

STATEMENT of POLICY and PROCEDURE			
Manual:	O'Keefe Ranch and Interior Heritage Society	OKR No.	6.04
Section:	Marketing	Approved:	June 14, 2018
Subject:	Membership	Amended:	
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1 POLICY

- 1.01 Member classes and related fee schedules shall be established by the Board of Directors. Changes must be approved by the Board of Directors.
- 1.02 O'Keefe Ranch and Interior Heritage Society will collect from members only that personal information for which it has obtained consent, and O'Keefe Ranch and Interior Heritage Society will use personal information only for those purposes for which consent has been obtained.
- 1.03 O'Keefe Ranch and Interior Heritage Society will maintain its store of personal member information in a secure fashion.
- 1.04 O'Keefe Ranch and Interior Heritage Society will not sell or trade member information only when consent for this purpose has been obtained from the donors.
- 1.05 Members are expected to adhere to the O'Keefe Ranch and Interior Heritage Society's Code of Conduct for Members. Failure to adhere to the Code of Conduct for Members may result in suspension or expulsion from membership.
- 1.06 O'Keefe Ranch and Interior Heritage Society reserves the right to refuse membership to any applicant for any reason.

2 PURPOSE

- 2.01 The purpose of this Statement of Policy and Procedure is to ensure that conditions of membership are clearly communicated and applied by the organization.

3 SCOPE

- 3.01 This policy applies to all staff, members and the board of directors.

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4 RESPONSIBILITY

4.01 President is responsible for:

- Reviewing and approving the consent statement for member information collection
- Recommending to the board of directors the Statement of Members' Rights and Obligations
- Recommending to the board of directors the Code of Conduct for Members
- Reviewing and approving the suspension of any member for a period of up to one year
- Reviewing and recommending for approval the suspension of any member for a period of more than one year or the expulsion of a member.

4.02 The Finance Director is responsible for:

- Administering the responsible collection, storage and use of private member information
- Administering the application of the Member Consent Statement and the Code of Conduct for Members
- Ensuring that O'Keefe Ranch and Interior Heritage Society meets all of its commitments and obligations to members in good standing
- Receiving and investigating any complaints or information received related to members not adhering to the Code of Conduct without prejudice
- Recommending to the President and board of directors the suspension or expulsion of any members which, in the opinion of the Board Sustainability and Community Involvement is warranted
- Providing formal communications to the member of any suspension or expulsion being applied

4.03 The board of directors is responsible for:

- Reviewing and approving the Statement of Members' Rights and Obligations
- Reviewing and approving the Code of Conduct for Members
- Reviewing and approving all member suspensions longer than one year
- Reviewing and approving all member expulsions

5 DEFINITIONS

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None

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Incorporating Statute, for example: Canada Not-for-Profit Corporations Act,
Articles of incorporation

Bylaws

O'Keefe Ranch and Interior Heritage Society's *Code of Conduct for Members*

OKR 1.02 – Incorporation and Bylaws

OKR 1.05 – Legal and Regulatory

OKR 2.03 – Roles and Responsibilities

OKR 6.03 – Donor Relations and Fund Development

OKR 6.05 – Marketing Compliance

OKR 6.06 – Websites and Social Media

7 PROCEDURES

7.01 Membership Enrolment

- (a) Prospective members will be asked to provide contact information and to provide consent to receive further information about membership and the organization in the future.

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- (b) Prospective members, having given consent to receive further information; will then be provided with a prospective member's package which will include:
- (i) Membership Promotional Material
 - (ii) Types of Membership and related fees
 - (iii) Code of Conduct for Members
 - (iv) Members Consent to Use of Information
 - (v) An application, or link to an application for membership, which will include acknowledgment of the Code of Conduct and Statement of Members' Rights and Obligations as well as a positive consent to use of information.
- (c) Upon receipt of an application for membership, Member Services will
- (i) Confirm the applicant's eligibility for membership
 - (ii) Record a decision to reject the application or accept the applicant as a member
 - When a prospective member is rejected, only minimal personal information may be retained. Private information not required to maintain an adequate record of the application and response should be erased.
 - When a prospective member is accepted, personal information may be recorded in the database only after their consent has been confirmed through a records check.
 - (iii) Communicate with the applicant about the decision and any fees now due. Establish a receivable for the member's fees.
 - (iv) Send to the member any further information or materials their membership makes appropriate.
- (d) When members upgrade from one type of membership to another,
- (i) Database records will be updated
 - (ii) Any additional fees will be invoiced/communicated and a receivable established.
 - (iii) Additional member materials and information will be forwarded to the upgraded member.

7.02 **Obtaining Additional Personal Information from Members**

- (a) The need underlying a proposed expansion of member-related personal information must be recommended by the Board Sustainability and Community Involvement and approved by the President.

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- (b) Plans for the expansion should incorporate the needs of all departments and may include:
 - (i) Email and street addresses
 - (ii) Telephone numbers
 - (iii) Demographic information
 - (iv) Responses to questions related to preferences for services
 - (v) Responses to questions related to preferences for frequency and types of communication with the member.
- (c) The request for additional information from members must be accompanied by a statement about the types of things that O'Keefe Ranch and Interior Heritage Society intends to use it for, and a consent mechanism for the use of the information (check box, click on an Internet site button, signature or other).
 - (i) If the members' personal information will be used for trade or sale of membership lists, this intention must be clearly stated and the member must be given the opportunity to positively consent to this use.
 - (ii) Electronic or physical records of member consents will be maintained for the duration of the membership and a period of six years following the termination of the membership.

7.03 **Member Suspension or Expulsion**

- (a) Members who are in violation of the Members' Code of Conduct may be recommended for suspension or expulsion by the Member Services Department.
 - (i) Reports of violations should be forwarded to the Member Services Department who will investigate the facts as appropriate.
- (b) Violations which put O'Keefe Ranch and Interior Heritage Society at legal risk or at risk of negative public relations will trigger an immediate suspension of the member.
 - (i) A record of the violation, its implications and the recommendation to suspend membership will be presented to the President for review and approval of the suspension.

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- (ii) Upon approval by the President the member will be informed in writing or electronically of their suspension and the period of the suspension.
 - (iii) Suspensions will normally encompass the period from the present to one month following the next meeting of the board of directors.
- (c) Violations which do not put the O'Keefe Ranch and Interior Heritage Society at legal risk or risk of negative public relations will trigger a warning to the member.
 - (i) The warning will be made in writing or electronically and will indicate the violation in question as well as the potential consequences of continued violation, vis, suspension and/or expulsion. It will also clearly indicate a date [**3 months**] thence by which the violation is expected to be remedied to avoid further action.
 - (ii) After this period, if no remedy has been forthcoming, the process for suspension will be the same as in (a) above.
- (d) If the member has remedied the violation, s/he may apply to be reinstated as a member in good standing. The Board Sustainability and Community Involvement may recommend that the member be reinstated. The President and board of directors may withdraw the suspension at any time they are satisfied in this regard.
 - (i) A record of the request, the facts of the suspension and the recommendation to reinstate the member will be provided by Board Sustainability and Community Involvement and reviewed and approved by the President
 - (ii) Upon approval by the President the member will be informed in writing or electronically of their reinstatement.
- (e) A member will be expelled if the violation is not remedied. An expulsion must be recommended by the President and approved by the board of directors. Upon approval of the recommendation to expel a member, Board Sustainability and Community Involvement will produce formal notification to the member for the signature of the President. Notification of expulsion will be in writing or electronic and will state the date of the expulsion.