



Dear ASWB volunteer,

Thank you for volunteering to serve on an ASWB committee or task force, and congratulations on your appointment! Committee and task force work can be very rewarding. Serving in this way offers you the benefits of networking with and learning from your peers and the opportunity to mentor others and become a leader.

As you know, the success of ASWB greatly depends on volunteers. On behalf of the membership, we appreciate the work of the volunteers who give their time and expertise to strengthen the mission of protection of the public through support and services to the social work regulatory community.

To maintain our current success and future achievements, we have developed this handbook to provide a framework for committee and task force work. We hope to help ensure effective communication and alignment with ASWB's goals and objectives.

Again, thank you for your time and effort to further the goals of ASWB as outlined in the 2019-2021 Strategic Framework. You are the key to our success!

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General information

ASWB publishes a great deal of information on members.aswb.org about the role of ASWB, our governance, and our committee structure:

[Your association \(PDF\)](#)

[ASWB strategic framework \(PDF\)](#)

[Committee descriptions and time requirements](#)

[Confidentiality Agreement](#)

[Travel Policy 3.3 \(PDF\)](#)

[Request for Reimbursement Form \(PDF\)](#)

[Volunteer Engagement Organization \(PDF\)](#)

[Volunteer Opportunities \(PDF\)](#)

[Model Law](#)

[ASWB Policy Manual](#)

[ASWB Code of Ethics \(PDF\) Policy 7.2](#)

[ASWB Bylaws \(PDF\)](#)

Letter of appointment

In the letter of appointment from the ASWB president, you are invited to participate on a committee or task force. The letter includes the date(s) of the in-person meeting(s), the name of the committee chair, and information about updating your contact information. The committee charge, a confidentiality agreement, and a list of ASWB staff contacts are attached to the email as well. The next step in the process is acceptance of your appointment!

Confidentiality agreement

Each year, all ASWB volunteers must submit a [confidentiality agreement](#) in order to serve. An agreement is sent to all committee and task force appointees with the committee appointment letters. Sign and return this form to the ASWB staff person assigned to the committee as soon as possible and before the start of committee work.

Contact information

Committee members are encouraged to take the time to update their profile and access the contact information of other committee members using netFORUM Pro, the association management software used by ASWB. Access the system at engage.aswb.org. Once logged in, you may update your contact information, register for ASWB meetings, view the organization directory, and view the contact information of other committee members.

Committee participation and expectations

Participation

ASWB committees, like teams, are more functional and efficient with full member participation and sharing of the workload. Committee members should come to virtual and in-person meetings ready for the work ahead and having prepared by reading the materials distributed before the meeting. Committee work assigned to an ASWB committee/task force member must be worked on by the committee/task force member. Using outside resources to complete committee assignments violates the [confidentiality agreement](#) signed by all volunteers. If a committee member is unable to work on assigned tasks, the member should alert the chair, who may change timelines and/or reassign the work. ASWB respects that all volunteer members have other professional commitments. If, after joining a committee, you find you are unable to participate fully or complete assignments, we understand if you choose to resign from the committee during the year. Likewise, if an individual is unable to participate in committee work, ASWB may also ask that committee member to step down.

Attendance

It is important to attend all meetings and conference calls. If you are unable to attend, please let the chair and committee staff person know as soon as possible.

Meeting documentation

It is good practice to record a list of actions taken at each meeting and distribute to members of the committee. Formal minutes are not required, but documentation of committee actions should be uploaded to Basecamp or netFORUM Pro for review and reference by committee members, committee staff, and the committee chair. The chair may appoint someone to take notes, or this role may be assumed by the committee staff person.

Document storage and communication

ASWB uses Basecamp project management and communication software to help members interact and complete committee work. You will be sent information about creating a Basecamp account soon after committee members have been confirmed. The program is user-friendly, but if you have any questions about using Basecamp, please ask the ASWB staff person assigned to your committee.

Role of committee staff, chairs, and Board of Directors liaisons

Committee staff

ASWB staff members are assigned to assist with the work of each committee. Staff members work closely with committee chairs to support committee work. The extent of staff involvement varies by committee. Staff members are responsible for the collection of signed [confidentiality agreements](#) and communicating about virtual meetings and conference calls. They assist with the posting of committee agendas and materials. The committee staff member also serves as a resource to provide specific information related to the charge. For example, staff may know about what the committee worked on in the past that led to the current charge.

