



# CHAPTERS' MANUAL

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## Chapter Guidelines

1. The Chapter must have a minimum of five members.
2. The Chapter must provide RAC with a renewal form each year that has a list of director's names, addresses and on which all of the board members have signed the agreement. There are a minimum of three board members with a maximum of seven.
3. The Chapter will provide a contact person (with e-mail). The contact person will be sent RAC news and it is the RAC head office with the responsibility of each contact person to see that the directors or the Chapter membership get this information.
4. All Chapters must have a bank account and send RAC the name that should appear on the cheque and to whom to mail it.
5. The Chapter will supply the head office with a schedule of events and meetings. Or inform the office if meetings are held on a regular basis (i.e. first Thursday of the month.)
6. The Chapter is required to retain copies of minutes of all their meetings. RAC may request a copy at any time.
7. Website information must be current and therefore any changes are to be emailed to RAC.
8. The treasurer must submit a GST report twice a year in a prompt and timely manner.

## MESSAGE FROM THE CHAPTER DEVELOPMENT MANAGER

March 28, 2008

To all Chapters and their membership:

I have been practicing reflexology for the past seven years and I have been the president of the Manitoba Chapter for the past 5 years. I have also worked with RAC for the past four years. Since the start of my involvement with RAC I have heard time and time again how important Chapters are to RAC. This is why the role of the Chapter Development Manager was created. At RAC we know that Chapters are the building block of the Reflexology Association of Canada. With this position created Chapters will now receive even more help and support. I know by all of us working together Chapters will flourish and grow to new heights.

This manual is full of resources to help you build a strong Chapter. It explains everything from starting a Chapter to the guidelines and many ideas on what to do at a Chapter meeting. Please read through and keep it as a reference for your Chapter. And if you have any questions or suggestions please feel free to contact me at RAC.

My sincere thanks to Diane Wiebe for initiating many of the documents included in this manual and for all the hard work France Trudeau put into assembling it. I also want to thank France for all the time she put in being the Chapter Liaison. Her dedication to the growth and support of Chapters was truly appreciated.

Remember, it's about promoting and improving reflexology at a local and national level!

Good luck,

Sherri Gunn  
Registered Canadian Reflexology Therapist  
Chapter Development Manager  
TEAM RAC (Reflexology Association of Canada)

**The Reflexology Association of Canada** is a federally chartered, non-profit association formed in 1976 with members from coast to coast.

### **The VISION of the Reflexology Association of Canada**

Reflexology is a universally acclaimed healing art and science.

### **The MISSION of the Reflexology Association of Canada**

To take the Reflexology Profession and the RAC membership to the highest level of excellence and unity through communication, education, innovation and advocacy.

### **The VALUES of the Reflexology Association of Canada**

- Encourages excellence in service.
- Embraces the values of trust and respect.
- Is committed to the continual development of professional standards and education.
- Recognizes its accountability to the profession, members and general public.

### **The HISTORY of the Reflexology Association of Canada**

The Reflexology Association of Canada (RAC) has come a long way since its inception in 1976. RAC was formed to provide training, educational standards and disseminate information about reflexology. From small beginnings, with members clustered in and around Toronto, the Association has grown into a Canada-wide organization with international members and teachers. In 1978 the Association was incorporated as a federally chartered non-profit organization, with federally approved By-laws and policies and procedures that regulate the way the Association is managed. All members are guided by our By-laws.

RAC has a Board of Directors who are elected by the membership for two-year terms. All directors are volunteers and give freely and generously of their time and talents. At the Annual General Meeting the Board of Directors explains what has been done during the past year, outlines plans for the coming year, and presents the annual audit of the financial position of the Association.

## History of Chapters

The Reflexology Association of Canada (RAC) bylaws define the relationship between the Association and Chapters. The bylaws instruct Chapters or local Associations on their obligations and duties.

Chapters are 5 or more RAC members that gather to promote reflexology. They may do this by offering workshops or seminars, participating in local health fairs, doing charity work, providing opportunities for networking and by supporting the endeavors, requirements and regulations of RAC. Chapters can be provincial or a district or city within the province.

