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|----------|----------------|--|
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| 6 7 | | |
| , 8 | | HAWAII DENTAL ASSOCIATION |
| o 9 | | HAWAII DENTAL ABBOCIATION |
| 9 | | |
| 10 | | POLICY MANUAL |
| 11 | | <u>2016</u> |
| 12 13 | | (Original: April 26, 2012, Revised: September 27, 2016, Approved: October 6, 2016) |
| 14 | | |
| 15 | | is a compilation of policies passed by the Hawaii Dental Association House of |
| 16 | - | id/or the Board of Trustees. This document has been created to aid House and |
| 17 | Board office | rs and members in their deliberations. 2016 changes highlighted in <mark>yellow</mark> . |
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43

| 44 | <u>I.</u> | HDA POLICY MANUAL INSTRUCTIONS |
|--|------------|---|
| 45 46 47 48 | А | The HDA Policy Manual shall be organized into two separate sections: 1) Current HDA Policies 2) Previous HDA Policies (for historical reference) |
| 49 50 51 52 | B. | Only policies that have been passed by the Board of Trustees or the House of Delegates will be updated. |
| 53 54 55 56 57 | C. | (04/2012) It will be the responsibility of the HDA Secretary and the ED to update the Policy Manual. Policies take effect immediately but the Policy Manual shall be updated within 30 days of the House of Delegates and the revised HDA Policy Manual will be reissued at the beginning of each board year. |
| 58 59 | D | Each policy shall be written in the following format using Times New Roman 12 point font: |
| 60 61 62 63 64 65 66 67 68 69 70 71 | | General categories will be organized alphabetically and will be numbered with roman numerals: I, II, etc. Policies will be organized alphabetically. The title of the policy will be bolded and underlined. The approval date will be listed next to the policy by month and year (mm/yyyy). The policy will be stated succinctly under the title. When updating a policy, the updated policy page(s) will be inserted into the current HDA Policy Manual. The pages (s) that are being replaced will be inserted into the appropriate section of the Previous HDA Policy Manual, with the most recent version on top. New policies will be preceded by an asterisk. [*] and hilighted. |
| 72 73 | <u>II.</u> | ADA / 14 th DISTRICT ACTIVITIES |
| 74 75 76 77 78 | А | <u>14th District Campaign Fund – (11/2011)</u> The HDA does not support setting funds aside for the sole purpose of funding a campaign for the 14^{th} district. |
| 70 79 80 81 82 83 83 84 | B | ADA Alternate Delegate/Secretary - (2/2004) The Nominating Committee nominates and the HOD approves the alternate delegates for the ADA delegation. In the event the primary candidate for the position is unavailable, the BOT can select an alternate person for the position. The ADA delegation will select the secretary for the delegation. |
| 85 86 87 88 | C. | <u>ADA Dental Team Concept – (7/2007)</u> The HDA delegation will not support the ADA dental team concept. The BOT does not support the ADA dental team membership category but will support a state level category if necessary. |
| 89 90 91 92 | D | ADA Program - Our Legacy Our Future – (7/2009) The HDA does not support the ADA program Our Legacy Our Future. |

| 93 | | E. | <u>ADA Washington Leadership Conference – (2/2004)</u> |
|---------------------|------|-----------------|--|
| 94 | | | HDA supports the ADA Washington Leadership Conference each year and will |
| 95 | | | coordinate reimbursements with HDPAC. |
| 96 | | | |
| 97 | | F. | UDA Officers and the ADA Delegation (2/2000) |
| | | г. | HDA Officers and the ADA Delegation – (2/2009) |
| 98 | | | The ADA delegation can include but does not necessarily have to include the |
| 99 | | | HDA president or other HDA officers. |
| 100 | | | |
| 101 | | G. | <u>Hiroshima Sister Association – (8/2000)</u> |
| 102 | | | Hiroshima Prefecture Dental Association will be considered a sister association. |
| 103 | | | |
| 103 | | H. | <u>Tripartite Structure – (11/2003)</u> |
| | | 11. | |
| 105 | | | The HDA accepts the tripartite core values. |
| 106 | | | |
| 107 | III. | | BOARD OF DENTAL EXAMINERS |
| 108 | | | |
| 109 | | A. | BDE Representative (7/2005) |
| 110 | | 11. | The HDA will have a representative at the BDE meetings. Historically, the |
| 111 | | | |
| | | | President-Elect and the Executive Director attend the BDE meetings. |
| 112 | | _ | |
| 113 | | В. | <u>BDE Rules Revision – (2/2009)</u> |
| 114 | | | The HDA will submit recommendations on the rules revision to the BDE and |
| 115 | | | provide detailed feedback to the BDE. |
| 116 | | | |
| 117 | | C. | <u>National Dental Examination – (12/2004)</u> |
| 118 | | с. | The HDA will support the bill regarding the BDE and the national dental |
| 119 | | | examination. |
| | | | |
| 120 | | | |
| 121 | IV. | | CONTINUING EDUCATION |
| 122 | | | |
| 123 | | А. | <u>CERP Affiliation – (10/2011)</u> |
| 124 | | | The HDA is and will continue to be affiliated with CERP. |
| 125 | | | |
| 126 | | B. | <u>Certification of CE Courses – (2/2002)</u> |
| 120 | | D. | The BOT agrees to restrict the certification and authorizing of continuing |
| | | | |
| 128 | | | education units to programs sponsored by the HDA itself. |
| 129 | | | |
| 130 | | C. | <u>Co-Sponsoring of CE Courses – (10/2008)</u> |
| 131 | | | HDA continuing education courses are allowed to be co-sponsored. |
| 132 | | | |
| 133 | V. | | EXECUTIVE DIRECTOR / HDA STAFF |
| 134 | •• | | |
| | | A | Executive Director Solow and Commercetion (0/2010) |
| 135 | | <mark>A.</mark> | Executive Director Salary and Compensation – (9/2016) |
| 136 | | | The salary and compensation of the Executive Director will be decided by the |
| 137 | | | BOT. |
| 138 | | | |
| 139 | | B. | <u>Visitation to Component Societies – (1/1988)</u> |
| 140 | | | The Executive Director and the HDA President shall make one visit to each |
| 141 | | | component society yearly. |
| - 1 - | | | component boolety jourij. |

