Sample Policy and Procedure Manual

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Purpose and Overview

These are sample policies that can be used as a starting point in creating a chapter specific manual. This sample manual is intended to serve as a resource for chapters to modify and adopt. Each chapter should have a policy manual that is reviewed annually, changes should be approved by the chapter board and must be in accordance with all HIMSS policies and Chapter Bylaws.

Chapter policies manage the day-to-day operations of the chapter. They must adhere to HIMSS policies, Chapter Bylaws, and the Affiliate Agreement.

All new and existing policies should ensure fair and consistent practices and legal compliance. Policies should be detailed, process oriented, and fluid. They may be created or edited to ensure consistent standards are followed and that there is fair treatment of all volunteers and members. The board shall approve all new policies and edits to existing policies before they are enacted. Upon approval the secretary shall make the appropriate updates to the policy manual and make accessible on the document repository. The policy manual should be reviewed annually to ensure compliance.

Implemented policies and procedures should:

* Ensure and endorse the well-being of all volunteers
* Provide common understanding and agreement on how the chapter operates
* Establish a professional and effective organization
* Provide consistency amongst volunteers
* Prevent any ambiguity about how particular situations/issues should be handled
* Help train and transition leadership

Leadership

Refer to Chapter Bylaws for composition, term limits, and elections.

Board of Directors Responsibilities

The Board of Directors is responsible for the financial viability of the Chapter and for overall direction, both short- and long-term. These are accomplished by publishing the Chapter’s strategic and annual plans and budget. The Board is also responsible for the development and execution of policies and procedures to enable achieving objectives set forth by the strategic and annual plans (including budget) and which must be within the framework of the bylaws.

Each board member should commit to following these expectations for the duration of their term:

[The Chapter Board should determine and approve if it is appropriate to have some or all the commitments in the Chapter Policy Manual. Attracting and retaining good volunteers should be the highest priority. The Chapter Board should determine the appropriate stat to fill in the blanks below based on individual chapter needs and volunteer restrictions.]

* Attend a minimum of XX% of Board of Directors meetings or conference calls, when unable to attend a call the director should submit a written status update to the secretary at least 24 hours prior to the scheduled call or meeting (email is accepted).
* Attend at least XX chapter programs if offered within a # mile radius of the director’s residence and XX virtual programs.
* Managing and conducting the activities assigned and/or supporting the activities of assigned committees.
* Active participation and willingness to work with other directors in good faith.
* Volunteer to perform specific duties that enable the group to achieve its goals.
* Complete volunteer work within the given scope and timeline.
* Work as a member of a collaborative team, balancing the interests of HIMSS with each person’s interests for professional development, learning and contributions.
* Focus on the “win” for healthcare, rather than a sale for a corporation or benefit for an organization or individual.
* Maintain an active membership. If the membership lapses beyond the 30-day grace period, the member will no longer be in good standing and will be asked to resign until membership is renewed.
* Abide by the HIMSS Volunteer Code of Conduct

As a voluntary organization, it is realized that fulfilling commitments may have time constraints imposed by work, physical impairment, health and personal activities. The Chapter will strive to accommodate everyone’s situation in an effort not to exclude members who are willing to serve in a leadership role. However, since the chapter relies on each individual’s participation to achieve its objectives, it is appreciated that the Chapter be advised if an individual envisions difficulty in pursuing their commitments.

Should a member of the board be unable to satisfy the commitment requirements:

* 1. The member will advise the president of this inability, temporary or permanent for discussion with the board; or,
	2. The board will address the matter should the Board member in question not take action as per the above paragraph.
	3. The board will take appropriate action in accordance with chapter bylaws. [The chapter board does not have the ability to remove a board member as the bylaws require a full chapter vote.]
	4. Any actions taken by the board may be appealed by the board member in question if they disagree with the decision. The appeal may be submitted to the Chapter President or Secretary.

Transition

All board members should utilize the collaboration tool to make position specific documentation available to incoming board members. The outgoing volunteer should provide adequate training, share all applicable passwords, and act as resource to the incoming volunteer.