Chapters all have an opportunity to post events and a write up of their chapter as well as contact information on the website. Paperwork support and information is available to chapters through RAC. RAC members can belong to any chapter.

Chapters were started because in a country as large as Canada it is difficult for distant members to participate at the national level, even though the RAC AGMs are alternated in east and west locations. Chapters provide an opportunity for members to participate at the community level and promote reflexology within their jurisdiction. Some of this is done through health trade shows and these shows afford the opportunity of fund raising, as each chapter is self sufficient in funding.

Chapters provide camaraderie amongst reflexologists and support the business development of fledgling reflexologists. Each chapter is unique and meetings vary. They may include exchange sessions or host guest speakers who inform the membership of other modalities or techniques that will enhance their practice or be question and answer sessions. Chapters provide opportunities for leadership and involvement as a director or in other capacities. Chapters can be a resource to groups looking for public speakers.

The mission of the Reflexology Association of Canada Chapters is to advance the understanding and knowledge of Reflexology both for its members and for society as a whole. Chapters will accomplish this by focusing on education, publicity and activism in local health events and forums. Chapters provide a supportive environment for mentorship and camaraderie amongst practitioners.

Irene Melnyk started the first chapter in Winnipeg by encouraging reflexologists to meet in each other's homes, discuss cases and do each other's feet. The BC Chapter was started by Ollie Bailey, another woman with a passion for reflexology. The first meeting was June 1992 in the basement of her home. The membership grew to the point they started moving the meetings around the province, and that tradition has continued.

Chapters continue to expand and flourish. Many chapters are getting started as members see the value in working alongside fellow reflexologists to promote the art of reflexology to its potential. Chapters can be "Fruitful in Unity", so we invite you to please join with us.

## **Chapter Purpose**

The mission of the Reflexology Association of Canada Chapters is the same as RAC's which is to take the reflexology profession and the RAC membership to the highest level of excellence and unity through communication, education, innovation and advocacy.

Chapters will accomplish this by focusing on education, publicity and activism in local health events and forums. Chapters provide a supportive environment for mentorship and camaraderie amongst practitioners.

Therefore Chapters are self-educators and public educators.

The way Chapters accomplish this varies:

- Host guest speakers on complimentary modalities
- Exchange sessions
- Networking
- Information sessions
- Business idea exchanges
- Health fairs or trade shows
- Wellness days for a company
- Charitable occasions
- Provide guest speakers to organizations
- Provide mini sessions to organizations
- Leadership opportunity at a local level

So Chapters have the flexibility to develop into whatever your membership and surrounding community needs. Feel free to add to the above list.

## **Membership Responsibility**

### **How to be a great member?**

1. Participation. Participation in any organization is essential to keep the organization running. What do you want to get from your organization? How do we want the organization to meet the needs and at what cost to you the member?
2. Volunteer. Most organizations are run by volunteers, the more volunteers, the less the load for any one individual.

## **What can RAC do for its Chapters?**

1. Communication. Open and ongoing communication with Chapters is a basic requirement.
2. Help Chapters to thrive and abide by the bylaws.
3. RAC loans Chapters the RAC banner to use at trade shows. When a Chapter contacts RAC one month before an event then RAC pays to ship it to the Chapter and the Chapter pays to return the banner.  
Chapters are encouraged to get their own banner, keeping in mind the RAC By-Laws. See <http://cscn.com/> to get your own Chapter banner.
4. Provide brochures to the Chapter as promotional material to give out at health shows etc.
5. RAC hosts a Chapter meeting at the AGM.
6. Sales of products to Chapters by consignment.
7. RAC provides Chapter booths at AGM at no charge.
8. RAC provides templates and logos for brochures and newsletters.
9. The Chapter may use the website for advertising all Chapter events.
10. Chapter can have a copy of the RAC Press Kit, which has information on how to do a health show, a sample of a 5 and 30 minute presentation etc.

