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**PROCEDURES AND RULES**

(Revised June 14, 2019)

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**Authority:**

**ARTICLE IX – Committees**

Section 2. **Executive Committee:** The executive committee shall consist of the chairman, chairman-elect, secretary, treasurer, and immediate past chairman. The president and chief executive officer shall be an ex officio, nonvoting member of the executive committee.

b. The executive committee at its regular meetings or by mail ballot, as it deems advisable, shall adopt procedures and rules, within legal provisions and the association bylaws, which delineate the:

(1) duties and authority of the chairman, chairman-elect, secretary,
treasurer, and past chairman;

(2) duties, authority, and conduct of meetings of the executive committee and each of the standing committees;

(3) ethical standards governing the behavior of officers and employees; and,

(4) manner in which all association business and activities shall be conducted.

Procedure:

VI. COMMITTEES

C. Bylaws, Policies, and Procedures Committee

Procedure

2. Policies, Procedures, Job Descriptions - Recommended changes must be sent to the bylaws committee in time to be considered by the committee before any regular or special meeting. However, if the chairman determines a matter needs immediate attention, s/he may direct the bylaws committee to consider the matter and prepare a recommendation for board of governors' review.

   a. The chairman may direct that the committee's recommendations be acted on at any board meeting (policy) or Executive Committee Meeting (Procedures), in which case a majority of voting members will decide, or

   b. The chairman may direct that the recommendation be submitted for mail ballot in which case a majority of member state (policy) or Executive Committee members (Procedures) will decide.
PROCEDURES and RULES

I. ORGANIZATION

A. Incorporation

1. The National Association of Long Term Care Administrator Boards (NAB), formerly the National Association of Boards of Examiners for Nursing Home Administrators came into being November 23, 1970. It is incorporated under the Not-for-Profit Corporation Law of the State of New York.

   i. NAB was established by representatives of some of the state, commonwealth, territories of the United States and the District of Columbia boards and/or agencies responsible for licensing nursing home administrators as mandated by Title 42 Code of Federal Regulations, Part 431, 700-708.

B. Objectives (goals)

1. The NAB board of governors through the strategic plan establishes the objectives of the association.

C. Operations

1. The procedures for management and operations are identified under various topic headings of this manual.

D. Organizational Structure

1. Proposed changes in organization structure of NAB are submitted to the bylaws, policies and procedures committee for review.

2. The committee presents the proposed change with or without recommendations to the board of governors for whatever action it deems advisable.

II. MEMBERSHIP

A. Governing - The president and chief executive officer maintains a current list of members and employees of state boards and/or licensing agencies in order to determine eligibility for active membership.

B. Associate Members - The president and chief executive officer contacts all former governing members at the termination of their active membership status inviting them to become associate members and provides them with the application forms.
Individuals formerly eligible for governing membership who never became governing members may voluntarily apply for associate membership, providing documentation of their eligibility.

C. **Subscribing Members** - By direction of the chairman, the president and chief executive officer contacts organizations who may be eligible for subscribing membership and provides them with application forms.

1. Individuals and organizations interested in membership may voluntarily apply. The president and chief executive officer will send them application forms.

2. Applications of all organizations and individuals are submitted to the executive committee to determine eligibility for membership.

D. **Distinguished Service Members** - Any member of the association may make a recommendation to the executive committee, providing documentation necessary for consideration and evaluation.

1. The executive committee reviews and by unanimous vote approves an award.
   
   i. The chairman arranges for the recipient to be present at the subsequent meeting of the association to receive the award.
   
   ii. The executive committee approves the certificate or plaque, and the president and chief executive officer procures it.
   
   iii. The chairman arranges for payment of the recipient’s actual expenses for the meeting during which the award is made.

E. Alleged violations of NAB’s Statement on Professional Conduct (PO-II.5) shall be reported to NAB’s Chairman or President and CEO. Upon receipt of the complaint NAB’s President and CEO will either mediate, report to law enforcement or appoint a Review Task Force in accordance with NAB’s Code of Professional Conduct Procedures (PR-II.E)

### III. **BOARD OF GOVERNORS**

A. **Members**

1. Board of Examiners and/or licensing authority of each state, commonwealth, district, territory and the District of Columbia shall certify to the president and chief executive officer the governing member who is to serve as its member on the board of governors and cast the jurisdiction’s official vote.

   i. Certification shall be on forms furnished by the president and chief
executive officer prior to regular and special meetings.

ii. An alternate governing member may be designated in the event the first designee is unable to cast the jurisdiction's official vote.

iii. The delegate continues to serve until a successor is appointed.

iv. The delegate shall cast the jurisdiction’s ballot in a mail vote.

B. Duties of the Board of Governors

1. All procedures for carrying out these policies are enumerated by section in this manual.

IV. OFFICERS

A. Election - Officers are elected biennially by the board of governors at the annual meeting held in the even-numbered years. Election is by written ballot, and a majority of votes cast elects the officers.

1. Ballots - The president and chief executive officer brings to the meeting separate ballots for each office. Initial ballots contain name(s) of candidate(s) submitted by the nominating committee with space for floor nominations. Runoff ballots are blank sheet of paper.

2. Nomination and election of officers - The nominating committee presents candidates separately for the offices of chairman-elect, secretary, and treasurer. Candidates for chairman-elect are placed in nomination first, the floor is opened for other nominations and the chairman-elect is elected. Election of other officers follows with secretary, then treasurer.

3. Speeches - The chairman appoints a timekeeper. Chairman-elect candidates are allowed ten minutes each to express their views. Other candidates are allowed five minutes. The timekeeper does not allow candidates to exceed their allotted time.

4. Balloting - The chairman appoints three tellers who are non-voting members. Tellers distribute one ballot to each voting delegate. They take up ballots, tabulate results and give them to the chairman.

5. Results - The chairman announces results. A majority vote shall elect.

6. Runoff - In case there is no majority vote the chairman conducts a runoff election between the two candidates with the largest number of votes.

7. Retaining ballots - Ballots and teller reports are destroyed after the elections are completed unless the board of governors rules otherwise.

8. Installation - Officers are installed in a ceremony arranged by the
chairman before the end of the meeting in which they are elected.

B. **Taking Office** - Newly elected officers take office at the end of the annual meeting during which they are elected. The out-going chairman-elect automatically succeeds to the office of the chairman. The out-going chairman automatically succeeds to the position of immediate past-chairman.

C. **Vacancies** - If an officer is unable to continue to serve in the office to which s/he has been elected, the chairman presents the name of a successor to the executive committee for approval to fill the un-expired term. The appointment is approved or rejected by the board of governors at its next meeting. Should a vacancy occur during a meeting of the board of governors, the chairman presents his/her appointee directly to the board of governors for approval at that time.

If the chairman resigns, or for some other reason is unable to serve, the chairman-elect succeeds to the presidency. The new chairman shall call for an election for the office of the chairman-elect. The election shall be held forty-five (45) days after the call for election. At the discretion of the executive committee, said election may be conducted via mail-in ballots. Voting members shall return the mail-in ballots to NAB by certified or registered mail within twenty (20 days).

D. **Duties** - The duties of each officer are defined under the appropriate job description.

E. **Removal from Office** - When an officer fails to carry out the duties of his/her office, fails to adhere to the laws under which the association is incorporated, violates ethical standards in accordance with Section X, does not fulfill his duties according to the policies, procedures, and rules of NAB, or does not perform to the satisfaction of the membership, action may be initiated to remove him/her from office. Such action must be approved by two-thirds (2/3) vote of the members of the board of governors.

1. The chairman may declare the office vacant and submit his/her action for approval of the board of governors, listing the reason(s) for such action; or

2. A member of the Board of governors may move, during any meeting of the board of governors, to remove the officer. Such action must follow Roberts Rules of Order; or

3. Member(s) of the board of governors may circulate a petition securing signatures of the board of governors members. If two-thirds (2/3) of the members of the board of governors sign the removal petition, the petition is presented to the chairman who immediately notifies the officer of his/her removal.
V. ASSOCIATION MEETINGS

A. **Time and Place** - The executive committee elicits suggestions from the membership for time and place of meetings. At each annual meeting the chairman notifies the membership of future meeting places and dates.

B. **Planning** - The president and chief executive officer, with the help of the executive committee, negotiates for the best and most economical meeting places and hotel rates for association meetings.

C. **Notification** - Notice of the annual meeting signed by the chairman is communicated by the president and chief executive officer at least ninety (90) days before the date of the meeting. Such notices shall include a full schedule for the meetings and all committees of the association. Notices shall be mailed to the state executive and board members of each state, commonwealth, district, and territorial licensing authority and to the last known address of each member.

D. **Host State** - To encourage member board participation in the host state, if the host state registers more than two members for a meeting, any additional members from that state will be charged only meal function expenses.

E. **Quorum** - The chairman shall determine, to the satisfaction of the members present, that the quorum requirement has been met. S/he may adjourn the meeting from time to time until a quorum is present. If no quorum is present, matters on the agenda may be discussed, but no official action can be taken.

F. **Order of Business** - The chairman develops the order of business for board of governors meetings. The agenda is presented when a quorum is established and is approved, with any necessary changes, by the board of governors. The agenda may be altered or suspended by a majority vote of the voting members present.