142 143

C. <u>Executive Director Succession Plan - (7/2012)</u>

In case of termination, resignation or retirement of the Executive Director. A search 144 committee shall be formed to hire a new Executive Director, The committee shall be 145 146 composed of five BOT members with the President-Elect as the chair. Committee 147 shall determine the method to be used to recruit candidates for the position 148 (advertising, word-of-mouth, social media), will conduct all interviews of potential 149 candidates, will negotiate the contract of the new Executive Director and will have the contract reviewed by the HDA lawyer. If appropriate, the outgoing Executive 150 Director will be available to train the incoming Executive Director for a one month 151 transition period. Both Executive Directors shall be considered employed by the HDA 152 153 during the transition period. If appropriate, the outgoing Executive Director will be 154 available after the transition period for a period of two months for consultation by 155 personal meeting, telephone or email. 156

157 In case of sudden death or incapacitation of the Executive Director. The Executive 158 Director shall be considered incapacitated in the event that his/her physical or mental 159 capabilities render him/her incapable of performing his/her job functions. 160 Documentation from the physician or physicians treating the Executive Director shall 161 be required as well as documentation from an independent physician or physicians 162 appointed by the Board if necessary. The language in the contract of the Executive Director will supersede the language in this policy if there is a conflict between the 163 164 two documents. In the event of the death or confirmed incapacitation of the Executive Director, the following shall occur: The President will become the acting 165 Executive Director. The HDA staff will continue to operate the HDA office and meet 166 all obligations except financial obligations. The President and the Treasurer shall sign 167 all checks and pay all obligations of the Association. The HDA safe shall be opened 168 169 by the President and Treasurer to obtain pertinent information regarding the operation 170 of the Association. The Search Committee shall immediately be activated if it is 171 determined that the Executive Director can no longer fulfill his/her duties. 172

173 These items will be retained in the HDA safe located in the HDA office. The 174 President and Treasurer will be authorized to open the HDA safe. Accountant (name/address/phone number), Auditors (current auditing firm/address/phone 175 number), Building Loan Documents (location), Checkbooks (location/acct numbers), 176 177 Credit Cards (issuer/numbers/signers), Insurance Policies, TDI, Workers' Comp, Life 178 Insurance, Keys (cabinets, building, master keys), Passwords (computers), Personnel 179 Files (location), Rental Agent (name/address/phone number), Reserve Accounts 180 (location/acct. numbers), Subcontractors (names/addresses/phone number/relationship 181 to HDA).

D. <u>Executive Director Compensation/Contract Committee - (10/2014)</u>

The Executive Director Compensation/Contract Committee is a committee of the Hawaii Dental Association BOT. The members of the Committee shall consist of four past presidents immediately preceding the immediate past president, one BOT member and one member at large. The Board of Trustees shall appoint the Committee members and select the chair. If one of those four past presidents cannot serve, the Board of Trustees will continue to seek participation by previous presidents in the order in which they had served until all four have been selected. The Committee shall meet at least once a year.

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| 192 193 194 195 196 197 198 199 200 201 | | | The duties of the Committee shall be to review the performance of the ED and recommend to the BOT the renewal or nonrenewal of the ED contract and the level of his/her compensation. Per the contract, the Executive Director may receive a bonus based on the profitability of the Association and the performance review. Any bonus is to be determined by the Committee and be approved by the Board of Trustees in their sole discretion. The Executive Director Compensation/Contract Committee shall maintain a useable evaluation form for use by HDA leadership to assess the ED and management |
|--|-----|-----------------|---|
| 202 203 204 205 | | | performance and report the results of the evaluation at the first BOT meeting annually. The Committee shall provide on-going oversight of the management services and to act as a liaison between HDA volunteers and HDA Staff. |
| 206 | VI. | | FINANCES |
| 207 208 209 210 211 | | A. | <u>Accounts – (1/1977)</u> All HDA accounts will be kept with institutions covered by the FDIC and in amounts not to exceed the maximum federal deposit insurance. |
| 211 212 213 214 215 216 217 | | B. | Executive Council Discretionary Fund – (10/2006) The Executive Council is authorized to spend up to \$5,000 at its discretion between BOT meetings. (10/2014) This may include reasonable and actual business meal reimbursement to entertain ADA dignitaries or appropriate guests as determined by the Executive Council. |
| 218 219 220 | | <mark>C.</mark> | Fixed Asset Capitalization Threshold – (9/2016) The fixed asset capitalization threshold shall be. \$2,500. |
| 220 221 222 223 224 | | <mark>D.</mark> | Hawaii Community Foundation – (9/2016) HDA funds are established as a donor advised fund at the Hawaii Community Foundation. |
| 225 226 227 | | <mark>E.</mark> | HDA Building Reserve Fund – (9/2016) A building reserve fund will be maintained. |
| 228 229 230 | | F. | <u>Reimbursements – (04/2012)</u> See Travel |
| 231 232 233 234 235 | | G. | <u>Reserves – (10/2005)</u> Target reserve level will be set at 40% of the annual operating budget as outlined in the HDA financial plan. Reserves can be used to fund continuing education courses. |
| 236 237 238 | | H. | Line of Credit (9/2016) The Equity Reserve Line should be maintained and used at the discrestion of the BOT |
| 230 239 240 241 | | I. | Financial Program (9/2016) The Financial Program will be responsible for the following tasks in the area of finance: |

