

Chicago Veterinary Medical Association

Standard Operating Procedures Manual

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SOPs are only as accurate as Committee's review or previous submission. If you find any errors, please contact the Secretary for correction: compiled by Dr. Elizabeth Cutright and Dr. Shannon Greeley.

(PLEASE BE AWARE CONDENSED VERSIONS MAY NOT MATCH PAGES FOUND HERE)

Introduction

This manual has been written to provide guidelines and directions to each person who has responsibilities to the CVMA, and to give them a definite idea of what is expected to fulfill the job to which they have been elected or appointed. It should be updated annually and kept in the CVMA office in the meeting room. These job descriptions are guidelines that can be defined as an outline of policy or conduct, and under no circumstances should be confused with By-laws. Guidelines can readily be changed to fit changing situations.

CVMA Mission Statement

The Chicago Veterinary Medical Association is a growing, strong and responsive organization for veterinarians which constitute the largest regional association nationwide. Since 1896, the CVMA has continued a proud tradition of providing its members with vital services and programs which have expanded dramatically over a century to meet the ever-changing needs of the veterinary profession and its diverse patients and clients.

CVMA Vision Statement

The membership of the CVMA is dedicated to the health and well being of animals through its nurturing of the human animal bond. The CVMA will strive to fulfill the diverse needs of its members by providing nationally recognized CE programs, cultivating membership involvement, and offering innovative members services and exemplary public awareness.

Distribution of the SOP Manual

A complete copy of the SOP manual should be furnished to all the officers, voting and ex-officio members of the executive board. The page describing the committee duties should be furnished to each standing committee chairperson. This can be done by the secretary when updating the SOP at the end of the year when chairs change.

Orientation Kit-Each officer, elected members and ISVMA Representatives will be furnished with an orientation kit at the beginning of his or her term.

Content suitable for kits:

1. CVMA membership directory/confirmed password to website for access to directory
2. By-law publication (print, pdf version. Or listed location in office)
3. Current SOP manual
4. Current copy of budget (or listed location in office)
5. Copy of previous year's executive board minutes or annual committee reports (or listed location in office)
6. New member applications for distribution
7. Member benefit brochure for distribution

Each orientation kit will be furnished to each new board member in a three-ring binder.

The office administrator/executive director will have the responsibility of presenting them to the new executive board members and the president-elect at the January board meeting.

Administrative Office

- I. Official Address of the CVMA Office: 100 Tower Drive, Suite 234, Burr Ridge, IL 60527
- II. Employment Requirements
 - a. Annual agreement based in fiscal year October 1 – September 30
 - b. Renewal of offers from management firms (if that year we are using a mf) should be discussed at the April Executive Board Meeting
 - c. Director or Administrator reports directly to the Executive Board
 - d. Administrative Assistant reports directly to the Director/Office Administrator
 - e. Director or Administrator should inform Executive Board of information necessary to manage the business of the CVMA
 - f. Director or Administrator should report any changes in policy or procedure of changes affect function.
 - g. Upon initial hire they will be review by the executive committee at 30 and 90 days (probationary period).
 - h. The CVMA Office Manual will be managed by the CVMA President
 - i. The Office Administrator will be responsible for the operation of the office and assisting the CVMA in carrying out its mission.
- III. Executive Board Meetings-assistance by CVMA secretary/president with preparations.
 - a. Items for Executive Meetings
 - Directory, Purpose and By-laws, Applications for Membership, CE Seminars Brochure/report, Minutes and Treasurer's Report, Budget and Correspondence
 - b. Responsible for minutes and correspondence for record in Bulletin
 - c. Responsible for Board member attendance at each Executive Board meeting
 - d. CVMA Secretary shall approve executive board minutes (if not written by said officer already) prior to approval at the next board meeting, and then abridged for the publication in the CVMA Bulletin to motions made.
 - e. Electronic and print copies will be stored in the office.
- IV. December Annual General Meeting- assistance by CVMA secretary/president/president-elect with preparations.
 - a. Held at the general meeting of the December CE meeting at lunch.
 - b. Committee on Nominations shall present list of Executive of Slate Officers
 - c. Annual reports from all committee chairpersons are due at or before the annual meeting to the secretary. A copy shall be filed at the CVMA Office with that years' Exec Board minutes and General Meeting Minutes.
- V. Compiling of the Bulletin (which is prepared 6 times a year). See Bulletin SOP for further details. Assistance with editing and final approval by Bulletin chair. A student Bulletin is put out via email in February and its articles are provided by the membership committee. Adds for jobs from Feb/March Bulletin also goes in this bulletin.
- VI. Complaint Procedures-assistance by judicial chair-see below
 - a. All complaints are confidential
 - b. All complaints shall be addressed by the Executive Director or Administrator if CVMA members if not caller should be redirected to Dept Regulations
 - c. Complaints received via phone shall request the name of the veterinarian in question and provide the caller with our proper process-see section of judicial committee
 - d. Complaints received via e-mail shall be stamped confidential, copied for the Judicial file and forwarded to the CVMA Judicial Chair-see judicial committee
- VII. General Membership Meeting-assistance by secretary and president
 - a. Held in March, June, September, October and December at general meeting during lunch
 - b. Rosters Placed on long tables in alphabetical order-we don't do this anymore?
 - c. Members welcomed and encouraged to sign in for the CE credit
 - d. Keep records of attendance numbers and report the figures to the CE chair
 - e. Provide sign-up sheet for topics of interest and speakers that members would like to hear at the General Meeting

Executive Board

Voting Members

- President-Elect
- Immediate Past President
- Elected members (9)
 - 1st Year Directors (3)
 - 2nd Year Directors (3)
 - 3rd Year Directors (3)
- ISVMA Representatives (5)
- President, in case of a tie

General information to the elected board members:

Elected Executive Board members are the representatives of the CVMA member veterinarians and appointed by the General Membership. Selection as the representatives by the members of the districts is a distinct honor, but the actions, initiative, interest, and participation will be the measurements used in evaluating the representative's effectiveness for his/her constituents. The continuous advancement of the association, as well as proper representation of the desires and requirements of the district should be foremost in the mind of the elected representative.

More important than the honor of being a Board member is the realization on the part of the representative that this will be a working job requiring some effort and personal sacrifice in order to fulfill the requirements of the position. Representatives are expected to familiarize themselves with the CVMA By-laws, as well as association and parliamentary procedure. It is also expected that the representative will determine the feelings of the district members on various proposals that will affect the profession and the association. Virtues of enthusiasm, dedication, persistence and patience are desirable and necessary. The reward of these efforts will come mainly from the self-satisfaction of knowing the association is being represented well. In doing so, the representatives are contributing to strengthening and improving organized veterinary medicine in Chicago.

The Executive Board is the administrative and policy making body of the association. The board must approve all activities of the association. The various duties and responsibilities of the board and board members are as follows:

1. The Board shall meet nine times per year. Meetings are held at the Offices of the Chicago Veterinary Medical Association.
2. Attendance is required at all Board meetings. It is incumbent upon members of the Executive Board to be present at every Board meeting. If unable to be present at a given meeting, the Board member shall inform the President-elect or Executive Director that he/she will be absent.
3. The Board has the power to take action on all matters of business affecting the association.
4. As the administrative body, the Board shall:
 - Interpret and administer the CVMA By-laws
 - Formulate rules and policy for the CVMA members
 - Provide guidelines to members
 - Provide guidance to committees, as well as necessary funding for Committee operations
 - Appoint special committees as needed
 - Receive committee reports and implement their recommendations
5. The Board shall examine all applications for classes of membership. Applicants who meet the requirements shall be approved for membership by the Board.
6. The Board shall establish dues.
7. The Board shall appoint an Executive Director/Office Administrator and determine the term of office from names submitted by the Nominating Committee/Special Task Force appointed.
8. The Board shall appoint the Treasurer and determine the term of office, duties and necessary salaries (i.e. bookkeeper/accountants)
9. The Board shall appoint a qualified member to fill the unexpired term of office, duties, and salary.

10. The Board shall approve all expenditures of money from the treasury.
11. Each district Board member should be appointed as a member of a standing committee.
12. Each Board member shall recruit new members for the CVMA.
13. Each Board member shall assist the Executive Director/Office Administrator/Membership committee to collect dues from delinquent members.
14. Each Executive Committee member will be encouraged to attend the General Meeting held at CE Meetings at noon.

Procedures Used for Executive Board taking positions

When the CVMA is asked to take a position, the following procedure will be followed:

1. The President or Executive Director/Office Administrator will forward the request to the appropriate committee for review if the committee was not the one to bring the issue to light.
2. The President will determine if the request needs immediate action and will call the Executive Committee together if this is necessary
3. The President has the option to bring the request directly to the Executive Board if the appropriate committee cannot meet in time to make a recommendation; or
4. The Executive Board has the option of sending the request to a committee for further review.

Closed Sessions

The Executive Board may go into closed session whenever the President feels it is necessary. Attendance at closed sessions will be limited to voting and non-voting members of the Board who are veterinarians. The President has the authority to include an additional person or persons, as he/she deems necessary. The President also has the authority to ask non-voting members to leave if the topic discussed directly involves them or is of such a sensitive nature where their attendance may prove disconcerting to the person being discussed. The Executive Board will always go into closed session when personnel matters are discussed. Following a closed session, a report of the decisions should be recorded in the minutes.

