

CONFERENCE GENERAL GUIDELINES

Approved Nov 2018, March 2019 and Nov 2019

State Conference Chair acts as the protocol liaison and works with the State Officers and Host Chapter Chair to ensure that all protocols and event traditions are observed. The State Chair is not required to be a member of the host chapter, but usually is. This individual works with the Conference Comptroller and Host Chapter Chair in finalizing a venue, works on contract details, assists in establishing a budget and supplies a Welcome Message for the conference program.

The State Conference Chair has the overlying responsibility to make sure timelines are being met, finances are being managed, and coordinate with host chapter chair to have a quarterly report submitted to the Board of Trustees and Annual Report to the House of Delegates. Attendance at the audit meeting where the conference books are reviewed is mandatory. This position has more of the experienced “big picture” view and should be someone that has been actively involved on the conference committee in the past and can mentor others.

The WSSMA President will announce the appointment of this chair at the summer BOT following the HOD (see 3-year timeline) or no later than the fall board meeting.

Host Chapter Chair: The Chapter Chair is chosen by the chapter. The Chapter Chair is responsible for the Conference quarterly reports to the BOT and annual reports for the HOD notebook. This Chair should be announced no later than the fall board meeting following the HOD.

This individual is responsible for the delegation and coordination of the various committee chairs’ responsibilities and tasks; communicates with the WSSMA officers for specific needs for luncheons, banquets and educational sessions. Other responsibilities should include room setups, choosing menus, and working with the State Conference Chair. This position has more of the “day-to-day details” view, but still should be someone who has participated on a conference committee before. The State and Chapter Chair should keep in communication with each other on a regular basis.

WSSMA President gives a short welcome address at the three lunches, presides at the Pre-Conference BOT meeting Thursday evening, introduces the Nominating Chair at Candidates Luncheon, provides a seating chart for the President’s Luncheon as well as handling awards and introduces guests at the HOD Sessions I and II. The President also submits a Welcome Message for conference program.

Decisions about the head table for Thursday or Friday lunch should be coordinated with the hosting chapter; in the past there has not been a head table for Thursday. Friday lunch head table has been at the discretion of the hosting chapter and State President.

WSSMA Vice President works closely with the Host Chapter to coordinate the Installation banquet including a seating chart, the President’s breakfast with Chapter Presidents on Sunday morning and the Post-Conference BOT meeting. During Leadership Retreat, the WSSMA President, Vice President, Speaker and Vice Speaker of

the House should meet with the Hosting Chapter to discuss Conference. After the retreat and prior to the Conference they should be communicating via e-mail or phone.

Conference Comptroller, along with the State Chair and Host Chapter Chair, establishes a budget, manages the financial transactions of the conference bank account at US Bank and the budgetary processes of each committee by tracking all expenditures with receipts and payment vouchers. The Comptroller is responsible for receiving the registration forms and fees and receiving and processing vendor fees. Duties also include registration confirmation and issuing receipts. Attendance at the audit meeting where the conference books are reviewed is mandatory. This position is responsible for supplying a complete financial report to the Board of Trustees as a supplement to the regular conference reports.

When this account has a deposit or checks written then the comptroller will send a copy of the register to the Treasurer's Agent. The comptroller will send a copy of the register through the last day of the month to the Treasurer's Agent via e-mail or mail by the 8th of the next month.

The comptroller will receive a financial template that is in Excel that should be used as the conference bank register.

When Conference has ended and after the hotel has submitted a bill to the Conference Committee, the bill should be reviewed for accuracy before it is paid. Some items to review: room rental fee, compare meal count, any food breaks (coffee), AV equipment. Need to compare what is listed in contract to ensure we are not being charged for something the hotel agreed to provide for free. The Audit and this Committee will be working on additional guidelines and audit forms.

See Conference Checking Account Info (below) on how to distribute funds after Conference.

The bank statement will be sent to the Treasurer's Agent.
Please see Treasurer's Agent and Checking Account for additional information.

Receipt of completed registrations should be acknowledged by email within 3 days, so the sender knows it has been received. An official conference receipt can be included with the attendee packet.

It is the duty of the comptroller to destroy/censor credit card numbers after confirmation of transactions being complete to protect the registrant and/or the organization. The credit card number needs to be removed from both paper and digital records.

The process of credit card payments will be discussed in the Conference Financial Record Keeping Document.