| 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 | | | Budgeting and Financial Planning - This task involves working with staff in developing and monitoring adherence to an annual operating budget, setting long range financial goals including strategies for achievement, and developing a multi-year operating budget integrated with the strategic plan objective and initiatives. Reporting of Financials - This task involves working with staff to develop useful and readable formats for the BOT and staff and assisting in the development of the level of detail, frequency, deadlines, and appropriate users of financial reports. Internal Controls and Financial Policies - This task involves creating, approving, and updating in a written manual the accounting policies to help ensure the assets of the organization are protected. In addition, other policies and contracts that expose the organization to risk will be reviewed or developed by the Financial Program. Such policies include but are not limited to personnel policies, executive director compensation packages, long-term contracts, leases, loan, lines of credit, computer security and internet use policy, insurance requirements and reviews, record retention, and gift acceptance. These policies shall be reviewed annually, updated as necessary, and appropriate procedures will be developed to ensure adherence to policies is followed. Audit and Tax Return - The Financial Program program shall be involved with the selection of the auditor, review of the draft audited financial statements and Forms 000 and new review for the draft audited financial statements and Forms |
|---|----------|----|--|
| 262 | | | 990, and ensuring the auditor makes a presentation to the full BOT. For |
| 263 264 | | | management letter comments provided by the auditor, the Financial Program will review and ensure that an appropriate response is made and recommendations |
| 264 265 | | | followed. |
| 205 | | | Tonowed. |
| 266 267 268 269 | | | The Financial Program shall present the above mentioned plans, proposals, policies, and financial reports to the BOT for approval. |
| 270 | | J. | HCDS administrative fee (2/2016) |
| 271 | | | To adjust HCDS fee annually based on previous year's Hawaii-CPI effective January |
| 272 | | | 2017 with a board review of this method in 3 years. |
| 273 274 | | | |
| 275 | VII. | | GOVERNANCE |
| 276 | <u> </u> | | GO (LIL (III (CL |
| 277 | | A. | Program Designation – (07/2006) |
| 278 | | | "Committee" designations will be changed to "Program" to follow the |
| 279 | | | restructuring of the HDA governance model. Bylaws change to include explanation |
| 280 | | | of Task Force Chairs and Members Selection. Area of responsibility officer will |
| 281 | | | select the task force chair. The task force chair will then select members of the task |
| 282 283 | | | force, drawing first from the BOT, second from the HOD, and third from the general membership. |
| 283 284 | | | memoersnip. |
| 285 | | B. | <u>Ho'olaulea (2/2012)</u> |
| 286 | | | Make the Ho'olaulea a Program under Membership AR. (10/2013) - Program |
| 287 | | | discontinued |
| 288 | | | |
| 289 | | C. | Oral Health Program (7/2013) |
| 290 | | | Create the HDA "Oral Health Program" under the Education AR. |
| | | | |

| VIII. | | GOVERNMENT RELATIONS |
|-------------|----|--|
| IX. | | HAWAII DENTAL CONVENTION |
| I | A. | Length of the Convention – (12/2004) The Hawaii Dental Convention shall be two days only, Thursday and Friday. |
| <u>X.</u> | | HOUSE OF DELEGATES (HOD) |
| I | A. | HOD Meeting Time – (2/2003) The annual meeting of the HDA HOD will be in November. |
| I | B. | HDA Awards Ceremony - (7/2012) The HDA Awards ceremony will be incorporated into the business of the HDA HOD and it will be the last order of business of the HOD. |
| (| C. | HOD Manual will include the HDA Policy Manual (11/2012) The Manual of the HOD will include the most recent HDA Policy Manual so delegates can review and approve or reject the manual and the recent policies. |
| XI. | | LICENSURE |
| I | А. | <u>Community Service License – (1/2012 and 2/2006)</u> HDA's position is that we support this as the only form of licensure by credential for Hawaii. The HDA supports the ADEX exam as the only exam option for dental licensure. |
| Ι | В. | Licensure by Credentials – (2/2012 and 10/2005) HDA opposes licensing by credential for general dentists or specialists. |
| (| C. | Dual Track Licensing Program – (2/2002) Recommends to the BDE that they consider a dual-track licensing program with active and inactive status. An inactive license would not require CE but would pay the same rate for license. |
| I | D. | <u>Reciprocity – (1/1976)</u> HDA opposes the principle of reciprocity for licensure of dentists. No licensure by credentials. |
| <u>XII.</u> | | MEMBERSHIP |
| P | A. | <u>Additional Dental Degrees – (4/2009)</u> All additional earned dental degrees in addition to the initial dental degree will be listed in the HDA directory. |
| I | B. | <u>Dental Specialty Listing – (5/2004)</u> Members that wish to be listed as a specialist will submit a copy of their certificate to the HDA for verification. |

| 341 C. <u>Dues:</u> 342 1) <u>Bylaws - (7/2009)</u> 343 The amount for annual dues will not be listed in the bylaws. 344 | |
|---|----------------|
| The amount for annual dues will not be listed in the bylaws. | |
| The amount for annual dues will not be listed in the bylaws. | |
| • | |
| | |
| 345 2) <u>Due Date – (10/2001)</u> | |
| 346 HDA dues to be paid by January 15. Monthly installments will be | 3 |
| 347 processed directly with the HDA office. | |
| 348 | |
| 349 3) <u>Military Waiver – (12/2004)</u> | |
| 350 HDA members mobilized to military service are eligible for a due | S |
| 351 waiver. (Also passed by the ADA.) | 5 |
| 352 | |
| 353 D. <u>Membership Classes – (7/2009)</u> | |
| 354 HDA membership classes will match ADA membership classes. | |
| 355 ThDA membership classes with match ADA membership classes. | |
| 356 E. HDA Award Nominations - (9/2016) | |
| 357 HDA Award nominations are open until June 30 of each year. | |
| 358 | |
| 359 F. <u>Member email (2/2013)</u> | |
| 360 Share member email addresses with HDA members only when needed to | accomplish |
| • | - |
| 361 HDA business. Email addresses will not be published or listed in the dire | ctory online |
| and will not be given to non-members under any circumstances | |
| 363 264 G D D I (7/2012) | |
| 364 G. <u>Peer Review policy (7/2013)</u> 265 The Henri Dentel Association (HDA) provide a series of the | : |
| 365 The Hawaii Dental Association (HDA) provides a peer review process the | |
| and HDA member dentists by mediating conflicts between them. | |
| 367 average, the HDA receives thirty telephone complaints from patients per | • |
| to our unique triage system fewer than two complaints a year wind up in j | |
| The peer review process is free of charge to members and their patients. | |
| impartial solutions through the process keep disagreements from escalatin | ig into costly |
| legal situations and help preserve the dentist/patient relationship. | |
| 372 | |
| 373 Any complaint reviewed by the HDA is treated with complete confidentia | • |
| 374 reveal no information about the patient or the dentist. In the case of an "a | - |
| 375 review finding, the results will be referred to the Board of Dental Examin | |
| 376 BDE investigation, if any, results in disciplinary action against a dentist's | , |
| action then becomes public knowledge and can be reported to the Nationa | |
| 378 Practitioner Data Bank. Otherwise all other peer review complaints are k | ept |
| 379 confidential. The following is an overview of the HDA peer review polic | • |
| 380 accepted for HDA Peer Review. Complaints involving appropriateness o | f treatment. |
| 381 The dentist peer reviewer(s) shall determine whether the choice of treatme | ent was |
| 382 appropriate for the condition that existed at the time of diagnosis. Compl | aints |
| 383 involving quality of treatment. The dentist peer reviewer(s) shall determine | ne whether |
| 384 the treatment applied to the condition as diagnosed was executed to custo | marily |
| | Complaints |
| 385 expected levels of quality. Matters not accepted for HDA Peer Review. | |
| 385 expected levels of quality. Matters not accepted for HDA Peer Review. (386 that do not involve appropriateness or quality of treatment. Complaints th | hat involve |
| | |
| that do not involve appropriateness or quality of treatment. Complaints th | nagement or |