## **What do Chapters do for RAC?**

1. Chapters support RAC at the community level and provide membership the opportunity of networking and promotion of reflexology.
2. Members who would not be able to attend RAC's AGMs would be able to attend Chapter meetings. Because members participate they not only feel like they belong to a Chapter, but they know they have a place and belong to RAC.
3. Chapters may become involved in the development of the AGM.

## **Starting a Chapter**

So you are starting a Chapter. There are five easy steps to accomplishing this. Remember the Chapter Development Manager is always available for support.

These five steps are:

- I. Find members.
- II. Organize a meeting of interested RAC members.
- III. Elect a board of directors and appoint a contact person.
- IV. Decide on your Chapter format and mission statement.
- V. Set up a Chapter bank account.

The following pages will elaborate on each of these steps. Once these steps are completed you will have a successful Chapter.

## **I. Finding Members**

Contact the people from the sign up list you received from RAC. Phoning the members is recommended. It gives the member a feeling like they already know someone and are more likely to get involved.

Contacting teachers in your area and getting them to be a part of the Chapter is very important because they are one of the first contacts with RAC our students have. They can inform their students about upcoming events.

**Non-RAC members** – If you have someone who is not a member with RAC who would like to join your Chapter then they will pay your Chapter \$25 plus GST. If they decide to join RAC during that year then RAC will reimburse them \$15.

### **Confidentiality**

Professionalism is important, just as it is with a client. Member lists and email addresses must be respected as they pertain to the business of reflexology and the law.

No unsolicited email should be sent to your email list.

Any membership list or confidential Chapter information must be returned to the Chapter upon membership lapse with the Chapter or with RAC or upon resignation.

### **Calling Committee**

RAC will give you a list of current members in your area, which will include telephone numbers.

You can set up a phone tree idea, where each person has a few names. Therefore not one person is responsible to contact everyone.

### **Welcome to the Chapter Package**

Your Chapter may decide to create a package of information to send out to your new or potential members. See below for some suggestions about what will be included in this package.

Welcome to the Chapter package (as available):

1. Chapter brochure
2. Confirmation of membership form
3. Information about first meeting
4. Schedule of years events and meetings

Contact information for board members or Chapter members.

## **Chapter Renewal**

Once you have members who want to belong to the Chapter you will be required to follow the Chapter renewal process. This is the main source of income for your Chapter. By following the process your Chapter will receive the \$15 Chapter membership fee from RAC.

### **The steps for Chapter Renewal**

1. RAC will compile a list for each Chapter with the contact information of the renewed member and then forward it to the Chapter contact person or membership board member. This will be done in the middle of each month as member's memberships expire throughout the year.
2. Then a representative from the Chapter will call each RAC member to confirm their Chapter membership, or get them to sign a form at a Chapter meeting or via email. At this point the person may choose not to be a member of the Chapter.
3. If member has chosen yes then the 'Chapter Membership Confirmation' form will be emailed, mailed or faxed to that member.
4. The member will then sign the form and return it to the name at the bottom of the form.
5. The Chapter will then make a copy of the form and keep original as record of their Chapter's membership and the copy will be mailed, faxed or sent through email to RAC head office.
6. When RAC receives the forms the Chapter Development Manager will confirm that the names on the forms match up with the members that have renewed their membership with RAC and then make a list of each Chapter's membership.
7. The Chapter Development Manager will then send a batch list to the accountant.
8. The accountant will then send off payment to the Chapter and the Chapter Development Manager will then send email to the Chapter letting them know when the cheque is mailed out and who the members are that are being paid for.

