International Hearing Society
Chapter Handbook

Revised February 2019
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Your International Organization, the International Hearing Society
About Us: International Hearing Society

The International Hearing Society (IHS) was founded in 1951. The home office, headquartered in Livonia, Michigan, manages all of the Society’s programs, including:

- Membership acquisition, retention and membership services and products
- Professional Development, including the International Institute for Hearing Instrument Studies, the International Licensing Examination for Hearing Healthcare Professionals, American Conference of Audiodrosthology, webinars, educational products, and maintenance of continuing education credits and approvals
- Government Affairs and advocacy at the federal level and collaboratively with our state and provincial chapters, and with payers
- Marketing and Public Relations
- Communications and Media, including The Hearing Professional and Soundboard
- The IHS Annual Convention & Expo

Governing Structure
The International Hearing Society is a member-driven organization. Memberships are individual memberships only. The Board of Governors is elected by the membership to manage the affairs of the Society and establish policy as directed by the membership. The Board consists of nine Governors (elected by the members in their territory), President, President Elect, and immediate Past President (Governor-at-Large). The term of office for Governor is three (3) years. A Governor may serve no more than three consecutive terms.

The Executive Committee is made up of members from the Board and consists of the President, President Elect, Secretary, Treasurer and Governor-at-Large.

The membership at large (full voting members only) elects the President Elect who serves a two-year term before assuming the office of President. The President serves a two-year term and at the completion of his/her term, the President assumes the office of Governor-at-Large for a two-year term. The Secretary and Treasurer are each elected by the Board, from the Board, for a one-year term and may serve no more than three consecutive terms (in each office).

Relationship Between IHS, Territorial Governors, and Affiliate Chapters
There are currently 53 affiliate chapters of the International Hearing Society. Chapter members may or may not be members of the International Hearing Society, and are governed by elected Boards of their own. The IHS bylaws require that all officers be members of IHS. Chapters pay a minimal annual fee that is determined by the number of chapter members. Chapters participate in the policy-making process through their elected IHS Governor. Nominating committees for the IHS gubernatorial elections consist of chapter officers or their designees.

The IHS territorial Governor is the primary link between the affiliate chapters and IHS Board. Carrie Pedersen, Member Services Supervisor, serves as liaison between Governors and Chapter Presidents, and between Chapter Presidents and IHS headquarters.
Territorial Meetings
Chapter presidents can expect regular communications from their territorial Governor. Prior to the annual spring meeting of the IHS Board, Governors are to convene a territorial meeting of Chapter presidents. The purpose of this meeting is two-fold. First, it serves as a means for chapters and territories to influence policy of the Society through their elected Governor. Second, it allows chapter leaders to network and learn from their peers. When a meeting is not an option, the Governor is expected to contact each Chapter President (prior to the Spring Board Meeting) to get an update on activities in their chapters, which is in turn reported to the entire Board. IHS will cover the expense of the meeting room and lunch; chapters cover the expense of their president.

Chapter Leadership Conference during the IHS Annual Convention & Expo
Chapter leaders are encouraged to attend the conference of their peers held each year in conjunction with the IHS annual convention.

Chapter Meetings
Please contact IHS at least 30 days in advance of your chapter meeting date so that an IHS Governor or IHS staff member can be scheduled to attend your event. He/she will present an IHS Update as well as run an IHS exhibit booth in the exhibit hall. In the event that an IHS Governor or IHS staff member isn’t available, IHS will send materials for the chapter to display.

IHS Chapter Contacts
Alissa Parady, Government and Chapter Affairs Director, chapters@ihsinfo.org, 734-522-7200
Kathleen Mennillo, MBA, Executive Director, kmennillo@ihsinfo.org, 734-522-7200
Julia Bellinger, (State) Government Affairs Manager, mgrogan@ihsinfo.org, 734-522-7200
IHS Territories and Governors

Canada: All provinces
Leslie Holden, BC-HIS, 204.788.1083
pphc@mymts.net

Central: IL, IA, MO, MN, WI
Jordan McMillin, BC-HIS, 618.830.1117
jmcmillin@midwestbeltone.com

Central East: IN, KY, MI, OH
Susan Waite, BC-HIS, 517.788.7677
smwaite84@yahoo.com

Central East Coast: DE, DC, MD, NJ, PA, VA, WV
Patrick S. Kochanowski, ACA, BC-HIS, 724.325.0079, pkochanows@aol.com

Northeast Coast: CT, ME, MA, NH, NY, RI, VT
Michael Andreozzi, BC-HIS, 401.773.2700
mandreozzi@beltonene.com

Northwest: CO, KS, MT, NE, ND, SD, UT, WY
Vacant

Pacific: AK, CA, HI, ID, NV, OR, WA
Don Tucker, ACA, BC-HIS, 951.296.1600
don.tucker@verizon.net

Southeast: AL, FL, GA, MS, NC, SC, TN
Leanne Polhill, ACA, BC-HIS, 386.212.6528
leannepolhill66@gmail.com

Southwest: AZ, AR, LA, NM, OK, TX
Antonio F. Calderon, M.D., BC-HIS, 512.419.8685, acalderonl@aol.com

US Governor Territory Map
Bylaws of the International Hearing Society

Chapter Leaders (officers and board members) are elected by the members of their chapter and may or not be members of IHS. Though the bylaws require that every Chapter Officer and 50% of the members of the Governing Board must be IHS members. If any officer or member of the Governing Board is not an IHS member, they will have thirty (30) days to become an IHS member. Chapter officers interact with Governors and IHS staff. Article XI, contained in its entirety below, describes the relationship between IHS and its affiliate chapters. Chapters influence association policy through their elected Governor.

ARTICLE I - NAME AND NATURE OF ORGANIZATION
Sec. 1. The name of this organization shall be the International Hearing Society, hereinafter referred to as the Society or IHS.
Sec. 2. The nature of this organization is that of an association of professional persons involved in the science of hearing.

ARTICLE II - PURPOSE
The purpose of the Society shall be and is:
1. To promote the welfare, insofar as hearing is concerned, of the hearing impaired.
2. To promote and advance the programs of this Society and coordinate them with the programs of similar organizations.
3. To provide a unified voice for those engaged in the practice of testing human hearing and selecting, fitting, counseling and dispensing hearing instruments.
4. To seek and maintain communication and cooperation with other professions involved in hearing healthcare.
5. To improve the methods of marketing, selecting, fitting, counseling and using hearing instruments and to improve the effectiveness of such instruments.
6. To establish standards of education and techniques in aural rehabilitation by means of amplification.
7. To examine and pass upon the qualifications of all persons who wish to have their competency in the field of fitting hearing instruments accredited by the Society.
8. To sponsor and enforce among its members a code of ethical practices.
9. To promote and encourage an effective program of public education as to the benefits of the use of amplification.

ARTICLE III - MEMBERSHIP
Sec. 1. IHS will be comprised of the following categories of members. All categories involving the practice of testing human hearing and selecting, fitting and dispensing hearing instruments and counseling patients shall abide by the Society’s Code of Ethics. The Membership Qualifications Committee (Article XII) will evaluate and pass on the qualifications in each category of membership.
   a. Professional Members – Those individuals who are engaged in the practice of testing human hearing and selecting, fitting and dispensing hearing instruments and counseling patients. Professional Members shall have full voting privileges. (Past Presidents of the Society shall be considered lifetime Professional Members. As such they shall pay no dues or assessments and shall have full voting privileges.)
   b. Associate/Affiliate Members – Those who support the purposes of the Society as defined in Article II. Such individuals may include office staff, receptionists or any other support staff, educators, physicians, counselors or those employed by a hearing industry manufacturer or supplier. Associate/Affiliate Members shall have no voting privileges.
   c. Student Members – Those who are pursuing an academic or vocationally-based program of study in the practice of hearing instrument sciences or other related professions. Student Members shall have no voting privileges.
   d. Inactive Members – Those who have been active IHS Members, who no longer are active in their respective fields, and who apply for Inactive Membership. Inactive Members shall have no voting privileges.
      1) Upon approval by the Board of Governors, applicants shall thereupon become Inactive Members and shall be required to pay an annual fee beginning with the next fiscal year.
      2) If such Inactive Member shall become actively engaged in the practice of testing human hearing and selecting, fitting and dispensing hearing instruments and counseling patients, he/she shall so notify the Board and apply for reinstatement as an active IHS Member. The Board shall pass on such application at its next meeting and, if approved, such member shall again become an active IHS Member and shall be required to pay full dues as imposed on each member, such payment to be due at once and to be pro-rated from the date of the granting of such an active membership to the end of the current fiscal year. Failure to apply for reinstatement as an active member within 90 days of the date of again becoming
active shall be reason for revocation of membership.

Sec. 2. Honors.
   a. Honorary Fellows - Those persons whom the Board of Governors may from time to time deem suitable to receive the honor of membership shall be designated Honorary Fellows of the Society. Such members shall pay no dues or assessments and shall have no voting privileges.
   b. Honorary Life Members - Those members or previous members whom the Board of Governors shall from time to time deem suitable to receive the honor of membership shall be designated as Honorary Life Members of the Society. Such members shall pay no dues or assessments and shall have no voting privileges.
   c. Honors of the Society shall be awarded as follows: The President shall appoint a special committee to nominate and study the worthiness of such nominees for honors and special awards. Such selections shall be presented to the Executive Committee. Final selection shall be made by the Executive Committee and submitted to the Board of Governors for final approval.

Sec. 3. Dues.
   a. All members (with the exceptions stated above) shall be required to pay all dues or assessments as established by the Board of Governors.

Sec. 4. Delinquent Dues and Assessments.
Any active member who shall become delinquent more than three months in the payment of regular dues or assessments shall cease to be a member of the Society. The Board may fix such other penalty schedules for late payments of dues and assessments as it sees fit. Such member may be reinstated by making application as in the case of the original application, including the initial fees, to the Executive Director, accompanied by a sum equal to all past and current dues and assessments and upon approval of such application by the Board of Governors, such person shall again become a member in good standing. The Board may remit such portion of past unpaid dues and assessments as it may deem equitable.

ARTICLE IV - OFFICERS AND BOARD OF GOVERNORS

Sec. 1. No person shall hold any office in the Society or act as a member of the Board of Governors unless he/she shall be a Professional Member who is engaged in the practice of testing human hearing and selecting, fitting and dispensing hearing instruments and counseling patients for a period of not less than three (3) years immediately preceding his/her election. The above prohibition shall not apply to the Office of Executive Director.

Sec. 2. The Officers shall consist of a President, Immediate Past President, President-Elect, Secretary and Treasurer.

Sec. 3. The Board of Governors shall consist of the Officers and nine (9) Territorial Governors and two (2) Governors-at-Large, one of whom shall be the Immediate Past President and the other the President-Elect.

Sec. 4. The President and President-Elect.
The President-Elect shall be elected by the voting membership. The President shall serve a term of two (2) years. The President-Elect shall serve one (1) two (2) year term as a Governor-at-Large and may not succeed himself/herself. Upon completing one (1) two (2) year term as President-Elect, he/she will automatically become President for one (1) two (2) year term. At the completion of one (1) two (2) year term as President, he/she shall automatically become a Governor-at-Large for the succeeding two (2) year term.
   a. If the office of President becomes vacant, the President-Elect shall assume the Presidency and serve out the balance of the President’s term.
   b. If the office of President-Elect becomes vacant, the Board of Governors shall appoint an interim replacement to serve until the next annual meeting. A permanent replacement shall be elected by the voting membership at the next annual meeting to serve out the unexpired term of the President-Elect.
   c. If the offices of President and President-Elect both become vacant, the Board of Governors will elect an interim President and President-Elect from among the members of the Board of Governors, who will serve in an interim capacity until the next annual meeting of the membership of the Society. Permanent replacements shall be elected by the voting membership at the next annual meeting to serve out the unexpired terms of the President and President-Elect.

Sec. 5. Secretary.
The Secretary shall be elected annually by and from the Board of Governors for a one (1) year term, excepting that such term will automatically terminate at the time the member ceases to be a Territorial Governor. No Governor may hold this position more than a total of three (3) full one (1) year terms.

Sec. 6. Treasurer.
The Treasurer shall be elected annually by and from the Board of Governors for a one (1) year term, excepting that such term will automatically terminate at the time the member ceases to be a Territorial Governor. No Governor may hold this position more than a total of three (3) full one (1) year terms. The Board may appoint an Assistant Treasurer, who need not be a member of the Society, to serve for a period of one (1) year from date of such appointment, or any shorter period as determined by the Board.

