PROCEDURE NAME: Member Deactivation Procedure

EFFECTIVE: August 2024

OBJECTIVE:

The purpose of this procedure is to outline the steps that should be taken when a member becomes inactive in the Grand Haven Woman's Club.

An inactive member is someone who has resigned the GHWC, is deceased or was deactivated for non-payment of dues.

Resignations – a member will usually email the GHWC and inform them of their intent to resign. An explanation is not necessary but nice to have, however most members provide one.

Deceased – the GHWC is usually informed of a member's passing by word of mouth or email from someone close to the deceased member.

Non-payment of dues – a member has not paid their annual dues and did not respond to repeated attempts to contact them (i.e. emails, phone calls).

Process:

The Membership Chairperson will perform the following:

- Update the Membership Roster (MS Excel Spreadsheet). The member will be removed from the Active section and will be added to the Inactive section.
- Update the Membership E-directory (MS Word Document). The member will be removed from the Directory.
- Communicate all relevant information to the Board as well as include it in the next Monthly Membership Report.
- Remove the Application form and any other paper documents (i.e. Orientation Questionnaire, etc.) from the Active Binder and add it to the Inactive Binder.
- Inform the Notices Chairperson (this is the person that sends out the luncheon invitations and all other communications) so the appropriate mailing list is updated accordingly.
- Inform the Greeter (this is the person that distributes and collects the name tags at the monthly luncheon/meetings).
- Contact the deactivated member (whenever possible) and acknowledge their deactivation and thank them for their previous service and support.
- For deceased members only, inform the webmaster to update the "In Memoriam" section on the club's website with the deceased member's information.

Once a year (usually in August, before the start of the next fiscal year), the Membership Chairperson will perform the following:

1) Prepare a list of all the members (MS Excel spreadsheet) that were deactivated in the past year. The list should include the member's name, address, reason and as much information as possible. This list is filed in the Inactive Binder and is intended to be used as a quick reference of all deactivations in a given year.
2) Contact the GHWC Greeter and retrieve the name tags for the members that became inactive in the past year (these that are listed in the previous step). It is suggested that they are kept in a bag or box (labeled accordingly) for possible reinstatement.
   A member must pay for the name tag, so unless the member is deceased it is suggested that the name tags are kept for up to 4 years. If the member is deceased, the name tag can be discarded or returned to the vendor to be recycled.
3) Remove all paperwork from the Inactive Binder for members who have been inactive for more than 4 years. The paperwork can be destroyed (shredded). It is a good idea to consult with the GHWC President and inform them of when this task will occur. In the event that a member wishes to be reinstated (wants to rejoin the GHWC) after the 4 years have elapsed, she will be treated as a new member (must attend Orientation, complete Application form, etc.).
   a. Paperwork for deceased members can be destroyed (shredded) immediately, no need to save.
4) Retrieve the name tags for the members that have been inactive for more than 4 years (these are the same as in previous step) and discard them or return them to the vendor to be recycled.
   a. Name tags for deceased members can be discarded immediately, however the magnetic backings can be saved for future use.

Amended: 10/2024

Amended: 8/2024

Approved: 5/2020