

Hearing Loss Association of Oregon (HLA-OR)

Board Reference Manual

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INTRODUCTION

This manual is an organized summary and quick reference tool for existing HLA-OR Board members and volunteers and provides an introduction of Board processes for new members. Please note that this manual does not replace the HLA-OR bylaws and should be used in conjunction with the bylaws, found in **Appendix A**.

The Board's secretary is responsible for keeping this manual current and replacing outdated materials. Information in this manual will be dated and the revision date will be noted if appropriate. The secretary will also create and maintain a separate "history file" for outdated processes, procedures, and pertinent information. Major additions/replacements should first be reviewed and authorized by the Board. If necessary, the President will assign members or committees to draft and revise procedures and processes as appropriate.

For information or clarification, please contact one of the following board members:

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I. THE WORK WE DO

1. *Our Mission*

Hearing Loss Association of Oregon (HLA-OR) opens the world of communication to people with hearing loss by providing information, education, support, and advocacy.

2. *Board relationship/role with HLA National*

HLA-OR is a bona fide State Organization of the Hearing Loss Association of America (previously know as Self Help for Hard of Hearing People - SHHH), and thus complies with their rules and requirements and enjoys the benefits of that association. HLA-OR promotes the HLAA philosophy of self help, acts as a link between local chapters and HLAA, promotes HLAA materials and fundraising activities in the state.

As a non-profit organization, our activities are regulated. According to Foundation Group (<http://www.501c3.org/what-is-a-501c3/>), "Some lobbying, both direct and grassroots, is allowable, but should not represent more than 10-20% of the organization's activities, nor consume any more than 10-20% of the resources of the organization." Endorsement of candidates for public office is strictly prohibited.

>>> *Additional information about our relationship with the Hearing Loss Association of America can be found in our **Bylaws (Appendix A)**.*

3. *Board relationship/role with Oregon chapters*

The HLA-OR Board acts as a link between local chapters and HLAA. Ideally, the HLA-OR Board of Directors includes at least one member from each Oregon state chapter. Here are some specific examples of how we interact and stay involved with Oregon chapters:

- Provide guidance in creating new chapters and support existing ones.
- Follow-up on specific chapter questions and needs.
- Invite chapter members to participate with HLA-OR meetings and workshops.
- Provide advocacy for chapters on the state legislative levels.
- Provide central HLA organization for information and outreach.
- Evaluate and support specific chapter needs and developments.
- Provide and/or advise as to technology, funding issues and strategies.
- Encourage chapters to use and keep up to date on HLAA resources.
- Assist with providing HLA-OR information by publishing the newsletter and Survivor's Manual.
- Serve as central resource agency.
- Encourage networking among chapters.
- Provide workshop and social opportunities for HLA members in Oregon

- Invite chapter members to participate with HLA-OR meetings and workshops.
- Provide guidance in creating new chapters and support existing ones.
- Provide advocacy for chapters on the state legislative levels.
- Encourage networking among chapters.

4. HLA-OR Bylaws

>>> For a copy of *HLA-OR's Bylaws*, see **Appendix A**.

II. MEMBERS & LEADERSHIP

1. Overview of the Board

The Board of Directors of the Hearing Loss Association of Oregon consists of at least 6 and not more than 17 members. All members must be members of the Hearing Loss Association of America, and two-thirds must have a hearing loss. The Oregon Chapter Coordinator is automatically a member of the Board of Directors. Board members are elected for three-year terms.

A quorum of the board is a simple majority for the purpose of approving motions.

The executive committee is made up of four elected positions (President, Vice President, Secretary, and Treasurer) and the Oregon Chapter Coordinator, serving one-year terms.

Meetings are held quarterly. Generally, the spring meeting is deemed the “Annual Meeting” where elections are held; thus, officers begin their terms at the summer meeting.

The fiscal year runs January to December.

>>> Additional details about the **business of our organization** can be found in our **Bylaws (Appendix A)**.

2. The Elections Process

Election of Board members to replace vacancies is held once a year during the Spring Annual Meeting. Candidates are selected by a Nominating Committee. The exact procedure and timing of events related to this are outlined in the Nomination & Election Procedures document in the appendix.

>>> See the **Nomination & Election Procedures in Appendix B-1**

>>> See the **Vacancy Announcement & Application Form Sample in Appendix B-2**

>>> See the **Official Ballot Sample in Appendix B-3**

3. Duties & Activities of the Executive Board Members & specific Executive Board Positions

HLA-OR’s Executive Board is made up of the President, Vice-President, Treasurer, Secretary, and the Chapter Coordinator.

>>> See the position descriptions in our **Bylaws (Appendix A)** and the **Executive Positions Responsibilities Checklists in Appendix C** for additional information about the duties of the Executive Board positions.

III. BOARD MEETINGS

1. Meeting Dates & Places

a) Meeting Schedule

Meetings are held quarterly and usually on the third Saturday of the month.

>>> *Please check our website for the current calendar meeting schedule.*

b) Meeting Location & Room Reservation

- Meetings are generally held at the Albany General Hospital, 1046 Sixth Ave SW, Albany, OR 97321, in the Reimer Building.
- For room reservations the President contacts the Albany General Hospital Meeting Room Scheduler at 541-812-4000.

For confirming meeting dates and location, please contact the President. Contact information is listed in the **Introduction** to this Manual.

2. Quarterly Meeting Processes: Agenda Preparation & Timelines

a) Process for getting items on the agenda

Contact the President well in advance of the meeting so items can be added to the agenda. At the beginning of the meeting, you can also request that additional items should be added to the agenda, but they will only be added if time permits.

>>> *Contact information is listed in the **Introduction** to this Manual.*

b) Sample agenda

>>> *See **Appendix D-1** for a **Sample Agenda**.*

c) Meeting Processes & Effective Meeting Facilitation

1) Preparation for Meetings

To allow the meeting to start on time, all members need to come prepared for the meeting and have reviewed the Agenda, the last meeting minutes and any handouts prior to the meeting. A list of acronyms and abbreviations commonly used in our meetings is found in Appendix D-2.

2) Personal Communication Checklist (during Meetings)

>>> See **Appendix D-3**

3) Captioning & ALDs

Real time captioning and assistive listening devices are available at our meetings.

4) Robert's Rules of Order (our simplified version)

The HLA-OR Board follows the latest edition of Roberts Rules of Order when conducting meetings. The attached simplified version of the Roberts Rules is used as a quick reference guide to the Robert's Rules in our meetings.

>>> See **Appendix D-3** for a copy of our **Simplified Robert's Rules of Order**.

5) Processes for Discussions, Motions & Voting

We use a variety of tools to keep us on-track and involved during our meetings:

- **Parking lot**

A **parking lot** is a place to “park” ideas that come up during meetings which may be important and valid yet off topic. At the end of the meeting, the topics may be opened for discussion if there is time. Alternatively, the topics can be added to future agendas.

- **Action Items Register**

In order to ensure that the business of the board continues to move forward, action items are noted on a flip chart and in the Minutes with the responsible party and due dates listed. The flip chart makes it easy for the Secretary to have these items at his/her fingertips when doing the Minutes.

- **“Need Clarification” & Voting Cards**

The HLA-OR Board has adopted a procedure that is used to facilitate the discussion of and voting upon actionable items in meetings. If a member needs to interrupt because he or she needs clarification of something that was said, the “Need Clarification” is held up; likewise, if the member believes that something is happening that is contrary to Robert's Rules, that same card can be raised. If the member is satisfied with the discussion and ready to vote, the “Vote” card is held up.

6) Other Meeting Functions/Roles

The following roles have been assigned to help streamline the meeting process:

- **Time Keeper**

The time keeper for a meeting is the person who is watching the clock and ensures that the meeting does not run over time by monitoring time spent on each segment.

- **Meeting Minutes Taker**

This function is currently performed by the Secretary with the assistance of the Captioner's Realtime Captioning file.