* Past President, President, President Elect: Prepare Accountability Reporting Administrative submission, plan transition meeting/board retreat, share access to president and info email accounts
* Secretary: Prepare election results and distribute to members, submit Board List to HIMSS, provide minutes and records to incumbent
* Treasurer: Update bank signature cards, prepare financial submission of Accountability Reporting
* Marketing / Communications: Provide access to Brand Portal, social media accounts, and email tool
* Website: Train incumbent how to make edits

General:

* Target Tasks – Quarter 1 and 2 of Term
* Current Officers review existing job descriptions and sign-off, or present proposed modifications to Board of Directors for approval.
* Verify nominated officials are in good standing and in conformance with all applicable chapter bylaws regarding board/officer membership.
* Target Tasks - Between election and first day of new term
* Identify & Assign Position Mentors
* Elected Officers review job descriptions and sign-off, or present questions/concerns to their mentor.
* Review and assess Administrative Controls
* Target Tasks - Between first day of office and accountability report submission
* Mentor & Mentee review position specific transition checklist and develop a plan to complete as appropriate throughout Fiscal Year. Corresponding action items should be a standing topic on the monthly board meeting.
* Outgoing and incoming officers collaboratively complete and submit finalized Accountability Reporting. Elected president or designee is responsible for final submission.

Vacancies

If the fiscal year begins with a vacancy, the board should actively recruit a new leader. The vacant position may be filled by a board vote. If the fiscal year begins with an interim officer, the interim officer may step down at any time, the board can then fill the vacant position with a board vote.

Elections

Current chapter leadership is responsible for managing the election process in accordance with the approved bylaws. The election cycle should begin in the final quarter of the leadership term to allow adequate time for a call for nominations, election, and transition period.

Candidates may not campaign to the membership via mass email or chapter tools. The chapter board may facilitate educating the voting members of candidates by fairly sharing all candidate information. The election should be open to all voting members for 10 days with at least 5 days notice of the candidates and election dates.

Upon completion of the election, the current secretary should submit the new board list to HIMSS as part of the Accountability Reporting requirements. All current board members should begin the transition process to the newly elected volunteers, within two weeks of receiving election results.

Nominating Committee (Optional Committee)

A Nominating Committee is required to follow the provisions of Article VII, Section 1 of the 2012 Standardized Chapter Bylaws.

The committee is responsible for identifying qualified members for leadership roles on the Board of Directors and other leadership positions. The committee will use a fair vetting process to identify the best possible candidates to be elected to important decision-making roles in the chapter. The current Chapter President will ensure the process is being performed with integrity.

The Nominating Committee will be selected by the Chapter President and approved by the chapter board. The Nominating Committee will be established no later than the sixth month of the chapter year and will remain in place through the end of the chapter year. The selection process must follow the chapter bylaws and procedures established by HIMSS. The Nominating Committee will solicit and choose at least two candidates for the positions open for election. The information about the individuals and any other relevant considerations will be used to select the candidates. A member of the Committee will personally communicate with the nominee to assist in assessing their qualifications to be a candidate

Committees

President has general oversight over all committees. Designated board members lead specific committee activities and reports deliverables at board meetings. (See appendix for sample committee descriptions.)

Paid Admin

Refer to HIMSS Paid Admin policy.

Governance

Code of Conduct

Each new volunteer shall agree to abide by the Code of Conduct throughout their tenure. The Code of Conduct is intended to foster and sustain a culture of accountability, honesty, equity, and professional excellence. It is understood that all situations cannot be anticipated. All volunteers should act with a high standard of ethical conduct and should take no action that could discredit the reputation or credibility of the Chapter. Chapter priorities should be governed by the HIMSS Mission and Vision. Volunteers should act in the best interest of the law, HIMSS, the Chapter, Chapter members, and the local territory. Volunteer behavior and interactions should represent a positive experience for all who interact with the Chapter, its members, and initiatives.