Committee chair

The role of the committee chair is to work closely with committee staff to create a timeline to complete the work outlined in the committee charge. This includes developing meeting and conference call agendas, delegating work, and crafting work plans. During meetings and conference calls, chairs should facilitate discussion, make sure everyone feels heard, and manage the dynamics of the group when members need to refocus. Chairs are responsible for reporting on the work of the committee: they submit written reports to the ASWB Board of Directors for review at the Board's August meeting, prepare written reports including any recommendations from the Board that is submitted to membership in advance of the annual meeting, and give verbal reports at the ASWB Annual Meeting of the Delegate Assembly. Committee staff share the report template, assist with the development of the report and, if needed, help create PowerPoints and presentation materials for use at the annual meeting.

Board liaison

The role of Board liaison is to attend the committee/task force meetings and conference calls so that they can report back to the Board of Directors during the subsequent Board meeting. It is helpful for the Board liaison to take more of an observational role during meetings and conference calls. Exceptions to this rule occur on the Finance Committee and the Nominating Committee as provided for in the bylaws. According to the bylaws, the ASWB treasurer and the president-elect or immediate past president take an active role on the Finance Committee as part of their duties on the Board of Directors. The treasurer serves as committee chair and the president-elect or immediate past president is appointed as a committee member.

Meetings and teleconferences

The effectiveness of ASWB committees is driven by open and frequent communication and collaboration. Volunteers can expect to participate in conference calls, virtual (Zoom) meetings, activities, and workgroups. The frequency of virtual meetings or conference calls is based on the time required to complete the work of the committee. In-person meetings vary from committee to committee, and the frequency of these meetings is outlined in the committee appointment notification letter from the ASWB president. You may also view the [ASWB calendar](#) for the dates of committee meetings, the Annual Meeting of the Delegate Assembly, and the Education Conference.

In-person meetings

The dates of committee/task force in-person meetings are included in the committee appointment letter from the ASWB president. All committee members are expected to attend all in-person meetings. You may also view the [ASWB calendar](#) for the dates of meetings. Expenses incurred are covered by ASWB according to the [ASWB travel policy](#).

In-person meeting etiquette

ASWB truly appreciates all volunteer efforts. The committee environment should reflect the collective spirit in which the groups convene. To ensure that this is achieved

- Committee chairs and members should always conduct themselves in a professional manner.
- Committee chairs are expected to keep the committee members on task and focused on adhering to the agenda.
- Committee chairs should encourage input from all committee members and guide the discussion to a consensus.

- Committee members are expected to respect the guidance of the committee chair.
- Committee members are expected to respect other opinions and allow involvement and interaction of all committee members.

Logistics

Approximately seven weeks prior to the meeting, a meeting notice is sent via email from the Volunteer Engagement & Outreach department. The notice includes the location, date, and time of the meeting as well as instructions about making your travel arrangements. Attendees are required to book all airline or rail reservations through the ASWB designated travel agency so that the cost is direct-billed to ASWB. All hotel arrangements are made by and billed to ASWB as well. *Committee members should not make their own hotel reservations.*

Approximately two weeks prior to the meeting, a meeting itinerary is sent via email to all committee members. The itinerary includes additional details about the meeting such as a meeting agenda, information about transportation from the airport, hotel confirmation numbers, and airline/rail information. Customarily, committee members are expected to arrange their own transportation to and from the airport. If other arrangements have been made, this is reflected on the itinerary. Committee members may receive information from the committee chair and/or staff about the business to be conducted during the meeting and, when needed, items attendees need to bring.

Following the meeting, committee members need to submit a request for reimbursement for expenses incurred that are not direct-billed to ASWB, including meals that are not provided during the meeting, parking, and mileage. All receipts must accompany the [Request for Reimbursement form](#).

Zoom meetings

ASWB uses the Zoom videoconferencing platform for virtual meetings. Information about the date and time of the meeting and instructions for joining the meeting will be sent to you before the start of the meeting. [Learn more about the Zoom meeting platform and how to join an online meeting.](#)

Zoom meeting etiquette

Before the web conference begins

- Ensure that Zoom has been downloaded to your computer. Click on the Zoom link in your email. You will be connected to the Zoom site and the download should start automatically. You may need to click on “Run this program.”
- Test your microphone and camera to make sure equipment is working correctly.
- If necessary, close drapes or blinds and reposition lighting to avoid background illumination and glare.