The Executive Committee

This committee shall consist of five members: President; President-Elect; immediate Past-President; Treasurer and Secretary.

The purpose of this committee shall be to meet for emergency action on behalf of the Executive Board when there is not enough time available to call the Executive Board into session.

This committee may make decisions on behalf of the CVMA, as long as they are not in conflict with existing Executive Board policies or actions. The committee shall give a full report at the next Executive Board meeting for official approval.

Executive Board Meetings

- A. Agenda
 1. President is to be contacted regarding matters that may need to be brought to the attention of the Executive Board
 - a. Present to Board and request direction as to disposition of each matter
 2. Notify the CVMA Office of items of business to be placed on the agenda approximately two weeks prior to the meeting
 3. Office then sends notices to all board members and committee chairpersons that should be received one week before the meeting
- B. President presides at all Executive Board meetings using Robert’s Rules of Order and the CVMA by-laws
- C. Legal Counsel
 1. Contract for legal services is approved annually
 2. Should be done at the first meeting of the year
- D. Special meetings
 1. May be called by the President at any time
 2. Arrangements must be made for the facilities
 3. Consult by-laws for requirements in calling a special meeting

General Meetings

- A. President presides at all meetings of the general membership
- B. Order of business is found in the CVMA by-laws

Budget

- A. Attend the Budget Committee meeting called by the President-Elect for the purpose of preparing the budget for the upcoming fiscal year
- B. Signing of checks/Authorized to co-sign checks at the request of the Treasurer

Committee Chairmen

- A. Appoint all committee chairmen and instruct them to prepare and report the names of the committee members within thirty days following installation of officers.
- B. Names of all chairmen are submitted to the CVMA Office Prior to the February Executive Meeting
- C. The President should discuss the prospective committee responsibilities with the prospective chairmen.

President

The President-Elect automatically becomes President at the termination of the latter's term of office. He or she is installed at the Last General Meeting in December of the CE meeting.

Duties as specified in the By-laws, the President shall:

- 1. Preside at all meetings of the association
- 2. Be chair of the Executive Board with the right to vote in case of a tie
- 3. Make appointments to all standing and special committees and shall be an ex-officio member of all committees
- 4. Make an annual report on the conditions of the association and the veterinary medical professional at the end of his/her term with suggestions for improvement (to go in Dec/Jan Bulletin).
- 5. Be a member of the Executive Committee
- 6. Be signing member of all treasury accounts

Additional duties, the President shall:

- 1. Represent the CVMA at such functions throughout the year where the status of his/her office is required
- 2. Keep the Executive Board informed of his/her official activities
- 3. Utilize the CVMA Bulletin to communicate with the membership to keep them informed on matters which may affect them or the profession
- 4. Maintain communication with the President-Elect, Executive Director, Treasurer, Secretary and Past-President of the Executive Board to coordinate activities and exchange information
- 5. Be familiar with parliamentary procedure and be prepared to conduct a meeting according to Robert's Rules of Order
- 6. Be one of the four members of the Executive Committee that meets in emergency situations
- 7. Be reimbursed by the association for expenses according to the reimbursement policy
- 8. Perform such other duties as are incidental to the office, or such as may be properly required of him/her by the Executive Board
- 9. Become the immediate Past-President and shall serve one year as a voting member of the executive board at the conclusion of his/her term

President-Elect - The President-Elect is nominated by the nominations committee.

Duties as specified in the By-laws, the President-Elect shall:

1. Automatically become President at the end of the President's term of office
2. Assume the duties of the president in such case as the President is disabled, deceased or absent
3. Be a voting member of the Executive Board
4. Be one of the five members of the Executive Committee
5. Be a signing member of all treasury accounts

Additional duties, the President-Elect shall:

1. Contact Executive Board prior to each Executive Board meeting.
2. Introduces speaker for General Meeting
3. Perform in any capacity requested of him/her by the President on behalf of the association
4. Coordinate Budget Meeting
5. Present the annual budget
6. Contact committee chairs prior to all meetings
7. Contact officers prior to the General Meeting for confirmation of attendance (this has been shared by Secretary and Administrator in the past 2 years)

Immediate Past-President and Nominations/Awards

The immediate Past-President automatically becomes a voting member of the Executive Board for one year. The immediate Past-President will also serve as a member of the Executive Committee. (Also see Nominations committee for more detailed description and past awards)

The immediate Past-President of the CVMA has three functions:

1. Voting member of the CVMA Board of Directors
2. Chair of the Nominations Committee
3. Keeper/organizer of the Awards with which the CVMA is involved

Voting member of the CVMA Board of Directors

Attend Board meetings and give advice and counsel when needed. Try not to let the current officers make the same mistakes you made. Make your committee report to the Board and to the General Membership as necessary. At the December General Meeting, present the Lifetime Service and Merit Award.

Nominations Committee

This committee consists of five most recent Past-Presidents. When the committee meets, the current President and President-elect may be invited as guests and resources, but they are not voting members of the committee.

Nominations of CVMA Officers and Directors

Try to arrange meeting at a time when all members are able to attend. The meeting to select possible CVMA Officers and Board members should be held the last half of August to allow time for a second meeting if positions can't be filled. The committee should develop a list of possible candidates for each position to be filled. The list should be preserved and updated from year to year, and handed on down to the next President, along with this SOP when you retire.

Offices Slated:

President

President-elect

Treasurer or Secretary (each is a two-year term with alternate cycles)

Three Board members (1 Chicago, 1 Suburban, 1 At-Large) – 3-year terms

ISVMA Representative(s) – 3-year term

Any other officer or director slot which is vacant

President-elect of the ISVMA (*only every 3rd year*)

Your committee should create a list of at least four potential nominees for each office. You must then contact the selected members (in order of preference) and explain the office offered. When you have an acceptance for each position, inform the other committee members, President and President-elect. Report the Nominations Committee's selections at the next Board meeting (September at the latest!). The Secretary must publish the nominees in the Bulletin no later than the November Bulletin or mail out in the member dues.

You present the nominations to the general membership for vote at the **Annual Meeting** in December. A call is made for other nominations. If there are none, move for unanimous election.

In addition to the above, the August meeting is also concerned with nominations for the following awards and ISVMA nomination for president elect:

A. CVMA Awards-decided by November prior to the December Annual Meeting

1) CVMA Merit Award

2) CVMA Lifetime Service Award

3) CVMA President's Service Award

For listing of past proceeding descriptions

B. UIUC CVM Outstanding Faculty Award-decided by Jan 15

C. UIUC CVM Student Awards-to be administered by our scholarship committee but chosen by the UIUC (monies need to be available by January)

- 1) CVMA President's Award for Excellence in Small Animal Medicine and Surgery
- 2) Dr. Edward Khuen Memorial Award for Excellence in Small Animal Dentistry
- 3) Dr. H. Preston Hoskins Scholarship Award

D. From ISVMA-see details for who is responsible for nomination, not all involve CVMA

- 1) ISVMA Service Award
- 2) ISVMA President's Award
- 3) Dr. H. Preston Hoskins Scholarship Award* (see above)

E. From University of Illinois College of Veterinary Medicine and/or Alumni Association

- 1) Alumnus DVM
- 2) Service Award

F. *The ISVMA President-elect - NOT AN AWARD BUT A NOMINATION NEEDED

G. Special Service Award-awarded on an as needed basis for special occasions and individuals dedicated the CVMA

AWARDS description and past nominees

A. Awarded from CVMA - CVMA Honorees

1) CVMA Merit Award- Significant contribution to advancement of CVMA

CVMA Member, not a Life member

Selected by Nominations Committee at August meeting, approved by Board, presented at December general Meeting by Past-President with a plaque

1991	Bob Keough (first year given)
1992	Shelly Rubin
1993	Roger Mahr
1994	Ray Wise
1995	Bruce Kramer
1996	Russell Chapin
1997	Glen Mayer
1998	Doug Carlson
1999	Larry Fox
2000	...
2001	...
2002	...
2003	Emil Baukert
2004	Glen Mayer and Jack Brar
2005	Andrea Wurzer and J Hagedorn
2006	Susan Ferraro
2007	Sam Morris
2008	Andrew Miz

2) CVMA Lifetime Service/Merit Award- Significant contribution to advancement of CVMA (as of 2008 we will only be using the term lifetime service award)

Must be a life member of the CVMA

The membership should be surveyed for possible nominees (to include people who worked for the CVMA even before current Nominations Committee could recall) via the May or June Bulletin and names submitted

to Past-President to bring to Nominations Committee. Selected by Nominations Committee at August meeting, approved by Board, presented by President-Elect at December General Meeting with a plaque.

