

**OREGON SOCIETY OF ASSOCIATION MANAGEMENT, INC.
POLICY STATEMENTS**

POLICY 1.0 – PURPOSE

POLICY 1.1 – POLICY PURPOSE AND FORMULATION

Policy statements serve the purpose of developing guidelines and standards for internal operations and should not be in conflict with the Bylaws. Policy statements are approved by the Board of Directors. Policy recommendations may be made by staff, committee chairmen or the Board of Directors. Policy statements shall remain in effect until the policy is amended or rescinded by the Board of Directors. (Adopted 1992; amended 2011)

POLICY 2.0 – ADMINISTRATION

POLICY 2.1 – AUTHORIZED SPOKESPERSON

The President and President–Elect shall be the only authorized spokespersons for OSAM. No other individuals shall speak for OSAM on matters affecting the organization or its membership as a whole without prior approval of the President, or the Board of Directors. (Adopted 1992)

POLICY 2.2 – CONTRACTS AND ENCUMBRANCES

The President and Executive Director, with the approval of the Board of Directors as needed shall be the only individual(s) authorized to enter into contracts or agreements which incur financial or other liabilities to the organization. (Adopted 1992)

POLICY 2.3 – POSITION DESCRIPTIONS

Position descriptions for all OSAM officer positions shall be periodically reviewed and maintained with the policy statements. (Adopted 1992; amended 2011)

POLICY 2.4 – COMMITTEES AND SPECIAL INTEREST GROUPS

Committee and special interest group leadership shall be appointed by the President and approved by the Board of Directors.

POLICY 2.5 – INSURANCE

OSAM shall obtain, and maintain in force, general liability insurance and directors and officers liability insurance. (Adopted 1992; amended 2011)

POLICY 3.0 – ANNUAL CONFERENCE

POLICY 3.1 –SITE SELECTION

The following criteria and process shall be used in selecting the site for the annual conference:

- Must be represented by an OSAM Member
- Must have adequate meeting space, in-house food service, and adequate sleeping rooms
- Final approval of the site will be by the OSAM Board of Directors
- The property selected commits to showcasing their facility and services at its highest level by offering special rates and prices for lodging, meeting space and food services.

(Adopted 9/2000; amended 2011)

POLICY 3.2 – PROGRAM

Programming at the annual conference shall include topics of interest to both association and allied members. Hospitality suites and other networking opportunities shall be allowed at times not conflicting with conference programs and activities.

POLICY 3.3 –SCHOLARSHIP

OSAM may provide up to two scholarships per year for the annual conference registration for OSAM association members based on demonstrated need of the applicants. OSAM is not required to fund the scholarship program. Each year the Board of Directors will determine if there are enough resources to fund one or two scholarships. The membership shall be notified of the availability of the scholarships with the initial announcement of the conference.

Criteria:

- a. The applicant has paid his/her annual dues and is a member in good standing.
- b. That a member with demonstrated need may apply for a scholarship.

Procedure:

- a. The applicant submits a letter to the OSAM President with specific reasons/financial information justifying the request no later than 30 days prior to the conference.
- b. The President, Treasurer and Executive Director of OSAM will review all applications and keep the details confidential.

- c. If there are more than two qualified applicants, the President, Treasurer, and Executive Director shall select the most deserving applicants. Their decision shall be final.

(Revised 1/2003; amended 2011)

POLICY 4.0 – FINANCES

POLICY 4.1 – DUES

Dues are not refundable and are based on an individual dues year.

POLICY 4.2 – AUTHORIZED ACCOUNT SIGNATURES

Individuals authorized to sign on the OSAM accounts shall be the Executive Director, President, President-Elect and Treasurer. A minimum of two authorized signatures are required on all accounts. (Adopted 1992)

POLICY 4.3 – PROGRAM BUDGETING

The annual budget shall be prepared on a program budgeting basis segregating applicable income and expense by program. (Adopted 1992)

POLICY 4.4 – COMMITTEE BUDGET REVIEW

All committees shall adhere to the budget as approved by the Board of Directors. (Adopted 1992)

POLICY 4.5 – RESERVE FUND, INVESTMENT OBJECTIVES AND GUIDELINES

The primary purpose of the Oregon Society of Association Management Reserve Fund is to provide funds to assure fulfillment of its obligations to its members and to offset the effects of an operating reversal until expenditures can be adjusted. Its secondary purpose is to accumulate funds for new program related initiatives, organizational downsizing, organizational closure, or the usages as approved by the board of directors with the exception of short term cash flow management.