- **Guests / non-board members**

Our meetings are open to the public and we invite participation, but request that guests follow Robert's Rules of Order if they participate in meetings. Guests should contact the President to confirm the date/time/location of the meeting.

IV. COMMITTEES (Kinds & Member Responsibilities)

1. Working Committees – Goals & Activities (Standing & Adhoc)

- **CAHAT (STANDING)**

Manages the CAHAT and other assistive technology to be sure it is available to people with hearing loss and to help educate people on the importance and function of assistive equipment.

- **Goals (STANDING)**

Assists each committee to stay on track and keep a record of progress.

- **Legislative and Advocacy (STANDING)**

Monitors pending legislation impacting people with hearing loss, educates members of the legislature about the needs of people with hearing loss, and works with members of the legislature to suggest possible legislation to better meet our needs.

- **Newsletter (STANDING)**

Publishes a newsletter 4 times per year that disseminates information of importance to people with hearing loss and those serving the needs of people with hearing loss.

- **Nominating (STANDING)**

Stays updated about the members and potential members of HLA-OR and puts together a slate of nominees each year to fill vacant positions.

- **PR and Outreach (STANDING)**

Makes information about HLA-OR and HLA-America available to hard of hearing people and other interested parties. We also wish to increase awareness of the benefits of membership in HLA-OR and HLA of America.

- **Realtime Advocacy (STANDING)**

Raises public awareness of realtime captioning as a way to access communication in meetings, classrooms and community activities. Strives to educate court reporters on the need to develop this skill and to increase the availability of Captioners in our communities

- **Walk 4 Hearing (STANDING)**

Organizes a yearly walk that will increase awareness of hearing loss issues, and provides increased funding for our efforts and activities on both a national and local level.

- **Website Revitalization (ADHOC)**

Maintains and develops a website that provides timely and accurate information about our organization and activities in a format that is attractive and easy to access.

>>>PLEASE NOTE: Non-Board Members are encouraged to join committees.

2. Responsibilities of Committee Leaders

Committee Chairs are responsible for recruiting members, organizing the committee to determine new activities, keeping the group on track and moving them towards their goals, and reporting back to the Board at quarterly meetings about where the committee stands.

The following tips are meant to assist Committee Chairs in keeping their committees on track.

1. If you set up specific dates and put them on your calendar for the committee, it will most likely keep the ball rolling. This technique of setting specific dates will keep the committee on-track; you don't leave yourself with decisions you will need to make 'later'.

Don't forget to set a specific date and put it on your calendar for getting in touch with your committee about this, too! This will keep both you and your committee on-track.

2. Think in terms of action items. Your first action item is to review the list of activities and goals with the group to see if this is what the group wants to do.
3. Your next action item will likely be to prioritize the activities, figure out with the committee what steps need to happen to accomplish the task, and then determine who will do what by when. It is very helpful to get specific about this so that you can stay on track!
4. Don't forget to delegate! You don't have to do it all...that's why you have a committee! Don't forget there are new members who could be valuable to your cause!

3. Responsibilities of Committee Members

Committee members should be prepared to actively participate in the committee activities and complete assignments by the agreed upon timeline. Of course, if the member is having any problems completing the assignment, he or she should let the Committee Chair know, and/or ask for help from other members.

Members are encouraged to seek out committees where they already have a high interest to help maintain motivation.

V. SPECIAL ASSIGNMENTS & OTHER ROLES

- **Newsletter Editor**

The Newsletter Editor gathers information from various sources, and completes the layout and design of the HLA Oregon quarterly newsletter. The editor coordinates with the Business Editor regarding any adjustments to the newsletter due to changes in sponsorship (ads) and corrections, works with the Chapter Coordinator on any changes to the Chapter information pages, and coordinates the printing process with the printer.

- **Business Editor**

The Business Editor coordinates receipt and depositing of all donations, plus recruitment, billing and tracking of sponsors. The Business Editor coordinates the data bases, provides the updated mailing list to the printer, maintains the postage fund accounts necessary to process the newsletter mailing, and coordinates all aspects of its distribution.

- **Webmaster & Assistant Webmaster**

The webmaster is responsible for maintaining our hearinglossOR.org website. The duties of the webmaster may include ensuring that the web servers, hardware and software are operating accurately, working with the website committee in designing the website, generating and revising web pages.

Core responsibilities of the webmaster and/or assistant webmaster include the regulation and management of access rights of different users of a website, website appearance and setting up website navigation. Content placement can be part of a webmaster's responsibilities, while content creation may not be.

The Assistant Webmaster deals with email inquiries which can be questions related to the content on the website, or in the newsletter, or general inquiries.

- **Assistive Technology Coordinator**

The AT Coordinator has these duties: coordinates information and use of the equipment; stores, maintains and distributes said equipment; provides displays, programs and information on project as requested; maintains records of rentals, information and instructions; collects fees and transfers funds to treasurer.

Coordinates information and use of the equipment. Stores, maintains and distributes said equipment. Provides displays, programs and information on project as requested. Maintains records of rentals, information and instructions. Collects fees and transfers funds to treasurer.

VI. HELPFUL INFORMATION FOR COMMUNICATING & FACILITATING MEETINGS (in person and on-line)

1. Effective communication at Meetings

Board member communication occurs in regular Board meetings, in committee meetings, and between meetings, typically via email. Communication in Board meetings was covered in Section III Board Meetings. In order to facilitate the best communication among our members for Board and committee business, this manual also includes communication guidelines for other venues. The information referred to in Section III (e.g., ***Appendices D-3 Robert's Rules of Order and D-4 Personal Communication Checklist***) may be useful in both Board meetings and committee meetings.

>>> See **Appendices D-3 & D-4**

2. Personal Communication Checklist

>>> See **Appendix D-4**

3. Email Communication Guidelines

Committees sometimes need to meet between Board meetings to accomplish their activities, and it is not always convenient to meet in person. Committees often seek to carry out business via email. The Email Communication Guidelines found in Appendix D-5 are extremely helpful. Members should follow these guidelines to avoid the frustrations often associated with carrying out business via email.

>>> See **Appendix D-5**

4. Suggestions for "Meeting on-line"

There are other on-line options available besides email. Chat rooms allow messages to be typed to each other and read by all participants in real time. Examples of this are AOL Instant Messaging (AIM), GoogleTalk, iChat, and Trillian. Sometimes a document needs to be developed or revised. Rather than meeting in person or e-mailing multiple versions of the document to each other, programs like Google Docs or WetPaint allow all participants to edit a single document. Each program has its own quirks, so it is best to use these programs when someone in your group has some experience with them. Be aware that some set up is required in advance. It is best to practice with the tool in advance and make sure all members have access to the tool.

Appendices



A. BYLAWS

Updated as of 5/2008



HEARING LOSS ASSOCIATION OF OREGON, Inc.

(HLA-OR)

Article I - Name

The name of the organization as incorporated under the laws of the State of Oregon is HEARING LOSS ASSOCIATION OF OREGON, Inc. HEARING LOSS ASSOCIATION OF OREGON shall be located in the State of Oregon. HEARING LOSS ASSOCIATION OF OREGON is organized in compliance with the guidelines as established by the National Board of Trustees of Hearing Loss Association of America.

Article II - Purposes

This corporation shall be organized and operated exclusively for charitable, scientific, literary, and educational purposes. Subject to the limitations stated in the Articles of Incorporation, the purposes of this corporation shall be to engage in any lawful activities, none of which are for profit, for which corporations may be organized under Chapter 65 of the Oregon Revised Statutes (or successor statutes) and 501(c) 3 of the Internal Revenue Code of 1954 (or successor statutes).

This corporation's primary purposes are to:

- A. Encourage identification of those persons of all ages having a hearing loss.

