

# ILLINOIS SOCIETY OF MEDICAL ASSISTANTS

## POLICY MANUAL

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## GENERAL INSTRUCTIONS

### A. OFFICERS AND CHAIRS:

- 1) Study the policies of the Society and help carry them out. Familiarize yourself with the basic principles of parliamentary law and the Bylaws of the Society.
- 2) Each officer and committee chair should be available as a mentor to your replacement.
- 3) All officer and chair appointments will be for 2 years.

### B. COMMITTEE CHAIRS:

- 1) As a chair of a committee, work together with your committee, as a unified group. You, as a chair, are responsible for the accomplishments and the goals of that committee, being receptive to the opinions of the committee members and making certain that the committee members understand the scope of the work to be undertaken. You lead the committee by taking action from motions or recommendations of the committee members, remembering to give recognition to the members for the committee's accomplishments.
- 2) Shall submit in writing to the House of Delegates through the Vice-Speaker of the House, an annual report of activities of the committee for the current year. The report should be prepared and sent by the DEADLINE DATE as set by the Vice-Speaker of the House.
- 3) The chair of each standing committee shall be appointed for two year term.
- 4) The President is a member of the Executive Committee, Board of Trustees, and ex-officio member of all other committees except the Nominating Committee. The Vice President (Rev 4/10) is Chair of the Nominating Committee and ex-officio member of all other committees. (Rev 4/09)

### C. FILES, CURRENT:

- 1) Keep the officer/committee files current; keeping file copies of all correspondence, Executive Committee and annual reports, memos, sample forms and sample letters.

### D. COMMUNICATIONS:

- 1) Answer or direct an answer, to all communications promptly.
- 2) Keep the President, Vice-President, and Immediate Past-President of the Society properly informed on all organizational procedures and actions.
- 3) The Speaker of the House shall mail copies of all correspondence to the Vice-Speaker of the House.

### E. DEADLINES:

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

F. **EXPENDITURES:**

- 1) Keep an accurate account of expenses incurred. Itemized receipts for all advances from the treasury should be turned in for permanent records within sixty (60) days following the use of the funds.
- 2) Copies of all expenses shall be included as part of the permanent record of all officers and committee chairs.
- 3) Each officer and appropriate committee chair should refer to the most recent budget report from the Finance Committee passed at the House of Delegates for their allowed amount for expenses.
- 4) Only those expenses included in the budget for allowable expenditures will be approved for payment. Any expenditures or possible expenditures should be presented to the Executive Committee for approval. Be aware if purchases are made without prior approval, the ISMA may not cover these expenses.

\* For clarification see Treasurer's Duties – Item #20

G. **ANNUAL REPORT:**

- 1) Each officer, committee chair and Chapter President shall prepare a written report of all activities to be included in the House of Delegates packet and to be presented at the Annual Meeting (it is optional for the Chaplain, Parliamentary Advisor, and Historian to report unless they have something special to communicate). Attempt to offer constructive recommendations to your successor at the conclusion of your report. Include in the annual report an accurate expense sheet to advise the finance committee of expenses in preparing future budgets. All reports are to be line numbered.

H. **PERMANENT RECORDS:**

- 1) All important business correspondence pertaining to a particular office or committee as well as, a current bylaws and policy manual, should be kept for a period of five years and then turned over to the Archives committee.
- 2) Personal correspondence need not be passed on to the succeeding officer or committee chair at the end of one's term of office.
- 3) Announcements of meetings and agenda for the same can be destroyed after receiving the approved minutes.
- 4) Correspondence should be kept for five years and anything prior to this time of a historical nature should be given to the historian.
- 5) Officers and committee chairs shall have their files and materials in order and ready to turn over to their successor at the annual meeting.

I. **PRINTING AND REPRODUCING:**

- 1) When having materials printed or reproduced, it is recommended to use both sides of the paper whenever possible.
- 2) If one person is serving as Officer/Chair of more than one office/committee, the individual shall receive only one copy of each mailing to avoid duplication and additional expenses (bylaws, minutes, reports, policy manual) with the exception of the President whose needs may require additional copies for appropriate files/records. These items are generally not considered necessary for a committee file or file maintenance.

J. **MINUTES:**

- 1) The Recording Secretary shall type the minutes for all Executive Committee and Council Meeting Minutes and be responsible for their distribution, no later than 30 days following the meetings. – See Recording Secretary duties for further information.
- 2) The Minutes Editing chair shall type the Annual Meeting minutes and be responsible for their distribution, as outlined under the Minutes Editing Committee section.
- 3) Each committee chair shall be responsible for typing or appointing someone to type committee meeting minutes and distribute them as directed by the chair.

K. **ATTENDANCE AT EXECUTIVE COMMITTEE MEETINGS AND ANY SPECIAL MEETINGS CALLED BY THE PRESIDENT:**

- 1) Elected officers, Board of Trustees Chair, Physician Advisors and the Recording Secretary should attend all Executive Committee meetings of this Society and any special meetings called by the President. Appointed officers (with exception of the Corresponding Secretary), standing, special committee chairs and members of the ISMA may attend Executive Committee meetings of this Society, but do not have the right to vote.

L. **REPORTS AT EXECUTIVE COMMITTEE MEETINGS:**

- 1) Officers, elected and appointed, committee chairs, standing and special, and councilors shall prepare a written report that is line numbered, to be presented at the Executive and Council meetings.

M. **MEMBERSHIP LIST:**

- 1) A membership roster compiled by the treasurer shall be prepared within sixty (60) days of the Annual Meetings and should be sent to the following: President, Vice President, Membership Chair(s), other officers and committee chairs, and chapter presidents, upon request.

N. **POLICY MANUAL:**

- 1) Copies of the Policy Manual will be available to all officers, committee chairs, Board of Trustee members, physician advisors, chapter presidents, and chapter councilors. (It will be each chapter's responsibility to print enough copies for each of their members.) The Policy Manual is also on the ISMA website and can be downloaded, copied and distributed.
- 2) Each Executive Board member periodically should review her respective section, as well as, the general instructions of the policy manual, and using their past experience, provide an update on any procedure in their section that is not current or workable at that time. This information should be given to the Executive Board for further consideration.

O. **BANK ACCOUNTS:**

- 1) When an officer or committee establishes a bank account for Society Funds, the bank signature card should bear two signatures; one primary signature and one alternate signature.

P. **STATIONERY – LOGO FOR PRINTING:**

- 1) The ISMA logo templates for printing Illinois Society letterhead and envelopes are on file at the AAMA office in Chicago. All requests for Illinois Society stationery and envelopes must be made to the President of the Illinois Society.
- 2) The logo use policy is available on line at [www.aama-ntl.org](http://www.aama-ntl.org).

Q. **REIMBURSEMENT FOR ATTENDING AAMA BOT MEETINGS:**

- 1) The state will reimburse any ISMA member who attends an AAMA Board of Trustees meeting for parking and gas with proper receipts. .

## PRESIDENT

The President shall:

1. READ THE GENERAL INSTRUCTIONS OF THIS MANUAL COMPLETELY.
2. Preside at the annual and special meetings of the Society except the meeting of the House of Delegates, which shall be presided over by the Speaker of the House.
3. Appoint, with the approval of the Executive Committee, the Convention Overall Chair and all Special Committee Chairs, Corresponding Secretary, Chaplain and Parliamentary Advisor.
4. Appoint, with the approval of the Illinois Society Council, all Standing Committee Chairs, except the Chairs of the Archives Committee, Membership Committee, Nominating Committee and the Board of Trustees. (Rev 4/09)
5. Be an ex-officio member of all committees except the Nominating Committee.
6. Fill vacancies in committees occurring during your term of office with the approval of the Executive Committee.
7. Be knowledgeable of parliamentary procedures.
8. In the event of a tie vote on any question, cast the deciding vote at all meetings except at the Annual Meeting.
9. Have working knowledge of State and National Bylaws.
10. Be chair of the Executive Committee.
11. Serve as an active voting member of the Board of Trustees.
12. Prepare an agenda for all Executive Board, Council, and special meetings; and have copies available for the members of the Executive Committee, Councilors, Committee Chairs, Advisors, and Board of Trustees at the time of such meetings.
13. Prepare each issue of the Executive Memo. The memo should be sent to the Corresponding Secretary for mailing and the website chair for Web posting by, June 1<sup>st</sup>, October 1<sup>st</sup> and February 1<sup>st</sup>. Additional memos can be sent at the discretion of the President.
14. Notify Component Chapters Councilors, State Committee Chairs, State Officers and Chair of the Advisory Board to prepare a report for the August Council Meeting (Rev 4/10) of the Illinois Society. Notification should be made no later than 30 days prior to the meeting.
15. Present the President of AAMA with a gift from the Illinois Society at an appropriate time during the Annual meeting of AAMA. The expense of this gift shall be the responsibility of the Illinois Society. \* Refer to the Budget
16. Be one of the delegates to AAMA Annual Meeting.
17. The President (or the President's replacement) shall be chair of the AAMA Delegation and submit a written report of the AAMA Annual Conference at the Annual Meeting. (Rev 4/09)
18. Sign all warrants of the treasury with the Treasurer.
19. Be included in the honesty bond.
20. Work in close liaison with the State Medical Society and the Physician Advisors.

21. Write to the Governor of Illinois and request a proclamation for Medical Assistant's Week for the annual meeting.
22. Be responsible for August council meeting arrangements with exception of educational events which will be arranged by the Symposium Committee.
23. Work with the Symposium Committee to coordinate the Symposium, Executive Board, Council and Committee meeting schedules.
24. Prepare farewell message for Installation Banquet.
25. Be responsible for obtaining and engraving the President's pin to be presented to the incoming president at the Installation Ceremony.
26. Prepare an annual report for the Delegates packet.
27. For the budgetary allowance, refer to the current year's budget from the Finance Committee approved at the House of Delegates.
28. Send new roster to the ISMA Registered Agent.
29. Complete and mail the following forms to the AAMA no later than May 15<sup>th</sup>, following the Annual Meeting.
  - a. Delegate and Alternate Delegates to the AAMA National Conference.
  - b. ISMA Officer Notification Form.
  - c. Chapter Officer Notification Forms
  - d. AAMA Representative Request Form
30. See Meeting Guideline Section.
31. Notify AAMA of Life Member recipient following ISMA Annual Meeting.(Rev 1/11)

## VICE PRESIDENT

The Vice President shall:

1. Be vested with all powers and perform all duties of the President in the latter's inability to act, and perform such other duties as may, from time to time, be requested by the Executive Committee or Council.
2. Be the Chair of the Nominating Committee and ex-officio member of all other committees with the right to vote. (Rev 4/09)
3. Be a secondary signer on warrants of the treasury in the event the President or Treasurer are incapacitated and request the VP to assume this duty. (Rev 8/10)
4. Be included in the honesty bond.
5. Be one of the Delegates to the AAMA Annual Conference and prepare a report for the ISMA Annual Meeting.
6. Study and become thoroughly acquainted with;
  - a. Bylaws and Policy Manual of this Society
    - i. This includes a basic working knowledge of all offices and committees.
  - b. Basic principles of parliamentary law
7. Be available to assist the President in any way possible and observe the actions of the office of President so that she will be aware of what is expected of her when she assumes the Presidency.
8. Have a slate of elected officers by August Council Meeting. This is to include the elected positions of AAMA Delegate and AAMA Alternate Delegate. (Rev 4/09)
  - a. The slate needs to be approved by the Executive Board prior to being presented to Council.
  - b. Obtain a written consent to serve from each officer.
9. Appoint the Standing (special) Committee Chairs with the exception of Archives, Nominating, Membership and Symposium. (Rev 4/09)
  - a. Obtain a written consent to serve, subject to the approval of the Council. (Refer to Standing and Special Committees listed in the Bylaws.)
  - b. Submit the appointments at August Council for approval. (Rev 4/09)
10. Select an Installing Officer and Master of Ceremonies for the Installation. Plan the Installation service and coordinate all plans with the President and Convention Overall Chair. (This includes the preparation of the Installation table – flowers, candles, etc.)
11. Prepare acceptance speech and be prepared to assume the duties of the President immediately following the Installation.
12. Be responsible for obtaining the Past President's gavel pin from the president to present to the outgoing president at the Installation Ceremony.
13. Be responsible for purchasing a gift from the Illinois Society to be given to the President the night of the Installation. ISMA shall be responsible for the cost of this gift. \* Refer to the budget for the amount allowed by ISMA.
14. Be responsible for ordering and delivery of flowers to the ISMA President or their representative and any ISMA member serving in an AAMA position attending the Installation Banquet at the AAMA Annual Meeting.
15. Prepare an annual report for the Delegate's packet, which includes Vice President and Nominating Committee reports. (Rev 4/09)
16. Attend the convention planning meetings.

