

CANADIAN ASSOCIATION OF HOSPITAL DENTISTS
ASSOCIATION CANADIENNE DES DENTISTES EN MILIEU HOSPITALIER
CAHD - ACDH

~ OPERATIONS MANUAL ~

ROLES & RESPONSIBILITIES

POLICIES AND PROCEDURES

May 29, 2015

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PART 1 ROLES & RESPONSIBILITIES

1.1 Board of Directors - Roles and Responsibilities

A. Powers of the Board

The Board shall supervise the management of the business and affairs of the Association.

B. Duties of the Board

The duties of the Board shall include the following:

- (1) to identify and manage strategic issues;
- (2) to define and approve roles and responsibilities;
- (3) to develop and approve policies and procedures;
- (4) to liaise with members;
- (5) to set plans and take all reasonable action to achieve strategic objectives;
- (6) to recommend strategic direction to the membership;
- (7) to establish committees and their structure;
- (8) to receive reports of the Nominations Committee;
- (9) to oversee the finances of the Association including regular review and approval of financial statements, reports and membership dues and fees;
- (10) to approve the budget of the Association;
- (11) to allocate finances and other resources;
- (12) to develop and maintain external relationships with government and international and other allied organizations; and
- (13) to prepare the agenda for the Annual General Meeting and the meetings of Voting Members.

C. Meetings of the Board

The Board shall hold at least one (1) regular meeting each year, but may meet by phone more regularly.

Special meetings of the Board may be called at the discretion of the President.

A simple majority of the members of the Board may request a meeting of the Board with or without the request of the President provided that at least thirty (30) days written notice is given to the members of the Executive Council.

Fifty percent of the voting members of the Board shall constitute a quorum.

Day-to-day operations of the Association will be delegated to the Officers of the Association.

D. Composition of the Board

The Bylaws state that the Board must consist of at least three members, two of whom cannot be officers. and the term for a Board member is one year. The members of the first Board will be reappointed for a second one year term, with staggered one year terms thereafter, determined by election by the Class A members.

The Chairs of the Membership and Website committees shall be Board members.

The Board should have regional representation to the extent possible, the regions being the Atlantic Region, Quebec, Ontario, the Prairie Region, Alberta and BC.

1.2 Executive Officers - Roles and Responsibilities

A. President

The President carries out the following roles and responsibilities:

- (1) Acts as Chair of the Board
- (2) Fulfils the Duties of the President and Chair of the Board as outlined in the Association's Bylaws, in concert with all other Executive officers.
- (3) Attends all Board meetings, the Annual General Meeting and the meetings of Voting Members to assist the Board in the business of the meeting and to offer guidance in all decision making.
- (4) Serves as a member or the chair of an Association committee on an as-needed basis.
- (5) Arranges and chairs meetings of the Board, the Annual General Meeting, and such other meetings as may be convened from time to time.
 - (a) Prepares the agenda for all of the above meetings, in concert with the Board
 - (b) Calls such meetings to order at the appointed time.
 - (c) Ensures that all proceedings are conducted in accordance with the Association's Bylaws.
 - (d) Ensures that all transactions and elections are conducted with the appropriate quorum present.
 - (e) Rules on appeals and on the legitimacy of all proposed motions, amendments and other procedures.
 - (f) Casts a tie-breaking ballot or vote when required.

- (6) Reports to the general membership of the Association.
 - (a) Provides an annual report to the members at the Annual General Meeting.
- (7) Implements decisions made at the meetings of Board, the Annual General meeting and the meetings of Voting Members.
- (8) Serves as an “ex-officio” member on all committees, and attends their meetings when appropriate.
- (9) Strikes Association committees when required.
 - (a) Appoints committee chairs,
 - (b) Appoints committee members in consultation with the committee chairs,
 - (c) Makes interim appointments to fill vacancies on committees when appropriate.
- (10) Serves as a liaison and / or representative of the Association when appropriate.
- (11) Serves as the spokesperson of the Association and / or delegates this responsibility when required.
- (12) Delegates such duties and responsibilities as he / she may deem appropriate.
- (13) Succeeds to the office of Immediate Past President following his / her term as President.