Grant Misener (1st year given)
1991 John W. Hanover
1992 Jackl Dinsmore
1993 Jack Noyes
1994 Bill Barnes
1995 Irv Small
1996 Bob Keough
1997 Tom Russell
1998 Dan Parmer
1999 Richard Velders
2000 ...
2001 ...
2002 Michael Herlihey
2003 ...
2004 Roger Mahr
2005 Bruce Little
2006 ...
2007 Edwin Short (Service)
2007 Paul Arndt (Merit)
2008 Raymond D. Wise

3) President's Service Award- Significant contribution(s) to CVMA over lifetime or just recently

CVMA member or not, veterinarian or not

Need not to be given each year

Name submitted by president to Nominations Committee for consideration, approval and Board approval. Presented by President at December General Meeting with a plaque

1991 Mr. Frank Bloch (1st year given)
1992 Mrs. Helen Russell
1993 Mr. Norman Bloch
1994 Drs. Emil & Mary Baukert
1995 Eve Larocca
1996 Dr. Ray Wise
1997 Kate Chanirzadi
1998 Richard Guelzow
1999 Patricia Montgomery
2000 Elise Ciribassi
2001 Executive Board of the CVMA
2002 Tracey de la Navarre / Patricia Montgomery
2003 Norm Bloch and Executive Board
2004 ...
2005 Jack Brar
2006 Susan Ferraro
2007 Elizabeth Cutright
2008 Lori Civello

B. *University of Illinois CVM honorees-Outstanding Instructor Award

The Scholarship committee has been requested this info in the past only to have the help of the membership committee or office contact all CVMA members who graduated from U of I CVM in past two years and ask "Who was your favorite clinical teacher?" This can be done by requesting a filtered list from the office from our database and email request.

If answer is one of the past two years' winners, ask "Who was your next favorite?"

Same person can win only once every three years. Award is \$500 toward equipment or supplies used in teaching students; equipment is marked with CVMA name in years where budget allows.
Presented at Fall Conference in past recently moved to spring awards. Nominee is requested by January 15th
– Contact membership committee for assistance with award.

1994 Dr. Sandra Manfra Maretta
1995 Dr. C.W. (Bill) Smith
1996 Dr. Barbara Kitchell
1997 Dr. Sheila McCullough
1998 Dr. Ralph Hamer
1999 Dr. Gary Koritz
2000 ...
2001 ...
2002 ...
2003 Dr. Mark Oyama
2004 ...
2005 ...
2006 ...
2007 Dr. Anne Barger

C. UIUC CVM Student Awards-to be administered by our scholarship committee

1) CVMA President's Award for Excellence in Small Animal Medicine and Surgery-

Given to senior who is from our region or who has committed to working in practice in our region
Selected by U of I faculty
\$1500 to student
Name of President and student added to plaque at U of I
Presented at Spring Awards Ceremony to CVMA President

2) Dr. Edward Khuen Memorial Award for Excellence in Small Animal Dentistry

Given to senior who is from our region or who has committed to working in practice in our region
Selected by U of I faculty
\$500 to student
Presented at Spring Awards Ceremony by CVMA President

3) Dr. H. Preston Hoskins Scholarship Award*

Given jointly by ISVMA and CVMA to U of I student at Spring Awards Ceremony
\$500 award – our share is \$250 plus plaque
Supposed to go for proficiency in veterinary technical writing or editorial service

D. Awarded from ISVMA

1) ISVMA Service Award

May be nominated by any ISVMA region
Based on a point system with having served as ISVMA President an important criterion

1985 Dr. Richard Webster
1986 Dr. Robert McKinney
1987 Dr. Joseph Pula
1988 Dr. Paul Leonard
1989 Dr. Cecil Ingmire
1990 Dr. Warren Anderson
1991 Dr. James Meyer
1992 Dr. Jack Noyes
1993 Dr. Loren Gambrel
1994 Dr. Wayne W. Brown
1995 Dr. Wesle Biriety and Dr. Bill McEniry
1996 Dr. George Richards and Mr. Harold Hannah
1997 Dr. David McConnell

1998 Dr. Wayne Rehn and Dr. Thomas Amisell
1999 Dr. Bill Barnes

2) ISVMA President's Award

Given by ISVMA President; we are not involved in award

3) Dr. H. Preston Hoskins Scholarship Award* (see above)

4) Scholarship to attend AVMA leadership conference funded by ISVMA. The board chooses a recent CVMA grad (within 7 years) to attend the conference normally held in our district every year at the November meeting for attendance in January. Registration to the conference is covered by this conference.

E. Awarded from University of Illinois College of Veterinary Medicine and/or Alumni Association

1) Alumnus DVM

CVMA nominee every three years
Awarded at Fall Conference

2) Service Award

Non-alumnus veterinarian
CVMA nominee every three years
Awarded at Fall Conference for contribution to development of CVMA

1986 Dr. Ernie Boone
1989 Dr. William Barnes
1992 Dr. Lester Fisher
1995 Dr. Tom Russell
1998 Dr. J. E. Hagedorn

F. *The ISVMA President-elect - NOT AN AWARD BUT A NOMINATION NEEDED

The president elect comes from CVMA region every 3rd year, Requirements are that our nominee be an ISVMA member and be presidented 3 months prior to November convention.

1985 Bill Barnes
1988 Jack Noyes
1991 Warren Anderson
1994 Tom Russell
1997 Roger Mahr
2000 ...
2003 ...
2007 Shelly Rubin

G. Special Service Award -awarded on an as needed basis for special occasions and individuals dedicated the CVMA

2006 Patricia A. Montgomery – 13 Years of Service Award

Treasurer

Specifications of the By-laws, the treasurer shall:

1. Be appointed by and serve at the will of the Executive Board
2. Co-sign all checks which have been prepared by the Executive Director and which are supported by vouchers which are maintained in the CVMA Office
3. Provide the Executive Board with financial statements throughout the year
4. Prepare an annual fiscal report to be presented to the members at the time of the annual meeting
5. Be a member of the Budget and Auditing Committees

Other duties include:

1. The Treasurer should be familiar with the bookkeeping system and banking arrangements of the CVMA and make periodic inspections of the financial records
2. The treasurer should be kept fully informed of all expenditures and budgets approved by the Executive Board

Secretary

Specifications of the By-laws, the Secretary shall:

1. Be appointed by and serve at the will of the Executive Board
2. Assist office staff in completing CVMA office work (i.e. Bulletin, Preparing for Board and general meetings, Managing Correspondence, Communicating with board and committee members, Processing Annual dues, and updating office and CVMA SOP, updating calendar of events, updating Board and member committee list, and Keeping Meeting minutes and preparing their archiving annually in the office, collecting end of the year reports.)
3. Secure preparation of Board and general meeting minutes, review, once approved by appropriate meeting (at the next meeting of course) summarize to "motions approved" for bulletin use and submit to Bulletin before the 15th of every other month.
4. A Board and Committee communications list for email or mailing should be gathered at the first Board meeting in February and a hard copy should be available to the office as well as an email version for emailing to all the board members once prepared
5. The secretary should be cc'd on all correspondence that is passed onto the President for board meetings.
6. Monitoring the CVMA Office calendar to assure yearly/monthly deadlines included in this SOP, insurance, registering of corporation, etc are kept.
7. November confirm next years meeting schedule and have office reserve rooms for board meeting. Change meetings if any conflicts arise such as NAVC, Western States Conference, etc.

ISVMA Representatives

Constituent Regions shall elect one representative for each 125 ISVMA members or fraction thereof within the geographical boundaries of the Constituent Region (CVMA represents Region 7 of the ISVMA), as designated by the Board of Directors. If the ISVMA accepts our nominations, which are currently due 3 months prior to the ISVMA November induction at the ISVMA annual convention then we will appoint those members to our board as follows (pending bylaws change to reflect this 2007). The representatives shall serve as members of the Board of Directors of the ISVMA for three years. No voting rights are given, due to low attendance of ISVMA reps in the past, making it difficult to always meet a quorum. It is preferred a representative may serve only two consecutive terms. Any Constituent Region which elected more than one representative to the Board shall provide for staggered terms among its representatives.

Those ISVMA Region 7 reps that are CVMA members nominated by the board will be members of the Board of Directors, the representatives shall have, in addition to the powers and duties expressed in the By-laws, the following powers and duties:

1. To present to the Association, at each Annual Meeting, a report on all important matters that were considered and decisions relating thereto. The report shall include recommendations for action by the membership on all pending questions.
2. To review and take final action in all written complaints filed with the Chairman of the Board of Directors by the Judicial Committee, relative to the conduct of any member of the association. (no longer a requirement)
3. To review all proposed amendments to the Constitution and By-laws and report these to the membership with recommendations.
4. To review all proposed resolutions and report these to membership.
5. To appoint, every four years in an odd numbered calendar year, a member of the Association who is also a member of the AVMA to represent the Association in the House of Delegates of the AVMA. The Board of Directors shall appoint, at the same time, an alternate having the same status to serve in the place of the delegate, should the latter be unable to serve.
6. To assist in the development of legislation, rules, and regulations pertaining to animal welfare, to public health, and the practice of veterinary medicine.
7. To bring the Board of Directors the questions, concerns, suggestions and needs of their regional constituents.
8. To serve on the CVMA Executive Board, providing that the representative is a CVMA member in good standing, and to attend the CVMA Executive Board meetings regularly.
9. To provide the CVMA membership with periodic reports of ISVMA activity.

There are nine CVMA Board meetings and five or six ISVMA Board meetings which need to be attended by the CVMA's ISVMA representatives. The representatives are permitted to arrange schedules so that these meetings have at least one representative present without the need to duplicate efforts by all representatives.

Exert from ISVMA BYLAWS FOR REGION 7 REPS

ARTICLE XI: NOMINATIONS AND ELECTIONS - BOARD MEMBERS FROM CONSTITUENT REGIONS

Section 1 – Nominating Procedure

A. Constituent Regions shall elect representatives from within the geographical boundaries of the Constituent Region, as designated by the Board of Directors. The number of representatives from each Constituent Region shall be determined by membership participation as defined in Board policy. The right of a Constituent Region to representation on the Board shall not be altered by the fact that the President, President-elect, Vice-president, or Immediate Past-president may be from that region.