G. **Matters of Record** - When any member of the board of governors believes a matter being acted upon are of questionable propriety; s/he may state his/her dissent and objection. The secretary records his protest in the minutes. Also, s/he may register his/her protest by letter or memorandum, which shall be made a part of the association meeting records.

H. **Minutes** - The secretary shall compile minutes of each meeting according to guidelines adopted by the board of governors and present them to the chairman for review within thirty (30) days following the meeting.

I. **Special Meetings** - When it is deemed advisable, a special meeting may be called by the chairman, the executive committee, or one-third (1/3) of the members of the board of governors.

1. Time, place, agenda, quorum, minutes, etc., shall be handled the same as described in paragraphs 1 through 6 of this section.

2. The president and chief executive officer shall send notification at east
thirty (30) days in advance following procedures listed in paragraph 3 of this section.

VI. COMMITTEES & TASK FORCES

A. Standing Committees

1. Each committee shall submit to the budget and finance committee chair by September 1st an anticipated budget line item for their committee.

2. Each committee shall submit to the bylaws, policies and procedures committee chair by April 1st an update and accurate listing of policies and procedures for their committee.

3. Except for the executive committee, the chairman determines the number of members to serve on each committee and appoints all members, except as designated in the bylaws and the policies and procedures. Committee appointments are made prior to association Meetings, and the chairman notifies the association of each committee’s membership as soon as feasible.

The chairman may add additional members as s/he deems advisable except as otherwise provided herein. The chairman also appoints a committee chair and a committee vice-chair for each committee, except any committee required to have multiple vice chairmen appointed per policy or bylaws applicable to the committee. The committee chair’s duties are listed under job descriptions. The committee vice-chairman presides over committee meetings when the chairman is not present and performs such other duties as may be assigned by the chairman. Each committee meets at the annual meeting, at the November committee meetings, and at such other times, as the committee chair and the chairman deem advisable. The vice-chair of each committee shall concurrently serve as the committee’s liaison to the bylaws, policies and procedures committee and as such shall be a standing member of that committee.

B. Executive Committee

1. In the interval between meetings, the committee acts for the association handling routine affairs, such as operations of the national office, payment of bills, handling of correspondence, upkeep of records, sales and services, and implementing changes as directed by the board of governors. For purposes of clarification “routine affairs” do not include employing and/or terminating the president and chief executive officer, disposing of association properties, moving the national office, or making final decisions on contracts.

2. When indicated by need the committee negotiates contracts and presents
them to the board of governors for review and approval before they become effective. The committee may make recommendations to the board of governors for changes in contracts but may not make final decisions on these changes or commitments that bind the board of governors.

3. The committee maintains liaison with contractors to ensure that provisions of the contract are carried out. Any discussions of a contract(s) affecting a standing committee include the presence and participation of the committee chairman.

4. The committee reports its activities to the board of governors and to the membership at all meetings and at such other times as deemed advisable by the chairman.

5. Meetings of the committee are called by the chairman, as s/he deems necessary. S/he must call a meeting upon written request of three members of the committee provided the written request is delivered ten (10) days before the desired meeting date to the chairman’s designated official address. The chairman may waive this time requirement, as s/he deems advisable.

6. Executive committee meetings are open to any official representative of a member state. Scheduled meetings will be posted on the website.

7. In the event the committee perceives the need for termination and/or employing an president and chief executive officer or making a change in location of the NAB national office, it makes its recommendations to the board of governors through the chairman. The chairman, under his/her authority to appoint special committees, may appoint a search or study committee to address the problem or need and to make its recommendations directly to the board of governors. Should the board of governors deem it advisable, the board of governors may elect such committee(s).

8. When a matter arises that is not covered by policy or procedure and/or the chairman determines an action or matter needs immediate action, the committee may adopt and implement a temporary solution. The chairman reports this action to the board of governors and the membership immediately. Such action taken cannot bind the board of governors beyond its next meeting date or the date upon which results from a mail ballot are determined, at which time the board of governors approves, modifies, or terminates the action taken.

9. Minutes of each meeting are kept by the secretary and distributed by the president and chief executive officer as directed by the chairman.

C. Bylaws, Policies, and Procedures Committee

1. Bylaws - Recommended changes must be submitted to the bylaws
committee at least sixty (60) days prior to a meeting of the association. The committee reviews, analyzes, and develops a proposal based upon individual recommendations. It sends the proposal(s) to the NAB national office in time to be communicated to the membership at least thirty (30) days prior to an annual or special meeting.

i. If the bylaws committee recommends and the chairman concurs, the chairman may direct that the proposal(s) be submitted to the board of governors by mail ballot.

ii. Amendments are approved by majority vote at any meeting or by a majority vote of the member states through mail ballot.

2. Policies, Procedures, Job Descriptions - Recommended changes must be sent to the bylaws committee in time to be considered by the committee before any regular or special meeting. However, if the chairman determines a matter needs immediate attention, s/he may direct the bylaws committee to consider the matter and prepare a recommendation for board of governors’ review.

i. The chairman may direct that the committee’s recommendations be acted on at any board meeting (policy) or Executive Committee Meeting (Procedures), in which case a majority of voting members will decide, or

ii. The chairman may direct that the recommendation be submitted for mail ballot in which case a majority of member states (policy) or Executive Committee members (Procedures) will decide.

D. Examinations Committee

1. General

i. Any informational or promotional materials developed on the examination(s) are approved by the examinations committee and the Executive Committee.

ii. A signed security and conflict of interest agreement for each member and alternate member of the examinations committee must be on file before the member may work on the examination (See PO-XI.1).

iii. Only officially appointed committee members and alternate members are permitted to attend any committee meeting or review, or have access to any examination material or data. The examinations committee conducts open meetings to discuss administrative matters, and closed meetings to consider examination questions. Members designated to participate in these sessions must have attended an orientation session.
iv. The contract between NAB and the examination contract agency is reviewed annually at least thirty (30) days prior to the annual anniversary date.

v. Any and all correspondence by the examination contract agency shall be copied to NAB, the chair and vice-chairs of the examinations committee.

vi. A copy of all correspondence relative to the examination shall be directed by the sender (whether a state agency or individual) to the examining contract agency. The examining contract agency should copy NAB’s committee chair and applicable vice committee chair(s) on all correspondence relative to the examination.

vii. The examinations committee meets regularly in June and November in a location determined by the board of governors.

viii. If an examinee questions an item on an examination or the scoring, the examinee shall complete a challenge review form furnished by the examining contract agency. The examining contract agency office responds after researching the problem and consulting with the chair of the committee.

If it is determined during the challenge review that an item is incorrect the contracting agency will:

a. Immediately report the items to the committee chair.

b. The committee chair will assign a minimum of three qualified individuals to review the item(s).

c. If the item is determined to be incorrect, it will then be reported to the NAB Executive Committee accompanied with a report from the examining contract agency identifying any other examinee that may have been affected within the last cycle period of the examination.

d. The Executive Committee will review all information and make the final determination in the challenge and if a change is necessary, will instruct the examinations committee and the examining contract agency to make necessary changes to anyone affected.

e. If a challenged item is not founded, a letter to examinee will be drafted by the chair and sent to the examining contract agency and to the chairman of NAB for approval and then will be sent to the examinee.

ix. The examination contract agency releases no information relative to the examination, the applicants, or the score without explicit
authorization and direction in writing from NAB.

x. An orientation session will be conducted for all new members of the examinations committee in order to familiarize committee members with the policies and procedures of the committee.

xi. A training session will be conducted by the chair or vice-chair(s) and the testing agency to all new item writers prior to writing or rewriting test items. This session will generally take place in person or by phone conference.

xii. Prior to writing new test questions the chair or vice chairs will review items in the test question bank to assess the number of questions in each rubric. The chair or vice chairs will then assign item writers specific rubrics that will benefit from the addition of new test questions.

xiii. The examinations chair and vice-chairs will ensure all references are current, and that all test questions are properly referenced with the approved bibliography reference list. The examinations chair and vice-chairs will evaluate yearly the need for a special task force to reference examination items based on the addition of new references to the bibliography.

xiv. Complaints regarding alleged violations of the examination statement of confidentiality:

   a. Facts will be compiled by NAB staff and presented to the Examination Committee chair and applicable vice chair(s) to determine if the complaint is substantive and whether or not to subject the respondent to disciplinary action or to dismiss the complaint. If the complaint has merit the candidate will be provided written notice of the complaint, advised of the general process to be followed (as outlined in the “Information for Candidates Handbook”) and informed about potential sanctions (cancellation of scores, reprimand, suspension of the opportunity to retake the exam for a certain time, or revocation of the right to take the exam) and the opportunity to respond and provide additional information to be considered by NAB within a certain time frame (30 days).

   b. The complaint will be referred to an ad hoc complaint investigation subcommittee of the Examinations Committee. The complaint investigation subcommittee would be comprised of the chair and an applicable vice chair and one other member of the Examinations Committee, noting that an additional vice chair could and may be an appropriate choice to be appointed to this subcommittee. The subcommittee will investigate the
complaint including consultation with the testing agency to determine the impact of the disclosure. The subcommittee is authorized to conduct interviews as needed including interviewing the respondent by conference call. The subcommittee would determine whether or not a violation occurred and if the subcommittee determines that a violation occurred, the committee will recommend a sanction.

c. Written notification of the subcommittee’s findings, determination and recommendation for sanction (if determination of a violation) will be provided to the respondent and to the NAB Executive Committee. If a sanction is recommended, the respondent will have 30 days to provide a written response for consideration by the Executive Committee. The Executive Committee will render its decision in writing to the candidate. If a sanction is imposed the respondent will be advised of the appeal process. If no appeal is received within the time provided (30 days), the decision of the Executive Committee will be final.

d. If sanctions are imposed and the respondent appeals, an ad hoc appeal subcommittee will be convened. This subcommittee will be comprised of three members of the Examination Committee that were not involved in the initial review. The respondent’s appeal must be in writing. The grounds for appeal are limited to claims of factual or procedural errors in determining that a violation occurred. The sanction is not subject to appeal. The decision of the appeal subcommittee is final.