The Comptroller should be available at the registration desk to process onsite registrations.

Treasurer's Agent: is elected by the WSSMA BOT in even years at the summer BOT. The term will be for 2 years. The Treasurer's Agent will instruct the comptroller on the process to reconcile the Conference Checking account and ledger. The bank statement will be sent to the Treasurer's Agent.

Comptroller will send the original ledger to the agent, or e-mail copy of ledger to the agent, who will check the ledger against the bank statements that they receive and will reconcile the account and then mail the original bank statement and the reconciled ledger back to the Comptroller. Comptroller should copy the ledger and keep a copy in the event the original ledger is lost or damaged in the mail.

Conference Checking Account- there are four signers on the conference account. The Bank is US bank. The Conference Account is not a new account. It is the Conference Bank Account. The hosting chapter will receive an advancement check, if needed, from the WSSMA for up to \$1,500.00 to help with initial preparation costs. This amount is an approved WSSMA Conference line item. WSSMA Bank of record is US Bank. This money remains in an account through US Bank and the checks and endorsement stamp are read as "WSSMA Conference Account." The signers are the current WSSMA President, the WSSMA Treasurer, the Host Chapter Chair and the Conference Comptroller. It is suggested that the Comptroller transfer the account and obtain signature cards from a branch of the US Bank in the area where the conference will be held. Now that signatures are electronic this process may be slightly different.

It is important to bring a copy of the minutes of the Post Conference BOT meeting, designating who is eligible to sign on this account, and who is to be taken off. All checks must have dual signatures to be accepted by the bank for processing. The WSSMA Endorsement stamp must be on all checks received before they are deposited. The checkbook ledger, deposit book slips, receipts and vouchers

If Karen's Karat Gold is a vendor at Conference, they do not pay a vendor fee they present a check to WSSMA at the end of Conference that is 10% of their profits. This check is presented by the hosting chapter to the WSSMA Treasurer at the post conference BOT.

After all the bills and receipts have been reviewed, recorded and paid, and reconciled the following steps are:

From the US Bank WSSMA Conference account, a check is written in the amount of \$500.00 to the Nancy Fortin Scholarship Fund (per the WSSMA Standing Rules).

From the net revenue from the annual conference is to be shared by two-thirds (2/3) to WSSMA and one-third (1/3) to the hosting chapter (per WSSMA Standing Rules).

The checks listed above are usually presented with a report at the Summer BOT following the Conference.

The US Bank WSSMA Conference Account will maintain a final balance of the account from when it was started approximately one-year prior after all bills, receipts and distributions have been recorded, reviewed, paid, and reconciled. This will include subsequent interest earned monthly.

Financial **records/reports (including checking account)** must all be submitted to the Audit Committee before being forwarded on to the next chapter. This is usually done at the Summer BOT following conference.

Please see Treasurer's Agent and Conference Comptroller for additional details.

Review/payment of Hotel/Catering Bill: It is essential to be able to review the hotel/catering bill before writing the check. Ask to review each day's activities at the end of each day. However, if not ready at the end of each day, it should be available by the next morning. The bill needs to be compared to the hotel contract. People involved in reviewing this bill should be the Conference comptroller, State or Chapter Chair, or Chapter member involved in negotiating the hotel contract, and if possible, a member from the Audit Committee. Other WSSMA members that can be asked to review the hotel bill are WSSMA members who served as WSSMA Treasurer, Treasurer's Agent or actively involved in WSSMA hotel contract negotiations. Some items to compare would include meal counts, AV equipment (if WSSMA AV equipment not used), room rental or set-up fees, coffee/break costs.

The recommended payment term is no later than 10 days after the conference is completed (see deadline in hotel contract). Some facilities may require a percentage to be paid at the close of the conference, with anything that is in dispute and/or the remaining percentage to be paid within the specified time as stated in the hotel contract.

Registration Chair provides name tags and attendee packets, ribbons for officers, educators, speakers and vendors. The Registration Chair shall be at the registration desk as needed. Hosting Chapter should have a copy of the spreadsheet available at the Registration Desk to check off attendees as they arrive. The Registration Chair is responsible for putting together a schedule of volunteers to work at the registration desk.

The WSSMA Treasurer will present the ribbons to the hosting chapter preferably at the Fall BOT or no later than the Winter BOT. The host chapter person can either be the registration chair or comptroller. The registration chair and comptroller may be the same person.