17. Prepare a guest list of non ISMA members attending functions throughout the ISMA convention. This list is to be given to convention chair.
18. Prepare table place cards for your guests at the ISMA Annual Banquet and prepare the Installation Program.
19. Prepare agenda for the Sunday morning Executive Committee Meeting.
20. Prepare agenda, guest lists, etc. for the Sunday Farewell Breakfast.
21. Prepare election ballots, ballot box, and tally sheets for the Annual Meeting.
22. Do a final check of the preparations with the Overall Convention Chair.
23. Prepare a roster that includes Elected and Appointed officers, Committee Chairs, Registered Agent, Physician Advisor, Chapter Presidents, Councilors, Board of Trustee members, and Award Recipients refer to previous year's roster for what info is to be included.
  - a. A preliminary list should be available at the time of the first Executive board meeting.
  - b. Complete listing to be available by the August Council Meeting.
24. Assist the President with the AAMA Representative informal session held during the Annual Meeting.
25. For the budgetary allowance, refer to the current year's budget from the Finance Committee approved at the House of Delegates.
26. **REFER TO VICE PRESIDENT PROCEDURE MANUAL OR AVAILABLE DISK WHICH WILL BE GIVEN TO EACH VICE PRESIDENT.**

#### General Timeline of Events for the Vice President

##### General

1. Purchase corsage for the ISMA President or his/her representative and any ISMA member serving in an AAMA position or ISMA Physician Advisor, if they are attending the AAMA Inaugural Banquet.
2. Obtain the gavel pin to be given to the outgoing ISMA President at the Inaugural Banquet in April.
3. Attend Annual AAMA convention as a delegate.

##### April

1. Make sure the hotel is booked for the August Council Meetings for the following year. (Rev 4/09)

##### June

1. Send letters to chapters for nominations for state officers and committee chair along with the consent to serve forms when it is an election year. Letters can be sent out later in the year at your discretion.(Rev 1/11)
2. Have Nominating Committee meeting. Contact possible candidates

##### July (Rev 4/09)

1. Contact candidates if they have not returned their consent to serve form.
2. Contact any new candidates for officer/chair.

August

1. Prepare reports for Council Meeting
  - a. Vice President
  - b. Nominating Committee (report to be approved by Executive Committee before being presented to Council)
2. Be prepared to conduct Council meeting in case of emergency
3. Make arrangements to attend AAMA Convention.

January

1. Contact Master of Ceremonies for the Installation Banquet at the Annual Meeting. Work with him/her on outline for the Banquet.
2. Contact Installing Officer for the Installation Banquet at the Annual Meeting. Work with him/her on outline for the Banquet.
3. Purchase or create invitations to invite special guests to the Installation Ceremony at the Annual Meeting.

February

1. Purchase or create invitations to invite officers and/or dignitaries to sit at the head table for the Farewell Breakfast at the Annual Meeting.
2. Contact Chapter Presidents for names of President, President-Elect, or Vice President, Councilor(s) and Alternate Councilor(s) for next year's term for your roster to be printed.

March-April

1. Prepare acceptance speech.
2. Purchase gift for President not to exceed \$50.00. (This can be given to the President as she accepts the roll as Immediate Past President or after Installation.)
3. Prepare place cards for your guests at the Installation Ceremony.
4. Prepare placard for Head Table for Sunday breakfast.
5. Finalize program for Installation.
6. Prepare ballots for delegates to vote at House of Delegates. Contact Speaker of the House for the format of ballots and tally sheets.
7. Prepare tally sheets for vote count.
8. Prepare a ballot box.
9. Coordinate decorations and items needed for the Installation table (flowers, candles, etc.) with the Convention Chair.
10. Prepare Executive Committee Meeting Agenda for Sunday Morning.
11. Prepare Farewell Breakfast program.
12. Check on preparations for the Annual Meeting/Inaugural Banquet with the Convention Chair. (If possible have copies of the Master of Ceremony Outline and the Farewell Breakfast agenda for her so she can help with any last minute guests or other items.)

## IMMEDIATE PAST-PRESIDENT

The Immediate Past-President shall:

1. READ THE GENERAL INSTRUCTIONS OF THIS MANUAL COMPLETELY.
2. Throughout the year be available to the President for counsel and assistance when requested.
3. Act as Chair of Membership Committee with the Vice-President.
4. Be a member of the Executive Committee, Nominating Committee and ex-officio member of all other committees.
5. Be responsible for organizing new chapters (Note: Refer to Procedures for Organizing New Chapters) and sending information to prospective members; also be responsible for recommending ways to retain and increase membership. (Rev 4/10)
6. Be Chair of the Archives Committee (Rev 4/09)
7. Send copies of all membership communications to the President, Vice President, Website Chair, and Corresponding Chapter Presidents.
8. Prepare an annual report for the Delegates packet.
9. For the budgetary allowance, refer to the current year's budget from the Finance Committee approved at the House of Delegates.

## RECORDING SECRETARY

The Recording Secretary shall:

1. READ THE GENERAL INSTRUCTIONS OF THIS MANUAL COMPLETELY
2. Bring the ISMA laptop and printer to every meeting.
3. Be knowledgeable of parliamentary procedure and the Society's State and AAMA National Bylaws.
4. Keep in mind that minutes are legal records. Minutes contain a report of actions taken plus a record of pertinent discussions, are formal and do not reflect personal opinion. Corrections and/or additions to the minutes are made in the margins. Minutes are not retyped after corrections. Minutes should be kept in a Minutes Book permanently. Copy of Delegates Packet and the HOD minutes should also be kept in the permanent Minute's Record Book.
5. Minutes should be typed and line numbered.
6. Mail a copy of Council meeting and Executive Committee meeting minutes no later than 30 days following the meetings as follows: Council meeting minutes shall be mailed to all elected and appointed Officers, Councilors, Committee Chairs, Chapter Presidents, Physician Advisors, and active members of the Board of Trustees. Executive Committee minutes shall be mailed to all elected and appointed Officers, Physician Advisors, two Elected Councilors and the active members of the Board of Trustees and the Chairs of the Bylaws and Policy Manual Committees. Detailed minutes are not a necessity. Important points should be reported. Reporting of minutes should be done objectively.
7. Record the proceedings of all meetings of this Society, excluding the Annual Meeting. A tape recording of minutes of meetings may be made so attention can be paid to meetings and minutes typed at a later date. All individuals must give you a copy of their report at Council meetings, Executive Board meetings and special meetings. Also all motions from the floor are to be written on a motion form and turned in to the recording secretary at the end of each meeting.
8. Tapes used in recording the House of Delegates at the Annual meeting will be supplied by the Minutes Editing Committee and shall be returned to them immediately following the House of Delegates.
9. The additional recorder will be given to the Minutes Editing Committee Chair prior to the House of Delegates and will be returned to the Recording Secretary.
10. Be a member of the Council, Executive, Nominating, Public Relations, Reference, and Minutes Editing Committee.
11. Have available a copy of State and AAMA National Bylaws, Policy Manual and Standing Rules for reference at all meetings.
12. Specific instructions for meetings:
  - a. Make a motion to accept minutes of Executive, Committee and Council Meetings.
  - b. Must take roll determine if a quorum is present. (Quorum consists of a majority of all members at the Council Meetings and House of Delegates; and 5 members at the Executive Meetings.)

- c. To provide a sign in list for roll call purposes for each meeting as follows:
    - i. Executive Board Meeting
      - 1. Executive Board Members
      - 2. Board of Trustee Members
      - 3. Guest
    - ii. Council Meeting
      - 1. Executive Board Members
      - 2. Board of Trustee Members
      - 3. Council Members
      - 4. Guest
  - d. Read recommendations from Executive Committee.
13. Prepare an annual report for the Delegates packet.
14. For budgetary allowance, refer to the current year's budge from the Finance Committee approved at the House of Delegates.

## CORRESPONDING SECRETARY

The Corresponding Secretary shall:

1. READ THE GENERAL INSTRUCTIONS OF THIS MANUAL COMPLETELY.
2. Be appointed by the President.
3. Be a member of the Executive Committee and Council with a right to vote and be installed.
4. Assist the President with all correspondence pertaining to the Society.
5. Answer all mail, at the President's direction or dictation. Retain a copy for the President, Vice-President, and Immediate Past-President. NOTE: Society letterhead should be used for all official correspondence. All correspondence should go out with the President's signature, unless otherwise specified by the President.
6. Send out notices of all meetings to the officers, members of the Board Trustees, committee chairs, councilors, Physician Advisors, and those who requested paper mailings.
  - a. Reminder note to the President of all meetings should be sent 60 days prior to event.
  - b. Contact the chair of meeting and/or event for a registration list and notify the president
7. Send the ISMA officer and committee chair rosters to [cgutierrez@aama-ntl.org](mailto:cgutierrez@aama-ntl.org) whenever changes occur.
8. At the direction of the president, email / mail notification of illness or death of ISMA members or ISMA members family.
9. Keep copies of all correspondence for the files.
10. Set up Officer and Chapter standards at Council Meetings.
11. Read correspondence at the Executive and Council Meetings highlighting and reading only pertinent information.
12. Prepare an annual report for the Delegates packet.
13. For budgetary allowance, refer to the current year's budge from the Finance Committee approved at the House of Delegates.
14. Obtain New Member list from ISMA and mail out website letters to New Members. (Rev 4/09)

## TREASURER

The Treasurer shall:

1. READ THE GENERAL INSTRUCTIONS OF THIS MANUAL COMPLETELY.
2. Be a member of the Council, Executive, and Finance Committee. (Rev 4/09)
3. Be bonded for the sum of dues annually collected, but not less than \$2,000.
4. Serve as custodian of all monies, securities, and valuable paper of the Society and keep accurate records on accounting system designated by the ISMA.
5. Deposit the money in a bank approved by the Council and issue only checks signed by the President and the Treasurer.
6. Deposit slips are to be made out in duplicate, noting from whom received and the amount.
7. Receive membership dues from AAMA and all other monies for the Society.
8. Keep a detailed account of receipts and disbursements and submit a written report of the finances of this Society at the August and the Annual Meeting of the Illinois Society. (Rev 4/09)
  - a. Record all monies and checks as received in a receipt book and number each receipt.
  - b. Enter all receipts in the ledger.
  - c. Pay out monies, if approved, only upon the presentation of a completed ISMA Expense Report & Reimbursement Request with the original statement or bill attached within 45 days.
  - d. Enter all disbursements in the ledger.
  - e. Reconcile the bank statement, check book and ledger monthly.
  - f. Keep a base fund of \$2000.00 in checking account.
9. Keep an accurate record of the membership.
  - a. Record the membership dues as received from the National Organization (AAMA).
  - b. Give the exact numerical membership per chapter at Executive, Council meetings and at the Annual Meeting.
10. Keep a register of membership as specified in the Bylaws.
11. Be a member of the Executive Committee and Council with a right to vote and be installed.
12. Refer to Standing Rules for Annual donations to AAMA.
13. Accumulate and forward all necessary documents to the Audit Committee Chair by July 1.
14. List total amount allotted per officer or chair, the amount reimbursed, and balance in account on each Expense Report and Reimbursement Request.(Rev 4/10)
15. Use a separate Expense Report and Reimbursement Request for reimbursement for each committee or office held. The check number shall be written on all vouchers or other expense receipts paid.
16. Immediately following the closing of the books for your term, transfer all materials possible to your successor. Submit all remaining material and records to your successor immediately after the completion of the audit.