2. **Committee Composition**

i. The NAB chairman shall delegate to the examinations committee chair and the NAB executive committee exam committee liaison(s), the authority to identify exam committee members who collectively represent a wide variety of expertise and experience and include some associate members and present a slate of members to the NAB Executive Committee for approval. Diversity in demographic location, gender, ethnicity, years of experience, ability to serve as a voting Board of Governors member, facility ownership status and size should be given consideration. It is important to identify individuals who are involved in activities that could affect, if not subject to appropriate controls, confidentiality, objectivity or impartiality, and restrict their participation accordingly (i.e. educators or others who may teach or prepare candidates for the examination should not be involved in exam construction or review). The standing committee shall consist of up to twenty-six (26) members including the currently serving examinations
committee chair and three (3) subcommittee chairs and vice chairs, with six (6) additional standing members on each of the line of service subcommittees (NHA, RCAL and HCBS). The examinations committee chair may convene as necessary a CORE work group of representatives from the three line of service sub-committees. The NAB chairman will appoint a chair for the examinations committee and the chairs and vice chairs for each of the respective line of service examination subcommittees. Nine (9) additional alternate committee members—three (3) for each subcommittee—shall be appointed to ensure adequate potential new standing committee members are available. If the number of standing committee members is insufficient to conduct the work of the committee at any given time the committee chair and executive committee liaison may make temporary appointments to the committee. They may also make appointments to serve the remainder of the term of any resigned or terminated members. Members shall serve for a period of three years and are eligible for reappointment for one additional three year term. Members must step down for a period of one year after serving two consecutive three year terms. If a committee chair’s term exceeds the term limit they will be exempted through the remainder of their term as chair. Upon the expiration of their term as chair, the new chair will appoint a replacement to serve the remainder of the outgoing chair’s three year term. In the event the new chair was not already a standing committee member, the new chair will automatically fill the remainder of the former chair’s three year term with eligibility for reappointment to a second three year term. Standing committee member terms shall be staggered with four new appointments made each year at the NAB Annual Meeting. Service on the committee is a privilege and may be terminated by the committee chair and executive committee liaison at any time. Committee members will participate in one or more activities including but not limited to item writing and item writing workshops, exam construction and review, item bank maintenance activities and other committee business as necessary to maintain the validity of exams and the exam item bank.

Nominees will be provided with the Examinations Committee Nomination Form (Document VI.D.2.vi) by NAB staff with a request to complete the form and return it to NAB staff. NAB staff will forward the completed form to the NAB Examinations Committee Chair with copy to the appropriate Line of Service Committee Chair (NHA, RCAL, HCBS) for review. Upon notification from the Examinations Committee Chair NAB Staff will submit the nominee for approval to the NAB Chairman, Immediate Past Chairman and President and CEO for approval. Upon approval NAB staff will notify the candidate of their approval with copy to the Examinations Committee Chair, Subcommittee Chair and PSI staff.
ii. Only states that are current members of NAB may have representation on the examination committees. At least 70% of members shall be licensed administrators.

iii. Only officially appointed committee members or alternates are permitted to attend any committee meeting or review, or have access to any examination material or data. The examinations committee conducts open meetings to discuss administrative matters, and closed meetings to consider examination questions. Members designated to participate in these sessions must have attended an orientation session and sign a security and conflict of interest agreement. A member developing materials on an examination for publication and a member conducting refresher courses to prepare for an examination may not serve on the committee. This does not preclude the committee’s utilizing any member’s expertise on a consultant basis.

iv. The examination contract agency may send representatives to each meeting of the examinations committee to serve as consultants.

v. The chairman appoints the committee chair and vice-chairs.

vi. Members to serve as NAB examination item writers and/or examinations committee members who have not already done so will be offered and strongly encouraged to take and pass applicable NAB examinations at no cost prior to becoming an item writer or joining the examinations committee. Those who have not taken applicable NAB examinations will be ineligible to take a NAB examination for a minimum of two years from the time of their last date of participation. Violation of this policy will result in an invalidation of the exam score, reporting of same to appropriate licensure or credentialing bodies and termination from item writer or committee participation.

3. **Examination and Item Development**

i. The NAB board of governors shall approve a contract with a professional exam development agency for item bank development.

4. **Examination Production**

i. All examinations and answers remain the sole property of NAB and cannot be copied or retained under any circumstance by any group, agency, or individual.

ii. The final composition of each examination is the sole responsibility of the NAB examinations committee. The
examination contract agency makes only spelling and grammatical corrections after the committee has approved the examination.

iii. NAB is not responsible for any expenses incurred by the examination contract agency, other than those stipulated by contract, unless prior approval is granted by the board of governors.

iv. All examinations shall be kept on file, under security, in the examination contract agency’s office only.

5. Scoring

i. The modified Angoff passing score procedure shall be used to establish a recommended criterion-referenced score for all NAB examinations. Each state sets its own passing score.

ii. The contract agency grades the examinations and sends the Angoff scaled score and the raw score on each individual examination to the jurisdiction.

iii. NAB officers, staff and the contract agency protect confidentiality of test scores and data. Scores and data are released directly to the designated official state agency only, except a duly licensed administrator may authorize the contract agency or NAB staff to certify his test score to a state to which he has applied for reciprocity or endorsement.

6. Bibliography

i. A bibliography for each examination should be easily accessible to all candidates eligible for the NHA Examination.

ii. All examination questions must come from the applicable bibliography.

iii. Each bibliography must be kept current and reviewed on an annual basis by the Examinations Committee and/or appropriate subcommittee to ensure accuracy and relevancy of the reference materials.

iv. All approved texts on the bibliographies must be approved by the Examinations Committee and the NAB Executive Committee and shall be assigned a three digit reference number by the contract testing agency that uniquely identifies that text and publication date of the material.

v. If a previously approved text is removed from a bibliography, then any questions written from that text must not be used until the questions have been re-referenced to an approved bibliography.
vi. Texts should remain on the bibliography for no more than 5 years, unless an updated edition is released.

vii. Texts that contain more than 30% of the item banks’ questions should remain on the bibliography regardless of time, until the questions can be re-referenced with an updated reference.

viii. The Examinations committee should conduct a thorough review of each bibliography every odd numbered year to ensure that only current and updated texts are included on the bibliographies.

ix. Texts on a bibliography should contain at least 5% of the questions in the respective item bank.

x. Approval must be received by the Examinations Committee and the NAB Executive Committee prior to removal of a text from a bibliography.

xi. Once items have been removed from a bibliography, the assigned reference number will not be used again.

xii. Proposed changes to the Bibliography will be presented by the Examinations Committee Chair to the NAB staff. Proposed changes will include a start date for use by the exam committee(s) and a publication date for use by exam candidates in the Candidate Handbook. NAB staff will present proposed changes to the NAB Executive Committee for approval either by email or at the next scheduled meeting of the Executive Committee. Upon approval by the NAB Executive Committee NAB staff will inform the PSI Account Executive and assure that the Candidate Handbook is updated at the appropriate time for candidates to begin use of the updated bibliography.

7. Practice Examination: The Examinations committee selects “core” items, and each subcommittee selects “module” items for the NAB practice examinations and reviews practice examination questions for accuracy and validity. The practice examinations should be updated at least every three years.

E. Education Committee

1. All recommendations for academic accreditation programs shall be made in accordance with the NAB Academic Accreditation Program Handbook.