B. Representatives on the Board of Directors must be members whose business address is within the geographical boundaries of the Constituent Region or who qualify for membership as designated under Article XI, Section 1C.

C. Association members shall vote for representatives to the Board of Directors in the Constituent Region that contains their business address or in the Constituent Region in which they have membership in the Constituent Association and have so informed the Executive Director in writing. This notice shall be considered effective until a written change is received by the Executive Director.

D. During the year in which the term of office for a representative from a Constituent Region is due to expire, the Association shall send a nominations form to each qualified voting member at the location last recorded in the member's database profile. **Each qualified voting member is allowed to nominate a representative to the ISVMA Board of Directors from their Constituent Region. The nominee must be a current member of ISVMA. The executive board of the Constituent Region shall also nominate at least one candidate for each vacant position in the Constituent Region.***

E. The nominations must be submitted to the Association office by the submitting member(s) no more than 30 days after the request for nominations was transmitted.

F. The Association shall compile the eligible nominations for Constituent Region representative candidates, prepare a ballot for each Constituent Region, and distribute the ballots to each qualifying member in the Constituent Region at least 60 days prior to the Annual Meeting of the Association.

G. The completed ballots shall be returned by members to the Association's office for counting not more than 30 days after the date of transmission from ISVMA.

H. The candidate for a position who receives the highest number of votes shall be declared elected to that position. In the event of a tie vote, the Board shall select among the tied candidates at a meeting of the Board prior to the annual business meeting of the Association.

AVMA Elections

Elections for President-elect, District Board Representative, Delegate to the AVMA and alternate Delegate to the AVMA will be held pursuant to By-law 2, Section 4, By-law 6, Section 9 and By-law 4, Section 4A, respectively.

Nominations are requested in November.

Committees

Continuing Education
Executive
Judicial (inactive)
Historical
Human Animal Bond
Membership
Nominations

Public Education
Resolution and By-laws
Scholarship
Website
Technician
Human Association Liaison/Winter Gala/Rabies
clinic (inactive)

Selection of Committee Members

Successful committees function and make recommendations to the Executive Board. Since most committees are relatively small, each member plays a critical role in affecting committee operations.

The burden of finalizing a group that will function in a responsible manner rests with the President. He/she has to be relatively certain that the appointees will participate on the committee. When making committee appointments, he/she must attempt to be objective by considering all those who are eligible, and must put aside personal preferences and opinions that are not germane to the committee's responsibilities. The President should consider changing demographics of the membership, with special emphasis on women and recent graduates when considering committee appointments. He/she will rely on a list of potential volunteers provided by the membership committee off applications/renewals or referrals. Once the membership committee has screened the applicant, their interest is reported to the president for final approval. When a committee is formed to report on a controversial topic, care should be taken to appoint representatives from both sides of the question in order for the final report to be meaningful.

Qualifications to consider for selecting committee members – Is this person

1. A CVMA member?
2. Qualified for a particular committee?
3. Interested in that subject?
4. Dependable? (Will he/she attend meetings?)
5. Willing to accept responsibility?
6. Able to work with others?
7. Fair minded (respects different opinions)?
8. A good listener (to both sides of the question)?
9. Able to participate in decision making?
10. Able to abide by the majority decision?

Basic instructions to committees

The last factor to recognize that will affect committee functions is the geographic distribution of the committee members. It has been a common practice to have statewide representation on all committees; and for some types of committees this is desirable if qualified candidates are available.

Each committee member will receive a letter from the appointing authority that details: term of appointment; name of the chairperson; duty of the committee (per By-law, if any); the specific objective of the committee; and a list of committee members.

In addition, each chairperson will receive a letter containing additional information: a statement about taking the initiative to make the committee function; a statement to arrange for an early organizational and get-acquainted meeting; budget limitations for committee expenses; the time limit to accomplish the objective of the committee, where applicable; who to report to, how and when; any special instructions or limitation from the board; and a list of committee members.

Each committee chairperson should be supplied with an SOP. The President and President-elect should receive notice of all scheduled meetings of the committee as the ex-officio members of all committees.

Committee chairpersons shall consult with the Executive Director on all scheduled meetings of the committee. Committee chairpersons shall also strive to make committee meeting time efficient.

A) Nomination Committee – Past-President directs this committee (see Past President description for previous nominee listing)

There will be five members of this committee, consisting of the current Past-President and four immediate Past-Presidents. The immediate Past-President serves as the chair of this committee. Each member will serve five years, with current Past-President replacing vacant position.

Board Business nominations committee:

In June, submit a budget request for the upcoming fiscal year (October 1 – September 30) to the President-elect. For expenses (stamps, etc), submit receipts to the Treasurer for reimbursement. Request CVMA letterhead paper and envelopes as needed. By mid-December, submit a year-end summary report to the Secretary. A copy of the most updated award descriptions and winners shall be kept current in this SOP. The awards will be kept updated by the most immediate Past-President of the CVMA and passed along to his/her successor as well as the CVMA secretary to update the SOP.

1) Annual December General Meeting (replacing winter Gala) Awards

The following awards are given for work done the past year. Nominees come from the Nominations Committee no later than November 1st (Early submission of Aug or Sept preferred) so plaques can be order in a timely manner and awardees be invited (by the office) to the awards ceremony) and are approved by the Board prior to the December General Meeting. Criteria and process are as stated below:

CVMA Merit Award Criteria:

A CVMA Member

Has contributed significantly to the advancement of the CVMA

Lifetime Membership

Has been a continuous member of the Association for 35 years. Or has been a continuous member of the Association for 30 years and is 65 years of age or older. This will have to be readdressed in bylaws as our records are incomplete making it impossible to verify continuous membership. These awardees names are provided by the office with the assistance of the historian using bulletins to list induction dates to assess length of membership.

Lifetime Merit/Service Award Criteria (prefer to term only as service award for simplicity sake from 2008 forward):

Membership of the CVMA recommended to have achieved Lifetime Membership (whether recently or not) and has contributed significantly to the advancement of the CVMA

President's Service Award Criteria:

May be a member of non-member, veterinarian or non-veterinarian

Has contributed significantly to the advancement of the CVMA, whether over lifetime or more recent contributions

Does not need to be given each year

Names for potential awardees other than life members shall be submitted to the Nominations Committee by any member in good standing (Five Past-Presidents, by the President for consideration and approval).

2) President-elect of the ISVMA

Every third year, the CVMA will be asked to submit the name of a regional member for the President-elect of the ISVMA to the ISVMA Nominations Committee. Currently, the member is required to practice within the geographical boundaries of the Chicago area. Other criterion is membership to the ISVMA. The nominations must come from the CVMA Nomination Committee and shall be approved by the Board.

3) Eve Larocca Scholarship-no longer offered

a) This scholarship is coordinated in cooperation with all regions of the ISVMA.

b) This scholarship would run in perpetuity, and provide a scholarship each year to a student, selected by the University, with appropriate qualification including meeting attendance, good standing and leader qualities.

B) Student Scholarships and Awards:

This committee shall review all scholarships and awards and their criteria to determine the appropriateness of each and serve as a liaison to the UIUC CVM concerning such. UIUC CVM chooses the awardees per our descriptions of each award. See EB meeting minutes for list of past student winners. The chair shall attend the annual spring banquet where the students will receive their awards.

It is hoped in the future monies will be able to be raised at a separate fundraiser event which had been previously held at the Winter Gala as a silent auction of items donated by members.

University of Illinois Scholarship and Awards

CVMA Scholarship – (\$4,000/Certificate) – Awarded for an essay written on how the student will benefit the veterinary profession in the Chicago area after graduation. Minimum 2.5 GPA, financial need and continuous membership in SCAVMA

President's Scholarship – (\$1,000/Plaque at college) – Awarded to a fourth year student for excellence in small animal medicine and surgery. Nominated by the small animal medicine and surgery sections.

Dr. H. Preston Hoskins Scholarship Award – (\$500/Certificate) Dr. Hoskins served as editor for the AVMA Journal from 1923 to 1939 and edited many publications. Dr. Hoskins contributed significantly to the CVMA and ISVMA. This honor is presented to a veterinary student for proficiency in technical writing.

Edward C. Khuen Memorial Award – (\$500/Certificate) – Dr. Khuen, a veterinarian in Chicago and a Cook County Rabies inspector. Dr. Khuen was influential in promoting the passage of many state laws affecting veterinary medicine and public health. This memorial award goes to a fourth year student for proficiency in small animal dentistry.

Additional Miscellaneous Awards

Erwin Small First Decade Award – (Letter of Nomination from CVMA to ISVMA) – Presented for significant contributions and service to the Illinois State Veterinary Association. As a recent graduate and ISVMA member within 10 years of graduation. Nomination due by August 31 for November ISVMA Convention (if we have a nominee). An application can be requested by the ISVMA.

U of I Outstanding Instructor – (\$1500) – Provides excellence in clinical instruction. Should be coordinated with recent graduates of the University who are members of the CVMA. Nomination due by Jan 15 for Spring Awards ceremony. Jim Pound as of 2007 accepts nominees. The CVMA office can provide a filtered list of recent grads and send out an email request a nominee from the grads.