- B. Provide education for people with hearing loss, their families, their friends and the general public on the nature of hearing loss, its ramifications, and on how best to manage this condition.
- C. Develop and support programs aimed at alleviating the problems related to hearing loss.
- D. Engage in free and open communication with all concerned with hearing loss so as to find a common basis of fellowship and understanding.
- E. Serve as an extension of the national organization, Hearing Loss Association of Oregon, Inc. ("HLA-OR."), in making hearing loss and issues surrounding it a concern within the state by promoting the HEARING LOSS ASSOCIATION OF AMERICA philosophy of self help while specifically addressing the issues of information, education, access, advocacy and support.

Article III - Functions

The functions of HEARING LOSS ASSOCIATION OF OREGON will be to:

- A. Coordinate the efforts of local HEARING LOSS ASSOCIATION OF OREGON chapters by:
 - 1. Increasing networking among hard of hearing people in the state of Oregon.
 - 2. Serving as a clearinghouse for information.
 - 3. Acting as a communication link between local chapters and HEARING LOSS ASSOCIATION OF AMERICA.
 - 4. Providing educational opportunities for people who are hard of hearing by organizing periodic state meetings and/or conferences.
 - 5. Helping increase participation in Oregon HEARING LOSS ASSOCIATION chapters, by providing relevant data and other information on HEARING LOSS ASSOCIATION OF OREGON operations within the state and in other ways working closely with the Oregon Chapter Coordinator.
- B. Enhance HEARING LOSS ASSOCIATION OF AMERICA development through increasing membership within the state of Oregon.
- C. Seek representation with any organization dealing with issues germane to hard of hearing people.
- D. Initiate and support policy which will promote the welfare of hard of hearing people in the state of Oregon.
- E. Cooperate with and provide assistance to HEARING LOSS ASSOCIATION OF AMERICA in promoting special events such as Founder's Day that focus on raising funds exclusively for HEARING LOSS ASSOCIATION OF AMERICA.
- F. Develop forms of financial support that will enable the functions defined above to be pursued.

Article IV - Membership

All HEARING LOSS ASSOCIATION OF AMERICA members residing in Oregon and/or who are participants of an Oregon HEARING LOSS ASSOCIATION OF AMERICA chapter shall be considered members of HEARING LOSS ASSOCIATION OF OREGON and shall be eligible to vote in the annual HEARING LOSS ASSOCIATION OF OREGON general election.

A. Revocation of membership:

The HEARING LOSS ASSOCIATION OF OREGON Board of Directors may terminate the privileges of any member who has failed to remain in good standing.

B. Reinstatement of membership:

The president of HEARING LOSS ASSOCIATION OF OREGON, subject to the review of the Board of Directors, may reinstate any former member provided such person is willing to abide by the conditions of membership.

C. Dues:

Individual membership dues, except to HEARING LOSS ASSOCIATION OF AMERICA, shall not be a condition of membership in the HEARING LOSS ASSOCIATION OF OREGON.

Article V - Governance

A. Board of Directors:

The Board of Directors shall be the governing body of HEARING LOSS ASSOCIATION OF OREGON, and shall have the right to exercise all authority it deems necessary for the governance and operation of the association, including but not limited to, the appointment of an executive director and the establishment of a state office in collaboration with the national office.

1. Voting Directors:

The Board shall consist of a minimum of six (6), but no more than seventeen (17) members, who shall serve on the Board as voting Directors. *(Rev. 6/2007)*

- (1)** At least two thirds of the Directors shall be people with a hearing loss.
- (2)** Members of the HEARING LOSS ASSOCIATION OF AMERICA Board of Trustees who reside within Oregon shall automatically serve on the HEARING LOSS ASSOCIATION OF OREGON Board of Directors with full voting privileges.
- (3)** The Oregon Chapter Coordinator will automatically be a member of the Board of Directors with full voting privileges.

2. Officers:

The Board shall elect at least four (4) officers, including a President, Vice President, Secretary, and Treasurer. The immediate Past President shall also serve as an ex-officio member of the board with voting privileges for one year after leaving the presidency. (Rev. 5/08)

(1) President

The President shall be the principal elected officer of HEARING LOSS ASSOCIATION OF OREGON. The President shall preside at all meetings of HEARING LOSS ASSOCIATION OF OREGON and of the Board of Directors, and of the Board's Executive Committee. The President shall also be a member ex-officio, with right to vote, of all committees except the Nominating Committee. The President shall also, at the annual meeting of HEARING LOSS ASSOCIATION OF OREGON and at other times deemed appropriate, communicate to HEARING LOSS ASSOCIATION OF OREGON or to the Board of Directors such matters and make such suggestions as may in his/her opinion promote the welfare and increase the usefulness of HEARING LOSS ASSOCIATION OF OREGON. The President shall perform such other duties as are necessarily incident to this office or as may be prescribed by the Board of Directors.

(2) Vice President

The Vice President shall assist the President in the discharge of the President's functions and in his or her absence or temporary disability shall perform the duties and exercise the powers of the President. The Vice President shall also assume those duties assigned by the President.

(3) Secretary

The Secretary shall be responsible for keeping accurate minutes of the proceedings of the meetings of the Board of Directors and the Executive Committee, and shall make a report to the members as directed by the Board. The Secretary shall provide each member of the Board with a copy of the minutes of all Board and Executive Committee meetings within 14 days of a meeting. The Secretary shall also be responsible for providing a copy of the minutes of all meetings as well as any other information deemed pertinent, to the HEARING LOSS ASSOCIATION OF AMERICA Director of State Development in a timely manner. The Secretary shall also be responsible for general correspondence of the Board as directed by the President of the Board.

(4) Treasurer

The Treasurer shall be responsible for the custody of all HEARING LOSS ASSOCIATION OF OREGON funds and securities, for full and accurate accounts of the receipts and disbursements, for depositing all monies and other valuable effects in the name and to the credit of HEARING LOSS ASSOCIATION OF OREGON in depositories specified by the Board, and for the distribution of funds within limits prescribed by the HEARING LOSS ASSOCIATION OF

OREGON budget. The Treasurer shall render to the President and the Board at its regular meetings, or whenever the Board may require, an account of all transactions and the financial condition of HEARING LOSS ASSOCIATION OF OREGON. The Treasurer may appoint one (1) or more Assistant Treasurers, subject to the approval of the Board, to perform such duties as the Treasurer may delegate.

The Treasurer shall perform his or her duties in such manner as is satisfactory to the Board and shall assure restoration to HEARING LOSS ASSOCIATION OF OREGON, in case of his or her death, resignation, retirement or removal from office, all books, papers, vouchers, money and other property of any kind in his or her possession or under his or her control belonging to HEARING LOSS ASSOCIATION OF OREGON.

The Treasurer shall be responsible for the creation of a line item budget for the HEARING LOSS ASSOCIATION OF OREGON. An updated version of the budget showing budgeted and actual expenditures shall be presented at each Board meeting for modification and approval of the Board. The report of expenditures referred to in the preceding paragraph shall be in the context of the line item budget.

(5) Past President

Upon completion of his or her term as President, the Immediate Past President shall perform those duties and functions delegated by the President.

3. Oregon Chapter Coordinator

- (1)** Shall be appointed by HEARING LOSS ASSOCIATION OF OREGON to coordinate between the HEARING LOSS ASSOCIATION OF AMERICA office and Oregon HEARING LOSS ASSOCIATION OF AMERICA chapters.
- (2)** Shall be responsible for the general flow of information among all HEARING LOSS ASSOCIATION OF Oregon chapters.
- (3)** Shall provide assistance whenever possible to individual members of HEARING LOSS ASSOCIATION OF AMERICA who desire to develop chapters, as well as recognized chapters.
- (4)** Shall serve as a member of the HEARING LOSS ASSOCIATION OF OREGON Board of Directors and also the HEARING LOSS ASSOCIATION OF OREGON Executive Committee and have a vote in all matters.
- (5)** Shall not serve as an officer in the HEARING LOSS ASSOCIATION OF OREGON Board of Directors.