## 5. Chapter Meetings and Organization

### II. Suggestions to organize a Chapter meeting:

1. Pick a date plenty of time ahead (3 months.)
2. Pick a city then a location within the area as soon as the date is known.
3. Time the room is rented: 11:30-1 board meeting, 1-2 general meeting, 2ish tea, snack break, 2-4 exchanges or 2:30-3:30 presentation.
4. Decide on type of meeting and the topic, then find a speaker if needed.
5. Set a budget: \$50 for speaker, \$40 for space rental.
6. Have a backup plan if the speaker cancels last minute.
7. Notify members of location, date, and give good directions as soon as it is known one month ahead of time.
8. If an exchange session, ask for chairs. Remind about towels, wipes etc.
9. Get an update from the RAC head office two weeks ahead of time.
10. Ask volunteers to provide refreshments.
11. Reminder email to members one week ahead.
12. Make up signs to place on doorways, parking lot entrance, nearest intersection.
13. Verify speaker; give contact number, good directions and time expected (2 days ahead.)
14. Open the room ½ hour early if possible.
15. Set up sign in table (staffed by a volunteer.)
16. Hang the banner.

#### Refreshments:

To Drink: tea, coffee, cream, sugar, honey, bottled water, juice.

Snacks: cookies, squares, fruit plates, slice (like banana bread), cheese slices, vegetable sticks, muffins.

Disposable: plates, napkins, hot and cold drinking cups, garbage bags, paper towels, spoons, forks, and tablecloth.

Coffee pot, kettle, and tea pot.

Will there be a lunch for the board meeting – arrange as required.

#### Room:

Who is responsible for the key? Will the cheques for the room and presenter be prepared?

When renting space ask:

Contact phone number

Kitchen facilities (coffee pot, kettle)?

Chairs and tables?

Does it have to be taken down?

Can the banner be hung?

Method and time of payment?

If you have a video for back up, do they have a TV and VCR?

Key pick up time and return (time and place)?

Washrooms?

Who sets up the room?

Can a sign be put on the door?

Do you have to sweep or empty garbage?

Is there parking?

## **Where**

A coffee house sometimes allows people to meet as long as they buy a beverage and dessert.

Libraries and recreation centres rent space.

Also check churches, community associations, colleges, universities, schools.

Does one of your members in the area have a membership in a club or alumni where space can be rented for a reduced rate?

Some condos have common rooms.

Legions rent space and it is often very reasonable to their membership.

Does one of your members' have space in a home or office?

A map in the newsletter can be helpful, especially for out of town members.

Before booking the facility have someone look at it and see if it is clean, bright, has all the amenities you need and is easy to find.

## **Speakers**

One good source of speakers is often your Chapter's membership – they could talk about some other therapy they do or another interest of theirs.

Ask members for suggestions about whom they would like.

Business – insurance, book keeping, accounting principles.

Complimentary Health Practitioner, Naturopath.

Chiropractors, especially ones who adjust the feet.

Podiatrists

Massage Therapists

Spa owner/ managers

Exercise, yoga, etc

Nutrition

Aromatherapy

Association speakers – MS Society, Diabetes, Stroke etc

Sometimes a question and answer period works well, where members ask questions of other members. Sharing successes is really positive as well! Some groups do problem solving and utilize a time frame for each discussion.

## **Other Helpful Hints**

Name Tags for everyone.

Thank you notes to speakers and others who have helped that day.

Everything on this list is changeable!!!

Website for Robert's Rules of Order [www.consitution.org/rror/rror--00.htm](http://www.consitution.org/rror/rror--00.htm)

There are many books on how to conduct a meeting, check your local bookstore or library.

## **Membership Meeting Schedule Sample**

Informing the membership of the plans for the year, meetings and events will increase participation and benefit members in scheduling their lives around the meetings.

A schedule is also required to be sent to RAC.

Give clear information about location, the purpose or focus of the event or meeting and times.

### **Example**

Saturday, February 1, 2007 1-4pm

General Meeting 1-2pm

Coffee Break 2-2:30pm

Guest Speaker 2:30-3:30pm

Meeting over by 4pm

Give location and address

Directions to the meeting

Speaker: Name

Speaking on: Topic

Speaker qualifications etc

Next Meeting: date & topic

ETC.

This can be mailed or emailed to each member. It can also be put onto the RAC's website or put into the Chapter's newsletter.

### **III. Elect Board of Directors and Contact Person**

Your Chapter needs a minimum of three directors with a maximum of seven. With only three directors they will be the Chair, Secretary, and Treasurer.