B. Immediate Past President

The Immediate Past President carries out the following roles and responsibilities:

- (1) Attends all Board meetings, the Annual General Meeting and the meetings of Voting Members to assist the President and the Board in the business of the meeting and to offer guidance in all decision making.
- (2) Serves as a member or the chair of an Association committee on an as-needed basis.
- (3) Helps to ensure the smooth transition of the incoming Board and the incoming President.
- (4) Provides advice and counsel to those individuals holding his / her previously held Executive offices (e.g. incoming President, President-Elect, Secretary/Treasurer)
- (5) May offer advice and assistance to the Association’s Board, upon request, after his / her term of office has expired.

- (6) Chairs the Association's Nominations Committee.
- (7) Serves as a liaison and / or representative of the Association when appropriate under the direction of the President.
- (8) Serves as the spokesperson of the Association when appropriate under the direction of the President.
- (9) Serves as a member of the Association's Bylaws / Policies Review Committee.
- (10) Performs such other duties as may be required by the Board.
- (11) Delegates such duties and responsibilities as he / she may deem appropriate.
- (12) May offer advice and assistance to the Association's Board, upon request, after his / her term of office has expired.

C. Vice-President

The Vice-President carries out the following roles and responsibilities:

- (1) Acts as Vice-Chair of the Board.
- (2) Fulfills the Duties of the Vice-President and Vice-Chair of the Board as outlined in the Association's Bylaws, in concert with all other Board officers.
- (3) Attends all Board meetings, the Annual General Meeting and the meetings of Voting Members to assist the President and the Board in the business of the meeting and to offer guidance in all decision making.
- (4) Serves as a member or the chair of an Association committee on an as-needed basis.
- (5) Helps to ensure the smooth transition of the incoming Board.
- (6) Provides advice and counsel to those individuals holding his / her previously held Executive offices (e.g. incoming Secretary/Treasurer)
- (7) Serves as Acting President if the President is unable to act;
- (8) Serves as a liaison and / or representative of the Association when appropriate under the direction of the President.
- (9) Serves as the spokesperson of the Association when appropriate under the direction of the President.
- (10) Provides direction and advice to the Board.

- (11) Performs such other duties as may be required by the Board.
- (12) Delegates such duties and responsibilities as he / she may deem appropriate.
- (13) Succeeds to the office of the President following his / her term as President-Elect.

D. Secretary/Treasurer

The Secretary/Treasurer carries out the following roles and responsibilities:

- (1) Fulfills the Duties of the Secretary and Treasurer, as outlined in the Association's Bylaws, in concert with all other Board officers.
- (2) Attends all Board meetings, the Annual General Meeting and the meetings of Voting Members to assist the President and the Board in the business of the meeting and to offer guidance in all decision making.
- (3) Serves as a member or the chair of an Association committee on an as-needed basis.
- (4) Helps to ensure the smooth transition of the incoming Board and the incoming Secretary/Treasurer.
- (5) Provides advice and counsel to those individuals holding his / her previously held Executive offices.

Duties of the Treasurer:

- (6) Reviews and responds to all financial correspondence on behalf of the Association.
- (7) Oversees the day-to-day financial activities of the Association by:
 - (a) Reviewing, at least monthly, the accounts payable of the Association as submitted by the Association's Secretariat.
 - (b) Monitoring incoming revenues and accounts receivable to the Association as submitted by the Association's Secretariat.
 - (c) Signing all cheques and disbursements as required and as appropriate on behalf of the Association as submitted by the Association's Secretariat.
 - (d) Reviewing monthly statements as submitted by the Association's accountant.
 - (e) Responding to any auditor's recommendations upon the direction of the Board and the Voting Members.

- (8) Prepares a Treasurer's report for each Board meeting and the Annual General Meeting including an accounting of:
 - (a) All expenses incurred.
 - (b) All revenues received.
 - (c) All current bank balances.
 - (d) The status of all investments.
 - (e) Any auditor's recommendations.
 - (f) Projected expenses.
 - (g) Projected revenues.
- (9) Receives, reviews and reconciles the Association's annual financial statements from the Association's accountant for:
 - (a) Presentation to and approval by the Board .
 - (b) Presentation to the Annual General Meeting.
- (10) Manages and monitors the financial assets of the Association and provides status reports to the Board, at least semi-annually, giving options and recommendations to the Board regarding asset management strategies.
- (11) Prepares an annual budget for the Association in consultation with the Board members and the committee chairs, for presentation to the Board for review, revision and approval and subsequently to the Annual General Meeting for information.
- (12) Recommends appropriate Association activities based upon the foregoing and in consideration of the Association's annual budget.
- (13) Arranges for a formal review or audit of the Association's finances upon the direction of the Board and / or the Voting Members.
- (14) Recommends, to Board, the retention or replacement of the Association's accountant and / or auditor annually or as required.
- (15) Forwards a complete accounting of the previous year's revenues, expenses and transaction statements to the incoming Treasurer, as soon as possible and not later than four (4) weeks following the completion of his / her term of office as Treasurer.

