsible for.
2. Discuss unassigned Portfolio responsibilities with Board members and identify who is interested in being responsible for them. A Director may be (and often is) responsible for more than one portfolio.
3. If, after speaking with the Board, there are still vacant Portfolio Lead positions, speak with other interested Chapter members. Portfolio Leads do not necessarily have to be filled by Board members; they may be filled by any member in good standing of the Chapter; however, Portfolio Leads who are not board members are not eligible to cast a vote.
4. Every effort is made to fill all Portfolio Lead positions. However, should the Chapter President not be able to fill all Lead positions, he/she may leave a position(s) vacant and inform the Board when the report is submitted.
5. Submit the list of appointees to the first meeting of the Board following the Annual Meeting. Portfolio appointments require the approval of a majority vote of the Chapter Board of Directors.

Number:	Section:	Subject:	Date:
02 - 04	Board of Director Operations	Board of Directors Transition	2013 - 10

6. Provide each new Officer and Director with the following documents through the chapter's Enterprise Content Management System:
- A list of the Board of Directors with telephone numbers and e-mail addresses;
 - Chapter By-laws and articles of incorporation;
 - Chapter Policies and Procedures (extract/mark pertinent roles & responsibilities sections);
 - Chapter Strategic Plan including Mission, Vision and Goals;
 - Most recent copy of the Chapter Brochure (if there is one);
 - Password and access instructions for the Chapter's electronic document repository (if there is one);
 - Previous year's annual plan documents (including goals and objectives)*;
 - Previous year's Chapter Education Program Schedule*;
 - Previous year's Action Plan*;
 - Most recent copy of the Chapter Budget*.

**Although these documents would be from the previous fiscal year, it gives new Board members an idea of how the Chapter documents and tracks this information in preparation for the next goal-setting and budget-setting session.*

7. Provide links to ARMA websites for Chapter, Region and International.
8. Provide an opportunity for each outgoing Portfolio Lead to brief the incoming Lead regarding process and expectation. This will involve separate meetings for each portfolio to transfer documents, history of portfolio, suggestions for the new year, outstanding issues, key strategic and operational direction.

At the Board Transition meeting, the incoming Board President will:

9. Provide an overview of how the Board operated in the previous year and the expectations/timelines for the upcoming year.
10. Ask that each new Board member provide a brief introduction
11. Inform the Board of Directors of their responsibility to comply with the articles of incorporation, the by-laws and any unanimous member agreement, as directed by the Canada Not for Profit Corporations Act.
12. Review available resources and their sources. Including the following:
- a. ARMA Canada Chapter Operations Manual Template;
 - b. ARMA International Chapter Connections site
<http://www.arma.org/Leadership/ChapterGovernance/ChapterConnections.aspx>
 - c. ARMA International Chapter Operations e-handbook.
13. Answer any questions that new Board members may have.
14. Encourage all Board members to engage Chapter members and non-members on an ongoing basis. Some techniques for engagement are identified in the Governance & Board Operations Support Package.

Number:	Section:	Subject:	Date:
02 - 04	Board of Director Operations	Board of Directors Transition	2013 - 10

15. Request all new Board members to complete the Personal Leadership Skills online learning series developed specifically for ARMA International and accessed through the [Chapter Operations e-Handbook: Leadership Academy](#). This series of eleven online modules providing an excellent overview of leadership skills that are applicable in business as well as ARMA activities is offered at no cost to ARMA International volunteer leaders.

Overview:	An annual planning meeting should be held at the beginning of each new Chapter year. Ideally this meeting is held separately from the transition meeting, as soon as possible following the Annual Meeting in June. The annual planning session is used to establish the following for the next fiscal year: <ul style="list-style-type: none"> • Annual Budget • Goals and Objectives • Education Program
Responsibility:	President – set meeting, facilitate goals and objectives setting Portfolio leads – applicable plan components

1. Call the meeting and invite the newly elected Board. The outgoing Board may also be invited at the President’s discretion.

Goals and Objectives Setting

2. Review the goals and objectives for the previous two (2) years.
3. Review Strategic Plan.
4. Brainstorm considerations:
 - Are you going to apply /strive for an ARMA International award? Potential awards to consider are identified in the Awards procedure.
 - Are you going to apply for Canada Region or ARMA International grants?
 - Is the chapter interested in expressing interest to host ARMA Canada annual conference
 - Is this a significant anniversary year? – ARMA International considers the 25th, 40th, and 50th anniversaries to be significant. Chapters normally also celebrate their 10th, 20th, and 30th anniversaries.
 - Are there potential alliances with organizations and associations in related disciplines?
 - Are there shared opportunities with other Chapters in your region? How could you work together?
 - Do Chapters within your region have common goals and are there opportunities to work together to achieve them?
 - What feedback has been provided by the members of the chapter, either through event feedback forms, networking contact discussions or membership surveys? Members often have request/comments relating to programs, education opportunities, events and communication desires.
5. Develop goals and objectives for upcoming fiscal year and document them.
6. Identify success indicators that will signify that the goal or objective has been met.
7. Identify and assign tasks required to meet/ achieve the goals and objectives.
8. Set up process to monitor goals and objectives progress throughout the year.

Education Program Planning

Number:	Section:	Subject:	Date:
02 - 05	Board of Director Operations	Annual Planning	2013 - 10

9. Determine the number, the type (i.e. lecture, workshop, seminar, conference, tour or panel discussion), the duration (e.g. 2 hour, half day, full day, multi-day), the date(s), the location, and the budget of the educational event(s) for the Chapter.
10. Identify potential topics and speakers. The Program portfolio lead may provide those present with a summary of suggested topics and speakers that have been identified in the past.
11. Establish calendar of program and networking events to be organized.

Budget Planning

12. Review the previous fiscal year's estimated and actual expenditures to provide context.
13. Review chapter dues and gifts & donations policies. Set rates to be used. (Note: Chapter dues changes are not provided to ARMA International until April/May and take effect the following fiscal year)
14. Each Portfolio Chair provides an estimate of budget required for the upcoming year. This may be based on the previous year's expenditure or it may be the total of an item by item expense estimate of anticipated expenses for the upcoming year. Where significant deviations from the previous year's practice is anticipated, actual estimates of costs should be used to determine the budget.
15. The Treasurer prepares a draft proposed budget and submits it to the Chapter President after the meeting. The President ensures it is placed on the agenda of the first Board meeting in the next fiscal year for adoption.

Succession Planning

16. Succession Planning begins as soon as the new board is formed. Begin by identifying current Board member interests. See the Governance & Board Operations Support Package for useful information.
17. Discuss ways to engage chapter members in Board operations to provide a pool of potential, knowledgeable candidates for future Board participation. See the Governance & Board Operations Support Package for useful information.

Communications Planning

18. Discuss how the chapter will be communicating with its members. See the Governance & Board Operations Support Package for a sample Communication Plan.

Annual Calendar of Actions

19. Review Calendar of Actions from the previous year. A Calendar of Actions is provided in Governance & Board Operations Supporting Documents Package.
20. Update the Calendar with current year dates and actions.

Overview:	In addition to the annual planning focusing on the next fiscal year, the Chapter may choose to conduct a strategic planning session every 3 to 5 years. This strategic plan has a longer range focus than annual action planning. The Strategic Plan Outline included in the Governance & Board Operations Supporting Documents provides a template and ideas to support plan development.
Responsibility:	President and all Board members

1. Set planning session date for a day when all Board members can attend. It is suggested that, due to the nature and scope of a strategic planning session, this meeting not be combined with any other meeting or agenda items.
2. Invite non Board members (i.e. previous Board members, colleagues, impartial vendors, industry mentors) who may have valuable insights.
3. Choose a facilitator. The Board may choose to have a Chapter member facilitate the session or engage a trained facilitator from outside the organization.
4. Conduct planning meeting.
5. Document strategic plan.
6. Circulate strategic plan to all Chapter members for their information and post the plan to the Chapter website.
7. Review the Strategic Plan on an annual basis.
8. Develop annual plans to reflect the goals set out in the Strategic Plan.

<p>Overview:</p>	<p>Individual members and/or the Chapter as a whole should be recognized for achievements and contributions to the information management profession. ARMA International offers a number of awards. As part of the annual planning process, the Chapter should consider whether achieving or awarding one of the awards available will be a chapter goal for the upcoming year. A description of the following awards, as well as the application or nomination process, is provided in the Awards Manual referenced at the Chapter Operations e-handbook: ARMA International Awards.</p> <p>Individual Awards (selected and awarded by Chapter):</p> <ul style="list-style-type: none"> Chapter Leader of the Year Chapter Member of the Year Award (non chapter board member) <p>* (see Member Engagement: Member Recognition for award process)</p> <p>Chapter Awards Categories (awarded by ARMA International):</p> <ul style="list-style-type: none"> Chapter of the Year Award Chapter Newsletter of the Year Award Chapter Website of the Year Award Special Project Award Chapter Innovation Award Chapter Merit Award Chapter Participation Award Membership Recruitment Award <p>Individual Awards Categories (awarded by ARMA International):</p> <ul style="list-style-type: none"> Christine Zanotti Award for Excellence in Non-Serial Publications Special Project Award The Company of Fellows Distinguished Service Award <p>A chapter's size category is determined by its membership figures for June 30 of the year prior to the year being judged. There are four size categories: Small (1-35), Medium (36 – 80), Large (81 – 150), and Very Large (151 +).</p>
<p>Responsibility:</p>	<p>President</p>
<p>Delegate to:</p>	<p>Awards Committee - often consisting of the Past-President and President as approved by majority vote of the Board of Directors.</p>

1. The outgoing President may advise the Board of any awards for which the Chapter and/or a Chapter member may qualify.
2. Review the Awards and Grants available from ARMA International and ARMA Canada to identify those which the Chapter may qualify for.

Overview:	A member of the Board of Directors may be removed from the Board for failure to discharge the duties of the position or for other infractions such as non-attendance at Board meetings, abuse of chapter contact lists or privacy infractions.
Responsibility:	President, in consultation with the Board
Delegate to:	Complaints and Disciplinary Action Appeals Hearing Panel
Policy:	<p>Any Board member may be removed from his/her office by a majority vote of the Board of Directors if:</p> <ul style="list-style-type: none"> • their conduct is considered detrimental to the best interest of ARMA International, ARMA Canada, or the ARMA International Edmonton Chapter chapter; • they willfully exploit the organization or for personal gain; • they violate the By-laws or other rules as they are written; • are absent from more than 3 Board meetings without prior notice to the President in advance. <p>Any Officer removed from office under this section shall be ineligible for election to any office for at least one term.</p>

Prior to the removal of a Board member, The Board of Directors, lead by the President, will:

1. Discuss the failure to discharge duties as expected or the alleged infraction that has occurred with the affected Board member;
2. Allow the member to present his/her side of the situation and propose resolution. Board Members are encouraged to ask clarifying questions.
3. Thank the member for his/her time and inform them that the Board, after further consideration of the matter, will vote on the decision to remove them from the Board.
4. Following the discussion, the Board of Directors will consider options, determine whether removal is appropriate, and conduct a vote on the matter.

If removal is determined to be the most appropriate course of action, the Board will:

5. Prepare a letter for the Board member stating the specific reasons for removal, thanking him/her for past services, as appropriate, advising them of their right to submit a written statement giving reasons for opposing the removal or replacement, and advising them of a 30 day period in which they can appeal the Board's decision.

If the Removed Board member appeals the decision:

6. A Complaints and Disciplinary Action Appeals Hearing is convened.

Overview:	At a minimum, one chapter member meeting should be held each year in the form of an annual general meeting. The AGM is held in accordance with the chapter By-Laws in May or June on a date determined by the Board. The Rules contained in <i>Robert's Rules of Order</i> , revised, govern in all cases to which they are applicable, and where they do not conflict with the By-laws of the Chapter or of ARMA International. Additional meetings may also be held at the Board's discretion.
Responsibility:	Secretary (Meeting scheduling & planning) President (Meeting chair)

Secretary:

1. Prepare and distribute a notice/agenda and minutes of the previous year's meeting to Chapter members in good standing. Materials for review will be distributed by the Director of Communications via the AMRA Edmonton Chapter website.
2. Clearly restate all motions prior to a vote; and ensure all motions are accompanied by a second, with the exception of committee motions;
3. Record proceedings. For details on preparing meeting minutes, see the section on *Recording Minutes* in this manual.
4. Make the Annual Report available to all Chapter members and let them know it is available. The Annual Report may be posted on the chapter website.