* Volunteer acknowledges that certain material provided by HIMSS in connection with the Chapter may be confidential and proprietary. Volunteer agrees to safeguard all such confidential and proprietary information and to prevent any unauthorized use or disclosure, during and after involvement with the chapter and chapter board.
* Treat others with fairness, equality, dignity, and respect. Act honestly, responsibly, and with integrity.
* Actively participate in group meetings and events, unless otherwise excused.
* Volunteer to perform specific duties that enable the group to achieve its goals and meets the volunteer role description to a satisfactory standard.
* Complete volunteer work within the given scope and timeline, unless otherwise excused or extended.
* Work as a member of a collaborative team, balancing the interests of HIMSS with each person’s interests for professional development, learning and contributions.
* Focus on the “win” for healthcare, rather than a sale for a corporation or benefit for an organization or individual.
* Maintain an active membership for the duration of their term.

Conflict of Interest

All acts of the chapter’s Board of Directors and all chapter volunteers shall be for the benefit of the chapter and shall not affect the chapter or HIMSS adversely. These individuals shall not accept any favors that might influence their actions regarding the chapter or its members. Under no circumstances may voting board members receive direct payment from chapter activities or programs.

Prior to their nomination to an elected position or appointment to the board and during their terms of office, these individuals shall promptly make full disclosure, in accordance with the Conflict of Interest provisions of the chapter’s Bylaws, of any existing or new employment, activity, investment, or other interest that might involve obligations that may adversely compete with, or conflict with the interest of the chapter.

In the event of a conflict between a member's business and the business of the Board, the member should declare such conflict and the Board should determine if such a conflict exists and recommend a remedy.

Activities involving HIMSS: Conflict of interest may exist in those instances where these individuals knowingly undertake actions or activities that involve:

* An adverse effect on HIMSS activities, goals or financial well-being.
* The obtaining of personal gain or advantage.
* The obtaining by a third party of an improper gain or advantage.
* Serving on multiple HIMSS Chapter Boards as a Chapter Board officer is prohibited. It is acceptable if serving as a Board Member-at-Large or on a Committee. If you serve on an additional board, make sure to:
* Disclose to all that you are serving as a volunteer on multiple chapter boards and disclose which chapters; if the board has an issue with it, you may have to select one chapter to serve on.
* Recuse yourself from voting on any issues that involve the other chapter.

Outside interest and activities: Conflict of interest may result from outside interests and activities including employment and other financial or voluntary interests. Sustained or continuous employment or investment. Conflict of interest may exist in those instances where these individuals, or his/her family, hold a major position or a material financial interest in any organization:

* From which HIMSS secures good or services.
* That provides services, publications, or educational programs directly in competition with HIMSS.
* That is in competition with HIMSS in the purchase or sale of property rights or interests.
* Temporary employment and consulting activity.

Conflict of interest may exist in those instances where these individuals, or their family, renders a directive, managerial, educational, or consulting service to an outside organization:

* From which HIMSS secures good or services.
* That provides services, publications, or educational programs directly in competition with HIMSS.
* That is in competition with HIMSS interests.

Voluntary Organizations: A conflict of interest may exist if these individuals provide formal leadership to another personal membership organization or society, particularly if the other organization has one or more of the following attributes:

* It endeavors to attract the same individuals as members as does HIMSS.
* It provides similar membership services as HIMSS provides to its members.
* It provides similar educational programming to the same audience, as does HIMSS.
* It has other features that create conflict or imply competition with HIMSS.

Records Retention

All chapter documents should be accessible by current board members in a secure document repository. Documents should be maintained in accordance with legal requirements and practical considerations. Refer to HIMSS policy for recommended retention period for printed and electronic documents.