2. Academic Accreditation site visits shall be conducted in accordance with the following:
i. All site visitors will be appropriately qualified for the work to be performed.

ii. Prior to site visit, the site visitors will sign a current conflict of interest statement, which attests that there is no conflict of interest in their work as site visitors.

iii. The education committee chairperson, in consultation with the NAB chairman and the president and chief executive officer, will select site visitors.

iv. Site visitors will have no connection or relationship of any kind with the program to be reviewed.

v. Whenever possible, site visitors will not be residents of the state where the program under review is located.

vi. Site visitors will abstain when the Education Committee and Board of Governors vote on accreditation of the program.

vii. Site visitors will recommend to the education committee one of the following:
    a. Accreditation
    b. Accreditation with conditions
    c. Accreditation with recommendations
    d. Non-accreditation

viii. Committee members from the accreditation candidate’s home state will not be allowed to vote.

ix. Since accreditation recommendations require a significant investment of academic program and NAB education committee effort over an extended period of time, first time NAB education committee attendees will not be allowed to vote on accreditation of academic programs since they would not have sufficient exposure to the process to be qualified to render an informed decision on the matter.

x. Representatives of colleges and universities will abstain from voting if their institution’s program will be reviewed within six (6) months of the meeting where a vote for approval will occur; or abstain if the program will seek accreditation within six (6) months of the vote.

xi. The recommendation for accreditation will be reported to the NAB Board of Governors for action.
3. The committee periodically reviews trends and developments in the industry and makes recommendations to the Board concerning the minimum curriculum of study required for adequately preparing those entering the profession.

4. The committee, with the examination committee, periodically reviews education materials, including study materials, used by candidates to prepare for the national examination.

5. Only members of NAB will be allowed to participate in the committee's affairs and accreditation and academic programs.

6. Withdrawal of NAB Accreditation
   
   A. NAB retains the right to withdraw the accreditation of any academic institution that fails to maintain the standards of accreditation, either as reflected in the annual report or based on other substantiated feedback on its program based upon just cause listed herein.

   B. Just Cause is defined as failure to maintain the quality of its educational program to include, but not limited to:
      
      i. Failure to pay fees for renewal of accreditation.
      
      ii. Failure to maintain required program director and faculty positions.
      
      iii. Failure to correct any deficiencies within the required time period.
      
      iv. Failure to file the annual report in a timely manner.

      v. Change in program delivery from an onsite program to a distance learning program, or vice versa.

      vi. Change in regional accreditation status of the college or university.

      vii. Behavior which is deemed unethical.

   C. NAB has established a process for dealing with just cause withdrawal of accreditation. The allegations of non-compliance will be referred to the chair and vice chair of the Education Committee. The allegations will be investigated by the Education Committee's standing members. All investigations and potential disciplinary actions will be conducted in a confidential manner and the information will not be shared with the Education Committee members other than those directly involved in the investigation. The Education Committee's standing members will reach a formal conclusion to "dismiss" or to "proceed." A vote to "proceed" will trigger the following process:

      i. First Notice of Non-Compliance. A letter from the President of NAB will be issued to the academic institution. The letter will cite the specific breach from the list under "just cause" along with the evidence considered by the Education Committee in arriving at the vote to "proceed." The academic institution will have 30 calendar days to respond to NAB with a written plan of correction. The plan of correction must
identity the “date certain” by which compliance has been achieved or will be achieved. The Education Committee’s standing members will monitor the plan of correction. The length of the monitoring will be determined by majority vote of the Education Committee and will be communicated to the academic institution.

ii. Second Notice of Non-Compliance. A second notice of non-compliance will be issued if any of the following occur:
   a. The academic institution fails to respond to the First Notice of Non-Compliance within the allotted timeframe.
   b. The Education Committee’s standing members determine that the plan of correction submitted by the academic institution is insufficient to assure compliance.
   c. While monitoring the plan of correction, they determine that the academic institution failed to achieve compliance by the “date certain” or failed to maintain compliance in accordance with the plan of correction.

A second notice of non-compliance will be sent by the President of NAB and the academic institution will be placed on probation for six months. The second notice of non-compliance will offer technical assistance from NAB in achieving and maintaining compliance.

iii. Note of Withdrawal of NAB Accreditation. Failure to achieve compliance before the end of probation will result in a recommendation to the NAB Board of Governors to withdraw accreditation. If the NAB Board of Governors votes to withdraw accreditation, the President will send a Notice of Withdrawal to the academic institution, along with an order to cease and desist any claims of NAB accreditation.

iv. Appeal Process. The academic institution will have the opportunity for a written appeal. The appeal process will be outlined in the Notice of Withdrawal. The decision following any appeal will be final. If the withdrawal of accreditation is upheld following the appeal, and the academic institution wishes to regain NAB accreditation, it will have to submit an application and fees and submit to an onsite evaluation as would any institution seeking initial NAB accreditation.

F. Budget and Finance Committee

1. The committee confers with the executive committee and the NAB staff to determine anticipated income and expenditures for the following year.

2. It prepares a budget and submits it to the president and chief executive officer for inclusion with the announcement 30 days prior to the mid-year meeting.
3. Each year, at the Budget preparation meeting, the committee will recommend that a pro-rated sum of money be allocated to budget for the cost of the five-year Administrator job analysis’ update. This money will be allocated from the income from examination sales.

4. The committee reviews policies and procedures governing income and expenditures. It makes recommendations to the bylaws, policies and procedures committee for its review and inclusion in proposals submitted to any board of governors meeting. These recommendations should reach the bylaws committee at least sixty (60) days prior to the annual meeting.

G. Continuing Education Committee

1. Operates the Continuing Education Review Service according to Chapter VIII standards.

2. Studies the need for Continuing Education and makes recommendations for action to the board of governors.

3. Clock hours of continuing education will be granted for successful completion of regular NAB participation by attendees at the NAB Annual and Mid-Year Board of Governors meetings general session if the content meets NCERS criteria. Additional continuing education may be granted for other NAB activities as submitted by committee chairs and approved by the Executive Committee if the activity meets NCERS criteria. Attendees will verify in writing that the continuing education was earned as presented.

H. State Governance and Regulatory Issues Committee

1. Identify and disseminate information regarding national and state regulatory issues.

2. Develop and maintain relationships with providers, trade and professional organizations, and government/regulatory agencies.

3. Collaborate with jurisdictions to share ideas and concerns relevant to new and existing national and state regulatory requirements.

4. The committee convenes a minimum of two times each year and additionally as may be appropriate to carry out its duties.

5. The committee addresses such disciplinary activities, as the chairman and executive committee deem necessary and appropriate.

6. The chair reports on committee activities and seeks confirmation of its recommendations from the general membership at each national meeting of NAB.
I. **Nominating Committee**

1. The immediate past chairman serves as chair.

2. Meetings may be held as necessary or the slate of officers may be developed by mail or telephone conference.

3. A single or double slate of nominees may be presented for one or all elective offices.

4. The committee looks at each nominee’s leadership experience in NAB, and each nominee’s vision for the organization in determining the slate of officers.

5. The committee presents a slate of officers to the president and chief executive officer in time for it to be mailed to the membership sixty (60) days prior to the association’s annual meeting in even-numbered years. In the event a nominee(s) withdraws, the chairman directs the committee to submit other nominees whose names are revealed.

J. **Member Relations and Outreach Committee**

1. The committee convenes as needed to carry out its duties.

2. The committee addresses such issues as marketing, membership recruitment and retention, development of a communications plan, identifying internal and external resource needs, and promotion of NAB’s computer-based exam programs and other products and services.

3. The Member Relations and Outreach Committee will review all requests to publish material on behalf of NAB or referencing an affiliation to NAB to ensure that NAB’s message is consistent and accurate. The Committee will review a draft of the material from the author(s) prior to submission to any publisher or printer. The Committee will forward their recommendations and edits to the author. A final draft will be reviewed by the Committee prior to the Executive Committee’s final approval.

4. The chair reports on committee activities at each Board of Governors meeting.

K. **The Credentialing Commission**

1. The Commission’s membership shall be comprised of a minimum of five (5) members, providing geographic diversity. The members and officers are appointed by the Chairman of the NAB by July 1 of each even year, after the election of NAB officers, for a two year period of service. The participating States/jurisdictions that have adopted the HSE Standard may forward individuals to serve on the Commission, with all names forwarded to the Chairman, who makes the final appointment. Members
may serve no more than three 2-year consecutive terms on the Commission. The Commission may, in the course of their work, request additional credential reviewers as applicant volumes indicate. These Commission requests are forwarded to the NAB Chairman.

2. Credentials standards may be adopted, amended or repealed by a majority vote of the Commissioners, with recommendation to the NAB Board of Governors for final action. The Commission has final authority on Credentials qualification decisions. NAB Policy recommendations for the Credentialing Commission may be adopted, amended or repealed by a majority vote of the 162 NAB Procedures (Amended 6-5-16) 5 Commissioners, with recommended actions delivered to the Bylaws Committee of the National Association of Long Term Care Administrator Boards at sixty (60) days prior to the Annual or Special meetings. The Bylaws Committee will present policy recommendations to the NAB Board of Governors for final action. Any procedure may be adopted, amended or repealed by a majority vote of Commissioners, with the proposed actions delivered to the Executive Committee of the National Association of Long-Term Care Administrator Boards for final action. An annual meeting written report and regular reports to the Board of Governors shall be considered as a minimum reporting requirement.

3. The commission ensures that HSE applicants meet the minimum standards and qualifications necessary to be designated an HSE (refer to Procedures Document PO-IX.6 for the pathways to HSE qualification).

4. The commission approves third party certification programs for Residential Care/Assisted Living Administrators and/or Certified Home and Community Based Services Administrators as a qualification to use NAB’s RC/AL and/or HCBS examinations as a certification program requirement.