17. Retention of records:
  - a. Financial ledger should be kept permanently.
  - b. Cancelled checks, receipts, check stubs should be kept for seven years.
  - c. Expense forms and warrants, should be kept five years, as well as, copies of the remittance forms.
  - d. Financial reports, profit and loss statements, and auditor's reports should be kept permanently.
  - e. Correspondence – see general information.
18. Attend finance meetings and provide the expense account for each officer and committee chair and all other expenses.
19. Only those expenses included in the budget for allowable expenditures should be approved for payment and any claims not included in the budget should be presented to the Executive Committee for approval.
20. Checks for funds allocated for Delegates and Alternate Delegates to the AAMA Conference are to be issued and distributed no later than 30 days after elected.
21. Notify the bonding company when your term is completed. Give the bonding company the name of the newly elected President, Vice President and Treasurer and the approximate date that she will be assuming her duties. (Rev 08/10)
22. Notify the bank when you term will be complete and start the process of changing the signature cards to the newly elected President, Vice President and Treasurer. (Rev 08/10)
23. Prepare an annual report for the Delegates packet.
24. For budgetary allowance, refer to the current year's budge from the Finance Committee approved at the House of Delegates.
25. Filing the IRS mandated Form 990N (e-postcard) annually.
  - a. The purpose is to maintain ISMA tax exempt status.
  - b. This needs to be done **ANNUALLY** in April/May. You will **not** receive a reminder or notification from the IRS.
  - c. Go to [www.irs.gov/eo](http://www.irs.gov/eo). You will need name of organization, ISMA EIN number, log on ID and password. Then answer the simple questions.
  - d. Log on ID and password can be found in the Treasurer's files.(Rev 1/11)

## SPEAKER OF THE HOUSE

The Speaker of the House shall:

1. READ THE GENERAL INSTRUCTIONS OF THIS MANUAL COMPLETELY.
  - a. \*\*Special attention to be given to the section on Meeting Section/Annual meeting.
2. Be elected for a two year term.
3. Preside at all meetings of the House of Delegates.
4. Perform such duties as custom and parliamentary usage require.
5. Keep the Vice-Speaker properly informed of all procedures and actions relating to the House of Delegates.
6. Be a member of the Bylaws, Executive, Minutes Editing and Convention Committee.
7. Appoint the following committees to the House of Delegates:
  - a. Reference – to consider the items of business before the House of Delegates, if required.
  - b. Tellers – distribute ballots and after the voting by the Delegates, collect the ballots which have been placed in the ballot boxes. The tellers then retire to another room to count the votes and report the results to the presiding officer. The Speaker of the House shall appoint the Chair of the tellers.
  - c. Pages – wait upon the assembly and, in particular, the Delegates and presiding officers at the House of Delegates meeting, to quietly handle messages and to be of assistance when needed. The Speaker of the House shall appoint the Chair of the pages.
8. Keep the Delegates Packets, proceedings of the House of Delegates, instructions to the Delegates and Officers for five (5) years.
9. Attend all meetings of the Council with the right to vote.
10. In the event there is a tie vote on any question at any meeting of the House of Delegates, the Speaker may cast the deciding vote, if she/he has not already voted.
11. Send copies of all communications to the Executive Board Members and Physician Advisors to keep them informed on all organizational procedures and actions.
  - a. Obtain copy of House of Delegates minutes from Minutes Editing Committee Chair.
12. Prepare an annual report for the Delegates Packet.
13. For budgetary allowance, refer to the current year's budge from the Finance Committee approved at the House of Delegates.

### Specific Duties of the Speaker of the House:

1. Send letters of invitation by March 1<sup>st</sup> (approximately)
  - a. President of ISMA
  - b. ISMS Executive Administrator
  - c. President of the County Medical Society of Host City
  - d. Mayor of Host City
  - e. AAMA Executive Director
  - f. President Auxiliary-State Medical Society
2. Check with Treasurer on March 1<sup>st</sup> for the total house voting count.
3. Get credentials list from Credentials Chair.

4. The Vice President (Rev 4/10), chair of the Nominating Committee, will provide printed ballots and tally sheets. The ballots are given to the Credentials Chair for numbering. The tally sheets will be given to the Speaker.
5. Mail a copy of the final agenda to be used by the Speaker and Vice Speaker of the House to the Minutes Editing Chair and Parliamentary Advisor.
6. The Chair of the Reference Committee and her members must be delegates or councilors.
7. Reference Committees (These may be combined into one reference committee.)
8. Officers Reports and Standing Committee (Bylaws)
  - a. 5 members including chair
9. Resolutions and Misc. Business
  - a. 5 members including chair
10. Each Reference Committee has 1 Physician Advisor and 1 ex-officio (a member of Board of Trustees) assigned to the committee.
11. Have copies of agenda copied and distributed at the House of Delegates.
12. Chapter Standards – Pages are responsible for setting up Chapter stand. These are to be obtained from the President.

## VICE SPEAKER OF THE HOUSE

The Vice-Speaker of the House shall:

1. READ THE GENERAL INSTRUCTIONS OF THIS MANUAL COMPLETELY.  
\*\*Special attention to be given to the section on Meeting Section/Annual meeting.
2. Be elected for a two year term.
3. Attend all meetings of the Council with the right to vote.
4. Be a member of the Executive, Minutes Editing, Bylaws and Convention committees.
5. Succeed to the office Speaker in case of vacancy due to resignation or death.
6. Request the submission of annual reports by the Society Officers, Committee Chair and component Chapter Presidents for duplication and inclusion in the Delegates packet.
7. The following material is to be included in the Delegates packet:
  - a. Agenda.
  - b. Guide for Delegates.
  - c. Table of Contents.
  - d. Reports of officers (elected and appointed) (Appointed officers reports should be included only if expenses incurred are listed on report)(Rev 1/11)
  - e. Reports of committees (standing and appointed)
  - f. Copy of the proposed changes to the Society's Bylaws.
  - g. Copy of proposed budget and financial statement.
8. At least 15 days prior to the Annual Meeting, mail packets to:
  - a. Delegates and Councilors and their alternates. In the event the addresses are not received by the stated deadline, the packets will be mailed to the chapter presidents for distribution.
  - b. Members of the Executive Committee, Parliamentary Advisor, Physician Advisors and Past Presidents.
9. Be responsible for duplicating the Annual reports for the Delegates packet as they are received. It is the responsibility of the officer/chair submitting the report to see that the report is in proper form/style and without error. Duplication of the Annual Reports received after the deadline will be the responsibility of those persons submitting reports.
10. Assist the Speaker in her duties throughout the year and be available to the Speaker for assistance and council.
11. Prepare an annual report for the Delegates packet.
12. For budgetary allowance, refer to the current year's budget from the Finance Committee approved at the House of Delegates.

### Special Instructions for Vice Speaker:

1. Attend all Executive, convention, council and as many committee meetings as she possibly can. These usually start in May and continue throughout the year.
2. Set up a list of every name and what titles in the order in which the report will be arranged in the packet for all persons before sending out the first request for the annual reports. As the reports are received, the name is marked off the list and the reports are inserted in the order of the list.

3. The request for annual reports is sent the first week of January, reminders shall be made by mail, email, or phone call at the Vice Speakers discretion. These go to all officers, and committee chairs, as well as the Chair of the Advisory Board and Chair of the Board of Trustees (about 70 letters, the envelopes must be typed and the letter copies run). The same letter can be sent each year with minor changes. This request can be emailed instead. (Rev 4/09) (Rev 1/11)
4. A letter to Chapter Presidents to be mailed in January requesting the names and addresses of Delegates, Alternate Delegates and Councilors. (Rev 4/09)
5. If necessary, in January contact a printing company for any printing that needs to be completed prior to the Annual Meeting.
6. The second week of February, the reports are put in order and a copy is sent for printing, one to the Speaker of the House, and an original kept by the Vice Speaker.
7. Labels are prepared for mailing to be sent to all Officers, Advisors, Board of Trustees, Committee Chairs, Delegates and Councilors. Packets are collated, put in envelopes, and address labels put on and mailed. All extra copies must be carried to convention, because changes in Delegates can occur before convention.
8. Work closely with the Speaker to set up convention agenda. Handle the election of Officers and Delegates at convention and any other phase of the House as designated by the Speaker.
9. Make sure a copy of the Vice Speaker's final agenda is sent to the Speaker to be mailed to the Minutes Editing Chair and Parliamentary Advisor.

## PARLIAMENTARY ADVISOR

The Parliamentary Advisor shall:

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

## **CHAPLAIN**

The Chaplain shall:

1. READ THE GENERAL INSTRUCTIONS OF THIS MANUAL COMPLETELY.
2. Open with prayer at Illinois Society State meetings under the direction of the President.
3. Conduct a memorial service at the Annual State meeting. Place a notice in the Executive Memo asking members to list names of individuals whom they want remembered for the memorial service.
4. Prepare appropriate prayers for all members.
5. Prepare an annual report for the Delegates packet. (Optional)
6. For budgetary allowance, refer to the current year's budget from the Finance Committee approved at the House of Delegates.

## **HISTORIAN**

The Historian shall:

1. READ THE GENERAL INSTRUCTIONS OF THIS MANUAL COMPLETELY.
2. Keep the Historian's book up to date by placing in it any newspaper clippings/articles or photographs pertaining to the Society or any of its members. Make sure that all pictures have the following information attached: occasion, date, place and name of people in the picture. Make sure that newspaper clippings have the name and date of the paper in which it appeared.
3. For budgetary allowance, refer to the current year's budget from the Finance Committee approved at the House of Delegates.
4. Prepare an annual report for the Delegates packet. (Optional)

### **Special Duties of the Historian:**

1. Take pictures at all state functions.
2. Collect executive memos, any chapter pictures or material given to you, and anything appropriate to go into the President's history book.
3. Assemble the History Book for viewing at the April ISMA State Convention and give to the President at the end of your term as chair.

## EXECUTIVE COMMITTEE

1. The Executive Committee shall be comprised of the President, Vice President, Immediate Past President, Recording Secretary, Corresponding Secretary, Treasurer, Speaker of the House, Vice Speaker of the House, Parliamentary Advisor, Historian, Chaplain, two Councilors elected by the Council, and the Board of Trustees Chair. (Rev 4/09)
2. All members of this committee shall have a vote, with the exception of the Parliamentary Advisor, Historian and Chaplain.
3. The President shall act as chair and the committee shall function on call of the President, due notice being given.
4. The committee shall carry out the politics of the Council between meetings of the latter.

## COUNCILORS ELECTED TO THE EXECUTIVE COMMITTEE

Two councilors shall be elected to the Executive Committee at the annual House of Delegates:

1. Nominee(s) shall not be from the same chapter.
2. Nominee(s) shall be serving in the capacity of chapter councilor at the time of nomination.

## COUNCILORS TO THE EXECUTIVE COMMITTEE

Councilors elected to the Executive Committee shall:

1. READ THE GENERAL INSTRUCTIONS OF THE MANUAL COMPLETELY.
2. Attend all Executive Committee meetings.
3. Be elected for a one year term.
4. Have a voice and a vote at all Executive Committee meetings

## COUNCIL

1. Shall be comprised of the elected Chapter Councilors, the officers and the Board of Trustees.
2. Each Councilor and officer shall have a single vote except the Board of Trustees, who shall each have a voice but only one vote to be cast by its chair.
3. The President shall serve as Chair and the Recording Secretary shall serve as Secretary.
4. Regular meetings shall be held the third weekend of August unless a change is authorized by the president. (Rev 4/09)
5. Special meetings may be held by mail or on call of the President, due notice being given.
6. Each component chapter shall elect one Councilor and one Alternate Councilor for every fifty active/associate members or fraction thereof, based upon paid membership as of December 31 of the preceding year.
7. Any Council member who becomes an officer of this Society shall declare her/his seat vacant on the Council to be filled by the component chapter represented. This duly elected Councilor shall serve the unexpired term or until the retiring officer is again entitled to resume her/his duties as Councilor.

## **CHAPTER COUNCILORS**

Chapter Councilors shall be elected by their chapter and shall:

1. READ THE GENERAL INSTRUCTIONS OF THIS MANUAL COMPLETELY.
2. Be a member of the Membership committee. (see Membership Committee Guidelines)
3. Attend all Council meetings.
4. Be the voting body at Council meetings.
5. Shall report important Chapter information at Council meetings.
6. Shall report all Council action to their component chapters.

Note: It is the recommendation of the ISMA that a Chapter Councilor serve no more than 6 years.

## **BOARD OF TRUSTEES**

The Board of Trustees shall:

1. READ THE GENERAL INSTRUCTIONS OF THIS MANUAL COMPLETELY.
2. Consist of ANY past Presidents whose dues are paid as of December 31<sup>st</sup> of the previous year and the current President of this Society. The chair shall be elected by the BOT at the Annual Meeting. (Rev 4/09)
3. The Chair of the Board of Trustees shall be a voting member of the Executive Committee, Council and House of Delegates.
4. The Board of Trustees shall be ex-officio members of the Council with voice but only one vote to be cast by its Chair.
5. Arrange for Board of Trustee meetings in conjunction with other ISMA meetings, minimum of 2 meetings per year with one meeting being held at the Annual Meeting. (Rev 4/09)
  - a. The April meeting will be to select who will be responsible for solicitation of nominations and mailing of the ballots for the election of the of the Distinguished Service Award, the Mary Lu Ostrowski Award, The Member of the Year Award and Life Membership.
    - i. The chair responsible for the Life Member Award and Distinguished Service Award must already have been a recipient of that award.
    - ii. The chair responsible for the Member of the Year Award and Mary Lu Ostrowski Award, does not to have been a recipient of that award. They may or may not be the same member for the Life Member and Distinguished Service Award.
    - iii. The person who receives the most RETURNED votes will receive the award(s).
  - b. Any other business needing to be addressed by the board.
6. Act in an advisory capacity for all aspects of the ISMA and its members.
7. Serve as the Archives Committee.
8. Provide assistance to organized chapter(s), member(s), or officer(s) upon written request to the BOT chair. If he/she is unavailable, request can be made to the president.
9. The chair is responsible for directing the Treasurer to send memorials along with a personal letter - See Procedures for a Memorial for details.
10. For budgetary allowance, refer to the current year's budget from the Finance Committee approved at the House of Delegates.