* Audit Reports and audited financial statements [Permanently]
* Tax returns and supporting documents [Permanently]
* Correspondence (legal and important matters only) [Permanently]
* Insurance policies and insurance accident reports (current and expired) [Permanently]
* Board Minutes and Agendas [Permanently]
* Bylaws (including any amendments) [Permanently]
* Board of Directors and Executive Appointments [Permanently]
* Sales records [7 years]
* Vendor/Sponsorship/Membership/Registration Invoices [7 years]
* Accounts payable and accounts receivable ledgers and schedules [7 years]
* Ordinary contracts [6 years after expiration or termination]
* Receipts [6 years]
* Bank statements and reconciliations [3 years]
* Correspondence (routine) with members, customers, or vendors [3 years]
* Correspondence (general) [1 year]

Collaboration

Collaborations occur when the chapter is engaging with an external organization that creates an action/output. The action/output could be an event, promotion, initiative, etc. Chapters may collaborate with HIMSS and other non-profits, such as but not limited to, non-profit academic institutions, associations, and healthcare provider organizations. All collaborating partners must be within the chapter’s approved territory and must be approved by HIMSS prior to entering into the collaboration. The board must approve all collaborations before signing an agreement or MOU. After receiving board approval, the selected officer should submit the collaboration request form to HIMSS.

Finances

Budget

Develop the annual budget and obtain approval by the board prior to the start of the fiscal year. The Treasurer should prepare the budget with collaborative leadership input and aligned with the strategic plan. The approved budget should be used as guide in conducting operations and performing committee activities. The budget may be adjusted, with approval, as special needs arise. Significant budget variances should be reported to the Board for discussion and action as needed. The budget should be made available to the Board in a document repository.

Banking

Maintain current signature cards on all bank accounts, bank authorizing documents, and credit/debit cards. Reconcile the bank statements on a regular basis and distribute along with monthly bank statements to the full chapter board. All financial transactions (credits and debits) shall be recorded with the banking institution. Manual checks not paid electronically shall include a memo as to the purpose of the payment. If there is a Chapter bookkeeper, they may request the bank statement monthly and perform the reconciliation on behalf of the Treasurer.

The Chapter shall establish and maintain a bank account at a nationally recognized banking institution for the purposes of receiving and disbursing funds while conducting Chapter business. The President and Treasurer are given the authority to manage the chapter’s bank account. Transferring authority is performed anytime there is a new President and/or Treasurer. This requires updated signature(s) on the account authorization card that is on file with the Chapter’s bank. It is incumbent upon the departing President and/or Treasurer to provide the account number and tax I.D. information to immediate successor(s). The Treasurer has the responsibility of managing the online banking information and providing the President and Secretary with access and the password to the account. Changes to the online account access must be communicated to the President and Secretary within 24 hours of the changes. The Chapter shall maintain a record of all financial transactions in accordance with Chapter and HIMSS policy. The following guidelines have been used to determine how much money to keep in checking and savings:

* Total cash on hand: a minimum of one year’s operations expenses in reserve.
* Cash in Checking: not less than 50% of one year’s operations expenses to ensure program expenses will always be covered.

The President and Treasurer shall have authority to disburse funds on behalf of the chapter. Requests for disbursement of funds shall be in writing to the Treasurer. All requests shall be accompanied by an invoice or receipt. No expense greater than XX [ex. $20] shall be authorized for payment without a receipt. Receipts shall be originals or electronically scanned images of originals, submitted to the Treasurer. Anticipated expenses exceeding $200.00 shall be pre-authorized by the President. Expenses anticipated to exceed XX [ex. $1,000] shall require prior authorization by chapter board vote. The Treasurer is authorized to disburse funds for invoices up to XX [ex. $200.00] when provided with appropriate documentation without the President’s approval. The President must authorize the Treasurer to reimburse expenses exceeding XX [ex. $200]. All funds disbursed on behalf of the Chapter shall be recorded as to the date, payee, amount, and purpose. A checkbook register shall be maintained by the Treasurer. The Treasurer is authorized to disburse funds on behalf of the Chapter when all the conditions for disbursement have been met. The Treasurer shall maintain an accurate record of all financial transactions and report to the chapter board XX [recommend a minimum of quarterly].

