

NATIONAL ORIENTATION MANUAL * POLICIES AND PROCEDURES

COMMITTEE TERMS OF REFERENCE

Name:	Operations & Support
Type of Committee:	Standing Committee
Focus:	Inwards
Accountability:	Executive Board
Ex-Officio:	National Vice-President
Membership Composition:	Standard National Committee Reference
Meetings:	Modified National Committee Reference (see below)
Staffing:	Standard National Committee Reference

Purpose/Mandate:

The Committee is responsible for promoting and supporting the operations of CCI and its Chapters. Current responsibilities and mandate include:

- (a) To implement, maintain and evolve a national database
 - Centralize the tracking of memberships, accreditations, memberships, and all other items that reduce redundancy, streamline operations, and expand the capacity of CCI on a cost savings basis.
- (b) Chapter Policies and Practices
 - Define, maintain and evolve Chapter standards and operating policies required of a National organization that operates through chapters
 - Maintain a Chapter Guidelines and Requirements document that chapters use to ensure alignment with CCI standards and operating policies
 - To manage discipline process for offices, volunteers, contractors and employees of CCI as outlined in the Code of Ethics
- (c) Chapter Annual Reviews
 - Develop, maintain and evolve a system of chapter accountability to meet established organization standards
 - Create annual chapter report forms
 - Review the annual chapter reports
 - Provide feedback to chapters on the results of the annual chapters reports both in aggregate and individually to each chapter
 - Award Chapter of the Year to one or more chapters at the annual national awards banquet
- (d) Communication with Chapters
 - Facilitate Chapter President's Call twice annually via conference call
 - Survey chapters to determine best form of chapter/national relationship

- Assess what resources chapters require

- (e) Grant Application Program
 - To create, maintain the Chapter grant application process
 - To review grant application proposals from Chapters for Chapter Assistance Program and provide recommendation to Executive Board

- (f) Chapter Building
 - Identify and develop different support mechanisms for Chapters
 - Develop plans to aid Chapters with volunteer recruitment and retention
 - Develop plans to aid Chapters in leadership development and retention

- (g) New Chapter Development
 - To create, maintain and evolve the criteria for new Chapter development
 - To build a process manual for the multi-year process of adding new Chapters
 - Review of any submissions for new CCI Chapters and make recommendations to Executive Board as to their feasibility and status

Meetings:

Meetings are at the Standard National Committee Reference with the following modification:

- (a) The minimum number of meetings should be 4.

2018 Identified Priorities:

These priorities do not constitute part of the Terms of Reference, but outline the current priorities of committee, in conjunction with the purpose/mandate of the committee. These are expected to be reviewed and updated yearly by the National Executive.

1. Chapter President's to meet 2x via conference call annually as well as incorporating a meeting at the leaders' forums
2. Revise Annual Report questions, process and feedback letters
3. Identify and develop different support mechanisms for Chapters