President:

1. Compile the Annual Report based on the annual reports received from each of the Officers and Portfolio Chairs.
2. Post the Annual Report on the Chapter website. The Annual Report may also be distributed to the members present at the Annual Meeting.
3. Chair the Annual General Meeting. Ensure that each Officer's and Portfolio Lead's report is presented at the Annual Meeting.
4. Send a copy of the annual report to the ARMA Canada Region Coordinator and ARMA Canada Region Manager.
5. Complete the [Chapter Update Form](#) and return it to ARMA International [Member Services](#) by August 1st.

Treasurer:

1. Provide comparative financial statements that relate to:
 - a. the period that began immediately after the end of the last completed financial year and ended not more than six months before the annual meeting, and
 - b. the immediately preceding financial year;
2. The report of the public accountant, if any.

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Annual Meeting Order of Business:

1. Call to Order.
2. Roll Call (sign in sheet).
3. Determine the number of votes required to declare a majority for voting purposes (50% + 1 of the members in good standing present).
4. Adopt the Agenda.
5. Approve Minutes of the previous year's Annual Meeting.
6. Present Director/Portfolio Reports.
7. Conduct election of new Board, if not completed in advance of meeting.
8. Announce election results.
9. Announce awards: Chapter Member of the Year, Chapter Leader of the Year.
10. New/Other Business.
11. Award Years of Service Pins (if not already done during chapter events throughout the year).
12. Make other announcements, if any.
13. Adjourn meeting.

AGM attendance enticement:

Chapters may wish to offer an enticement to encourage members to attend the AGM. This could include:

- Free registration for the Chapter's next fiscal year's seminar to someone attending the Annual General Meeting. The free seminar registration is not transferable;
- Door prizes;
- Entertainment;
- Venue or activities of interest;
- Refreshments; or
- Draws.

Overview:	<p>It is essential that any governing body engaged in decision-making or debate do so in a manner that is clearly consistent, truly democratic, and subject to rules that provide for fair and equitable expression of opinion and impartial administration. Occasional meeting participation via teleconference or other remote means of communication is acceptable, although every effort should be made to be physically present at Board meetings.</p> <p>Board of Director meetings are held on a regular basis, and are held once a month, or at the President's discretion. Additional Chapter Membership meetings may be called by the President or by a majority vote by the Board. An elected Officer, Director, or appointed Portfolio Lead may call a special meeting when issues require immediate action by the Board.</p>
Responsibility:	President
Delegate to:	Past – President, Vice President
Policy:	<ul style="list-style-type: none"> • Decisions are made by consensus, except a decision taken by special resolution (including the resolution to replace a public accountant) or when consensus cannot be reached and a vote is required. • A Director who was not present at a meeting at which a resolution was passed or action taken is deemed to have consented to the resolution or action unless their dissent is placed with the minutes of the meeting prior to the acceptance of the minutes at the subsequent Board meeting. • A special resolution of the members is required to make any amendment to the articles or the by-laws of a corporation (as per Canada Not For Profit Corporations Act section 197(1).)

Meeting Operations:

- The President is the Chief Executive Officer of the Chapter and ensures meetings start and end on time, follows an agenda, and uses *Roberts Rules of Order* to conduct meetings.
- In the case of an emergency or extremely bad weather, the President may cancel the Chapter's Board of Directors' meeting.
- Board meetings may be held prior to Chapter Membership meetings or on another date, as selected by the Board of Directors.
- Meetings may be held by conference call and should be noted in the minutes as such. Guidelines for teleconference meetings are provided in the ARMA International [Chapter Operations e-Handbook: Chapter Governance: Chapter/Board Meeting Resources](#).
- In the event that an issue arises that requires a decision of the Board before the next regular meeting of the Board, the Board may be polled and a decision reached by consensus. The Board Member who initiated the poll, ensures the decision is placed on the agenda for the next regular

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Board meeting so that a motion may be passed to ratify the decision, and the decision recorded in the minutes.

- A member of the Board of Directors must disclose any conflict of interest and refrain from participating in related discussions and decision making.
- A quorum consists of a majority vote (50% + 1) of the voting members on the Board. Voting by proxy is not permitted.
- A quorum for full membership consists of a majority vote (50% +1) of the Chapter members in good standing who are present for the vote. Voting by proxy is not permitted.
- Any Rule of Order may be suspended temporarily by a two-thirds (2/3) majority vote of members present at any meeting.
- Any Board member who is absent from a total of four (4) meetings without adequate explanation will be considered to have abandoned the position and will be replaced by a presidential appointee. It is the responsibility of the board member to advise when he/she cannot attend an upcoming meeting.
- Any Officer or Director who is absent from three (3) consecutive Chapter Board of Directors' meetings, for causes unacceptable to the Board, is considered to have resigned and a successor is appointed.

President:

- Request submission of agenda items prior to publishing the official agenda.
- Prepare agenda. Sources for agenda items include the previous meeting minutes (postponed or deferred items), agenda from one year prior (recurring annual items), chapter calendar (specific action due/upcoming). A sample agenda is provided in the [Chapter Operations e-Handbook: Chapter Governance: Chapter/Board Meeting Resources](#).
- Give information and explanations when necessary but do not express an opinion. In accordance with the Roberts Rules of Order, if the president wishes to state opinions s/he must turn the meeting over to the VP or another board member to chair the meeting. Once discussion is completed the president may resume chairing. When this occurs it must be noted in the minutes.
- Expedite business by the use of unanimous consent ("If there is no objection....") on routine business.
- Vote when a decision is being made by ballot or if the results will be affected by his/her vote. (To make or break a tie.)
- Sign official minutes.

Secretary:

- Distribute Agenda and copies of previous Board minutes five (5) days prior to meetings.
- Prepare and distribute Chapter Membership meetings notices to Chapter members in good standing at least ten (10) days prior to the meeting.
- Record proceedings. For details on preparing meeting minutes, see the section on *Recording Minutes* in this manual.
- Print minutes.

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- Sign official minutes and provide to President for signature.
- Distribute copies of all minutes to the ARMA Canada Region Manager and Region Coordinator.
- Submit one copy of the official minutes to the Records Manager/Archivist for retention.

Meeting Chair (may be delegated):

- Conduct the meeting. A typical order of business used to conduct an effective meeting is as follows:
 1. Call to Order
 2. Roll Call
 3. Determine Quorum
 4. Welcome Guests
 5. Adopt of Agenda (unlisted items will be considered for inclusion at this time)
 6. Approve Minutes of Previous Meeting
 7. Matters Pending/Unfinished Business (as postponed ore pending from previous meeting)
 8. Ratification of Vote (if required)
 9. Officers, Directors and Portfolio reports
 10. Administrative Items (informative or explanatory items and reports which may or may not give rise to motions and/or decisions of the board)
 11. New Business
 12. Announcements
 13. Adjournment
- Clearly restate all motions prior to vote; and ensuring all motions are accompanied by a second, with the exception of committee motions;

Portfolio Leads:

- Portfolio reports are presented at Board meetings and attached to the minutes. Where possible, to save time in presenting reports during the Board meeting, Portfolio reports are made available prior to the meeting.

Overview:	<p>The Chapter President (or Board delegate where the complaint involves the President) is required to respond to a complaint to the Board regarding the conduct of the Board, a Board member conducting Board business, or a chapter member participating in a Chapter sponsored event. Where further action or review (whether disciplinary or other) is required, it may be necessary to convene a Hearing to assess the validity of the complaint and the President's response, and to determine appropriate action.</p> <p>The complaint should be heard by a panel of individuals capable of determining the validity of the complaint, assessing the President's response and recommending the appropriate action. The President of the Chapter should not be a member of the Panel.</p> <p>Complaints include, but are not limited to, those relating to sexual harassment, professional misconduct and Board removal.</p>
Responsibility:	President (or designate); Hearing Panel

Responding to complaint:

The President (or designate) will:

1. Discuss the complaint with the complainant and the person perceived to be at fault to understand the nature of the complaint and to seek resolution. Where necessary, the President will respond to the involved parties in writing, identifying required remedial actions or sanctions as appropriate.

Where complaint response is unsatisfactory:

The President (or designate) will:

1. Initiate the selection of a Hearing or Appeal Panel.

The Hearing or Appeal Panel Chair will:

2. Set a date for the Hearing.
3. Convene the Hearing as scheduled.
4. Introduce the Panel to the subject of the Panel.
5. Define the role of the Panel.
 - a. Read the complaint;
 - b. Read the discipline letter;
 - c. Hear the appeal of the member being disciplined;
 - d. Discuss and provide recommendation to the full Board of the Chapter for vote.
6. Read the letter sent by the Chapter President.
7. Allow the member to present his/her side of the situation. Panel members are allowed to ask clarifying questions.

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8. Thank the member for his/her time and inform them that the recommendation of the Panel will be voted on by the entire Board at the next Board meeting.
9. Close the member portion of the panel hearing. Discuss the letter, the member's comments, and any possible discipline options. Prepare a recommendation for vote of the Chapter Board.
10. Close the meeting.

Overview:	<p>Minutes are a summary of the discussion and decisions that occur at a meeting. They provide a permanent record of what took place at the meeting, they are a reference to check commitments and decisions and they provide a record of the discussion and decisions for those Board/Chapter members who were not present at the meeting.</p> <p>Minutes should be clear, concise and objective. They should provide as much context as necessary to ensure that any Board/Chapter member not present at the meeting can get a clear picture of what was discussed and what was decided. Actual discussions are never included in the minutes.</p>
Responsibility:	Secretary

Minutes format:

- follow the order of the meeting (not the order of the agenda) and state the topic/issue, provide a general account of the discussion which took place, any motion or decision made and any follow-up action required (action items).
- Have all reports of Officers, Directors and/or Portfolio Leads attached to and noted in the minutes.
- Include all pertinent information about or discussed at the meeting including the following: (A Minutes template is provided in the Meetings Package)
 - Type of meeting (“Board Meeting”, “Special Board Meeting”, “Membership meeting”, “Annual General Meeting”);
 - Date and location of the meeting;
 - Attendees (identify which individual served as Chair);
 - Regrets (absent members);
 - The record of what took place.
- The meeting record includes the following:
 - The agenda item or subject as a subject heading;
 - The name of the member giving the report and a concise account of the subject matter reported. This should be written in third person/active voice;
 - A summary of the discussion which took place;
 - Any decision, either by consensus or a motion (see below regarding the recording of motions);
 - A copy of any Board resolutions;
 - Any action required as a result of the discussion and/or motion;
 - The time of adjournment; and
 - Signature lines for the recording Secretary and the Chapter President.
- Pointers and sample minutes provided in the [Chapter Operations e-Handbook: Chapter Governance: Chapter/Board Meeting Resources](#).

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Motions format:

- Motions include the mover, the seconder, the text of the motion and whether or not it was carried. For example:
 - “Moved by Jane Doe, seconded by John Smith THAT the Board of Directors approve the revised Chapter Policy and Procedure Manual as presented. MOTION CARRIED.”
 - “Moved by Jane Doe, seconded by John Smith THAT the Board of Directors approve the revised Chapter Policy and Procedure Manual as presented. MOTION DEFEATED.”
 - “Moved by Jane Doe, seconded by John Smith THAT the Board of Directors approve the revised Chapter Policy and Procedure Manual as presented. MOTION WITHDRAWN WITH THE APPROVAL OF THE MOVER AND SECONDER.”

Corrections to Minutes:

If corrections to the minutes are made at the time the minutes are being adopted:

- The corrections are made in the text of the minutes being approved (i.e. the Secretary notes the correction on his/her original copy and they are adopted “as amended”).
- The Secretary corrects the electronic copy of the minutes and produces a new official copy for the Minute Book.