Sec. 7. Territorial Governors
   a. Nine (9) Governors shall be elected, one from each of the following territories:
(1) CANADIAN, composed of the country of Canada.
(2) PACIFIC, composed of the States of Alaska, California, Hawaii, Idaho, Nevada, Oregon and Washington.
(3) NORTHWEST, composed of the States of Colorado, Kansas, Montana, Nebraska, North Dakota, South Dakota, Utah and Wyoming.
(4) SOUTHWEST, composed of the States of Arizona, Arkansas, Louisiana, New Mexico, Oklahoma and Texas.
(5) CENTRAL, composed of the States of Illinois, Iowa, Minnesota, Missouri and Wisconsin.
(6) CENTRAL EAST, composed of the States of Indiana, Kentucky, Michigan and Ohio.
(7) NORTHEAST COAST, composed of the States of Connecticut, Maine, Massachusetts, New Hampshire, New York, Rhode Island and Vermont.
(8) CENTRAL EAST COAST, composed of the States of Delaware, Maryland, New Jersey, Pennsylvania, Virginia, and West Virginia and the District of Columbia.
(9) SOUTHEAST, composed of the States of Alabama, Florida, Mississippi, North Carolina, South Carolina and Tennessee.

b. The term of office for Governor shall be three (3) years, except as otherwise provided in Article IV, Section 7b. After a person has served three (3) full terms as Territorial Governor, he/she may not be elected or appointed to the position of Territorial Governor until a period of four (4) years has passed since he/she has held any position on the Board of Governors, excepting that a member may be nominated by petition after a period of two and one-half (2½) years has passed since he/she has been on the Board of Governors. The Governor may also be considered eligible to serve on the Executive Committee.

c. In the event the office of any Territorial Governor becomes vacant during any term, a new Governor will be appointed by the President, with the approval of a majority of the Board of Governors. Prior to making the appointment, the President will first solicit recommendations for that office from the President of the Chapters in that territory. Such appointee will serve for the remainder of the unexpired term.

Sec. 8. Recall from Office.

If it should ever be deemed necessary to recall an Officer from office for neglect of duty, malfeasance of office or physical inability to serve, the following procedures shall be followed:

a. A petition requesting recall of the President, President-Elect, Immediate Past President, Secretary or Treasurer from his/her office, together with the reasons for desiring the recall, must be signed by at least 50% of the voting members of the Society, and such petition shall be filed with the Executive Director.

b. A petition requesting recall of a Governor from his/her office, together with the reasons for desiring the recall, must be signed by at least 50% of all voting members in the territory involved and such petition shall be filed with the Executive Director.

c. As soon as possible, and no later than thirty (30) days after receipt of proper petition for recall from office, the Executive Director shall conduct a canvass for the votes of members entitled to vote on said petition. A majority of 75% of all qualified voters, whether or not they cast a vote, shall be required to recall the President, President-Elect, Immediate Past President, Secretary or Treasurer. A majority of 75% of all qualified voters within the territory involved, whether or not they cast a vote, shall be required to recall a Governor. Any territory shall have the right to recall its Governor from the Board of Governors even though he/she may be acting as an Officer of the Society.

ARTICLE V - DUTIES OF OFFICERS AND BOARD OF GOVERNORS

Sec. 1. The President shall be the Chief Executive of the Society. He/she shall preside at all general meetings of the Society, the Executive Committee and the Board of Governors. He/she shall appoint all committees with the approval of a majority of the Board of Governors. The President will have the right to remove any committee member for cause. The President shall see that all rules and regulations of the Society are enforced. The President shall vote at all meetings of the Executive Committee and the Board of Governors. Whenever a tie vote occurs, the issue will be decided by the President.

Sec. 2. The President-Elect shall attend and observe the general meetings of the Society, the Executive Committee, the Board of Governors and other meetings which the President shall suggest, and shall undertake such activities as the President might request for the purpose of familiarizing himself/herself with the operations and activities of the Society. The President-Elect shall function as a Governor-at-Large during his/her term and preside at all meetings of the Society, Board of Governors or Executive Committee when the President is absent.

Sec. 3. The Secretary shall have charge of the official minutes of each meeting and keep accurate account thereof. He/she shall keep a complete and accurate roster of the membership and utilize the services of the Executive Director and the IHS staff in fulfilling his/her duties.

Sec. 4. The Treasurer shall collect and keep in a depository designated by the Board of Governors all dues and other monies received by the Society, approve and pay all obligations of the Society and make reports of the affairs of the Society to the Board of Governors.
and the Society, as often as shall be required by the Board of Governors, but not less than once a year. The Treasurer shall utilize the services of the Executive Director and the IHS staff in fulfilling his/her duties.

a. All persons handling funds of the Society shall be bonded. All annual reports made by the Treasurer will be audited by a Certified Public Accountant.

Sec. 5. The Board of Governors shall transact the business of the Society and perform the duties as heretofore and hereafter defined in these Bylaws. The Board will meet on the days preceding and/or following each annual meeting and as often during the year as it shall be called into session by the President provided, however, that if any five (5) members of the Board shall desire a meeting of the Board, they shall notify the President of that fact together with their reasons for desiring such meeting. The President shall issue a call for such meeting within fourteen (14) days from the date of mailing such notice addressed to him/her at the headquarters of the Society, such meeting to be held no more than twenty-one (21) days from the date of such request. A quorum of the Board of Governors shall consist of a majority of the Board members. A semiannual Board of Governors meeting will be held at a place to be recommended by staff and approved by the President.

a. The Board will maintain an official register of all members and from time to time cause to be published a list of all members of this organization.

b. Each year the Territorial Governors will convene a meeting of Chapter President or their delegates. The purpose of the meeting is to provide a forum for mutual exchange of information and discussion of any other matters which the Chapter leaders wish the Governor to bring to the attention of the Board of Governors.

c. In addition to the two (2) meetings a year proscribed in these Bylaws, the Board may meet, when necessary, by electronic means.

d. The Board of Governors shall approve the annual budget.

ARTICLE VI - EXECUTIVE COMMITTEE

Sec. 1. There shall be an Executive Committee consisting of the President, President-Elect, Immediate Past President, Secretary and Treasurer.

a. The Executive Committee shall annually prepare a budget for the approval of the Board of Governors and guidance of the Society as a whole.

b. They shall make recommendations as to changes and amendments to these Bylaws, perform such other duties as the Board of Governors shall, from time to time, delegate to them, provided that such delegation of powers shall not conflict with any of the provisions of these Bylaws. For the purpose of conducting the business of the Society, the Executive Committee shall be authorized to enter into verbal or written agreements and contracts, each not exceeding amounts specified by the Board of Governors.

c. They shall be responsible for hiring such consultants as they shall deem necessary to serve the Society.

d. The Board of Governors shall be notified as to the time and place of any meeting of the Executive Committee, as soon as such time and place are determined and prior to the meeting of the Executive Committee.

e. A quorum will be 80% of members of the Executive Committee.

f. All members of the Board of Governors have the right to attend meetings of the Executive Committee. Such attendance will be at the Governor’s own expense. Such attendance will be as an observer only.

ARTICLE VII - EXECUTIVE DIRECTOR

Sec. 1. An Executive Director shall be employed by the Executive Committee for such term and at such salary and under such contract provisions as the Executive Committee may set.

Sec. 2. The Executive Director shall carry out the day to day operation of the Society and may establish such policy as is necessary to do so, all subject to the approval of the Executive Committee. He/she shall assist the President, President-Elect, Secretary and Treasurer in their duties. He/she shall collect all dues and assessments and deliver the same to the Treasurer, prepare all necessary forms, shall annually make recommendations to the Board of Governors, investigate and render written reports to the Grievance Committee or the Board of Governors concerning all complaints made against any member, and to that end, may require any member to appear before him/her in person, or in writing, and answer such complaint or give evidence under oath or affirmation concerning the same. He/she shall maintain liaison with other professional groups interested in hearing healthcare and shall attend any meetings of such groups which he/she shall be directed to attend by the President, the Executive Committee or the Board of Governors. He/she shall perform such other duties or requirements as are usual or customary for the office.

ARTICLE VIII - MEMBERSHIP MEETINGS

Sec. 1. Dates.

The Annual Meeting of this organization will be held each year at a time and place to be approved by the Board of Governors.

Sec. 2. Special meetings of the membership may be called by a majority of the Board of Governors, which call shall fix the time and place of such meetings, together with the purpose or purposes of such meetings (only such business as conforms with the announced purpose or purposes of the special meeting may be transacted at
such meeting). Notice of any special meeting shall be mailed to the membership not less than thirty (30) days preceding the date fixed for such meetings.

Sec. 3. The presence of ten percent (10%) of the advanced voting registrants to any annual or special general meeting shall be necessary to constitute a quorum at any such meeting.

Sec. 4. Notice of Annual Meetings shall be given to all members not less than sixty (60) days preceding the date of such meetings.

ARTICLE IX - NOMINATION PROCEDURE

Sec. 1. For President-Elect.

a. At the close of the Annual Meeting held one (1) year prior to the expiration of the President’s term of office, the Executive Committee will appoint a Nominating Committee of nine (9) members, one from each Territory. Not more than three (3) will be officers or members of the Board of Governors. It will be the duty of the Nominating Committee to seek, screen and select the person to be nominated for the office of President-Elect which will be vacated at the next Annual Meeting and to present such name to the Executive Director not less than one hundred and fifty (150) days prior to the Annual Meeting.

b. Any individual eligible to vote in the election may forward to the Executive Director the name of any nominee eligible to serve, along with the endorsement signature of at least five percent (5%) of the membership eligible to vote in said election. To be valid, said nomination must be received in the office of the Executive Director at least ninety (90) days prior to the Annual Meeting of the Society, at which time the office of President-Elect becomes vacant.

Sec. 2. For Governors.

The President will solicit from each Chapter President a recommendation of an IHS member from his or her Chapter for membership on the Nominating Committee.

a. A Nominating Committee consisting of three (3) members from within the Territory involved who are Chapter Officers or their designated representatives who are IHS members, appointed by the President of the Society, with the approval of the Board of Governors, who shall seek, screen and select nominees for said office and promptly notify the Executive Director thereof. The chairperson of the Nominating Committee shall be appointed from the committee by the President. Each member of the Nominating Committee shall have one (1) vote. In the event of a tie vote by the Nominating Committee, the President of the Society shall be called upon to cast the tie-breaking vote.

b. Any individual eligible to vote within the Territory involved may forward to the Executive Director the name of any nominee, along with the signatures of at least ten (10) individuals eligible to vote from said Territory endorsing said nomination. To be valid, said nominations must be received in the office of the Executive Director at least forty-five (45) days prior to the expiration of the term of office in question.

ARTICLE X - VOTING

Sec. 1. Each member of the Society who is a Professional Member in good standing shall have voting rights. No member shall have more than one vote on any given issue. Members may exercise their voting rights in person or by proxy in all general meetings of the Society, except as otherwise provided herein.

Sec. 2. Forms of proxies shall be approved by the Board of Governors and furnished by the Executive Director who shall mail them to each voting member in duplicate at least thirty (30) days before the date of any general meeting. Only such proxies shall be valid. One copy shall be properly filled out and returned to the Executive Director for review, filing and recording, on or before twelve (12) o’clock noon of the third day immediately preceding the day fixed for any general meeting. The second copy of the proxy shall be sent to the person to whom the proxy is addressed. Proxies may only be addressed to voting members in good standing of the Society. Failure to comply with the requirements contained herein shall render a proxy invalid.

Sec. 3. Voting for the office of President-Elect and for members of the Board of Governors will be conducted only by mail-in ballot.

a. The President-Elect will be elected by the voting members in good standing of this Society. Such voting membership classification is provided for in Article III, Section 1 of these Bylaws. The Executive Director will, at least forty-five (45) days prior to the election of President-Elect, forward official ballots to voting members (voting membership classifications as provided for in Article III, Section 1 (a) of these Bylaws), who are reflected in the Society’s records as eligible to vote in said election. The ballot will include complete instructions. Said ballots will be returned by the member to the office of a Certified Public Accountant selected by the Board of Governors to officially tabulate the ballots. A candidate receiving the greatest number of votes will be deemed elected. The results of said election will be officially announced at the next Annual Meeting of the membership of the Society.

b. Each Governor will be elected by the voting members in good standing of this Society within the Territory to be represented. Such voting membership classification is provided for in Article
III, Section 1 of these Bylaws. The Executive Director will, at least fourteen (14) days prior to the expiration of the term of office of a Governor, forward official ballots to voting members within the Territory involved (such voting membership classifications are provided for in Article III, Section 1 of these Bylaws) who are reflected in the Society’s records as eligible to vote in said election. The ballot will include complete instructions. Said ballots will be returned by the member to the office of a Certified Public Accountant selected by the Board of Governors to officially tabulate the ballots. A candidate receiving the greatest number of votes will be deemed elected. The results of said elections will be officially announced by the Executive Director no later than thirty (30) days following the completion of the official tabulation.

ARTICLE XI - CHAPTERS

Sec. 1. Chapters may be organized within various countries, states and provinces. These Chapters shall consist of individuals engaged in the practice of testing human hearing and selecting, fitting and dispensing hearing instruments and counseling patients. If any Territory shall not have a Chapter within the Territory, the Governor of such Territory shall encourage the formation of such Chapter.