### Protocol for Board of Trustee Awards

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

**AAMA NATIONAL CONFERENCE**  
**DELEGATES AND ALTERNATE DELGATES GUIDELINES**

1. The President and the Vice President will be automatic 1<sup>st</sup> and 2<sup>nd</sup> delegates to the AAMA National Conference. In the event it is known in advance that one of these officers will not be able to attend a replacement will be elected by either;
  - a. At the ISMA House of Delegates
  - b. By special meeting of the ISMA Delegates
  - c. By mail vote of the ISMA Delegates
2. Additional Delegates, if necessary, and one (1) Alternate Delegate will be elected at the ISMA House of Delegates. The number of Delegates needed is based on the count given to the society by the AAMA. To be eligible for nomination; (Rev 4/09)
  - a. The member must be active at the chapter and state level.
  - b. Must attend at least 2 state meetings within the year prior to the AAMA Conference.
  - c. Credentials must be in order.
3. All candidates names will be placed on the ballot, the candidates will be assigned the designation of Delegate or Alternate Delegate by order of vote count. In event of a tie for the final position, a new vote will be held between the tied candidates to determine who will fill the final position. (Rev 08/10)
4. Each Delegate and the Alternate Delegate will receive \$750.00 to off set the cost of the AAMA National Conference. (Rev 4/09)
5. Each Delegate and the Alternate Delegate must prepare a written report for the Annual Meeting. (Rev 4/09) To be included in the report shall be:
  - a. Activities attended.- Individual CEU session need not be listed.
  - b. Any new changes or announcements made that will affect the AAMA, ISMA, or local chapters.
  - c. Summary of the House of Delegates
  - d. Financial report as to the cost of attending.
6. Each attendee is encouraged to keep all receipts in order to make reasonable requests for additional reimbursements.
7. All Delegates and the Alternate Delegate MUST attend all meetings pertaining to the AAMA House of Delegates at the convention. (Rev 4/09)
8. Any delegate or alternate delegate who is not or does not fulfill his/her duties at the AAMA Conference will be required to refund any monies paid to them by the ISMA.(4/10)
  - a. Duties include: (4/10)
    - i. Attend leadership training and any meeting which pertains to the procedures of the House of Delegates
    - ii. Register at the credentials desk and attend the House of Delegates
    - iii. Participate in the Reference Committee meetings if any are held
    - iv. To vote

## **AWARD GUIDELINES**

### **DISTINGUISHED SERVICE AWARD**

1. Since this is a State Award; the member must be active on the State level.
2. Qualifications of a candidate must be limited to activities in the Medical Assisting field.
3. To qualify, a member must have contributed something outstanding – unusual and well beyond the call of duty – something very special – and not for accomplishing the obligations as set forth in the Bylaws.
4. A candidate should not be considered if she has previously been a recipient of the DSA.
5. The DSA Chair shall be elected at the April Board of Trustees meeting for the coming year. The chair must have been a previous recipient of both the Distinguished Service and Life Member Awards. \*\*\*\*See Board of Trustees for further explanation as to DSA Awards Committee.
6. Each Board of Trustee member may submit one candidate's name along with a written explanation.
7. Councilors may also submit one candidate which their chapter has selected as a group along with written explanation of why candidate should receive DSA.
8. Names and explanations will be forwarded to the DSA Committee by the deadline specified by the DSA Awards Chair; the chair has the discretion to disqualify nominations received after the deadline date. (Rev 08/10)
9. Finalists' names along with a copy of the nomination, in its entirety, as to the reason the candidate should receive the DSA will be sent to all Board of Trustee Members with a secret ballot. The ballot needs to be returned by the deadline stated to the DSA Committee. The candidate receiving the most returned votes will receive the DSA.
10. In the event, a voting member does not wish to vote for any nominated candidate, the ballot shall still be returned by the deadline date. A notation of I do not wish to vote shall be checked or written on the ballot.
11. An engraved plaque will be given to the DSA Recipient.

IT IS NOT NECESSARY TO GRANT A DISTINGUISHED SERVICE AWARD EACH YEAR.

### **LIFE MEMBERSHIP AWARD GUIDELINES**

1. Since this is a State Award, the member must be active on the state level.
2. A candidate's name should not be considered if he/she has previously received Life membership.
3. The Life Member Awards Chair shall be elected at the April Board of Trustee's meeting for the coming year. The chair must have been a previous recipient of both the Distinguished Service and Life Member Awards. \*\*\*\*See Board of Trustee for further explanation for Life Member Awards Committee.
4. If available, send a resume with all chapter, state and national activities with the nomination
5. Each Board of Trustee member may submit one candidate's name along with a written explanation.
6. Councilors may also submit one candidate which their chapter has selected as a group along with written explanation of why the candidate should receive Life Membership.

7. Names and explanations will be forwarded to the Life Member Award Committee by the deadline specified by the Life Member Awards Chair; the chair has the discretion to disqualify nominations received after the deadline date (Rev 08/10).
8. Finalists' names along with a copy of the nomination, in its entirety, as to the reason the candidate should receive the Life Member will be sent to all Board of Trustee Members with a secret ballot. The ballot will be returned by the deadline dated to the LMA Committee at which time the candidate receiving the most returned votes will receive the LMA.
9. In the event, a voting member does not wish to vote for any nominated candidate, the ballot shall still be returned by the deadline date. A notation of I do not wish to vote shall be checked or written on the ballot.
10. An engraved bar pin will be given to the Life Membership Award Recipient.
11. The President of ISMA will submit the recipient of the Life Member Award to AAMA after the ISMA Annual Meeting.(Rev 1/11)

IT IS NOT NECESSARY TO GRANT A LIFE MEMBERSHIP EACH YEAR.

### **MEMBER OF THE YEAR**

1. This award is given to a local chapter member who has shown outstanding dedication to the field of medical assisting.
2. A candidate should not be considered if he/she has previously received the Member of the Year Award.
3. The Member of the Year Committee will be comprised of a chair and two Board of Trustee members. The Member of Year Awards Chair and committee members shall be selected at the April Board of Trustees meeting for the coming year. \*\*\*\*See Board of Trustees for further explanation.
4. If available, send a resume with all chapter, state and national activities with the nomination
5. Each Board of Trustee member may submit one candidate's name along with a written explanation.
6. Councilors may also submit one candidate whom their chapter has selected as a group along with written explanation of why the candidate should receive Member of the Year Award.
7. Names and explanations will be forwarded to the Member of the Year Award Committee by the deadline specified by the Member of the Year Award Chair; the chair has the discretion to disqualify nominations received after the deadline date. (Rev 08/10)
8. Finalists' names along with a copy of the nomination, in its entirety, as to the reason the candidate should receive the Member of the Year (MOTY) will be sent to all Board of Trustee Members with a secret ballot. The ballot needs to be returned by the deadline stated to the MOTY Committee. The candidate receiving the most returned votes will receive the MOTY.
9. In the event, those voting do not wish to vote for any nominated candidate, the ballot shall still be returned by the deadline date with notation of do not wish to vote.
10. An engraved plaque will be given to the Member of the Year Recipient.

IT IS NOT NECESSARY TO GRANT A MEMBER OF THE YEAR AWARD EACH YEAR.

## MARY LU OSTROWSKI AWARD

1. This award is a State Award. This award is given to a state committee chair who has gone above and beyond the duties of the committee. .
2. A candidate should not be considered if he/she has previously received the Mary Lu Ostrowski Award.
3. The Mary Lu Ostrowski Awards (MLOA) Committee will be comprised of a chair and two Board of Trustee members. The MLOA Chair and committee members shall be selected at the April Board of Trustee's meeting for the coming year. \*See Board of Trustee for further guidelines.
4. If available, send a resume with all chapter, state and national activities with the nomination
5. Each Board of Trustee member may submit one candidate's name along with a written explanation.
6. Councilors may also submit one candidate which their chapter has selected as a group along with written explanation of why the candidate should receive Mary Lu Ostrowski Award.
7. Names and explanations will be forwarded to the Mary Lu Ostrowski Award Committee by the deadline specified by the Mary Lu Ostrowski Award Chair; the chair has the discretion to disqualify nominations received after the deadline date. (Rev 8/10)
8. Finalists' names along with a copy of the nomination, in its entirety, as to the reason the candidate should receive the Mary Lu Ostrowski Award (MLOA) will be sent to all Board of Trustee Members with a secret ballot. The ballot needs to be returned by the deadline stated to the MLOA Committee. The candidate receiving the most returned votes will receive the MLOA.
9. In the event a voting member does not wish to vote for any nominated candidate, the ballot shall still be returned by the deadline date. A notation of I do not wish to vote shall be checked or written on the ballot.
10. An engraved plaque will be given to the Member of the Year Recipient.

IT IS NOT NECESSARY TO GRANT A MARY LOU OSTROWSKI AWARD EACH YEAR.

## ADVISORY BOARD

The Advisory Board's purpose is:

1. To counsel the Illinois Society Medical Assistants.
2. To report to the Illinois State Medical Society on the progress of the Illinois Society and serve as liaison between the State Medical Society and the Illinois Society.
3. Prepare an annual report for the Delegates packet, optional.
4. Advisors shall be informed of all activities of the organization and are to be invited to attend all meetings. Advisor's names are included on the mailing list of the Society.

## COMMITTEES

### ARCHIVES

The Archives Committee shall:

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

### AUDIT

The Audit Committee shall:

1. READ THE GENERAL INSTRUCTIONS OF THE MANUAL COMPLETELY.
2. Protect the integrity of accounting system and practice of the ISMA.
3. The Committee shall consist of no less than one (1) chair and two (2) members. The members of the committee shall be experienced in financial record keeping.
4. The chair and members of the Audit Committee shall be appointed by the Executive Committee no later than April of the current term. The Treasurer and any member of the Executive Committee who have dealings with the finances of the society shall have no voice or part in selecting the audit committee. The Treasurer will be an ex-officio of the audit committee for verification purposes with no vote.
5. An audit of the Society's financial records shall be performed by August 1<sup>st</sup> and report as follows:
  - a. Prepare a complete profit and loss statement
  - b. Report findings and recommendations to the Executive Committee with a complete report to be given at August Executive Committee Meeting.
6. It shall be the Audit Committee's responsibility to examine the books, reports, and vouchers to see that all money received/dispensed is accounted for. The Treasurer must show a receipt for every disbursement and ascertain that expenses are legitimate.
  - a. Items needed to commence audit are:
    1. Financial records of officer/committee consisting of:
      - a. Checkbook register.
      - b. Bank/financial institution's statements (monthly).
      - c. Cancelled checks.
      - d. Expense Report & Reimbursement Request (ERRR) with attached receipts from all officers and committee chairs.
      - e. Ledgers-accounts payable/receivable.
      - f. Treasurer's fiscal report.
    2. Calculator, paper, pens and pencils.
    3. Audit report form (see Form 200)

- b. The audit is performed in the following manner:
  1. Sort the above in chronological order.
  2. Verify the bank statements have been reconciled.
  3. Verify that final figures from the ledger and final bank statement reconcile and that the checkbook balance are equal and if they are not equal, audit for discrepancy(ies).
  4. Verify that ERRR and receipts equal checks written ascertaining that expenses are legitimate to the Society's functions policies. Confirm that the expenses are listed in appropriate expense category.
  5. Verify that incomes are accurate by comparing accounts receivable ledger with bank deposits made. Verify that the incomes are in the appropriate income categories.
  6. In the event of a vacancy in the office of Treasurer an audit shall be made of the financial records by the Audit Committee. Such audit shall be conducted within 15 days after receipt of the records. A written report by the Audit Committee covering the audit shall be submitted to the Executive Committee and the records transferred as directed by the Executive Committee.
  
7. For Budgetary Allowance, refer to the current year's budget from the Finance Committee approved at the House of Delegates.

