

MEMBERSHIP SERVICES OFFICE

The Membership Services Office (MSO) is staffed by Gerry Hansen, Executive Director, and Kelli Wagner, Administrative Assistant. The MSO provides day-to-day assistance to the Board, chapters, members, the public, and external partners. The highlights of 2010 include:

Communication

- Preparation of a monthly e-newsletter to relay association information to members
- Input into the Association side of the quarterly journal
- Preparation of a quarterly article, From the Executive Desk, for the journal
- Organization of Voices of CHICA teleclasses in March and September
- With publisher, organized the annual Member and Source Guide
- Enhancement of online membership registration and online conference registration

External Partners

- Gerry Hansen represented CHICA-Canada on the Board of the Canadian Foundation of Infectious Diseases, on the planning committee of the Antibiotic Awareness Campaign (November 1010), and the Canadian Patient Safety Institute (Hand Hygiene Day)
- Attended the 2010 APIC Conference in New Orleans and coordinated a CHICA booth.
- Attended the 2010 Infection Prevention Society conference in Bournemouth, UK, and coordinated a CHICA booth. In August 2010, with Anne Bialachowski, met with Public Health Agency of Canada to discuss collaborative projects and issues of mutual interest.

Education

- Assisted with the launch of the CHICA-Canada Distance Education Course.
- With the CHICA-Canada Accreditation Canada Working Group, represented CHICA-Canada in the development of an Accreditation Canada Conference (November 2010). The conference was cancelled but plans are to re-schedule the conference for October 2011.
- With Director of Programs & Projects, and Director of Education, assisted in the development of the CHICA-BD Canada Roadshow in Regina (April 2011).
- With Director of Education, coordinated the development of a Routine Practices E-Learning Tool with YCommunicate Inc. and Georgian College Working Group of CHICA-Canada members are currently working on this project, expected to be launched in April 2011. Sponsorship for this project received from GOJO.

Member Services

- Coordinated the Champions of Infection Prevention and Control Awards, the Virox Scholarship Awards, the 2010 Ecolab Poster Contest, and the 3M Chapter Achievement Awards.
- With Clinical Editor, negotiated with EBSCO to provide CHICA journal article references in the EBSCO Scientific Search Engine.
- Coordinated a Chapter Presidents Teleclass (January 2010) and a Chapter Presidents Teleclass (February 2010).
- Updated and posted the Member Package. This is a printed document to be used by chapters to encourage membership when a more comprehensive promotion is required.

Association Governance

- Revised the Board Orientation Manual and posted to Board page on website (November 2010).
- Re-organized internal systems to provide for quicker expedition of membership and conference payments
- Negotiated higher association insurance policy limits at lower premiums
- Coordinated on-line election of new Board members.
- With the Board, reviewed initiatives to generate revenue and reduce costs. These initiatives will be further discussed at the 2011 Annual General Meeting.

I would like to express my thanks to the Board for its support during the past year and for providing a challenging and fulfilling work environment. I especially thank Kelli Wagner, Shirley McDonald, and Pamela Chalmers for their invaluable assistance in all projects during the year.

*Gerry Hansen BA
Executive Director*