Sec. 2. Any group whose members are engaged in the practice of testing human hearing and selecting, fitting and dispensing hearing instruments and counseling patients, located within a country, state or province having no Chapter, may petition for a charter as Chapter to the Board of Governors. If meeting by Constitution, Bylaws and organization qualifications for such, the petitioning group may upon a majority vote of the Board of Governors be recognized as a local Chapter for the particular country, state or province in which the Chapter is located. Such petition shall include the name of the proposed Chapter (according to geographical location), list of its members, the names of its officers, a copy of the proposed activities, and a statement of agreement to submit, before March 31st of each year, a report of its activities for the past year.

Sec. 3. A Chapter of the Society shall continue in good standing upon fulfillment of the following conditions:

a. The number of its members shall remain three (3) or more.

b. The Chapter shall submit on or before March 31st of each year a summary report of its members and its activities for the past year and a report of its proposed activities for the next year.

c. The Chapter shall notify the Society’s Executive Director of any changes of amendments in its Constitution and/or Bylaws, such notice to be in writing and to be submitted within thirty (30) days of the approval of such changes of amendments by the Chapter.

d. Every Chapter Officer and 50% of the members of the Governing Board must be a Professional Member of IHS. If any officer or member of the Governing Board is not a Professional Member of IHS, they will have thirty (30) days to become a Professional Member of IHS.

e. Each Chapter shall pay dues and fees as established by the Board of Governors.

Sec. 4. The Bylaws of IHS shall supersede the Bylaws of a Chapter in any point where such would conflict.

Sec. 5. The Society’s Board of Governors may, at any time and upon two-thirds (2/3) vote, withdraw recognition of any Chapter of the Society.

ARTICLE XII - MEMBERSHIP QUALIFICATIONS COMMITTEE

Sec. 1. At the beginning of his/her term, the President shall appoint, subject to approval by the Board of Governors, a Membership Qualifications Committee, whose membership shall be comprised of five (5) active members, with one (1) alternate. Members of the Membership Qualifications Committee, including the alternate member, must be full voting members of the Society, and at least three (3) of the active members shall be members of the Board of Governors.

Sec. 2. Duties of this Committee will be to evaluate and pass on the criterion of qualifications in each category of membership as set forth by the Board of Governors and approved by the membership.

Sec. 3. All members of the Society shall be furnished with an appropriate certificate evidencing membership qualifications. The certificate shall remain the property of the Society and shall be subject to return upon demand by the Society.

ARTICLE XIII - ADVISORY COMMITTEE

Sec. 1. The Board of Governors shall, from time to time, appoint an Advisory Committee to sit with the Board of Governors whenever the Board of Governors shall deem it advisable.

Sec. 2. The members of the Advisory Committee shall not have a vote on any matter considered by the Board of Governors.

ARTICLE XIV - ETHICS COMMITTEE

Sec. 1. The President, with the approval of the Board of Governors, shall appoint an Ethics Committee consisting of nine (9) voting members, one (1) from each Governor’s Territory as such Territories are defined in Article IV, Sec. 7.

Sec. 2. It shall be the purpose of said Committee to review all questions arising under the Society’s Code of Ethics, to render interpretations of said Code and to recommend any changes to said Code that it feels warranted. It will not be the function of the Ethics Committee to receive and/or hear any complaints against a member of the Society. Such complaints are
to be directed to the Grievance Committee (see Article XV).

Sec. 3. The Committee will not be required to review any questions arising under the Society’s Code or render any interpretations to the Society’s Code unless it is presented with a formal written request from the Executive Director specifically outlining the issue or issues involved or the matter or matters upon which review is sought.

Sec. 4. The Committee, after due notice to the membership as to the matters that it has under consideration, will review those requests properly before it and render its interpretation thereof. The formal interpretations rendered by the Committee will be made available for examination by all members of the Society and such other persons having legitimate interest therein.

Sec. 5. All interpretations rendered by the Ethics Committee will be binding on all members of the Society and all persons who have pledged themselves to be bound by the Code of Ethics of the Society. No persons or bodies of this Society or any persons who have pledged themselves to be bound by the Code of Ethics of the Society shall have the right to disregard or overrule the interpretations rendered by the Ethics Committee.

ARTICLE XV - GRIEVANCE COMMITTEE
Sec. 1. The President shall, with the approval of the majority of the Board of Governors, appoint a Grievance Committee consisting of three (3) voting members of the Society. Such committee shall hear all complaints concerning members of the Society referred to it.
   a. The Grievance Committee shall promulgate and publish a Procedure Manual outlining the manner in which complaints shall be addressed, as well as the hearing and appeal process.

ARTICLE XVI - AmENDMENTS
Sec. 1. Amendments to these bylaws may be proposed by:
   a. Petition signed by fifty (50) voting members.
   b. The Board of Governors.

Sec. 2. A two-thirds (2/3) majority of the votes, validly available to be cast at any annual or special general meeting, shall be necessary to amend these Bylaws. Once motion to amend the Bylaws has been brought before the membership for consideration, motions may be put forth to amend the proposed amendment providing they do not change the essence of the main amendment, and shall require a two-thirds (2/3) majority of votes validly available to be cast for passage.

Sec. 3. All amendments to be proposed shall be sent to the Executive Director ninety (90) days before the time for the next Annual Meeting of the Society. The Executive Director shall notify the members of the proposed amendments at least thirty (30) days before the meeting.

ARTICLE XVII - MISCELLANEOUS
Sec. 1. The fiscal year of the Society shall be the calendar year.
Sec. 2. All files of the Society shall be confidential, and shall be available only to the Board of Governors and persons authorized by them in writing to examine the same.

Sec. 3. No member of this Society, other than the President, shall suggest or indicate to anyone that he or she is representing or may speak or act in an official capacity for and on behalf of this Society without written authority from the President or the Executive Committee, provided however that officers of this Society may represent the Society to the extent that these Bylaws so empower them.

Sec. 4. These Bylaws will be printed and available to all members of the Society.

Sec. 5. The rules contained in the current edition of Robert’s Rules of Order (newly revised) shall govern, to the extent practical, the Society at any annual or special meeting of the general membership to which they are applicable and in which they are not inconsistent with these Bylaws and any special rules of order the Society may adopt.
Code of Ethics of the International Hearing Society

FORWARD

Members of the International Hearing Society (IHS) are to abide by the Code of Ethics as stated herein. These principles of professional conduct are intended to provide the best service for the hearing impaired and to guide hearing health professionals in their relations with each other and the public in general.

PREAMBLE

This is a Code of Ethics for those engaged in the testing of human hearing and in the selection, counseling, fitting, dispensing, and servicing of hearing instruments. This Code sets standards of professional integrity and practice including relationships with patients, colleagues, and the general public.

Ethical principles are standards by which the profession and the individual IHS member determine the propriety of their conduct. Adherence to these standards is required for membership in IHS, and further serves to assure public confidence in the integrity of the services of IHS members in this profession. IHS verifies the competence of its members through a qualification program and mandatory continuing education. It is incumbent on all hearing health professionals to abide by all laws, rules, and regulations applicable to the dispensing of hearing instruments.

The basic principle is an accepted Code of Ethical Conduct for IHS members.

In order that we can best serve hearing impaired persons and contribute toward their participation in the world of sound and speech, we, the members of IHS, pledge ourselves to abide by this Code of Ethics:

a. We shall state only the true facts in our public announcements and advertising of hearing instruments and related products and we shall not, in any way, mislead or misrepresent in regard to their performance, appearance, benefits, elements, and use.
b. We shall provide thorough and ethical consulting services when we dispense instruments, including the appropriate testing and fitting suitable for the patient's particular type of hearing loss.
c. We shall, at all times, provide the best possible service to the hearing impaired, offering counsel, understanding, and technical assistance contributing toward their deriving the maximum benefit from their hearing instruments.
d. We shall constantly encourage and support research, cooperating with medical and other hearing health professionals and societies to employ the maximum accumulation of scientific knowledge and technical skills in the testing of human hearing for the selection, fitting, and maintenance of hearing instruments.

SECTION I: CONDUCT AND RELATIONSHIP WITH PATIENT

The IHS member engaged in the practice of testing human hearing and in the selection, counseling, fitting, dispensing, and servicing of hearing instruments, shall hold paramount the welfare of the patient.

a. Continuing Education -- It is in the best interest of the patient that the IHS member engage and participate in continuing education during each year of active practice.
b. Referral -- The IHS member shall utilize all resources available, including referral to other specialists as needed.
c. Services Rendered -- The IHS member shall accept and seek full responsibility for the exercise of judgment within, but not limited to, the areas of his/her expertise. These services include the testing of human hearing, and the selection, fitting, dispensing, and servicing of hearing instruments and counseling patients. The IHS member shall not guarantee outstanding results from the use of hearing instruments, products, services, or counseling when such is not the case. He/she shall exercise caution not to mislead persons to expect results that cannot be predicted.
d. Confidential Aspects of Patient Relations -- The IHS member shall hold in professional confidence all information and professional records concerning a patient and use such data only for the benefit of the patient or as the law demands.
e. Conduct in Regard to Colleagues and Hearing Healthcare Professions -- The IHS member must keep the welfare of the patient uppermost at all times. He/she shall avoid disparaging, pejorative, and/or inaccurate remarks or comments about professional colleagues or members of the hearing healthcare professions. He/she shall conduct himself/herself at all times in a manner which will enhance the status of the profession. He/she shall be supportive to individuals and organizations with whom he/she is associated to their mutual benefit. He/she shall not agree to practice under terms or conditions which tend to interfere with or impair the proper exercise of his/her professional judgment and skill, which tend to cause a deterioration of the quality of his/her service, or which require him/her to consent to unethical conduct.
f. Maintenance of Records -- The IHS member shall initiate and maintain records of services provided to patients. All laws or rules and regulations pertaining to keeping of records must be carefully observed.
g. Fees and Compensation -- The IHS member shall not participate with other health professionals or any other person in agreements to divide fees or to cause financial or other exploitation when rendering his/her professional services.
h. Delay in Providing Services -- The IHS member shall not delay furnishing care to patients served professionally, without just cause.
i. Discontinuance of Services -- The IHS member shall not discontinue services to patients without providing reasonable notice of withdrawal, providing all contractual agreements have been satisfied.
j. Safety and Sanitation -- The IHS member shall at all times practice accepted standards of infection control and shall exercise reasonable precaution to maximize patient safety.
k. Mail Order/Internet Sales -- The IHS member shall not sell hearing aids to a patient via mail order or Internet without establishing direct, face-to-face contact.
SECTION II: RESPONSIBILITY TO THE PROFESSION AND COLLEAGUES
The IHS member has the duty to observe all laws, rules, and regulations applicable to the dispensing of hearing instruments; to uphold the dignity and honor of the profession; and to accept its ethical principles. He/she shall not engage in any activity that will bring discredit to the profession and shall expose, without fear or favor, illegal or unethical conduct in the profession.

a. In the event it appears that an IHS member is in violation of this Code, fellow IHS members are encouraged to report circumstances to IHS.

b. The IHS member shall not pursue any course of action that may be harmful or detrimental to the Society, its members, or the public we serve.

c. The IHS member holding an official or elective position in IHS or an affiliate chapter shall not use such a position for self-aggrandizement.

d. The IHS member who has served on an exam-writing committee or who has knowledge of the contents of the exam shall not be involved with or hold a pre-test class or review course to prepare exam candidates(s) for the exam for a period of not less than five (5) years following their involvement with the exam committee.

SECTION III: ADVERTISING
The IHS member who chooses to advertise his/her services shall use only material considered ethical and complying with laws, rules, and regulations governing advertising. The IHS member shall endorse the following statements of principle that assure protection of the hearing impaired and the public in general.

a. Truth -- Advertising shall tell the truth and shall reveal significant facts, the concealment of which would mislead the public, and shall not dispense any product, or part hereof, representing that it is new, unused, or rebuilt, when such is not the fact.

b. Responsibility -- Advertisers shall be willing and able to provide substantiation of claims made.

c. Taste and Decency -- Advertising shall be free of statements, illustrations, or implications which are offensive to good taste or public decency.

d. Disparagement -- Advertising shall offer merchandise or service on its merits, and shall refrain from attacking competitors or disparaging their products, services, or methods of doing business.

e. Bait Advertisement -- Advertising shall offer only merchandise or services that are readily available for purchase during the advertised period at the advertised price; e.g., it is unethical for any IHS member to advertise a particular model or kind of instrument to obtain prospects for the sale of a different model or kind of instrument than that advertised, or to imply a relationship with a manufacturer and trade names that does not exist.

f. Guarantees and Warranties -- Advertising of guarantees and warranties shall be explicit. Advertising of any guarantee or warranty which is false, misleading, deceptive, or unfair, whether in respect to the quality, construction serviceability, performance, or method of manufacture of any industry product, or in respect to the terms and conditions of refund of purchase price thereof, or in any other respect.

g. Mail Order/Internet Sales-- It shall be unethical to offer for sale any class I medical device (hearing aid) when a direct face-to-face contact has not been established, i.e., by Internet or mail order.