Program / Publications Chair develops and produces the conference program. Chair works with Chapter Presidents to promote the conference to clinics and medical facilities. The position also obtains Welcome Messages for the program from WSSMA President, State Conference Chair and Hosting Chapter President. Vendors should be listed in program. WSSMA Chapters should be asked if they would like to place an ad in the program recognizing the outgoing and incoming WSSMA President. There is a program ad form. It may be distributed at Leadership Retreat or sent via e-mail to Chapter Presidents. Local businesses may also be a source for program ads.

Education Chair is responsible for the recruitment of speakers and developing topics with other members. (Reference AAMA website for Program Planner's Guide). Program planning involves CEU approval forms, **which should be submitted at least 45 days prior to conference, coordination** of speakers and scheduling of audio/video equipment (including microphone) needs of the presenters. After Conference the chair should submit CEUs to AAMA within 30 days. Provide electronic means to obtain presentations. Provide two copies of CEU form: one for WSSMA and one for registrant. Require keeping one set of hard copies for 5 years to ensure information is on hand for CEUs.

Thank you notes should be presented to the speaker after their presentation. A small gift can also be presented.

Educators plan Educators Forum session on Friday afternoon, which includes obtaining meeting room/location, speakers, refreshments (if provided to all attendees) and transportation to offsite location if applicable. Educator Representative (which is usually the MA Educator from the hosting chapter) will notify the Program/Publications Chair of the arrangements, so space/room set up can be taken care of with the hotel and it can be included in the conference program. Educators must register for Friday which should include lunch if registration is submitted within deadline.

Vendors Chair solicits donations and vendor participation at the conference. Use of the existing Exhibitor and Sponsorship Form is recommended. Responsibilities include vendor room set-up, vendor confirmation and information packets, ensuring lunches are received by the vendors (one vendor lunch is included in the vendor fee.) and electrical outlets as needed. Vendor prices can't be changed without permission of WSSMA BOT.

Be available during set up and taking down of tables. Provide a program for each vendor that lists the vendors and times of breaks. During conference check in with vendors at least twice a day.

Attendees should be encouraged to visit vendors during breaks.

Per the current exhibitor form: 6-foot draped table or equivalent with 2 chairs.

If Karen's Karat Gold is a vendor for Conference, they are not charged a vendor fee. WSSMA receives 10% of their profits.

Hospitality Chair is responsible for the coordination of the Complimentary suite for registration, receptions and committee meetings as needed, unless another space is offered for free. Complimentary suites are often offered for free when the contract with the hotel is negotiated. Chair is responsible for organizing volunteer schedule of volunteers, but for sitting at the exhibit booths, registration table, etc. Locate and obtain prices for corsages, boutonnieres and other flowers as needed for receptions and have order forms available at Leadership or sent to Chapter Vice Presidents via e-mail prior to deadline. Flowers for the head table Saturday night are the financial responsibility of the conference committee and are part of the Conference expenses. Other flowers will need to be pre-paid by those ordering.

Entertainment Chair is responsible for coordinating and scheduling entertainment during Friday's "Welcome" dinner (Fun Night) and Saturday's Installation banquet. The Host Chapter can offer an entertainment event after the Pre-Conference BOT meeting.

Door Prize Committee Chair is responsible for obtaining the door prizes that are donated from chapter members, vendors and local merchants. Although everyone likes to win, it is suggested that the committee limit the quantity of these and concentrate on the quality of the door prizes. Duties include wrapping the prizes and coordinating the drawings during the conference. The prize awarded to the winner out of registrants from the previous year who have returned "drawing card." The prize being awarded to the winner of the drawing of registrants from the previous year who have returned the "drawing card" should be limited to \$50.00

Decorations Committee is responsible for table decorations for Friday and Saturday meals. Members of this committee are responsible for decorating at Friday's lunch, usually with the table decorations they used from the year previously when making the invitation to their area. Friday night can be coordinated with the fun night theme, and often hotels have things on hand that can be used. Remind the chapter hosting the next conference that they are responsible for decorating for Saturday lunch. Consult with the incoming President and Installation Officer to see if there is a special theme or color that should be used for Installation Banquet. The decorations are to be coordinated with the incoming president, the incoming president's chapter and the decorations committee. The hosting chapter is responsible for Saturday's Installation Banquet decorations.