Approval to Spend Reserves

All expenditures of OSAM reserves shall require a two-thirds majority of the entire board of directors then in office.

Investment Objectives

The primary investment goal of the Oregon Society of Association Management Reserve Fund is to attain a reserve equal to 40 percent of the past year's annual operating budget. If over 40 percent of the annual operating budget is accumulated, the Board

may decide to continue to accumulate reserve funds to enhance programs, provide additional staff or for planned, future development needs. To achieve this goal, the objective is to maximize total return over a full market cycle while at the same time attaining a proper and prudent balance among the factors of safety, liquidity and yield.

Investment Guidelines

Reserve Funds are, generally, to be invested in institutions insured by the FDIC or FLIC. However, up to 50% of the funds can be placed in high quality securities, including US Treasury notes, the highest rated commercial paper and corporate securities. All earned interest on reserves investments shall be credited to reserve account(s). Foreign securities are prohibited and no private placements or mortgages may be purchased.

Performance Measurement

The Reserve Fund will be evaluated semi-annually on a total return (income plus/minus market appreciation) with comparisons showing results for year to date and the last twelve months.

Reporting Reserve Balances

A separate line item on the balance sheet shall be designated to report reserve balances.

Reserves Budgeting

Each year, the board of directors shall evaluate the current reserves balance and develop a budget that provides the appropriate contribution to the reserve line item to achieve the 40 percent target.

POLICY 4.6 – SOLICITATION

Any solicitation on behalf of OSAM requires board review and approval before implementation. OSAM promotion of non-OSAM events requires board approval. (Adopted 1992; amended 2011)

POLICY 4.7 – DONATIONS

No expenditure or donation of OSAM funds whatsoever shall be made to religious, philanthropic or civic organizations without approval of the Board of Directors. (Adopted 1992)

POLICY 4.8 – ADVERTISING

Advertising will be allowed in the OSAM newsletter and annual directory at rates approved by the Board of Directors. (Adopted 1992)

POLICY 4.9 – PCI COMPLIANCE

OSAM complies with PCI guidance regarding credit card security. (See appendix for more information.)

POLICY 5.0 – GOVERNMENT RELATIONS

OSAM will only represent members on government proposals that affect the operations and role of associations and association executives as approved by the Board of Directors. OSAM shall not assist individual members and their associations with particular issues that do not affect a broad range of OSAM membership. Further, OSAM shall not support or endorse political candidates.

POLICY 5.1 – ISSUE IDENTIFICATION

The Board may accept proposals from individual OSAM members regarding legislation or government actions that need to be addressed. Proposals should be sent to the Board President for determination as to whether it goes to the board directly or if a committee should be appointed to review.

POLICY 5.2 – PROCESS

OSAM legislative position may be to support, oppose, modify or simply monitor proposed government action. It is expected that some proposals may require additional research before an appropriate position can be recommended.

If a recommendation includes an implementation strategy, appropriate options may include preparing and delivering testimony, organizing contacts with appropriate decision-makers by other OSAM members, assisting ASAE on federal issues, preparing amendments, etc.

POLICY 5.3 – COMMUNICATION OF POSITIONS

The Board will communicate positions, actions and results to the OSAM membership through appropriate media.

(Adopted 1992; amended 2011)

POLICY 6.0 – LEGAL

POLICY 6.1 – LEGAL COUNSEL

OSAM shall retain or otherwise have access to legal counsel. The President, Executive Director, and Board of Directors acting by majority vote, shall be the only authorized individuals to contact legal counsel on behalf of OSAM. (Adopted 1992)

POLICY 6.2 – USE OF OSAM NAME

Any use of OSAM’s name in conjunction with programs, products or services offered by external sources must receive prior written approval from the Board of Directors.
(Adopted 1992)

POLICY 7.0 – MEMBERSHIP

POLICY 7.1 – MEMBERSHIP

Membership in OSAM shall be on an individual basis. Membership may be sold in blocks to a single association at a discounted rate, and that organization shall become the beneficial owner of those memberships. The right to transfer a membership in this association shall be exercised by the beneficial owner of the membership.