## **BYLAWS**

The Bylaws Committee shall:

1. READ THE GENERAL INSTRUCTIONS OF THIS MANUAL COMPLETELY.
2. Consist of a Chair and the Policy Manual Chair as Co-Chair.
3. Include the Speaker and Vice-Speaker of the House as members.
4. Include the Parliamentary Advisor as an ex-officio member.
5. Immediately following the House of Delegates meeting, the newly appointed Bylaws Committee is responsible for retyping, duplicating and distributing the amendments as passed by the House of Delegates annually.
  - a. A new copy of the Bylaws should be distributed to each chapter after changes have been made. Before distribution of any changes a full examination should be made of the retyped copy by the President, Speaker of the House and Parliamentary Advisor (whose term was in effect at that House of Delegates meeting).
  - b. Three copies are sent to the AAMA National Office. Amended editions of the Bylaws are to bear the date of revisions and name of committee members.
6. Study the State and National Bylaws for conformity and make recommendations for amendments.
7. Use the following as a guide:
  - a. Check dates of the Annual meeting and record your deadline date.
  - b. Review the past files of the Bylaws Committee.
  - c. Become conversant with Parliamentary Rules, State and National Standing Rules.
  - d. Consult with the President and Physician Advisors regarding changes, additions or deletions.
  - e. Consult component Chapter Presidents for any proposed amendments to be submitted within a designated time.
  - f. Decide on changes that will make the Society's governing rules more workable.

- g. Prepare a written report of the committee and submit to the January Council meeting for discussion before issuance to the delegates.
8. Submit proposed amendments of the Bylaws to the elected Delegates of the Component Chapters not later than 15 days prior to the Annual meeting at which time they shall be voted upon. Forward a written report to the Vice-Speaker of the House who will include the proposed amendments in the Delegates packet.
9. Offer assistance to newly organized chapters in preparing their Bylaws.
10. Examine the Bylaws of the newly organized chapters to ascertain conformity to that of the Illinois Society. All Bylaws of a newly organized chapter must be approved by the Bylaws committee. Once approved, a copy of the Chapter's Bylaws with an approval letter is to be sent to the Chapter President and a copy to the ISMA President, by the Bylaws Chair.
11. Every three years, beginning in 1986, review the Bylaws of each Component Chapter. (Any necessary Bylaws changes will be sent to the Chapter from the Bylaws Committee.)
12. Keep one copy of the ISMA Bylaws for each year which is given to Archives, for permanent records of the ISMA.
13. All approved copies of ISMA or Chapter Bylaws are to be given to Archives for permanent record.
14. Prepare an annual report for the Delegates packet.
15. For budgetary allowance, refer to the current year's budget from the Finance Committee approved at the House of Delegates.

#### **CERTIFICATION AND CONTINUING EDUCATION**

The Certification and Continuing Education Committee shall:

1. READ THE GENERAL INSTRUCTIONS OF THIS MANUAL COMPLETELY.
2. Consists of the chair and two (2) additional members as needed by the chair.
3. Be responsible for disseminating information concerning educational programs available for CEU's.
4. Serve as a resource to assist members in accessing education programs.
5. To post a listing of suggested topics and resources for state and chapters to use on the ISMA Website. (4/08)
6. Have posted on the ISMA website the dates of all ISMA related educational programs which will assist members and non-members in obtaining the required CEU's to maintain their certification.
7. Communicate with the AAMA to promote availability for CEU programs for all members.
8. Serve as a resource to assist members in accessing educational programs.
9. Participate in offering educational programs for members for CEU's.
10. Prepare an annual report for the Delegates packet.
11. For budgetary allowance, refer to the current year's budget from the Finance Committee approved at the House of Delegates

**CONVENTION**

**CONVENTION GUIDELINES**

1. A convention chair is to be appointed by the President with approval of the council to serve as overall chair of the convention.
2. The convention chair is to set up all committees needed for the convention and seek participation from each chapter to complete the committee work.
3. The hosting chapter - the rotation schedule is to be used to determine the hosting chapter.
4. Overall Convention Chair and the Hosting Chapter shall be responsible for securing the hotel and plan all meal functions, with prior budget approval by the Executive Board.
5. Excess monies after expenses are met are to be divided between the hosting chapters and ISMA.
6. Continue the Saturday format as in the past with education, awards luncheon, and installation banquet/chapter president recognition dinner.
7. Utilize the AAMA Representative for focus group during the weekend.
8. Have a copy of the full convention agenda available at the front desk at check in and make announcement of changes as necessary during the convention.
9. For budgetary allowance, refer to the current year's budget from the Finance Committee approved at the House of Delegates.

The committees to be established for the annual convention are as follows:

Host Chapter	Ad/Program Book	Credentials	Decorations
Donations	Education	Exhibits	Flower
Hospitality/Transportation	Meal Functions	Raffle	Registration
Religious Service	Secretary	Treasurer	
Welcome Party			

General Information;

The convention committee shall:

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

**DUTIES OF OVERALL CHAIR CONVENTION OVERALL CHAIR**

1. READ THE GENERAL INSTRUCTIONS OF THIS MANUAL COMPLETELY.  
\*\*Special attention to be given to the section on Meeting Section/Annual meeting
2. Will be appointed by the President with the approval of the Executive Committee.
3. Must have been a previous convention chair.

4. Work with the host chapter chair and coordinate all aspects of the convention.
5. Name chairs for each committee and work closely with them to coordinate their activities.
6. Plan the convention meetings, approximately five (5), at appropriate intervals. Be prepared to present the registration fee for approval at the August Council Meeting. Note: Some hotels will allow you to meet in one of their rooms at NO charge.
7. A \$2,000.00 loan from ISMA will automatically be given to the convention committee for start up funds, however if the hotel requires a deposit greater than this amount, additional funds would need to be requested from ISMA Treasurer in the amount up to \$3000.00. (Rev 4/09)
8. Establish the registration fee (working with the hosting chapter to determine cost of meals).
9. Plan and prepare a copy of the registration flyer to include the date, time, place, topics and speakers. The registration form needs to include a space for the chapter of the registrant in addition to the address and city. (It may be a 2 page form if necessary) Stipulate on the registration form that “no refunds will be made if registration is cancelled after the deadline”.
10. Make registration packets to be distributed to each chapter councilor as soon as it is available, no later than January prior to the event. (Include: registration forms, hotel information, corsage order form, ad book and well-wisher forms, and raffle tickets.) (Rev 4/09)
11. Mail a copy of the registration form to the President by January 30<sup>th</sup> for inclusion in the Executive Memo
  - a. The forms are mailed to all Society members through the Executive Memo, for those who request it.
  - b. Send registration flyers to the Midwest Region State Presidents. (Indiana, Iowa, Kansas, Michigan, Missouri, Nebraska, Ohio, and Oklahoma)
12. Email a copy to the Website Chair for posting on the website.
13. Name a Secretary to record minutes of each meeting.
14. Name a Treasurer to handle all monies.
15. Draft a convention budget – this will serve as a guide and also give you some idea of the amount of money needed for the convention - use the number attending the previous convention as your base number.
16. Be prepared to submit a complete convention program upon request of the President by January prior to the event. NOTE: Approval is not necessary. (Rev 4/09)
17. Be prepared to pass convention files to new overall convention chair as soon as possible.
18. Prepare an annual report for the following year's Delegate packet.

DUTIES OF THE HOST CHAPTER:

1. Be responsible for choosing the theme of the convention to be carried throughout the entire weekend.
2. Choose the date for the convention, taking into consideration holidays, etc (usually the last weekend in April).
3. Choose a hotel, keeping in mind that it should be conveniently located, large enough to meet all requirements and offer the most for the amount set as a minimum cost.
  - a. A site visit can help determine accommodations.
  - b. Ask for a menu from their banquet and catering department and inquire about the tax and tip rates that need to be added to each meal. The final cost of meals will influence the registration fee.

- c. Meeting rooms will be needed for the House of Delegates, education, president-president elect breakfast, awards luncheon, inaugural banquet, religious service, executive meetings, and farewell breakfast.
4. Anticipate how many meals will need to be paid for by the ISMA.
  - a. Recognition luncheon – exhibitors (one per company) and speakers (Rev 4/09)
  - b. Saturday President's Dinner/Inaugural Banquet – Chaplain (if other than ISMA Chaplain), one guest of the current President, one guest of the current Vice President, and Master/Mistress of Ceremonies, Advisor and their spouses. (Rev 4/09)
5. Meet with the hotel manager and arrange for lodging and rooms for meetings, arrange for breakfasts, lunches, and banquets; arrange for displays and exhibits once the convention date, city, and hotel have been approved by the Executive Committee and Council. Based on the starting time of the House of Delegates take into consideration that a Friday evening meal may need to be added into the schedule.
6. Determine and have the hotel block off the number of rooms needed for guests (determine if rooms are needed for handicap accessibility), for business meetings or committees, for House of Delegates meeting, for educational sessions, and for meals. If possible, secure a floor plan of rooms to be used for the meetings, determine the types of tables available, determine the number of microphones and speakers podiums necessary, and locate electrical outlets.
7. Make a hotel room reservation for the AAMA representative.
8. When completed, give the hotel a copy of the final program so they will know exactly what arrangements are necessary at specified times each day.
9. Provide meeting space for the House of Delegates, seating delegates for each component chapter together, alphabetically according to Chapter, to be rotated A-Z.
10. Board of Trustee table to be to the right side of the HOD – Board members holding voting positions shall be seated accordingly.
11. Excess money after expenses are met will be divided by the hosting chapter(s) and the ISMA.

ISMA PRESIDENT RESPONSIBILITIES:

1. Presides over the sessions at the annual meeting except for the House of Delegates. The Speaker of the House presides over this portion of the convention with the assistance of the Vice Speaker.
2. Furnish a guest list to the presiding officer at the House of Delegates meeting and General Sessions.
3. Write to the State of Illinois for a Declaration for Medical Assistants Week and invite the Governor to the convention.
4. Write letters of invitation, if applicable, to all Illinois Society Advisors, inviting them to attend convention, GRATIS. Advisors' spouses should be extended complimentary invitation to the Saturday evening banquet. Note: The spouses may register for other functions if they plan to attend.
5. Provide a guest list for each function, both paying and non-paying, to the convention chair at least one month before convention. (President and President-Elect provide list for President's Dinner/Inaugural Banquet.
6. Supervise head table seating and reserve seating for ALL meal functions. PLEASE NOTE: The President is in charge until the incoming President is installed, however, we suggest the President and Vice President (Rev 4/10) work together regarding special guest seating of president's Dinner/Inaugural Banquet etc.

7. The President presides during the Awards Luncheon.
8. The Executive Board chooses the AAMA Representative and the President makes contact through AAMA to the representative. The representative should be allowed a one-hour networking session. (ISMA pays for the AAMA Representatives hotel accommodations and registration fee).
9. Invite head table guests for the Saturday evening banquet and prepare table place cards.

#### ISMA VICE PRESIDENT RESPONSIBILITIES:

1. Select the Master of Ceremonies and Chaplain (if other than ISMA Chaplain) for the Saturday evening banquet.
2. Preside during the Sunday Farewell Breakfast.
3. Choose and work with the installing officer to make all arrangements for the ceremony. The installing officer is responsible for providing and coordinating her needs (decorations, table, microphone, etc.) with the convention chair.
4. Invite guests for the head table for the Sunday Farewell Breakfast and prepare head table place cards.

#### SPEAKER AND VICE-SPEAKER OF THE HOUSE:

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

### DUTIES OF GENERAL COMMITTEES

#### AD BOOK/PROGRAM:

1. Be responsible for securing ads; make sure a request is in the registration packets. (Rev 4/09)
2. Compile the paid ads, other lists, and information to be printed in the ad book by referring to past ad books.
3. Secure bids for printing costs by preparing a "sample" ad book for cost estimate. Work with the printer for formatting information for printing.
4. Prepare a "schedule of events", listing educational topics and all activities to be placed in the registration packets. (Rev 4/09)
5. If requested by the hotel, print meal tickets.

#### CREDENTIALS:

1. In later January contact the ISMA Treasurer for a copy of the paid membership roster as of 12/31 and a copy of the breakdown by chapter membership numbers. The roster list will give you each member's name and their classification of membership per chapter.