4. Executive Committee

(1) Composition

The Executive Committee shall consist of the officers of HEARING LOSS ASSOCIATION OF OREGON and the Oregon Chapter Coordinator. The President may invite the chairs of committees, or anyone else, to attend the Executive Committee meetings, in an observatory capacity, and to provide input if requested.

(2) Duties

The Executive Committee shall act for and discharge the functions of the Board of Directors between its regular meetings and may initiate any action, plans, and projects to assure the effective operation of HEARING LOSS ASSOCIATION OF OREGON. The Executive Committee shall keep minutes of its actions and shall report its actions by informing members of the Board within 10 days.

At each meeting of the Board, the President shall report on the activities of the Executive Committee. As part of the report, the President shall request approval by the Board of the actions that have been taken or that have been planned by the Executive Committee on behalf of the Board.

(3) Meetings

The HEARING LOSS ASSOCIATION OF OREGON Executive Committee shall meet as directed by the President, or at the request of a majority of its members.

5. Committees

Such other committees, standing or special, shall be appointed by the President as the Board of Directors or the Executive Committee shall from time to time deem necessary to carry on the work of HEARING LOSS ASSOCIATION OF OREGON. The President shall be ex officio member of all committees except the Nominating Committee.

6. Terms of Appointment

- (1) Officers shall be elected by a simple majority of the Board of Directors and shall hold office for a term of one (1) year.
- (2) The terms of tenure for Board Members normally shall be three (3) years, with one third of the total elected members to be elected annually. The Board of Directors may approve exceptions. Each Board Member shall serve until his/her successor has been duly elected or appointed.
- (3) No officer shall serve more than two (2) consecutive full terms in the same capacity without board approval. Directors may be re-elected without limit. *(Rev. 8/2006)*

7. Vacancies

- (1) The President, with approval from the Board, may appoint persons to fill unexpired terms created by vacancies that occur between Board meetings.
- (2) Any vacancy among the officers may be filled in the interim by the highest-ranking officer remaining (in the order of President, Vice President, Secretary, Treasurer, and Past President) subject to the approval of the majority of the Directors at their next official meeting.

8. Removal from the Board

Any member of the Board of Directors, including officers, may be removed from the Board for failure to comply with the responsibilities noted in these bylaws or for engaging in conduct deemed by the other Directors on the Board to be adverse to the policies and goals of HEARING LOSS ASSOCIATION OF AMERICA. In addition, any member of the Board of Directors who is unable to attend a meeting shall by telephone call, written correspondence, or e-mail addressed to the President or Secretary, state the reason for the absence. If a Director is absent from two (2) or more consecutive meetings for reasons that the Executive Committee has failed to declare sufficient, his or her resignation shall be deemed to have been tendered and accepted. The adjudication of such cases shall be documented in the minutes of the Executive Committee and reported to the Board.

9. Compensation

Directors as such shall not receive any compensation for their services as directors, but the Board may by resolution authorize reimbursement of expenses incurred in the performance of their duties. Such authorization may prescribe procedures for approval and payment of such expenses by designated officers or committee chairs of HEARING LOSS ASSOCIATION OF OREGON.

10. Bonding

At the direction of the Board of Directors any officer, director or employee of HEARING LOSS ASSOCIATION OF OREGON may furnish, at the expense of HEARING LOSS ASSOCIATION OF OREGON, a fidelity bond, in such sum as the Board shall prescribe.

11. Indemnification

As used in this Article, "third-party claims" means and includes, without limitation, any demands, claims, legal actions, arbitrations, administrative proceedings, criminal proceedings, and other adversarial proceedings that are asserted, filed, prosecuted, or appealed against a director or officer of HEARING LOSS ASSOCIATION OF OREGON and any resulting damages, judgments, attorney fees, arbitration costs, litigation costs, penalties and other expenses. To the fullest extent allowed by current or future law, HEARING LOSS ASSOCIATION OF OREGON shall defend and indemnify its officers and directors against any third party claims which arise out of performance of their duties as officers or directors, so long as the corporation has sufficient insurance to cover the cost of defense and indemnity.

12. Meetings of the Board of Directors:

(1) Schedule

There shall be at least two (2) scheduled meetings of the Board each year at such times and places as directed by the President and subject to the approval of the majority of the Board. The President may call special meetings of the Board. One of these Board meetings shall be called the Annual Meeting, and shall be open to the general membership of HEARING LOSS ASSOCIATION OF OREGON. Other meetings of the Board may or may not be open as determined by the Directors.

(2) Notice of Regular Meetings

Advance notice of regular meetings of the Board shall be provided to all Directors no later than thirty- (30) days prior to the scheduled meeting time. Advance notice of the Annual Meeting shall be made to all HEARING LOSS ASSOCIATION OF OREGON members at large no later than sixty- (60) days prior to the scheduled meeting time.

(3) Special Meetings

The President or the Vice President or any four (4) Directors may call special meetings. Special meetings shall be held on at least four (4) days notice by first class mail, or on forty-eight (48) hours notice delivered personally or by telephone, e-mail, or FAX.

(4) Electronic Mail Meetings

Business of the Board may be conducted by e-mail from time to time should a need arise. Any actions of the Board conducted by e-mail require approval by a simple majority of the full Board. Board members not having e-mail must be given an opportunity to participate by other means of communication, such as FAX or telephone.

(5) Annual Meeting

The Annual Meeting of HEARING LOSS ASSOCIATION OF OREGON shall be held at approximately the same time each year. Notice shall be provided to all HEARING LOSS ASSOCIATION OF OREGON members no later than sixty (60) days prior to the scheduled meeting time. Chapters shall also receive written notice of this meeting.

(6) Quorum

A simple majority of the Board of Directors shall constitute a quorum at all regular and special meetings of the Board. Provided a quorum exists, a simple majority of the Directors present shall be sufficient to approve motions (except amendments to these bylaws).

13. Conflict of Interest

Directors shall disclose in writing to the Board of Directors any person to whom they are closely related or organization with which they are affiliated or which presently transacts business with HEARING LOSS ASSOCIATION OF OREGON and/or other HEARING LOSS ASSOCIATION OF AMERICA state organizations and chapters, or might reasonably be expected to do so in the future. Each disclosure shall be updated and resubmitted on a yearly basis. An affiliation with an organization will be considered to exist when a Board Director or member of his or her immediate family or close relative is an officer, director, trustee, partner, employee or agent of the organization, or owns at least five percent of the voting stock or controlling interest in the organization, or has any other substantial interest or dealings with the organization.

B. Conduct of Business

1. Robert's Rules of Order

Robert's Rules of Order, current edition, shall prevail in matters relating to the conduct of meetings not covered by these bylaws except when at variance with these bylaws.

2. Parliamentarian

A Parliamentarian may be selected by the Board of Directors to advise the presiding officer at Board or Executive Committee meetings on rules of procedure and interpretations of the bylaws. The Parliamentarian shall issue, at the request of any member of the Board, interpretations of the bylaws and Board rulings and the applicability of Robert's Rules of Order. The Parliamentarian shall record his/her rulings or opinions, which shall be read into the minutes of the Board at its next official meeting.

C. Nominations and Elections

1. Nominating Committee

A Nominating Committee for the ensuing year shall be elected at the Board meeting held in conjunction with the annual meeting.

(1) Composition

This committee shall consist of neither not more than seven (7) members, nor fewer than three (3) of whom at least two thirds, should be current or past members of the HEARING LOSS ASSOCIATION OF OREGON Board of Directors. Current officers shall not serve on this committee. *(Rev. 5/08)*

(2) Term of Service

A Nominating Committee member's term shall end at the time of the next annual meeting.

(3) Limits on Terms

No member shall serve more than three (3) consecutive terms on the Nominating Committee, or more than two (2) consecutive terms as the Committee chair.

(4) Duties

The nominating committee shall prepare a slate of candidates for the Board to be elected by the membership by written mail ballot and/or at the annual meeting.