| 390 | been initiated, or if the matter is in small claims or other court of law, arbitration or |
|-----|--|
| 391 | mediation. Complaints that have already been filed with the Hawaii Board of Dental |
| 392 | Examiners, RICO, DCCA, Better Business Bureau, Action Line, Legal Aid, ACLU or |
| 393 | any other community resources for complaint resolution. Complaints regarding |
| 394 | alleged inappropriate or incorrect medication, physical or sexual harassment or |
| 395 | insurance fraud. These complaints need to be filed with the Hawaii State Board of |
| 396 | Dental Examiners. |
| 397 | |
| 398 | Complaint Process: HDA receives telephone complaints directly from the public at |
| 399 | our main office. All peer review calls are referred to the Executive Director. The |
| 400 | goal of this initial contact with the patient is to facilitate a pathway to settlement |
| 401 | between the aggrieved parties. A settlement will avoid opening a peer review case |
| 402 | and both parties can be quickly and well served. To foster settlements before opening |
| 403 | a peer review case we have established a careful triage process for handling patient |
| 404 | calls. |
| 405 | cans. |
| 405 | 1. The patient must identify the name of the dentist. If they will not reveal the name we |
| 400 | cannot assist them as this service is provided only to patients served by HDA |
| 407 | members. We then ask if the patient has made a complaint with any other community |
| | 1 1 1 |
| 409 | resource or contacted an attorney. If they answer affirmatively we tell them we |
| 410 | cannot assist them as we are designed as a primary complaint resolution process and |
| 411 | we will not get involved if a complaint has already been filed elsewhere. |
| 412 | 2. If the contact with the HDA is the first contact for the complaint, we ask if the |
| 413 | treatment they are calling about took place within the last year. If the answer is yes |
| 414 | we proceed, if no we tell them we cannot help them as there is a one-year time limit |
| 415 | on complaints. |
| 416 | 3. We ask if the complaint falls within the two areas in which we can assist; |
| 417 | appropriateness of treatment or quality of treatment. If they wish to complain about a |
| 418 | dentist's demeanor, office practices, staff behavior, billing issues, medication issues or |
| 419 | other non-related issues, we cannot help them. |
| 420 | 4. Once this initial screening is completed and the patient is deemed appropriate for the |
| 421 | peer review process, we ask them to explain their complaint in full detail. We let the |
| 422 | patient tell the story at great length and make sure that they feel they are being |
| 423 | listened to with follow-up questions and probing interest. No notes are taken and the |
| 424 | patient's and doctor's names are not recorded. A peer review case is not opened at |
| 425 | this point. This is confidential protected health information and cannot be shared with |
| 426 | anyone else and no record is made at this point. We do not contact the complained |
| 427 | against dentist. |
| 428 | 5. We tell the caller that we can help them in only one of two ways. We can help them |
| 429 | to get the doctor to redo the work at a reduced cost or for free, or we can help them to |
| 430 | get a partial or full refund, including their out of pocket payments and any amounts |
| 431 | paid to the doctor by their insurance carrier (that would be refunded to the insurance |
| 432 | carrier). We explain that through the HDA peer review process there is no |
| 433 | opportunity for recovery of any monies beyond what they paid the dentist. That is, |
| 434 | there will be no payments for pain and suffering, expenses incurred in dealing with |
| 435 | the problem, expenses paid to other dentists to evaluate and possibly treat the patient |
| 436 | and that no payments will be made to another party or dentist. |
| 437 | 6. We confirm that they have clearly expressed their complaint to the dentist personally |
| 438 | on at least one occasion. If they have not complained directly to the dentist we cannot |
| 439 | help then until they do so and the dentist rejects their complaint as invalid. Their |
| 107 | The men and deg do so and the dentity rejects then complaint as invalid. Then |