POLICY 7.2 – APPROVAL OF NEW MEMBERS

New members shall be approved by the Board of Directors. In the event that the Board of Directors does not meet on a monthly basis, the President and Executive Director shall have the authority to approve new members in the interim. The names of any members approved by the President and Executive Director shall be furnished to the Board of Directors at their next meeting. Upon board approval of new members, each applicant will be called by a board member. (Adopted 1992; amended 2011)

POLICY 7.3 – EXIT INTERVIEWS

Board members or volunteers will call lapsed members to conduct an exit interview.

POLICY 7.4 –EVENTS

Event charges for members and non-members, early and late registration, shall be established annually by the Board of Directors. Fees must be paid at the time of registration. Reservations are transferable at the applicable membership category rate.
(Adopted 1992)

POLICY 7.5 – DUAL MEMBERSHIP

OSAM does not offer or recognize dual membership with other societies and organizations. (Adopted 1992)

POLICY 7.6 – DUE NOTICE

In all instances where advance notice to the membership is required to conduct the official business of OSAM, such notice shall be sent to all members in good standing on file at the time of distribution. (Adopted 1992; amended 2011)

POLICY 7.7 – CODE OF ETHICS

The ASAE Code of Ethics are adopted as the OSAM Code of Ethics. (Adopted 1992)

POLICY 8.0 – PUBLICATIONS

POLICY 8.1 – RESOURCE GUIDE

The Resource Guide shall be distributed in the Spring to all members who have paid their dues. (Adopted 1992)

POLICY 8.2 – NEWSLETTER

The OSAM Newsletter shall be distributed bimonthly to all members who have paid their dues. (Adopted 2011)

POLICY 9.0 – STRATEGIC PLAN

POLICY 9.1 – UPDATING

The Board of Directors shall update the Strategic Plan at the first meeting of each year. (Adopted 1992; amended 2011)

POLICY 9.2 – INTEGRATION WITH THE ASSOCIATION’S PROGRAMS, SERVICES AND PRODUCTS

The Plan shall be provided to the all committee chairs so the basic capacities, objectives and strategies contained in the Plan can be the basis for all programs, products and services. (Adopted 1992; amended 2011)

POLICY 9.3 – INTEGRATION WITH THE BUDGET PROCESS

The objectives and strategies contained in the Plan shall provide the primary basis with regard to the annual budgeting process. (Adopted 1992; amended 2011)

POLICY 9.4 – INTEGRATION WITH THE LEADERSHIP SELECTION PROCESS

OSAM Leadership and members of the Nominating Committee shall be made aware of and be familiar with the Plan; and the basic capacities, objectives and strategies in the

plan shall be among the standards against which the abilities and skills of potential leaders at all levels of OSAM are examined. (Adopted 1992)

POLICY 10.0 – ELECTRONIC COMMUNICATION

POLICY 10.1 – EMAIL

Member email addresses will not be sold. Email addresses will be included in the member's only section of the online directory.

POLICY 10.2 – WEBSITE

Member information will be protected to the best of OSAM's abilities. (see Website Privacy Policy and Terms of Use in Appendix).

Banner or other types of web advertising will not be offered. Complimentary links to organizations that may be viewed as resources to the OSAM community shall not require reciprocity, but reciprocal links will be requested where appropriate. (Revised 3/2001)

POLICY 10.3 – LISTSERV

This Listserv is provided as a service and member benefit of OSAM. OSAM is not responsible for the opinions and information posted on this site by others.

Members shall not post any defamatory, abusive, profane, threatening, offensive, or illegal materials. Members may not post any information or other material protected by copyright without the permission of the copyright owner.

Messages should not be posted if they encourage or facilitate members to arrive at any agreement that either expressly or impliedly leads to price fixing, a boycott of another's business, or other conduct intended to illegally restrict free trade.

OSAM does not actively monitor the site for inappropriate postings and does not on its own undertake editorial control of postings. However, in the event that any inappropriate posting is brought to OSAM's attention, OSAM will take all appropriate action.

OSAM reserves the right to terminate access to any user who does not abide by these policies.

OSAM will maintain and distribute user guidelines (attached in Appendix).