During the call, please:

- Begin on time and stay focused on meeting objectives.
- Introduce yourself when you connect to the conference.
- Maintain eye contact by looking into camera.
- Speak clearly in your normal voice. No need to shout.
- Avoid interrupting other speakers.
- To limit background noise, MUTE microphone when not speaking by clicking the microphone icon in the lower left of your main screen—not the picture screen.
- Raise your hand when you wish to speak. When the meeting leader calls on you, unmute yourself. Don't forget to mute yourself after your comments.
- Avoid side conversations and make sure only one person is speaking at a time.

- Always assume other participants can hear you, even when the microphone has been muted.
- Do not rustle paper, tap your pen or keyboard, or make other distracting noises.

Guidelines for media activity

As a volunteer serving on the Board of Directors or on a committee or task force, you are a representative of ASWB. As a volunteer, you have a higher profile in representing the association than you do as a jurisdictional member board member or staff member. In this role, you may be contacted by media representatives seeking information about the organization or to invite ASWB's participation in print, online, or digital communications, including but not limited to blogs, trade/professional magazines or websites, or scholarly journals.

ASWB has developed the following guidelines to assist individuals who may be approached by news media, social media outlets, magazines, books, or other online or digital channels. These guidelines serve to protect you as well as to protect the reputation and brand of ASWB. Volunteers are also referred to Policy 7.5, Social Media for additional guidance.

Official spokesperson: The ASWB chief executive officer or the CEO's designated representative is the spokesperson for ASWB.

Point of contact: The ASWB director of communications and marketing is the designated point of contact for all media inquiries. The Communications and Marketing department is responsible for issuing press releases and other materials requested by media representatives, developing materials in response to media requests, and providing oversight of communications and marketing projects in all forms across the association.

News media activity and interactions: If you are contacted by the news media or other media sources (including broadcast, Internet, and print), please refer the media representative to ASWB's director of communications and marketing at info@aswb.org, subject: media contact. Media representatives can be persistent—it's part of their job to "get the story." If the media representative is not asking for an interview with you

specifically because of your affiliation with ASWB, please let the media person know that you cannot respond on behalf of ASWB because you are not a designated spokesperson.

If you choose to speak to the news media or provide written comments through print, online, or digital media channels as an ASWB volunteer on issues relating to ASWB, its membership, or regulation and licensure in general, you should make it clear during the interview or in the commentary that you are stating your personal views and are not expressing the formal position of ASWB unless you have been authorized by the CEO or the CEO's designated representative to serve as a spokesperson for ASWB.

As a reminder, any such media interaction must not contain, or link to, libelous, defamatory, or harassing content; must not comment on or publish information that is confidential or in any way sensitive about ASWB or its members; and must not bring ASWB into disrepute (Policy 7.5). For tracking purposes, please notify the director of communications and marketing before providing personal commentary or responding to a personal interview request and please forward a copy of all such commentary to ASWB.

Endorsement: Volunteers may not use their role with ASWB, its name, imagery, brand, trademarks, or logos to promote or endorse any product, opinion, cause, political party or candidate, or religion. The ASWB name, imagery, brand, trademarks, or logos also may not be used for commercial endorsements or for personal benefit. Any such endorsements must clearly be portrayed as representative of the individual and must include a disclaimer that the views represented are not those of ASWB. (Policy 7.5)

Copyright and compliance: Volunteers should observe the copyright and intellectual property rights of others and of ASWB. Please follow copyright and compliance laws and guidelines when applicable and do not use copyrighted images,

text, or software without permission or in violation of the copyright laws of the United States and Canada. It is acceptable to use the Facebook sharing or Twitter retweet functions to share content.

Thank you for observing these guidelines when interacting with the media. Your compliance helps protect ASWB's reputation and the interests of its members by ensuring consistency of messaging, branding, accuracy, fairness, and timeliness.

Thank you again for volunteering to serve on an ASWB committee or task force. If you have additional questions at any time, please contact Melissa Ryder at mryder@aswb.org. We look forward to working with you this year and in the future!