Duties of the Secretary:

- (16) Serves as member of the Membership committee.
- (17) Serves as chair of the Association's Bylaws and Policies Committee.
- (18) Reviews the Bylaws and Policies Manual in consultation with the incoming Secretary:
 - (a) To identify those Policies which are scheduled for and / or in need of review.
 - (b) To suggest, when appropriate, any suitable revisions to the Bylaws, and the Policies Manual for approval by the Board.
- (19) Identifies to the incoming Secretary, as soon as possible and not later than four (4) weeks following the completion of his / her term of office as Secretary, those items in the Association's Policies Manual which are due for and / or in need of revision during the term of the incoming Secretary.
- (20) Receives, triages, responds to and / or routes all Association-related communications.
- (21) Maintains, archives and stores the physical and electronic records of the Association.
- (22) Acts as the Association's Privacy Officer
- (23) Reviews the Bylaws, and the Policies Manual in consultation with the incoming Secretary and the Immediate Past President:
 - (a) To identify those Policies which are scheduled for and / or in need of review.
 - (b) To suggest, when appropriate, any suitable revisions to the Bylaws and the Policies Manual for approval by the Board.
- (24) Compiles and collates all submitted material relevant to meetings and distributes these resources to meeting attendees in advance of each meeting.
- (25) Records, prepares, edits and distributes the minutes of each Board meeting to Board members.
- (26) Records, prepares, edits the minutes of, the Annual General Meeting, the meetings of Voting Members and such other meetings as directed by the President and distributes the minutes to Board members, and provides copies of these minutes to the general membership on request under the direction of the President.

- (27) Administers the Association's membership application and renewal processes in conjunction with the Membership Committee chair and in accordance with the Association's Bylaws and Roles and Policies Manual.
- (28) Prepares and mails the annual membership dues invoices.
- (29) Apprises both the Treasurer and the Membership Committee chair, from time to time, as to the status of dues payments.
- (30) Receives all dues payments and deposits these payments in the Association's bank accounts.
- (31) Issues receipts to paid members.
- (32) Provides follow-up on delinquent payments.
- (33) Forwards required information to the Association's bookkeeper, accountant and auditor.
- (34) Sends sufficient information to the Treasurer, so that he / she may monitor revenues from membership dues, vis-à-vis Association expenditures, and if and when the need becomes apparent, recommends suitable membership dues increases.
- (35) Maintains a current Association membership database.
- (36) Maintains a current Association contact database.

1.3 Committees

A. Nominations Committee

This committee shall be a committee of the Board of the CAHD

Chair – The Immediate Past President of the Association shall chair the committee.

Composition - This committee shall consist of the Immediate Past-President and two (2) additional Voting Members-at-large appointed by the President. The two appointed members-at-large shall be respected members of the Association who are not currently serving as officers or committee chairs of the CAHD.

Roles and Responsibilities –

- (1) Nominations to Board

The committee shall:

- (a) Identify suitable candidates for consideration for nomination to the officer positions of the CAHD Board.
- (b) Review the qualifications of these candidates.
- (c) Provide the Board with the names of the committee's recommended nominees for election to the offices of President-Elect, Treasurer and Secretary of the Board at least sixty (60) days prior to the date of the Annual General Meeting.
- (d) Propose a slate of nominees for the Director offices on the Board through the chair for consideration at the Annual General Meeting.

(2) Other Nominations

The committee shall:

- (a) Assist the Board, at the request of the President, when it is required to identify individuals suitable for appointment as representatives of the Association to external bodies or organizations requiring Association representation.

(3) General

The committee members shall:

- (a) Perform such other duties as may be required by the Board .
- (b) Delegate such duties and responsibilities, as may be deemed appropriate.
- (c) Offer advice and assistance to the Association's Board , upon request, after their respective terms of office has expired.

Reporting – The Committee shall report through the chair to the President and the Board .

B. Bylaws and Policies Review Committee

This committee shall be a committee of the Board of the CAHD

Chair – The Secretary of the Association shall chair the committee.