Revenue

The Chapter is responsible for managing income and expenses as a matter of course in conducting its business. The Treasurer is responsible for recording and managing revenue received and expenses paid on behalf of the Chapter. The Treasurer chairs the Finance Committee (if present in the Chapter), which has responsibility to develop direction and guidelines in conducting the financial affairs and investments for the Chapter. Financial recommendations by the Finance Committee are subject to a vote by the Board of Directors. Chapter Revenue comes from:

* Program and Event registration: Income from registration fees will be in the form of credit card, check, cash; credit card is preferred. Income from checks and cash must be reconciled and verified. The receipts are given to either the Treasurer or President for deposit.
* Membership dues
* Sponsorships

Expenses & Reimbursement

Provide uniform procedure for reimbursing members for expenses incurred during the performance of volunteer or educational services. All current chapter members in good standing may apply for expense reimbursement for expenses incurred during the performance of chapter duties and approved in advance by Chapter President or Treasurer. Expenses incurred by the Chapter generally require pre-approval by the President and or Treasurer. Receipts are required for reimbursement. In some cases, amounts-not-to-exceed are identified for certain classes of expenses or where approval is granted without knowing the specific amount of the expense. All contracts or agreements must only be signed by Board Officers with signatory authority. Event budgets that have been approved by the Chapter Board serve as approval for all event expenses. The Event chair shall submit expenses to the Treasurer for payment. Chapter members requesting expense reimbursement must submit the estimated expenses to the Chapter Treasurer 30 days prior to the expense being incurred. Expense reimbursement only applies to Chapter members not being reimbursed by their employer (no double dipping) for those expenses associated with a Chapter event. Meeting Registration Fees not identified below are not reimbursable. Any exceptions must be pre-approved by Chapter Board. Estimated reimbursable expenses as listed below must be included in the Chapter meeting budget. All expense reports and receipts need to be submitted to the Treasurer within 14 business days after incurrence. Excessive delays could result in non-reimbursement.

* Hardship Expense Reimbursement: A Chapter Member in good standing may apply for expense reimbursement if his/her financial situation is under duress and participation in a Chapter event is a key networking or career advancement opportunity. The Chapter Member may apply a maximum of twice during a Chapter Fiscal Year. Expenses require pre-approval by Chapter President and Treasurer.
* Travel: The Chapter shall reimburse for certain travel and expenses associated with conducting business on behalf of the Chapter. Expenses other than those listed below must be pre-approved and have receipts for each item claimed. An expense report must be completed for all expenses, with required approvals and then submitted to the Treasurer. The Chapter shall reimburse expenses incurred for travel, lodging and a daily per diem for Chapter related business:
	+ Airfare, coach/economy class only. Fares over $X must be pre-approved by Chapter President or designee. 14-day advance purchase.
	+ Hotel within meeting block, not to exceed $X/day unless pre-approved by Chapter President or designee
	+ Expense for meals only if traveling over X hours, at Federal Per Diem Rate per geographic region of meeting
	+ Parking, Taxi/Rideshare, Tolls
	+ Mileage at the IRS standard mileage rate
	+ Daily per diem of $X for incidentals
	+ Registration: At early bird rate, if available
* Miscellaneous: Expenses incurred by the Board of Directors, or their designees must have prior approval by the Board or President. Requests for reimbursement must be accompanied by receipts. The Chapter will reimburse vendors provided (a) the expense was pre-approved and (b) the request is accompanied by a receipt.
* Program: The Chapter shall reimburse members for expenses associated with events sponsored by the Chapter when the expenses have been pre-approved during the budget process. Each committee chair shall create a budget during the annual planning process and submit it for approval by the Board. Deviations from the budget (overage) must first be approved by the Committee chair, then sent to the President or Chapter Board (depending on approval amount) for final approval. Reimbursement applicable for event planning expenses: To expedite meeting organization the Program Committee Chair or the designated Event Planner may incur budgeted chapter expenses up to XX [ex. $1,000] subject to preauthorization by the Board approval. Below are expenses that are considered meeting organization expenses and the authorized limits unless advance approval is received from the Board:
	+ Badges up to $50
	+ Signage up to $50
	+ Marketing (printed materials, etc.) up to $100
	+ Meeting catering expenses
	+ Breakfast $15; Lunch $20; Dinner $25; Refreshments $15 per budgeted attendee
	+ No alcohol permitted unless cash bar
	+ Special Events as approved by Board $40 per budgeted attendee
* Speaker Expenses (Vendors excluded)
	+ Speaker Gifts and Honorariums up to $50
	+ Speaker Meals up to $30
	+ Speaker Travel Expenses up to $300 unless prior approval is received from Board
		- Airfare – 14-day advance purchase coach fare required
		- Hotel – designated meeting conference rate
		- Meals – Federal Per Diem Rate Identified for the geographic region of meeting
		- Mileage reimbursement at current IRS mileage reimbursement rate
	+ Room Rental Deposits up to $1,000 contract must be signed by Chapter President or designee
	+ Equipment expense deposits (such as AV) up to $50