If you have more than three directors you can decide on their titles. The next page has some suggestions. If you do not appoint someone to the other positions then other board members will have to take on the responsibility unless you have a Chapter member who is will to volunteer.

The first year the directors can be appointed and after the first year they will be elected.

#### **Board Duties**

These are only suggestions, all duties to be decided by each board. Here is a website containing board information: [www.mapnp.org/library/boards/boards.htm](http://www.mapnp.org/library/boards/boards.htm)

#### **Chair**

- The chair of the board co-ordinates all events by delegating responsibilities. The chair provides adequate information so the duties can be performed.
- The chair calls to order the meetings and presides over them.
- Might join other associations for liaison.
- Public relations.
- Set up committee meetings as required, and review reports.
- Organizes meetings or oversees the organization.
- Sets the agenda.
- Has email meetings with other board members in between quarterly meetings.
- Contributes to the newsletter.
- Writes articles, does public relations eg. Talk shows.

#### **Secretary**

- Emails notice of meetings to members (or can be done by membership director.)
- Keeps minutes at board and general meetings.
- Transcribes the minutes and emails the board a copy and RAC head office.
- Files a copy in appropriate places (binder etc.)
- Keeps minutes past and present including letters of resignation, motions etc.
- Reads the past minutes at the meetings.

#### **Treasurer**

- Keeps accurate records of money spent and income.
- Writes cheques to cover expenditures.
- Deposits money to the bank. Note that cheques are listed by the name of the sender in the deposit book.
- Prepares a quarterly financial statement showing expenses, bank status, petty cash and received income and semi-annual GST reports to give to the business manager.
- Reads financial statement at meetings.
- Gives a copy to the board, secretary for filing and RAC head office.

### **Vice Chair**

- The vice chair is the back up for the chair.
- Should the chair be unable to fulfill their term the vice will take over.
- Helps with phoning and assisting in organizing meetings.
- Contributes to the newsletter.

### **Web Master**

- Updates the web after each meeting and as new members sign up.
- Updates meeting dates and locations.
- Updates board member information or contact people.
- Changes or adds photos as necessary.
- Renews the contracts with servers, domain name etc.

### **Newsletter**

- Gathers information and creates the newsletter.
- Mails or emails it out to the current membership using the list of members created by membership director.
- Note: this person must have access and skills with computers.

### **Membership**

- Sends an email notice of meetings to members.
- Compiles list of the membership and supplies it to the board members and RAC head office.
- At the start of each year using the list of current RAC members they will send out the Chapter Membership Confirmation form.
- When the forms are received enter them into a database and email a copy to directors.
- Then mail the forms to RAC head office.
- Reports current membership numbers at meetings.
- Signs up new members at meetings.

### **Directors**

- Phone members for meetings.
- Arrange refreshments for meetings.
- Finds locations for meetings.
- Contribute to the newsletter.

### **Chapter Contact Person**

- Will have an email address, please advise head office of any email address changes.
- They will forward information onto the other directors of the Chapter or to the membership as it is deemed suitable.
- They are the liaison person between the Chapter and RAC. It is important to have communication between RAC and the Chapter and it is important to forward and reply to requests in an expedient manner.

#### **IV. Decide on your Chapter Format**

1. How often are you going to have meetings? Most Chapters meet four times a year. See page 12 for meeting topics and suggestions.
2. Is the Chapter going to produce its own newsletter?
  - What format will you use, email or mail
  - Who will contribute
3. What type of events are you going to participate in – health shows, work place health days etc.

Your Chapter will also come up with a mission statement and a vision. This will guide your Chapter and help it move in a productive manner. These statements describe the purpose, why this group exists.

A mission statement is a brief statement of the purpose of your group. It is sometimes used as an advertising slogan, but the intention of a mission statement is to keep members and users aware of the organization's purpose.

A vision statement defines where the organization wants to be in the future. It reflects the optimistic view of the organization's future.