5. The Commission shall meet at least once each calendar year at a time and place to be determined (refer to Procedure Document PO-IX.6 for detailed meeting procedures).

L. **Ad Hoc Committees**

1. *Ad hoc* committees shall convene as required to carry out their duties as assigned by NAB’s chairman or board of directors.

2. The *ad hoc* committee shall address such issues as ethical violations and conflict of interest allegations, and strategic planning.

3. The chairman determines the number of members to serve on each *ad hoc* committee and appoints all members, except as designated in the bylaws and the policies and procedures.

4. The chairman may add additional members as s/he deems advisable except as otherwise provided herein. The chairman also appoints a
committee chair and a committee vice-chair for each committee. The committee chair’s duties are listed under job descriptions. The committee vice-chairman presides over committee meetings when the chairman is not present and performs such other duties as may be assigned by the chairman. Each committee meets at the annual meeting, at the November committee meetings, and at such other times, as the committee chair and the chairman deem advisable.

M. Task Forces

1. Task Forces are appointed by the Board of governors or appointed by and responsible to the chairman.

2. The task force utilizes authority as delegated by the chairman and the board of governors to address specific problems.

3. Their report is made directly to the board of governors or to the chairman as appropriate.

N. Committee Minutes, Reports and Recommendations

1. Committee chair provides for recording the minutes.

2. A draft of committee minutes is submitted to the board of governor’s secretary before each meeting of the board of governors.

VII. GENERAL MANAGEMENT

A. The president and chief executive officer establishes office procedures that insure all association work is carried out promptly and economically.

B. When questions of general management arise the president and chief executive officer contacts the chairman.

C. The chairman authorizes the president and chief executive officer to deal directly with other officers, committee chairs, and other appropriate people on specific problems of administration and or information needed to carry out his duties.

VIII. NATIONAL CONTINUING EDUCATION REVIEW SERVICE (NCERS)

A. Procedures

1. Reviewers are oriented to the review process, methods, deadlines, and other pertinent matters by the continuing education committee before they review any application.
2. New certified sponsor applications will be reviewed initially and annually by the continuing education committee. During initial and annual review, sponsors in attendance at the committee meeting will be asked to leave the room. This is done to prevent any conflict of interest from influencing the review process.

   i. Once approved, the sponsor must sign the Sponsor Agreement ([https://ncers.nabweb.org/Views/RegisterSponsor.aspx](https://ncers.nabweb.org/Views/RegisterSponsor.aspx) and agree to comply with NAB Procedure Section VIII) and enter each continuing education program it wishes to offer as a certified sponsor directly into the NCERS online application. This information must be entered 15 days prior to the first date of each program or a late fee will be assessed.

   ii. Approval of continuing education programs, both In Person and Distance Learning, which they sponsor for long term care administrators must comply with the criteria for program approval.

   iii. Must publicize the NAB email address cecomments@nabweb.org to attendees for purpose of feedback to NAB regarding all programs that are held.

   iv. If the sponsor violates the agreement, certified sponsor status may be subject to cancellation upon 30 days notice.

3. Upon request the NCERS Coordinator sends criteria for review of CE programs to organizations that offer CE programs. Instructions on submitting the program are included (and are accessible on the NAB website on the Continuing Education/NCERS/NCERS link: [https://www.nabweb.org/NABWEB/uploadedFiles/Continuing_Education/SPONSOR%20User%20Guide(1).pdf](https://www.nabweb.org/NABWEB/uploadedFiles/Continuing_Education/SPONSOR%20User%20Guide(1).pdf))

4. Applications must be submitted 45 days prior to the date of the first program presentation.

   i. **Late Fees**: If an application is submitted after the 45 day mark, a late fee will be added to the sponsor’s program total. The late fee does not allow for a quicker review of a pending program. The review fees must be paid prior to the sponsor receiving approval. (See Schedule of Dues, Rates and Fees)

   ii. **Exceptions**: The 45 days late fee may be waived by the President & CEO of NAB, who will notify the chair of the continuing education committee if there is

       a. sudden change in federal and/or state regulations or

       b. major disruption in business operations due to a natural disaster.
5. Review of the program is done by three (3) independent reviewers. The application is reviewed and the reviewer’s decision submitted to the NAB office as soon as possible. If NAB approval is not obtained prior to program advertising and/or the program offering date, the provider must inform the participants that “NAB approval is pending and is not assured”.

i. **Program Approval**: In order for a program to be approved, a program needs to have three (3) reviewers state the program is approved. If there is not a complete consensus of approval from the three original reviewers up to two (2) additional reviewers may be sent the program for their review. If the program does not receive the necessary three approvals, a program is denied.

ii. **Partial Program Approval**: When a reviewer feels that a program should only be granted partial approval, it is the responsibility of the reviewer who wants to deny a part of the program to notify the other two original reviewers and discuss the partial approval. If all three reviewers agree to partial approval, they will indicate the program is “partial approved” and state the reasons for their decision. Once the three original reviewers have submitted their comments on the program, the NCERS Coordinator will contact the sponsor stating the decision of the reviewers and the current program approval status. The sponsor will have five business days to submit additional information to NAB regarding why the program should be approved in its entirety. Once the sponsor has submitted the additional information, the NCERS Coordinator will contact the original reviewers to see if they feel sufficient information has now been provided to grant full approval of the total requested hours. If the original reviewers feel that the additional information is sufficient, then, the program will be granted the approval for the full credit. If not, the program will be granted Partial Approval as long as three (3) reviews are received with the same number of approved hours.

iii. **Program Denial**: When a reviewer feels that a program should be denied, it is the responsibility of the reviewer who wants to deny the program to notify the other two original reviewers and discuss the denial. After the reviewer has discussed the denial with the other reviewers and still feels the program should be denied, the reviewer will submit their review as “denied” and state the reasons for their decision.

6. Notification of program approval is sent to the sponsor via e-mail by the NAB office immediately after review is complete. All in person program site locations must be entered into the NCERS System prior to the program site start date. Each program site will be issued a unique approval number. If your site is not in the NCERS System prior to the scheduled start date, you will not be authorized to give approval for a particular site. Post site approvals are not allowed. A list, which includes name of the programs, CE hours, presentation dates and locations, the
NAB approval number and the name and telephone number of the sponsor, appears on the NAB web site in the database of approved programs.

7. **Program Denial.** Written statement of denial is immediately sent to the sponsor stating the reasons for rejection.

   i. Appeal may be made by the sponsor within 30 days of the notification date. Appeals must be in writing and include additional information which the sponsor feels is needed for clarification and justifies further review.

   ii. The Appeals Panel consists of three current NCERS Reviewers from a selected pool, who were not among the original reviewers of the denied program. The Panel will be approved by the Continuing Education chair and vice chair.

   iii. The appeal will be limited to a review of the original review process to make sure the final decision was completed, based on meeting approval criteria, and in a fair and unbiased manor. Legal counsel for sponsors are not generally permitted. The Appeals Panel may consult NAB counsel, as needed. The Appeals Panel will consider only facts and conditions existing up to and including the time the denial was made. The Appeals Panel may request additional information from any person or organization. Representatives of an appealing sponsor may request to appear in person before the Appeals Panel. Permission to appear in person is at the sole discretion of the Appeals Panel, by a majority vote of the members. The decision of the Panel on this matter is final.

   iv. The Appeals Panel may affirm, modify, or reverse the underlying original reviewers recommendation. The Appeals Panel will make decisions by majority vote of its members and will issue its decision in writing within sixty (60) days of the receipt of notice of the appeal from the sponsor. The written decision will include the Appeal Panel’s determination, any recommendations, and its rationale for both. All Appeals Panel decisions are final.

   v. There is no charge for an appeal review unless the sponsor requests an in-person review panel in which case, the sponsor will bear the cost of travel and any expenses of Appeals Panel members participating in the appeal and the cost of all appeal-related expenses.

8. **Program Renewal** – A sponsor has the option to renew a program that has been previously approved.

   i. Only the criteria listed below will be allowed to be altered
a. Program Name

b. Additional Sites may be added if applicable

c. Speakers can be changed however, the sponsor must enter reputable speakers with the required speaker information

ii. No agenda information will be allowed to be altered.

iii. Sponsor agrees to pay the necessary fees associated with a program renewal

iv. Program will not be sent out to reviewers as it was previously approved. NAB staff will automatically approve program and issue a new approval number.

9. **Cost of Review.** Continuing education applicants pay a fee for all reviews as set by the board of governors.

   i. Billing procedures are outlined under Chapter IX, Financial Management.

10. **Effective Dates.** Programs are approved for a one-year period based on the offering of the program start date.