C) Budget-currently inactive committee –see President-elect

There will be three members with three-year terms with one appointment each year. The Treasurer will be an ex-officio member of this committee.

Each member shall receive a copy of the audit or annual review made by a professional auditing firm and shall review items in the report.

This committee shall review the past year's budget compared with the actual expenditures. They shall recommend an amount of money available to the president and the Executive Board for the next year's activities, which will be based on the present bank balance, a projection of the estimated income, and past experience. This committee shall present a written report of their findings and recommendations to the Executive Board.

This committee shall meet three times per year: In September to recommend a budget; in January to review the year-end statement and make adjustments to the budget, if needed; and in July to review the first six-month statement and make recommendations, if needed.

D) Bylaws Committee

The resolution and bylaws chairperson is responsible for editing existing and formulating new bylaws and resolution for the CVMA. He/she is to attend executive board meetings to enable an understanding of the needs of the board when a change in a bylaw or resolution is needed. The chair is to request input from the executive board or other individuals with a background in the issue at hand in order to facilitate the formulation of the bylaw or resolution. He/she is then to report back to the board at the next scheduled meeting for approval of the draft and final vote by the general membership.

E) CE Committee

There will be eight to nine members of this committee. Four appointments are preferred to be made each year. (Note: It is desirable for the assist chair to be appointed one year prior to becoming the chairperson). There will be 6 day long seminars focused on small animal medicine and one day long seminar focused on practice management. Each member is assigned a lecture to be responsible for. A tenth member may be utilized to help coordinate sponsorship.

Responsibilities by month:

January:

- a) Ask interested CVMA members to join committee directly or contact membership committee for list of interested members who wish to volunteer but have not been assigned to a committee.
- b) Solicit/finalize vendors to have booths at the Wednesday seminars of the current year if not already done so, we have lately increased are booth space up to 6-8 per meeting and now have a volunteer for this position as the office can not directly solicit funds due to our nonprofit status. They may assist a member in mailings and the like..
- c) Meet with committee to choose topics, speakers, and dates. Assign each member to be a contact person for a speaker (late Jan or early Feb).

February:

- a) Finalize speaker selection and complete commitment from all speakers including bibliographies and topic descriptions for following year.
- b) Set speaker's honorarium with Executive Board

May:

- a) Obtain information on past 3 years of costs and income from CVMA office to help plan budget/subscription series.

July:

- a) Set fees for subscription series and sponsorship/booth space for following year currently \$3000/lecture plus travel and \$300/ booth

August:

- a) Turn in speaker's names, topic titles and summaries for subscription brochure to CVMA office for publication and to be mailed with annual dues.
- b) Contact facility re: following year's contract (Wed CE room, general meeting room and equipment, AV equipment and lunch).

October:

- a) Send brochures to CVMA members and selected other interested parties (such as NIVMA).
- b) Send brochures to each speaker
- c) Send brochure and summary of responsibilities to each committee member.
- d) Send list of speakers, dates, topics and contact person/phone number to DVM magazine
- e) Send sponsorship letter to vendors for subsequent year (include brochure and reiterate commitment dateline. Accept payment and send to CVMA office (who will send receipt to company)

December:

- a) Send thank you letter to each current years speaker on behalf of CVMA
- b) Submit annual report to CVAM Secretary
- c) Discuss with co-chair any additions to CE committee and select members for next year (contact membership chair/office for list of potentials.

Misc:

Contact person responsibilities:

- a) Attend CE committee meeting, solicit assigned speaker and obtain written consent by the end of March.
- b) Speaker's airline/hotel reservations will be made by current travel agency info found in CVMA office. Closer to date, contact Limo driver for local transport.

- c) Eight weeks prior to the meeting, contact speaker and ask for handout material to be mailed/mailed within thirty days. Forward to Kwik Kopy/verify they received (approx 225 copies?)
- d) Five weeks prior to lecture, call speaker to remind him of the promised note (if necessary).
- e) Timetable for seminar: Do we have one anymore? Other stop at noon and go from 8am-4pm, registration at 8am
- f) Send thank you letter to speaker after seminar. Reinforce that speaker needs to send expense report to CVMA office for reimbursement.

Chairman's responsibilities

- a) Responsibilities as outline in above timeline
- b) Within three weeks of lecture date confirm payment and attendance of vendors who will have booths at the seminar.
- c) Important numbers-see office SOP-located in CVMA office under CVMA everyday on F drive and on hard copy.

F) Executive Committee

This committee consists of the President, President-elect, Past-President, Secretary and Treasurer of the Executive Board. The Executive Director will be included in meetings for the purpose of recording minutes. The President is the chairperson of this committee.

G) Judicial/Grievance Committee - currently inactive committee

There will be four members with four-year terms with one appointment each year. All members should represent Past-Presidents of the association.

The goals of the CVMA Judicial Committee are to provide a neutral third party to try to resolve conflicts between clients and veterinarians and, where appropriate, make suggestions to the veterinarian involved so that similar situations may be avoided in the future.

Committee responsibility: Disputes/grievances between members and complaints from the public shall be referred to this committee.

Grievance procedures: When a grievance is received by the CVMA Office, the following procedure will be followed:

1. Determine if the grievance is against a member of the CVMA or if they should be referred to the IDPR. The Office Administrator will handle all calls of a judicial nature.
2. If the CVMA is handling the complaint, this is the process that will be followed:
 - a. The committee will be asked to review the complaint. Each member will receive a copy of the complaint and give their opinion to the chairperson.
 - b. One member will be asked to settle the dispute in a timely manner. This will be accomplished by talking with the client or complainant and the veterinarian. Speed is essential. People who file a complaint are angry and want action.
 - c. The member who is assigned the case will be asked to write a draft letter to the complainant indicating the resolution and send the letter to the CVMA Office.
 - d. If there was no resolution, the committee will be asked to meet and to recommend a resolution.

Additional information:

1. The chairperson of the committee shall be the most senior member, when appropriate.
2. A yearly report should be submitted to the Executive Board listing the number and types of complaints received, resolved and pending.

Guidelines for handling complaints:

Client complaint concerning CVMA member

1. Telephone complaint

- a. Inform complainant that complaint will be recorded.
- b. If client wishes a thorough investigation, tell him/her to submit the complaint in writing with all details and names of veterinarians involved, and discuss the complaint with him/her when necessary.

2. Written complaint:

- a. Designate a committee member to investigate the case.
- b. Acknowledge receipt of the complaint to complainant immediately and inform him/her that a full investigation will take place.
- c. Submit a copy of complaint to involved veterinarian.
- d. Request from involved veterinarian copies of the case records, any pertinent information, and a response from the veterinarian.
- e. Designated committee member considers the material and forms an opinion and an answer for the complainant (consults chairman and other committee members before making a final decision).
- f. Submit a written final decision concerning the complaint to the complainant and send a copy to the involved veterinarian(s).
- g. Keep all material concerning the complaint and its investigation on file.
- h. If the committee interprets the case to be malpractice or negligence by the veterinarian, it must be presented to the Executive Board.
- i. If the involved veterinarian does not respond to a committee request in three weeks, the case is referred to the Executive Board.
- j. The committee may hold hearings with the involved veterinarian and/or the complainant as deemed necessary. The committee may request to inspect the involved veterinarian's premises and observe his procedures and techniques. If

complaint is already filed with the Dept. of Registration and Education when the committee receives it, the committee will defer investigation until after a decision is rendered by the Dept. of Registration and Education.

3. Client complaint concerning non-CVMA member

Complaints regarding a non-CVMA member will be referred to the Illinois Department of Professional Regulation.

Responsibilities of Judicial Committee chairman

- a. Make sure each committee member has a copy of the "Standard Operating Procedure of the Judicial Committee"
- b. Have CVMA Office send CVMA stationery to all committee members for use in all correspondence
- c. Designate a committee member to investigate each written complaint. Maintain all records of complaints
- d. Maintain a file of all cases and all material concerning their investigation. Prepare and submit a written annual report to the Executive Board

Responsibilities of Judicial Committee members

- a. Be familiar with and follow the "Standard Operating Procedure of the Judicial Committee". Maintain close communication with the committee chairman
- b. Notify chairman in writing after acknowledging receipt of the complaint to the complainant and submitting copy of the complaint to the involved veterinarian
- c. Consult with the chairman to formulate a final decision concerning the complaint
- d. Send a copy of the final decision and all case material to the chairman after completing the investigation
- e. Use CVMA stationery in all correspondences

H) Historical Committee

This committee is a special committee with no term limits. This committee will be responsible for retaining historical information (mainly in the form of past bulletins). They will provide an article for the bulletin which is to be submitted by the 15th of every other month. When necessary they will assist in highlighting special past/present/deceased members.

I) Human Animal Bond

This committee will have a chair/co-chairs and minimum of 4 committee members to assist with handling the grief hotline, mailing grief letters/pamphlets, and training new member as well as direct the operations of the WINGS support group. The Wings Support group started in 2000. The grief helpline was established in 1993.