POLICY 11.0 – CONFLICT OF INTEREST POLICY

A conflict of interest arises when a person in a position of authority over the Organization may benefit financially from a decision he or she could make in that capacity, including indirect benefits such as to family members or businesses with which the person is closely associated. This policy is focused upon material financial interest of, or benefit to, such persons.

POLICY 11.1 Individuals covered. Persons covered by this policy are the Organization's officers, directors, chief employed executive and chief employed finance executive.

POLICY 11.2 Facilitation of disclosure. Persons covered by this policy will annually disclose or update to the President of the Board of Directors on a form provided by the Organization their interests that could give rise to conflicts of interest, such as a list of family members, substantial business or investment holdings, and other transactions or affiliations with businesses and other organizations or those of family members.

POLICY 11.3 Procedures to manage conflicts. For each interest disclosed to the President of the Board of Directors, the President will determine whether to: (a) take no action; (b) assure full disclosure to the Board of Directors 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. The Organization's staff will monitor proposed or ongoing transactions for conflicts of interest and disclose them to the President of the Board of Directors in order to deal with potential or actual conflicts, whether discovered before or after the transaction has occurred.

POLICY 12.0 – DOCUMENT RETENTION AND DESTRUCTION POLICY

POLICY 12.1 Rules. The Organization's staff, volunteers, members of the Board of Directors and outsiders (i.e., independent contractors via agreements with them) are required to honor these rules: (a) paper or electronic documents indicated under the terms for retention below will be transferred and maintained by the Human Resources, Legal or Administrative staffs/departments or their equivalents; (b) all other paper documents will be destroyed after three years; (c) all other electronic documents will be deleted from all individual computers, data bases, networks, and back-up storage after one year; and (d) **no paper or electronic documents will be destroyed or deleted if pertinent to any ongoing or anticipated government investigation or proceeding or private litigation.**

POLICY 12.2 Terms for retention.

- a) Retain permanently:
 - I. *Governance records* – Charter and amendments, Bylaws, other organizational documents, governing board and board committee minutes.
 - II. *Tax records* – Filed state and federal tax returns/reports and supporting records, tax exemption determination letter and related correspondence, files related to tax audits.
 - III. *Intellectual property records* – Copyright and trademark registrations and samples of protected works.
 - IV. *Financial records* – Audited financial statements, attorney contingent liability letters.
- b) Retain for ten years:
 - I. *Pension and benefit records* -- Pension (ERISA) plan participant/beneficiary records, actuarial reports, related correspondence with government agencies, and supporting records.
 - II. *Government relations records* – State and federal lobbying and political contribution reports and supporting records.
- c) Retain for three years:
 - I. *Employee/employment records* – Employee names, addresses, social security numbers, dates of birth, INS Form I-9, resume/application materials, job descriptions, dates of hire and termination/separation, evaluations, compensation information, promotions, transfers, disciplinary matters, time/payroll records, leave/comp time/FMLA, engagement and discharge correspondence, documentation of basis for independent contractor status (retain for all current employees and independent contractors and for three years after departure of each individual).
 - II. *Lease, insurance, and contract/license records* – Software license agreements, vendor, hotel, and service agreements, independent contractor agreements, employment agreements, consultant agreements, and all other agreements (retain during the term of the agreement and for three years after the termination, expiration, non-renewal of each agreement).
- d) Retain for one year:
 - I. *All other electronic records, documents and files* – Correspondence files, past budgets, bank statements, publications, employee manuals/policies and procedures, survey information.

POLICY 12.3 Exceptions. Exceptions to these rules and terms for retention may be granted only by the Organization’s chief staff executive or President of the Board.

POLICY 13.0 – WHISTLEBLOWER POLICY

POLICY 13.1 Encouragement of reporting. The Organization encourages complaints, reports or inquiries about illegal practices or serious violations of the Organization’s policies, including illegal or improper conduct by the Organization itself, by its leadership, or by others on its behalf. Appropriate subjects to bring forward under this policy would include financial improprieties, accounting or audit matters, ethical violations, or other similar illegal or improper practices or policies. Other subjects on which the Organization has existing complaint mechanisms should be addressed under those mechanisms, such as raising matters of alleged discrimination or harassment via the Organization’s human resources channels, unless those channels are themselves implicated in the wrongdoing. This policy is not intended to provide a means of appeal from outcomes in those other mechanisms.

