



RNAO

Registered Nurses' Association of Ontario
L'Association des infirmières et infirmiers
autorisés de l'Ontario

Membership

Service, Protection, Transparency, Participation and Unity

Services: Communication/Engagement

- When any RNAO group (chapter, region without chapters or interest group) wishes to communicate with its members for the purpose of RNAO's work, RNAO's Membership & Services team will be delighted to forward the communication to members of your group. This is a service that has been available for many years.
 - Chapters/regions without chapters - contact Patti Hogg at phogg@RNAO.ca
 - Interest groups - contact Carrie Edwards at cedwards@RNAO.ca
 - Event registration services - contact Kumudhini Thavaraj at kthavaraj@RNAO.ca

Services: Membership Inquiries/Verifications

- When the executive of any RNAO group needs to know if specific RNs/NPs/nursing students are members of RNAO or their group, they should send the name or list of names to Home Office.
 - Chapters/regions without chapters - contact Patti Hogg at phogg@RNAO.ca
 - Interest groups - contact Carrie Edwards at cedwards@RNAO.ca
- When the executive of any RNAO group needs to know the number of members in their group, contact Home Office.
 - Chapters/ regions without chapters & Interest groups - contact Carrie Edwards at cedwards@RNAO.ca

Protection: Security

- Executives will not need to handle/secure lists as Home Office will provide all services related to the use of membership lists. This prevents membership information from being inadvertently lost (e.g. on USB) and prevents the misuse of lists.
- When lists are lost or used in an inappropriate way, the responsibility falls on RNAO, the association, rather than just on individuals/groups. It is incumbent on Home Office to exercise due diligence to protect members' information and the RNAO name/branding.

Solutions/Services

Below is a list of services Home Office provides. Please bring to the attention of Daniel Lau, RNAO's Director of Membership & Service, for services not covered on the list below. (dlau@RNAO.ca; direct line 416-408-5617 or 1-800-268-7199 x-218)

Services Related to Membership Lists	Home Office Services	Remarks
To send email/newsletter, notification of meetings and surveys etc. to members of the group.	Home Office to forward email/newsletter, notification of meetings and surveys etc. to members of the group.	Home Office has survey software for members to fill out.
To send hard copy newsletter/letter to members without email.	Home Office to provide the mailing services and charge the group for the expenses.	
<p>At a group's AGM, to determine who can or cannot vote.</p> <p>At Chapter/IG events, to determine who are members for "walk-ins" to charge them the members' rate.</p>	<p>Home Office to forward AGM announcements and provide online registration service for the group.</p> <p>Home Office to provide name badges for members pre-registered for the meeting.</p>	The onus is on the person who shows up at the AGM/event to show their membership status. RNAO Membership cards show one's membership status. Should someone not have their membership card with her/him, s/he can log on to MyRNAO and show the membership status.
Current executives and/or Board to call/email members to encourage them to become a Consultation Representative or consider joining the executive.	Home Office to send out "call for nomination" email to the group's entire membership to ask members to consider becoming a Consultation Representative or an executive.	A general "call" for nomination and "one member one vote" process enhances transparency and allows all members equal opportunities to become a Consultation Representative or an executive.
<p>Workplace Liaisons/ENOs/Executives to know who the non-members are at their workplace to encourage them to join.</p> <p>Workplace liaisons to send a message to RNAO members within their workplaces.</p>	<p>Workplace Liaisons/ENOs/Executives have access to posters where they can put their names as WL/contacts for membership information. There are also "Ask me About RNAO" buttons. (Contact Patti Hogg phogg@RNAO.ca for posters/buttons.)</p> <p>Home Office -Patti Hogg phogg@RNAO.ca - email/newsletter or notification of event etc. to RNAO members in their workplaces.</p>	

Services Related to Membership Lists	Home Office Services	Remarks
Executives/volunteers of an interest Group or Chapter to call their lapsed members asking them to renew.	Home Office to coordinate sending out lapsed member messages for the group.	
Groups to manage their own database and to communicate with their members.	Home Office to provide the communication services for the groups.	Home Office to manage membership database to enhance data security for protection of membership information and RNAO. RNAO's database is updated as members update their information and/or communication preferences (e.g. exclusions).
An interest group's national association to communicate with their members who automatically belong to their national association.	Home Office to forward the national association's communication to members of the group.	
Interest groups to send communication to non-RNAO members of their group.	Home Office to forward communication for the interest group.	Non-RNAO members of the interest group to register on MyRNAO.
Interest group to send email with targeted message by Chapter/location.	Home Office to forward targeted communication by chapter for the interest group.	
Interest group to send email to their satellite Chair to invite input for Member Voices Report.	Home Office to forward email for the interest group to their satellite Chair.	

- Please note: Membership lists will no longer be distributed.