Grief Helpline-

1. **This helpline is available to the public-** It is marketed to the public via pamphlets that are available for purchase from the office. The helpline exists as a voicemail box where calls are retrieved remotely by the volunteers from their homes or offices. Training on usage is available by committee members as described below.
2. **Scheduling of volunteers for the hotline-**The scheduling is done by computer. Each volunteer gets a specific weekday that he/she is available according to available schedules amongst volunteers. We now have 5 week cycles with approximately 24-28 volunteers and rotations are listed 4-5 at a time via mailings to volunteers. Volunteers are encouraged to trade days if there are conflicts rather than change scheduling system.
3. **Volunteer Training-**
 - a. It will be necessary to hold a training seminar as needed to keep the number of volunteers adequate. Planning will need to be done several months in advance. As the UIUC CVM is now training students for grief counseling getting a recent grad list from the office yearly is encouraged to enhance participation.
 - b. **CE Credits** – They are arranged before the program date and no longer need to be approved by the Dept of Prof Regulations as we are under the umbrella of the ISVMA. One credit per hour of instruction is the standard. The session is usually five hours long. We present it to the members as a program on grief and the human animal bond rather than a training course.
 - c. **Speakers** need to be set up well in advance. They should all be properly credentialed and experienced in pet loss grief. Generally they are licensed social workers or psychologists. The instruction regarding the operation of the Helpline is done by the committee members. Our counselor referral list is a good source of knowledgeable speakers.
 - d. Refreshments are included usually we order in subway sandwiches, soda, and a “good grief Charlie Brownies” for our lunch break as a tradition.
4. **Phone Mail system-** This needs to be monitored to see that no calls have been overlooked. This is especially true on Monday where the calls may have been sitting over the weekend. Messages are now kept on a voicemail for 14 days. The extra reminder for retrieving messages now should be to press #1 (to listen to saved messages) when listening to messages even if the voicemail says there are no new messages. Volunteers are reminded of this with each new schedule. Any saved calls need to be pursued to see if they were contacted. Trouble shooting, basic questions and inquiries are best picked up and answered by one of the chair people.
5. **Information Sheets-** After each call, the volunteer fills out a sheet on what information he can on the caller. The main bit of information is what kind of informational material can be sent to the caller. We have evolved a standard packet that includes a Helpline pamphlet, a description for the Helpline activities and suggestion for “donation” (loosely used term here) and an array of reprints, poetry and other helpful information. The info sheets are used for the appropriate mailings. Often some information on children and grief is added. We have a few coloring book type sheets recorded with what was sent and when and then are kept for future reference. These mailing are easiest when made ahead of time. The envelope is then stuffed with the appropriate information, Helpline return and a correct stamp is applied. All that needs to be done is the caller’s address and any extra reprints added. This way the packet can go out the very next morning after the call. While you are at the post office get stamps for priority mailing of the sympathy cards and pamphlets. Priority mail is the most cost effective way to mail these bulkier items. As of recent the office has been storing and mailing out packets.
6. **Counselor Listings-** Each year one must update the information of the counselor to make sure they are up to date as well as their availability.
7. **Promote the Helpline-**The best way to promote the helpline besides the Bulletin/Website is for the grief committee members to pitch the helpline and use of sympathy cards at the CE meeting/general meetings. It is also a good chance to solicit members to volunteer for the helpline.

The Helpline Pamphlet-This advertises the helpline

1. They are sold to CVMA members at \$10/50 or \$15/100 plus postage (unless brought to CE meeting where postage is obviously waived). Double that price for non-members. This is slightly above cost and generates only a small profit. Donations (term used loosely again) are the support of the helpline.
2. The pamphlets have been printed in lots of 10,000 for about \$400 back in 1998. See Dr. Baukert for current printing company who has the current pamphlet and current costs.
3. If reprinted the time for monthly counseling sessions will have to be corrected as it currently incorrect. They are trifled and banded in lots of 50 to make them easier to send out.
4. The pamphlets currently have a bibliography and sources of the books for those in need of further assistance. This bibliography will have to be regularly updated.

Donations-Donations/contributions to the committee fund by callers are sent a special donation card that is sent to the caller. This should be done timely as things are often delayed by the fact that they go through the CVMA office first before they get forwarded to the committee. (AGAIN THE TERM DONATION WILL HAVE TO BE ADDRESSED AS THE CVMA IS NOT NONFPR PROFIT LICENSED FOR DONATIONS. WE WILL HAVE TO SPEAK WITH OUR TREASURER ON HOW THIS CAN BE ACCOMPLISHED, WHETHER TERMINOLOGY IS CHANGED AS THEY ARE MORE PRICES FOR ITEMS PAID BY MEMBERS)

Sympathy cards-designed by Mary Baukert to be sent to doctors who order them or are given directly to a grieving owner from the committee

1. They are sold \$60/10 plus postage as generic sympathy cards to CVMA member hospitals. It has a piece of parchment glued inside with the statement that this doctor or clinic has made a donation to the helpline in the name of their pet.
2. The term donation is used loosely as the CVMA is not licensed to accept donations so it is seen as an additional fee paid by our members to be allotted to the committee to support the hotline.
3. The inserts are printed out on our computer and then cut, folded and pasted to make the card look really special.
4. Each card has a return addressed envelop (as if it came from the CVMA office) a helpline brochure and a reprint on pet loss grief enclosed. In future may it be suggested that participating hospitals using the cards initial their hospitals above the CVMA return address to allow us to identify returned mail to the correct hospital.

Volunteers-They should be rewarded and supported by communicating with them about their problems and feelings. Offering meetings where they can unload and feel rewarded for their efforts. Send a little gift or card during the Holidays to let them know how important they are. We have sent a paperback copy of Quackenbush's book and a pet bookmark in the past. It is also good to mention them in the newsletter within an article at the end of the year.

Wings – Pet Loss Support Group

Meets the 1st Wednesday of every month at 7:30 p.m. at the CVMA Office, 100 Tower Drive, Suite 234, Burr Ridge. (No reservations needed).

There is no charge for attending Wings. These services are funded primarily by sales from grief pamphlets. We encourage the public if interested to share with us in any poems, drawings, prose or any creative expression of the love for your pet. The chair of the committee will prepare the conference room prior to each session and secure a counselor from which the office reimburses through the treasurer. The chair will communicate to the office what dates need to be reserved for the CVMA conference room for the year.

J) Humane Association Liaison-this committee is currently non existent

In its place we simply have a running list of all the shelter/rescue organizations on our website and we correct it as those associations call and request it or annually by the staff calling all those listed. For purpose of possibly restarting the program the SOP has been left available.

General Purpose (PREVIOUSLY when operating) - To increase communication and understanding between the veterinary community and all Chicagoland humane associations.

Chicagoland Shelter and Rescue Group List

1. Compile a list of all shelters and rescue groups by asking existing shelters and rescue groups for any additions and corrections, and providing these to the CVMA Office
2. As soon as additions or corrections become available, they MUST be published in the next CVMA Bulletin so that members may add to their existing lists
3. Annually mail the updated list to all CVMA member veterinarians (in June Bulletin) and all human groups (with their award applications). If there are no changes in the list, you need not send out a new one, but state in the June Bulletin that last year's list is to be used regularly to encourage adoptions, help find lost pets, and aid in networking between human associations
4. Answer questions from the public regarding the groups (phone numbers and general location only). Be clear that the CVMA does not endorse any group

CVMA Humane Association Awards Program-not currently awarded due to budget limitations

In 1993, the CVMA Board voted to award the three best human associations on the CVMA area. The first place winner get \$1000, second place \$500, and third place \$250. In 1994, it was voted to award honorable mention to all associations earning over 90%\$ on their applications. They receive a certificate and an invitation to the dinner dance at their own expense.

Application Form

In 1994, a detailed application form (with suggestions on improving shelter conditions, animal care, public education, fundraising and networking) was completed and approved by the CVMA Board. On it, the scoring system is clearly indicated, making the selection of winners an objective process. (12 hours work was needed for application preparation.) The CVMA Board will annually review the application and make changes if necessary.

1. Submitted applications are due by June 30. The application must be no longer than 1 page, double sided.
2. The application form and an accompanying letter of explanation must be sent to all groups on Shelter and Rescue Groups list in December.
3. In June, inform the CVMA Board of the time, date and location of the committee meeting at which applications will be formally scored (this meeting should be held in September). Invite any interested Board members to attend via a notice in the June Bulletin.
4. Provide all committee members and interested Board members with copies of the applications at least one month prior to the scheduled meeting.
5. Committee and Board members should carefully study each submitted application and mark their scoring suggestions prior to the scheduled committee meeting.
6. Send all scored applications to the CVMA Office three weeks prior to the November Board meeting.
7. Announce all chosen winners in the Board packet sent out prior to the November Board meeting and inform Board members that copies of the final versions of the scored applications are in the CVMA Office and are available on request.
8. A letter should be written to all participants thanking them for their participation. Personal phone calls should be made to the top three winners within two days of Board approval.
9. CVMA Office to coordinate plaques, certificates, and checks for awards presentation. The CVMA Office to coordinate press release for awards presentation.
10. A representative from the Humane Association Liaison Committee must attend awards presentation to present the awards with the current CVMA President.
11. The three winning applications should be sent to all CVMA veterinarians in the March Bulletin to increase shelter awareness.

The Humane Association Liaison Committee (HALC) shall communicate with the AVMA about the National Council on Pet Population Study and Policy, including the national list of all shelters in the United States, and share information with the CVMA members via notices in the Bulletin.

K) Winter Gala Dance Committee-no longer offered due to poor attendance. All activities are performed at annual December General Meeting held at December CE at noon. The SOP has been left available in case a similar social event may be restarted.