POLICY 13.2 Protection from retaliation. The Organization prohibits retaliation by or on behalf of the Organization against staff or volunteers for making good faith complaints, reports or inquiries under this policy or for participating in a review or investigation under this policy. This protection extends to those whose allegations are made in good faith but prove to be mistaken. The Organization reserves the right to discipline persons who make bad faith, knowingly false, or vexatious complaints, reports or inquiries or who otherwise abuse this policy.

POLICY 13.3 Where to report. Complaints, reports or inquiries may be made under this policy on a confidential or anonymous basis. They should describe in detail the specific facts demonstrating the bases for the complaints, reports or inquiries. They should be directed to the Organization’s staff or President of the Board of Directors; if both of those persons are implicated in the complaint, report or inquiry, it should be directed to president elect. The Organization will conduct a prompt, discreet, and objective review or investigation. Staff or volunteers must recognize that the Organization may be unable to fully evaluate a vague or general complaint, report or inquiry that is made anonymously.

(Revised 1/2009)

OSAM Policy Statements –Appendix Item

PCI-DSS is the Payment Card Industry Data Security Standard, a set of requirements designed to ensure that **ALL** companies that **process, store or transmit** credit card information maintain a secure environment. Effective 7/31/2010 all companies that accept credit cards must be certified PCI - DSS Compliant. Compliance must be recertified annually. This set of standards has been in development for a number of years now and the Oregon Society of Association Management (OSAM) and Update Management, your association's administrator, have already set all policies in place to meet compliance and to protect their members' sensitive information. The Oregon Society of Association Management and Update Management are PCI Compliant.

What does this mean to the member?

Key compliance items:

- OSAM and/or Update Management shall not transmit card information over a phone line or the internet (unless through your association's secure website).
- Your credit card information shall not be stored in any electronic format which includes the credit card number and the card validation code.
- OSAM and/or Update Management shall not receive card information electronically i.e. via email.
- Paper credit card payment forms shall be stored in a secure environment only as long as required, generally a maximum of 180 days.
- You can safely use your credit card when registering or paying when you use the association website. All transactions are processed through a secure payment gateway.
- You can fax your form with credit card information to the office safely.
- You can mail your form with credit card information to the office if you prefer.
- We cannot accept credit card information over the phone unless that is the only option available to you. Please ask for the accounting department if this is how you will be processing payment.
- When registering at events, only OSAM/Update staff can process your registration payment. If staff is not in attendance you will be asked to fill out a form by a volunteer and this form does not ask for your credit card information. The accounting department will then contact you following the event to get your credit card information or, if preferred, we will send you a billing for payment by check.

For some, these new restrictions will require processing payments in a different way but for the great majority it is mostly business as usual. It is our job to make this process as painless as possible, but we want you to know we take this responsibility of protecting your credit card information very seriously. If you have any questions, please contact the office.

Website Privacy Policy & Terms of Use

Privacy Policy

The Oregon Society of Association Management (OSAM) is committed to maintaining your confidence and trust, and values your privacy and recognizes the sensitivity of your personal information. The Oregon Society of Association Management respects the privacy of its members and other visitors to our website. Most data that we collect are used to help us better serve our members. It is our general policy to collect and store only personal information that our members and visitors knowingly provide. The Oregon Society of Association Management does not collect any personal information from users browsing its Web site. Only aggregate data (ie: the number of hits per page) are collected. Aggregate data are only used for internal and marketing purposes and do not provide any personally identifying information.

While no website can guarantee security, we have implemented appropriate administrative and technical procedures to help protect the personal information you provide to us.

Confidentiality

Where personal information is required for use of the website (ie: applying for membership, registering for an event, purchasing association materials, advertising, etc.) or in interacting with the website (ie: access to member's only sections, etc.) it is our policy that your information is private and confidential. The personal information you provide is stored in a secure location, is accessible only by appropriate staff or appropriate third party vendors, and is used for the purposes for which you provide the information, such as to reply to your request or to send you requested materials.

Please note that on-line membership directories and referral services are a benefit of membership. Use of the directory or referral service is subject to specific rules. The directory or referral information is based on information that members have indicated is publishable and it is available to other members in the members-only section and to the public in referral sections of the website.