| 4.4.0 | |
|-------|---|
| 440 | complaint cannot be told to staff alone, it must be explained to the dentist. If they say |
| 441 | they have told the dentist we tell them that as a prerequisite for opening a peer review |
| 442 | case we want them to try once more to resolve this problem with the dentist, with our |
| 443 | assistance. |
| 444 | 7. We ask them to describe what it is they want from the dentist: redo the work or |
| 445 | request a refund in a specific amount. When they determine that, they are instructed |
| 446 | to call the doctor's office and follow a precise script. They are told that when the |
| 447 | doctor's receptionist answers say, word-for-word, "My name is XXX, I am a patient |
| 448 | of Dr. YYY. I am about to file a Peer Review complaint with the Hawaii Dental |
| 449 | Association. I will not file that complaint if I can talk to the doctor and work out this |
| 450 | problem." They are instructed to say nothing further, do not repeat their complaint, |
| 451 | answer no questions from any staff and do not speak with anyone other than the |
| 452 | doctor. The doctor may come on the phone, call them back or may set up an |
| 453 | appointment to talk. All of these options are acceptable but they must talk to the |
| 454 | doctor. |
| 455 | 8. When talking to the doctor the patient is instructed to state, "I am about to file a Peer |
| 456 | Review complaint with the Hawaii Dental Association but I will not file the |
| 457 | complaint if you [insert patient's demand]." The patient is instructed not to repeat the |
| 458 | complaint story and is reminded that the doctor is already familiar with the problem. |
| 459 | At that point the doctor will: negotiate with the patient; settle with the patient |
| 460 | (including possibly getting the patient to sign a release form indemnifying the doctor |
| 461 | from further action in this matter); or will refuse any negotiation. |
| 462 | 9. If the doctor and the patient come to an agreement and settle, there is no further action |
| 463 | to be taken. As a case has not been opened, no case needs to be closed. There should |
| 464 | be no records of any of the interactions to this point so no records should exist. The |
| 465 | patient may or may not call back to report the settlement, but no action is take to |
| 466 | contact the patient to determine the outcome. |
| 467 | 10. If the doctor refuses to settle with the patient, the patient is instructed to call the HDA |
| 468 | and report that the doctor did not settle with them. They are then told that they will be |
| 469 | mailed a simple one page Request for Peer Review form to fill out and return to the |
| 470 | HDA. Upon receipt of that form a peer review case is opened and a copy of the form |
| 471 | is sent to the county dental society peer review chair to assign a dentist to review the |
| 472 | case. The county is determined based on the practice address of the dentist who is |
| 473 | being complained against. The patient is told to expect a call from the peer reviewer |
| 474 | dentist and the process of review and decision will begin. |
| 475 | 11. The chair will assign dentist reviewer(s) who will contact the patient and the dentist |
| 476 | within two weeks and may review the records, interview the patient and dentist and, if |
| 477 | necessary, examine or arrange for the examination of the patient. There is no cost to |
| 478 | the patient or doctor for the peer review process. |
| 479 | 12. The dentist reviewer(s) will then determine the outcome of this review and inform the |
| 480 | county dental society peer review chair, the dentist, and the patient, in writing, within |
| 481 | 30 days. If the finding is for the dentist, then the peer review process is completed |
| 482 | with the letters to each party. If the finding is for the patient, then the results of this |
| 483 | "adverse" peer review finding must be reported to the Hawaii State Board of Dental |
| 484 | Examiners as well and that would complete the process. |
| 485 | 13. The reviewers decision is not binding on either party but a record of these results will |
| 486 | be retained by the county dental society in a confidential file. |
| 487 | 14. The patient or dentist may appeal the decision of the county dental society peer |
| 488 | reviewer(s) to the HDA Board of Trustees. The HDA Board of Trustees peer review |
| 489 | process is for appeals only and when called upon, the President will assign a board |
| | |

| 490 491 | | member(s) who will review the findings and examine the data to c conclusion. If the appeal decision supports the decision of the pee | |
|-----------------------|----|--|---------------------------------------|
| 492 | | letter is generated to that effect and the case is closed. | |
| 493 | 1 | 5. If the appeal decision does not support the findings of the peer rev | viewer(s) the appeal |
| 494 | | decision will take precedence over the earlier decision. If the appe | eal finding is for the |
| 495 | | dentist then the appeal process is completed with letters to each pa | rty. If the finding |
| 496 | | is for the patient then the results of this "adverse" peer review app | eal must be reported |
| 497 | | to the Board of Dental Examiners and possibly to the National Pra | |
| 498 | | Bank and that would complete the appeals process. | |
| 499 500 | 1 | 6. The appeals decision is not binding on either party but a record of retained by the HDA in a confidential file. | these results will be |
| 501 502 <u>XII</u> | I. | MISCELLANEOUS | |
| 502 <u>111</u> | | | |
| 504 | А. | HDA Building | |
| 505 | | Keep the building, do not sell it, and have the Task Force consider | how best to |
| 506 | | implement this policy. (2/2013). Amended (4/2013) - disband the | |
| 507 | | Amended (7/2013) - reestablish Building Task Force and reappoint | |
| 508 | | to determine building use or sale parameters. | |
| 509 | | C I | |
| 510 | B. | Board response to email (10/2013) | |
| 511 | | Members of the Board of Trustees will reply to designated "Respo | onse Requested" |
| 512 | | email within 48 hours using the "reply-to-all" option. | |
| 513 | | | |
| 514 XIV | 7 | NOMINATING/AWARDS COMMITTEE (2/2016) | |
| 515 | | | |
| 516 | A. | <u>Composition – (10/2011)</u> | |
| 517 | | The Nominating/Awards Committee is responsible for nominating | officers to the |
| 518 | | Executive Council. It shall consist of: | , |
| 519 | | | |
| 520 | | 1) Four most recent past presidents (excluding the imm | nediate past |
| 521 | | president) | |
| 522 | | 2) One member from the New Dentist program appoin | ited by the |
| 523 | | BOT (2) One member from the Volunteer Program enciets | d her the DOT |
| 524 525 | | 3) One member from the Volunteer Program appointe | d by the BOT |
| 525 | | 4) One member from the BOT appointed by the BOT | |
| 526 | п | T_{output} (10/2011) | |
| 527 | В. | $\frac{\text{Terms} - (10/2011)}{1}$ | 11 h a th a magat |
| 528 | | 1) The chair of the Nominating/Awards Committee w | in de the most |
| 529 520 | | recent past-president | 41 |
| 530 521 | | 2) The terms for the past presidents will be limited by | the succession |
| 531 | | of a new President each year | |
| 532 | | 3) Members from the New Dentist Program, the Volum | nteer Program, |
| 533 | | and the BOT will each serve a one-year term | |
| 534 525 | - | Nominating/Awards Committee (2/2010) | |
| 535 | (| C. <u>Nominating/Awards Committee (2/2016)</u> The Committee would accent reminations for the UDA. Awards for | om mousleast in |
| 536 527 | | The Committee would accept nominations for the HDA Awards fr | · · · · · · · · · · · · · · · · · · · |
| 537 | | between November and the following year June, and would check | the engibility of |