President-elect selected chairman for the dinner dance

1. Chairman should attend the current dinner dance before assuming the job. Chairman may enlist aid of spouse and/or other helpers
2. In February, set a date which does not conflict with another meeting
3. In March, make arrangements with hotel
 - a. Get information on cocktail hour, dinner menus, and overnight accommodations
 - b. Small deposit will be required by catering manager
 - c. Contact band leader or booking agent for a band
 - d. Check with catering manager to see if non-union band can be used. Greater variety of choices
 - e. Money-saving – if union band must be used, then sign a contract specifying number of musicians, hourly rate, types of instruments, and length of time they are expected to play
4. In August:
 - a. Make selections for cocktail hour and dinner
 - b. Catering manager will put meals on updated contract
 - c. About ½ the total cost of the dinner sales will be expected as deposit
 - d. Select a printer to develop and print invitations and envelopes (this usually takes about six weeks)
5. Miscellaneous
 - a. Centerpieces are up to the imagination of the chairman, chairman's spouse or other helpers
 - b. Mail invitations two months prior to the event without the tickets
 - c. Give the catering manager the total number of guests 2-7 days before the event. THE COUNT IS CRITICAL, so mail tickets only after the check is received.

L) Legislative Committee

This committee will consist of a chairman/co-chair and committee members

Committee Chair/Co-Chair

1. To consult with and report to the "Board" according to the "Bylaws".
2. To facilitate frequent productive committee meetings and to evaluate/review committee assignments/duties.
3. To prepare an annual committee report to be submitted to president elect at years end by (December for January).
4. The legislative SOP shall be reviewed no less than annually for compliance and effectiveness and revised as necessary.
5. On the CVMA database there is a list of members whom have legislative interest and may be called upon in times of necessary politicking (contacting their alderman).

The purpose of the legislative committee is to review local and regional legislative issues which affect our association and which govern and/or influence the veterinary profession. It is also to be proactive and advise our association and legislators on all matters pertaining to animals at a local and regional level, so that legislation favorable to our profession and animal well being may be enacted. The committee will cooperate in obtaining the enactment and enforcement of Illinois laws designed to protect the public health. (See – "Bylaws" Section 2.2). Finally, it will collaborate with ISVMA, AVMA and other organizations to achieve results.

Committee members are to:

1. To assist the Committee Chair/Co-Chair with fulfilling the work of the committee.
2. To attend/participate by telephone conference call or otherwise contribute to the committee meetings.
3. Committee Secretary – Committee Chair or a committee member assigned by Committee Chair to keep minutes of meetings, record them to legislative database, and aid in dissemination of information to fellow members.

DEFINITIONS that may be used in communication to express timeline of response needed for legislative alerts:

1. "Immediate" - Action needed with 24 hours (phone call).
2. "Urgent" - Action needed within 1 week (email/phone call/fax).
3. "Semi-urgent" - Action needed in 2-4 weeks (mail/email/fax).
4. "Routine" - Action needed within the month (submitted in committee report prior to meeting, able to address at monthly meetings)

Materials/Means of communication

To facilitate effective communication, this committee will require:

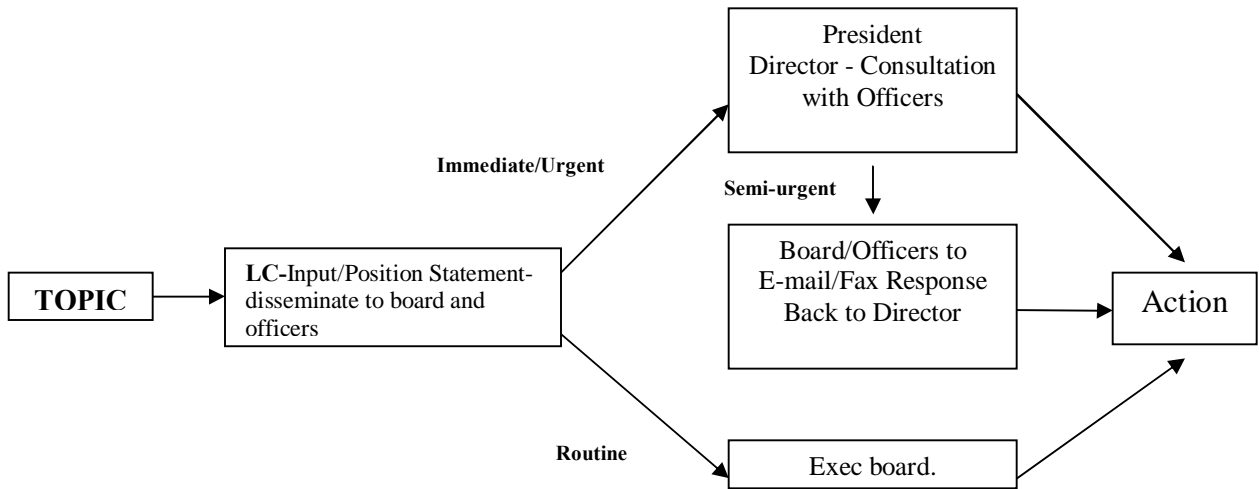
1. Custom printed business cards for its Committee Chair(s).
3. Letterhead
4. Legislative Database (Legislative articles, legislative contacts, meeting minutes)
5. Letters, e-blasts, faxes, newsletter, and website will be used to disseminate information

All materials will reflect the Committee Chair(s) name with the Chicago VMA Office contact info.

Procedures

Communication

All verbal and printed correspondence is to be routed through the CVMA Office via initial contact with the Executive Director and the President. Should the CVMA wish to have approved statements released, said statements will be provided to and issued by the committee chair(s) via urgent or routine communication (see definition). No committee member shall release statements on behalf of the CVMA, unless statements are approved by the CVMA. If appropriate an individual committee member will be assigned a topic for any follow up concerns regarding said topic/legislation.



M) Membership and Member Services Committee

This committee shall have six members with three-year terms with two appointments each year preferably.

If funds are available and the Executive Board approves, two receptions a year are planned.

1. A welcoming reception for the August meeting
 2. Send invitations to members who have joined since the previous January and to prospective new members. Include an announcement in the August Bulletin
 3. Plan a Christmas reception for the December meeting
 4. Include an announcement in the December Bulletin
- +This has not happened since prior to 2003

Monthly or on a rolling basis

- A. Review new member applications with assistance from the office staff
 1. Make sure all information is correct and applicant is from AVMA-approved school of veterinary medicine and has two sponsors.
 2. Do this prior to the Board meeting, then recommend Board approve applicant
 3. Once members are approved, send out a "receipt of application" to applicant and inform them they have been approved by the board and invite them to the general meeting where they will be formerly inducted. Once inducted, send out a new member kit located in the back wall of the office store room. This can be prepared and mailed out by the office staff.
 4. Split up new members amongst committee members to call and welcome to the association and confirm those who wish to volunteer (keep a running list throughout the year as some may not be ready yet to volunteer).

Throughout the Year

- A. Attend Board meetings
 1. To report applicants to the board and any membership activities. Presently we have had free CE seminars focusing on non-medical topics, February Student Bulletin, April UIUC College of Vet Med Pizza party, July New Grad Happy Hour/Annual Membership Meeting, and August Dog Cruise with Mercury Cruise Line.
- B. Attend General Meetings
 1. Read names of new members and their endorsers and move that these doctors be accepted for membership in the CVMA.
 2. Send updated SOP report and end-of-year report to President-elect.

New graduates/ Student Bulletin

1. Prepare New Grad Bulletin which contains articles from your committee and board members encouraging student participation in organized veterinary medicine as well as the latest classified ads from our regular Bulletin. It is to go out in late February or early March to 5 local CVMs (Illinois, Madison, Iowa, Purdue, and Michigan). The office has the layout and can simply plug in the articles to the appropriate format for emailing. You must verify the administrator emails of each school for distribution.

New Member Applications

Send a confirmation of receipt of applications as they are received/approved by the board which ever is appropriate depending on the timeline in which the letter goes out. A copy of the letter is kept under the membership folder on the office computer.

New Members

Upon acceptance of a member into the CVMA, each person should be sent for following:

1. Letter of acceptance
2. Inform member directory can to be downloaded off website
3. Member brochure
4. User ID and Web site information
5. Member static sticker
6. CVMA member sticker
7. Grievance brochure/form

Dues notices

This committee will have oversight of the dues notices. All dues notices are to state that dues are due December 31. All statements after that will state that dues are overdue. Dues notices will be sent monthly beginning on November 15. The schedule of dues notices is as follows:

- 1st notice: October 15. Send dues statement stating dues are due December 31. Place this in the December newsletter.
- 2nd notice: December 11
- 3rd notice: January 15
- 4th notice: February 15
- 5th notice: March Board meeting. Give a list of names of those in arrears to the district representatives on the Executive Board so they can call these members. Calls must be made before the April Board meeting.
- 6th notice: April. Send a letter notifying members that if they don't respond they will be dropped from membership at the May Executive Board meeting.
- Terminations: May Executive Board meeting

After termination, send a letter to all who are terminated within a week of termination.

Delinquent Dues

In the past, we and the board members have called members who are delinquent. Currently, our staff sends final reminders.

Student members

New graduates

Student memberships will go from January 1 – December 31. New graduates are free of charge upon first year of graduation. Dues notices are sent following year end.