Collection and Use of Information

We receive and store any information you enter on our website or give us in any other way. Our website may require you to register and provide certain personally identifiable information in order to use certain features and functions of the site. This information can contain, but is not limited to, your name, address, phone number, email address, billing information, credit card information, etc. By providing such information, you voluntarily consent to our collection and use of it, as described in this Privacy Policy. We use your personal information to complete transactions you conduct on our website.

The information you provide may be collected for: applying for membership, registering for an event, ordering products, purchasing advertising, completing a survey, participating in a referral service, or purchasing or using other services through our website. This information will be used to process your order and if necessary, to contact you regarding the status of your order.

Third Party Vendors

You agree and acknowledge that your order may be processed, fulfilled or serviced by third parties other than the Oregon Society of Association Management and you understand that such third parties are not limited by the Oregon Society of Association Management in their use of the information provided to them to process, fulfill or service your order. In order to process, fulfill or service your order, you expressly consent to our sharing your information with any necessary third parties.

When members and customers choose to pay for transactions using a credit card, the association submits the information needed to obtain payment to the appropriate clearinghouse. Third party vendors who provide services or functions on our behalf, including credit card processing, web hosting, web software, management companies, etc. have access to the personal information needed to perform their functions.

We may share your information in response to subpoenas, court orders, or other legal processes.

Cookies

Cookies are files that contain information created by a web server that can be stored on a user's hard disk for use either during a particular session or for future use. We use cookies to facilitate automated activity, store and track passwords, determine appropriate solicitations, and review navigation patterns. Users may instruct their internet browsers to opt out of accepting a cookie or to prompt you before accepting a cookie. Please note that if the user declines the attachment of any cookie, the user may not have access to the full benefits of the website.

Links to Other Sites

If any part of our website links you to other websites, those sites do not operate under our Privacy Policy and we have no control over those sites or their privacy policies. We recommend that you look at the privacy statements on those sites to understand their policies on personal information.

Changes in Privacy Policy

We may update this policy from time to time. Any changes to our Privacy Policy will be posted on our website for your information and reference.

Terms of Use

Access to Member Services

In order to obtain access to the member only sections of the website, you must be a current member of the association and use your user name and password. You agree that you will be responsible for maintaining the information contained in those areas of the website. You further agree that you will not allow another person or entity to use your account information.

Termination of Access

You agree that the association may terminate your access to privileges and remove any of your content without notice to you for any reason.

Disclaimers, Limitation of Liability and Indemnity

The use of this website is solely at your own risk. The association and its information suppliers make no representations or warranties of any kind with respect to the truth, accuracy or completeness of any statements, information, materials, services or data made available on our website. The association and its information suppliers assume no responsibility in connection with the use of information made available on our website.

In no event shall the association or its information suppliers be liable for any delays or failures in performance or for any interruption of this website. In no event shall the association or its information suppliers be liable for any special, incidental, indirect, punitive, or consequential damages or for the loss of profit, revenue, or data however they may arise, even if the user or viewer of this website has been advised of the possibility of potential loss or damage.

The association does not warrant or make representations or endorsements as to the quality, content, accuracy, or completeness of the information, text, graphics, links, and other items contained on this website or any other website. Such materials have been compiled from a variety of sources, and are subject to change without notice as a result of updates and corrections.

Unless otherwise legally permissible, commercial use of the materials on the website is prohibited without the written permission of the association. All trademarks and copyrights mentioned on the website are the property of their respective owners. Some of the links on this and subsequent pages may lead to resources of the association. These links should not be construed as an endorsement by the association and the association is not responsible for their content.

You agree that the association will not be responsible to you for any indirect, consequential, special or punitive damages or losses you may incur in connection with visiting this site or any of the data or other materials transmitted through or residing on this site, even if we have been advised of the possibility of such damage or loss. In addition, you agree to defend and indemnify the Oregon Society of Association Management (OSAM) and hold the association and any of its contractors or third party

vendors, harmless from and against any and all claims, proceedings damages, injuries, liabilities losses, costs and expenses (including reasonable attorneys fees) relating to any acts or omissions by you or materials or information transmitted by you in connection with our website leading wholly or partially to claims against the association or this site by other callers or third parties.

The association shall have no liability for the deletion or failure to store any messages, content or other communications maintained on the website.

The association reserves the right to change any part of the rules of use, including the privacy policy, at any time and without notification.