11. **Sponsor Compliance Complaints** – If NAB receives feedback from an attendee regarding a course not following NAB Procedures, the following will occur:

   i. NAB will assign a reviewer to monitor the program. If the reviewer finds the concern(s) is valid, then the sponsor will receive:

      a. **First Notice** – A letter from the President & CEO of NAB stating the attendee’s concern(s) and the monitor’s review of the program. The sponsor will have 30 days to correct the issue and must contact NAB and indicate what they have done to remediate the concern(s).

      b. **Second Notice** – If after 30 days, the sponsor has not corrected the concern(s), the program status will be suspended for 30 days. The sponsor will be sent a second letter from the President & CEO of NAB stating that the concern(s) have not been remediated and that the program approval been suspended for 30 days. During this time, the sponsor will be unable to grant CE credit for the program. The sponsor has 30 days to remediate the concern(s). If, at anytime during this 30 day period, the sponsor has remediated the concern(s), the suspension will be lifted.
c. Final Notice – If after the additional 30 day period the program has not been remediated, the program approval will be revoked permanently. If the sponsor wants to have the program reinstated, they will need to submit the program as a new program and must go through the entire review process again.

ii. Once the correction(s) has been made, the monitor will review the program to make sure the program is in compliance. Notification will be sent to the sponsor letting them know the program is now in compliance.

iii. If a pattern of non-compliance is established with a sponsor’s programs, sponsor’s status may be subject to same process as described above.

12. The NCERS User Guide. The NCERS Sponsor User Guide and the NAB Certified Sponsor Information that are accessible through the NCERS link on the NAB website are incorporated herein.

B. Criteria for Reviewers - Any member of the continuing education committee may serve as a reviewer provided s/he agrees to the terms of the NCERS Reviewer Job Description (refer to Procedure Document PO-VIII.1).

C. Criteria for Certified Sponsors

1. Sponsor must be reputable in the field of expertise related to the subject presented and associated with any of the following: a accredited educational institution, a recognized professional or trade association, or other legitimate entities capable of conducting adult continuing education.

2. Sponsor must have been a proven sponsor of continuing education under the NCERS program for at least 2 years and have submitted a minimum of ten programs for review.

3. Sponsor must have complied fully with the NAB’s NCERS criteria for continuing education.

4. The sponsor must complete and sign the Certified Sponsor Agreement (refer to the Continuing Education/NCERS link on the NAB website: https://www.nab.org/Views/RegisterSponsor.aspx) which sets forth the stipulations for continued approval.

5. Certified Sponsors are required to pay the fees required for a program to be submitted.

6. Certified Sponsors are required to enter all the necessary information with the exception of:
i. Speaker Information: Only required to enter speaker’s first and last name.

ii. Program Detail: Only required to enter data in fields that are indicated as required.

iii. Distance Learning: Pre and Post Test Questions and the PDF or Word Document for Web-based programs are not required to be submitted.

7. Certified sponsor’s programs are not required to be reviewed by any NCERS Reviewers and will automatically be approved and sent a program approval number from NAB Staff.

D. Corporate Sponsors - This category is for sponsors that would like to submit program application(s) for review and approval that are not open for public registration. Corporate Sponsor may also submit program applications that are open to the public. Corporate Sponsors will have the ability to have both public and private sites listed under a program that was originally submitted as private. Sponsors wishing to become corporate sponsors must pay the corporate sponsor fee.

E. Academic Sponsors – This category is to be used by NAB Accredited Colleges and Universities.

i. The annual sponsor fee for Accredited Colleges and Universities will be waived.

ii. Academic Sponsors must comply fully with the NAB’s NCERS criteria for continuing education.

iii. Current academic programs accredited by NAB can apply for certified sponsor status if they have been a proven sponsor of continuing education under the NCERS program for at least one year and have submitted a minimum of five programs for review.

F. Criteria for Review of Continuing Education Programs

1. Relevance of subject matter

   i. Must relate to long term care administration.

   ii. Must be designed to promote continued knowledge, skills and attitudes consistent with current standards in long term care administration.

   iii. Assist administrators in the improvement of their professional competencies.

   iv. Programs which deal with internal affairs of an organization do not
qualify for credit.

2. Faculty qualifications
   
i. Must have experience in long term care, if appropriate, in content and subject matter.
   
ii. Must have expertise in teaching and in instructional methods suitable to the subject presented.
   
iii. Must have suitable academic qualifications and experience for subject presented.

3. Learning objectives/Competencies
   
i. Must be reasonable and clearly stated.
   
ii. Must be stated in behavioral terms, defining the expected outcomes for participants.
   
iii. Must demonstrate the consistency of content (objectives).
   
iv. Must identify mechanism by which learning objectives/competencies are shared with participants.

4. Teaching methods
   
i. Must be clearly stated.
   
ii. Must be appropriate to subject matter and allow suitable time.
   
iii. Must describe instructional aids and resource materials utilized.

5. Sponsors must be reputable in the field of expertise related to the subject presented and associated with any of the following:
   
i. Accredited educational institutions;
   
ii. Recognized professional or trade associations;
   
iii. Other legitimate organizational entities capable of conducting adult continuing education.

6. Registration fee for programs
   
i. Must be published clearly on promotional material.
   
ii. Must recognize reasonable differences between member and non-member fees, if applicable.
7. **Evaluation of program**
   
i. Must use an evaluation tool.
   
ii. Must be provided to each program participant.
   
iii. Data from evaluation should be kept one year.
   
iv. Must publicize the NAB email address cecomments@nabweb.org to attendees for purpose of feedback to NAB regarding all programs that are held.
   
8. **Certification of attendance**
   
i. Must state method of validating attendance and must accurately record attendance reflecting the number of clock hours of actual attendance and that the learning objectives were met for each long-term care administrator. NAB, as part of the application process, must approve the procedure.
   
ii. Sponsor ensures validation of attendance
   
iii. Must provide "Certificates" to each participant, listing number of clock hours actually attended, the NAB approval number and if it was approved for Nursing Home Administrators, Assisted Living Administrators or both Nursing Home Administrators and Assisted Living Administrators.
   
iv. Must provide certified list of participants to respective boards and/or examiners/licensing authority where required.
   
  v. Attendee List must be kept for a period of two years.
   
9. **Instructional hours**
   
i. Must be based upon clock hours (60 minutes = 1 clock hour).
   
ii. Must omit break (minimum of 15 minutes) and meal times (minimum of 30 minutes), and time schedule needs to be identified on program materials and NAB application.
   
iii. Are suggested to be a minimum of three hours in length, eight hour maximum per day.
   
iv. Each session can not be longer than two hours without a break.
   
  v. No credit will be issued for attendees attending a Tradeshow.
   
10. **Target group for program**
i. Should be open to all long term care administrators.

ii. May be open to other disciplines.

11. **NAB reserves the right to monitor any or all approved programs.**

i. Approximately one-percent of the continuing education offerings will be monitored annually.

ii. Communication related to consumer satisfaction that is received by NAB will be forwarded to the chair of the continuing education committee.

G. **Additional Criteria for Distance Learning Programs**

1. **Distance Learning Programs Defined**

   i. May be any combination of or just one of the following:

      a. Printed Material
      b. Web-based
      c. CD/DVD/Videotape
      d. Teleconference
      e. Video and Audio Conference (Webinar)

2. **Distance Learning Product Description**

   i. Must describe total learning package.

   ii. Must include outline of course content.

   iii. Must include instructions for program completion.

   iv. Must submit a minimum of 200 words-per-minute with a minimum of 3,000 words total (PDF or Word Format Required) per CE credit if printed or web-based.

   v. Must include pre-and post-test as part of total learning package (except for video and audio conference (webinar) or teleconference, with attendance verification approved by NAB).

3. **Testing Design Procedures**

   i. Must have test writer’s qualifications and must be made available to NAB upon request.
ii. Sponsor must have a test security method in place and available to NAB upon request.

iii. Must submit a minimum of 5 multiple choice or true/false questions per CE credit for both pre- and post-tests.

iv. Participant must receive a grade of 70% or higher in order to pass test.

v. Must have follow-up procedure for participants scoring less than 70% and available to NAB upon request.

vi. Post-Test are not to be self-graded.

4. Certificate of Completion

i. Must provide “Certificate” to each participant who scores 70% or better on post-test, listing number of NAB-approved clock hours, NAB approval number, date of completion and if it was approved for Nursing Home Administrators, Assisted Living Administrators or both Nursing Home Administrators and Assisted Living Administrators.

ii. Must notify all respective board of examiners and/or licensing authority of participant’s successful completion (score of at least 70%) of distance learning program where required.

5. Instructional Hours

i. Must describe the method/rational used for determining the number of study hours required to complete the program of study.

ii. Clock hours will be approved by NCERS based upon the ratio of one (1) clock hour for each hour needed to complete the learning activity.

iii. The number of distance learning program hours eligible for relicensure shall be determined by the individual state.

IX. FINANCIAL MANAGEMENT

A. Budgeting

1. Budget process

i. Prior to the mid-year meeting, staff prepares and submits first draft of the budget to the budget and finance committee and the executive committee for review and comment.
ii. Prior to the mid-year meeting, a proposed budget (which incorporates budget and finance committee and executive committee suggestions) is submitted to the budget and finance committee and executive committee for final review.

iii. 30 days prior to the mid-year meeting, the final budget is mailed to each NAB active member.

iv. Committee budgets (including the executive committee) will include all travel expenses. The funds will not be budgeted as a board of governors meeting expense.

v. The budget is submitted to the board of governors at its mid-year meeting for approval.