#### **V. Set up a Chapter Bank Account**

1. Decide on a bank.
2. Phone the bank and confirm requirements.
3. Set up appointment is necessary.
4. Make sure you have two signers.
5. Ensure you have the not-for-profit letter (see appendices.) The bank may also require articles of incorporation. These can be faxed from head office or directly to the bank if required.
6. Go to bank.

## **Guidelines for Chapter GST Reporting**

GST # 122960834RT0001

Questions about charging GST and PST on Chapter products being sold have come up. Hopefully the following clarification will help:

1. Does the GST have to be charged on Chapter products sold when the Chapter has already paid the GST when it purchased the product from RAC?

Answer: Yes, the Chapter pays GST to RAC when the products are purchased and yes, the Chapter charges GST when the product is sold by the Chapter.

### For reporting purposes:

- a) The Chapter should submit the total GST collected to RAC along with the report for the relevant period.
- b) The Chapter report will be reviewed by RAC.
- c) Any GST the Chapter paid on expenses (like the GST on products purchased) will be returned to the Chapter after reviewing the report and the net GST amount will be forwarded to the appropriate government agency by RAC.

Note: I know it sounds kind of silly but this system ensures that if the Chapter sells the product at a different price from what was paid to RAC for the original purchase, that the difference in GST is captured.

2. Should the provincial sales tax be charged on product sold by the Chapter when the Chapter has already paid PST to RAC?

Answer: No, the Chapter should not pay provincial sales tax when purchasing from RAC (and the RAC offices have been advised of this). Yes, the chapter should charge PST on product it sells and remit the tax collected to RAC in each reporting period. This tax will be sent to the appropriate government agency.

Note: The 'no PST charged' statement applies to the Chapter itself and not individuals who purchase from the Chapter. The intent is to tax the end-user (individual) rather than a flow-through entity (the Chapter). Of course, if the Chapter is purchasing a product with no intention of resale then the PST should be charged by RAC.

Valerie Taylor  
Business Manager RAC  
valerie.taylor@reflexolog.org

## Guidelines for GST & PST Reporting to the Reflexology Association of Canada

1. Since the provincial Chapters fall under the national 'umbrella' of RAC, the Goods & Services Tax (GST) and, for certain provinces, provincial sales tax (PST) must be collected and submitted to the RAC Winnipeg office on a semi-annual basis. These taxes will then be submitted to the government by RAC on behalf of the Chapters.

**The GST/PST report and submission for January 01 – June 30 are due early July and the July 01 – December 31, 2007 will be due early January. The Treasurer will be contacted by the RAC's Business Manager with specific due dates.**

2. GST regulations for 2008 required a 5% tax on all goods and services except donations. This includes membership fees, conference fees, products sold, and workshop fees.
3. Provincial sales taxes are required to be collected on product sold in the following provinces at the indicated rates:

|                      |     |
|----------------------|-----|
| British Columbia     | 7%  |
| Saskatchewan         | 5%  |
| Manitoba             | 7%  |
| Ontario              | 8%  |
| Prince Edward Island | 10% |

If you are a lucky chapter in Alberta, Quebec, New Brunswick, Nova Scotia, Newfoundland & Labrador, the Northwest Territories, Nunavut or the Yukon Territory then PST IS NOT collected.

4. It is not necessary for a Chapter to send a detailed financial record to RAC as long as the records are available for review. What is required is a summary of the Chapter's income and expenses along with a total of the tax collected during the reporting period.

The basic report design should include:

- a column for the income or expense item
- a GST column for collected or paid GST
- a PST column for tax collected (if required)
- and finally a total column

Do not submit any tax (or money) collected with your report. After your report is reviewed, each Chapter will be notified as to whether there is a credit in your account or whether the Chapter should submit tax money collected for the period to RAC head office in Winnipeg.