If a correction to the minutes is made after they have been approved and adopted, i.e. an error/omission is discovered after the Board meeting is over:

- The correction is raised at the following meeting and must be clearly described and approved in a motion which is recorded in the minutes of the meeting.
- The Secretary brackets the erroneous portion(s) of the minutes and states the correction in the margin.

Overview:	The fiscal year of the Chapter begins on July 1 and ends on June 30 of the following year. Financial status must be properly documented and maintained current at all times.
Responsibility:	Treasurer; President or delegated officer to review bank statements/reconciliation
Policy:	Two signatures are required to validate a cheque. All disbursements must be approved by the Board of Directors prior to payment being made.

When a new Treasurer and/or new Board of Directors is elected:

1. Select the Chapter’s bank, taking into consideration the location of the Chapter Treasurer (i.e. city in which they live/work), with a view to ensuring the Chapter’s bank is easily accessible to the Treasurer. The Board of Directors must approve any selection or change in banking institutions. Note: changing bank account locations should only be done if absolutely necessary
2. Designate at least two of the Chapter Officers (President, Vice President/President-Elect, Secretary, and Treasurer) as Signing Officers for the Chapter. Two signatures are required to validate a cheque.
3. Establish signing authority with the banking institution for newly elected Officers at the beginning of each fiscal year.

The Treasurer will:

- Disburse funds as required.
 - Disbursements must be approved by the Board of Directors prior to payment being made;
 - Payments must be made by cheque payable to an individual or vendor (not cash);
 - Cheques must be signed by two (2) officers (preferably treasurer and president);
 - Invoices or expense reports and receipts are provided to support each disbursement;
 - Payments are issued promptly and take advantage of early payment discounts.
- Administer the petty cash in the amount of one hundred dollars (\$100) with a disbursement limit of fifty dollars (\$50) per individual per invoice. Replenish the petty cash fund when it depletes to fifty dollars (\$50).
- Receive chapter funds (all membership dues and other payments to which the Chapter is entitled). For each receivable:
 - Issue an invoice (as required);
 - Issue a receipt. Receipts are issued in sequential order and reconcile to the total of funds collected;
 - Ensure that two independent people are responsible for collecting and counting money;
 - Deposit funds into registered banking institution accounts approved by the Board.
 - Monitor the receipt of the Chapter Escrow payment from ARMA International. Chapter Escrow is the chapter payments receive for new and renewing membership for the **previous** month. More information is provided in the [Chapter Operations e-Handbook: Finances: Chapter Escrow](#) section.
- Manage banking. For each bank account:
 - Verify that bank deposits are equal to receipt totals;

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- Deposit all monies received by the Chapter into the Chapter’s bank account. All monies remain in the name of Chapter.
- Deposit funds to bank immediately upon receipt (same day as received or the morning following for late day events);
- Keep cashbooks up to date. Do not use white-out in cashbook or receipt books;
- Verify that the sequence of entries in the cashbook is the same as the sequence of receipts and payments;
- Keep an account of all receipt books, order books and cheque books in a register of accountable forms;
- Record all banking activities and records of revenue and expenditures, etc. in a software application approved by the Board.
- Have President or another delegated officer verify the bank reconciliation before each meeting;

President or Delegated Officer:

- Review bank statements and bank reconciliation on a monthly basis.

Additional information and forms may be provided in the [Chapter Operations e-Handbook: Finances](#) section.

Overview:	<p>ARMA International and its chapters and regions are classified by the U.S. International Revenue Service as 501(c)(6) <i>not-for-profit</i> organizations. As such, they are liable for paying state/local sales tax. ARMA is NOT considered a <i>non-profit organization</i>, and is not exempt from paying sales tax on any purchases. In Canada, ARMA Chapters are required to comply with the Canada Not-For-Profit Corporations Act.</p> <p>A not-for-profit organization’s primary goal is to fulfill the needs of its members, rather than produce profits for owner/investors. It does not mean the organization should not make a profit. It can and should produce a surplus of revenues over expenses – the <i>surpluses must be used to enhance the position of the organization and its mission.</i></p>
Responsibility:	Treasurer

The Chapter requires a number of financial reporting and control measures.

Budget:

- Draft a budget based on input provided by the President and each Portfolio Lead;
- Submit the budget to the Board of Directors for discussion and approval;
- Monitor receipts and payments against budget;
- Report budget vs actual revenue and expenditures.

Fixed Assets:

- Keep a register of equipment held by the Chapter;
- Monitor assets to prevent theft and loss.

Financial Statements:

- Generate annual financial statements at the end of each fiscal year. Consolidated financial statements are required if multiple accounts exist;
- Present complete and up-to-date financial documents for each account at the Chapter Board monthly meeting. This may include current bank balance, the current statement of assets and liabilities (to the end of the previous month), quarterly financial statements, the cashbook, statement of receipts and payments, bank reconciliation (with supporting bank statements), investment statements.
- Present comparative financial statements at the Annual General Meeting that relate to:
 - a. the period that began immediately after the end of the last completed financial year and ended not more than six months before the annual meeting, and
 - b. the immediately preceding financial year.
- Give members notice that financial statements are available and that they may be requested for review.
- Provide statements of financial position to Board of Directors at the end of each year, for approval at the first Board meeting of the fiscal year and for distribution as require.

Tax and Government Reporting:

- At the beginning of each fiscal year, determine whether the Chapter is required to pay income tax and/or HST, given its previous financial position and its not-for-profit organization status. If it is determined that the Chapter is to pay tax(es) for the current fiscal year, file required tax and information forms prior to due date (GST/HST, ...).
- Submit Annual Return to Director as required by Canada Not for Profit Corporations Act.
- Add due dates to the Calendar of actions required. Reports may be due monthly, quarterly or annually;
- Keep tax files up to date. Tax returns, annual statements, notices of assessment and all related Revenue Canada correspondence are retained as a Chapter record.

Insurance

- Source and arrange for appropriate Directors insurance for Board members (see Insurance section in this manual);
- Keep insurance and work cover payments up to date.

Audit and Review:

- File all financial reports, bank reconciliations, payment vouchers and any other documentation that may be required by audit to verify the Chapter's financial position;
- Have annual financial statements certified by executive members of the Chapter Board;
- Arrange audit of annual financial statements. Recommend an auditor with appropriate qualifications and experience for appointment at the annual general meeting for the following year. Financial information should be submitted to an accounting firm or auditor for verification and preparation of annual financial statement at least every second year or at the very minimum, at the end of a treasurer's term of office.
- Present the report of the public accountant, if any, at the Annual General Meeting.
- The auditor completes the audit, prepares a report for the Board, and returns the books to the President.

Overview:	<p>As subsidiaries of ARMA International, regions and chapters are covered under the association’s General Liability insurance. The policy covers each chapter and region for up to \$1 million per occurrence. ARMA International has deemed that Headquarters (International and Regional) are the only area of the organization that needs to be covered with Directors and Officers Insurance, as they are setting the standards, policies. etc. The insurance coverage provided by ARMA International may be updated over time. The current status can be found in the ARMA International Chapter Operations e-handbook: Chapter Governance: Insurance section.</p>			
	Type of Coverage*	ARMA International	Canadian Region	Canadian Chapters
	Comprehensive General Liability (CGL) covers bodily injury and property damage	Insured	Insured	Insured
	Directors and Officers (D&O) protects the executive from liability arising out of errors in judgment, duty preachment, and any wrongful acts related to their organizations	Insured	Insured	Not Insured
	Errors and Omissions (E&O) provides coverage to professionals as it protects against claims of alleged negligent acts, errors or omissions in the performance of professional services.	Insured	Not Insured	Not Insured

*coverage to be verified in conjunction with Bylaw template development.

ARMA International provides the following General Liability insurance coverage for chapters.

- bodily injury and property damage general liability by occurrence \$1,000,000;
- general aggregate \$2,000,000;
- product and completed operations aggregate \$2,000,000;
- personal and advertising injury \$1,000,000;
- damage to rented premises (by occurrence) \$500,000;
- medical expenses any one person \$10,000; and
- automobile liability (hired-autos and non-owned autos by accident) \$1,000,000.

If a certificate of insurance is required for an event:

Print a certificate from the ARMA International website at [ARMA International Chapter Operations e-handbook: Chapter Governance: Insurance](#).

Overview:	The dues paid by every member of ARMA consist of an ARMA International fee and a Chapter fee. The Chapter dues portion is determined by the Chapter and should be appropriate for the benefits received by the member from the Chapter. Annual membership dues are paid by each member directly to ARMA International. The Chapter allocation is transferred by ARMA International to the Chapter's escrow account.
Responsibility:	Treasurer
Delegate to:	Board of Directors

Chapter Membership:

- Membership is effective for one year, beginning on the first of the month after ARMA International receives dues.
- Local chapter membership must be specifically designated by each member when they sign up/renew their memberships. Individuals can be members of ARMA International and not select a local chapter. ARMA members who have not chosen to be a member of the Local Chapter are usually not provided with the services and support that are benefits of belonging to the local chapter . (i.e. they pay non-member rates for attending events and educational offerings, do not receive communications that are directed only to chapter members, do not have access to protected areas of the chapter website, etc.)
- ARMA International maintains the Chapter roster.

Membership Classes:

The following classes of membership are available to new or existing ARMA Edmonton chapter members, which determine the dues and benefits for each membership level:

Membership Class	Description	Membership Dues
Professional	A duly qualified individual in good standing with the Association entitled to full voting and other rights and benefits of the association. Regular Chapter membership shall be available only to individuals who have paid annual dues to ARMA International and the ARMA International Edmonton Chapter.	\$175
Honourary	An individual who has been granted life membership by the Association's Board of Directors and as defined by the Association's policies and procedures. Honorary members are entitled to full voting and other rights and benefits of the Association and the Edmonton Chapter. Honorary members are exempted from paying annual dues to ARMA International and the ARMA International Edmonton Chapter.	\$0

Associate	A duly qualified individual in good standing with the Association is entitled to limited benefits of the Association. Associate membership does not include the privilege of voting in an ARMA International election, ARMA International Edmonton Chapter elections, holding Chapter office or receiving the printed version of the Association's professional magazine.	\$95
Friend of ARMA	In the past we've considered non-members to only be "customers" but they are so much more than that. They are our friends, our colleagues and we want to acknowledge them as such as we provide them with the resources and education they need.	\$0

Setting Chapter Dues:

As part of the annual planning session or no later than April of each year, the Board of Directors must:

- Review the annual chapter fee assessed as part of ARMA Chapter membership;
- Set the membership fee to be included on all new applications and renewal invoices for the upcoming fiscal year;
- Complete the [Chapter Dues Changes Form](#) by the determined due date (usually in April or May of each year) and submit it to ARMA International Member Services Department.

Overview:	Advertising and sponsorship may be sold in the ARMA International Edmonton Chapter communication tools or at chapter events. The types of advertising or sponsorship and the rates to be charged are reviewed and updated as required at the beginning of each fiscal year. All advertising initiatives must be coordinated
Responsibility:	Treasurer, in consultation with appropriate Portfolio leads
Policy:	<p>ARMA International Edmonton Chapter will accept for consideration advertising from vendors in the records and information management (RIM) industry. The Board reserves the right, with no avenue for appeal, to decline advertising from non-RIM vendors.</p> <p>Vendors are expected to ensure that they own the copyright and obtain the appropriate use permissions for all advertising material.</p> <p>The posting of vendor website advertising (i.e. company names, logos and related graphics, links to vendors' home pages, sponsored linked ads, etc.) in no way indicates the Board of Directors' endorsement or recommendation of a vendor.</p>

Setting Fees:

As part of the annual planning session, the Board of Directors must:

- Determine the type of advertising and sponsorship options to be made available;
- Review the fees assessed for advertising and sponsorship;
- Revise fees as necessary.

Advertisement in Chapter Newsletter (annual)	Rate
Business Card Size	\$
1/4 page	\$
1/2 page	\$
Full page	\$

Advertisement on Chapter Website (annual)	Rate
advertisement	\$
Website banner	\$

Event Sponsorship	Rate
Monthly meeting sponsor	\$

Portfolio Leads

1. Solicit advertising and sponsorships from suitable promoters. All Portfolio leads should coordinate their efforts to avoid multiple contacts with the same potential supporter.
2. Review all promotional submissions to ensure appropriateness of content, formatting and size for the intended purpose. Inappropriate material is rejected and returned to the promoter, and they promoter is given the opportunity to resubmit appropriate material.
3. Request that the Treasurer invoice the promoter, if required. Failure to remit payment by the due date will result in removal of the advertising..