2. Line item transfers

i. Upon consensus of the chairman, treasurer and finance and budget committee chair, budgeted funds may be transferred from one activity to another activity within a major functional area.

ii. Executive committee action is required to authorize a transfer of budgeted funds from one major functional area to another major functional area. This authority does not apply to funds budgeted as a reserve for contingencies. Only the board of governors can authorize utilization of such contingency funds.

3. Chairman’s Contingency

i. A line item “Contingency” is included in the budget. These funds may be used at the chairman’s discretion for the benefit of the association.

B. Banking

1. Investment Accounts – Excess fund from operations and reserve funds are deposited in a federally insured interest bearing account (e.g. treasury bills, certificates of deposit). The type of account may be changed as appropriate to maximize interest income. The President and CEO may transfer excess operating funds to and from the investment accounts to the checking account as necessary to meet operational disbursements and maximize interest income. Transfer or use of reserve funds requires the approval of the NAB Board of Governors.

2. Deposits - NAB income is deposited in a federally insured interest bearing account.
3. **Checking Account** - A checking account is maintained for deposits and disbursements. In order to earn maximum interest income, funds are transferred from the investment accounts to the checking account only when needed for disbursements; a reasonable working balance is otherwise maintained in the checking account. The type of account may be changed as appropriate to maximize interest income. Deposits are made at least twice weekly except that if daily income exceeds $5000.00 a deposit is made that day. Signatories on the checking account shall be the NAB president, NAB treasurer, NAB CEO and two members of the association management company senior management team. Two signatures are required on checks.

   i. Four-part checks are used for the checking account, distributed as follows. Original to payee; copy 1 for numeric file; copy 2 stored with attachments in alphabetical sequence by payee; copy 3 to accompany funds transfer request. Voided checks are retained in the numeric file.

4. **Disbursement of Funds** - In order to disburse funds from the checking account, staff prepares a Funds Disbursement Request form. This form consists of a listing of entities to be paid, the corresponding amount due, current checking and deposit or account balances, and amount to be transferred. Invoices for each entity to be paid and a copy of the check voucher accompany the funds disbursement request. The president and chief executive officer will sign each invoice indicating his/her review and approval. Check vouchers may be signed by the president and chief executive officer, chairman, chairman-elect or treasurer. Upon receipt and review of the funds disbursement request and the accompanying documents, the treasurer will sign, date and return the Funds Disbursement Form to the NAB headquarters office. The president and chief executive officer will also sign and date the Funds Disbursement Form. If the treasurer has any questions or notes any discrepancies in the funds disbursement and accompanying documents, he/she will notify the president and chief executive officer immediately for appropriate action.

5. **Fund Account Statements** - for all investment and checking accounts are reconciled monthly. No checks from either accounts are made payable to “Cash” or “Bearer.” Signature cards are updated upon any change in any signatory.

6. **Reserve Funds**

   i. **Unrestricted General Reserve Fund**

      a. Minimally equal to six month expense operating budget

      b. Ideally equal to annual operating budget

      c. Reserve required to develop and/or maintain specific projects or programs
d. Restricted Reserve Funds. Funds required to develop and/or maintain specific projects or programs.

e. It is recommended that a minimum amount equal to 6% of the annual operating budget be allocated to the General Reserve Fund.

C. Dues, Rates, Fees, Rights and Privileges

1. Schedule - The budget and finance committee prepares each year a schedule of dues, rates and fees recommended for the upcoming fiscal year. The schedule includes amounts charged for service, for examinations and for all other items for sale. The schedule is presented for board of governor’s approval.

   i. The following factors should be determined when setting the market price (rate) of NAB products and programs.

      a. Direct costs (i.e., staffing, travel, printing, telephone, photocopies, fees, supplies, etc.); plus

      b. Pro-rata share of Management and Administrative overhead (based on Management and Administration costs as a percent of total annual budget); plus

   ii. A profit margin to be determined based on the following considerations;

      a. cost to maintain the program

      b. consistent with current association income needs and goals

      c. perceived value

      d. market demand

2. Dues - As provided in the bylaws, NAB dues are paid on a calendar year basis, becoming due January 1st each year.

   i. The NAB office mails the first dues notice ninety (90) days before the due date.

   ii. When dues are not paid by March 1st, the delinquent member is advised that unless dues are paid by April 1st, all rights and privileges of membership are forfeited, unless the board of governors rules otherwise.

   iii. The president and chief executive officer shall also make more
frequent contacts with delinquent members encouraging them to continue their membership.

3. Fees
   i. All members of the NAB executive committee (except the chairman) and all committee chairpersons are required to pay the registration fee at the Annual and Mid-year meetings unless a waiver is requested.

   ii. Hardship cases can be presented to the chairman for consideration of funding from the chairman's Contingency Budget.

4. Rights and privileges (members and board members of any paid governing member)
   i. Purchase of examinations at member rate
   ii. Purchase of publications at member rate
   iii. Register for annual and mid-year meetings at member rate
   iv. Serve on committees
   v. Receive NAB communications

D. Sales and Rentals

1. Publications
   i. NAB may enter into agreements with publishers to purchase publications and resell them at a profit. NAB periodically mails to all states and other members a publications list including titles, authors, prices and other pertinent information.

   ii. Shipping - All prepaid publications orders include United Parcel Service ground service shipping. Orders not prepaid have shipping charges added to the invoice.

   iii. Roster - Each active member state receives at no charge one copy of the roster.

   iv. Inventory - Staff inventories all publications at the end of each month.

   v. Returns - A handling fee will be charged on all returned orders.
E. National Continuing Education Review Service

1. Organizations and agencies providing training submit their applications to NCERS along with payment. No provider is billed.

2. Rates are set annually. The continuing education committee submits recommendations to the budget and finance committee for use in compiling the proposed schedule of rates and fees for the upcoming fiscal year.

F. Contracting

1. The chairman and the executive committee initiate and monitor contracts as specified in this part.

2. Major contracts, as those with the president and chief executive officer, the examination service and other outside organizations are approved by the board of governors and signed by the chairman before they become effective. The chairman may authorize the president and chief executive officer to sign routine contracts as those with states purchasing examinations. Non-standard contracts with states are approved by the chairman before the president and chief executive officer signs.

3. Contract dates are set by the board of governors. Continuing contracts are renewed July 1st of any year.

4. All contracts include a cancellation clause agreeable to NAB and the contractor.

G. Purchasing

1. Pricing - When buying items on the open market NAB staff is to negotiate for the best prices for quality desired.

2. Meeting costs - The president and chief executive officer shall negotiate for best prices for rooms and other services needed for all NAB meetings.

3. Payment of invoices - All invoices are approved for payment by the chairman or the treasurer. Invoices are paid only with supporting documentation.

H. Compensation and expenses

1. All compensation and expenses paid to contractors is paid upon submission of invoices as provided in their contracts.

2. Expense claims are submitted on expense voucher forms supplied by NAB. Claims must be submitted according to NAB Travel Regulations as outlined in the next section.
I. Travel Regulations

1. A central travel agency may be utilized to coordinate travel arrangements. NAB staff supplies information to association members and assists with travel plans.

2. **Airfare/personal auto** - Point to point coach airfare or actual mileage at the current IRS rate not to exceed coach fare may be paid.

3. **Ground transfers and parking** - Ground transportation to and from the airport and airport parking are paid. When a private car is used for ground transportation, mileage is reimbursed at the regular rate. Receipts are required when applicable. Car rental will not be reimbursed unless pre-authorized and the cost of the rental car is less than ground transportation.

4. **Lodging** - NAB will pay actual lodging expenses upon presentation of a copy of the paid hotel bill when applicable. When NAB arranges for the room and tax to be billed to NAB’s Master Account, the individual must pay for incidentals upon checkout. The chairman is provided a full suite at association meetings.

5. **Other expenses** - Telephone calls from meetings to a member’s home office are paid only when it concerns NAB business. Claims must be made according to procedure listed under H. 1 and 2 of this part. The chairman may authorize payment of other NAB expenses incurred by a member away on NAB business such as shipping costs of materials, typing, and copying.

6. **Travel vouchers** - NAB provides travel voucher forms to persons authorized to make claims (see following pages). Requests are reimbursed only when received within 30 days of the last travel day or date the reimbursable expense was incurred. Airline ticket stubs, hotel receipts and other receipts as indicated are to be attached to the completed, signed travel voucher. Vouchers and supporting documents are to be mailed to: NAB, 1120 20th Street, NW, Suite 750, Washington, DC 20036.

7. **A word of thanks** - NAB is grateful to those who do not seek reimbursement for expenses incurred on NAB business and to those states and companies who underwrite the expenses of those who participate in NAB affairs.

J. Accounting Reports

1. The president and chief executive officer supervises development of a balance sheet monthly, s/he distributes them as follows:

   i. Monthly balance sheet plus up to level 3 detail of the income and
expense statement to the executive committee and the budget and finance committee.

ii. The balance sheet plus level 1 detail may be included in the newsletter.

iii. Upon request the balance sheet and level 2 details may be sent to any board of governor’s member.

iv. The comparative statement, which accompanies the income and expense statement, must present total annual budget and year-to-date actual figures.