If you have any questions about the reporting format, please email Valerie Taylor (RAC Business Manager) at [valerie.taylor@reflexolog.org](mailto:valerie.taylor@reflexolog.org)

## Summary for Chapter Reporting

1. GST is required to be collected on all income sources except donations.

**PLEASE NOTE: GST for 2008 is 5% and the HST is 13%.**

2. PST is required to be collected on all product sold in BC, SK, MB, ON, PEI
3. Reporting periods for 2007 – 2008 are as follows:

January 01 – June 30, 2008                      Required by July 18 2008

July 01 – December 31, 2008                      Required by January 16 2009

4. QUESTIONS? Contact:                      Valerie Taylor, RAC Business Manager  
1955 Stewart Ave  
Courtenay BC V9N 3H8

Tel: 250-334-1588

Fax: 250-334-1599

email: [valerie.taylor@reflexolog.org](mailto:valerie.taylor@reflexolog.org)

5. EMAIL REPORT TO:                      Valerie Taylor at [valerie.taylor@reflexolog.org](mailto:valerie.taylor@reflexolog.org)

cc REPORT TO:                      Reflexology Association of Canada  
304 – 414 Graham Ave  
Winnipeg MB R3C 0L8

Fax: 204-477-4955

6. DO NOT SEND ANY CHEQUES OR MONEY TO RAC UNTIL THE REPORT HAS BEEN REVIEWED AND YOUR CHAPTER HAS BEEN NOTIFIED AS TO WHETHER YOU HAVE A CREDIT OR DEBIT BALANCE FOR THE PERIOD.

7. The RAC GST number is 12296 0834 RT0001

Thank you for your help in bringing RAC and the Chapters into compliance with current government regulations.

## Copyrighted Material

The requirements for using Reflexology Association of Canada copyrighted material are as follows:

1. You must include the following disclaimer on a website:

**Disclaimer:**

The written views and opinions expressed in this website are not endorsed by and do not necessarily reflect those of the Reflexology Association of Canada or its Board of Directors.

Any techniques and suggestions on this website are to be used at the reader's sole discretion. The information is to be used as a guide and does not constitute the practice of medicine. This information is not intended as claims for curing a serious disease and is in no way to be considered as a substitute for consultation with a duly licensed doctor.

2. You must reproduce the chart(s) on your website or in a brochure as follows:
  - The chart diagrams must be reproduced intact without any changes or omissions whatsoever, except that the website MUST be corrected to read [www.reflexologycanada.ca](http://www.reflexologycanada.ca)
  - All references to the chart and the accompanying diagrams and labeling must identify the Reflexology Association of Canada as the copyright holder
3. The RAC logo displayed on your website or in your brochure must include the text "Reflexology Association of Canada".

Reflexology Association of Canada reserves the right to withdraw consent at any time if it feels that the above conditions are not being met.

Should you require more information or clarification, please do not hesitate to contact the association at 1-877-722-3338.

## Teleconference Calls of Chapters

RAC hosts a teleconference call three times a year for all Chapters. The Executive Director and the Chapter Development Manager of RAC facilitates the meeting and each Chapter has one representative attend the call.

Prior to the call, each Chapter provides a report of their Chapter's recent activities to the RAC Chapter Development Manager.

The Chapter update report includes the following:

1. When was your most recent meeting (or upcoming meeting date)? What did you achieve/what is your goal?
2. Recent activities (participation in tradeshow; public or corporate presentations; community work; guest speakers at Chapter meeting, etc)
  - What have you learned from these events
  - What will you do differently at the next event?
3. Update on membership numbers (how many members; how's the recruiting process?)
4. Issues/concerns (what do you need and what is you willing to do about it?)
5. Questions/Comments.

The reports are then gathered and forwarded to all participants for their perusal along with the agenda and previous calls minutes prior to the call. This process allows everyone to catch up with activities across the country, and to bring their solution-oriented suggestions with regards to everyone's questions. This process also allows for more time for exchange and discussion of ideas.

The goal of these calls is give support to the Chapters and ensure ongoing communication. They also encourage proactive participation and growth with the development of RAC.

## What Works for Chapters

### RAC's five keys to Chapter success:

1. Develop Chapters with a clear purpose.
2. Maintain a two-way system of open communication.
3. Provide adequate training and development for Chapters.
4. Keep the Chapter in mind when developing new programs.
5. Invite Chapter participation and involvement at every appropriate opportunity.

