



# SERVICE MEMBER

## 2008 TERMS OF AGREEMENT

In exchange for payment of your OAND membership dues by the OAND, you (the Service Member) will work for four (4) hours each week at the OAND office to perform the following tasks:

- Answer the OAND referral line
- Answer the OAND general information line
- Assist with administrative work (e.g. mailings, filing, photocopying, etc.) or other duties, as directed

The OAND agrees to pay your OAND *and* CAND membership fees for the duration of your OAND service membership. As a Service Member, you will also receive first priority to apply for the Work Exchange Program at the OAND Annual Fall Convention and a complimentary registration for the OAND Annual Spring Conference.

This is a commitment to serve four (4) hours per week for 50 weeks per year, which allows for two (2) vacation days per year (to be booked in advance). All shifts are determined in advance and are for the duration of the calendar year.

We will allow for two (2) emergency absences during the year, but you will be expected to compensate the OAND for any non-attendance after the two emergency allowances have been used. If you are unable to attend a scheduled service day, you are allowed to find a trained replacement (another Service Member) to serve on your scheduled day. You are required to notify the OAND in advance if you are having a replacement Service Member cover your shift. The Service Member is expected to be punctual and arrive on time for their designated shift. We require 24 hours notice if you are unable to attend and unable to find a replacement, as we must schedule staff to cover your duties.

The OAND depends on Service Members to deliver essential programs and services to members. We ask that service members honour their commitment to cover their shift each week for the duration of the calendar year, unless there are unanticipated circumstances that impact this commitment. Only under such exceptional circumstances, the Service Member contract may be cancelled with a minimum of thirty (30) days notice.

The position of OAND Service Member involves dealing with confidential records and in a small office, confidential conversations may be overheard. Confidentiality, discreteness, tact and commitment to the principles of naturopathic medicine are essential. A specific requirement for this position is maintaining the confidentiality of OAND contacts, activities, records and files. As a Service Member, you are required to sign the *Confidentiality, Conflict of Interest, Code of Conduct – Service Member Policy*.

Service Members will receive a copy of the OAND Phone Manual. Service Members are expected to read and become familiar with the information in the manual in order to respond to inquiries professionally and accurately. Service Members must treat all OAND members equally and therefore cannot provide biased or personal referrals. Service members are expected to focus on the work of the Association when they are covering their shift.

**2008 TERMS OF AGREEMENT continued**

Service Members are required to attend the following mandatory training sessions:

1. **Wednesday, December 12, 2007 from 9:30 am to 12:00 pm**  
Orientation at the OAND Office
2. **Week of December 17 for one (1) four-hour shift**  
Shadow a current Service Member during one (1) four-hour shift at a mutually agreeable time during this week, as arranged with the Office Manager
3. **Wednesday, June 18, 2007 from 6:00 pm to 7:00 pm**  
Spring Orientation Meeting and Check-In at the OAND Office
4. **Wednesday, December 3, 2007 from 12:00 pm to 2:00 pm**  
Service Member Appreciation Event – we hope you will join us!

Service Members report to the Office Manager. If a Service Member does not adhere to the conditions stated in this agreement, the OAND maintains the right to cancel the Service Member Contract at any time, which will result in a loss of complimentary association dues (full dues for the remaining months until the end of the year will be due and payable upon cancellation of the Service Member Contract).