Overview:	<p>The chapter may choose to solicit contributions, gifts, services, etc. from its members, associated vendors and other stakeholders to offset the costs of hosting events, maintaining the chapter website or to offset other expenses to be incurred. The chapter is not a charitable organization and cannot issue tax receipts.</p> <p>As a member association, it is important to maintain transparency and ensure that all contributions are used to the benefit of the chapter members.</p>
Responsibility:	All Board members
Policy	<p>The Board of Directors for ARMA International Edmonton Chapter must be informed of all solicitation for contributions, gifts, services, etc. on behalf of ARMA International Edmonton Chapter as well as the receipt of any such contributions, gifts, services, etc.</p> <p>All contributions are acknowledged.</p>

1. During the annual planning session, identify opportunities where it would be desirable to request contributions to offset expenses that will be incurred. Additional opportunities may also be identified at Board meetings throughout the fiscal year.
2. Determine what the contributor receives in exchange. Options include signs at an event acknowledging the contribution, thank you letters, acknowledgment published on the chapter website or in the newsletter, etc.
3. On an ongoing basis, advise the Board of Directors of any solicitation planned and the results of such activities.

Overview:	<p>The President’s expenses are paid to attend designated events if Chapter funds are available and upon approval of the Board. The President – elect expenses may also be covered where funds permit. Upon approval from the Board, the President (or designate) may request an advance for travel. Designated events may include:</p> <ul style="list-style-type: none"> • ARMA Canada Leadership meeting; • ARMA Canada National Conference; • ARMA International Leadership meeting; • ARMA International Conference. <p>The President normally foregoes the opportunity to attend the Canada Region Leadership meeting and/or conference near the end of the President’s term so that the President-Elect may attend in preparation for taking on the role of Chapter President.</p>
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Event Attendance – Regional and International

- The Board member requesting funds to attend sanctioned events is expected to provide an outline of estimated costs for Board consideration and approval.
- Upon approval, the Board member is responsible for making their own travel and accommodation arrangements.
- Travel, accommodation and meal expenses not covered at the event are reimbursed by the ARMA International Edmonton Chapter for approved travel.
- While travelling chapter representatives will follow the food and incidental guidelines outlined in the [Government of Canada National Joint Council Travel Directive, Appendix C](#).
- When a travelling Board Member is exposed to unusually high costs, the Chapter Board has the discretion to reimburse the actual expenses for meals and incidentals (e.g. tips, water) based on proof of payment for each meal.
- If meals are included in the conference registration fee, the Board member does not claim meal allowance for that meal.
- All expenses must be submitted for payment on the Chapter Expense Report. All applicable receipts must be attachment before reimbursement can be made.
- The purchase of alcohol (e.g. with a meal) cannot be claimed.

Event Attendance - Chapter

- At the discretion of the Board, Chapter members who volunteer to assist in Chapter events may attend, free of charge, if not supported by his/her employer.
- At the discretion of the Board, Board members may attend Chapter events free of charge, if not supported by his/her employer.

Kilometer Reimbursement Rate

- ARMA International Edmonton Chapter per kilometer reimbursement rate will be the Canada Revenue Agency (CRS) rate for travel under 5,000 kilometers, as posted on the CRA web site at <http://www.cra-arc.gc.ca/tx/bsnss/tpcs/pyrll/bnfts/tmb1/llwnc/rts-eng.html>.
- ARMA International Edmonton Chapter assumes no financial responsibility for privately owned vehicles other than paying the kilometric rate when used for Chapter travel.
- ARMA International Edmonton Chapter is not responsible for reimbursing deductible amounts related to insurance coverage.
- Individuals driving a personal vehicle for ARMA International Edmonton Chapter travel cannot make claims to the Chapter for damages as a result of a collision or breakdown.
- Individuals must satisfy themselves whether their motor vehicle insurance coverage includes 'business' use of their vehicles.

Overview:	Approved expenses incurred on behalf of the ARMA International Edmonton Chapter are reimbursed after they are incurred and upon submission of an expense reimbursement form accompanied by receipts for all expenses incurred.
Responsibility:	Treasurer
Policy:	Receipts must be provided as proof of payment prior to reimbursement for any expenses incurred on behalf of ARMA International Edmonton Chapter. Receipts and Expense Claims are to be submitted in full to the Treasurer within 60 days of the date of travel. Failure to do so may result in partial or delayed reimbursement. The President reserves the right to reject any expense that is not pre-approved.

Board members are to adhere to the following expectations:

Hotel

- Standard room / Best available rate (anything over and above must be authorized by the President and Treasurer)
- Internet access (where internet fees are charged) up to a maximum of 30\$/week or up to a reasonable amount if approved by the President and Treasurer
- cover single occupancy for board members
- Not covered:
 - Room charges such as room service, movies, mini-bar or personal phone calls
 - extra charges such as room damages, lost or stolen items incurred during stay
 - guest charges will not be covered

Transportation

- basic transportation fees for the following:
 - Airfare, train ticket, bus ticket
 - Taxi to and from home to airport/train station/bus station
 - Taxi to and from airport/train station/bus station to hotel
 - Taxi to and from hotel to conference location (where transportation is not provided)
 - Parking (if applicable)
- Not covered:
 - Any upgrades and extras such as first/business class, special meals and/or alcoholic beverages.

Member:

1. Complete expense reimbursement form and submit to Treasurer with all relevant receipts.

Treasurer:

1. Verify that expenses claimed are approved by ARMA International Edmonton Chapter.
2. Ensure that all receipts are attached.
3. Prepare cheque for signature.
4. Provide reimbursement cheque to member.

Overview:	ARMA Canada has established a relationship with an electronic payment service provider called <i>GiftTool</i> . This allows ARMA Canada chapters to collect payments electronically. Chapters will need to setup a merchant account for credit card payments. ARMA Canada coordinates and covers the cost of establishing the relationship with <i>GiftTool</i> .
Responsibility:	Treasurer
Policy:	ARMA Canada Region will pay the cost to set up the <i>GiftTool</i> relationship with the Chapter. The region will also pay the event set up and per registrant service fees that apply. The chapter is responsible for paying the cost of the credit card fees.

To set up ability to collect electronic payments:

1. Complete the *GiftTool* Order Form and Appendix A: Gateway CA 10041 form provided in the Financial Management Supporting Documents: *GiftTool* package.
2. Submit the forms as completed, along with a void cheque to the ARMA Canada Treasurer for processing and account setup.
3. Gather the following information and establish a merchant account to collect credit card payments, (Note: Monaris is one of the largest credit card service companies in Canada but the chapter may wish to use a different service provider such as beanstream or Versa Pay):
 - Location address, phone number and fax number
 - Date chapter was registered
 - Legal type of business such as Ltd., Inc, LLC etc.
 - Type of products offered
 - How long before the product is delivered to the customer
 - The Signing Officer date of birth, home address
 - ATS (Average Ticket Size) of a transaction.
 - VISA and Master Card expected volume in a month
4. Provide additional information, as requested to the ARMA Canada Treasurer to set up the *GiftTool* relationship.

To set up an event:

1. Log on to *GiftTool*. Note: it is recommended that the Treasurer and one other person in the chapter have the ability to log on and set up chapter events/ review registration information.
2. Enter event information using *GiftTool* website.

To receive funds collected by *GiftTool*:

1. *GiftTool* will deposit collected funds directly into the ARMA International Edmonton Chapter account as identified on the void cheque provided when the relationship was established.

Overview:	ARMA International provides two reports on a regular basis. The Chapter Roster lists all members of the chapter and identifies the membership expiry date. It can also be used to follow up with pending or recently expired membership holders to encourage their continued chapter membership and participation. The Canada 099 Region Roster provides a listing of all ARMA International members with a Canadian address who have not designated membership in a local chapter. It is a valuable tool for the chapter to use to identify potential members within the Chapter catchment area who are members of ARMA International but not members of the Chapter.
Responsibility:	Member Support

Canada 099 Region Roster Report review

- Review the 099 Region Roster on a monthly basis. If a member is identified as coming from the Chapter's catchment area, contact the member and bring to his/her attention that they have not paid Chapter dues or failed to indicate on the application which Chapter he/she wants to join. Discuss the benefits of chapter membership and encourage them to designate a chapter.

Chapter Roster Report review

- Review the Chapter Roster provided by ARMA International on a monthly basis.

If membership is expiring/has expired:

- Contact members and encourages them to renew their membership.
- Where a member does not intend to renew their membership, ask the individual if they would like their name added to the General mailing list to allow the Chapter to continue to keep in touch and provide notice of upcoming events.

IF a new member has registered:

1. Forward a welcoming package to all new members which may include:
 - Welcome letter, customized with the new member's name (template available on the Chapter's document repository);
 - Chapter brochure or other information;
 - Chapter pin;
 - Notice for the upcoming educational session; and/or
 - Schedule of the yearly education program.
2. Contact the new member approximately two (2) weeks after sending out the welcome package to:
 - Ensure it was received and to answer any questions the new member may have.
 - Personally invite the new member to the next Chapter event and offer to meet them there to introduce them to other members. The chapter may also choose to establish a mentor program where new members are linked with chapter members in related industries or positions. The Mentor introduces the new member to other chapter members, helps to make the new member feel comfortable and welcome, and keeps in touch on an occasional basis throughout the year.

Overview:	Individual members should be recognized for their participation in and contribution to the Chapter and the RIM profession. This includes the awarding of the Chapter Member of the Year and Chapter Leader of the Year awards and Years of Service recognition.
Responsibility:	Past President
Delegate to:	Awards Committee lead, Member Support

Chapter Member of the Year and Chapter Leader of the year:

The **Chapter Member of the Year** award is given to a member of the chapter at large (not a board member, although they may have participated in a Board committee or volunteered at Board events) who should be recognized for outstanding service to ARMA and/or the RIM profession. The **Chapter Leader of the Year** award is given to a member, often either a voting member or a non-voting member with a designated role on the Board of the ARMA International Edmonton Chapter who has shown exemplary leadership for others in ARMA and/or the RIM profession.

1. Send request for nominations (normally through e-mail, Newsletter notices or website posts) to all members in good standing at least forty-five days prior to the Annual General Meeting. Any member in good standing may submit the name of a fellow member to be recognized for outstanding service. Evaluation criteria are provided in the [Chapter Operations e-handbook: ARMA International Awards](#).
2. Review submissions, select award recipients, and request Board of Directors approval.
3. Create an award certificate for presentation to each recipient at the Annual Meeting. The Committee may also wish to purchase a gift for a recipient in the value outlined under the *Gift* section of this manual.
4. Provide Board of Directors with the Award Certificates for each award category. Any Awards given to Board Members are held confidential to the Awards Committee until announced at the Annual General Meeting to ensure that the recipient is not made aware of the award prior to the meeting.
5. Announce award recipients at the Annual General Meeting.
6. Send a letter of recognition to the Award recipient's direct manager.
7. Announce award recipients and provide appropriate recognition in the Chapter Newsletter, Chapter Website and/or other Chapter communication vehicles.
8. Identify award recipients on the Annual Chapter Update form submitted to ARMA International. The chapter update form is accessed at: <http://www.arma.org/Leadership/ChapterGovernance/UpdateInformation.aspx>
9. The recipient will receive the award at the ARMA International conference. If the Chapter member of the Year and Chapter Leader of the year are not able to attend ARMA International's Conference and Expo to receive his/her award, any Chapter member attending the Conference may receive the award on the recipient's behalf or, alternatively, ARMA will mail it to the member following the Conference.

Years of Service Pins

Members receive recognition for reaching significant ARMA membership anniversary dates (5, 10, 15 years and so on). The Chapter will acknowledge this anniversary every fifth year of membership through appropriate means such as a personal letter of congratulations, website posting, Newsletter article and/or the awarding of years of service pins at a chapter event.