SECTION IV: STANDARDS
Maintenance of high standards by all IHS members is in the best interest of persons served professionally, the IHS member, and the profession.

a. It shall be unethical for the IHS member to willfully and knowingly violate any law, rule, or regulation applicable to the dispensing of hearing instruments.

b. It shall be unethical to use such terms or any abbreviation of such terms as doctor, physician, otologist, board certified in hearing instrument sciences, audioprosthologist, clinical audiologist, medical audiologist, research audiologist, industrial audiologist, or any other title/abbreviation when such is not the fact. When holding a doctorate or other degree from a profession other than hearing sciences, delineation of such credential shall be required. (Special Note: The title Hearing Instrument Specialist is trademarked to the International Hearing Society and authorization for its use outside the membership must come from the IHS Executive Director.)

c. It shall be unethical to use any symbol or depiction which connotes the medical profession.

d. It shall be unethical to use any terms that may reasonably be said to confuse the public that a private business practice has some relationship to a governmental or nonprofit medical, educational, or research institution.

SECTION V: DISCRIMINATION
The IHS member shall not discriminate in the delivery of professional service on the basis of race, national origin, religion, sex, age, or marital status.

SECTION VI: ASSOCIATION
The IHS member is encouraged to associate with groups and organizations having as their objectives the betterment of the profession.

CONCLUSION
All members of IHS pledge themselves to observe and support this Code of Ethics. By violating any part, a member of IHS is subject to removal from membership in IHS. This Code is interpreted by the Ethics Committee and enforced by the Grievance Committee of IHS. Upon violation of this Code, the Grievance Committee may discipline members after investigation and hearing.

This Code of Ethics was adopted in 10/83 - Revised 10/96, 10/98, 05/03, 04/07, 03/09
Chapter Forms
Key IHS/Chapter Due Dates

**Ongoing**

At least 30 days before state/provincial meeting: The chapter submits the [online application](#) for credit approval

Within 30 days following state/provincial meeting: the chapter submits the completed roster to IHS via email to education@ihsinfo.org

Within 30 days of amending the chapter’s bylaws: Submission of bylaw amendments to IHS

**2019**

February 28: 2019 Annual Chapter Dues Due

March 30: Annual Chapter Reports Due

September 19-21: 68th IHS Annual Convention, Nashville, TN

September 19: Chapter Leadership Conference

September 19 (tentative): Licensing Board Conference
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Feel free to add additional officers as an addendum to this form.
Return this form to chapters@ihsinfo.org, mail to IHS, 16880 Middlebelt Road, Suite 4, Livonia, MI 48154 or fax to 734.522.0200. Thank you.
SAMPLE

BY-LAWS OF
STATE/PROVINCE SOCIETY OF HEARING PROFESSIONALS

Article I – Name and Organization
The name of this organization shall be the STATE/PROVINCE Society of Hearing Professionals, and shall herein these articles be referred to as the “Society.” The Society is an affiliate chapter of the International Hearing Society and shall abide by the applicable bylaws of the International Hearing Society.

Article II - Purposes
The purpose of this Society shall be:
1. To better serve the hearing impaired by enhancing professionalism in the hearing aid industry. To disseminate knowledge among Hearing Aid Specialists, the consuming public and allied professionals through experience and education.
2. To regulate and enforce ethical standards of the membership for the protection of the hearing impaired consumers of STATE/PROVINCE.
3. To advise and assist the hearing healthcare professionals through education, dissemination of knowledge, ideas and experience.
4. To protect the hearing aid industry against unfair or unjust legislative or administrative enactments and to represent the membership of the Society before the state legislative and administrative bodies and, when necessary, to promulgate and present proposed legislation to governmental bodies to accomplish the foregoing aims of the Society.
5. To support and uphold the standards set forth by the International Hearing Society (IHS).

Article III – Meetings and Membership
1. There shall be two types of membership meetings: scheduled and called.
   A. Scheduled meetings will be scheduled by the President with the approval of the Board. There shall be two scheduled meetings per year, one concurrent with a convention. The scheduled meeting concurrent with the convention during even numbered years shall be the meeting at which the incoming officers and directors are elected.
   B. Other meetings may be called by the President when desired or directed to do so by the Board or membership according to these by-laws. Notices for called meetings will include an agenda of specific topics to be discussed and will not vary from the announced topics. General topics are prohibited during called meetings.
2. Membership in the Society shall be open to an individual actively engaged in the testing of hearing, and fitting and dispensing of hearing aids in the state of STATE/PROVINCE who holds a valid Hearing Aid Specialist License, or a valid STATE/PROVINCE Apprentice Permit except that membership is not open to representatives or employees of companies that sell hearing instruments or accessories wholesale.
   A. Classes of Membership:
      1. Voting Membership shall be open to anyone who holds a valid STATE/PROVINCE Hearing aid specialist License.
      2. Associate Membership shall be open to anyone who holds a valid STATE/PROVINCE Apprentice Permit, a valid STATE/PROVINCE Training Permit, and any support personnel in
the office. In addition, any hearing industry professional person with a vested interest in
the Society shall be eligible for Associate Membership. All Associate Members shall pay
dues and assessments as prescribed by the Corporate Board. Associate members shall be
entitled to all privileges of the Society except they shall not vote, be a member of the
Board nor be a member of the nominating committee.

3. State non-residents may be members. Such members must hold a valid STATE/PROVINCE
Hearing Aid Specialist License and shall enjoy all privileges of the Society extended to their
class of membership except that they shall not be an officer.

B. Applications:
1. Applications for membership shall be made on a form prescribed by the Board of
Directors, and accompanied by the appropriate initiation fee and membership dues as
prescribed by the Society. The application form shall include a statement that the
applicant agrees to abide by the by-laws of the STATE/PROVINCE Society of Hearing
Professionals, the Code of Ethics published by the International Hearing Society, the
Federal Trade Commission Trade Practice Rules for the Hearing Aid Industry, and the Rules
for the Hearing Aid Industry published by the Food and Drug Administration.
2. The application shall include the STATE/PROVINCE Hearing Aid Specialist License Number
and shall be verified by the Board prior to accepting the applicant for membership. The
Board will act on the application and will announce its findings to the membership. The
application will not be debated by the Board in the presence of the applicant, nor anyone
recommending the applicant for membership who is not a member of the Board. The
application will not be debated during a membership meeting. In case of denial, the fee is
not refundable but the dues submitted with the application shall be returned to the
applicant. No applicant who has been denied shall be entitled to submit another
application, or have one submitted in his behalf prior to the expiration of six (6) months
from the date of denial.

C. Membership may be terminated by the Board:
1. By action of the Board - If any person at any time is guilty of unprofessional conduct or
shall have their license revoked, suspended, or placed on probation, or shall at any time
be guilty of an act prejudicial to the profession or Society or to the purpose to which the
Society was formed, in the opinion of the Board, such member shall be notified to appear
personally before the Board at a designated time not less than thirty (30) days after such
notification, and at such time be given a hearing. By a three-fourths (¾) majority vote of
all members present and voting at the meeting, the membership of such member may be
terminated. Such terminated member shall be required to return Society credentials to
the Secretary of the Society.
2. By Failure to Pay Dues - If the dues and/or special assessments of any Member be unpaid
for a period of thirty (30) days after the same shall become payable, a notice of
delinquency shall be sent by certified mail. If payment is not made within thirty (30) days
after the mailing of such notice of delinquency, their membership shall automatically
terminate on that date by reason of non-payment. Such terminated members shall be
required to return society credentials to the Secretary of the Society.
3. By Resignation: Resignation from membership shall be presented to the Board in writing,
but shall not relieve any member from liability for any dues accrued and unpaid at the
time when such resignation is filed. A member who resigns shall forfeit all right, title and
interest in any property of the Society and any claim or claims against the Society shall
terminate and cease to exist. Such terminated members shall be required to return
Society credentials to the Secretary of the Society.
Article IV - Organization

1. The supreme governing power of the organization shall be the members. The members will meet periodically at the call of the President to provide that guidance essential to the operation of the Society. Meeting of the membership shall be held at such time and place as may be designated by the President with the approval of the Board of directors, upon not less than 30-days notice to the members.

2. In the interim between meetings, the management of the Society shall be vested in and exercised by the Board of Directors as hereafter provided for.

3. The planning and tasks for the Society shall be accomplished under the direction of committees. There shall be two types of committees: Standing and Temporary.

4. Standing committees are described in these by-laws and continue in existence until these by-laws change responsibility or existence. Members of Standing committees are recommended by the President, approved by the Board and elected by the majority vote of the Society. Standing committee members’ terms of office shall be until resignation. Resignation is assumed when a person is no longer a member of the Society. Members of Standing committees may be removed from committee membership upon nomination by the President to the Board, recommendation by the Board to the Society and by a vote of two-thirds of those present and voting at either a scheduled or called meeting provided that proper notice has been given and a quorum is present. Standing committee chairs are also members of the Board as provided for in these by-laws.

5. Temporary committees are the child of a President and serve only at that President’s pleasure. Temporary committees may be established by the President with notification to the Board and will serve as long as that President desires or until that President leaves office provided that the scope of responsibilities of the Temporary committee does not duplicate or overlap the responsibilities of Standing committees. Disputes between committees shall be resolved by the President, provided that the committee chairs agree to the terms of the resolution. Provided that the President cannot resolve the disagreement, the Board shall resolve the differences to the satisfaction of the committee chairs. Upon failure of the Board to resolve the differences, the matter shall be put to the Society for a majority vote which shall be final.

Article V – The Society Board

1. The Society Board shall consist of the officers and directors.

2. Officers:
   A. No person shall be elected an officer of the Society who is not a member of the International Hearing Society and who has not been a voting member of the state Society at least four years prior to their election.
   B. The President:
      1. Shall preside at all meetings of the Board of Directors and of the members. The President shall present at each scheduled meeting a report of the condition of the Society. The President shall insure that the slate nominated for the incoming Board shall be sent to all members with the notice of the convention meeting in even numbered years. The President shall insure that an annual audit of the treasurer’s records has been accomplished and the report is made in accordance with these by-laws. The President shall be chief executive officer of the Society and shall enforce these by-laws and perform all the duties incident to the position and office which are required by law.
      2. Shall establish and distribute to the members an agenda prior to any scheduled or called meeting.
      3. Shall have the right to establish temporary committees and membership thereof provided their duties and responsibilities do not duplicate or overlap those of standing committees. The Board shall be notified of any temporary committee’s organization, purpose and scope of responsibilities at the next Board meeting and such shall be recorded in the Board minutes. Formation of temporary committees shall be announced by the President.
at the next scheduled Society meeting, or at a called meeting, if the subject of that meeting impacts on the mission of that committee.

4. While in office, shall be reimbursed for travel, lodging and registration fees associated with his/her attendance at the annual convention of the International Hearing Society.

C. The Vice-President:
   1. Shall act in the place and stead of the President during his temporary absence or disability and shall perform all function required to be performed by the President when the President is not able to serve.
   2. Shall be the chair of the audit committee.
   3. Shall succeed the President when his term(s) of office has/have expired.
   4. If for any reason the Vice-President fulfills an unexpired term of the President, that person may be elected to a full two-year term.
   5. In the event the President does not attend the annual convention of the International Hearing Society, shall be reimbursed for travel, lodging and registration fees associated with his attendance.

D. The Secretary shall keep the minutes of all meetings of the members and of the Board of Directors in appropriate books. He shall give and serve all notices of the Society. He shall be the custodian of the records and correspondence of the Society and shall maintain an up-to-date list of the members, showing their respective place of business and place of residence, and their post office address and shall keep a file of membership applications. He shall sign all membership certificates. He shall present to the Board of Directors and to the Society all communications which are officially addressed to the Society and shall perform all of the other duties incident to the office of the Secretary.

E. The Treasurer:
   1. Shall have charge of all funds of the Society and deposit same to the credit of the Society in a bank approved by the Board of Directors, also sign with the President all checks, notes, and other evidences of indebtedness. He shall, besides keeping the receipted bills, keep the stubs of the checkbook showing all monies received and disbursed by him. He shall collect all fees and dues in such manner as the Society shall direct and pay promptly all bills of the Society. Following the end of the year, the Treasurer shall make his books available to the Audit committee for their audit. The Treasurer shall furnish the Society a sufficient bond, paid for by the Society and approved by the Board of Directors, conditioned for the faithful performance of his duties, and for the proper application and payment of all monies and other property belonging to the Society, which may come into his possession. He shall turn over to his successor, within thirty (30) days, all property belonging to the Society.
   2. Shall be the chair of the Budget committee.
   3. Shall have the responsibility to dispense funds within the budget approved by the Society. A report of these approved expenses will be submitted to the Board for review and filing with the minutes of the meeting. Any expenditures that are not within the budget will be approved by the membership in a scheduled meeting or one called for that purpose except that the Board may approve expenditures when it is not practical to assemble the Society but a report of such expenditures and the circumstances requiring Board approval shall be made by the Treasurer at the next scheduled meeting.
   4. Shall be responsible for filing with the Secretary of State’s office the proper forms to maintain corporate registration.

