

Sample Agenda for Chapter Installation Ceremony

Chapter Name _____ Date of Installation _____

- 1) Welcome Members and Guests
 - 2) Introduction of Master of Ceremonies
 - 3) Recognition of the Chapter and National's Relationship
 - 4) Recognition of the Chapter and Its Accomplishments
 - 5) Recognition of Outgoing Board
 - 6) Introduction of Incoming Board
 - 7) Conflict of Interest Policy
 - 8) Charge to the Board Members and Officers
 - 9) Installation Oath
 - 10) Special Recognition of New Board
 - 11) Official Announcement of New Board
 - 12) Charge to the Chapter Members
 - 13) Closing
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The Chapter Board installation ceremony may take many forms, depending on the Chapter, its circumstances and its leaders. This is also a prime time for the Chapter to discuss the concepts of leadership, service and participation in a meaningful way, and to start off new officers with a truly significant, but brief, ceremony which not only recognizes them, but challenges them as well.

Here is a sample ceremony that can be adapted to the chapter's needs:

1. **Welcome Members and Guests** – Give brief introduction of the purpose of this portion of the program. (May consider allowing the Nominations Chair the opportunity to speak here and also introduce the Master of Ceremonies).
2. **Introduction of Master of Ceremonies**
The outgoing chapter president or some other designated officer may officiate, or a representative who has distinguished him/herself with the chapter may be invited to do so. The outgoing chapter president should introduce the individual who will conduct the ceremony.
3. **Recognition of the Chapter and National's Relationship**
The Master of Ceremonies (MC) thanks the group for being asked to be part of this most important occasion with a theme of "together everyone accomplishes more." (Or a theme the chapter chooses).
 - Read Mission and Vision of CMSA and the Chapter Statement (*located on Page 3 of this document*).
 - Discuss some of the new activities and programs provided by National.
 - Briefly discuss the National Office's relationship to the local chapter.
4. **Recognition of Chapter and Its Accomplishments**
 - Emphasize the importance of the local chapter.
 - Mention current and upcoming events in the chapter.
 - Note the accomplishments of the chapter and summarize achieved goals.
 - Instill a sense of pride within the leaders and members.
5. **Recognition of Outgoing Chapter Officers**
Each outgoing officer is introduced with a statement of appreciation. The officers are officially dismissed. A call for applause concludes this section of the ceremony.

6. **Introduction of Incoming Officers.**

Master of Ceremonies continues, "Now it is my privilege to introduce your leaders for this next year. Here are the leaders you have elected to serve as your officers for _____ (term of office)."

- Each board member is then introduced with a brief summary of their background and bio.
- Introduce President last.

7. **Conflict of Interest Policy** - read the Conflict of Interest Policy and ask each incoming Board Member to sign a copy. *A sample copy can be found on page 4 of this template.*

8. **Charge to the Board Members and Officers**

Read the Charge to the incoming Board Members. See sample Charge to Board Members and Officers on page 5.

9. **Repeat the Installation Oath for each officer.** Sample found on page 6. This Installation can also be created into a **Certificate** format for each Board Member to take with them. Ahead of time, insert the information into the blanks and format as a professional looking document.

10. **Special Recognition** – use this time for the pinning of the incoming board or any special gifts or ceremony that is used to welcome and recognize the new board. Ideas include: board pins, flowers, certificates, etc....

11. **Exchange of Gavel from past president to incoming president** (or any type of ceremony that shows a transition).

12. **Gift exchange from new president to past president** – certainly optional, may want to give a short acknowledgement in words instead of gifts, etc...

13. **Announcement of Official Officer Installation:** As the (title) _____ of the (chapter name) _____, I hereby declare you to be officially installed as the Board of Directors for the (term year) _____.

Congratulations to each of you!

14. **Charge to the Chapter Members.** Master of Ceremonies continues with a Charge to the Members. See Page 7 for a sample script.

15. **Closing**

Master of Ceremonies: "Thank you, I would like to ask your new president to end this installation with a few introductory remarks as he/she starts the new-year."

(Sample closing statement).....New president to newly installed officers and directors:

"With interested members, dedicated officers and directors working together toward growth in professionalism and continued communications I am confident we will achieve much success in the year ahead. As president, and with the powers vested in me, I now declare you installed in your respective offices and directorships. My heartiest thanks and congratulations to all of you."

CMSA Mission

Advancing Case Management...To promote the growth & value of case management and to support the evolving needs of the case management professional.

CMSA Vision

To be the premier association for case management and the case management professional.

Values: Committed to professional excellence, we value:

- Our clients and our ability to respond to their needs.
- Continuous learning and professional development.
- New paradigms of service and delivery and the opportunities they provide for our continued role in effective delivery of case management services.
- The use of technology to enhance our jobs, our organizations, & the communities we serve.
- Opportunities for networking - for us to meet, communicate, and collaborate.
- The leadership role of the Case Management Society of America.
- The Association's efforts to help us strengthen our roles as key players in the effective delivery of medical services.
- The role of the Association in the development of the case management profession.