Record Keeping

The Treasurer is responsible for all financial records of the Chapter and must conduct the business of the Chapter in accordance with the Bylaws, State and Federal regulatory requirements, and the policies of the Chapter. The Treasurer will keep copies of all receipts associated with funds disbursement and make available using the document repository.

Accountability Reporting

The Treasurer should complete all components of the Finance Report and submit ahead of deadline. This includes obtaining a financial review committee or accountant to complete the audit of chapter financials.

Audits

A Financial Review Committee or Accountant should conduct an annual review of chapter finances and distribute to the Board of Directors and HIMSS. The Treasurer shall provide necessary documentation to the auditors. The Treasurer should report the financial status of the Chapter at each Board meeting. This report shall include:

* Current Checking and Savings Account Balance
* Total Cash on Hand
* Current expenses with descriptions pending payment
* Summary of revenue received, and expenses paid this period
* Pending expense approvals
* Summary of Chapter event reconciliations (budget v. actual)

Sponsorship

Refer to HIMSS Chapter Sponsorship Policy.

Events

Cancellation Policies

Attendee: If circumstances change and you can no longer attend this event, you may cancel your registration by providing written notice to XX (contact name, email, phone). Registrations will be refunded if you notify [person above] of your cancellation in writing on or before XX [date or number of days before event]. A XX [dollar amount] fee may apply to the cancellation. There will be no refunds given for any cancellations received after XX [date or days before event]. This can include, but is not limited to, failure to attend the conference because of illness, alteration or rescheduling of the Conference by the chapter, or due to events beyond the parties’ reasonable control, such as travel problems, natural disaster or weather emergency, civil unrest, epidemic, public health emergency (declared or undeclared), or an act of terrorism. For cancellations received after the cutoff date with a balance due, the registration amount remains due in full. Conference refunds approved by the chapter will be issued within XX [ex. 10-14 business days]. All refunds will be issued back to the original payment form. Reminder: Cancelling your Conference registration does not automatically cancel your hotel and travel arrangements. Attendees are responsible for cancelling their hotel and travel reservations.

Conference: The Chapter reserves the right to cancel, alter, or reschedule the Conference for any reason. The Chapter also reserves the right to close registration when tickets are sold out. For these reasons, registrants are advised against making non-refundable travel arrangements. Should you purchase non-refundable airline tickets or make non-refundable hotel reservations, you do so at your own risk. Should the Chapter cancel, alter, or reschedule some or all of the Conference for any reason, any fees paid or owed will not be refunded. Further, a portion of your Conference fees (including fees for any optional events) may be converted to a credit. If applicable, this credit may be applied to a future Chapter service or program and must be used on or before XX (Date or timeframe).