F. Directors:
   1. The Board shall have four Directors, one of whom will be the Immediate Past President. The Past President who shall fill this position will be the most immediate past President who is a member. If the most immediate past President does not continue membership, the position will be filled by the next most immediate past President who is a member and
agrees to serve. If no past President meets the qualifications, the position shall remain
vacant until some past President meets the qualifications.

2. Fifty-percent (50%) of Directors need to be a current member of the International Hearing
Society.

3. The Directors shall have been a voting member of the Society for a full two years prior to
election.

4. Three of the Directors shall be elected to specific responsibilities. They shall be the chair
of the related committee which shall consist of three members: the Director as Chair and
two other members elected by the Society as prescribed by these by-laws. The Directors
to be elected are:
   a. Director of Education
   b. Director of Membership
   c. Director of Governmental Affairs

5. Duties:
   a. To conduct, manage and control the affairs and activities of the Society and make
      rules and regulations for the guidance of the Officers and Board of Directors, in
      the management of the affairs of the Society.
   b. To do such other and further things, which may be incidental, necessary, relative
to, connected with or proper for the accomplishment of any of the foregoing
powers of said Board and as specified within “Job Responsibilities.”
   c. The Board shall administer the Society when the membership is not in session
      within the policies established by the Society.
   d. The Board shall approve the format of the report of income and expenditures for
      presentation to the membership but will not approve the content since that is
      subject to audit.
   e. The Officers and Directors of the Society shall serve without compensation.
      Society expenses paid by a member may be reimbursed when within the Society
      approved budget or approved in accordance with these by-laws if not within the
      approved budget. The Society will not pay nor reimburse personal expenses paid
      by any member.
   f. An Officer or Member of the Board of Directors may be removed by two-thirds
      (2/3) majority of the Voting Members present at a duly called meeting of the
      Society after written statement is given to the Officer or Member of the Board of
      Directors and he/she has an opportunity to answer same in writing, within thirty
      (30) days.
   g. All resignations shall be tendered to the Board of Directors.
   h. Any vacancy which shall occur on the Board of Directors shall be filled upon
      nomination to the Board by the President and a majority vote of the Board of
      Directors except that the position of President will be filled by the Vice-President
      and the Board shall elect a new Vice-President.
   i. The Board shall meet quarterly at the call of the President provided that 14-days
      notice has been given to all Directors or all Directors have waived the 14-day
      requirement. Other meetings can be held by the Board when requested by three
      or more members at a site and time unanimously selected by those requesting
      the meeting.
   j. The Board quorum is 4 voting members and no action may be approved by the
      Board with less than four votes in favor of the action.
   k. Each member of the Board with the exception of the President shall have one vote
      on any issue brought before the Board. A majority of those voting but a minimum
      of four votes in favor of any action are required before any proposed action may
be approved. The President may vote when a positive vote will cause an action to be approved.

l. A special meeting of the Society must be called by the President when petitioned by at least twenty-five (25) percent of the Voting Membership or the majority of the Board.

6. Election and term of office:
   a. Officers and directors shall be elected at the first meeting during odd number years. Election shall be by a majority of those attending and voting provided that a quorum is present.
   b. The term of office shall start at the conclusion of the meeting at which the voting is recorded and shall continue until a new slate of Officers and Directors is elected in accordance with these by-laws.
   c. The President may serve not more than two consecutive terms as President. Past Presidents may not be elected or appointed to the Board until a minimum of two years have elapsed from the time that they served as Past President.
   d. No person may hold more than one position on the Board of Directors at a time.
   e. Nominations shall be received from the Voting Regular Members of the Society for the positions of Officers and Board of Directors. The Nominations Director shall notify the Voting Regular Members of the time period that nominations will be accepted as approved by the Corporate Board.
   f. The members assembled are to have the right of further nominations from the floor before voting on Officers and Board of Directors. When more than two (2) candidates are nominated for an office, a majority of votes from the Voting Regular Members present shall elect. Number of available positions for the Board of Directors shall be determined by the Corporate Board. When nominations exceed available positions for the Board of Directors the majority of votes from the Voting Regular Members present shall elect positions available.
   g. Should a vacancy occur among the Officers or the Board of Directors other than a normal expiration, the Board shall appoint, within thirty (30) days, a successor for the unexpired term.
   h. Each Voting Member shall have one vote, which may be cast in person, by proxy or representation by another Voting Member. Proxies and/or representation must be in writing and signed by the Voting Member. All proxies must specify the date for which the vote is to be counted.
   i. The Treasurer shall manage the distribution of the ballots to the Voting Regular Members.
   j. The President shall preside over the election and received nominations from the floor. The nominee shall be confirmed by the Treasurer as a Voting Regular Member. The President shall then notify the attending Voting Regular Members to write the name of the nominee on their ballots.
   k. The Treasurer shall manage the collection of ballots and the votes shall be counted by the Treasurer plus one assistant chosen by the Treasurer or as approved by the Corporate Board. All proxy votes shall be collected by the Treasurer to be verified and counted.

Article VI - Notices

All notices called for by these by-laws shall be in writing and shall be mailed by the United States Mail to the members at their last address, which is recorded with the Secretary; or via email, whichever the member has indicated is their preferred method of contact.
**Article VII – Standing Committees**

**Nominating Committee**
1. There shall be a standing nominating committee consisting of the active past Society presidents. The most immediate, active, past president shall be the chair.
2. At least sixty (60) days prior to the biennial election the Nominating committee shall submit to the Board of Directors the slate of nominees to be considered by the membership. This list shall be submitted for Board review and distribution to the membership with the notice and agenda of the coming meeting.
3. Nominations and seconds may be made by voting members at the election meeting prior to the election.
4. All nominees must agree prior to the election to serve in the position as nominated.
5. Only one person from one company or related group of companies may serve on the nominating committee.

**Audit Committee**
1. There shall be a standing Audit committee consisting of three members, one of whom shall be the chair.
2. The Audit committee shall review the treasurer’s records annually prior to the convention meeting and make a report to the Board prior to the convention meeting and to the Society at the meeting concurrent with the convention. The committee’s report shall be in writing and attached to the minutes of the convention meeting. Board minutes shall reflect whether or not the report was made and the conclusion of the report will be included in the Board minutes.

**Budget Committee**
1. There shall be a standing Budget committee consisting of three members, one of whom shall be the chair.
2. The Budget committee shall present the proposed Society budget for the coming year to the Society at the convention meeting each year. If there is no convention meeting the budget will be presented at the first scheduled meeting following the time that the convention meeting would have normally been conducted.

**Education Committee**
1. There shall be a standing Education committee consisting of three members, one of whom shall be the chair.
2. The Education committee shall develop a proposed Society Educational Program and present it to the Board which shall consult with the Education Committee chair and review, change if appropriate and approve the program. The committee will be responsible for enactment of the approved program and shall obtain Board approval prior to deviating from the approved program.
3. There shall be instruction for which State renewal credit can be earned by the members at each scheduled meeting.
4. The committee shall insure that qualified instructors give the instruction under the committee’s direction and supervision and within the Board approved program.
5. The Education committee shall be responsible for all educational activities. It will have responsibility for scheduling and conduct of the annual convention including exhibits, within the date and time set by the President and approved by the Board.
6. This committee may make recommendations to the Board for continuing education for more than the current term but the Board should not obligate future Boards to any prescribed program.

**Membership Committee**
There shall be a standing Membership committee consisting of three members, one of whom shall be the chair. This committee shall be responsible for recruiting and assisting with applications.
Governmental Affairs Committee
1. There shall be a standing Governmental Affairs committee consisting of three members, one of whom shall be the chair.
2. The Governmental Affairs committee shall be responsible for monitoring all government agencies whose actions may influence the occupations of the Society’s members.
3. This committee is responsible for recommending to the Board employment of any lobbyist. Upon approval of the Board, any potential lobbyist and his fee must be approved by the membership.
4. A report of any government action or likely action will be made at each scheduled meeting covering the period since the last scheduled meeting.
5. A written annual report shall be presented to the membership and attached to the minutes of the first scheduled meeting of each year.

Business Practice & Ethics Committee
This committee shall investigate and report on all complaints concerning a member’s professional practices and ethics in the conduct of business dealings. It may require members to appear before it and give evidence concerning such complaint. The committee shall report to the board of directors any unresolved grievances for board action.

Grievance Committee
The board of directors shall act as a grievance committee who shall hear all complaints concerning members of the Society that remain unresolved after actions of the Business Practices and Ethics Committee. It may require a member to appear before it and give evidence concerning such complaint.

Article VIII – Fees, Dues, and Assessments
1. An initiation fee may be set and charged by the Board. It shall be no more that the annual dues for voting members. It shall be collected at the time of application and is not refundable to the applicant.
2. Annual dues may be set and changed by a majority vote of the Society. The dues for associate members shall be no more than fifty (50) percent of the dues for voting members. When an application has been refused, the dues shall be refunded.
3. Special assessments may be set from time to time. Proposals for special assessments will be presented to the Board and upon Board approval may be made by seventy (70) percent of the membership present and voting provided that proper notification has been given.
4. Notice of annual dues shall be mailed by December 15th and payment must be received prior to January 15th. A late fee of $XX.00 will be added to membership dues received after January 15th. Dues must be current in order to vote or receive membership benefits.
5. A member whose membership has lapsed for twelve months or more must resubmit a membership application with appropriate fees.

Article IX – Rules of Procedure
1. The rules of procedure at the meetings of the membership or of the Board of directors of this Society shall be in accordance with “Roberts’s Rules of Order, Revised” so far as applicable, and when not inconsistent with these by-laws.
2. Twenty-five (25) percent of the entire membership shall be considered a quorum.

Article X – Discipline of Members
1. The Code of Ethics adopted by the Society has been adopted by a majority of the voting members of the Society and is based on the Code of Ethics adopted by the International Hearing Society. The purpose of the Code of Ethics is to provide standards of conduct for Hearing Aid Specialists.
practicing their trade in the State of \textit{STATE/PROVINCE} so that the industry may gain the full confidence of the public.

2. Any person may file a charge or complaint in writing against any member with the business practices and ethics Committee. The business practices and ethics Committee shall accept and investigate only charges which have been submitted in writing. The accused member shall have a full, fair and impartial hearing before the committee and be given ample opportunity to answer said charges and/or complaints in writing.

3. If the business practices and ethics Committee cannot reach amicable agreement, the case shall be referred to the grievance committee. It shall have the right, in addition to holding hearings, to inspect all records bearing on the case of a member against whom a complaint has been filed. A member’s failure to allow such inspection shall in itself constitute cause within the meaning of this article.

4. If the grievance committee finds the member guilty of an infraction of the code of ethics of the corporation or of conduct detrimental to the best interests of the public or the corporation, it shall take such actions against the member as shall be deemed fitting and proper, in view of the gravity of the offense. In its discretion, the grievance committee may do any or all of the following:
   A. Reprimand the member found guilty.
   B. Suspend the member for a period to be determined by the board from the privileges of the corporation.
   C. Expulsion and removal from membership. The actual expulsion and removal from membership shall be after an affirmative vote of the majority of the board of directors. Any member expelled by action of the board of directors may be reinstated by filing a petition with the board of directors asking for such reinstatement.

5. The member suspended by the Business Practices & Ethics Committee may be reinstated at any time by approval of a majority of the Committee. Any member expelled by action of the Committee may be reinstated by filing a petition asking for such reinstatement with the Board, who shall present the same to the voting members of the Society together with its recommendation and the same shall be voted upon at the next annual meeting. If the majority of the voting members present and voting in person, by proxy or representation at such meetings, vote to reinstate such person, he/she shall again be reinstated to membership by paying all fines and past dues including dues for the time during which he/she was expelled or suspended.

\textbf{Article XI - Miscellaneous}

1. All rights of members of the Society shall cease upon termination of membership and the Society’s property shall be returned to the Secretary.

2. The by-laws of the International Hearing Society shall supersede these by-laws in any point where there is a conflict or omission.

3. Words importing the masculine gender include the feminine gender.

4. In writing means, written, printed or both.

\textbf{Article XII – Amendment of By-Laws}

These by-laws may be amended by two-thirds vote of the membership in attendance and voting at a scheduled or called meeting, provided notice of the proposed amendment shall be made to the membership in writing not less than thirty (30) days prior to the meeting of the membership at which same is proposed.