2. Calculate from this list the number of delegates for each chapter according to the Bylaws. (Delegates to the annual meeting shall consist of one delegate at large for each component chapter and one delegate representing each twenty active/associate members or fraction thereof, in each component chapter based upon paid membership postmarked by December 31 of the previous year. Component chapters that maintain membership of six or less active/associate members shall be represented at the annual meeting with one vote). Send a letter to each chapter President informing them of their delegate count and ask them to send the names and addresses of their elected delegates, alternates, and councilors to you. Check these names against the roster list of paid membership and notify the chapter of anyone they might have elected that does not appear on the roster (dues not paid by 12/31 of the previous year or is not listed as an active/associate member (see item #6 below).
3. Prepare a master list of delegates and alternates, per chapter name, to be used at the credentials desk for check-in at the House of Delegates and for voting. A copy of this final list is sent to the Speaker and Vice Speaker of the House as soon as it is complete.
4. Each delegate, councilor, and state officer must check in at the credentials desk before entering the HOD. Alternate delegates and alternate councilors need to check in only if they are replacing an elected delegate or councilor. The credential for each voting member to be seated in the HOD is their ISMA convention badge. This procedure is again followed for the 2<sup>nd</sup> session of the House. A report is then made of the voting count for presentation during the HOD, establishing whether a quorum is present (see item #5). If any delegate, councilor, or state officer has to leave the House during a session, the voting power has to be revised and reported to the Speaker.
5. Be prepared to give a credentials report in the HOD when asked by the Speaker. This needs to include the possible vote count, actual count, majority (1/2 of the actual count plus 1) and two thirds (2/3 of actual count).
6. It should be noted that some chapters have LIFE members who pay SUSTAINING dues. These members are considered in the ACTIVE/ASSOCIATE category for the delegate count, as a LIFE membership offers them all of the rights and privileges of an ACTIVE/ASSOCIATE MEMBER. This needs to be taken into consideration when notifying each chapter of their delegate count.
7. Shall number the ballots according to the voting body of the House of Delegates. Shall number 10 additional ballots from the actual count in case of spoiled ballots. After numbering the Credentials chair shall give the numbered ballots with a list of the voting body to the Parliamentary Advisor.

#### EDUCATION:

1. Plan the Saturday education sessions, obtaining speakers for their ability to present their material. Contact the speaker (preferably in writing) at least 3 to 6 months before the convention, requesting a biographical sketch, photograph (to be given to the ad book committee), topic of speech and time limit. Ask what reimbursable expenses he/she will have and any fee for speaking. Biographical information is necessary for introduction of the speakers. Request written confirmation of acceptance. Use the AAMA Educational Program Planning Packet for program ideas and suggestions.
2. Confirm the speakers in writing. Determine the length of their presentation and time schedule. Send them a copy of the program at least one week in advance.
3. Have an extra speaker in the event a speaker who has accepted finds it necessary to decline at the last minute.
4. By January, apply to AAMA for CEU's for educational programs.
5. Prepare a packet for each registrant to be distributed at registration the morning of the educational sessions, including speaker information, handouts, and CEU application form.
6. Submit all application forms (with proper fee if non-member) to AAMA immediately after the close of the convention.

7. Write thank you notes to each speaker post-convention.
8. Up to \$500 will be allowed by ISMA to be used towards speaker fees for convention.

#### EXHIBIT COMMITTEE:

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

#### FLOWERS/DECORATIONS:

1. Work with the host chapter to determine special decoration needs. (Most hotels will provide table decorations for meal functions).
2. Check with local floral shops on cost of corsages, boutonnieres, and floral arrangements.
3. Place an order form in the registration packet that is distributed by the January prior to convention meeting, giving costs, deadline for return, etc. (Rev 4/10)
4. Determine the number of corsages and boutonnieres for incoming and retiring ISMA officers, advisors and their spouses, and AAMA representative (these are paid by ISMA) Component chapters should provide corsages for their President for the Inaugural banquet/President dinner.
5. Coordinate decorations for the Saturday evening banquet with the President and Vice President.
6. The ISMA is responsible for providing all needs (floral, candles, etc.) for the installation table, service and other decoration for the evening up to \$200.00.
7. Floral arrangements used for the Saturday banquet could be reused for the Farewell Breakfast head table.
8. Contact next year's hosting chapter to provide the table decorations for the Farewell Breakfast.

#### RAFFLE/DOOR PRIZES/GIFTS/DONATIONS:

1. Determine the raffles for the convention (cash, items, etc.), and have tickets printed for each raffle.
2. Give raffle tickets to overall chair for inclusion in the registration packets to be distributed.
3. Be in charge of raffle items and ticket sales at the convention.
4. Conduct the drawings at the Farewell Breakfast on Sunday and distribute the prizes.
5. Work with the hosting chapter to determine whether door prizes are going to be given. All chapters can participate in securing prizes. A letter would need to be sent to each chapter requesting door prizes if that is the option.
6. Determine the method of distributing door prizes and handle that distribution.
7. Read the General Guidelines For All Committees and Chairs #2, later in this section.

#### REGISTRATION:

1. Provide badges for all attendees with appropriate designations on the badge such as: delegates, alternate delegates, councilors, alternate councilors, guests, officers, Board of Trustees member, advisors, first time attendees, students, speakers, and exhibitors.
2. COMPLIMENTARY REGISTRATION FOR THE FOLLOWING: Advisors and their spouses.
3. Make registration packets for each registrant, to be handed out at the registration desk during convention. (Include: ad book, registration fee receipt, meal tickets (if required), badges, and other information as directed by the hosting chapter.

#### RELIGIOUS SERVICE:

1. Work with the host chapter for arranging space for the service.
2. Check time frames and include information for the program schedule.
3. Plan the service taking into consideration religious beliefs of those attending.
4. Notify the overall chair of any special needs.

#### SECRETARY: (appointed by the convention chair)

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

#### TRANSPORTATION/HOSPITALITY:

1. Arrange shuttle service to the airport with the hotel, or have someone available to go to the airport to pick up the AAMA representative. Coordinate arrival times, etc. with the President and convention chair.
2. Handle any special needs of convention registrants (dietary, handicap accessibility, etc.) Pass on special requests to the proper committee chair or hotel personnel.
3. Arrange with the convention chair to have a floral arrangement, fruit basket, or a welcome gift in the AAMA Representative's room upon their arrival.

#### TREASURER: (appointed by the convention chair)

1. Attend all convention meetings.
2. Open a separate bank account for convention monies with the convention chair and/or convention treasurer authorized to sign checks. All monies received should be acknowledged with a receipt, and all monies spent should be accounted for by invoices. Receipts, invoices, cancelled checks, duplicate deposit slips and ledger for the convention should be ready for audit as soon as possible after the conclusion of the convention.
3. Prepare an itemized list of all items to be reimbursed to the convention committee by ISMA for the ISMA Treasurer. (see listing of ISMA convention cost responsibilities)
4. After the close of the convention business, furnish the ISMA Treasurer and the Finance Chair with a complete financial report by the August Council meeting.
5. Repay the loan from ISMA.

#### WELCOME PARTY:

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

#### **GENERAL GUIDELINES FOR ALL COMMITTEES AND CHAIRS:**

1. ALL COMMITTEE CHAIRS SHOULD COMPLETELY READ THE GENERAL INSTRUCTIONS OF THE POLICY MANUAL.
2. Each chapter should help in obtaining working capital from:
  - a. Program book advertisers
  - b. Exhibitors
  - c. Insurance companies
  - d. Pharmaceutical companies
  - e. Pharmacies
  - f. Uniform shops
  - g. Clinical supply companies

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

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

#### ISMA CONVENTION RESPONSIBILITIES (FINANCIAL)

1. It is the financial responsibility of ISMA to pay the following expenses incurred during convention:
  - a. Corsages and boutonnieres for incoming and retiring ISMA officers and for the AAMA Representative for the Saturday Inaugural Banquet.
  - b. Floral arrangement, fruit basket, or some welcome item upon arrival for the AAMA Representative.
  - c. Transportation to and from the airport (tips, etc.) for the AAMA Representative.
  - d. Hotel accommodations for the AAMA Representative.
  - e. Full registration fee for the AAMA Representative.
  - f. Floral arrangements for the head table at the Inaugural Banquet/Chapter President's Recognition Dinner.
  - g. Decorations (floral, candles, etc) for the installation table, service and other decorations up to \$200.00.
  - h. Registration ribbons for the name badges, the name badges and education folders.
  - i. Coffee during the Executive Meetings.
  - j. \$200.00 to help defray cost of ISMA President's room at annual convention.
  - k. \$500.00 for speaker fees speaker fees, if needed.
  - l. Cost of printing and mailing of the Delegates packet.
  - m. Any deficit arising out of hosting a convention shall be paid by the state treasury, provided the hosting chapter and overall convention chair have followed the guidelines set forth in these policies.

## **FINANCE**

The Finance Committee shall:

1. READ THE GENERAL INSTRUCTIONS OF THIS MANUAL COMPLETELY.
2. Be comprised of a Chair, two members, the President, the Immediate Past-President, the Vice President and the Treasurer.
3. The Treasurer shall provide this committee with detailed information necessary for completing their duties.
4. Submit an annual budget for review by the Executive Committee and to the House of Delegates at the Annual Meeting.
5. Using the previous year's budget as a guideline, each officer or category is evaluated as to expenditures and then a decision is made if the amount budgeted should be raised or lowered.
6. Make sure there is a category for Speakers' Budget, and the allowed amount should cover speakers for all ISMA functions for the proposed budget year.
7. Using the total receipts from dues, Ways and Means, and any profits from the State Convention, the money budgeted for each category should balance.
8. Make recommendations to the Executive Committee for special assessments or fund raising, if necessary.
9. Each year 1/3 of the expected bond insurance premium be added to the budget so that the entire premium will be in budget every 3 years when the premium is due to be paid.
10. Prepare an annual report for the Delegates packet.
11. For budgetary allowance, refer to the current year's budget from the Finance Committee approved at the House of Delegates.

## **MEMBERSHIP**

The Coordinator of the Membership Committee shall:

1. READ THE GENERAL INSTRUCTIONS OF THIS MANUAL COMPLETELY.
2. The Immediate Past-President will be the chair.
3. Be comprised of the Vice-President and Chapter Membership Chairs.
4. Have the responsibility of increasing and maintaining the membership of this society.
5. Handle inquiries on information regarding membership. Following the State meetings, the Chair of the respective functions will forward a list of non-members attending. If the non-member is within the boundaries of a component chapter, forward the individual's names to that Chapter's President for follow-up contact.
6. Send a letter to the individual (s), if the non-member is from outside any Chapter's boundaries, with the following information included in the letter:
  - a. Literature and information regarding State and National Association outlining its aims and purposes.
  - b. Information regarding meetings, educational activities, insurance programs, pins, etc.
  - c. The amount of dues and instructions for submitting same to AAMA.
  - d. Encourage the individual to join.

- e. Enclose membership application form.
- 7. Be prepared to attend all state seminars and the Annual Meeting for making new contact with non-members attending and to answer questions from the members.
- 8. Cooperate with the Component Chapters' membership chair and offer advice and assistance whenever requested.
- 9. After March 1st of each year, request new membership list from ISMA of those members, who have not renewed membership.
- 10. Send copy of non-renewal list to chapter membership chairs, the committee shall address non-renewed member at large members.
- 11. Prepare an annual report for the Delegates packet.
- 12. For budgetary allowance, refer to the current year's budget from the Finance Committee approved at the House of Delegates.
- 13. Send a copy of each new member list to chapter presidents.

### **MENTORING**

Mentor – Communicator, advisor, councilor, friend and motivator. A current member of the AAMA/ISMA who has served at the chapter and state levels in a leadership position.

Mentee – Student for learning and growth opportunity towards state leadership.  
Goal is to serve as/on a state committee chair or officer.

1. READ THE GENERAL INSTRUCTIONS OF THIS MANUAL COMPLETELY.
2. The ISMA Mentoring Committee shall consist of a BOT member as Chair, whom the BOT will elect.
3. The Chair will appoint a Co-Chair and mentoring team of up to 11 members who are eligible and willing to participate. Preferably one person from each chapter.
4. All expenses submitted to the Treasurer on the standard Expense and Reimbursement Report with receipts.
5. The Chair would comprise a list of names, addresses, phone numbers, emails (if available), and along with the positions held at chapter, state and national levels of all mentors. This list would be available to all mentees. Mentors do not always have to be a member of the mentoring team just eligible and willing to serve.
6. The Chair of the mentoring committee would check with mentors and mentees individually and see how they think it is working and make any adjustments. Submit a report at the ISMA Annual Meeting.
7. The Chair would make sure all mentors and mentees receive an information packet. The packet will consist of:
  - a. ISMA current Bylaws & Policy Manual
  - b. ISMA brochure and website information.
  - c. Organizational flow chart.
  - d. Mentor list.
8. The Co-Chair would keep in close communication with the Chair to assist when needed and to be an alternate for the Chair in their absence.
9. Prepare an annual report for the Delegate Packet.