| 538 | | | potential awardees before forwarding the list of nominees to the BOT for |
|---|---------------------------|------------|---|
| 539 540 | | | consideration at the July BOT meeting. |
| 540 541 | | | The Nominating/Awards Committee is responsible for nominating officers to the |
| 542 | | | Executive Council, Board of Trustees members and alternates and delegates to the |
| 543 | | | ADA House of Delegates. The Nominating/Awards Committee members shall be: |
| 544 | | | Four most recent past presidents (excluding the immediate past president), One |
| 545 | | | member from the New Dentist Program, One member from the Volunteer Program, |
| 546 | | | One member from the BOT. The President and BOT may consult with the chairs of |
| 547 | | | the New Dentist and Volunteer Programs for nominees to the Nominating/Awards |
| 548 | | | Committee. The members from the New Dentist Program, Volunteer Program and |
| 549 | | | the BOT shall serve one year terms. |
| 550 | | | |
| 551 | | | Members of the Nominating /Awards Committee shall be appointed at the first |
| 552 | | | meeting of the BOT. The chair of the Nominating/Awards Committee will be the |
| 553 | | | most recent past president. The terms for past president members will be limited by |
| 554 | | | the succession of a new President each year. If one of those four previous presidents |
| 555 | | | cannot serve, the Board of Trustees will continue to seek participation by previous |
| 556 | | | presidents in the order in which they had served until all four have been selected. It |
| 557 | | | will not be considered a conflict of interest if any of the members of the Committee is |
| 558 | | | a current officer (with the exception of the immediate past president) provided he/she |
| 559 | | | recuse themselves from the nomination process for their particular office. |
| 560 | | | |
| 561 | | D. | Multiple Nominees for any Elected Position - (11/2012) |
| 562 | | | The Nominating/Awards Committee may offer multiple nominees for consideration |
| | | | |
| 563 | | | by the HOD voters for any HDA elected position. |
| 563 564 | VV | | by the HOD voters for any HDA elected position. |
| 563 564 565 | <u>XV.</u> | | |
| 563 564 565 566 | <u>XV.</u> | | by the HOD voters for any HDA elected position. OFFICERS |
| 563 564 565 566 567 | <u>XV.</u> | А. | by the HOD voters for any HDA elected position. OFFICERS <u>HDA business cards for officers - (10/2013)</u> |
| 563 564 565 566 567 568 | <u>XV.</u> | А. | by the HOD voters for any HDA elected position. OFFICERS <u>HDA business cards for officers - (10/2013)</u> HDA will print business cards for the President and President Elect reflecting |
| 563 564 565 566 567 568 569 | <u>XV.</u> | А. | by the HOD voters for any HDA elected position. OFFICERS <u>HDA business cards for officers - (10/2013)</u> |
| 563 564 565 566 567 568 569 570 | | | by the HOD voters for any HDA elected position. OFFICERS HDA business cards for officers - (10/2013) HDA will print business cards for the President and President Elect reflecting their position and the term of their office. |
| 563 564 565 566 567 568 569 570 571 | <u>XV.</u> <u>XVI.</u> | | by the HOD voters for any HDA elected position. OFFICERS <u>HDA business cards for officers - (10/2013)</u> HDA will print business cards for the President and President Elect reflecting |
| 563 564 565 566 567 568 569 570 571 572 | | | by the HOD voters for any HDA elected position. OFFICERS HDA business cards for officers - (10/2013) HDA will print business cards for the President and President Elect reflecting their position and the term of their office. PUBLIC AFFAIRS |
| 563 564 565 566 567 568 569 570 571 572 573 | | | by the HOD voters for any HDA elected position. OFFICERS HDA business cards for officers - (10/2013) HDA will print business cards for the President and President Elect reflecting their position and the term of their office. PUBLIC AFFAIRS Dental Home Initiative – (4/2009) |
| 563 564 565 566 567 568 569 570 571 572 573 574 | | | by the HOD voters for any HDA elected position. OFFICERS HDA business cards for officers - (10/2013) HDA will print business cards for the President and President Elect reflecting their position and the term of their office. PUBLIC AFFAIRS Dental Home Initiative – (4/2009) The HDA will participate with AAPD and Head Start in this dental home initiative |
| 563 564 565 566 567 568 569 570 571 572 573 574 575 | | | by the HOD voters for any HDA elected position. OFFICERS HDA business cards for officers - (10/2013) HDA will print business cards for the President and President Elect reflecting their position and the term of their office. PUBLIC AFFAIRS Dental Home Initiative – (4/2009) |
| 563 564 565 567 568 569 570 571 572 573 574 575 576 | | A . | by the HOD voters for any HDA elected position. OFFICERS HDA business cards for officers - (10/2013) HDA will print business cards for the President and President Elect reflecting their position and the term of their office. PUBLIC AFFAIRS Dental Home Initiative – (4/2009) The HDA will participate with AAPD and Head Start in this dental home initiative with no budget commitment. |
| 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 | | | by the HOD voters for any HDA elected position. OFFICERS HDA business cards for officers - (10/2013) HDA will print business cards for the President and President Elect reflecting their position and the term of their office. PUBLIC AFFAIRS Dental Home Initiative – (4/2009) The HDA will participate with AAPD and Head Start in this dental home initiative with no budget commitment. Compromise Language – (2/2007) |
| 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 | | A . | by the HOD voters for any HDA elected position. OFFICERS HDA business cards for officers - (10/2013) HDA will print business cards for the President and President Elect reflecting their position and the term of their office. PUBLIC AFFAIRS Dental Home Initiative - (4/2009) The HDA will participate with AAPD and Head Start in this dental home initiative with no budget commitment. Compromise Language - (2/2007) The HDA empowers the HDA Legislative Program to decide the final compromise |
| 563 564 565 567 568 569 570 571 572 573 574 575 576 576 577 578 579 | | A . | by the HOD voters for any HDA elected position. OFFICERS HDA business cards for officers - (10/2013) HDA will print business cards for the President and President Elect reflecting their position and the term of their office. PUBLIC AFFAIRS Dental Home Initiative – (4/2009) The HDA will participate with AAPD and Head Start in this dental home initiative with no budget commitment. Compromise Language – (2/2007) |
| 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 | | А. В. | by the HOD voters for any HDA elected position. OFFICERS HDA business cards for officers - (10/2013) HDA will print business cards for the President and President Elect reflecting their position and the term of their office. PUBLIC AFFAIRS Dental Home Initiative - (4/2009) The HDA will participate with AAPD and Head Start in this dental home initiative with no budget commitment. Compromise Language - (2/2007) The HDA empowers the HDA Legislative Program to decide the final compromise language as needed at any conference committee. |
| 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 | | A . | by the HOD voters for any HDA elected position. OFFICERS HDA business cards for officers - (10/2013) HDA will print business cards for the President and President Elect reflecting their position and the term of their office. PUBLIC AFFAIRS Dental Home Initiative - (4/2009) The HDA will participate with AAPD and Head Start in this dental home initiative with no budget commitment. Compromise Language - (2/2007) The HDA empowers the HDA Legislative Program to decide the final compromise language as needed at any conference committee. CODA Language - (2/2007) |
| 563 564 565 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 | | А. В. | by the HOD voters for any HDA elected position. OFFICERS HDA business cards for officers - (10/2013) HDA will print business cards for the President and President Elect reflecting their position and the term of their office. PUBLIC AFFAIRS Dental Home Initiative - (4/2009) The HDA will participate with AAPD and Head Start in this dental home initiative with no budget commitment. Compromise Language - (2/2007) The HDA empowers the HDA Legislative Program to decide the final compromise language as needed at any conference committee. CODA Language - (2/2007) The HDA supports the removal of the term "diagnosis" from CODA hygienist |
| 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 | | А. В. | by the HOD voters for any HDA elected position. OFFICERS HDA business cards for officers - (10/2013) HDA will print business cards for the President and President Elect reflecting their position and the term of their office. PUBLIC AFFAIRS Dental Home Initiative - (4/2009) The HDA will participate with AAPD and Head Start in this dental home initiative with no budget commitment. Compromise Language - (2/2007) The HDA empowers the HDA Legislative Program to decide the final compromise language as needed at any conference committee. CODA Language - (2/2007) |
| 563 564 565 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 | | А. В. | by the HOD voters for any HDA elected position. OFFICERS HDA business cards for officers - (10/2013) HDA will print business cards for the President and President Elect reflecting their position and the term of their office. PUBLIC AFFAIRS Dental Home Initiative - (4/2009) The HDA will participate with AAPD and Head Start in this dental home initiative with no budget commitment. Compromise Language - (2/2007) The HDA empowers the HDA Legislative Program to decide the final compromise language as needed at any conference committee. CODA Language - (2/2007) The HDA supports the removal of the term "diagnosis" from CODA hygienist |

