

Member Engagement and Services Committee Terms of Reference

Mandate

The mandate of the Member Engagement and Services Committee (the “Committee”) is to assist the Board of Directors in implementing membership services, strategizing member recruitment and retention and for developing processes for implementing these initiatives. The Committee will be responsible for promoting the professional recognition of members. The Committee will have responsibility for OACETT’s Region and Chapter network.

The Committee is a standing committee established in the By-law, and reports to the Board of Directors.

Composition

The Committee consists of:

- six Certified Members, one elected by each of the OACETT regions, (Western, Horseshoe, Toronto, Central, Eastern and Northern), who shall not also be a member of the OACETT Board of Directors, another OACETT Board committee, or another OACETT Board entity.
- the Chair of the Committee is a member of the OACETT Board of Directors, as recommended by the Nominating Committee and elected by the membership.
- a Vice-Chair MESC who shall be appointed from among the members of the Committee by the committee

Authority

The Committee may initiate investigations or studies of matters that reflect on recruitment and retention, membership services and recognition issues of OACETT, or such other matters as deemed appropriate by the Board of Directors.

The Committee may obtain expertise and assistance from external Human Resource, Governance, Government Relations, Communications and Marketing or other third-party advisors as required to assist in the execution of Committee responsibilities. Use of these

services, along with associated costs and contractual obligations shall be reported to the Board of Directors periodically.

The Committee shall act within budget requirements established by the Board. The budget for projected activities for the following year's Committee shall be submitted as required to the Board of Directors.

The Committee shall appoint sub-committees or positions to carry out the work of OACETT member services, government relations, etc. These include Awards and such other sub-committees and task force groups as may be required from time to time.

Duties and Responsibilities

The Committee shall oversee activities to evaluate membership trends, membership services, develop processes to administer membership services, and administer membership professional recognition programs.

The Committee shall oversee the coordination of services and funding for the Regional Councils and Chapters.

The Committee shall oversee activities to coordinate and implement:

- membership benefit programs.
- member employment services, including, but not limited to, the CTEN job board, member survey and the salary survey.
- marketing and outreach to external bodies, including schools and trade shows.
- OACETT awards programs.
- co-ordination and management of partnerships relating to the Member Engagement and Services areas of activity and responsibility.
- other activities identified by the Board of Directors from time to time.

The Committee shall be familiar with all By-laws and policies regarding membership services and recognition, and shall review the Committee report of the previous term, and other documents relating to the exercise of its duties.

The Committee shall evaluate By-laws and policies regarding membership services and recognition, and may recommend amendments to the Board of Directors from time to time.

The Committee shall submit a report to the Board of Directors on its activities at each Board meeting through the Chair, and will complete an annual report for the AGM.

Meetings of the MESC shall be chaired by the MESC chair, or in their absence by the Vice-Chair MESC.

The Committee shall carry out such other duties to fulfil its mandate and duties as may be delegated by the Board of Directors.

Attendance and Participation Requirements

Regional Representatives must attend at least 50% of their Chapters' Annual Chapter Meetings (ACMs) each year and participate in at least two additional Chapter events per year, either in person or virtually.

Representatives supporting remote or geographically isolated Chapters may face attendance challenges. Such cases will be reviewed individually.

Attendance and participation must be documented via the provided online report form.

Review of Terms of Reference

To be reviewed annually by the Membership Engagement and Services Committee and every five years by the Board of Directors.



Appendix A



MES Regional Rep Engagement Tracking Form

Purpose

To track Regional Rep engagement with Chapter activities and ensure consistent support across regions. This form should be completed after each ACM or Chapter event attended

Time Commitment

Each Regional Rep is expected to attend at least 50% of their chapters' ACMs annually and participate in a minimum of two additional chapter events each year, either virtually or in person.

Disclaimer for Remote Chapters

We recognize that Regional Reps supporting remote or geographically isolated chapters may face challenges in attending events due to travel constraints or limited virtual access.

If this applies to your region, please indicate it in the relevant section below. These cases will be reviewed on an individual basis.

Please do not include chapter complaints or concerns in this form. These should be raised during the "Regional Feedback" portion of MESC meetings or directed to the MESC Chair.

For questions or more information, contact services@oacett.org.

Name *

First Name

Last Name

Region *

Please Select



Chapter Name *

Event Date

MM-DD-YYYY



Date

Event Name (e.g., "2025 Annual Chapter Meeting", "Fall Networking Night")

Event Format

- In-Person
- Virtual
- Hybrid

Event Type

- Chapter ACM
- Chapter executive meeting
- Community event
- CPD
- Networking event
- Other

Brief notes or comments (optional)

Did you face challenges attending this event due to remoteness or access issues?

Yes No

If Yes, please provide a short explanation