The Nominating Committee should:

1. Consider, in developing a slate of candidates, the need for diversity in Board representation. In the process, it should actively seek out the most qualified candidates in this context.
2. Notify all state HEARING LOSS ASSOCIATION OF OREGON chapters that each is encouraged to promote at least one (1) candidate for election to the HEARING LOSS ASSOCIATION OF OREGON Board of Directors.
3. Notify HEARING LOSS ASSOCIATION OF OREGON members, that each is entitled to stand for nomination and vote. In seeking suggestions for the Board, it should be made clear that the final selection of a slate for Board membership is the responsibility of the Nominating Committee.
4. Prepare a slate of candidates to serve on the following year's Nominating Committee. These positions will be filled by election by the HEARING LOSS ASSOCIATION OF OREGON Board of Directors at its next official meeting.

2. Elections

- (1)** A written ballot shall be made available to all HEARING LOSS ASSOCIATION OF OREGON members by mail and will serve to elect members to the HEARING LOSS ASSOCIATION OF OREGON Board of Directors.
- (2)** Votes will be taken by mail or at the annual meeting and tallied there.
- (3)** Officers of the Board will be elected annually by the Board of Directors at the annual meeting.

Article VI - Fiscal Year

The fiscal year shall commence on the first day of January and shall end on the last day of December.

Article VII - Logo

HEARING LOSS ASSOCIATION OF OREGON will use the established logo for state organizations to brand HEARING LOSS ASSOCIATION OF OREGON as part of HEARING LOSS ASSOCIATION OF AMERICA.

Article VIII - Dissolution

HEARING LOSS ASSOCIATION OF OREGON shall use its funds only to accomplish the purposes and functions specified in these bylaws, and no part of said funds shall inure, or be distributed, to the members of HEARING LOSS ASSOCIATION OF OREGON. In the event of dissolution of HEARING LOSS ASSOCIATION OF OREGON, any funds or assets remaining shall be distributed to HEARING LOSS ASSOCIATION OF AMERICA.

Article IX - Grievance Procedure

Directors, officers, committee members and general members have individual and group rights to present, in writing, signed or unsigned grievances for action and decision by the Board of Directors. The matter shall be included on the agenda at the next scheduled board meeting. If the Directors agree that the matter should be pursued, it shall be turned over to a Grievance Committee of three (3) persons, appointed by the President with the consent of a majority of the Board members present. The Grievance Committee shall investigate the grievance and provide a written report with recommendations at the next scheduled meeting. No officer or director shall serve on the committee. Approval by the Board of the Grievance Committee recommendation shall be binding on the officers, with the proviso that any such action may be deferred pending appeal to the Executive Committee of HEARING LOSS ASSOCIATION OF AMERICA.

Article X - Amendments

A. Proposal for Amendments

Amendments may be proposed by a motion by any member of the HEARING LOSS ASSOCIATION OF OREGON Board of Directors at any regularly scheduled Board meeting. Voting on a proposed amendment shall not take place until the next regularly scheduled meeting of the Board. Members of the HEARING LOSS ASSOCIATION OF OREGON Board of Directors, along with the general membership, shall receive notice of any proposed amendment to the HEARING LOSS ASSOCIATION OF OREGON bylaws, and be allowed to offer input before a vote may be taken.

B. Approval of Amendments

Adoption of proposed amendments to these bylaws shall require approval of two-thirds of the voting members of the HEARING LOSS ASSOCIATION OF OREGON Board of Directors at any official meeting of the Board, but will not take effect without the review by the HEARING LOSS ASSOCIATION OF AMERICA Director of State Development to determine whether proposed

changes are in conflict with the HEARING LOSS ASSOCIATION OF AMERICA constitution, bylaws, and policy.

C. Submission to HEARING LOSS ASSOCIATION OF AMERICA

All changes to the bylaws shall be submitted to the HEARING LOSS ASSOCIATION OF AMERICA Director of State Development for determination that they are in accordance with the HEARING LOSS ASSOCIATION OF AMERICA constitution, bylaws, and policy.

Article XI - Standing Rule

HEARING LOSS ASSOCIATION OF OREGON shall establish appropriate standing rules that will address issues that cannot be addressed by a generic set of bylaws. These issues are specific to Hearing Loss of Oregon's needs relative to meeting time, meeting place, and meeting frequency. The Executive Committee of HEARING LOSS ASSOCIATION OF OREGON may change standing rules without amendment to the bylaws.

Record of Amendments to the Hearing Loss Association of Oregon ByLaws

Amendments passed July 2006:

- (1) Amendment to allow officers to serve more than 2 full terms in same capacity **with board approval** was passed July 8, 2006.

Article V-A-6-c – No officer shall serve more than two (2) consecutive full terms in the same capacity without board approval. Directors may be re-elected without limit.

- (2) Amendment to change name from Self Help for Hard of Hearing People of Lane County to **Hearing Loss Association of Oregon** was passed July 8, 2006

Article I – The name of the organization as incorporated under the laws of the State of Oregon is HEARING LOSS ASSOCIATION OF OREGON, Inc. HEARING LOSS ASSOCIATION OF OREGON shall be located in the State of Oregon. HEARING LOSS ASSOCIATION OF OREGON is organized in compliance with the guidelines as established by the National Board of Trustees of Hearing Loss Association of America.

Amendments passed June 2007:

- (1) Amendment to change

Article V - Governance

A. Board of Directors:

The Board of Directors shall be the governing body of HEARING LOSS ASSOCIATION OF OREGON, and shall have the right to exercise all authority it deems necessary for the governance and operation of the association, including but not limited to, the appointment of an executive director and the establishment of a state office in collaboration with the national office.

1. Voting Directors:

The Board shall consist of a minimum of six (6), but no more than thirteen (13) members, who shall serve on the Board as voting Directors.

Change to:

The Board shall consist of a minimum of six (6), but no more than seventeen (17) members, who shall serve on the Board as voting Directors.

Was passed on June 22, 2007

Amendments passed May 2008:

(1) Article V - Governance

A. Board of Directors:

Officers:

The Board shall elect at least four (4) officers, including a President, Vice President, Secretary, and Treasurer. The immediate Past President shall also serve as an officer ex-officio member of the board with voting privileges for one year after leaving the presidency.

(2) Article V – Governance

C. Nominations and Elections

1. Nominating Committee

A Nominating Committee for the ensuing year shall be elected at the Board meeting held in conjunction with the annual meeting.

a. Composition

This committee shall consist of neither not more than seven (7) members, nor fewer than three (3) of whom at least two thirds, should be current or past members of the HEARING LOSS ASSOCIATION OF OREGON Board of Directors. Current officers shall not serve on this committee. The immediate Past President shall serve as chair of the committee.

B. ELECTIONS

B-1 *Nomination & Election Procedures*

rev. 3/18/12

March	I. NOMINATING COMMITTEE A nominating committee for the ensuing year shall be elected at the Board meeting held in conjunction with the Annual Meeting.
For the next year	a. Composition This committee shall consist of not more than seven members nor fewer than three of whom at least 2/3rds shall be current or past members of the HLA-OR board of directors, except current officers, who shall not serve on the committee. The President shall appoint the chair of the committee. b. Term of Service A Nominating committee member's term shall end at the time of the next annual meeting. c. Limit of Term No member shall serve more than three (3) consecutive terms on the Nominating committee, or more than two (2) consecutive terms as Committee chair. d. Duties The Nominating committee shall prepare a slate of candidates for the Board to be eligible for election by the membership by written ballot via mail, email, and/or at the Annual meeting.
By Aug 15	II. THE NOMINATING COMMITTEE SHOULD: 1. Be informed by the Secretary of the Board which members' terms are ending and how many opening are available. 2. Consider, in developing a slate of candidates, the need for diversity in Board representation. In the process, it should actively seek out the most qualified candidates in this context.
By Sept 15	3. Notify all state Hearing Loss Association of Oregon members, that each is entitled to stand for nomination and vote. One additional requirement is that, if elected to serve on the HLA-OR Board, the new Board member must be a member of Hearing Loss Association of America. In seeking suggestions for the Board, it should be made clear that the final selection of a slate for Board membership is the responsibility of the Nominating committee. This will be accomplished by inserting the announcement of any open position on the Board in the Fall edition of the HLA-OR newsletter. In this announcement, potential candidates should be informed of the on-line HLA-OR Reference Manual which clearly delineates what is expected of Board members. a. All candidates must have submitted their names to the Chair of the

Nominating Committee four (4) weeks after the Fall edition of the HLA-OR newsletter has gone out.

b. A biography must accompany each candidate's application.