| 586 587 | | Establishes the HDA position that dentists should be exempt from State court jury duty. |
|------------|-------|--|
| 588 | Б | |
| 589 590 | Е. | <u>Special Care Dentistry Act – (2/2006)</u> The UDA supports this logislation |
| 590 591 | | The HDA supports this legislation. |
| 592 | F. | <u>Grassroots Email Advocacy Program – (7/2005)</u> |
| 592 | Г. | Establishes a grassroots email advocacy program as an email opt in. |
| 594 | | Establishes a grassiools eman advocacy program as an eman opt m. |
| 595 | G. | <u>HIOHTF – (5/2004)</u> |
| 596 | 0. | HDA will continue to support the HIOHTF. The HDA President should attend the |
| 597 | | HIOHTF meetings. |
| 598 | | monn mounds. |
| 599 | H. | <u>Special Service License – (11/2003)</u> |
| 600 | | Empowers HIOHTF participants to make the caveat for special service license either |
| 601 | | having passed the national board within five years or have had 3000 hours of |
| 602 | | chairside dentistry within five years. |
| 603 | | |
| 604 | I. | <u>Dental Division of the State Department of Health – (2/2002)</u> |
| 605 | | HDA supports the Dental Division of the State Department of Health and opposes any |
| 606 | | bill or bills that would in any way diminish the Dental Division. |
| 607 | | |
| 608 | J. | <u>Bulk Mercury/Amalgam Alloy Disposal – (8/2001)</u> |
| 609 | | In accordance with ADA policy 1994:676 the HDA recommends that dentists |
| 610 | | eliminate the use of bulk dental mercury and bulk amalgam alloy. HDA recommends |
| 611 | | only using pre-encapsulated amalgam alloy in dental practices. |
| 612 | | |
| 613 | К. | <u>General Supervision of Dental Hygienists – (2/2001)</u> |
| 614 | | The HDA opposes general supervision of registered dental hygienists. |
| 615 | | |
| 616 | L. | <u>Block Anesthesia by Dental Hygienists - (5/1996)</u> |
| 617 | | The HDA supports block anesthesia by dental hygienists. |
| 618 | | |
| 619 | М. | ADA Position on AIDS – (1/1989) |
| 620 | | The HDA adopts the ADA position on AIDS. |
| 621 | | |
| 622 | XVII. | RELATED ENTITIES |
| 623 | | |
| 624 | А. | Dental Samaritans – (10/2011) |
| 625 | | Cessation of activity effective immediately until re-organization. |
| 626 | р | D_{1} |
| 627 | В. | Dental Samaritans Fund - (2/2013) |
| 628 629 | | Dissolve the HDA Dental Samaritans Fund and grant all remainder funds to the HDA John Dawa Scholarshin Fund. (2, 28, 12). Amended (4/2013): Void February 2012 |
| 630 | | John Dawe Scholarship Fund - (2-28-13) <u>Amended (4/2013)</u> : Void February 2013 decision of the Board and grant all remainder DS funds to the HDA Charitable Fund. |
| 631 | | decision of the Board and grant an remainder DS funds to the HDA Charitable Fund. |
| 632 | C. | <u>Charitable Fund - (10/2014)</u> |
| 633 | С. | Composition of the [Charitable Fund] committee will be at the discretion of the chair |
| 634 | | and be a minimum of two. |
| 635 | | |
| | | |