Memorandum of Understanding (MOU)

A Memorandum of Understanding (MOU) should be created to detail expectations of each party when entering a collaboration with a HIMSS chapter or approved collaborator. The MOU should contain clear identification of all parties, description of agreement and objectives needed to reach that agreement, necessary terms to reach the agreement, and a signature by each party. The MOU should not be used for anything involving the exchange of money, if money is involved a contract must be signed.

Registration Discounts

All registrant types not listed below will pay the registration fee established for the meeting based on the fee structure. Complimentary registration fees may be provided under the guideline below:

* Educational Program Speakers will receive complimentary registration if they present an agenda topic or panel discussion.
* Meeting Program Volunteers will receive complimentary registration if they actively participate in organizing and facilitating the meeting.
* Hardship Waivers may be provided to a chapter member in good standing who is experiencing a financial hardship and has submitted a request to the Chapter President and Treasurer.
* Board Members are required to pay meeting registration fees unless waived by the Chapter President and Treasurer or they are volunteering at the specific event.
* Chapter/Meeting Sponsors will pay registration fees based on the level of sponsorship and complimentary registration included in the sponsorship level.

Insurance

HIMSS provides Directors and Officers Insurance, the chapter is responsible for disclosing any knowledge of an impending claim and circumstances that may lead to a claim to HIMSS Chapter Staff immediately. The chapter may require event insurance for large events or activities that require extraordinary exertion, such as a golf tournament. Supplemental coverage must be approved by the board and assessed based on need for chapter business and is not provided by HIMSS.

Communication

List usage

HIMSS protects the privacy of members. Chapters may only use the list in any way that promotes the mission and vision of HIMSS. Chapters should ensure that all communications are professional and relate only to HIMSS/HIMSS Chapter business or interests. The chapter's membership list may not be used for personal gain of any individual (board members, election candidates, sponsors, etc.) nor business gain.

* Do not sell or distribute the membership list – Chapters may use the list to do their own outreach to members on the list, but may not, under any conditions, sell the list (in exchange for any item of value) or distribute/share the list in any way.
* Do not share member contact information with collaborators - Chapters must distribute all communications directly to their members for a co-sponsoring organization. DO NOT share member lists with outside organizations, even in collaborative marketing/communications/etc.
* Do not share member contact information with sponsors - DO NOT share the chapter’s complete list with sponsors or market suppliers (vendors). The chapter may share limited information such as name, title, company, city, and state only if attendees permit you to share their information via specific opt-in on the registration form; then approved contact details may be provided. Exhibitors may collect attendee information at their booths or tabletops.

Social Media Management

The Marketing and Communications Chair, President, and Program Chair have account access. The login will be reset at the time of board transition. Any volunteer with access to chapter accounts must speak on behalf of the chapter and not promote any individual interests. Any posts, likes, shares, etc. should promote a positive view of the chapter, membership, and follow the HIMSS mission. Social media account managers may not engage in cyber bullying or post private/confidential information. Social engagement may not be disparaging or defamatory. All posts should be accurate, professionally appropriate, and representative of the chapter. If an administrator is in breach of this policy or the Code of Conduct their access will be removed permanently.

Website Administration

Web editors should follow the HIMSS website policy and marketing/brand guidelines. The editor should work with board members and committees to maintain accurate and up to date information. Past event and program information should be archived or removed. The website may not be used for non-chapter initiatives or to promote individual business efforts. Website access may not be shared.

Etiquette

Communicate professionally to convey the chapter and your position in a positive light. Avoid negativity, sarcasm, and adjectives that make you appear overly emotional. Be conscious of every word you say and how it may be perceived. Separate private from public conversations.

Meeting attendees should be punctual, come prepared, actively listen and participate, give others the opportunity to speak, and should remove distractions to avoid interruptions. The meeting should follow the set agenda and remain on topic to ensure productivity. Questions should be addressed in a courteous manner.

Appendix

1. 2012 Standardized Chapter Bylaws
2. Affiliate Agreement
3. HIMSS Chapter Policy Manual
4. Position and Committee descriptions
5. Volunteer Incentive Program (VIP)