By Dec 15 4. At the end of the above mentioned four (4) weeks , the Nominating committee will review all candidates applications and set up criteria to accept (or reject) each candidate application.

By March 5. Prepare a slate of candidates to serve on the following year's Nominating Committee. These positions will be filled by election by the Hearing Loss Association of Oregon Board of Directors at its next official meeting.

III. ELECTIONS

By Jan 15 1. A notification of the election will be published in the Winter edition of the HLA-OR Newsletter listing the candidates running for the Board. Voters will be able to request a ballot and candidate biographies by emailing info@hearingloss.com or by making this request to HLA-OR, PO Box 22501, Eugene, OR 97402. Also, these may appear on the HLA-OR website.

2. Only members that are in good standing with Hearing Loss Association Oregon are eligible to vote.

By March 3. All ballots will be mailed to the central address of Hearing Loss Association of Oregon or emailed to info@hearingloss.com and will be due five (5) days prior to the date of the Annual Board meeting.

4. The current Board President should invite and encourage all candidates to attend the Annual Board meeting, informing them that the election of Board Officers will occur at this meeting. At the same time, the Agenda for this meeting, plus the last Board meeting's Minutes should be sent to each Candidate.

Annual Mtg 5. No write-ins are allowed or will be counted; nominations from the floor (at the time of the Annual Meeting) will not be allowed either.

6. Ballots can be accepted at the Annual Board Meeting before election time.

7. At that time, the Nominating committee shall tally the vote.

8. The Chair of the Nominating Committee shall announce the results of the Election at the Board meeting.

B-2 Vacancy Announcement & Application Form Sample

HEARING LOSS ASSOCIATION OF OREGON IS SEEKING CANDIDATES TO SERVE ON THE BOARD OF DIRECTORS

WE NEED YOU: We are looking to fill at least (but potentially) empty seats on the Board of Directors of the Hearing Loss Association of Oregon.

Who is eligible?

All members of Hearing Loss Association of America (HLAA) residing in Oregon and/or who are participants in a HLAA local chapter in Oregon are eligible. A candidate's membership should be in good standing. We are looking for candidates of all interests and backgrounds. Candidates should express a desire to support HLA-OR's goals of providing support and education for those with hearing loss, increasing membership, networking and providing representation for those with hearing loss in the state of Oregon.

What is involved?

Individuals serve on the Board for a period of three years beginning the date of their election. The Board meets four times annually. Three of the meetings are generally held on a Saturday in Albany as it is a centrally located venue. The fourth is held at the end of the HLA-OR Annual Meeting or at the Board of Directors Leadership Training depending on the year (these events alternate each year).

What do board members do?

Board members staff several committees whose duties are to carry out the goals of HLA-OR. Business between meetings is generally conducted by email. At meetings, Board members discuss ways to further the goals of HLA-OR, committee members report to the board and new ideas are floated; this is also a great opportunity for members to catch up with each other and trade stories during breaks.

Interested individuals should complete this form, attach answers to the questions below and return both to HLA Oregon via email (info@hearinglossOR.org) or US mail (PO Box 22501 Eugene, OR 97402) by the deadline indicated in the state newsletter. Please feel free to contact us at info@hearinglossOR.org with any questions you may have.

Name: _____

Address: _____

Email: _____ Phone: _____

(Please provide your answers on a separate sheet of paper)

Why do you wish to become a board member?

Please describe any personal interests or experiences with hearing loss.

Please describe any professional experiences you have had with individuals with hearing loss.

Have you ever served on a board of directors or in a similar capacity?

Is there other information you believe is relevant to your application for Board membership that you wish to provide?

B-3 Official Ballot Sample



(Year) Election Ballot

There are *(number)* positions open on the Board of Directors.

Please choose one candidate for each of the *(number)* openings. A brief biography of each of the nominees is attached to this ballot.*

You may vote by e-mail to info@hearinglossOR.org or by mailing this ballot before (date) to:

HLA-OR Elections

PO Box 22501

Eugene, OR 97402

_____ (Nominee's Name)

_____ (Nominee's Name)

* To vote you must be a member in good standing of Hearing Loss Association of America (by having paid membership dues). Please email info@hearinglossOR.org with any questions.

(Attach short biographical sketches of each nominee here)

C. EXECUTIVE POSITIONS RESPONSIBILITIES CHECKLISTS

Suggested Materials for Officers to keep on hand:

- Agenda
- Bylaws
- Membership Roster
- Officer Checklist
- Budget
- Planning Calendars (HLAA national and local)
- Parliamentary Procedure

President

- Reserve the room for the meeting.
- Arrange for CART for meeting.
- Preside at quarterly Board meetings.
- Be an ex-officio member of all committees except the nominating committee.
- See that all Board decisions and resolutions are put into effect.
- See that all Hearing Loss Association national requests are acted upon.
- Recruit people to chair committees and assume other tasks. Cultivate new leaders. Make sure each chair knows what is expected, by providing (a) someone to discuss the job with, and (b) membership support
- Assign tasks to the vice president.
- Handle HLAA News appropriately, so that all officers, chairpersons and members are informed.
- Be alert at meetings to anyone who may not be hearing or understanding.
- Yearly, or as the term of office is finished, send the national office a list of succeeding officers' names and addresses. Include a brief history of the year and summary of activities.
- Preside at all Board meetings and chair the discussion of ideas, changes, and proposals to be decided together for Board growth. Final decisions are the responsibility of all Board members.
- Send out draft Agenda with request for additional items.
- Make sure the Minutes have been sent out.
- Arrange for ALD's and Captioner for meetings, as well as for a thank-you card and gift for the Captioner.
- With any changes of office (including the presidency), see that all Board materials are turned over to the successors.
- Keep in contact with the HLA-OR Chapter Coordinator
- Make sure that a message from the Board is included in the quarterly state newsletter.

Vice-President

- Assume the president's duties in case of absence or illness.
- Keep in touch with activities and committees and assume tasks as requested by the president.
- Assume the duties of an office vacancy until the vacancy is filled.

Secretary

- Record the proceedings of meetings, so that there can be no question as to what action was taken. Prepare copies for distribution.
- Have on hand at each meeting the following:
 - Chapter bylaws.
 - Robert's Rules of Order (latest edition).
 - Minutes of the previous meeting. (It is not necessary to read previous meeting minutes at regular meetings. Copies can be made available for anyone who wants them or a copy can be posted.)
 - List of officers, standing special committees and their members.
 - Paper ballots and agenda formats (should they be needed).
- Assist the president in the preparation of agendas for meetings.
- Count the standing vote when so requested by the presiding officer.
- Call the meeting to order in the absence of the president and vice president, and preside until a chair pro tem is appointed.
- Act as custodian for all records, except those assigned to others.
- Attend all regular and special meetings, or locate a substitute to take minutes. Use the following general outline for preparing the minutes:
 - Kind of meeting; regular, or special.
 - Name of assembly; e.g., regular quarterly meeting of Hearing Loss Association Board.
 - Names of Board members present and Board members absent, guests, and any presenters.
 - Approval of minutes of previous meeting, and corrections if any.
 - Record all motions and announcements. Do not record withdrawn motions. Include the maker of the main motion. Inclusion of the name of the person who seconds is optional.
 - Correspondence received by the chapter should be noted in the minutes.
- Become familiar with parliamentary procedure by reading Robert's Rules of Order.
- Attend to all routine correspondence of the affiliate, such as thank you letters to speakers, and other correspondence as directed by the president. Keep copies in an appropriate manner.
- Create and maintain a separate "history file" related to the HLA-OR Board Reference Manual for outdated processes, procedures, and pertinent information

Treasurer

- Maintain complete and accurate financial records.
- Maintain bank account.
- Track who may write/sign checks and if one or two signatures will be required on each check.
- Make all deposits and withdrawals to the organization's bank account.
- Ensure all expenditures are supported by an invoice or sales receipt. Records must clearly and accurately reflect each transaction.
- Maintain EIN (Federal Form SS-4)
- Balance bank statement monthly.
- Distribute funds as decided and/or requested by the Board or its elected President.
- Prepare a periodic or annual financial statement of income and expense for the president and membership. Give a copy to the secretary for inclusion in the minutes, newsletter or posting at meetings -- depending on the procedure adopted.
- Work with HLA-OR accountant to complete any requirements to maintain tax exempt status.