K. Auditing

1. CPA audit - The president and chief executive officer negotiates with a firm experienced in nonprofit organization auditing. S/he submits his selection to the executive committee for approval.

   i. The audit is distributed to all member states.

   ii. The treasurer works with the Executive officer and the auditor to ensure the audit is completed in an acceptable, timely manner.

L. Risk Management Program

1. The Executive Committee will approve a comprehensive risk management review schedule and reporting mechanism that is routinely updated as needed

2. The CEO/President will implement the approved Risk Management Program including the schedule of Risk Management Review activities.

3. The CEO/President will report on the Risk Management Program to the Budget and Finance Committee at each annual meeting, including appropriate and necessary action plans for any areas in need of improvement.

4. The chair of the Budget and Finance Committee will report the status of the Risk Management Program annually to the Board of Governors.

M. Bonding

1. The budget and finance committee evaluates possible need for bond. It makes its recommendations to the board of governors for approval.

N. Indemnification

1. The president and chief executive officer and the executive committee negotiate for professional liability insurance.
2. Their recommendations are submitted to the board of governors for the final approval.

X. RECORDS RETENTION

A. Proper control, safety and retention of all Association records shall be the responsibility of the President and CEO.

B. The President and CEO will identify all records to be maintained in accordance with Association policies and develop a schedule indicating the type of record, length of retention, and the format or medium under which the record will be maintained.

C. The Association will maintain its records retention program in conformance with standards promulgated by the American Society of Association Executives.

XI. ETHICS

A. Conflict of Interest - A conflict of interest exists when a member of the board of governors and/or an officer has personal or family financial interest, either directly or indirectly, in a contract, business transaction, or other matter that is under consideration by the board of governors or the executive committee. Such board of governor’s member and/or officer shall not be entitled to discuss or vote on a matter in which a conflict exists. S/he must excuse himself/herself from the meeting when this matter is under consideration, but his/her presence may be counted to establish a voting quorum.

B. Payments - No association officer, employee, or member of either’s family may receive, directly or indirectly, anything of economic value, other than compensation and benefits from the association to which s/he is duly entitled, for performance of the duties and responsibilities of his/her office or position.

C. Things of Economic Value - No NAB officer, employee, or member of either’s family may solicit or receive anything of economic value, except food and drink which can be consumed at the time of presentation, from any enterprise or its representative with which the association contracts or from which it purchases, or from any enterprise seeking to conduct business with NAB.

   1. Things of economic value shall include, but not be limited to, transportation, lodging, paid entertainment, gifts, and money.

D. Employment and Representation - For a period of two years following completion of the term of office or employment by NAB, no officer, employee, or member of either’s family may participate with NAB in any transaction as an employee or a representative of any contractor or vendor which conducted business with the association during his/her term of office or employment.
E. **Double Billing** - No member may bill NAB for any expense (travel, lodging, meals, telephone, or other) that has been or is to be paid by a state, an organization, or other entity.

F. **Contractors and Vendors** - No contractor or vendor shall offer, directly or indirectly any compensation or benefits as described in this code to any officer, employee, or either’s family member so long as either shall conduct or endeavor to conduct business with NAB.

G. **Association Members** - No member of the association may use his/her affiliation with NAB to promote personal gain. Activities a member cannot be involved in shall include but not be limited to:

1. Claiming or inferring endorsement, sponsorship or approval by NAB of any publication, program or media.

2. Making qualitative or quantitative comparisons between his/her publications and NAB publications.

3. Soliciting from examinees any information regarding content and/or makeup of the NAB examination.

H. **Reporting and Investigating** - Any member of NAB who is aware of a possible violation of this code of ethics is duty bound to report such possible violation to the chairman and/or the executive committee. The chairman and/or the executive committee shall establish and appoint an *ad hoc* ethics committee to direct an immediate investigation.

Our various committees as well as the members of our governing board are comprised of volunteers from across the country and they are subject matter experts for the various tasks each committee or body is charged to execute. As such, each may from time to time be exposed to documentation and information that is not freely available to the public and are expected to treat such information as “Commercial in Confidence.” This committee, when activated by the Chair and composed of a past chairman of NAB or the current Bylaws Committee Chairman as appointed by the current chairman and an even number of past or current committee chairs knowledgeable in the task to be performed, shall review all questions involving a conflict of interest and shall make a recommendation to the Executive Committee, NAB chair, or the Board of Governors, as required. They shall also periodically review the policies and procedures regarding ethics, conflict of interest and the related disclosure statements utilized by NAB to be certain we are covering all of the appropriate areas in those documents and make recommendations for changes to the Executive Committee. The President and CEO of NAB will serve on this committee as an *ex officio* member.

1. The committee shall convene as required to carry out its duties.

2. The committee shall address such issues as ethical violations and conflict of interest allegations.
3. The committee shall periodically review and update the NAB’s conflict of interest disclosure statement. The Executive Committee shall approve any changes made and the statements made on this form, which shall be an attachment in the NAB’s Procedures and part of these procedures, therein delineated.

4. The chair shall report on committee activities at executive committee and/or board of governors meetings, as appropriate for the activities being reported. If there were no activities, or if it is deemed premature to report on those activities, a report is not required at every meeting.

5. For each interest disclosed to the Chairman of the Board of Governors, the Chairman will determine whether to:
   (a) take no action;
   (b) assure full disclosure to the Board of Governors and other individuals covered by this policy;
   (c) ask the person to recuse from participation in related discussions or decisions within the Organization; or
   (d) ask the person to resign from his or her position in the Organization or, if the person refuses to resign, become subject to possible removal in accordance with the Organization’s removal procedures.

6. The Organization’s chief employed/contract executive and chief employed/contract finance executive will monitor proposed or ongoing transactions for conflicts of interest and disclose them to the Chairman of the Board of Governors in order to deal with potential or actual conflicts, whether discovered before or after the transaction has occurred. Subsequent allegations of conflicts that are not disclosed shall be addressed through the Ethics Committee.

I. Penalties - In the event it is established that a member, employee, family member, contractor, or business has violated this Code of Ethics, the following action shall be taken:

1. An officer shall be removed from office and, as with any member violating this Code, be denied all privileges of membership in NAB and shall be forbidden to conduct business with NAB either personally or as a representative of any organization.

2. The employee shall be terminated.

3. The contractor or other business enterprise shall be barred from conducting further business with the association and may be subject to punitive damages.

XII. MAIL VOTE

A. When the executive committee decides an issue is to be submitted for mail ballot, the following procedures are to be executed:
B. The issue is clearly stated in ballot form with spaces for yes and no responses.

C. The ballot is mailed by certified mail by the president and chief executive officer with an explanation signed by the chairman. Ballots are sent to the last known address of each designated delegate for each state.

D. The designated delegate for each state is to cast the state’s vote.

E. Instructions are included to return the ballots to the NAB national office by certified mail within twenty (20) days of the date of submission to the member states.

F. The executive committee tallies the ballots and reports the results to the board of governors.

G. Ballots are retained until the next meeting of the board of governors when they shall be available for inspection by the membership.

XIII. COMMUNICATIONS

A. Correspondence

1. The chairman delegates authority to the president and chief executive officer to handle routine correspondence that does not require his/her or another officer’s specific approval.

2. Correspondence requiring the chairman or another officer’s approval is cleared with him/her by the NAB staff by telephone or mail, as need dictates.

3. The NAB staff develops and maintains orderly correspondence files that are appropriately and securely maintained.

B. Newsletter

1. The NAB staff develops the newsletter and secures the chairman’s approval of its content before publication.

2. Publication is accomplished according to procedures outlined under Financial Management.

3. Copies are sent to the entire membership and to other organizations as agreed upon by the executive committee.

C. Directory

1. The president and chief executive officer sends a questionnaire to each state, commonwealth, district, and territory requesting current information
2. NAB staff compiles and maintains a directory. This directory includes pertinent information regarding the association and the boards of examiners of each state, commonwealth, district, and territory. It is available at no cost to each regular, associate and subscribing member.

3. When outside organizations or individuals desire a copy of the NAB State Roster, the NAB staff handles it according to procedures outlined under Section IX, D.3.b. (2).

D. Studies (Research)

1. The board of governors determines studies to be conducted, solicits and/or provides funds, and decides how the studies will be managed.

2. When indicated the board of governors contracts with other organizations or individuals to conduct or assist with studies.

3. Results of studies are made available to association members and other interested parties within limits of the budget.

E. Electronic Devices

1. The chairman delegates authority to the committee chairperson to determine the appropriateness of using and electronic recording device (audio or video). The use of recording devices during NAB meetings is prohibited unless prior authorization by the committee chairperson is given.

2. Cell phones brought into meetings must be turned off or placed in a silent or vibrating mode. Other electronic devices should be used in such a manner as not to disturb members in attendance.

XIV. DISSOLUTION

A. If the association decides to dissolve, such dissolution shall follow the laws of the state in which it is incorporated.

B. Dissolution procedures are handled by the executive committee and the president and chief executive officer.

C. After all financial obligations are met; the board of governors selects a qualifying organization and donates to it by cashier’s check the total cash remaining and all other assets.

D. Records of the association shall be retained and disposed of according to laws of the state in which the association is incorporated. Such retention and disposal shall be the duty of the chairman of the association.