



# Student Chapter Operations & Sustainability Manual

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# Student Resources and Opportunities

## INTRODUCTION

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We are pleased to provide you with the National Community Pharmacists Association Student Chapter Operations and Sustainability Manual, a publication that will answer the majority of questions that you, the student chapter officers, might have throughout the year.

This manual has been prepared to help student chapter officers orient student chapter members to NCPA and its divisions, and the benefits and opportunities that exist from belonging to NCPA. The enclosed information will also acquaint you with the NCPA Student Affairs Department and offer suggestions that can help in conducting chapter meetings and programs. It contains important deadlines for scholarships, and awards, and helps to identify programs that the chapter may undertake. Several of the following sections will be updated regularly, so annually updating this manual is very important.

The Student Chapter Operations & Sustainability Manual will serve each student chapter and should be used as the ongoing chapter record. This document can be printed and placed in the chapter's notebook to pass on to the next year's officers to help them continue to develop your NCPA student chapter. It can also serve as the chapter's record of communications with the NCPA national office and with other student chapters.

If you have any suggestions regarding the material enclosed, please contact the NCPA Student Affairs Department at [studentaffairs@ncpa.org](mailto:studentaffairs@ncpa.org), access our website at: [www.ncpa.org](http://www.ncpa.org), or write to:

NCPA Student Affairs  
100 Daingerfield Road  
Alexandria, VA 22314

## WHAT IS NCPA?



The National Community Pharmacist Association represents independent community pharmacy owners. If an individual wants to operate a successful community-based pharmacy practice, NCPA membership is a must. NCPA advocates on legislative and regulatory matters to promote opportunities for small business pharmacy owners, offers member benefits, and strives to provide education to students, staff pharmacists and pharmacy owners to ensure a successful future.

Today's independent pharmacists are small business entrepreneurs and multifaceted health care providers. They provide sophisticated health care services and information to millions of patients who pass through their doors each day. Independent community pharmacists are also community leaders actively involved in community-oriented public health, civic, and volunteer projects. Given their accessibility, dedication to the profession and desire to serve the needs of the community, independent community pharmacists are a vital part of the United States health care system.

The ability to quickly adjust to market demands is one of the greatest advantages of being an independent pharmacist. Providing services essential to patients such as immunizations, medication synchronization, custom compounded medications, point-of-care testing, long-term care consultation, among others, establishes independent pharmacists as vital members of a community's health care team. Services such as emergency prescription services, daily home delivery, and—most important—face-to-face interaction with patients further engrain independent pharmacists into the fabric of their community. Independent pharmacy owners have the opportunity to practice pharmacy the way they choose, with caring for patients being the top priority.

A monumental event took place in the pharmacy profession in 1898. NCPA (formerly known as the National Association of Retail Druggists or NARD) was founded and charged with the duty of representing the professional and proprietary interests of independent pharmacists. NCPA has provided a legacy of service and benefits, not only for its members, but for the members' patients as well. With longstanding recognition for its political clout and involvement in contemporary issues, NCPA has brought the issues important to owners, managers, and employees of over 21,000 independent pharmacies to the forefront of the federal government and its agencies. The nation's independent pharmacies, independent pharmacy franchises, and independent chains dispense nearly half of the nation's retail prescription medications.

NCPA continues to offer its members valuable information on the business and practice of independent pharmacy, latest developments in legislation and regulations affecting pharmacy practice, practical tools that can be used in everyday practice, advanced business skills to assist owners in identifying business challenges and enhancing their business operations, and an expanding network of pharmacy colleagues. NCPA also works with other pharmacy organizations in an effort to present a unified voice for pharmacy on issues facing the entire profession.

## MISSION STATEMENT



- We are dedicated to the continuing growth and prosperity of independent retail pharmacy in the United States.
- We are the national pharmacy association representing the professional and proprietary interests of independent retail pharmacists and will vigorously promote and defend those interests.
- We are committed to high-quality pharmacist care and to restoring, maintaining, and promoting the health and well-being of the public we serve.
- We believe in the inherent virtues of the American free enterprise system and will do all we can to ensure the ability of independent retail pharmacists to compete in a free and fair marketplace.
- We value the right to petition the appropriate legislative and regulatory bodies to serve the needs of those we represent.
- We will utilize our resources to achieve these ends in an ethical and socially responsible manner.

## INDEPENDENT PHARMACY TODAY



Independent pharmacy: \$75.8 billion marketplace

Independent pharmacies across the country total: 21,767

- Compared to Traditional Chain: 22,812  
Mass Merchant: 8,523  
Supermarket: 8,698

Prescription medicines are our business: 93% of annual sales are Rx medicines

- The average price of a prescription drug was \$55.13

Average independent pharmacy sales: \$3.5 million

- Pharmacies are dispensing more prescriptions, and providing valuable services to patients

Independent pharmacies offer a wide range of patient services

- The top services offered in 2013 were: delivery (76%), MTM under Medicare Part D (77%), diabetes training (33%), adherence services (93%), compounding (65%), durable medical goods (53%), immunizations (78%), blood pressure monitoring (57%) and point-of-care testing(21%).