Composition - This committee shall consist of the Secretary and the Immediate Past President.

Roles and Responsibilities

(1) Bylaws

The committee shall:

- (a) Review the Association’s Bylaws annually.
 - (b) Recommend, when appropriate, any suitable revisions to the Bylaws for approval by the Board and / or the Voting Members of the Association.
- (2) Roles and Responsibilities / Policies Manual
- The committee shall:
- (a) Review the Policies Manual annually.
 - (b) Identify those Policies that are scheduled for and / or in need of review.
 - (c) Recommend when appropriate, any suitable revisions the Policies and Manual for approval by the Board and when necessary the Voting Members of the Association.
- (3) General
- The committee members shall:
- (a) Perform such other duties as may be required by the Board.
 - (b) Delegate such duties and responsibilities, as may be deemed appropriate.
 - (c) Offer advice and assistance to the Association’s Board, upon request, after their respective terms of office has expired.

Reporting – The Committee shall report through the chair to the President and the Board.

C. Membership Committee

This committee shall be a committee of the Board of the CAHD

Membership Chair – The President of the Association shall appoint the chair of the Membership Committee (Membership Chair).

Term of chair – The term of the chair shall be two years, renewable.

Composition - This committee shall consist of the chair, the Secretary and such other members as the chair shall appoint in consultation with the President. The term of appointed members shall be at the discretion of the chair.

Roles and Responsibilities

- (1) Membership

The Membership committee shall administer and supervise the Association's membership application and renewal procedures in accordance with the Association's Policies.

(2) General

The committee members shall:

- (a) Perform such other duties as may be required by the Board.
- (b) Delegate such duties and responsibilities, as may be deemed appropriate.
- (d) Offer advice and assistance to the Association's Board, upon request, after their respective terms of office has expired.

Reporting – The Committee shall report through the chair to the President and the Board.

D. Website Committee

This committee shall be a committee of the Board of the CAHD

Chair – The President of the Association shall appoint the chair of the Website Committee (Website Chair).

Term of Chair - The term of the Website Chair shall be three (3) years, renewable.

Composition - This committee shall consist of the Website Chair and two (2) additional members. At least one of the additional members will be fluent in the French language. The chair, in consultation with the President, shall appoint the additional members of this committee for a two (2) year term.

Roles and Responsibilities –

1. The Website Chair shall attend all Board meetings, the Annual General Meeting and such other meetings as required at the request of the President to assist the Board in the business of the meeting and offer guidance in decision making as it relates to the website.
2. The Website committee shall:
 - (a) Develop, implement, review and support a continual and dynamic website in both official languages.
 - (b) Provide guidance on the structure and content of the website.
 - (c) Establish and maintain relationships for sponsorship of the website including advertising and fund raising initiatives.

- (d) Develop and provide annual budgets and financial reports to the Board in regards to the website.
- (e) Maintain a current and updated database and information system on the website.
- (f) Facilitate the communication needs of the CAHD membership through the website.
- (g) Facilitate the transition of new committee members by providing advice and guidance.
- (h) Perform such other duties as may be required by the Board.
- (i) Delegate such duties and responsibilities, as may be deemed appropriate.
- (j) Offer advice and assistance to the Association's Board, upon request, after their respective terms of office has expired.

Reporting – The Committee shall report through the chair to the President and the Board.

E. Practice Resource Committee

This committee shall be a committee of the Board of the CAHD.

Chair – The President of the Association shall appoint the chair of the committee.

Composition - This committee shall consist of the chair and one member from each region. The Chair and all Committee members shall be members of the CAHD. The term of the Chair and the appointed members shall be at the discretion of the Board and the President.

Roles and Responsibilities:

The committee shall:

- (a) Collate relevant documents for shared accessibility on the website.
- (b) Maintain a database of Canadian GPR Programs and Dental Services, including the names of Directors and Chiefs, funding mechanisms and
- (c) Monitor changes in the regulatory and funding environments provincially and nationally.
- (d) Identify effective strategies and pathways for effective government and regulatory body liaison.
- (e) Perform such other duties as may be required by the Executive Council.

- (f) Delegate such duties and responsibilities, as may be deemed appropriate.
- (g) Offer advice and assistance to the Association’s Executive, upon request, after their respective terms of office has expired.

Reporting – The Committee shall report through the chair to the President and the Board.