| 636 637 638 | D. | John Dawe Scholarship Fund - (10/2014) The [HDA] President elect shall be the liaison to the Hawaii Community Foundation for the John Dawe Scholarship Fund. |
|-------------------|-----------------|--|
| 639 640 | XVIII. | RISK MANAGEMENT |
| 641 | | |
| 642 | А. | Anti-Trust Policy – (4/2005) |
| 643 | | Implementation of anti-trust policy and sign in sheet. |
| 644 645 | B. | <u>Conflict of Interest / Whistleblower's Policies – (10/2008)</u> |
| 646 | D. | Members of the BOT that have a potential conflict of interest must disclose and |
| 647 | | excuse themselves from voting during BOT meetings, but may still participate in |
| 648 | | discussions. The association will maintain a whistleblower policy. |
| 649 | | |
| 650 | C. | <u>Financial Discussions – (10/2007)</u> |
| 651 | | Guests will be excused during financial discussions. |
| 652 | VIV | тра улги |
| 653 654 | XIX. | TRAVEL |
| 655 | This t | ravel policy shall apply to all HDA employees, volunteers, and other members |
| 656 | | rming business for the HDA. |
| 657 | Perror | |
| 658 | A. | Approved Reimbursable Travel Expenses – (6/2016) |
| 659 | | Economy airfare, approved block rate hotel accommodations - including up to one |
| 660 | | additional night's stay if needed due to flight schedules, car rental/taxi fare to and |
| 661 | | from the destination/airport, parking expenses incurred from the Hawaii airport point |
| 662 | | of departure. Persons traveling in their official capacities shall make every effort to |
| 663 | | keep travel costs reasonable. |
| 664 | D | ADA E |
| 665 666 | <mark>B.</mark> | ADA Events Approved for Travel Reimbursement by Appropriate HDA Representatives - (6/2016) |
| 667 | | ADA President-Elects' Conference (President-Elect) |
| 668 | | ADA Management Conference (ED) |
| 669 | | ADA Washington Leadership Conference (ATLs, ED, and ATL coordinator) |
| 670 | | ADA Conference on the New Dentist (New Dentist Program representative) |
| 671 | | Western States Presidents Conference (President, President-elect, and ED) |
| 672 | | ADA Fourteenth District Caucus (ADA delegates, alternates, ED, delegation secretary) |
| 673 | | ADA House of Delegates (ADA delegates, alternates, ED, delegation secretary) |
| 674 | | And any additional events approved by the HDA Board of Trustees. |
| 675 676 | C | UDA Events Annuoved for Trevel Deimburgement by Annuoviete UDA |
| 676 677 | <mark>C.</mark> | HDA Events Approved for Travel Reimbursement by Appropriate HDA Representatives - (6/2016) |
| 678 | | HDA Neighbor Island trustees for travel to the HDA BOT, HOD meetings and |
| 679 | | Welcome Legislators Breakfast. |
| 680 | | HDA President and ED for travel to meetings with component societies |
| 681 | | Members of the Executive Council who are from the Neighbor Islands for travel to |
| 682 | | meetings when they are acting in their official capacity |
| 683 | | Two representatives per Neighbor Island to attend the Legislative Breakfast |
| 684 | | And any additional events approved by the HDA Board of Trustees. |
| 683 | | Two representatives per Neighbor Island to attend the Legislative Breakfast |
| 004 | | And any additional events approved by the HDA board of Hustees. |

| (05 | | |
|------------|-----------------|--|
| 685 686 | D. | $\mathbf{D}_{\mathrm{or}} \mathbf{D}_{\mathrm{orr}} = \langle \mathcal{L} 201 \mathcal{L} \rangle$ |
| | D. | Per Diem – (6/2016) Mark and Incidentale (M& Direction shall be apprecided to transformation of the direct shall be apprecided to the |
| 687 | | Meals and Incidentals (M&I) per diem shall be provided to travelers attending each |
| 688 | | event and will be calculated by following the IRS approved, published, federal GSA |
| 689 | | M&I per diem amount by city to be visited. Full M&I per diem reimbursement will be |
| 690 | | paid for each full day of the event. Travel days will be reimbursed based on the |
| 691 | | reduced travel days GSA M&I per diem amount. For days the representative attends a |
| 692 | | dinner/other meal paid directly by the HDA, the M&IE breakdown will be used for |
| 693 | | the per diem for remaining meals of the day. Receipts will not be required to support |
| 694 | | the per diem reimbursements. |
| 695 | | |
| 696 | <mark>E.</mark> | Submitting for Reimbursement – (6/2016) |
| 697 | | After travel has occurred, the traveler shall submit the HDA Expense Report with a |
| 698 | | copy of all receipts for all incurred expenses attached. The HDA Expense Report and |
| 699 | | copies of receipts shall be submitted within sixty days of travel in accordance with the |
| 700 | | Internal Revenue Service accountable plan rules. |
| 701 | | |
| 702 | F. | Submitting Final Meeting Report-(9/2016) |
| 703 | | To ensure proper documentation of the business nature of the travel expense, the lead |
| 704 | | representative of the event shall submit a final report no later than 60 days from the |
| 705 | | return date of travel. The report shall document the following: |
| 706 | | 1. Purpose of the travel |
| 707 | | 2. Dates and location of the travel event |
| 708 | | 3. Actual attendees of the travel event |
| 709 | | 4. Brief description and business purpose of any HDA sponsored meals. |
| 710 | | |
| 711 | G. | INFORMATION REGARDING REIMBURSABLE EXPENSES- (9/2016) |
| 712 | | Coach Airfare |
| 713 | | Lowest available coach airfare regardless of the personal preference of airlines should |
| 714 | | be obtained and 30-day advance purchase is encouraged. HDA reserves the right to |
| 715 | | compare airfares with other airlines and if a significant difference is found, |
| 716 | | appropriate documentation will be required. |
| 717 | | Baggage fees for a maximum of two checked bags are reimbursable. |
| 718 | | Seat upgrades, change fees, and other optional charges will not be reimbursed. |
| 719 | | Sour apgrades, change rees, and other optional changes will not be reinfourbed. |
| 720 | | Accommodations |
| 721 | | HDA will determine the "headquarters" hotel for each meeting or event. Every effort |
| 722 | | should be made to secure accommodations at this venue, but in instances when |
| 723 | | an attendee must be housed in another hotel, reimbursement will be up |
| 724 | | to the amount of room and tax for the "headquarters" hotel. Exceptions |
| 725 | | may be made in cases where reasonable accommodations cannot be secured at that |
| 726 | | price, but appropriate documentation will be required. |
| 727 | | price, our appropriate documentation will be required. |
| | vv | ADENINIY |
| 728 | XX. | APPENDIX |