### At the Chapter level:

1. First and foremost, let's keep in mind that our ultimate goal as reflexologists and members of RAC is to promote reflexology and its benefits.
2. There is no contest or competition between Chapters; each group, each community is different. The guidelines in this manual are simply that they offer Chapters ways to manage their group in line with the needs of their community.
3. Focus on making it work for your respective community with the number of volunteers you have (if this means one community event a year in your community, then that is perfect!)
4. Maintain personal contact with members (divvy up the task among board members) and make it a regular goal to be in touch with a number of members every month. The long-term result of this work will be more members willing to volunteer at Chapter /community events. This can be done through phone calls, emails or newsletters.
5. RAC encourages Chapter interaction; get to know what the other chapters across our country are up to; what works for them and what doesn't work. We can learn from each other's successes and failures.
6. Take the initiative and contact RAC head office in Winnipeg for contact details.
7. It helps to be pro-active, don't wait until a problem has arise, make sure when dealing with an issue that all angles are covered.
8. BE PATIENT! The Romans did not build Rome in one day.
9. KEEP IT SIMPLE (you don't need to re-write the book.)
10. ATTITUDE, remember that we are beings of energy and so everything we put out comes back to us. If you speak and project yourself as having a "half-empty" glass, then it is so. If you speak and project yourself as having a "half-full" glass, then it is so. Watch for you projections!

### Chapter ideas for fundraising

Each Chapter is given \$15 per RAC member who have signed the confirmation of membership form. There are alternate ways that the Chapter can raise money. Here are some suggestions:

- Speakers or workshops
- 50/50 draws

Doing mini sessions at health fairs for a fee

## Info About CEU Credits and Chapter

Chapters are not only a way to get to know other reflexologists but they can be a learning opportunity which in turn can translate into CEU credits.

Ways to get credits:

- Signing up or start a Chapter
- Attending a Chapter meeting
- Volunteering (at a health show or be on the Chapter Board)
- Workshops or presentations

Remember if it is a Chapter related or RAC approved function then it is considered to be a category I event. This means that you will receive 1 credit for every 2 hours, except when there is a fixed value.

This chart is an example of how to take your Chapter meetings and Chapter events and turn them into CEU credits for you members. This list is not exhaustive please see page 5 of your CEU package “Category Description Guidelines & Opportunities” which explains more events that can be used for credits. Be creative!

| <b>Date</b>    | <b>Title</b>                         | <b>Documents</b>               | <b>Category</b> | <b>Hours</b>       | <b>Points</b> |
|----------------|--------------------------------------|--------------------------------|-----------------|--------------------|---------------|
| Nov 14, 2007   | Start a Chapter                      | Letter of Approval             | I               | N/A                | 5             |
| Dec 2, 2007    | Join Chapter                         | Copy of Form                   | I               | N/A                | 2             |
| Dec 2, 2007    | Chapter Board                        | Certificate of Acknowledgement | I               | N/A                | 3             |
| Jan11-13, 2008 | Volunteer at a Health Show           | Confirmation of Attendance     | I               | 4                  | 1<br>Max of 4 |
| May 25, 2008   | Teleconference                       | Copy of Minutes                | I               | N/A                | 1             |
| Jun 22, 2008   | Chapter Meeting                      | Certificate of Attendance      | I               | 1 year of meetings | 1             |
| Aug 9, 2008    | Write Article for Chapter Newsletter | Copy of Newsletter             | I               | N/A                | 3             |
|                |                                      |                                | <b>TOTAL:</b>   |                    | <b>16</b>     |

There is a Certificate of Acknowledgement and a Confirmation of Attendance template in the appendix section.

# APPENDICES

Chapter Renewal Form

Chapter Membership Confirmation Form

Confirmation of Attendance for CEU

Certificate of Acknowledgement

Non-profit Letter

Trade Show Application Letter

Chapter Board Position Application Form

Chapter Expense Sheet

**SEE PAGES TO PRINT**