\textbf{Article XIII - Severability}

Any revision of these by-laws which shall be found invalid by any court of law shall have no effect on any other provision of these by-laws.
International Hearing Society

Chapter of the Year Award Information and Nomination Form

About the Award
The Chapter of the Year Award recognizes the chapter of the International Hearing Society that has made the most significant contributions to the profession and/or industry at large through chapter development, advocacy, public relations, and meeting/educational initiatives. The winning chapter will be recognized at the IHS Annual Convention & Expo during the Awards Gala.

Award Criteria
Nominees will be judged based on participation in the following categories. Examples of relevant activities are included.

As of September 16, 2014 the IHS Board of Governors has added the following eligibility requirement for all award applications. To be eligible for the IHS Chapter of the Year Award, the chapter must have provided IHS leadership an opportunity to fully participate in their event. This includes, but is not limited to IHS: presenting the IHS message in the conference, exhibiting at the event and attending the chapter membership meeting. Chapters must also be in compliance with the IHS Bylaws, Article XI – Chapters.

1. Membership Development
   ✓ Percentage of increase in chapter members (preceding 12 months)
   ✓ Percentage of chapter members that are IHS members
   ✓ Most creative, effective membership development program

2. Continuing Education
   ✓ Sponsoring quality continuing education seminars (entry level or advanced)
   ✓ Sponsoring quality education/certification programs (entry level or advanced)

3. Chapter Meetings
   ✓ Increase in chapter meeting and/or seminar attendance rates
   ✓ Most creative meeting material and promotional materials
   ✓ Number of meetings annually

4. Government Relations
   ✓ Sponsoring a successful bill which positively affects the hearing aid industry
   ✓ Effective lobbying activities and visibility at provincial/state capitol
   ✓ Assisting in national lobbying efforts
   ✓ Addressing national issues at a provincial/state level

5. Public Relations
   ✓ Newsletters to members; to public
   ✓ Participation in health fairs, state fairs, etc. (public visibility)
   ✓ Community service activities
   ✓ Most effective communications between IHS headquarters and chapter

To be considered, applications must include a completed nomination form, a support statement of at least 300 words, and any supporting documentation; and be submitted to IHS by July 15th to advocacy@ihsinfo.org or fax 734.522.0200.
INTERNATIONAL HEARING SOCIETY
Chapter of the Year Nomination Form

I hereby nominate

___________________________________________
(Chapter Name)

for the IHS Chapter of the Year Award.

The above chapter is nominated for excellence in the following category(s):
Mark all that apply.

☐ Chapter Meetings  ☐ Education
☐ Government Relations  ☐ Membership Development
☐ Public Relations  ☐ Other: ______________________

Support Statement: ____________________________________________
________________________________________________________________
________________________________________________________________
________________________________________________________________
Submitted by: ___________________________ Date: _______________________
Telephone: ___________________________ Email: ________________________
Company: _________________________________________________________
Address: __________________________________________________________
City: ___________________________ State/Province: ____________ Zip/Postal Code: ____________

Please return the completed form, support statement of a minimum 300 words, and any supporting
documentation to IHS by July 15th at advocacy@ihsinfo.org or fax 734.522.0200.
Leadership Development
IHS Annual Convention & Expo

Join us for an amazing experience as you network with your fellow colleagues, stay ahead of the latest industry news and trends, and take advantage of the wide selection of educational seminars and workshops presented by the industry’s most prominent thought leaders. Chapter leaders will be able to take their experience and knowledge back to their fellow leaders and chapter members to help increase their understanding of future challenges and develop forward thinking strategies and goals.

Chapter Leadership Conference

The Chapter Leadership Conference provides an essential forum for IHS chapter leaders from around the U.S. and Canada to connect on critical issues that are currently impacting the profession. Chapter leaders and executive directors are highly encouraged to arrive early to Orlando to attend this meeting to learn about new trends, best practices, and tools to help their chapters grow in the areas of membership, advocacy, public relations, and meeting planning. About the meeting, one 2014 attendee said, “This is how I know what is going on in other parts of the country and [the meeting] gives me a realistic direction of our industry to help guide my state association in the right direction.”

Licensing Board Conference

Each year the Licensing Board Conference draws hearing aid specialist licensing board members, licensing administrators and chapter leaders from all jurisdictions for a productive exchange on timely topics such as licensing requirements, direct-to-consumer sales, board composition and oversight, and consumer protection. Participants will discuss trends in these major policy issues affecting the profession. The Licensing Board Conference is an opportunity to exchange information and strategies with your colleagues and leaders from around the country. If you play a role in licensure, be sure to attend this meeting!
Leadership Transition Planning Checklist

Additional items may be added or changed as they pertain to your chapter.

President “To Do” list for incoming chapter president
- Review the job descriptions for all the chapter officers
- Be sure the Secretary has informed IHS of the new officer and chairs
- Meet with the Treasurer to handle necessary business and understand the chapter’s financial status
- Sign new financial account signature cards, if applicable
- Ensure that other officer transitions occur smoothly and in timely manner
- Copies of correspondence, bylaws and other chapter documents
- Review society’s strategic plan & chapter long range plan
- Schedule a “Summer” Chapter planning meeting
- Make necessary appointments to standing committees and/or task forces

President-Elect/Vice President “To Do” list for incoming chapter president-elect/vice president
- Discuss duties and assignments with the chapter president
- Schedule orientation session with officers to learn about responsibilities, etc.
- Appoint or act as a liaison to the Nominating task force
- Attend the Chapter Day Training in the spring

Secretary “To Do” list for incoming chapter secretary
- Transfer all original documents or minutes
- Transfer copies of correspondence
- Transfer Certificates of Insurance or contracts etc.

Treasurer “To Do” list for incoming chapter treasurer
- Transfer original copies of all officer chapter financial records
- Bank account information
- Bank statements, annual statements etc.
- Establish a financial management system (preferably computer based)

Web Master “To Do” list for incoming chapter web master
- Obtain admin web master privileges from former webmaster
- Read Admin Help Guide
- Post current chapter officers with their e-mail links to site
- Post meeting dates on chapter calendar of events
- Post monthly chapter newsletters
- Delete old information on site and keep information current
- Post monthly message from the president
- Encourage members to log on to the site and participate

Board Members “To Do” list for incoming chapter chair or board members
- Contact last year’s member and obtain any copies of correspondence that may be helpful
- Obtain and review job description
- Obtain description of task assignments and resources available
SAMPLE VOLUNTEER RECRUITMENT LETTER

<Date>
<Address Block>
<Member’s email>

Dear <First Name>,

First off, we’d like to thank you for being a member of <Hearing Society>! We value your participation and support, which has allowed us to strengthen the hearing aid dispensing profession by increasing our voice and impact in <state/province>.

Today we are writing about an exciting opportunity for you to grow both personally and professionally by serving on a committee, task force, or other volunteer position of the <Hearing Society>.

Your experience, perspective, and commitment to your patients and profession are needed! As a volunteer-led and -run organization, we are only as strong as the support our members provide through volunteer service. We have several positions that are currently open or will be in the coming months, for which we encourage you to apply for appointment.

Our Volunteer Interest Form is attached. Please complete the form, indicating the committees and/or activities in which you’d like to be involved, and return it to us via fax, mail or email.

Thank you for your interest in serving! A representative of <Hearing Society> will contact you within 30 days to let you know which position you have been appointed to. In the meantime, you can contact us at <phone number> or <email> with any questions.

Sincerely,

Your Leadership Development Committee
<list names>
Volunteer Interest Form

☐ I would like to get involved and serve on one of the following committee or activities. I’ve indicated my top 3 choices.

Committee Preferences:

1st 2nd 3rd

___ ___ ___  Chapter governance (President, Vice President, Secretary, Treasurer, Director)
Position descriptions per the chapter’s bylaws are attached. *Those applying for the positions of President, Vice President, Secretary and Treasurer must be a member of the International Hearing Society during his/her term. 50% of Directors must be IHS members.

Please specify which position you are interested in: ______________________

___ ___ ___  Membership Committee
Develop and execute membership recruitment and retention strategies with support from the Board. Maintain and oversee membership policies and procedures. Evaluate applications for new members. Recommend membership categories and benefits.

___ ___ ___  Advocacy Committee
Meet regularly during the legislative session via teleconference and email, and periodically while the Legislature is out of session, to discuss legislative and regulatory issues that could impact the profession, and develop and implement strategies to advocate and advance <Hearing Society>’s position.

___ ___ ___  Convention Committee
Meet 3x per year via teleconference to develop the convention agenda identify speakers and other convention needs, develop RFP for convention sites, review RFP submissions and implement plan to make convention come to fruition.

___ ___ ___  Special Events
Provide support at annual meetings and other events. Tasks may include working at the registration desk, assisting with the Silent Auction set up and/or break down, etc.

___ ___ ___  Licensing Board Representative (Non-chapter position)
When there is an upcoming vacancy on the state licensing board, <Hearing Society> puts forth names of potential candidates to the Governor’s office for consideration. Candidates should possess integrity, high moral and ethical values, and be able attend 3-4 in-person meetings per year, occasional phone calls and emails to conduct board business.

Applicant Information:

Name:____________________________________Home Phone:____________________________________
Company:_________________________________Business Phone:_________________________________
Home Address:_______________________________________________________________________________
Email:______________________________________________________________________________________No. of Years Dispensing:_____________________
Past volunteer/leadership experience includes: ______________________________________________________

Completed forms should be sent to <Name>, Chairperson of the Leadership Development Committee, at <email>, <mailing address>, or <fax number> by <date> to be considered for service in 2016.

Thank you for your interest!
Education and Professional Development
Course Approval Process for IHS Chapters

- The chapter submits the online application for credit approval at least 30 days before the program date(s).

- IHS verifies the educational content meets the IHS Approved Categories of Instruction standards and verifies the number of contact hours.

- IHS approves or denies the course for continuing education credit. IHS assigns a Continuing Education Number (CEN) to each approved course.

- IHS emails a confirmation letter with the CEN number to the applicant. At this point the course can be promoted as “approved for IHS continuing education credit”. Download the IHS logo here.

- IHS invoices the chapter an annual fee of $250 with their first application of the year.

- Chapter sends a brochure or marketing piece to IHS. IHS will help you publicize your event on our website (www.ihsinfo.org) and in our quarterly magazine, The Hearing Professional.

- The course takes place.

- Within 30 days of the program date, the chapter submits the completed roster to IHS via email.

- IHS posts the number of CE credits earned to each attendee’s personal record and mails a certificate directly to the attendee as a record of completion.

- As a member benefit, the certificate fee is waived for IHS chapters.

**Advantages of submitting your course approval as early as possible including having your event listed in The Hearing Professional and on the Events Calendar on the IHS website, and being able to identify IHS course approval on marketing and convention materials.**

For questions regarding IHS course approval email education@ihsinfo.org.
Your Roadmap to Success
A Guide to Entering the Hearing Healthcare Profession

There are two pathways into the profession: on-the-job training along with the IHS Distance Learning Course, or an academic degree in hearing instrument fitting and dispensing, offered at a few colleges in the US and Canada.

Students who are using the Distance Learning Course should have by now received several email communications from the IHS Professional Development team about the course and your journey to become a hearing aid specialist.

There are many preparatory tools and options available. Therefore, we’ve put together a Success Checklist (below). Each step is critical to your attainment of the core knowledge and skills necessary to become licensed and fully equipped to practice as a hearing aid specialist.

Success Checklist

Check off the steps as you complete them.

- **YOU MUST START HERE ➔** Contact your state/provincial licensing board for requirements in your area. Each state/province has different rules and regulations.

- Find a mentor in your area. Use this IHS directory.

- Purchase the Distance Learning Course (DL) and register your book. You can purchase the DL course and Trainer Manual package at a discounted rate.

- **Purchase the IHS Trainer Manual:**
  - This is the ONE resource that pulls all your book learning and practical skills together. It is essential to helping you pass your licensing exam.
  - Here’s a letter to help you ask your supervisor to invest in and use the manual with you.

- Sign up to be an IHS member (free for new students through the DL Student Information Form, included in your course materials).

- View key IHS webinars (for free):
  - FDA Red Flags
  - Infection Control
  - Fitting Methods
  - Real Ear Measures
  - Tympanometry
- Ethics: Exercise (or Exorcise) Legal and Ethical Dilemmas
- How to Avoid the Top Ethics Pitfalls

- Take all 30 DL quizzes and final exam online.

- Insist your sponsor test you on each core skill presented in the Trainer Manual and provide you feedback and assessment.

- Complete a self-assessment on each core skill and review it with your mentor. This provides an opportunity for you to reflect on your professional development and gives you an active role in the assessment process.