Termination of membership

The CVMA has the right to terminate members at its discretion.

A member who is being considered to have his/her membership terminated will be notified and given the opportunity to appeal, in writing, to the Executive Committee within 15 days of the notification. If no such written appeal is received, the Executive Board will vote to determine if his/her CVMA membership will be terminated.

Non-members

The CVMA Office should invite all new Chicago licensees, to join on a monthly basis (when they get their licenses).

On a yearly basis, preferably in April, the CVMA Office should purchase a master list of Chicago licensees from the Department of Regulation and Licensing to update the non-member list. Send an annual request for membership from this list.

Member service proposals

- a. Must be consistent with the goals and ideals of CVMA
- b. Are subject to review by the Board with it having exclusive right to deny or cancel at any time

If the committee chooses not to provide the proposed member service, it may be worth educating the members on their need for such a service.

*Protocols for the above activities can be requested from the office.

N) Public Education and Marketing Committee

This committee shall have six members with three-year terms with two or three appointments each year.

The mission of this committee will be:

To provide the public with information in order to increase its awareness and use of veterinary medical services throughout the city of Chicago while increasing economic opportunities for veterinarians.

The goals of this committee are:

1. To promote veterinary medical services to the public
2. To promote the veterinary medical profession to other groups
3. To maintain a high image of the veterinary medical profession
4. To assist the CVMA members in developing information plans and visibility

Responsibilities

1. Present Public education Committee report to Executive Board and final report to secretary prior to December annual meeting.
2. The Public Education Committee should be responsible for development of all school and educational programs
3. Public Education Committee meetings should be held once a month, with the exception of January, July and August
4. Research, review and adjust Public Education Program strategy

Public Education Director-this position is no longer held by the staff and will need to be reviewed

1. Responsible for public education update of the CVMA Bulletin.
2. A copy of all press releases at the CVMA Office.
3. Responsible for minutes of every meeting with the Public Education Committee.
4. The Public Education Office should be responsible for investigating all potential shows or events in which the CVMA may wish to participate.
5. Coordinate booth activities, materials, and participants for all trade shows.
6. Committee members to be contacted on a weekly to bi-weekly basis. Press releases to be sent out bi-weekly to all media contacts.
7. All press releases to be sent to one or more members of the committee for review and approval.
8. Public Education Office should be informed on all the latest developments in veterinary medicine.
9. Develop and script television and radio campaigns, including purchasing media time if requested.
10. Media should be contact weekly to bi-weekly.
11. Maintain and update current media database.
12. Work with the current President and Board members on specialty projects as requested.
13. Coordinate and confirm talent for all media appearances/other requested public events (i.e. IKC show etc) utilizing both committee members and CVMA members who opted to volunteer on an occasional basis.
14. Maintain press clippings and log of all confirmed media appearances.
15. Maintain and nurture relationship with the University of Illinois. Facilitate and coordinate any activities on behalf of the CVMA.
16. Seek educational opportunities with other organizations, including Brookfield Zoo, Children's Hospitals, etc. to further the knowledge of veterinary education.
17. Develop and maintain budget for the Public Education Committee.
18. Present Public Education proposal in August to president-elect for upcoming year.
19. Responsible for year-end review of all activities for Public Education Program.

O) Technician Committee

This committee will consist of a chair of a one to three year term and necessary committee members (2-4 recommended) which usually consist of technicians of member hospitals. A minimum of one seminar per year will be planned, preferably two or three. Prepare a budget for the annual budget meeting and a report post seminar to be submitted to the secretary.

1. Location: It is currently being held free of charge by the Anticruelty Society in downtown Chicago.
2. Expenses: To meet all the other expenses we need 60 attendees but our goal has been 100. Our maximum number had been 96 in one of the seminars so far.
3. The seminar should be partly sponsored by vendors. They would provide partial cost of notes, food, and beverages. You may wish to speak with the office on who has sponsored the regular CE so as not to as a sponsor for multiple donations. Dr. Natalie Marks is currently assisting the office in sponsorship feel free to contact her.
4. Every person who has attended the seminar before should be notified by regular mail about the coming seminars. The most common complaint that I hear from the technicians is that they do not get the information about the meetings.
5. It is recommended a local speaker should be invited so that we do not have to pay for their travel, board and lodging which could be very expensive. Often they will donate their lecture fee as well if a CVMA member is chosen.
6. It is recommended a small fee be charged to attendees to decrease missed attendance. The CVMA office will assist with publishing the event in the bulletin (we recommend a separate sheet of paper inserted in the bulletin or a tear off, (so it can be removed posted in clinics). The office will also, per the chairs instruction, eblast all the members. The office will register the technicians and assign appropriate CE credit. As we fall under the umbrella of the ISVMA we are already approved to offer CE credit without separate request from the Illinois Dept of Regulation.
7. Request sign in sheets from the office to be used the day of to confirm who attended for proper CE credit.

Previously this committee met as a regular group on the second Tuesday of each month, excluding Jan, July, and August. Speakers were voluntary and local. Two wet labs were held each year. Technicians were presented with certificates of appreciation who worked on the committee at the end of the year.

P) WEB SITE

This committee will have a chair or chairpersons who work with the CVMA webmaster and office administrator in maintaining the CVMA website. The website will serve as the internet communication tool for CVMA members and deliver up to date information. It will publicly promote the CVMA and its members as well as be a source of professional and educational information and development for both the public and the members. There will be monthly, quarterly and yearly committee reports. The yearly committee report of which will be submitted to the secretary. This SOP shall be reviewed no less than annually for compliance and effectiveness and revised as necessary.

Scope:

Public- www section, targeting Chicago land area.
Privet- member only section

Web contents- The website should have: A front page, A member only section, A public section, and A Clear and simple navigation.

Responsibilities:

Committee Chair/Co-Chair:

- 1) To monitor the web functionality and content
- 2) To facilitate frequent productive committee monthly meetings and to evaluate/review committee assignments/duties and achievements.
- 3) To oversee the assignment and work of the webmaster and other related web services.
- 4) To set goals and delegate tasks and timelines

Committee members:

- 5) To assist the Committee Chair/Co-Chair with fulfilling the work of the committee.
- 6) To attend or otherwise contribute to the committee meetings.
- 7) To synchronize the database and update site information weekly (CVMA office).
- 8) Input data daily in main database (CVMA office).
- 9) To promote the site and sell advertising space and web services (CVMA office).

Definitions:

ISP- Internet service provider
Web- website on all it's components
Webmaster- a computer developer specialized in web development and maintenance
Domain name- a unique name that points to the site id location on the server

Resources:

A professional webmaster
ISP account
Domain name registration
Internet store and other internet service accounts
Profitable web services to fund committee projects and web activities
Maintenance budget

Procedures:

Communication-All verbal and printed correspondence is to be routed through the Chicago VMA Office.

Plan of action

At the beginning of each year the committee will:
Analyze and summarize the previous year activities.
Set goals for each quarter and the year ahead.

ATTACHMENTS and REFERENCE FORMS to the website:

Currently on website:

- 1) CE info on courses, location, and registration
- 2) Calendar
- 3) Legislative and law/government resources
- 4) Newsletter
- 5) Press release
- 6) Directory
- 7) Find a vet for public
- 8) Classifieds
- 9) Relief Vet listing updated annually
- 10) Members only section with password
- 11) Application

Wish list for future:

Online references/& partner w. ISVMA/UVI
Online training resources
Online business resources
E-books- get organization membership if possible
Meeting handouts
Case reporting
Business tips
Discussion group
News related to pet and public health and public interest
Donations
Public pet stories
Public education
Online registration and dues
Member directory (*Link to web site/let them create a personal page)

Q) Bulletin

There will be 2-4 members preferred on this committee.

The goals of the Bulletin Committee are to provide valuable and timely information of CVMA activities and news worthy local veterinary info to its members. The committee is to control the content and quality of that content. Recently, changes have been made to better utilize our website and reduce cost and waste by moving information to our website such as calendar of events and public education information from the printed bulletin. We have also lost some committee reporting coincidentally. In the future we wish to regain this to add value to the newsletter. The bulletin is emailed to all members with email, those without or who have specified a printed preference on their renewal forms receive it in print. It is printed every 2 months. All articles are due by the 15th of the preceding month. The bulletin is compiled/mailed out by the office and follows the following:

The Bulletin may include, but not be limited to, the following:

- Announcements
- Technician Information
- Special Announcements
- President's Report (every issue)
- CVMA Office/Administrator's Report (every issue)
- Calendar of Events – a schedule of all meetings for a two-month period (removed in 2006 as it is now available on website)
- Membership Applications (on website)
- Committee Reports (legislative and public ed reports preferred every issue-some reminding maybe necessary of chairs)
- General Meeting Minutes, if there were any the preceding month (only the motions made during meeting are listed)
- Professional Heritage / Historian report
- University Column / Dean Whiteley (as of 2008-every issue)
- Classified Advertisements (updated every issue)
- Relief Listings (ads run for the year, request go out with dues renewal and the new for relief adds starts with the December bulletin, duplicate on website). The office usually calls to confirm renewal as the December Bulletin is out before the end of the dues year.
- Corporate Sponsorships
- Pet Loss Helpline and Support Information (every issue)

The committee is responsible for editing the bulletin and requesting an annual budget (prior to September's budget meeting) and guiding the office in remaining within the budget.