- When necessary, prepare and mail federal and state tax forms in a timely fashion.
- Serve as chair, or a member of the chapter's finance committee.
- May also serve on any special fundraising committees.
- Handle all chapter income.
- Turn all records over to incoming treasurers.

Chapter Coordinator

- Coordinate between the HLA-America office and the HLA-America chapters in Oregon.
- Keep up-to-date on HLA-America Chapter Development office operations and developments in Oregon chapters.
- Responsible for the general flow of information among all HLA chapters in Oregon.
- Reach out to people with hearing loss throughout Oregon and provide assistance to individual members of HLA-America in Oregon who desire to develop chapters and to currently recognized chapters.
- Develop relationships with leaders and active members through whatever means is practical, personal visits, phone calls, or e-mail. Periodically, as distance allows, arrange meetings of leaders together to share progress, programs, experiences, problems and solutions.
- Serve as a member of the HLA-OR Board of Directors and also the HLA-OR Executive Committee and has a vote in all matters; does not serve as an officer in the HLA-OR Board of Directors.
- Submit a yearly plan of goals and take action to accomplish these goals.

D. MEETINGS & COMMUNICATION

D-1 Sample Agenda

HEARING LOSS ASSOCIATION OF OREGON

BOARD MEETING

(date) - (time)

Location

*** CALL THE MEETING TO ORDER

*** ROLL CALL

*** APPROVAL OF THE AGENDA

*** APPROVAL OF THE MINUTES OF THE PREVIOUS MEETING

*** ANNOUNCEMENTS AND CORRESPONDENCE

*** TREASURER REPORT—(name)

*** STATE CHAPTER COORDINATOR REPORT- - (name)

*** COMMITTEE REPORTS

*** OTHER REPORTS

*** OLD BUSINESS

*** NEW BUSINESS

*** GOOD OF THE ORDER (if time permits)

*** ADJOURNMENT

D-2 Acronyms and Abbreviations

ADA	Americans with Disabilities Act
ALD	Assistive Listening Device
ALDA	Association of Late Deafened Adults
ALS	Assistive Listening System
ASL	American Sign Language
AT	Assistive Technology
BTE	Behind The Ear (one class of hearing aid)
CAHAT	Community Access: Hearing Assistance Technology (an ALDs lending “library”)
CART	Computer Aided RealTime captioning
CC	Closed Captioned
CI	Cochlear Implant
DHHAP	Deaf and Hard of Hearing Access Program
DHHAP A/C	DHHAP Advisory Committee
DHIAP	Deaf and Hearing Impaired Access Program (former name of DHHAP)
ENT	Ear Nose and Throat doctor
FM	Frequency Modulation (one type of HAT)
HA	Hearing Aid
HAT	Hearing Assistive Technology
HI	Hearing Impaired
HL	Hearing Loss
HOH	Hard Of Hearing
IL	Inductive Loop (one type of HAT, aka Audio Loop)
ILC	Independent Living Council
IM	Instant Messaging (wireless text communication)

IMHO	In My Humble Opinion (email slang)
IR	InfraRed (one type of HAT)
ITC	In The Canal (one class of hearing aid)
ITE	In The Ear (one class of hearing aid)
NAD	National Association of the Deaf
OAD	Oregon Association of the Deaf
OC	Open Captioned
ODC	Oregon Disabilities Commission
OR-CAP	Oregon Communication Access Project
OSD	Oregon School for the Deaf
OTRS	Oregon Telecommunications Relay Service
PSE	Pidgin Signed English
PUC	Public Utilities Commission
SHHH	Self Help for Hard of Hearing People (former title for HLA)
SHHH-OR	Self for Hard of Hearing People of Oregon (former title for HLA-OR)
TDD	Telecommunication Device for the Deaf (another name for TTY)
TT	Text Telephone (another name for TTY)
TTY	TeleTypewriter (the device that Deaf people use for phone communication)
TV	Television
VR	Vocational Rehabilitation

D-3 Robert's Rules of Order (Simplified)

Introduction: Parliamentary procedure, also called Rules of Order, are the generally accepted rules, precedents, and practices commonly employed in the government of deliberative assemblies and groups. Such rules are intended to maintain decorum, to ascertain the will of the majority, to preserve the rights of the minority, and to facilitate the orderly transaction of the group's business. In this country, Robert's Rules of Order, Revised is the specific set of rules normally used. This can be a complex and quite formalized procedure. Groups composed of volunteers, especially small groups the size of most boards, will generally appreciate a more moderate and sensible application of methods when the risk of confusion is less due to the smaller size and generally accepted common goals of the group. Therefore, this is an attempt to outline the most basic and commonly used tenets of these Rules.

QUORUM

A quorum of members (which is generally a simple majority of the board members) is necessary for the board to do business.

HOW BUSINESS IS CONDUCTED

Motion: The will of the group is expressed by its action on proposals submitted for consideration in the form of motions or resolutions offered by members. In order to make a motion, a member must address the Chair and secure recognition. Then a **motion** is put forward, usually by saying: "I move ... (some action)".

Second: If the motion is in order and is seconded by another member, it is "stated" by the presiding officer. Then it is subject to action by the group. This **second** can be made by any Board member simply by calling out "Second".

Discussion: Once a motion has been made and seconded, the floor is open to **discussion** at which time members of the Board are at liberty to offer their views on this motion, **after** receiving recognition from the Board Chairperson.

Amendment: If a Board member wishes, s/he can **amend** a motion on the floor. This is done by securing recognition from the Chair and then saying: "I move to amend the motion by ... (inserting words, striking words or a combination of the two) ..."

Substitution: If a Board member likes the idea of the motion under debate, but wants to reword it beyond simple word changes, then a motion can be made to **substitute** a different motion for the original motion. If this latter motion is seconded, debate will continue on both motions and eventually the Board will vote on which motion they prefer.

HOW TO EXPEDITE OR DELAY ACTION ON A MOTION BEFORE THE BOARD

To Expedite Action:

- Move to **limit debate** (to a set period of time or to a set # of speakers). Requires a 2/3 vote.
- Move to **close debate**. Requires a 2/3 vote.
- **Move to previous question** or **Call for the question**. This cuts off debate and brings the assembly to a vote on the pending question only. Requires a 2/3 vote.

To Delay Action:

- Move to **postpone** to a definite time or date. This is done if more time is needed to personally study the proposal under debate.
- Move to **refer to a committee** or **commit to a committee**. This is done when more study is needed and/or investigation given to the idea under debate. Try to be specific as to the charge to the committee. The committee should evaluate the topic and report back to the Board.
- Move to **table** the matter. This is done if a Board member wants to discuss the topic at another time. It can be until later in the meeting or until the next meeting - if left on the table later than this, the matter is dead.