PART 2 PROCEDURES

2.1 Policies

A. Privacy

CAHD Privacy Policy

The Canadian Association Hospital Dentists (CAHD) values the relationship it has with its members and with individuals, organizations and institutions with whom it deals, and is committed to the protection of their personal information. Accordingly, the CAHD, its Board, and committee members shall adhere to this Privacy Policy which is based on the privacy principles set out in Schedule 1 of the *Personal Information Protection and Electronic Documents Act* (PIPEDA) (*Canada*) [the Act]. “Personal Information”, as used in this Privacy Policy, is information about a specific, identifiable individual, but does not include the name, title or business address or telephone number of such individual. In some cases, the CAHD may set policies about releasing to the public information that is not considered Personal Information, in which case the CAHD will be bound by such policies. The CAHD may set policies about releasing Personal Information about members with their permission and in accordance with PIPEDA.

- (1) **Accountability** – The CAHD is responsible for all Personal Information under its control and has designated an individual or individuals who are accountable for the CAHD’s compliance with the following principles.

CAHD has designated a Chief Privacy Officer who is accountable for the overall compliance of the CAHD with the privacy principles in this Policy, including day-to-day oversight.

The CAHD is responsible for Personal Information in its possession or custody, including information that has been transferred to a third party for processing. It will use contractual or other means to provide a comparable level of protection for information being processed by a third party.

- (2) **Identifying Purpose** – The CAHD will identify and document the purposes for which it collects, uses or discloses Personal Information at or before the time of collection. The CAHD may use the personal information it collects for purposes such as:

- To send out membership renewal information and process payments;
 - To provide members with communications about CAHD activities, meetings, hot topics and associated meetings.
 - To offer access to the “members only” section on the Web site.
 - To aid local organizing committees with the annual general meeting.
 - To conduct member surveys and research;
 - To conduct CAHD business (e.g. committees, volunteer activities, nominations, elections, meetings, continuing education, marketing, lobbying and networking).
- (3) **Consent** – The CAHD will collect, use, or disclose Personal Information only with the knowledge and consent of the individual, except in emergencies and on other occasions permitted or required by law, or where it may be considered inappropriate.

The way in which the CAHD seeks consent, including whether it is express (i.e. explicit verbal, written, or other authorization) or implied (i.e. can reasonably be determined through the actions or inaction of the individual), may vary depending upon the sensitivity of the information and the reasonable expectations of the individual. An individual can withdraw consent at any time, subject to legal or contractual restrictions and reasonable notice. The CAHD will inform individuals of any implications of withdrawing consent.

Typically, the CAHD will seek consent for the use or disclosure of information at the time of collection. In certain circumstances, such as a proposed use of information for new purposes not previously identified, consent may be sought after the information has been collected but before use.

The CAHD will not require an individual member, as a condition of the supply of his or her services, to consent to the collection, use or disclosure of Personal Information beyond that required to fulfil legitimate purposes.

In certain circumstances, as permitted or required by law, the CAHD may collect, use or disclose Personal Information without the knowledge or consent of the individual. These circumstances include Personal Information:

- (a) that for legal, medical, or security reasons make it impossible or impractical to seek consent
- (b) which is subject to solicitor-client privilege;
- (c) which is publicly available;

- (d) where collection or use is clearly in the interests of the individual and consent cannot be obtained in a timely way;
 - (e) which is required to investigate a breach of an agreement or a contravention of a law;
 - (f) required to act in an emergency that threatens the life, health or security of an individual;
 - (g) for debt collection; or to comply with a subpoena, warrant or court order;
 - (h) for the detection and prevention of fraud or for law enforcement where seeking the consent of the individual might defeat the purpose of collecting the information; or
 - (i) when the individual is a minor, seriously ill, or mentally incapacitated.
- (4) **Limiting Collection** – The CAHD will limit the amount and type of Personal Information collected to that which is necessary for identified purposes and will only collect Personal Information by fair and lawful means.

The CAHD will collect information in a straightforward and honest fashion. The CAHD will not coerce, threaten, or mislead individuals into providing personal information, nor collect information surreptitiously (without individual consent or knowledge), nor gather from other people, such as family members, work colleagues, or acquaintances without the knowledge and consent of the individual, except in the most compelling circumstances, or for purposes such as law enforcement.

To the maximum extent possible, the CAHD will identify personal information sources to ensure maximum fairness and openness in information collection practices.