1. Identify members are eligible to receive a pin. Any questions regarding a member's "join date" are directed to ARMA International.
2. Submit a request to the Board for approval to purchase the pins from ARMA International.
3. Present/distribute the Years of Service Pins to eligible Chapter members at the appropriate Chapter event.
4. Promote the member's achievement.

Overview:	<p>ARMA International Edmonton Chapter may establish scholarships and awards that are offered on a regular or ad hoc basis to benefit individuals actively pursuing an education and/or certification in records and information management. A selection committee is responsible for reviewing applications, based on predefined criteria, to select candidate(s), and to oversee the payment of the scholarship to candidate(s).</p> <p>Scholarship may be selected directly by a Selection Committee, nominated by an educational institution or be selected based on an application process. The number of scholarships awarded per year will be determined by the Committee. In the event applicants do not meet the selection criteria, scholarships may not be awarded. The number of scholarships awarded each year must not exceed the monetary limit approved by the Board.</p>
Responsibility:	Selection Committee and Treasurer
Delegate to:	Board of Directors

The Board of Directors is responsible to:

- Establish the Selection Committee (if applicable).
- Determine whether a separate scholarship fund will be created or whether scholarships will be paid directly from the annual operating budget.
- Monitor the evaluation procedure and payments from the fund. Any issues identified are reported to the Board immediately.

The Treasurer is responsible to:

- Manage and monitor any Scholarship Fund monies. Decisions to change the banking arrangements of the Fund’s monies are based on the Treasurer’s recommendation and are approved by the Board.

The Selection Committee is responsible to:

1. Develop promotional material regarding the award. Literature including, but not limited to, the poster, cover letter and application form, may be translated for the benefit of francophone educational institutions and students.
2. Distribute application and promotion material via appropriate means such as the newsletter, website and/or e-mail to the membership and educational institutions within the Chapter area no later than January 1 of the fiscal year. The distribution list must be kept up-to-date by the Scholarship Committee.
3. Individually complete an evaluation form to rate the applicants. Individual selection committee member ratings for each scholarship candidate are tabulated. The total scores they have provided and the applicant(s) with the highest score is determined the winner(s).
4. Provide a written report, including the names of all candidates who applied, as well as the name(s) of successful candidate(s), to the Board for final approval. The report is signed by the Chair and submitted to the Secretary and included with the Board minutes.

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5. Notify all applicants in May of the year of the application.
6. Announce successful scholarship applicant(s) in the Chapter's newsletter and during the Annual Meeting. Permission to use applicant's name(s) in public announcements is obtained upon receipt of the application.
7. Arrange with the treasurer for the disbursement of funds.
8. Respond to all enquiries.

Where applications are solicited, an applicant may be required to:

- Submit a completed scholarship application form.
- Ensure the application is post marked by a preset date (i.e. March 31) of the funding year.
- Enclose a one-page essay stating career goals and how the goals relate to records and information management.
- Submit reference letters from instructors, business acquaintances, or employers.
- Provide a copy of the most recent official school transcript for students enrolled in a *full-time program*. **OR** provide a copy of an invoice (projected cost) of current courses for individuals enrolled in a *part-time program* **OR** provide a copy of an invoice (projected cost) for *certification* (CRM designation).

Funds Disbursement options:

- Scholarships for full-time enrolment are disbursed in July of the year of the application or at the Annual Meeting.
- Scholarships for part-time courses and CRM fees are disbursed, up to the amount of the scholarship(s) awarded, upon receiving copies of receipts of payment from recipient(s) of part-time courses and CRM fees. It is the responsibility of the recipient to provide copies of receipts, as soon as available, to the Chair of the Scholarship Committee.

Donations to the Scholarship:

- At the discretion of the Board, a predetermined dollar amount or percentage of the net profits of the Chapter's Seminars and/or Chapter events may be allocated to fund scholarships.
- Chapter members or non-members may donate monies to the Scholarship Fund. Donations are accepted either by cash or by cheque. All cheques must be made payable to the ARMA Chapter.
- All donations received by Board members must be forwarded immediately to the Treasurer.
- The Scholarship Committee Chair is responsible for sending out a thank you letter to each donator. Any donator's name may be published in the Chapter's newsletter provided permission is obtained from the donator. ARMA International Edmonton Chapter is not a charitable institution and cannot issue tax receipts.

Overview:	<p>The Board of Directors determines the form of communication with the Chapter membership. Communication may be in the form of a newsletter, e-bulletin (a bulletin e-mailed to members), information posted to the website, or other form of communication as determined by the Board.</p> <p>Public awareness and marketing are important for reaching both member and non members. The Chapter wishes to provide general information about ARMA and the benefits of belonging, in general, as well as more specifically about the programs and educational opportunities available. The Chapter Operations e-Handbook: Marketing section provides some resources relating to program promotion and RIM marketing in general that may be of interest.</p>
Responsibility:	Communications

1. Incorporate member communications and public relations marketing in the Communication Plan at the beginning of each Chapter year and as requirements change throughout the year. Planning should begin in July/August, as soon as the new Board has been established. When planning the frequency of communication, choose the timing of communications carefully so as to not overwhelm the membership with a barrage of ARMA related information. Doing so will cause the member to ignore ARMA messages, rather than reinforce their awareness of events.
2. Update the Action Plan to identify communication due dates.
3. Communicate regularly with chapter members and stakeholders. Communication and Public Relations approaches may include:
 - Advertising (i.e. industry publications or newsletters distributed to a target audience)
 - Flyer and/or postcard distribution at events (i.e. events sponsored by related associations, career fairs, employers or vendors)
 - Chapter Website
 - Media Releases
 - E-pushes (i.e. emails sent to members and general distribution lists)
 - Industry event exhibitor participation (i.e. information booth at seminars, conferences, educational institution events and job fairs)
 - Educational Institutions (i.e. presenting ARMA to students in RIM related programs)
 - Related Associations (i.e. promoting synergies and support arrangements)
 - Supportive vendors

<p>Overview:</p>	<p>Chapters need the ability to contact a variety of stakeholders. These include:</p> <ul style="list-style-type: none"> • Chapter members in good standing. • General (Non-chapter members - individuals and/or companies) who have attended past Chapter-sponsored events or have expressed an interest in attending chapter events, and have given the Chapter their contact information. • Vendors who provide products and/or services to information management professionals and who may wish to participate in Chapter-sponsored event, such as a vendor showcase. • Associations and other organizations who might be interested in receiving information on Chapter events. <p>The ARMA International Chapter Roster remains the property of ARMA International and is used but not published by the Chapter. Chapter contact list access must be restricted and used for ARMA Chapter purposes only according to the Privacy and Consent procedure. They are not made available to other ARMA groups such as ARMA International, ARMA Canadian Region or other ARMA chapters unless general consent has been given. They are not published or made available to outside agencies such as vendors and private organizations unless specific consent has been given. The Board of Directors are the only members who have access to contact lists. Members outside of the Board of Directors are not granted access to Chapter contact lists.</p> <p>ARMA International list usage parameters are provided at http://www.arma.org/Leadership/Membership/Reports.aspx.</p>
<p>Responsibility:</p>	<p>Member Support – Chapter Members in good standing Education and/or Public Relations - All others</p>
<p>Policy:</p>	<p>Contact lists may be used only in connection with matters relating to the affairs of the chapter, including efforts to influence the voting of members, schedule a meeting of members, promote ARMA chapter-related educational meetings and seminars, and promote chapter membership. Recipients must be provided with the ability to remove their name from a contact list.</p> <p>A Chapter may share/provide lists of attendees to a local meeting/seminar provided that the registrants are given Recipients must be provided with the ability to remove their name from a contact list. ARMA International’s policy is to only release name, organization, title, and address. <u>ARMA International does not release email or phone numbers.</u></p> <p>If a chapter board member is found to be using contact lists for purposes other than chapter use, an investigation will be made and disciplinary action will be taken.</p>

Contact lists are not used for list sales. All list sale inquiries are sent to the Director of Member Services of ARMA International.

Maintaining current mailing lists:

- Contact lists must always be maintained current and should be housed in the Chapter document repository.
- If someone on the general list becomes a member, their contact information must be removed from the general list and added to the member list, so as to avoid duplicate mailings.
- If a chapter member does not renew their membership, their contact information must be removed from the member list. If the individual agrees, their name can be added to the General list to allow the Chapter to continue to keep in touch and encourage membership renewal.
- For “undeliverable” mail, the Portfolio Chair attempts to contact the individual/firm to obtain the correct address. If he/she is unable to make contact, the name is removed from the list.
- Mailing lists should be reviewed once or twice per year to ensure it is up-to-date.

Using Mailing Lists:

- When sending emails to more than one person on a mailing list, the email addresses must **not** be shown in the “To” or “CC” fields so as to ensure the privacy of the mail recipients. Either a group name is to be shown or the “BCC” field should be used to send mass emails. Note: some email servers will flag messages with a large number of recipients (whether identified in the “to”, “cc” or “bcc” fields) as spam and will not deliver the message, or will deliver the message directly to the recipient’s junk inbox.

Overview:	All personal information including contact information and photographs must be retained as confidential and used only for the purpose for which it was collected. Consent to release or use personal information must be given prior to its use.
Responsibility:	All Board members
Policy:	The Chapter and its Board of Directors will respect the privacy and confidentiality of its members at all times.

Personal information includes:

- Name
- Contact information such as home address, work address, email address, phone number
- Member number
- Credit card number and any financial transactions
- education history
- photographs

Release Consent for Pictures:

Any pictures that are taken at ARMA events may not be published without consent of the individuals captured in the photograph. The consent statement is as follows:

Please check this box, if you do **NOT** want ARMA International Edmonton Chapter to publish the attached photograph(s). Note: If the box is not checked, ARMA International Edmonton Chapter assumes you are providing consent.

Note: The Chapter may request that event attendees visibly show their consent by wearing a coloured tag/dot that indicates their consent. Pictures will not be used if any person in the picture does not have a consent identifier.

Release Consent for Personal Information:

All event registration forms must include the following statement:

Release of Personal Information

Please check this box, if you do **NOT** want ARMA International Edmonton Chapter to release your personal information to other ARMA event attendees.

Please check this box, if you do **NOT** want ARMA International Edmonton Chapter to release your personal information to other ARMA entities and/or vendors in the RIM field.

Note: If the box is not checked, ARMA International Edmonton Chapter

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Communications

Privacy and Consent

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assumes you are willing to share your contact information.

Overview:	Branding is an important part of Public Relations and Marketing within ARMA. The ARMA International logo is a registered service mark. Chapters must use the ARMA International logo under these strict usage guidelines. The ARMA International logo may be incorporated into the design of an affiliate logo, but under no circumstance may that incorporation result in any design change of the ARMA International logo.
Responsibility:	Board of Directors

Logo Usage:

- The use of the ARMA International logo must comply with the [logo guidelines](#) provided in the [Chapter Operations e-Handbook: Marketing: Logo Guidelines](#) section. This section also provides reusable log and PowerPoint slide masters.
- Any and all use of the ARMA International brand by affiliates and others must be approved in writing by ARMA International.
- Any and all use of the ARMA Canada logo must be approved in writing by ARMA Canada.

Overview:	<p>ARMA International Edmonton Chapter may choose to publish a (hardcopy or electronic) newsletter as one method of communicating with its membership. The content of the newsletter, if published, is determined by the Editor in consultation with the Communications Lead. Compliance with copyright laws and privacy rights is mandatory.</p> <p>The newsletter may be distributed in hardcopy format. However, increasingly the Chapter Newsletter is distributed in electronic format.</p>
Responsibility:	Communications Portfolio
Delegate to:	Newsletter Editor

Editor:

3. Remind the Board and Chairs of the deadline for submissions. At a minimum, a Message from the President should be included in each issue.
4. Collect board reports from the most recent board meeting and consolidate key points from each director into the publication.
5. Solicit content from members at large. Any Chapter member in good standing may submit an article for publication however publication is at the discretion of the Editor, in consultation with the Communications Chair.
6. Identify published content that would be of interest to the membership and request permission to reprint in the Chapter Newsletter.
7. Proofread all articles. The Editor has the discretion to edit for clarity or to accommodate available space.
8. Prepare a letter from the editor.
9. Compile the publication using the template approved by the Board.
10. Distribute the publication to all Chapter members and to the Webmaster for posting to the website.

