

Date: July 15, 1996	Processing of Membership Applications (New and Renewals)
Issue: Membership	
Reviewed: June 2026	Policy/Procedure Number: D-2.5

1.0 Policy:

- 1.1 Applications for membership in the Society will be processed expeditiously by the CHES National Office, keeping the applicant informed of the progress of their application, and forwarding any questions regarding their application, including assigning their appropriate Member Category, to the applicant.
- 1.2 The Membership Committee Chair shall be consulted by the CHES National Office to assist in reviewing the categorization of applicants as per the Bylaws and Policies.
- 1.3 Should there be any need for clarification of correct categorization, the Membership Committee Chair may consult with the Membership Committee to form a recommendation to the Board.
- 1.4 Membership categorization which has had to be reviewed by the Membership Committee Chair shall be reported to the Board for information.
- 1.5 Membership categorization which has had to be reviewed and decided upon by the Membership Committee shall be submitted to the Board for final approval before notification to the member.
- 1.6 Based upon items 1.4 and 1.5 the Board may request that the Membership Categorization Policy be reviewed by the Membership Committee to improve or clarify the process and qualifications.

2.0 Procedure:

- 2.1 Applications for membership will be made on the appropriate application form online via ches.org.
- 2.2 Upon receipt of the application, the CHES National Office will confirm with the Executive Director that the membership category is appropriate in accordance with the By-Laws and the member will receive email notification with login information if payment was successful by credit card. If an invoice is requested, membership approval will be made once payment is received and applied. The National Office will record the applicant's name and dues payment in the CHES membership database and deposit the dues payment in the CHES bank account.
 - 2.2.1 Should the Executive Director have questions about the correct categorization, they shall consult the Membership Committee Chair, and subsequent decisions, as per Policy shall be followed.
- 2.3 A member will have a profile on the ches.org website and a member ID number is assigned by the system. The member may print a membership card if desired.
- 2.4 A new member is sent a letter and a membership pin from the National Office.

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2.5 A membership directory is available on the ches.org website with member login. A member may set their own privacy settings regarding what information is available to be seen by other members.

2.6 If the National Membership chairperson endorses the recommendation to not accept the applicant, the Membership Department will send a notification to the applicant, along with a refund of the dues payment, and will remove the applicant from the CHES membership database.

2.7 Group discounts are offered to healthcare facilities. Regular membership is discounted by \$10 for those with 5 or more members. The National Office handles these requests with special instructions and works with a central administrator to provide one invoice based on an approved list of names sent through the administrator.

2.8 The National Office will send renewal notices to all current and past year members at least two months in advance of March 31st expiry date each year.. Renewal notices will be sent out in electronic format directing members to the website to renew online and make credit card payment or request an invoice.

2.9 Membership renewals are due upon receipt.

2.10 Renewals paid with a credit card online are updated immediately and the system generates a receipt for the user. If an invoice was requested, renewal will occur when a cheque or direct deposit is received by the national office and the payment is updated online by national office.

2.11 The National Office provides a report to chapters on a monthly basis to identify membership statistics and can provide chapters with a list of unrenewed members upon request. National office provides chapters with detailed reports on payment by members and makes chapter dues transfers.

2.12 Reminder notices will be sent to delinquent members electronically monthly after April 1st.

2.13 Chapters will follow up with delinquent members on a regular basis.

2.14 Delinquent members will continue to receive the CHES Quarterly Journal up to 30 days past the date of March 31 each year. These members will then be suspended and will be removed from the mailing list after that time.

2.15 Individual membership is non-transferable, with the exception of Corporate membership primary name and sub-members.

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- 2.16 Refunds on membership dues are not given.
- 2.17 Lapses in membership for one year or more will reset a Regular member's long-standing membership calculation to zero.
- 2.18 Chapter membership is determined by the physical address they provide, first determined by their work address or where none is provided, their home address.
- 2.19 Members who reside in a Canadian Territory or with an address outside of Canada are assigned to National (not a chapter) and are not charged the chapter fee.
- 2.20 Regular and Associate memberships are non-transferrable.
- 2.21 Corporate membership members can update contact names by contacting the National Office.
- 2.22 The annual membership term is April 1 to March 31.

Approved: September 22, 2026