- Check with your state/provincial board about your eligibility to sit for the IHS International Licensing Exam. When IHS is informed by your state/provincial board that you meet the requirements, the IHS Study Guide will be made available to you (applies to 39 U.S. states and 4 Canadian provinces using the IHS International Licensing Exam*).

- Keep working toward proficiency in each core skill and continue to practice until you reach mastery level. Competency assessments are the key to your success.

- Purchase suggested reading materials noted in the IHS Study Guide (some are sold by IHS; others can be purchased elsewhere). Be sure you have studied all material mentioned in the IHS Study Guide.

- Follow up with your state/provincial licensing board to apply for your licensing exam date(s).

- Take your licensing exam(s).

- Study the IHS Code of Ethics and display it in your office. As an IHS member, it shows patients you take your profession and their care seriously.

- Join your state or provincial chapter of hearing healthcare professionals.

- Continue reinforcing your skills and engaging in continuing education (conventions, seminars, webinars and self-study) to maintain contemporary knowledge and skills.

IHS is your partner and we’re here to support you. Keep a look out for more tips and guides on working in the profession. Still have questions? Call us at 734.522.7200 or email education@ihsinfo.org.

* IHS International Licensing Exam refers to the written International Licensing Examination for Hearing Healthcare Professionals.
Meeting Tools and Resources
Audio Visual Fee Guide

Notes:
- An A/V tech is to be in room before each session starts and 15 minutes in to the session.

**Conference CE Session**

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<th>Item</th>
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<tbody>
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<td>(1) Laptop</td>
<td>Comp</td>
<td>$150.00</td>
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</tr>
<tr>
<td>(1) LCD Projector (3500 Lumens)</td>
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<tr>
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<td>$25.00</td>
<td>$25.00</td>
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<tr>
<td>(1) Safelock AV Stand/with Skirt</td>
<td></td>
<td>$10.00</td>
<td>$10.00</td>
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<tr>
<td>(Includes Extension Cords/Power Strips/VGA Extensions)</td>
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<td></td>
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<tr>
<td>(1) RF Wireless Mouse</td>
<td></td>
<td>$10.00</td>
<td>$10.00</td>
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<tr>
<td>(1) Wireless Lavaliere Microphone</td>
<td></td>
<td>$20.00</td>
<td>$20.00</td>
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<tr>
<td>(1) Wired Podium Microphone</td>
<td></td>
<td>$20.00</td>
<td>$20.00</td>
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<tr>
<td>(1) Wireless Floor/Audience Microphone on stand</td>
<td></td>
<td>$20.00</td>
<td>$20.00</td>
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<tr>
<td>(1) Lti (Laptop Audio to Mixer)</td>
<td></td>
<td>$20.00</td>
<td>$20.00</td>
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<tr>
<td>(1) Wireless Floor Microphone</td>
<td></td>
<td>$20.00</td>
<td>$20.00</td>
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<tr>
<td>(1) Wired Podium Microphone</td>
<td></td>
<td>$20.00</td>
<td>$20.00</td>
</tr>
<tr>
<td>(1) Wireless Floor/Audience Microphone on stand</td>
<td></td>
<td>$20.00</td>
<td>$20.00</td>
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<tr>
<td>(1) Meeting Room Sound Package</td>
<td></td>
<td>$50.00</td>
<td>$50.00</td>
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</tbody>
</table>

**General Session with stage and screens flanking each side of stage**

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<tr>
<th>Item</th>
<th>Qty</th>
<th>Comp</th>
<th>Comp</th>
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</thead>
<tbody>
<tr>
<td>(1) Laptop</td>
<td>Comp</td>
<td>$295.00ea</td>
<td>$590.00</td>
</tr>
<tr>
<td>(2) NEC XGA LCD Projectors (5K Lumens)</td>
<td></td>
<td>$295.00ea</td>
<td>$590.00</td>
</tr>
<tr>
<td>(2) 9’x12’ Fastfold Screens/with Dress Kits</td>
<td></td>
<td>$125.00ea</td>
<td>$250.00</td>
</tr>
<tr>
<td>(2) Safelock AV Stands/with Skirts</td>
<td></td>
<td>$10.00ea</td>
<td>$20.00</td>
</tr>
<tr>
<td>(1) RF Wireless Mouse</td>
<td></td>
<td>$10.00</td>
<td>$10.00</td>
</tr>
<tr>
<td>(1) 42” Flat Confidence Monitor</td>
<td></td>
<td>$95.00</td>
<td>$95.00</td>
</tr>
<tr>
<td>(1) Wired Podium Microphone</td>
<td></td>
<td>$20.00</td>
<td>$20.00</td>
</tr>
<tr>
<td>(1) Wireless Floor Microphone</td>
<td></td>
<td>$85.00</td>
<td>$85.00</td>
</tr>
<tr>
<td>(1) Wireless Floor/Audience Microphone on stand</td>
<td></td>
<td>$45.00</td>
<td>$45.00</td>
</tr>
<tr>
<td>(1) Ballroom Sound Package</td>
<td></td>
<td>$150.00</td>
<td>$150.00</td>
</tr>
</tbody>
</table>

(Includes K-200 Array Sound System & (4) JBL 300w Speakers for Fill)
Membership Resources
Table of Contents

METRICS .................................................................................................................. 3
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Metrics

Associations use a variety of metrics to evaluate membership efforts. Basic metrics include overall membership, new member acquisition and member renewal rate.

Membership – This year’s total membership divided by last year’s total membership.

Example: We have 1,010 members this year; we had 1,000 members last year.

Equation: \( \frac{\text{# of this year's members}}{\text{# last year's members}} = \frac{1010}{1000} = 1.01 \) or 101%

Statement: We had a 1% increase in membership over last year.

Practice (Note: When calculating decreases, the quotient should be subtracted from 1.)

XYZ Society has 1,200 members this year. It had 1,250 members last year.

Equation: \( \frac{\text{# of this year's members}}{\text{# last year's members}} = \frac{\text{___________}}{\text{___________}} = \frac{\text{________}}{\text{________}} \)

Statement: XYZ Society had a ______ increase/decrease this year.

New Member Acquisition – The number of new members acquired this year. This metric is most often compared across years.

Example: Of 1,010 current members, 130 of them are new. Of last year’s 1,000 members, 115 of them were new.

Equation: \( \frac{\text{# of new members this year}}{\text{# of new members last year}} = \frac{130}{115} = 1.13 \) or 13%

Statement: We had a 13% increase in new members over last year.

Practice (Note: When calculating decreases, the quotient should be subtracted from 1.)

Of XYZ Society’s 1,200 members this year, 145 of them are new. Last year, 165 of its 1,250 members were new.

Equation: \( \frac{\text{# of new members this year}}{\text{# of new members last year}} = \frac{\text{___________}}{\text{___________}} = \frac{\text{________}}{\text{________}} \)

Statement: XYZ Society had a ______ increase/decrease in new members over last year.
Member Renewal Rate – The number of members renewing membership with your organization; this is sometimes called ‘retention’.

Example: Of the 1,010 members we currently have, 880 of them are renewing members.

Equation: Total # members today – 12 months of new members or \( \frac{880}{1000} = 88\% \)

Statement: We had an 88% renewal rate.

Practice

Of XYZ Society’s 1,200 members this year, 1,055 are renewing members. The Society had 1,250 members last year.

Equation: Total # members today – 12 months of new members or \( \frac{\text{number}}{\text{number}} = \) Renewal rate

Statement: XYZ Society had a renewal rate.

The Membership Environment

Research conducted in the last several years by Marketing General Incorporated and the American Society of Association Executives reveal a membership environment that is steadily improving. In general, associations are reporting increases in overall membership, renewals and new member acquisition. Member-based organizations that are still struggling or suffering from declining membership should reconsider their value proposition and/or marketing.

Marketing Channels

Numerous marketing channels are available to associations. The most effective campaigns include a dynamic mix of messages delivered via a variety of channels timed strategically.

<table>
<thead>
<tr>
<th>Marketing Channels</th>
<th>Word-of-mouth</th>
<th>Direct mail</th>
<th>Promotion at own events</th>
<th>Local events/meetings</th>
<th>Public relations</th>
<th>Advertising in outside pubs</th>
<th>Job board</th>
<th>Texting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td></td>
<td>Cross-selling to nonmembers</td>
<td>Association-sponsored events</td>
<td>Promotional incentives</td>
<td>Telemarketing</td>
<td>Search engines (organic)</td>
<td>Radio or TV</td>
<td>Accreditation</td>
</tr>
<tr>
<td>Association website</td>
<td></td>
<td>Personal sales calls</td>
<td>Exhibiting at other events</td>
<td>Social networking sites (own)</td>
<td>Advertising in own pubs</td>
<td>Search engines (PPC)</td>
<td>Paid banners on other sites</td>
<td>Regional groups</td>
</tr>
<tr>
<td></td>
<td></td>
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</tr>
</tbody>
</table>
Member Recruitment

Recruiting new members is essential for every association; good retention rates are not enough to ensure sustainability.

Marketing channels identified by association executives as most effective for brand identity and new member recruitment include:

1) Word-of-mouth  
   • Association Website  
   • Cross-selling

2) Personal Sales  
   • Direct Mail  
   • Email

Practices identified by high-performing associations as promising include promotion at association’s own events, generating awareness at association-sponsored events and personal sales calls.

Marketing channels that have proven ineffective for these purposes include exhibiting at other conferences, advertising in outside publications and direct mail. The fact that direct mail is deemed both effective and ineffective demonstrates the importance of articulating the value proposition.

Newer trends that are gaining traction include private social networks, job boards, association-sponsored events for the public and public relations initiatives.

Member Renewal (Retention)

When it comes to renewal marketing, associations should consider both channel and number of contacts.

Marketing channels identified by association executives as most promising include:

- Staff / volunteer phone calls
- Email solicitations
- Direct mail solicitations

<table>
<thead>
<tr>
<th>Fast Facts about Renewals</th>
</tr>
</thead>
<tbody>
<tr>
<td>o Individual membership organizations typically have lower renewal rates than associations with institutional/company memberships</td>
</tr>
<tr>
<td>o Employer-paid renewal rates are generally higher than their consumer-paid counterparts</td>
</tr>
<tr>
<td>o Organizations with high numbers of first-year members will frequently have lower renewal rates than organizations with few first-year members.</td>
</tr>
</tbody>
</table>
Association leaders report a significant connection between the number of contacts (mailings, emails, phone calls, etc.) an association has with members eligible for renewal and renewal rate:

- Individual membership associations who send 7 or more renewal contacts are more likely to have an 80% or higher renewal rate.
- Associations that report sending 7 to 15 contacts are more likely to report increases in membership over the past year and 5 years. (They’re also more likely to see an increase in renewals.)

The key take-away is that associations should begin renewal efforts at least 3 months prior to expiration and continue 3 months after expiration.

**Onboarding New Members**

Onboarding is the process by which members are indoctrinated or welcomed into an association. It is a key engagement strategy that increases the likelihood of renewal.

<table>
<thead>
<tr>
<th>Onboarding Methods</th>
<th>Mailed welcome kit</th>
<th>Membership card/certificate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email welcome</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Volunteer/staff welcome call</td>
<td>In-person reception/orient.</td>
<td>New member intro emails</td>
</tr>
<tr>
<td>Special discounts</td>
<td>Invite to chapter meeting</td>
<td>New member newsletter</td>
</tr>
<tr>
<td>New member survey</td>
<td>New member gift</td>
<td>Telemarketing phone call</td>
</tr>
<tr>
<td>New member webinars</td>
<td>Early renewal</td>
<td>Custom new member</td>
</tr>
</tbody>
</table>

Methods that have been identified as effective by highly successful associations include volunteer/staff welcome phone calls, mailed welcome kits, and in-person receptions or orientations.

**Features of Membership**

A feature of membership is a product or service to which a member is entitled as a result of joining an association. While features of membership can be as varied as the natures of associations, common features exist. The American Society of Association Executives’ research provides two basic categories of features according to importance to prospective members: personal benefit and benefit to the field.
Features of Membership by Importance Rating | Personal Benefit
--- | ---
4.22 | Access to the most up-to-date information in the field
3.91 | Professional development or educational program offerings
3.72 | Opportunities to network with other professionals in the field
3.39 | Access to career information and employment opportunities
3.21 | Access to products, services, suppliers
3.05 | Opportunities to gain leadership experience
2.93 | A reference directory of members/practitioners
2.85 | Member discounts or group purchasing activities

Features of Membership by Importance Rating | Benefit to the Field
--- | ---
3.85 | Providing standards or guidelines that promote quality
3.77 | Gathering, analyzing and publishing data on trends in the field
3.74 | Maintaining a code of ethics for practice
3.70 | Promoting greater appreciation of the role and value of the field among practitioners
3.70 | Conducting research on significant issues affecting the field
3.67 | Promoting greater public awareness of contributions in the field
3.64 | Influencing legislation and regulations that affect the field
2.58 | Supporting student education and entry into the field
2.53 | Attracting competent people into the field
3.52 | Certifying those who meet critical competency standards
3.44 | The association’s role in defining critical competencies
3.07 | Providing awards or recognition for excellence in the field

Possible Features of Membership Specific to the Hearing Health Industry (Group Activity)

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Member Benefits

Members benefit from the specific VALUE they derive from features of membership. For this reason, benefits are more powerful marketing tools than features. In order to articulate their value, associations should emphasize the benefits – or outcomes – of the products, services and programs they provide to their members. Describing benefits is not easy work; it takes practice.