Overview:	The chapter website is a critical tool for communicating with both the Chapter members and other non-members in the community. It must be regularly refreshed and updated to ensure that the information it contains is current and relevant. Website advertising rates are included in Financial Management section of this manual.
Responsibility:	Communication Portfolio
Delegate to:	Webmaster

Website Problems Detection

All Board Members:

- If the website is not functioning properly, notify the Webmaster immediately.

Webmaster:

- Contact the Website Service Provider to investigate any problems identified.
- Rectify the problem as soon as possible.
- If the problem is considered extensive and the Chapter website will be down for more than a few hours, advise all Board members of the website problems and provided an estimated day/time when the website will be available.
- When the website returns to service, notify the Board that the website has been returned to service.
- Document the nature of the problem and how it was fixed in the event the problem occurs again.

Communications:

- If the website will be unavailable for more than two days, inform the membership that the website is down and that the problem is being addressed.
- Inform the membership that the website is functioning when it returns to service.

Website Back-ups

- Request the Website Service Provider to run nightly back-ups of the website.
- Twice a year (June and January), the Website Service Provider provides the Chapter Webmaster with a complete back up of the website burned to CD. Ensure that the website back-ups are received from the Website Service Provider.

Website Maintenance

- Ensure that chapter program dates and all available information is posted at the beginning of the year (September)
- Review website content to ensure that it is accurate, that there are no spelling or grammar mistakes, that it is displaying correctly, and that links are function correctly.
- Detailed Website Maintenance Instructions are available and provided in the Website package.

Overview:	<p>The Education Portfolio lead is responsible for developing and coordinating the chapter's education sessions. Volunteers from the chapter membership may be recruited to participate on an Education Committee. The Education Committee or the Chapter Board assist with the planning of any major events sponsored by the Chapter as set out in the educational program for that year.</p> <p>The Chapter Operations e-Handbook: Education Program Development section includes a number of resources that may be of interest when developing Chapter programs and educational events.</p> <ul style="list-style-type: none"> • ARMA International Educational Offerings (<i>links to various educational offerings from HQ</i>) • Speaker Bureau (<i>link to a document providing ideas for possible chapter programs</i>) • Program/Seminar Development (<i>a number of useful documents relating to program and seminar development</i>) • Speaker Resources (<i>chapter speaker grant application</i>) • Marketing Your Programs (<i>explanation of various platforms for marketing education programs and forms for ordering supplies</i>) • Evaluations (<i>sample evaluation forms</i>) • Sponsorship (<i>ideas for engaging sponsors for the chapter or chapter events</i>) • Session of the Month (<i>background on session of the month program</i>)
Responsibility:	Education
Delegate to:	Seminar/Program Manager

1. Begin program planning in June/July of each year as soon as the new Board has been established and the Education Portfolio lead has been identified. The ARMA Canada Regional Conference Program is a great source of current educational topics.
2. Identify program goals in terms of benefits to be attained by participants, competencies to be advanced, and type of events (seminars, lunch sessions, dinner meetings, webinars, session of the month, etc.), number and timing of educational events, and target audience. Be sure to offer only as many education sessions as you can successfully host.
3. Identify potential program topics. Topic sources may include a survey of chapter members (template provided in Program Resource Package), Board planning session, suggested topics from past session evaluations, a review of the Core Competencies, review of topics offered at related conferences and association meetings, and a literature review to identify hot topics (i.e. news items, groundbreaking projects or technology advances, new legislation).
4. Identify and approach potential speakers on the preferred program topics. Speakers should be selected based on knowledge, reputation and experience. Consider partnering with another chapter close by to share speaker travel costs if a desired speaker is not from the local area. Potential sources for speakers include:
 - RIM professionals and chapter members who can provide case studies of their successes

- Board member contact networks
 - Speakers at other RIM events such as the ARMA Canada, ARMA International and other ARMA Chapters or at other related industry events
 - Local consultants and vendors (select only if they are committed to providing a presentation that does not promote any particular vendor, product, or service)
 - RIM stakeholders such as lawyers, Privacy, Risk & Compliance, and IT professionals
 - ARMA speaker roster
5. Obtain speaker commitment and identify any requirements/needs (i.e. A/V, handout preparation and distribution). A sample speaker agreement is provided in the Programs Resource package.
 6. Post the education events calendar on the website, inform Chapter members of program offerings and begin event promotion. This should be done early in the new chapter year (September) so that members can plan to attend and ensure funding is available. If speakers and/or topics have not been finalized, identify the date of the program event on the calendar and indicate that more information is to be announced at a later date.

Overview:	<p>The Chapter offers educational, networking and meeting events throughout the year. Marketing, communication and planning are essential to ensure a successful event. Event planning begins as soon as an event has been scheduled. All Chapter events, including education programs as identified on the program calendar and networking events must be planned and coordinated.</p> <p>An event planning checklist identifies the timing of event coordination activities and is provided in the Event Planning Resource Package.</p> <p>Permitted activities for the solicitation of sponsors, gifts, services, and contributions for Chapter events are in the Financial Management section of this manual.</p>
Responsibility:	Education; Public Relations
Delegate to:	Event Planner; Marketing manager
Policy:	<ul style="list-style-type: none"> • If a registrant cancels his/her registration less than 48 hours prior to the event or fails to attend the event, he/she will be invoiced for the full registration fee. Invoices shall not be issued for any amount less than \$25.00. • Subject to copyright restrictions, copies of educational handouts will be provided to all paid registrants. Presentation materials will not be disseminated or sold to non-attendees.

Communication

1. Identify how each event will be marketed. At a minimum, program and networking events should be advertised on the chapter website, and emails should be sent to chapter member and general mailing lists. Additional marketing may include:
 - listserv posts;
 - ARMA HQ and ARMA Canada website posts;
 - local college and university announcement boards;
 - social media posts (LinkedIn, Facebook, Twitter);
 - newsletter advertisements;
 - flyers/postcards distributed at other chapter and industry events;
 - media releases; and
 - requests to industry stakeholders such as RIM related associations, consultants and vendors to promote event attendance to their contact lists.
2. Add event marketing triggers to communication plan. At a minimum, three emails should be sent to Chapter members and general mailing lists:
 - First mailing: Invitation to the event is sent 4 – 5 weeks before the event
 - Second mailing: Reminder of the event is sent 2 weeks before the event
 - Third mailing: Final reminder is sent 5 – 7 days before the event

Event Planning

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07 - 02	Education & Events	Event Planning & Management	2013 - 10

1. Ensure that all financial implications of educational offerings (e.g. establishing a budget, collection of registration fees, etc.) are determined in consultation with the Chapter Treasurer and, if necessary, the Board.
2. Refer to the Event Planning checklist to plan specific events.
3. Prepare event registration. All event registration forms should include a privacy statement. See the *Privacy and Consent* section in this manual. The Chapter must abide by the wishes of the attendees in regard to the release of personal information provided at event registration.

Event Cancellation

- Events may be cancelled at the sole discretion of the ARMA International Edmonton Chapter President. If it is necessary to cancel an event the chapter will make every reasonable effort to notify registrants. Registration fees will be refunded in full and/or no invoices will be issued.

Event Management & Reporting

1. Record attendance at each education session.
2. Provide evaluation form to attendees and request completion. These forms need to be collected and reviewed to identify potential for future event improvements. A template for the evaluation form is provided in the Events Management Resource Package.
3. Report event successes, ideas and attendance to Board of Directors.
4. In consultation with the Board, ensure that any appropriate recommendations from attendees are implemented.

Overview:	<p>All official Chapter records documenting governance and the activities/decisions of the Board are managed in a Chapter records repository, according to the Chapter's Records Classification Retention Schedule. Current year records may be held by the person responsible for the Portfolio but must be incorporated in the chapter repository at the end of each Chapter year. The repository may be an electronic document repository accessible through the chapter website or it may be in paper or micrographic format. Access to the document library must be restricted to authorized members with the appropriate user login id and password.</p> <p>All Chapter documents should be identified according to the Chapter Classification structure and retention schedule. A classification structure and retention schedule is provided in Appendix 2.</p> <p>The Chapter may establish an agreement with a third party to store and manage archival and long term retention records, such as the provincial archives or a local educational institution.</p>
Responsibility:	Records Manager, Portfolio Leads

At the end of the chapter year:

Each outgoing Board Member will:

1. Review the records created relating to their Board position and the portfolios they were responsible for.
2. Add all relevant records to the Chapter electronic record repository or provide hardcopy records to the Records Manager.
3. Destroy all transitory records related to Portfolio activities.
4. Identify / gather records relevant to the incoming person for the portfolio.

At the transition meeting:

Each outgoing Board Member will:

1. Provide relevant records to the incoming responsible person.

Each incoming Board Member will:

2. Receive electronic document repository login, password and access instructions, if applicable. Login and password information should be changed at least once each year.

Before December 31:

Records Manager will:

1. Arrange for identification, indexing, labeling and storage of physical records
2. Review records in the Chapter electronic records repository / physical records storage and identify records ready for destruction according to Chapter retention schedule.
3. Create a list of records for destruction.

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4. Add records destruction authorization to the agenda for the first Board meeting after December 31. Circulate the Records Destruction List to all Board members in advance of meeting.

At the first Board meeting of the calendar year:

The Records Manager will:

1. Obtain signatures on the Records Destruction List from the President and each person responsible for the Portfolios to which the record relate, to ensure that they have had the opportunity to review the records and agree that they have no ongoing business value.
2. Make a motion to approve the destruction of records as identified on the Records Destruction List, in accordance with the Chapter retention schedule.
3. Note destruction approval motion and date on the destruction list and retain for future reference.

After approval of record destruction:

The Records Manager will:

1. Destroy both electronic and hardcopy records as approved.
2. Update records inventory to reflect current record holdings.

When transferring Archival Records:

The Records Manager will:

1. Complete a Records Transfer List transferring records with archival value to a third party.
2. Obtains the Chapter President approval on all record transfer lists.

Overview:	Each Officer, Director, and/or appointed Portfolio Chair is responsible for the property, including records, under his/her portfolio. For example, the Program Chair is responsible for the banner, poster boards, and records. The Chapter should maintain an inventory list and update it at the end of each chapter year to keep a current listing of all Chapter assets excluding Chapter records.
Responsibility:	All Board members; Treasurer (inventory)

At Transition Meeting

1. Treasurer provides each Portfolio Lead with inventory of items they should be receiving from outgoing Portfolio lead.
2. Outgoing Portfolio Lead provides items to incoming Portfolio Lead.
3. Incoming Portfolio lead follows up to ensure that all inventory items have been received, follows up with Outgoing lead to request any missing items and advises Treasurer regarding any items not received.

Throughout the year

1. Treasurer updates inventory to add any newly acquired items.
2. Portfolio leads provide updates to Treasurer when an item is acquired, lost or disposed of.

Overview:	<p>A chapter may choose to maintain a library collection. The Chapter Library collection can include a variety of material, in a variety of formats, related to the field of records and information management.</p> <p>The chapter may, under defined circumstances (such as staff and students for ongoing education programs), allow non-members to borrow library material.</p>
Responsibility:	Education Portfolio
Delegate to:	Any Chapter member, Library Committee
Policy:	Donated material becomes the property of the ARMA Chapter.

Responsibilities

1. The collection is housed at a location that is convenient for the Library Custodian and is acceptable to the Board of Directors.
2. The Education Portfolio Lead is responsible for the library, including the collecting, organizing, managing and purging of its material. He/she may choose to assign this responsibility to another Chapter member or a Library Committee. The Library Committee consists of the Education Lead and at least two (2) other Chapter members. The purpose of the Committee is to oversee the administration of the Library and to make recommendation to the Education Lead regarding library acquisitions and disposals. The process for acquiring material for the library is set out below in *Collecting Material*.