Room Registration – Sleeping room registration is managed by the hotel. The Conference committee will offer one complimentary sleeping room to the current WSSMA President, using conference funds for payment if a free room is not provided as part of the room block, or if there is only one complimentary room that will be used by the conference committee. It has been customary for the president and vice president to room together. The registration of rooms is usually part of the overall hotel contract. If you meet a minimum number of rooms booked, the hotel usually will not charge for the meeting rooms and may offer a discounted or complimentary suite. Cut-off for the room reservations is usually at least one month before the first day of the conference. If rooms are available after that date, request that the hotel honor the conference rates for additional registrants. Make sure you have given correct information to the WSSMA members wishing to make room reservations, about how to correctly register for a room to receive the conference discounted rate. The hotel registration count goes towards the total Conference room count. Specify on the registration form that the registration reservation should be made in the name of "Washington State Society of Medical Assistants" or "WSSMA" and not reserved under the wrong group name, which can severely affect your room counts. The hotel can provide a list of names for rooms reserved in your block that you can compare to names on your registration form. The Conference Committee is not responsible for paying for or securing sleeping rooms for the visiting representatives attending from other states.

Conference Registration – Registration is managed by the comptroller. Three-day conference registration packages (at early-bird price) will be provided for the two conference chairs, the current WSSMA President, Vice-President, Secretary and Treasurer, and Parliamentarian. There

will be a line item budgeted amount in the WSSMA budget (like AAMA delegate expense). This will be paid from the WSSMA operating account and deposited in the conference account.

In addition, a complimentary three-day package will be offered for two visiting representatives from Oregon and a two-day package will be offered for two visiting representatives from British Columbia. These will be tracked by noting on the registration forms and the accounting books that they are complimentary registrations, so no actual “monies” change hands. Registration forms will need to be completed.

Make sure that all information is obtained that is needed in processing the registration fees and forms including credentials, address, city, state, zip-code, phone/cell phone and email, member/non-member, AAMA member number, Educator, Chapter, new certification or recertification, Chapter or State Officer, or first time attendee. Include a line about food allergies, not dietary preferences.

Suggestion for registration form: require attendees to attach a copy of their current AAMA membership card to assure we are providing member registration fees appropriately.

Registration/Meals/Walk-ins:

There are 3 tiers for registration payment: early bird, standard/regular (postmarked 12 days-14 days prior to conference) and walk-in registration. Registration prices have been approved by the WSSMA BOT. Any change in the prices require WSSMA BOT approval.

Currently, there is a \$75.00 late fee for registrations after the standard/regular deadline. Attendees must register on site. Walk-in registrations do not include meals only CEUs. This is due to the impact on meals. Most hotels will require a meal count 5-7 days prior to Conference. The deadline for meal counts and a percentage above the count will be stated in the hotel contract.

Breakfast: Breakfast for attendees who are hotel guests may or may not be included depending upon the hotel contract. Although attendees can bring their breakfast to the HOD Briefing session (if on Friday am prior to the HOD Session I), it will not be considered a breakfast Conference event. Breakfast events would include Sunday breakfast with the Chapter Presidents and the new WSSMA President prior to the Post Conference BOT, and the WSSMA State Past Presidents Breakfast. The Chapter and State President breakfast would be a conference expense if breakfast is not included. It is usually held in the Complimentary Suite where “outside food” can be brought in.

The WSSMA Past Presidents Breakfast is paid for by those attending. It is preferred to hold this in a separate room and have individuals order off the hotel menu. This breakfast can be held in the hotel restaurant if separate space is not available.

Pre and Post Conference BOT Meetings – These events will take place on Thursday evening and Sunday morning respectively. They are coordinated with both the current and incoming WSSMA Presidents regarding time and location. Usually the times are Thursday evening after the education sessions ends and Sunday after the Chapter President’s Breakfast. At the Pre- Conference BOT meeting: the current WSSMA

President honor the Chapter and WSSMA officers and committees. The president pays for “gifts” out of the President’s budget

House of Delegates – The coordination and room planning for the HOD sessions is the responsibility of the Speaker of the House, who will work closely with the Vice Speaker of the House, Conference Chair and current WSSMA President. The Speaker is responsible for the table spacing and set up for delegates, the chapter flags, head table, gallery seating, microphones, table for check in and white board for writing. The Speaker is responsible for communicating with the Vice Speaker, credentialing, pages, tellers, parliamentarian and Nominating Committee chair. The host chapter is to secure the color guard for presentation of the flags at the Friday HOD opening.