10. For budgetary allowance, refer to the current year's budget from the Finance Committee approved at the House of Delegates.

### **MINUTES EDITING**

The Minutes Editing Committee shall:

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

### **NOMINATING**

The Nominating Committee shall:

1. READ THE GENERAL INSTRUCTIONS OF THIS MANUAL COMPLETELY.
2. Consist of the Vice President as Chair, the Immediate-Past President, Treasurer, one elected Councilor and one elected member to be elected by the House of Delegates. Elected members are not to be from the same chapter as the other committee members.
3. Be responsible for soliciting, screening and presenting a slate of nominees for office in accordance with the Bylaws.
4. Be observant throughout the year for possible nominees for office – which committee members have carried out their duties well, and in what fields do they show ability and willingness to serve. Make every effort to become acquainted with all Society members and know the duties of the offices for which nominees will be chosen.
5. Submit rules and requests to the component Chapter Presidents for eligible nominees for State Officers, AAMA Delegate and one (1) Alternate AAMA Delegate (Rev 4/10)

6. Contact each nominee in advance of the election and obtain in writing their consent to serve if elected.
7. Prepare ballots for the voting delegates, providing a write-in space for nominations made from the floor at the time of balloting. Submit ballots to Credentials Chair for numbering.
8. Prepare a tally sheet for the tellers.
9. Submit with the approval of the Executive Committee, a list of active and associate members recommended for election to each office. Nominations made by the Nominating Committee shall not preclude additional nominations being made from the floor. All members of this committee may submit names of nominees in addition to the names received from the component chapters. All submitted qualified nominees shall appear on the slate.
10. After the election, place the ballots in a sealed envelope and give to the current Speaker of the House for safe keeping. These ballots are not to be destroyed until authorized by the Council immediately following the Annual Meeting, the following year.
11. Prepare an annual report for the Delegates packet.
12. For budgetary allowance, refer to the current year's budget from the Finance Committee approved at the House of Delegates.

Special Instructions:

1. Send letters to Chapters requesting nominees for all ISMA officers, ISMA committee chairs, AAMA delegates, and AAMA alternate delegate. (Rev 1/11)
2. Have a Nominating Committee meeting in October if possible.

**POLICY MANUAL**

The Policy Manual Committee shall:

1. READ THE GENERAL INSTRUCTIONS OF THIS MANUAL COMPLETELY.
2. Consists of a Chair and the Bylaws Chair as Co-Chair.
3. Be responsible for updating the Policy Manual each year with recommended changes to submitted at convention or council meetings and approved by the membership.
4. Review all Executive Committee Meetings and Annual Meeting minutes to make revisions to the manual whenever necessary.
5. Updated pages should be marked with the month and year of revision.
6. Give a copy to each chapter after each revision (or the pages to update the manual if that is all that is necessary).
7. Upon revisions, send written copies to members upon request, with a \$2.00 pre paid fee for postage, unless the person is serving as an officer or committee chair. Additional copies are available at the \$2.00 mailing fee.
8. For budgetary allowance, refer to the current year's budget from the Finance Committee approved at the House of Delegates
9. Prepare an annual report for the Delegates packet.

## **PUBLIC AFFAIRS**

The Public Affairs Committee shall:

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

## **RESOLUTIONS**

A Resolution is defined as a formal statement of a decision or expression of opinion put before or adopted by an assembly.

The Resolutions Committee shall:

1. READ THE GENERAL INSTRUCTIONS OF THIS MANUAL COMPLETELY.
2. Be comprised of a chair and 2 members appointed by the chair.
3. Receive and review resolutions presented by the component chapters.
4. Assist the component chapters in the proper preparation for presentation to the House of Delegates.
5. Draft any resolutions as recommended by council for submission to AAMA and present them for approval by the Illinois Society House of Delegates.
6. Emergency resolutions should be given to the Speaker of the House the night before the House of Delegates. All other resolutions should be presented at the deadline given for preparation of the delegate's packet and included in the Delegates packet.
7. Prepare an annual report for the Delegates packet.
8. For budgetary allowance, refer to the current year's budget from the Finance Committee approved at the House of Delegates

## **STRATEGIC PLANNING**

The Strategic Planning Committee shall:

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

## **SYMPOSIUM**

The Symposium Committee shall:

1. READ THE GENERAL INSTRUCTIONS OF THIS MANUAL COMPLETELY.
2. Hold one educational meeting a year hosted by a component chapter, according to the rotation schedule.
3. Use the advice of the Certification and Continuing Education Committee for planning the educational program, if necessary.
4. Read the "PROCEDURES FOR ORGANIZING AND ARRANGING A SEMINAR" (in this manual) and use as a guideline in establishing the State's Symposium.
5. Make applications to AAMA for CEU's at least 45 days prior to the meeting.
6. Prepare an annual report for the Delegates packet.
7. A \$100.00 loan from ISMA for start-up cost, will be given if needed, upon request and with a completed Expense Report and Reimbursement Request.

## **WAYS AND MEANS COMMITTEE**

The Ways and Means Committee shall:

1. READ THE GENERAL INSTRUCTIONS OF THIS MANUAL COMPLETELY.
2. Be responsible for planning and carrying out projects to supplement the Treasury.
3. Notify the membership that specific suggestion(s) for future fund raising activities be submitted to this committee in writing, for consideration by the committee members during the current year.
4. Research various methods of fund raising.

5. Maintain contact with members of your committee for suggestions, ideas and recommendations.
6. Purchase supplies as needed.
7. Keep committee members informed of needs and activities.
8. Assign specific tasks to members of committees.
9. After determining the method to be used for the ways and means project, secure approval of the Executive Board before proceeding.
10. May request up to \$100.00 to be used for a fund raiser without prior approval.
11. Keep accurate record of funds acquired and remit them to the treasurer as they are received.
12. Keep accurate record of monies paid out for purchases and supplies.
13. Notify President or Convention Chair prior to meetings of needs for a display area such as tables or hanging racks.
14. Bring items to all ISMA meetings to display for purchase.
15. For budgetary allowance, refer to the current year's budget from the Finance Committee approved at the House of Delegates
16. Prepare an annual report for the Delegates packet.

**WEBSITE COMMITTEE and MARKETING - [www.ilsocmedasst.org](http://www.ilsocmedasst.org)**

The Website Committee shall;

1. READ THE GENERAL INSTRUCTIONS OF THIS MANUAL COMPLETELY.
2. Consist of a chair and co-chair appointed by the president. The committee shall be comprised of the President, Recording Secretary and at least 3 additional members appointed by the Chair with the approval of the President.
3. Be the primary contact with "Webs Dot Com" to maintain the website.
4. Pay the annual fees for the web service and domain name register or submit the bill in the appropriate time with Expense Report and Reimbursement Request, to be reimbursed/paid.
5. Maintain the website with input from the Board of Trustees, Officers and ISMA members.
6. Suggest methods for improving the website as needed.
7. The President of ISMA will have access to update the website with pertinent information.
8. Assist the President in improving public relations of the Society. Strive at all times to cooperate with the Medical Society and allied professions.
9. Stimulate fellowship and cooperation among members and the public through a pleasant approach, explanation of the works and procedures of the Society and a cooperative attitude toward their organizations.

10. Be in charge of all publicity and maintain the following areas of activities;
  - a. Press releases for current activities or accomplishments of the Society to be sent to editors of the State Medical Society Journal, AAMA, as well as the newspaper media.
  - b. Keep the Historian informed of current news articles and, if possible, send the Historian extra copies.
  - c. Be aware of deadlines. Deadlines for the various publications vary and these deadlines can be determined through communication with their editors. This is also a means by which you can make yourself known to the editors of the various publications. Meet the deadlines faithfully – materials received after the deadlines are usually discarded.
  - d. All contracts, reports and other information shall be approved by the President.
  - e. Remember, the news of the Society will reach the radio, television and newspaper only through this committee.
  - f. News releases should be given to all news media regardless of personal interest and preferences, maintain a neutral attitude.
11. Be responsible for:
  - a. Contributing ideas and suggesting materials and procedures that will help to increase recognition of AAMA as the spokesman for the field of Medical Assisting.
  - b. Providing the component Chapters with assistance for Career Day programs and other means of attracting people to the field of Medical Assisting.
  - c. Inspire the Chapters to help achieve the previously mentioned goals.
12. Promote the field of Medical Assisting in high schools throughout the state. Keep in touch with high schools in the state and request permission for Medical Assistants to appear on their annual "Career Day" programs. Obtain from AAMA Executive Office supply materials to assist such schools. Ask for the packet entitled "PLANNING EDUCATION COURSES FOR MEDICAL ASSISTANTS".
13. Promote, encourage and support Medical Assistant and Health Career Programs in an effort to urge students to pursue the health field and in particular Medical Assisting.
14. Post events on Upcoming Events page at least 45 days prior to event. (Council Meetings, Symposium, Convention) (Rev 4/09)
15. Post basic times and location of events on main page with a complete agenda available for printing.
16. Post other meetings and events as informed by committee chairs or chapters.
17. Prepare an annual report for the Delegates packet.
18. For budgetary allowance, refer to the current year's budget from the Finance Committee approved at the House of Delegates.

## PROCEDURES

### MEETING GUIDELINES

#### General Guidelines for All Meetings

1. Certificates of attendance must be given at all educational sessions to attendees.

#### August Council / Symposium Meeting

1. The Ways and Means committee is allowed to request \$100.00 prior to the meeting in which to purchase items to sell if the committee so chooses.
  - a. The request must be made in writing to the Treasurer at least 30 days in advance of the meeting.
2. Up to \$500.00 may be used for speaker honorariums for Symposium.

### HOUSE OF DELEGATES

The House of Delegates shall be the governing body at the annual meeting. It shall have:

1. Power to amend the Bylaws.
2. The authority to determine the professional and administrative policies and act upon such business as may be presented.
3. The power to conduct the annual election of officers and AAMA delegates and alternates.
4. Shall elect physicians to the Advisory Board as their term expires.

The House of Delegates shall consist of:

1. Delegates elected by the component chapters.
2. Officers of this Society.
3. Councilors.
4. Board of Trustees with one vote.

Delegates to the Annual Meeting shall consist of:

1. One delegate at large from each component chapter and one(1) delegate representing each twenty(20) active/associate members or fraction thereof, in each component chapter based upon paid membership post-marked by December 31<sup>st</sup> of the previous year.
2. Chapters with 6 active members or less will have only one vote.
3. Delegates and alternate delegates shall be elected by and from the active members of the component chapters. They shall serve one year or until their successors are elected.
4. In the event any component chapter is unable to be represented by full complement of delegates and councilors to which it is entitled, it may assign proxy votes to another delegate or councilor from that component chapter. The proxy votes may be cast in voting on proposed amendments to the Bylaws and other business of the House of Delegates. Such proxies shall be submitted in writing and shall be signed by the President and Secretary of the component chapter.

Reference committees of the House of Delegates shall consist of:

1. Members of the House of Delegates.
  - a. These committees shall serve only during the session for which they are appointed.
  - b. Such committees shall include as many Reference Committees as may be required to consider these items of business before the House.
  - c. All resolutions approved by the Resolution Committee and all reports presented to the House of Delegates must first be considered by a Reference Committee. Reports and emergency resolutions must be in the hands of the Speaker no later than the night before the opening of the House of Delegates.

Items needed for the House of Delegates:

1. Table podium with microphone.
2. Standing podium with microphone with long cord.
3. One standing microphone for the floor of the House.
4. One writing board for the House and voting.
5. American Flag.
6. Chairs, table seating for delegates, councilors, advisors, board of trustees, dignitaries – based on number in attendance. Seats in rear of room for non-House members.
7. Name cards for head table and chapter name stands.
8. Two tables for Credentials Committee. (Outside the House room)
9. Two tables in polling place for marking ballots.
10. Room for voting and space to count ballots.
11. Rooms for Reference Committee to seat 100 – Theater style – head table for eight (8).
12. Lap-top computer for Reference Committee report.
13. Make arrangements for copy machine.
14. Robert's Rules of Order

Duties of the Pages:

1. Put up identifying signs on standards in House of Delegates and take down after the meeting.
2. Check the number of chairs for each chapter.
3. Deliver messages during the House of Delegates.
4. Pass out reports that are not in Delegates packets.
5. Pass out Reference Committee reports.

Duties of the Tellers:

1. House of Delegates
  - a. Distribute ballots if necessary for voting.
2. In the voting room
  - a. Receive the blank ballots from the Parliamentary Advisor.
    - i. Check the ballots for proper numbering.
    - ii. In the event of an error, notify the Parliamentary Advisor.
  - b. Direct voters to place in ballot boxes.
  - c. After voting – in the presences of the Parliamentary Advisor
    - i. Remove ballots from ballot box.
    - ii. Count the votes
  - d. Chair of the tellers is to present a written report of the results to the Speaker of the House.