Cancellation Policy

Each event or activity has its own cancellation policy. Please refer to the specific event/activity information on this website for each event/activity's cancellation policy, or contact the association.

For More Information

If you have questions about our Privacy Policy, Terms of Use, or any of our activities, please contact us at info@osam.org or 503.253.9026.

OSAM POLICY APPENDIX – LISTSERV USER GUIDELINES

To ensure the best possible experience for all Listserv members, we have established some basic guidelines for participation. By joining and using this email listserv, subscribers agree that they have read and will follow the rules and guidelines set for these peer discussion groups. Subscribers also agree to reserve list discussions for topics best suited to the medium. This is a great medium with which to solicit the advice of your peers, benefit from their experience, and participate in an ongoing conversation. Questions about OSAM specifically should be directed to the OSAM office.

Please take a moment to acquaint yourself with these important guidelines. If you have questions, contact the list manager. In order to preserve a climate that encourages both civil and fruitful dialogue, OSAM reserves the right to suspend or terminate membership on all lists for members who violate these rules.

The Rules:

- Don't challenge or attack others. The discussions on the lists are meant to stimulate conversation not to create contention. Let others have their say, just as you may.
- Don't post commercial messages on any listserv. Contact people directly with product and service information if you believe it would help them.
- Use caution when discussing products. Information posted on the listserv is available for all to see, and comments are subject to libel, slander, and antitrust laws.
- All defamatory, abusive, profane, threatening, offensive, or illegal materials are strictly prohibited. Do not post anything in a Listserv message that you would not want the world to see or that you would not want anyone to know came from you.
- Please note carefully all items listed in the disclaimer and legal rules below, particularly regarding the copyright ownership of information posted to the list.
- Remember that OSAM and other email list participants have the right to reproduce postings to this Listserv.
- Send your message only to the most appropriate list(s). Do not spam several lists with the same message.

Listserv Etiquette:

- Include a signature tag on all messages. Include your name, affiliation, location, and email address.
- State concisely and clearly the topic of your comments in the subject line. This allows members to respond more appropriately to your posting and makes it easier for members to search the archives by subject.
- Include only the relevant portions of the original message in your reply. Delete any header information, and put your response before the original posting.

- Only send a message to the entire list when it contains information that everyone can benefit from.
- Send messages such as "thanks for the information" or "me, too" to individuals-- not to the entire list. Do this by using your email application's forwarding option and typing in or cutting and pasting in the email address of the individual to whom you want to respond.
- Do not send administrative messages, such as "remove me from the list," through the Listserv. Instead, send these types of requests to the OSAM office.
- Warn other list subscribers of lengthy messages either in the subject line or at the beginning of the message body with a line that says "Long Message."

The Legal Stuff:

- This Listserv is provided as a service and member benefit of OSAM. OSAM is not responsible for the opinions and information posted on this site by others. OSAM disclaims all warranties with regard to information posted on this site, whether posted by OSAM or any third party; this disclaimer includes all implied warranties of merchantability and fitness. In no event shall OSAM be liable for any special, indirect, or consequential damages or any damages whatsoever resulting from loss of use, data, or profits, arising out of or in connection with the use or performance of any information posted on this site.
- Do not post any defamatory, abusive, profane, threatening, offensive, or illegal materials. Do not post any information or other material protected by copyright without the permission of the copyright owner. By posting material, the posting party warrants and represents that he or she owns the copyright with respect to such material or has received permission from the copyright owner. In addition, the posting party grants OSAM and users of this list the nonexclusive right and license to display, copy, publish, distribute, transmit, print, and use such information or other material.
- Messages should not be posted if they encourage or facilitate members to arrive at any agreement that either expressly or impliedly leads to price fixing, a boycott of another's business, or other conduct intended to illegally restrict free trade. Messages that encourage or facilitate an agreement about the following subjects are inappropriate: prices, discounts, or terms or conditions of sale; salaries; profits, profit margins, or cost data; market shares, sales territories, or markets; allocation of customers or territories; or selection, rejection, or termination of customers or suppliers.
- OSAM does not actively monitor the site for inappropriate postings and does not on its own undertake editorial control of postings. However, in the event that any inappropriate posting is brought to OSAM's attention, OSAM will take all appropriate action.
- OSAM reserves the right to terminate access to any user who does not abide by these guidelines.