



ANNA
American Nephrology
Nurses Association

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| Policy | 6.20 |
| Revised Policy | 11/25 |
| Revised Procedure | 11/25 |
| BOD Reviewed and Approved. | 12/25 |
| Substituted for | 8/23 |
| Original Date..... | 1/14 |

POLICY & PROCEDURE

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| <p style="text-align: center;">ANNA CHAPTER SUPPORT TEAM (ACST) LEADER GUIDELINES FOR CHAPTER OFFICER CONTACT AND FOLLOW-UP</p> |
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POLICY

Timely responsiveness to requests and decrease miscommunication, communications between the ACST Leaders and chapter officers should occur within a two (2) week timeframe from initial contact to response.

PROCEDURE

1. Contact from an ACST Leader will be directed to each of the chapter officers listed in the current chapter profile.
2. ACST Chapter contact process:
 - a. The ACST Leader confirms the chapter officers identified as responsible to receive communications related to chapter business and initiates an electronic correspondence (email, ANNA Connected). If a response is required, a clearly stated deadline date [usually two (2) weeks from date sent] for response must be included in the communication.
 - b. If no response is received within the specified deadline, the ACST Leader will resend the original correspondence to all chapter officers and set a new response date.
 - c. If no response to the second communication is received within two (2) weeks, the ACST Leader will notify the ACST Chairperson, ACST Chapter Specialist, and the Director, Membership & Volunteer Engagement of non-response.
 - d. The ACST Leader will attempt to contact each chapter officer via phone call to resolve the issue.

- e. If there continues to be no response from the chapter officers, the National Office will send a certified letter to the chapter officers requesting they contact their assigned ACST Leader within two (2) weeks of receipt of the certified letter. If there is no response from the chapter officers, the ACST Leader will send a message to all members of the non-responding chapter via ANNA Connected. The intent of the message will:
 - (1) Notify members that the chapter officers are not responding to communications from the ACST Leader and National Office and that the chapter is in jeopardy of not meeting recharter requirements and closing.
 - (2) Request that chapter members consider becoming chapter officers.
 - (3) Request chapter members to contact the assigned ACST Leader and National Office to report any chapter activities that have occurred and/or their interest in stepping into a chapter officer role.
 - (4) Indicate a twenty-one (21) day deadline from receipt of the letter to respond and if no response, the National Office will begin the process to close the chapter due to unmet recharter requirements and no active members willing to serve in a chapter officer role.
- f. If no response is received from the chapter membership after the twenty-one (21) day deadline, the National Office will begin the process per Policy & Procedure 6.18, *Dissolution of Defunct Chapter*, to dissolve the chapter.