Chapter Statement

The purposes for which the _____ (chapter name) is organized to assist in all legal ways the Case Management Society of America, Inc., as a chapter thereof and whose Bylaws it endorses, and assist in providing the means by which persons and firms offering services or products within or to the health care case management profession may voluntarily coordinate their efforts to advance the profession in all respects. To this end, _____ (chapter name), among other activities, shall endeavor to:

1. Provide the opportunity for the exchange of experience and opinions through discussion, study and publications.
2. Promote the professionalism, science and recognized scope of the practice of case management.
3. Provide a forum and assist in unifying professionals actively engaged in case management.
4. Educate its members, health care delivery system, payer communities, and the public in the advancement and improvement of quality care, professionalism, costs/benefit effectiveness, and health benefits of case management.
5. Encourage consistent professional standards of performance, competence, service and conduct of professional case managers and those supporting case management.
6. Promote the public stature and respect accorded the case management practice while meeting the best interests of practitioners and the public.

CONFLICT OF INTEREST POLICY & STATEMENT

Conflict of Interest Policy

No board member shall use his/her position, or the knowledge gained therefrom, in such a manner that a conflict between the interest of the organization or any of its affiliates and his/her personal interests arises.

Each board member has a duty to place the interest of the organization foremost in any dealings with the organization and has a continuing responsibility to comply with the requirements of this policy.

Board or committee members may not obtain for themselves, their relatives, or their friends a material interest of any kind from their association with the organization by virtue of their Board or Committee position.

If a board member has an interest in a proposed transaction with the organization in the form of a significant personal financial interest in the transaction or in any organization involved in the transaction, or holds a position as, director, or officer in any such organization, he/she must make full disclosure of such interest before any discussion or negotiation of such transaction.

Any board or committee member who is aware of a potential conflict of interest with respect to any matter coming before the board or committee may be excused during the discussion and/or voting periods in connection with the matter.

Disclosure

To implement this policy, board members of the organization will submit annual reports on the attached forms and, if not previously disclosed, will make disclosure before any relevant board or committee action.

These reports will be reviewed by the Executive Committee, which will attempt to resolve any actual or potential conflict(s) and, in the absence of resolution, refer the matter to the Board of Directors.

Conflict of Interest Statement

I have read and understood the statement of policy regarding conflicts of interest.

To the best of my knowledge and belief, except as disclosed herewith, neither I nor any person with whom I have or had a personal or business relationship is engaged in any transaction or activity or has any relationship that may represent a potential competing or conflicting interest, as defined in the statement of policy.

Further, to the best of my knowledge and belief, except as disclosed herewith, neither I nor any person with whom I have or had a personal, business, or compensated professional relationship intends to engage in any transaction, to acquire any interest in any organization or entity, or to become the recipient of any substantial gifts or favors that might be covered by the statement of policy regarding conflicts of interest.

(A) Without exception

(B) Except as described in the attached statement

Signature: _____ Date: _____

Charge to Board Members and Officers

The responsibility you are accepting is exciting. You are called to be the leaders of this Chapter of a dynamic and growing organization which, with others around the country, will make a critical difference in healthcare delivery to an increasing circle of people in this community, and in the national and international healthcare arenas.

Let me tell you the inside story about Board membership – the part the bylaws do not cover:

- You will be called on to make sacrifices of your time, creative energy, resources and money.
- The requirements for serving this group will come at inconvenient times.
- Your commitment will require more than you presently imagine it will.
- You will be called upon to stretch all of your present problem solving and conflict resolution skills.
- Do not assume your present commitment lightly – to do a good job will require all that is in you. If you find yourself giving less than your best – you are probably not doing a good job.

More than any other group of officers, you have the responsibility much like the founding fathers of our country to shape this group, and to design its potential.

Your attitudes and leadership consistency will be pivotal. To the extent you put aside differences and work well with one another, and to the degree you form the vision and work with positive excitement, the Chapter will flourish. The group can not rise above your leadership. You must stay far in the lead.

Will you, as newly elected officers and directors, realizing the responsibilities of leadership that have been placed upon you, agree to give of your time and energy to faithfully serve the _____
_____(chapter name) in accordance with bylaws?

If so, please answer, "I will."

BOARD MEMBER INSTALLATION

I, *(state name)* _____, recognizing the important responsibility I am undertaking in serving as a member of the board of directors of the *(chapter name)* _____, hereby pledge to carry out in a trustworthy and diligent manner all the duties and obligations inherent in my role as a board member.

I acknowledge that my primary role is:

1. To contribute to defining the *(chapter name)* _____'s mission and to govern the fulfillment of that mission, and;
2. To carry out the functions of the office of board member as outlined in the by-laws.

My role as a board member will focus on the development of board policies that govern the implementation of institutional plans and purposes.

I will exercise the duties and responsibilities of this office with integrity, collegiality and due care.

Board Position Held

Term of Office

Signature of Incoming Board Member

Installed by: _____
Name Title

Date: _____

Charge to the Membership

I have just given a rather sobering view of what it takes to lead this organization.

Now, to you, the membership, who have chosen these individuals as your leaders, I must deliver equally sobering news.

You have given them an impossible job. – Impossible that is, without your help and support.

That means – you stand united and support the decisions of the Board.

You probably will not agree with them all.

You register all differing opinions with the appropriate person with this rule: A complaint may not come to the Board without a recommended solution and your personal willingness to be a part of the answer.

Criticism, rumors, and gossip are destructive and will undermine all you seek to build. Do not tolerate it from any source.

Express your appreciation to your leaders often. They are serving at great sacrifice for your benefit.

It is up to you to be positively involved. Free your leaders from the most common problems of volunteer professional groups – interpersonal problem burdens. Assume responsibility for helping your fellow members.

To the membership,

With the forgoing understanding, do you pledge your support to these your chosen leaders?

Please indicate your support by standing as an indication that this board has your full support and assistance.