OCCASIONS WHEN THE SPEAKER MAY BE INTERRUPTED

Point of information:	to get information about the business under discussion
Parliamentary inquiry:	to get information about rules
Point of order:	if one sees a breach of the rules
Question of privilege:	if one can't hear; for safety reasons, comfort, etc.
Appeal:	if one disagrees with the [president]'s ruling

D-4 Personal Communication Checklist (during Meetings)

Tools

- Agenda – a way to **plan** what will be covered at a meeting.
- Minutes – a way to record what occurs at a meeting (also, reviewing them is a good way to prepare for the next meeting).
- Robert’s Rules of Order – these are intended to move the meeting along in an orderly fashion; while we should not be constrained to this, we should have some idea of Parliamentary Procedure (see Appendix D-4).
- Microphone (and Loop system) – because of the prevalence of hearing loss on the Board, a Loop system is used with Microphones that allow hearing aid users with T-switches to hear much better. All speakers should use a microphone.
- Captioning – this allows meeting attendees to read what is being said.
- The “parking lot” (flip chart) – a way to handle things that come up and don’t fit into current discussion. It can be posted for easy viewing and saved for later discussion.
- “Action Items” (flip chart) – a way to keep track of what the Board has decided to do during the course of the meeting.
- Pink “Clarification” Card – a way to call for a point of order or clarification – e.g. to indicate one didn’t hear a speaker or didn’t understand the meaning of what was said.
- Orange “Voting” card – a way to signal readiness to vote: when enough people are showing orange cards, a vote is called.

Things to Consider

- Be prepared for the meeting – make sure you have read the Minutes, Agenda and any reports/hand-outs previously distributed.
- Board members must “model” how to act in a meeting and behave the way we want people to behave:
 - Listen respectfully -One of the biggest barriers to communication in a meeting is that while you are listening you are thinking about the rebuttal. You need to be open to ideas and open to suggestions.
 - Be aware of body language – both facial expressions and body posture.
 - “Side conversations” are prohibited during the active course of a meeting – they are rude, disruptive, and make communication more difficult.
- Only one person speaks at a time – this is accomplished by having a meeting facilitator who “recognizes” who has the floor. The captioner cannot transcribe multiple speakers.
- Be focused:
 - Stick with the topic.
 - Strive to be concise when speaking – don’t ramble.
 - Ask yourself before speaking: Am I just repeating myself – or someone else?
- Help each other – at one time or another, we all may occasionally go off-topic or have trouble articulating what we are trying to say.
- A Timekeeper may be used to keep the Board and its members on-track and focused – also to call a break when needed.

D-5 E-mail Communication Guidelines for HLA-OR Board Members

(Based on the recommendations and Report of the HLA-Oregon E-mail Adhoc Committee; accepted by the Board during the April 2009 meeting as HLA-OR procedures to be followed by members)

Suggestions for effective e-mail communication

(1) If you use an e-mail system, you should review and KNOW your e-mail program and the available options.

Because people use different e-mail systems, the suggestions below are broad in scope and we recommend that you check and review the options available for effective e-mail management in your own system.

- Check how to add recipients to your e-mail via “cc” and “bcc”.
- Know how to use “reply” and “reply to all”.
- Know how to **delete** and **cut** text in the original message body so that does not need to be sent out again.
- Know how your e-mail system allows you to **organize** your outgoing and incoming e-mails.
- Know how to use the “find” option to retrieve specific e-mails/topics.
- Know how to “whitelist” a sender to ensure that messages do not get dumped into your Spam Filter File.

(2) Before sending an e-mail (original or reply), evaluate whether an e-mail communication is the most effective way to communicate or share the information. What do you want to achieve with your communication?

- Some business/discussion is just **too complex** to be effectively completed via e-mail and needs face-to-face (or on the phone/chat room) meetings.
- In situations, where things become very heated, it is possible that misunderstandings can occur in e-mail communications, and it might be better to meet face-to-face.
- If you need to deliver very delicate news, the best way is face-to-face.
- Keep in mind that for many of us, computer/e-mail work is going on all day and it is hard to continue working at the same pace after work hours.
- Remember that you are losing face-to-face communication and you must make up for it with a clearer tone in your message. This means taking your time to compose something and re-reading it to make sure whatever you want to communicate comes across CLEARLY, NICELY, AND EFFECTIVELY.
- Humor has its place in casual e-mail communication, but needs to be used with caution to avoid a message that can be misunderstood. Consider adding emoticons or notes to denote tone (for example: “smiling”)
- BE COURTEOUS TO EACH OTHER.

(3) Consider the following suggestions before writing your e-mail in order to be a better e-mail communicator.

- Before writing an e-mail or e-mail response take some time to reflect on and consider the following:
 - WHAT you want** to communicate?
 - HOW** can you clearly state your message?
 - WHAT are you expecting** the other person/people to do with this message?
 - WHAT is the timeline** (have you included a timeline in the message?)
- Use a subject line for your e-mail message that clearly communicates what the message is all about.
- Use a “high priority” setting when sending an important e-mail (for example: select “!” to indicate “urgency” if your e-mail system has that option).
- If someone uses cell phones and can receive text messages, you can notify people via text messages that you have sent an important e-mail to their e-mail address that needs a response.
- If you have not heard back from someone, follow-up and check in with the recipient(s). Don’t assume that they have read the e-mail. Consider that the receiver may be out of town or ill. If there is a too-long delay in responding – resend your message and ask if perhaps it was not received. In this way, you’ll be allowing the receiver the benefit of the doubt. This is especially important if you sent the original message. Send out reminders if a recipient has not responded.
- Before sending an e-mail to everyone on your list, think who should get this message: should this really go to EVERYONE or only a select group of people.

-Be clear on what the e-mail is all about and what response/action is requested from individuals. Consider using the first line of your message “body” (not in the subject line) to state the following:

--Action required.

--Who needs to respond?

--Timeline when to respond. **Clearly** state if the response is urgent.

-If the note goes to only a few people, you can add their names and what action you expect from each recipient in the salutation so that everyone knows who is getting the message and who needs to respond.

-If you are responding to an email, check to see if you should “Reply All” or just hit the “Reply” button. In order to keep others in the dialogue, be sure to “Reply All” when appropriate so somebody doesn’t get dropped out of the dialogue by mistake.

-Use “cc” or “bcc” to send a copy of your message to those from whom you do NOT expect a response.

- Responding to e-mails that require a response/input from many individuals: Sometimes e-mail responses from many individuals are duplicating/repeating info and can clutter up a person's e-mail. We recommend that the person that sent out the e-mail specify that the response should only go to him/her and that the responses will be summarized and sent out to everyone responding. This might not always be a workable option in every situation, but if the topic will lead to diverse answers this approach will probably be helpful.

Suggestions on how to manage your e-mails and how to respond to an e-mail:

- (1) Commit to **check your e-mail** on a regular basis (ignoring it will not help you manage your e-mail – it will simply pile up!). **DEVELOP GOOD HABITS.**
- (2) Deal with e-mails that require a response from you as **quickly** as you would return a phone call.
- (3) Let members know if you are **not available** to check your e-mail for a while.
- (4) Find the best system that works for you for **managing your e-mail messages.**

Here are a few ideas for managing your e-mails:

- Sign up and use Google's "Gmail" email account to keep messages and responses in one thread versus having to sort through your mailbox for different responses at different times. (See www.gmail.com for further information).
 - Categorize e-mails that need a response and those that are just "for info" and move them into different file folders.
 - When completed, delete or move the e-mail to a "completed" or similar folder.
 - If you are able to set up a task list on your computer, add a short task note and date to remind you that you need to respond to a specific e-mail. Or, put a reminder on your calendar (online or paper version).
- (5) Add the e-mail addresses of HLA-Oregon board and committee members to your "whitelist" to ensure that messages do not get dumped into your Spam Filter File.
 - (6) Remove FW ("forward") addresses and old trailers that aren't important. Cut and paste only the portion of the original e-mail that you are responding to.
 - (7) And last but not least, the E-mail Adhoc Committee members recommend that we continue to explore other options for better communication besides e-mail as they become available.