- (5) **Limiting Use, Disclosure and Retention** – The CAHD will not use or disclose Personal Information for purposes other than those for which it was collected, except with the consent of the individual or as required by law. The CAHD will retain Personal Information only as long as may be necessary to fulfill the identified purposes.

The CAHD will retain Personal Information which has been used to make a decision about an individual long enough to allow the individual access to the information after the decision has been made and, in the event of an access request or a challenge, long enough to exhaust any recourse an individual may have under the law.

Where Personal Information is no longer required to fulfill the identified purposes, the CAHD will destroy, erase, or make such information anonymous. The CAHD will communicate its practices regarding use, disclosure, and

retention, to the business functions responsible for retaining personal information. The CAHD will inform individuals of its retention periods and what it intends to do with the information after the maximum retention periods are reached.

- (6) **Accuracy** – The CAHD will use its best efforts to ensure that Personal Information is as accurate, complete and up-to-date as is necessary for the purposes for which it is to be used.

The CAHD will use its best efforts to ensure that Personal Information that is used on an ongoing basis, including information that is disclosed to others, and information that is used to make a decision about an individual, is accurate, complete, and up-to-date.

- (7) **Security** – The CAHD will protect Personal Information with safeguards appropriate to the sensitivity of the information.

The CAHD will protect Personal Information against loss or theft, as well as unauthorized access, disclosure, copying, use or modification regardless of the format in which the information is held.

Depending on the format of the Personal Information, security measures may include physical precautions such as locking file cabinets and restricting access to cabinets, offices and files, organizational measures such as security clearances and limiting access on a need-to-know basis and technological measures including passwords and encryption.

- (8) **Openness** – The CAHD will make specific information about its policies and practices regarding the management of Personal Information readily available, except to the extent that it is confidential commercial information.

Specifically, the CAHD will publicize information about:

- (a) how to obtain details of the Personal Information held on file for identified individuals;
 - (b) the type of Personal Information held by the CAHD, including a general account of its use;
 - (c) general information concerning its Privacy Policy and related policies and procedures;
 - (d) what Personal Information is made available to related companies; and
 - (e) how to make requests or complaints to the CAHD's Chief Privacy Officer.
- (9) **Individual Access** – Upon receipt of a written request, the CAHD will inform an individual of the existence, use and disclosure of his or her Personal Information

and will give the individual access to that Personal Information, which may be challenged and corrected, depending on the circumstances.

The CAHD will respond to all individual written requests within a reasonable time, usually about ten (10) business days, depending upon the complexity of the request and the information, and will assist any individual who informs the CAHD that he or she needs assistance in preparing a request. The CAHD may require an individual to provide additional information which will assist it in providing an account of the existence, use, and disclosure of Personal Information.

The CAHD will usually provide the requested information without charge. However, the CAHD reserves the right to impose a charge, depending on the extent of the request and retrieval of information required. The CAHD will inform the individual of the approximate amount of any charge to respond to the request and will not retrieve the information until payment is made. Requested information will be provided in a form that is generally understandable. Where possible, the CAHD will indicate the source of the information.

If an individual successfully demonstrates the inaccuracy or incompleteness of Personal Information, the CAHD will amend the information as required. If a challenge is not resolved to the satisfaction of the individual, the CAHD will record the substance of the unresolved challenge. The CAHD will take reasonable steps to advise third parties having access to the information of any amendments, or unresolved challenges, as the case may be.

In certain situations, the CAHD may refuse a request or restrict access to all the Personal Information it holds about an individual. Exceptions to the access requirement will be limited and specific, as permitted or required by law. The reasons for denying or restricting access will be provided to the individual upon request, where permitted by law, and may include:

- (a) information containing references to other individuals;
- (b) confidential commercial information;
- (c) information which by its nature must remain confidential;
- (d) information collected in the course of investigating a breach of an
- (e) agreement;
- (f) information collected in the course of a dispute-resolution process;
- (g) information that is subject to solicitor-client privilege; or
- (h) any portion of information which, for one or more of these reasons, may not be readily severable from the information as a whole.

- (10) **Challenging Compliance** – Any individual may address a written challenge concerning the CAHD’s compliance with its Privacy Policy to the CAHD’s Chief Privacy Officer.

The CAHD will investigate all written complaints. Should it find that a complaint is justified, CAHD will take all appropriate steps to correct the information and amend the policy or practice as required, and will notify the individual about the outcome.