Sample Articulation of Features to Benefits

<table>
<thead>
<tr>
<th>Feature</th>
<th>Benefit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government relations</td>
<td>Have your interests – and the interests of all hearing health specialists – represented before policymakers and regulatory agencies.</td>
</tr>
<tr>
<td>Networking events</td>
<td>Develop and strengthen contacts to advance your career. Enjoy the fellowship of colleagues.</td>
</tr>
<tr>
<td>Legislative updates</td>
<td>Learn the specifics regarding legislative happenings of the week that influence the work of hearing health professionals.</td>
</tr>
</tbody>
</table>

Practice
Putting it All Together: Crafting a Marketing Plan

When planning renewal campaigns, associations should utilize a variety of marketing channels. Plans should include from 7 to 15 renewal invitations that discuss how the features of membership will benefit the prospective member. Renewal solicitation should begin 3 months before expiration and continue at least 3 months after.

Sample Renewal Campaign

<table>
<thead>
<tr>
<th>Membership Cycle</th>
<th>Marketing Effort</th>
<th>Channel</th>
</tr>
</thead>
<tbody>
<tr>
<td>T minus 12 weeks</td>
<td>1) Invitation to renew</td>
<td>Email (1)</td>
</tr>
<tr>
<td>T minus 10 weeks</td>
<td>2) Renewal application</td>
<td>Direct mail  (1)</td>
</tr>
<tr>
<td>T minus 8 weeks</td>
<td>3) Member to member</td>
<td>Various</td>
</tr>
<tr>
<td>T minus 6 weeks</td>
<td>4) Invoice</td>
<td>Direct mail  (2)</td>
</tr>
<tr>
<td>T minus 4 weeks</td>
<td>5) Personal sales calls</td>
<td>Telephone (1)</td>
</tr>
<tr>
<td>T minus 2 weeks</td>
<td>6) Benefit termination notice</td>
<td>Email (2)</td>
</tr>
<tr>
<td>T = Membership expires</td>
<td>7) Expiration notice</td>
<td>Direct mail (3)</td>
</tr>
<tr>
<td>T plus 3 weeks</td>
<td>8) Renewal reminder</td>
<td>Email (3)</td>
</tr>
<tr>
<td>T plus 6 weeks</td>
<td>9) Empty legislative alert</td>
<td>Email (4)</td>
</tr>
<tr>
<td>T plus 9 weeks</td>
<td>10) Call from staff member</td>
<td>Telephone (2)</td>
</tr>
<tr>
<td>T plus 12 weeks</td>
<td>11) Benefits of membership brochure</td>
<td>Direct mail (4)</td>
</tr>
</tbody>
</table>

Practice

<table>
<thead>
<tr>
<th>Membership Cycle</th>
<th>Marketing Effort</th>
<th>Channel</th>
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Sample Marketing Materials

The International Hearing Society and fellow chapters have made sample-marketing materials available at http://bit.ly/IHS_Samples. It’s a good idea to review the materials and make a note of materials or phrases that are particularly appealing.

Sources


Answers

Page 3 – Membership = 4% increase
New member acquisition = 12% decrease

Page 4 – Member renewal rate = 84%
Note: When calculating decreases, the quotient should be subtracted from 1.
Advocacy and Government Relations Tools
Links to IHS Policy Resources

Sample Legislation

- **IHS Model Licensure Act**: Revised in 2016, IHS encourages chapter leaders to use this model as a template for the IHS vision of comprehensive licensure standards
- **Sample Legislative Language regarding Direct to Consumer Sales and Personal Sound Amplifiers**

IHS Policy Statements

- **IHS Position Statement on the Audioprosthology Title**
- **IHS Position Statement on Entry Paths into the Profession**
- **IHS Position Statement on Network Provider Inclusion**
- **IHS Position Statement on Personal Sound Amplifiers**
- **IHS Position Statement on the Practice of Hearing Aid Dispensing**
- **IHS Position Statement on the Sale of Hearing Aids Direct to Consumers**
- **IHS Position Statement on the Taxation of Hearing Aids**
- **IHS Position Statement on the Title Hearing Aid Specialist**
- **IHS Position Statement on the Use of Assistive Personnel in Hearing Aid Dispensing**
- **IHS Professional Practice Profile for Hearing Health Professionals**
- **Joint Statement on Consumer-Administered Hearing Tests and Direct-to-Consumer Hearing Aid Sales**
- **Joint White Paper Addressing the Societal Costs of Hearing Loss and Issues in Third Party Reimbursement**
On January 21, 2009 the Office of Management and Budget in the Executive Office of the President published in the Federal Register its final decisions for revising the 2000 Standard Occupational Classification (SOC) for 2010. Although fewer than one dozen changes to health professions were made, in response to IHS’ comments, the 2010 SOC separately identified Hearing Aid Specialists as a distinct detailed occupation. Hearing Aid Specialists are now identified under Healthcare Practitioners and Technical Occupations, subcategory Health Technologists and Technicians with the unique identifier of 29-2092.

What is the Standard Occupational Classification?

The SOC is designed to reflect the current occupational structure of the United States, classifying all occupations in which work is performed for pay or profit. The SOC covers all jobs in the national economy, including occupations in the public, private, and military sectors. All federal agencies that publish occupational data for statistical purposes are required to use the SOC. State and local government agencies are strongly encouraged to use this national system to promote a common language for categorizing and analyzing occupations.

Hearing Aid Specialists
Major Group: 29-0000 Healthcare Practitioners and Technical Occupations
Minor Group: 29-2000 Health Technologists & Technicians
Broad Group: 29-2090 Miscellaneous Health Technologists & Technicians
Detailed Occupation: 29-2092 Hearing Aid Specialists

Audiologists
Major Group: 29-0000 Healthcare Practitioners and Technical Occupations
Minor Group: 29-1000 Health Diagnosing & Treating Practitioners
Broad Group: 29-1180 Audiologists
Detailed Occupation: 29-1181 Audiologists
Assess and treat persons with hearing aid related disorders. May fit aids and provide auditory training. May perform research related to hearing problems.
http://www.bls.gov/oco/ocos085.htm
IHS Guide to Addressing Public Policy Issues

**Step 1: Gather Information**

Use your membership:
- You never know who may have a useful contact

Use IHS:
- Government Affairs Contacts, Professional Development Contacts. IHS staff works with a variety of government and industry professionals.

**Step 2: Decide on a Goal**

Connect to the IHS community and other chapters:
- Have other chapters dealt with a similar issue? If so, how did they respond?

**Step 3: Develop a Strategy**

IHS Government Affairs:
- The staff’s knowledge of the legislative and regulatory process can help determine what is or isn’t possible and the strength and weaknesses of different courses of action

Lobbying:
- Consider retaining local lobbying assistance. They can provide direct connections with key decision makers, an in-depth understanding of the unique local political situation, and dedicated and individual support.

**Step 4: Implementation**

Grassroots:
- Keep your membership informed. Explain clearly what is at stake and how it could impact them directly. Utilize any and all contacts and connections the membership may have.

Involve your membership:
- Get them active—Meeting with, calling, or writing key decision makers
- IHS advocacy tools—Use the IHS Action Center’s Action Alert feature. The Action alert combines pre-approved language with the ability to customize, automatically delivers the message to the right decision makers, and allows you to keep track of how many and which members have gotten involved.
The Curveball:

- Expect the Unexpected—Situations that you haven’t prepared for will inevitably arise. Make sure that your chapter leadership and/or lobby team monitors developments constantly. Consider appointing a point-person or committee responsible for being the point of contact and distributing information as it comes in. Unexpected changes may necessitate a change in goals or strategy.

Lobbying:

- Whether or not you retained a professional lobbying firm, you will almost certainly have to engage in some form of lobbying. Even with a lobby firm working for you, expect to be involved in meetings, phone calls, testifying, communications, etc. Elected officials respond to their constituents—match your membership up with decision makers.
- IHS Government Affairs can help identify the right decision makers to focus on, help schedule meetings, and prepare talking points and advocacy materials.

**Step 5: Review Strategy Throughout and Adjust as Needed**

Make sure you are on track:

- Regardless of developments, your chapter leadership should be periodically considering whether or not the current strategy is working. Have you made progress towards your goal? Are there alternative strategies that you might consider trying?

**Step 6: Review**

An outcome but not an ending:

- Did you meet your goal? 100% success? 75%? 0%?
- If you didn’t fully accomplish your goal, what remains to be done? Begin the process again by identifying goals and a path to accomplish them.

Maintain relationships

- Keep track of the contacts you made during the process and maintain those relationships.
- Ask yourself how you can be helpful to the contacts who were helpful to you. Perhaps you can serve as a knowledge resource for administrators or industry contacts. Consider campaign contributions or events for legislators and other elected officials — a little bit goes a long way.
State/Provincial Legislative & Regulatory Tracking

IHS Government Affairs is monitoring legislation and regulations in the United States and Canada that could affect our membership. When a piece of legislation impacts the profession, we work with our state chapters, local leaders, and elected officials to make sure that the final legislation supports the profession and protects public health and safety.

IHS members can see what legislation is being tracked internationally and in their home state or province by using the IHS legislative tracker. Bills and regulations can impact how you do business—sometimes dramatically. We monitor public policy related to apprentice training, licensing, trainer responsibilities, insurance and other payment issues, professional development, continuing education, license renewal requirements, taxation, and more.

The trackers, CQStateTrack for U.S. states, and Legicrawler for Canadian provinces, are highly effective tool that allow members to monitor government actions and make sure that they’re not surprised by new laws or regulations that could affect their business or their patients. They also provide us the functionality of triggering real-time email alerts to chapter leaders when bills or potential rules are introduced.

To access the legislative trackers online, visit the IHS homepage at www.ihsinfo.org and click the “Advocacy” tab in the menu to the left. On the Advocacy homepage you will see the U.S. and Canadian maps. Clicking on the maps will show you the legislation for that country. You can also select individual states or provinces to see what bills have been introduced within that jurisdiction.

For assistance using the maps and reports, or to receive real-time alerts contact us at advocacy@ihsinfo.org or at 734.522.7200.
IHS Action Center

Effective advocacy demands the ability for supporters to participate in grassroots activities, such as letter-writing and phone-call campaigns, when they can’t meet with a legislator directly. IHS’ Action Center enables members to quickly and easily act on Calls to Action on federal and state issues of importance to the society and our chapters. If your chapter is interested in using the Action Center to host an online advocacy campaign, contact us at advocacy@ihsinfo.org.

Benefits:
• Chapters can target at the state level
• Prewritten emails for your members
• Track the results of your action alerts

You can view the action center and active alerts at http://act.ihsinfo.org.

Vermont Insurance Coverage for Hearing Aids
Contact your legislators in support of expanding insurance coverage for hearing aids!

Vermont State Representative Paul Poirier has introduced a bill (H 119) drafted by the International Hearing Society, that would extend health insurance coverage for hearing aids. We encourage you to support the bill and urge the Vermont legislature to act to increase coverage for hearing aids.

The bill requires health insurance plans to cover hearing aids at a maximum benefit level of no less than $1,050 per ear every sixty months. The bill does include a balanced billing provision allowing beneficiaries to receive a higher-priced hearing aid and pay the difference to the hearing aid provider.

The bill is good for individuals in the state with hearing loss and the profession. Readies out to your legislators today and let them know of your support.

You can do this by using the form below to contact members of the legislature. Please personalize the email by including your own experiences or your perspective a provider in the state.

Recipient:  
• Your State Senator or Senator  
• Your State Representative or Representatives

Contact:  
Required fields  
• Title:  
• First Name:  
• Last Name:  
• Your Email:  
• Address 1:  
• Address 2:  
• City:  

Message:  
Support H 119 - Expanding Health Insurance Coverage for Hearing Aids  
Dear [Legislator Name],  
I am writing today to ask you to support H 119, a bill to expand health insurance coverage for hearing aids.

Contrary to common belief, hearing loss does not only affect the elderly. 1 in 5 individuals between the ages of 41 and 65 (or 14.8%) and 1 in 14 people between the ages of 22-40 (7.4%) have hearing loss. Untreated hearing loss is a serious issue and has been linked to impaired memory and the ability to learn new tasks, reduced (or performance and earning power, and diminished psychological and overall health. Taken together, these tests show that hearing loss is a significant public health issue.