A delegate’s briefing session will precede the first session of the House. This is where the rules would be read, questions answered, information given. Members can bring breakfast to the briefing session, but it will not be a breakfast put on for the delegates as in the past. The reference committee meetings follow the HOD Session I, HOD Session II is the next day. Voting is now occurring in the HOD Session II.

Recommend membership cards for admittance; only proxy cards would be needed in addition to membership cards.

Friday’s Candidate’s Luncheon – Coordinated with the current WSSMA President, this luncheon gives the opportunity for the candidates to be introduced to the membership. This luncheon usually has a key-note speaker, but the key-note speaker can occur on Saturday if planned that way.

Friday Welcome Dinner – This is the “Fun” night and involves all the chapters participating in the entertainment that is fun and can be a “competition” for prizes. Dinner can be served buffet style, which usually costs less.

Saturday’s President’s Luncheon – There is usually a head table for the luncheon. Who seats at the head table is at the discretion of the WSSMA President. This is a suggested list: President, VP, Secretary, Treasurer, Conference Sate or Chapter Chair, Oregon, President, and British Columbia President. This luncheon provides an opportunity for the recognition of the Nancy Fortin Scholarship Fund winners. If the winners are in attendance their lunch is paid for by the Nancy Fortin Scholarship Fund line item in the WSSMA budget. The newly certified and recertified CMAs (AAMA) are recognized and given a token gift from the Cert/Recert Committee. The Professional Achievement Award/MA of the Year Award winners are also recognized.

Tables are reserved for the current Chapter Presidents, WSSMA Past Presidents and WSSMA Life Members. They are introduced by the current WSSMA President.

The Chapter hosting for the next year’s conference will present their “Invitation Skit.” They are given this opportunity to present their theme to the members. The new hosting chapter is to provide table centerpieces that depict their theme and place conference invitations on the table for each attendee.

President's Receptions – There is a reception on Friday night after dinner for the outgoing WSSMA President. This reception is hosted by and is the responsibility of the outgoing president's local chapter. An invitation from the outgoing President's chapter is placed on the tables before the dinner inviting the conference attendees to attend the reception.

There is a reception Saturday night after dinner for the incoming President. This reception is hosted by and is the responsibility of the incoming president's local chapter. An invitation from the incoming President's chapter is placed on the tables before the dinners inviting the attendees to attend the reception. The receptions are usually in the Hospitality suite, if there is one available, or a room that is of adequate size.

Saturday Installation Banquet – This event is the official ceremony for the incoming president. This is coordinated by the Installing Officer and the Dinner Emcee, who are chosen by the incoming president.

The decorations are to be coordinated with the incoming president's, the incoming president's chapter and the decorations chair. The incoming president will have a "theme" that usually reflects their acceptance speech. Banquet tickets for family members and guest of the incoming president are the responsibility of the incoming president.

The Installation Banquet is scheduled to include a "plated" formal dinner. The incoming President may request to have a "parade" of Chapter Presidents who file into the dining area and then sit at the table of their choice and then members of the head table file into the front. This signifies the start of the banquet. Seating at the head table is the decision of the incoming President. There are reserved tables for the Incoming President's family and guests, a reserved table for the retiring president guests and various other guests. Entertainment is scheduled and occurs before the installation ceremony begins.

EVENTS TO REMEMBER:

Thursday: Registration, Educational Sessions (morning & afternoon), Lunch, Pre-Conference BOT meeting

Friday: Registration, House of Delegates Briefing Session, HOD Session I, Educational Sessions (morning & afternoon), Reference Committees for Budget & Finance & Bylaws; Lunch: Meet the Candidates, Educator's Session (afternoon), Friday Fun Night, Outgoing (retiring) President's Reception.

Saturday: Registration, HOD Session II and voting, Educational Session (am & pm), President's Lunch and Awards; Rehearsal, Installation Banquet and Ceremony, Incoming President Reception.

Sunday: Past State President's Breakfast may be scheduled in the hotel restaurant and is paid for by Past Presidents. Chapter President's Breakfast: room are provided by conference. Post Conference BOT Meeting.