Collecting Library Material

1. On or before May 1st of each year, send notification to the membership requesting suggestions for the purchase of library material for the upcoming fiscal year, if purchases were budgeted by the Board of Director. The notice may be in the form of a recurring advertisement placed in each newsletter.
2. The Director of Education will also review any materials made available to members directly through ARMA International and include references to them in the overall collection.
3. Review all submissions and a recommendation to purchase material and submit to the Board of Directors prior to June 30th so that they may budget for the acquisition in the next fiscal year during the budget-setting process. The selection of material is based on, but not limited to, the following criteria:
 - Suitability for meeting the needs of records and information management professionals;
 - Technical quality/quality of presentation;
 - Reputation and/or significance of the author;
 - Accuracy, authoritativeness and objectivity;
 - Comments by reviewers;
 - Demand and current trends;
 - Relation to existing collections and other material on the subject;
 - Current relevance;

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- Budgetary considerations; and
 - Availability from other sources, i.e. local library.
1. The decision to budget funds for Library acquisition rests solely with the Board of Directors. If the Board of Directors approves the acquisition, the Education Lead purchases the material and adds it to the collection in accordance with the *Library* section.

Purging Library Material

1. Compile a list of library material that is considered to be no longer of value and submit it to the Board of Directors for approval.
2. Revise the disposition list, if require.
3. Provide the list to the Library Custodian who will remove all material approved for de-accessioning from the library and either offered to other libraries, sell or discarded it.
4. Update the holdings list on the database and post the revised holdings list on the Chapter website (if necessary).

Managing Library Material

1. Library material is arranged in alphabetical order by title.
2. The library contents are entered into or removed from a database which provides a print out of the list of holdings. The application has a field for title, author, date requested, subject, keywords, sign out (enter the borrower's name), due date (thirty (30) days from the date the material was requested).
3. When material is added to the collection or purged from the collection, the Library custodian prints an updated list of the holdings and submits it to the Education Lead.
4. The Education Lead ensures that the list of Library holdings is on the Chapter website.
5. The Education Lead ensures that the list is updated each time material is added to or removed from the collection.
6. Library material may be borrowed for a period of thirty (30) days.
7. The material may be borrowed for an additional thirty (30) days if required.
8. To borrow material, the requesting party completes the *Library Material Request* form which is available on the Chapter's website and sends it to the Library custodian.
9. The Library custodian updates the database with the borrower's information and sends the material to the borrower, who is responsible for all costs associated with retrieving and returning materials.
10. The sign-out sheet is printed and sent with the library material.
11. The database is checked once a month to monitor overdue material. If material is due, the Library custodian e-mails or calls the borrower to remind him/her of the due date.
12. The borrower may renew the material for another thirty (30) days. If so, the Library custodian updates the database with the new due date.

General Responsibilities

General Responsibilities and expectations applicable to all Board Members are provided in procedure 02-01. Specific roles and responsibilities for each officer and portfolio that may be assigned in the chapter are provided below.

Officers Roles & Responsibilities

In small chapters, it is possible to combine the secretary and treasurer role when resources are limited. However, it is preferable to maintain secretary and treasurer with two different people and add other portfolios to these positions that are normally assigned to Directors.

Role	Responsibility
President (voting)	<p>The President is the Board Chair and exercises general supervision over the affairs of the Chapter. More specifically, the President will:</p> <ul style="list-style-type: none"> • Provide focus and direction in consultation with the Board of Directors on policy, the strategic vision of the Chapter and the development of annual goals and objectives; • Maintain current policies and procedures and ensure that the successor knows how and where to access them; • Provide leadership to the board, its directors and any committees that may be operating. • Mentor new board members and board members in new positions. Mentorship is especially important for the Vice President (President Elect); • Develop and maintain the Chapter's Long Range Plan. This includes recommending long and short-term goals for all programs to meet member need; • Ensure compliance with chapter Constitution, By-laws, and operations guidelines; • Ensure compliance with ARMA International and ARMA Canada directives; • Monitor ARMA International Chapter Connections http://www.arma.org/Leadership/ChapterGovernance/ChapterConnections.aspx for current information and upcoming Chapter obligations/opportunities; • Liaise with ARMA Canada regional co-ordinator, ARMA Canada Region Manager and ARMA International; • Keep the Board of Directors fully informed of the activities of the Chapter, Region and International Association; • Be a spokesperson and advocate for the board; • Maintaining good relations with the Board, with volunteers, with members, with vendors and sponsors, and with the Community at large; • Chair or assign a delegate to chair all meetings of the membership of Board of Directors; • Serve as an ex-officio member of all standing committees except the Nominating Committee; • Appoint, with the approval of a majority vote of the Board of Directors, the Chapter Auditor and/or any other special appointees as required; • Prepare communications (i.e. President's letter in newsletter and website) and present speeches at venues and events; • Gather input from the chapter board of directors and prepare the Annual Report for presentation at the AGM and for circulation to the members; • Acknowledge letters and other correspondence addressed to the chapter and route to the appropriate board member; • Co-sign cheques; • Attend or assign a delegate to attend any Regional Leadership meetings as called by the Region Manager or Region Coordinator. This includes the leadership meetings held in conjunction with the annual ARMA Canada conference and the ARMA International conference; • Appoint, with the approval of a majority vote of the Board of Directors, all standing Committee Chairs. If necessary, appoints, or assign a delegate to appoint, members of all Committees; • Ensure that adequate records are captured and retained to document the activities of the chapter and the decisions of the board of directors.

Depending on the size of the chapter, the portfolio duties identified below may be carried out by separate individuals. Alternatively, one person may be assigned responsible for a number of portfolios.

<p>Past President (Non-voting)</p>	<p>The Past President continues to have an ongoing, mentoring role in the Chapter Board. The primary role of the Past President is to provide guidance to the Board of Directors in general and the President in particular, on issues before the Board, based on experience gained during a past term as President. More specifically, the Past President will:</p> <ul style="list-style-type: none"> • Advise on executive matters relating to policies, decisions, procedures, long range goals & directions so as to ensure continuity from one year to the next; • Chair the Awards Committee and the Nominations Committee; • If requested by the President, act as the Chair of Board of Directors at all regular Board meetings; • If requested by the President, update bylaws, procedures, and roles and portfolio/position responsibilities; • Manages chapter constitution and by-laws; • If requested by the President, managing the production and distribution of the Chapter's Annual Report. The Annual Report will contain information pertaining to each Director's activities for the past year, as well as the activities of each Committee that exists.
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Appendix 1

Roles & Responsibilities

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<p>Education (voting)</p> <p>(this portfolio may be supported by a Conference / Seminar Manager who is responsible for major educational events)</p>	<p>The Education Portfolio is responsible for coordinating and advancing information management education within the Chapter area. This includes developing and hosting regular educational programs offered to chapter members and the community at large. Typically there will be at least 2 and up to 10 educational and networking events offered by a chapter each year. More specifically, the Director responsible for Education will:</p> <ul style="list-style-type: none"> • At the beginning of each year (June – August), develop an annual education event plan identifying event themes, topics, and timing to support the Chapter’s Long Range Plan goals. The Education Plan should be tabled for approval and endorsement at the first Board meeting of the year; • Establish schedule of events to co-ordinate with other events being offered in your attendee catchment area by the chapter, ARMA Canada and other information management organizations; • Develop and maintain a resource directory that describes external educational sources and expertise in records and information management subjects; • Source and secure speakers. Where separate Seminar or Workshop events are held, collaboration with the Education portfolio (Seminars/ Workshops) will be required; • Compile speaker materials (includes speaker biography, welcome package and post speaker materials); • Promote event. This may include providing information for marketing an event on the chapter website and/or newsletter, sending notices to member and non-member distribution list, contacting related associations and potential community stakeholders who would benefit from attendance, and advertising in any other identified venues. Collaboration with the Communications, Public Relations and/or Newsletter portfolios will be required; • Coordinate advance and onsite registration; • Facilitate the event and provide support to the speaker as required; • Arrange for speaker appreciation and acknowledgement; • Collect attendee feedback for use in future program planning; • Compile report of event outcomes for Board of Directors. <p>In medium/large Chapters and where larger seminars, workshops and conferences are held, this portfolio is often split into two: Program Portfolio and Seminar/Workshop Portfolio. Typically these larger events will be 1 or 2 day events with multiple speakers or more in-depth topic coverage.</p>
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Member Support Portfolio (voting)	<p>The Member Support Portfolio is responsible for coordinating new member recruitment, welcoming new members, addressing questions from the membership and retaining existing chapter members. More specifically, the Member Support Portfolio will:</p> <ul style="list-style-type: none"> • Develop and implement a Board approved recruitment program; • Respond to questions from members and potential members; • Follow up and track enquiries from members and potential members; • Create and distribute a welcome package to new members to orient them to the Chapter activities; • Communicate with new members and those with expiring memberships; • Maintain current roster of Chapter members and associates; • Liaise with ARMA International to resolve discrepancies in membership information reported by members; • May act as secondary host at monthly program meetings and register attendance • Coordinate ARMA International and Chapter length of membership pin distribution to members who have reached service award pin thresholds.
Communications Portfolio (voting)	<p>The Communications Portfolio is responsible for planning, coordinating, developing and distributing communication tools to inform Chapter members of Chapter activities and RIM topics, and to increase member and non-member awareness of ARMA and the benefits it offers. More specifically, the Communications Portfolio will:</p> <ul style="list-style-type: none"> • Develop communication plan and manage Chapter related communications; • Coordinate campaigns to advertise monthly programs, seminars, educational offerings, networking and social events, and any special events that are suggested in the course of the year using email, the chapter website, posting to the ARMA International Calendar of events, printed material and any other tools deemed necessary; • Develop and maintain professional networks within the membership and stakeholders to facilitate the gathering and dissemination of pertinent information, the identification of resources and sponsors, and the promotion of Chapter interests; • Coordinate website postings aimed at both members and the external community; • Investigate and implement alternative means of communicating and advertising Chapter activities; • Notify those in the community at large of upcoming ARMA Chapter events. • Submit chapter programs and seminars to the ARMA International website for posting in the Calendar of Events. • Arrange for printing, packaging and distribution of Chapter program brochures, seminar brochures, promotional materials supplied by associates with whom the Chapter has a promotional agreement, and other information flyers at all events organized by the members of the Board <p>The Communications Portfolio will work very closely with the Public Relations Portfolio, Newsletter Editor, Social Media Liaison and/or the Web Master to ensure a consistency of message and a coordinated approach to external contacts. These roles may be integrated with the Communications Portfolio into a single portfolio in smaller chapters.</p>

Appendix 1

Roles & Responsibilities

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<p>Public Relations Portfolio (voting)</p>	<p>The Public Relations Portfolio is responsible for liaising with the external community to increase awareness of ARMA and the benefits it offers. More specifically, the Public Relations Portfolio will:</p> <ul style="list-style-type: none"> • Liaises with educational institutions to bring awareness of the ARMA chapter to students studying in related disciplines; • Manages grants and bursaries to educational institutions and attend related awards ceremonies; • Liaises with non-educational institutions and organizations (eg. technical associations, Boards of Trade, libraries, archives, etc) to promote awareness of what ARMA is and what it offers, to coordinate partnership arrangements and to facilitate cross promotion of and discounts to events for members; • Arrange for the promotion of the ARMA Chapter. This may include hosting a booth or information table at trade shows, conferences and other events taking place within the community at large. • Seek the formation of mutually beneficial promotional agreements with private firms and other organizations. <p>The Public Relations Portfolio will work very closely with the Communications Portfolio to ensure a consistency of message and a coordinated approach to external contacts. The role may be integrated with the Communications Portfolio into a single portfolio.</p>
<p>Student Services Portfolio (voting)</p>	<p>The Director of Student Services is responsible for to liaise directly with post-secondary institutions to promote and advocate for Records and Information Management training options. The Director of Student Services will:</p> <ul style="list-style-type: none"> • Liaise between all RIM education programs and institutions, managers and administrators including multi-disciplinary programs related to RIM including but not limited to: privacy, knowledge management, managing digital information, content management, Web content, APP administration, library administration, and imaging • Create and administer a practicum registry and assist in the placement of practicum students for the local RIM community • Assist the Program & Learning Director in student participation in various Chapter events • Propose and administer all scholarships or other student prizes on equitable basis • Represent the Chapter at all speaking engagements requested by RIM education institutions or designate a delegate • Receive and respond to all student or administrator requests for information, support, or contributions (in cash or kind) to RIM educational programs • Devise and execute recruitment plans to encourage the induction of graduates into full ARMA membership • Other duties as assigned

Functions that are typically assigned to an existing portfolio but may be identified as a separate function include the following roles.

