



# Oregon Senior Referral Agency Association Bylaws

## Article I – Name and Purpose

### **Section 1: Name**

The name of this organization shall be “Oregon Senior Referral Agency Association” or OSRAA. The Association shall be an Oregon Mutual Benefit Non-Profit Corporation with Members.

### **Section 2: Purpose**

The purpose of the organization is to “Promote Professional and Ethical Senior Referral Services in the State of Oregon.” Our Members share the vision of providing excellent pre-qualified housing options to seniors and their families. Our Members collaborate in gathering and exchanging information, based on our individual experiences, to provide quality assurance for referrals. In addition, we handle complaints from the public regarding referral agencies helping to self-regulate this unregulated industry.

## Article II – Membership

### **Section 1: Eligibility for Membership**

Membership shall be limited to referral companies that have been in the business of referring to senior housing and care services for a minimum of two years and whose primary business purpose is senior housing referrals and placement for seniors. Primary is defined as a minimum of 51% of their revenues come from placement services. Members, or the company they work for, must have a valid business license in the State of Oregon and carry liability insurance. Members must work with the clients personally and conduct business in person or over the phone rather than over the Internet. Members must have a procedure for checking public disclosure files, maintain a database of homes and communities, and have knowledge of senior housing and related issues. Members must pass a criminal background check prior to membership. To remain in good standing, members must complete 20 hours of CEU credit every two years, which shall include a minimum of one hour in each of the following categories: finances, legal matters, ethics, disease management, and industry best practices.



## **Section 2: *Limits to Membership***

Members shall not have a vested interest or an ownership in any community or home they refer to clients; Exceptions include stock holdings that are a small part of a stock portfolio and ownership in communities or homes that are outside the geographic area in which the Member serves.

## **Section 3: *Code of Ethics***

Members must comply with the OSRAA Code of Ethics established on September 16, 2011. Code of Ethics are available on the OSRAA website at <http://osraa.com/osraa-code-of-ethics/>

## **Section 4: *Dues***

There will be membership dues of \$400 per year. Dues will be collected in January of each calendar year. Membership dues will be prorated the initial year of membership.

## **Section 5: *Purpose of Dues***

Dues to the Association may be used for the following purposes: group advertising, collaborative vendor slots, group insurance, maintaining website, professional fees, general marketing and awareness, political action for the benefit of the Members, and other items voted and agreed upon by current Members of the Association.

## **Section 6: *Membership Application***

To be eligible for membership, prospective members must complete an 'Application for Membership', submit a \$25 deposit, and agree to a criminal background check for every staff member involved in placements. The Executive Board may review and revise membership criteria annually.

## **Section 7: *Disciplinary Procedure***

If Member fails to comply with the Code of Ethics established on September 16, 2011, they may be subject to the following disciplinary procedure: Any alleged breach of the Code of Ethics must be submitted to the Board in writing whether the accuser is part of OSRAA or the complaint comes from outside OSRAA. The written complaint should include specific information regarding the behavior or incident. The board will review the information to determine if the complaint is a breach of the Code of Ethics. If found to be a potential breach, the President shall call the Member to



discuss the issue and ask for their written response to the allegations. If found to be invalid, the matter may be dropped without further action. If an actual breach is found and is determined to be unethical, illegal, or a serious breach of integrity the result may be immediate dismissal from OSRAA. If actual breach is found but not unethical, illegal, or a serious breach of integrity the Board shall ask for a resolution plan to be submitted in writing from the accused agency with a defined action plan, including benchmark dates for resolution, within 90 days, and a post resolution review with the Board. Recurring complaints will result in dismissal from OSRAA. Should the accused person be a Board Member, a committee chair shall replace their vote during the disciplinary process.

### **Article III Member Benefits**

#### ***Section 1: Public Disclosure Files***

Active members in good standing have the option to access the Public Disclosure Files (complaint files) after six continuous months of membership so long as they are in good standing and current on dues. The Association will oversee the completion of adding new information to the public disclosure database.

#### ***Section 2: Networking and Training***

Members have the opportunity to attend membership meetings and training programs sponsored by the Association. Members must complete 20 hours of CEU credit every two years, which shall include a minimum of one hour in each of the following categories: finances, legal matters, ethics, disease management, and industry best practices

#### ***Section 3: Advertisement***

Members can advertise they are members of the Association such as (but not limited to) inclusion of the OSRAA logo on website, advertisements and business cards. Members will be listed on the Association's website with web-link to their company web-site. Members may also participate in group advertising with the Association.

### **Article IV Business Partner Members**

#### ***Section 1: Eligibility***



Business Partner Membership is open to companies who serve the senior population and are not primarily engaged in referral and placement or are not yet eligible for Membership. Business Partner Members must complete an application for membership and pay their annual dues. To remain in good standing, Business Partner Members must complete 20 hours of CEU credit every two years, which shall include a minimum of one hour in each of the following categories: finances, legal matters, ethics, disease management, and industry best practices.

### **Section 2: Dues**

Associate Business Members shall pay annual dues of \$250. Dues are due in January of each calendar year and will be prorated the first year of membership.

### **Section 3: Benefits**

Business Partner Members may attend general membership meetings on a quarterly basis and may participate in committees. They will have discounted admission to conferences and marketing events hosted by OSRAA. The business name will be included on printed material. The business name and contact information, along with a hyperlink to the company website will be included on the OSRAA website. They can also use the OSRAA Business Member Logo on their website and printed material.

### **Section 4: Limitations**

Business Partner Members will not have access to the public disclosure files; they are non-voting but may participate in discussions and on committees.

## **Article V Executive Board – Officers**

### **Section 1: Board**

The Board is responsible for the overall policy and direction of the Association. Members must be in good standing to sit on the Board.

### **Section 2: Officers**

The Executive Board shall consist of the following officers: President, Past-President, Vice-President, Secretary, Treasurer, and Legislative Liaison. The Board may also invite Advisors.



*The President* shall be responsible for convening meetings, collecting membership applications, overseeing compliance of members and marketing. The Vice Present shall be responsible to schedule meeting locations and lead the meetings when the President is absent. The position of President shall be elected in September of even numbered years.

*The Vice President* shall be responsible for additional marketing and website maintenance. The position of Vice President shall be elected in September of odd numbered years.

*The Secretary* shall be responsible for keeping records of Association actions, sending out meeting announcements, distributing copies of minutes and the agenda to members and assuring corporate records are being maintained. The position of Secretary shall be elected in September of odd numbered years.

*The Treasurer* shall be responsible for assisting with budget, banking duties and make financial information available to members. The position of Treasurer shall be elected in September of even numbered years.

*The Legislative Liaison* shall be responsible for monitoring state and local policies relating to our industry and reporting information back to members. The position of Legislative Liaison shall be elected in September of odd numbered years.

### **Section 3: Meetings**

Board meetings shall be held a minimum of four times per year. Board meetings are generally closed to the public.

### **Article V – Amendments**

These bylaws shall be reviewed by the Board each year. Any proposed changes to the bylaws shall be presented by the President to the membership in writing.

### **Certification**

These revised Bylaws were approved at a meeting of the Members by majority vote on \_\_\_\_\_, 2016.

Secretary