B. Translation

All member-facing documents will be offered in both English and French.

C. Sponsorship

Sponsorship for the ongoing activities of the CAHD including:

The Annual General Meeting,
All Board and committee meetings,
The Association’s Web site, and
All other Association-sanctioned events, and internal or external communications.

This specifically includes establishing and maintaining relationships with national, international and regional suppliers and other corporate sponsors for the above referenced Association activities.

The CAHD also encourages individual Association members to continue to develop relationships with their professional corporate affiliates.

However, the overall sponsorship strategy for the CAHD, including levels of sponsorship and derived benefits shall be designed and administered by the CAHD Board. Therefore, any discussion regarding sponsorship should be referred to the Board.

D. Distribution of Third Party Material

Association membership or mailing lists will not be provided to third parties.

Requests to have third party material included as part of a CAHD mailing or distribution shall be approved, in advance, by the President and Secretary.

Third Parties may be charged for the costs of production, mailing and distribution of such third party material plus an administrative fee (e.g.\$500.00) per item to be mailed or distributed.

E. Requests from the Media

All media requests will be forwarded to the President.

2.2 Membership Application Process

A. Active Member

Any dentist who has a staff appointment in a Canadian hospital can complete an application to become an Active Member of the Association.

The Board of the Association shall set the annual dues for Active Members.

Requirements:

- (1) Completed application form
- (2) Remittance of annual dues in full for the Active membership category. If application is not successful, these dues will be refunded to the applicant, less an administrative fee

B. Affiliate Member:

Any interested dentist who does not have a staff appointment at a Canadian hospital can complete an application to become an Affiliate Member of the Association.

The Board of the Association shall set the annual dues for Affiliate Members.

Requirements:

- (1) Completed application form
- (2) Payment of the current annual dues for Affiliate Members

C. Student Member:

Persons enrolled in a full time accredited program in dentistry, dental specialty training program or a general practice residency program can complete an application to become a Student Member of the Association.

The Board of the Association shall set the annual dues for Student Members.

Requirements:

- (1) Completed application form.
- (2) Payment of the current annual dues for Student Members

D. Process for all categories of membership

- (1) Receive request via phone/mail/e-mail/on-line form:
 - (a) Record the applicant's name on the "Membership Application Report" spreadsheet
 - (b) Mail an "Application" package (English or French) containing:
 - (i) Appropriate Membership Category Covering letter,
 - (ii) Application for Membership form (active, affiliate or student), and
 - (iii) a self-addressed return envelope.
 - (c) E-mail a copy of the covering letter to the Membership Chair (for information).
 - (d) Update the Non-member database with the pertinent information.
 - (e) File the correspondence under "Application Requests".
- (2) Receive all or partial required documentation from the applicant:

If documentation is incomplete:

- (a) File the information received in the "CAHD – Pending Memberships" file.
- (b) Complete a "Missing Documentation" letter, noting the components that have been received, as well as which pieces are outstanding.
- (c) Mail the "Missing Documentation" letter to the applicant.
- (d) Periodically (quarterly) send an update to the Membership Chair identifying the status of application process for all membership applicants.
- (e) File the correspondence in the "CAHD – Pending Memberships" file.
- (f) If the outstanding documentation has not been received within 90 days re-send the "Missing Documentation" letter to the applicant as a reminder.

If all documentation has been received:

- (a) Complete the appropriate category "Completed Application" letter.
- (b) Mail the "Completed Application" letter to the applicant.
- (c) Mail the applicant's completed file to the Membership Chair for review and acceptance.

- (d) The Membership Chair submits the names of all applicants to the Board for the review and approval of the applicants' Member status.
- (e) Send a letter inviting the successful Member applicant(s) to the Annual General Meeting forty-five (45) days prior to the Annual General Meeting.
- (f) Upon approval by the Board , record the names of new Members in the Member database.
- (g) Produce a suitable "Membership" certificate for presentation at the Annual General Meeting or for mail delivery to the successful Member.

Additional On-going Membership Related Procedures

- Monitor the "CAHD – Pending Memberships" file on a monthly basis.
- Follow-up with pending applicants, 120 days prior to the Annual General Meeting to ensure they have an opportunity to complete their application in time.
- Prepare membership certificates for presentation by the Membership Chair to new Active, Affiliate and Student Members at the Annual General Meeting.
- Update the "Membership Application Report" spreadsheet and forward to CAHD Membership Chair on a periodic basis.