<p>Records Manager / Archivist (non-voting)</p>	<p>The Records Manager/ Archivist is the official custodian of all records of the chapter including the Chapter charter and all governance documents. The Records Manager / Archivist will:</p> <ul style="list-style-type: none"> • Collect all hard-copy and electronic records held by the outgoing board members; • capture, maintain and dispose records in accordance with the Chapter approved classification and retention structure and the approval of the Board of Directors. • Maintain the Chapter Document Management System and its content (if applicable); • Maintain a current records classification and retention schedule; • Maintain an inventory of all current and archival Chapter records including photograph and newsletter archives (either electronically or hard copy at an off-site storage facility). Also including an inventory of any records transferred to a third party archives; • Maintain inventory of holdings including awards, plaques and other objects; • Prepare and arrange archival records transfer to third party archives (if required); • Prepare and keep current the Chapter history. <p>Overall responsibility for the records manager role must be assigned to one of the officers of the Board of Directors. Responsibility may be delegated to another director. The Records Manager role is typically assigned to the Secretary, Treasurer or Website Manager. It may also be created as a separate Director role.</p>
<p>Marketing Liaison (non-voting)</p>	<p>The Marketing Liaison is responsible for liaising with the external community, especially vendors, to solicit resources and support that will allow the Chapter to further its goals. This role is often combined with either the Communications or the Public Relations Portfolio. More specifically, the Marketing Liaison will:</p> <ul style="list-style-type: none"> • Source and secure sponsorship from vendors; • Manage advertising for Newsletter and Website; • Manage Marketing Materials (includes advertising agreements, pricelist, obtaining artwork and logos form advertisers); • Manage vendor list; • Manage price list.
<p>Newsletter Editor (non-voting)</p>	<p>The Newsletter Editor is responsible for sourcing/developing newsletter content, and creating a newsletter for distribution to the Chapter members. More specifically, the Newsletter Editor will:</p> <ul style="list-style-type: none"> • Source/develop content. Content may include member profiles, photos, synopsis of past programs, current education being offered, RIM related educational articles, publication reviews, etc; • Design newsletter layout; • Project manage production and dissemination of the newsletter for hardcopy, website or email distribution; • Deliver newsletters according to the schedule determined in the communication plan. Typically there will be 4 to 8 newsletters per year;

	<ul style="list-style-type: none"> Investigating and implementing alternative means of producing the Newsletter. <p>The Newsletter Editor will work very closely with the Communications Portfolio, Public Relations Portfolio and Website Manager to coordinate content and distribution. The Role may also be integrated with the Communications Portfolio and/or Website Manager.</p>
<p>Website Manager (non-voting)</p>	<p>The Website Manager is responsible for implementing and maintaining an up-to-date, informative and technologically innovative Chapter web site in which are housed applications and content created by the Board in the pursuit of Chapter goals. More specifically, the Website Manager will:</p> <ul style="list-style-type: none"> Monitor and investigate technologies, procedures or standards that arise or that are brought to the attention of the Portfolio by other Board members; Perform weekly back-up of all content and software comprising the Chapter Web site; Maintain and use a listing of members and associates of the Chapter, to be provided by the Membership Portfolio, to disseminate information, as requested by the Board, to specific sub-groups; Monitor, every day or two, incoming Chapter email messages, received at Chapter website email account; Develop and ensure the Website Maintenance Guide Website Maintenance Procedures are up to date.
<p>Event Planner (non-voting)</p>	<p>The Event Planner is responsible for liaising with the venues and service providers for Chapter hosted events. More specifically, the Event Planner will:</p> <ul style="list-style-type: none"> Source and book venues; Negotiate venue and service contracts in collaboration with the Treasurer; Coordinate sponsorship in collaboration with Marketing Portfolio (if events are sponsored); Source and coordinate catering for events; Finalizing arrangements for the provisionally scheduled program meetings; Manages technical set up for programs including the arrangement for special equipment required by the speaker. <p>This responsibility is often assigned to the education portfolio.</p>
<p>Elections and Transition lead (non-voting)</p>	<p>The Elections & Transition lead is responsible for ensuring that elections are conducted in a proper and unbiased manner. This position is also responsible for coordinating the transition from the outgoing to the incoming Board of Directors. More specifically, the Elections & Transition portfolio will:</p> <ul style="list-style-type: none"> Identify and recruit a slate of candidates for each position for Board of Directors. The current Board of Directors should approve the slate of candidates to ensure that they are qualified and willing to stand for election. A Nomination Committee may be established to identify and approach candidates; Mail the slate of nominees as for each elective office to all members and administer the voting process; Act in the capacity of Chief Election Officer in the counting and recording of votes of all elections and/or referenda;

	<ul style="list-style-type: none"> • Fills vacancies as they arise; • Act as the contact person for orientation purposes for new Board members; • Coordinate the transition meeting, ensuring that existing Board members brief the incoming Board members and provide all necessary portfolio background documentation and context. The transition meeting must be held in a timely manner after the AGM to allow the Board members to become familiar with their roles and begin planning for the new year. <p>In Chapters where a Past President role exists, this responsibility is often assigned to the Past President, providing an opportunity for mentorship, Board continuity and smooth transitioning from year to year.</p>
<p>Finance Administrator (non-voting)</p>	<p>The finance Administrator supports the Treasurer in maintaining chapter finances by supporting operational activities. This position works closely with the Treasurer to complete the following roles:</p> <ul style="list-style-type: none"> • Maintain books of account showing receipts and expenditures; • File taxes and Government reports including annual returns such as GST returns, annual provincial corporate registry reports, etc; • Maintain insurance; • Receive and deposit all chapter funds (all membership dues and other payments to which the Chapter is entitled); • Control fixed assets (excluding records and archival memorabilia); • Disburse chapter funds as approved by the Board of Directors;

Appendix 2**Records Classification & Retention****2013 - 10**

Function	Activity	Document Types	Active retention	Total retention
Administration	Inventory Management	<ul style="list-style-type: none"> Archives index Library holdings record Property inventory 	SO	SO
Administration	Inventory Management – Disposal Records	<ul style="list-style-type: none"> Records Disposal Certificates 	CY	CY + 10
Administration	Policies & Procedures	<ul style="list-style-type: none"> Administrative letters policies, procedures, guidelines 	SO	SO + 6
Administration	Templates, Forms & Standards	<ul style="list-style-type: none"> forms and standard templates logos 	SO	SO
Communications & Public Relations Management	Advertising & Sponsorship Management	<ul style="list-style-type: none"> Advertising copy used in newsletters, website, etc. Advertising, donation and sponsorship solicitation/requests for funding 	CY + 1	CY + 2
Communications & Public Relations Management	Chapter Awards & Honours	<ul style="list-style-type: none"> Award submissions List of awards/award recipients 	CY + 1	LOC
Communications & Public Relations Management	Chapter history	<ul style="list-style-type: none"> Photographs Scrapbooks 	CY + 10	LOC
Communications & Public Relations Management	Contact Management	<ul style="list-style-type: none"> Non-member mailing lists Members mailing lists 	SO	SO + 2
Communications & Public Relations Management	Member Liaison & Dispute Resolution	<ul style="list-style-type: none"> Communications relating to the identification and resolution of issues Reports resulting from dispute resolution hearing 	CY + 1	CY + 5
Communications & Public Relations Management	Partner & Stakeholder Management	<ul style="list-style-type: none"> Educational institution liaison relations Stakeholder relations 		

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Function	Activity	Document Types	Active retention	Total retention
Communications & Public Relations Management	Promotion	<ul style="list-style-type: none"> • Brochures • Educational event flyers, and promotional items • Meeting notices • Programs (educational events, seminars, workshops) • Enquiry responses • Press Releases & Publicity 	CY + 1	CY + 5 Archival selection
Communications & Public Relations Management	Publications	<ul style="list-style-type: none"> • Newsletters • Website copy 	CY + 1	LOC
Communications & Public Relations Management	Web site Management	<ul style="list-style-type: none"> • Development and Maintenance documentation • Usage statistics and trends 	SUP + 1	SUP + 6
Education & Events Management	Event Logistics & Coordination	Event logistics including <ul style="list-style-type: none"> • Venue, sponsor & speaker arrangements & coordination • Registration tracking 	CY + 1	CY + 6
Education & Events Management	Program & Events Planning	Overall documentation of annual programs and events planning for educational seminars, workshops, conferences and networking or celebration events	CY + 1	CY + 5 Archival selection
Financial, audit and reporting management	Accounts Payable Processing	<ul style="list-style-type: none"> • Invoices and expense statements received, payment approval and payment processing information 	CY + 1	CY + 6
Financial, audit and reporting management	Accounts Receivable Processing	Invoices sent, receipts issued	CY + 1	CY + 6
Financial, audit and reporting management	Auditing	<ul style="list-style-type: none"> • Independent financial reviews • Audit Reports 	CY + 1	CY + 6
Financial, audit and reporting management	Banking Transactions Monitoring & Reconciliation	<ul style="list-style-type: none"> • Bank statements • Reconciliation • Deposit slips • Cancelled cheques 	CY + 1	CY + 6
Financial, audit and reporting management	Books of final entry	<ul style="list-style-type: none"> • Year End trial balance 	CY + 2	LOC

Appendix 2**Records Classification & Retention****2013 - 10**

Function	Activity	Document Types	Active retention	Total retention
Financial, audit and reporting management	Budgeting & Financial Reporting	<ul style="list-style-type: none"> Annual budgets & variance reporting Monthly treasurer's report 	CY + 1	CY + 3
Financial, audit and reporting management	Financial Relationships Management	<ul style="list-style-type: none"> Account agreements and terms Signature authorization 	SUP	SUP + 2
Financial, audit and reporting management	Investments Management	<ul style="list-style-type: none"> Investment certificates/instruments and value tracking information 	SUP + 1	SUP + 6
Financial, audit and reporting management	Scholarships & Awards Creation	<ul style="list-style-type: none"> Historical basis for award creation Award protocols and selection criteria Funding model (if scholarship includes a monetary component) Award recipients listing 	SUP + 1	LOC
Financial, audit and reporting management	Scholarships & Awards Processing	<ul style="list-style-type: none"> Scholarship applications Award decision justification (excludes scholarship creation rationale and funding) 	CY	CY + 2
Financial, audit and reporting management	Tax & Government Reporting	<ul style="list-style-type: none"> Annual Returns including those required by Corporations Branch, Not for Profit Associations Act and Societies Act 	CY + 1	CY + 10
Governance	Board Meetings & Minutes (includes Annual General Meeting)	<ul style="list-style-type: none"> Agendas Meeting Minutes Resolutions 	CY + 1	LOC
Governance	Corporate Records & Books	<ul style="list-style-type: none"> Charter, Constitution, Bylaws 	SUP	LOC
Governance	Reporting	<ul style="list-style-type: none"> Annual report to membership 	CY + 1	LOC
Governance	Rosters: Board of Directors	<ul style="list-style-type: none"> Annual register of board members 	CY + 1	LOC
Governance	Rosters: Membership	<ul style="list-style-type: none"> Annual register of chapter members 	CY	LOC
Legal Affairs Management	Contracts & Agreements	<ul style="list-style-type: none"> Contracts & Agreements (excludes speaker agreements) 	SUP + 1	SUP + 6
Legal Affairs Management	Insurance	<ul style="list-style-type: none"> Insurance Policies 	SUP + 1	SUP + 6

Number: Section:

Subject:

Date:

Appendix 2

Records Classification & Retention

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Function	Activity	Document Types	Active retention	Total retention
Planning	Annual Planning	<ul style="list-style-type: none">• Annual plan• Calendar of actions	CY + 1	CY + 2
Planning	Strategic Planning	<ul style="list-style-type: none">• Strategic plan	SUP + 1	LOC

CY: Current Year

SUP: Superseded

LOC: Life/Length of contract