## **PROCEDURE FOR ORGANIZING AND ARRANGING A SEMINAR**

1. READ THE GENERAL INSTRUCTIONS OF THIS MANUAL COMPLETELY.
2. Select date and meeting place for the seminar at least 1 year prior to the anticipated date subject to the approval of the Executive Committee and Council.
3. Speakers should be contacted by letter or followed with a letter after initial personal contact.
4. Include in your letter to the Speaker:
  - a. State who suggested the individual (if someone did).
  - b. State time, date, and place of program(s).
  - c. Briefly explain what you wish to be included in the speech, exact topic, amount of time allotted.
  - d. Included literature about AAMA.
  - e. State purpose of program.
  - f. Request bibliography with a photograph with the return reply.
  - g. Determine honorarium, if requested by speaker.
  - h. Request written confirmation of acceptance.
5. Invite speaker to be guest for lunch.
6. It is advisable to write again a week before the program and send a note regarding the time you expect the speaker to arrive and again ask whether he plans to attend the luncheon. It is suggested to include a postal reply card for luncheon reply.
7. Have an extra speaker in mind to fill in should a speaker who has accepted finds it necessary to decline at the last minute.
8. Use the AAMA Educational Program Planning Packet for program ideas and suggestions when meeting with Education Committee Chair.
9. All committee actions shall be approved by Council. The Program and Registration fees are to be approved by Council.
10. Arrange for the luncheon so that the cost is included in the registration fee.
11. Prepare an announcement of the seminar to be published in the Executive Memo.
12. Plan and prepare a copy of the registration flyer to be sent to the President for inclusion in the Executive Memo.
  - a. The registration form shall have included a space for the Chapter of the registrant in addition to the address and city.
  - b. Stipulate on the registration form "that no refunds will be made if reservations are canceled with less than a 48 hour notice".
  - c. Dress code to be business casual and no jeans or shorts.
  - d. In submitting your copy to the President, allow one month lead time for them to print and address the forms to meet your desired release date, that of at least one month prior to the meeting.
13. Arrange for the luncheon so that the cost is included in the registration fee.
14. After the meeting notify the Immediate Past President of all non-members attending the seminar.
15. Arrange for equipment needed for date of meeting, i.e. projector, slides, screen, chalkboard and be certain someone will be available to operate the equipment.
16. Be responsible for name tags and any decorations.
17. When accepting any reservations by telephone, advise the caller of their obligation to pay the fee whether they attend or not.

18. Preside at the program the day of the seminar and over the luncheon (if any), making announcements and giving introductions.
19. Write thank you notes to speakers immediately following the seminar.
20. A separate bank account should be set up for the seminar with the Seminar Treasurer authorized to sign checks. All monies received should be acknowledged by a receipt, and all monies spent accounted for by invoices. Receipts, invoices, canceled checks, duplicate deposit slips and ledger for the seminar should be ready for audit at the conclusion of the Seminar. Any balances after the Seminar affairs are completed are distributed with one half to the chapter and one half to the State Treasury. Any deficit arising from the Seminar will be paid by the State Treasury. The chair is allowed to "request" an advance from the Illinois Society treasurer an amount necessary to establish a working fund at the beginning of each year, to be repaid as soon as possible (or from the funds of the committee's functions).
21. Submit for the CEU's for the seminar 60 days prior to seminar.
22. Ask for donations from businesses to help defray costs.

#### **PROCEDURE FOR A MEMORIAL**

1. ISMA will make an annual donation of \$100.00, if funds available, to the AAMA Maxine Williams Scholarship Fund. This donation will be in memory of all active ISMA members and any family member thereof, who have passed away the previous year. The donation will be presented to the AAMA at the next AAMA Conference after each ISMA Convention.(4/10).
2. It will be the duty of the Treasurer to make sure the ISMA President (or their representative) has the check prior to the AAMA Conference. (4/10)
3. In the event there have been no deaths of ISMA members and/or family members in any given year the donation will not be given.
4. The ISMA Chaplain will send a sympathy card to the ISMA member or family of the member stating a donation will be made in memory of the deceased.

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

READ THE GENERAL INSTRUCTIONS OF THIS MANUAL COMPLETELY.

## PROCEDURE FOR ORGANIZING NEW CHAPTERS

1. Encourage Medical Assistants from areas which currently do not have a Component Chapter to form one.
2. The area needs to have at least six (6) paying active or associate members to form a new chapter.
3. All interested members of the proposed new chapter shall obtain and review the following materials:
  - a. An Organizational Packet-to be obtained from the National Office. AAMA also has promotional and membership materials suitable for distribution with mailings and/or at the organizational meeting. (This material is also available on line at [www.aama-ntl.org](http://www.aama-ntl.org).
  - b. A copy of AAMA and ISMA Bylaws and the ISMA Policy Manual.
  - c. A current copy of Roberts Rules of Order and a Protocol Book.
4. Submit a written request to ISMA to act as a Component Chapter during the organizational phase. – Approval must be given by the Executive Board.
5. Hold an organizational meeting to elect a chair.
6. After the chair has been elected the following need to be accomplished:
  - a. Elect officers
  - b. Contact bordering chapters to establish zip code boundaries for the new chapter.
  - c. Write Bylaws & Mission Statement
  - d. Submit copy of Bylaws and Mission Statement to the ISMA Bylaws Chair for Review – Recommendation to be given to Executive Committee.
  - e. Final approval of Bylaws by the Executive Committee.
7. The newly organized chapter can function as a Component Chapter immediately following the approval of its organization by the Executive Committee.
8. The President presents the Charter to the newly organized Component Chapter President at the Society's Annual meeting. (It is suggested that the individuals responsible for the organizing of the new chapter be a part of the presentation ceremony.)
9. The State President will notify the AAMA of the new chapter of the Executive Committee's decision. Notification to include:
  - a. New Component Chapter Name
  - b. Officers and any other pertinent contact information.
  - c. Copy of Bylaws
  - d. Boundaries of Chapter (Map if available) with zip codes.
10. Chapter dues are payable to the treasurer after final approval is made and charter is issued. The dues schedule in effect at the time of the date approved governs the dues payable.
11. Newly organized chapters of the Illinois Society shall submit a copy of their meeting minutes to the President and Membership Coordinator of the Illinois Society for a minimum of one (1) year or until advised.
12. All material pertaining to chapters contacted regarding organization should be kept permanently.

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

1. A person, previously designated, calls the meeting to order saying: "The meeting will please come to order. I move that Miss/Mrs/Ms\_\_\_\_\_act chair of this meeting."
2. Someone seconds the motion and the person who made the motions "puts it to a vote."
  - a. The person elected takes the chair and announces as the first order of business is the election of a temporary recording secretary.
  - b. After the secretary is elected, the chair directs the secretary to read the call for the meeting and then calls upon the person most familiar with the question to explain the object of the meeting more fully or she may do so herself.
3. A person, previously designated, calls the meeting to order saying: "The meeting will please come to order. I move that Miss/Mrs/Ms\_\_\_\_\_act chair of this meeting."When sufficient time has been spent giving this information, someone should offer a motion or a resolution so that definite action can be taken. "Resolved that the (Illinois Society,(Name of Chapter) should now be formed." This resolution, when seconded and repeated by the chair is open to debate and amendment.
  - a. Prior to this meeting, a committee should have been appointed to study the proposed Bylaws set up by the Illinois Society for chapters. The chair could state that the committee has been working on them in anticipation of a favorable vote on organizing. Ask the committee to the report.
4. The chair of the committee, after addressing the chair, would say, "The committee has agreed upon the following and has directed me to report and move their adoption." The motion being seconded, the chair says: "It has been moved and seconded to adopt the Bylaws prepared by the committee. The question is upon the adoption of the Bylaws."
  - a. Each paragraph of the Bylaws is read verbatim and may be amended. Proceed through the Bylaws by paragraph. No vote is taken on adopting each paragraph.
  - b. When all the Bylaws have been addressed, the Bylaws are open for amendment; new paragraphs may be added or inserted. Then the chair says: "All in favor of adopting the Bylaws say "Aye", opposed "No." The motion is carried." Only a majority vote is necessary to adopt the Bylaws of a newly formed chapter or to amend it before it is adopted.
5. After the Bylaws have been adopted, the chair says, "The next business in order is the election of officers." Not having a nominating committee, all nominations may come from the floor or someone might suggest the program committee act as nominating committee for this meeting as they are usually more acquainted with prospective members.
6. When the report of this committee is given, the chair asks for additional nominations from the floor. If the Bylaws provide for a ballot vote, tellers are appointed and ballots distributed. Tellers count the ballots and report the results.
7. The chair announces as elected all who have received a majority. The temporary officers are replaced by the permanent ones. If the President is elected on the first ballot, she immediately takes the chair.
8. After the election, if there is any business that the chair knows requires immediate attention, she should mention it.
9. A motion should be made to adjourn.

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

## CHAPTERS

### JOINT CHAPTER MEETINGS

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

### VACANT CHAPTER OFFICE

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

## CHARTERS

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

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

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

### GENERAL COMMENTS:

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

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

## **SCREENING POSSIBLE CANDIDATES FOR NATIONAL OFFICE**

1. Screen the roster of Illinois Society of Medical Assistants for potential candidates for office in the American Association of Medical Assistants, Inc.
2. Seek out, encourage and prepare possible candidates to prepare themselves for future candidacy.
3. Be aware and encourage any or all members of their obligations and enthusiastic support needed at a National Level, i.e. to seek membership on national committees as a means of preparation.
4. Keep accurate records of individual members and their accomplishments and achievements on a state level for the purpose of preparing and/or selecting an individual for possible candidacy.
5. Encourage Chapters to be on the look-out for members that might be potential candidates at some future date on a local, state, as well as National level.
6. Become familiar with necessary requirements needed for National Officers.
7. Notify and obtain the approval of the Executive Board of any qualified and willing candidate for National Office.
  - a. Any such candidate should be endorsed annually by the Component Chapter and Constitution Society to the National Office. Updated biographic data should be submitted along with the two endorsements to the National Office for the purpose of accurate and timely consideration of members representing the Illinois Society.

READ THE GENERAL INSTRUCTIONS OF THIS MANUAL COMPLETELY.

## **PROCEDURE FOR DISPOSAL OF RECORDS**

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

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

### **PRESIDENT**

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

### **RECORDING SECRETARY**

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

#### TREASURER

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

#### SPEAKER OF THE HOUSE

1. Delegate's packet, proceedings of the House of Delegates, instructions to the delegates and officers should be kept for five years, archive important documents after five years.
2. Correspondence – see General Instructions.

#### CORRESPONDING SECRETARY

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

#### HISTORIAN

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

#### BYLAWS

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

#### MEMBERSHIP

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

#### VICE PRESIDENT - VICE SPEAKER OF THE HOUSE - PARLIMENTARY ADVISOR

1. See General Information.

## PROTOCOL

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

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

### ABC'S OF SOCIETY PROTOCOL

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

## THE MEDICAL ASSISTANTS CREED

I believe in the principles and purposes of Medical Assistants.

I strive always to become more efficient

I move forward in the endeavor of service.

I protect the confidence entrusted in me.

I am ready to give as well as to take.

I cooperate universally for the welfare of our patients.

I am loyal to my Doctor in thought, word and deed.

I maintain always Ethics, Faith, Courage and Kindness.

Suggestions for Budget Expenses for Officers and Committee Chairs

**President**

Hotel/Motel Expenses

Gas

Registration Fees

Postage

Phone Calls

Copying Expenses

Supplies - Computer, Paper, Snacks, etc

Roster costs

Envelopes (Letterhead)

**Vice President**

Hotel/Motel

Gas

Registration Fees

Postage

Phone Calls

Copying Expenses

Supplies – Computer, Paper, Snacks, etc

Ballots for Convention

Installation Table

**Recording Secretary**

Cassette Tapes

Postage

Copying Expense

Phone Calls

Gas

Snacks

Envelopes

**Corresponding Secretary**

Copying Expense

Executive Memo & Meeting Notices

Postage

Supplies – Computer, Paper, Snacks, Etc

Envelopes

Letterhead

**Board of Trustees**

Postage – Award and membership letters

Phone Calls

Copying Expenses

Snacks

Envelopes

Letterhead

**Other Officers and Committee Chairs**

Phone Calls

Postage

Copying Expenses

Supplies and Snacks

Envelopes

Letterhead

Appendix 1