Independents utilize technology

Point of Sale System: 89%  
Automated Dispensing Counter: 64%  
Integrated Voice Response System: 53%

Staffing in independent pharmacies

- Average independent employs 2.6 FTE pharmacists (including owner)
- Average independent employs 3.4 FTE technicians

Generic drug utilization

- 85% of drugs dispensed by independent pharmacies are generics

# STUDENT CHAPTER EXPECTATIONS

Each year, NCPA recognizes the top four student chapters at our annual convention. The winner of Chapter of the Year receives a cash award of **\$2,000**. First runner-up, second runner-up, and the most improved chapter will receive **\$1,000, \$500, and \$250** respectively. Below are the categories in which chapters are evaluated to receive points for their Chapter of the Year application.

## N eighborhood Community Service(15%)

NCPA Student Chapters give back to their communities. Independent pharmacists have a tradition of community service, as helping people in the community is a key element of a good NCPA student chapter. Chapters will be evaluated on participation in community service.

## C reating Members (15%)

NCPA Student Chapters create new members. Encouraging membership and participation in NCPA on the local, state, and national level is the cornerstone of a successful NCPA student chapter. Chapters will be evaluated on efforts and successes in recruiting and retaining members.

## P romoting Independent Pharmacy (25%)

NCPA Student Chapters promote independent pharmacy and stimulate interest in independent pharmacy ownership. Without this component, a student chapter cannot thrive. The strength of a chapter is measured by its promotion of independent pharmacy, from guest speakers to special projects. Chapters will be evaluated on the various ways they promote independent pharmacy.

## A dvocating Legislative Action (25%)

NCPA Student Chapters are politically active. The NCPA PAC (Political Action Committee) motto rings true especially for our student chapters: “Get into politics or get out of pharmacy.” Chapters will be evaluated on participation in legislative activities, both on the state and national levels.

The remaining 15% is graded on the following: Fundraising, Business Plan Submission, and Chapter Challenge submission.

# STUDENT MEMBERSHIP BENEFITS

NCPA Student Membership offers countless networking opportunities and access to multiple services and benefits. In addition, student publications, conference discounts, and other professional services reserved for active members are available. Listed below are many of the services that NCPA Student Members receive for the low annual membership fee of \$50. Questions about the benefits and services of NCPA Student Membership may be directed to NCPA through its website at [www.ncpanet.org](http://www.ncpanet.org) or by phone 800-544-7447.

## **NCPA Student Member Benefits and Services:**

- **Student Competitions**
  - Good Neighbor Pharmacy NCPA Pruitt-Schutte Student Business Plan Competition
  - NCPA Chapter Challenge
- **Periodic Publications**
  - *America's Pharmacist*: NCPA's monthly magazine
  - *NCPA Student Affairs eNewsletter*: Student Member Monthly Newsletter
  - NCPA *qAM* daily newsletter
  - NCPA *Executive Update* bi-weekly on Fridays
- **Access to the [Members-Only](#) Section of the Website**
- **Discounts on NCPA Bookstore merchandise**
- **Awards, Scholarships and Loans**
  - Chapter of the Year, 1<sup>st</sup> and 2<sup>nd</sup> runners up
  - Most Improved Chapter
  - Outstanding Chapter Member of the Year Award
  - NCPA Foundation Scholarships
- **Experiences at NCPA National Headquarters**
  - Summer Internship program
  - Elective Rotation (APPE) in Association Management; applications due in December
  - Executive Residency in Association Management
- **National Student Leadership Positions**
  - Student Leadership Council (SLC)
    - Two-year commitment
    - Eight positions are available each calendar year for a total of 16 SLC Members
- **Conferences: Discounted Registration for NCPA Student Members**
  - NCPA Annual Convention and Trade Exposition
  - NCPA Annual Congressional Pharmacy Fly-In
  - Pharmacy Ownership Workshop and Student Ownership Boot Camps
- **Professional Development**
  - Pharmacy Ownership Workshop and Student Ownership Boot Camps
    - [PharmacyMatching.com](http://PharmacyMatching.com) listings to buy or sell a pharmacy
  - NCPA Career Center job database <https://jobs.ncpa.org/>
  - [DisposeMyMeds.org](http://DisposeMyMeds.org)
  - Medication Synchronization Program: Simply My Meds
- **NCPA Student Affairs and Student Leadership Visits**
  - Invite the NCPA Student Affairs Director or a Student Leadership Council Member for a “virtual visit” to speak to your chapter about NCPA and independent pharmacy.

The NCPA Foundation offers NCPA student members an excellent opportunity to secure financial assistance in the form of scholarships. Below are descriptions of the different scholarships that have been awarded by the NCPA Foundation. Detailed information on the 2021 scholarships can be found at <http://www.ncpafoundation.org/>.

**J.C. and Rheba Cobb Memorial Scholarship** – All NCPA Student Members have the opportunity to apply for this \$2,000 scholarship for the upcoming academic year. Eligible candidates must be enrolled in an accredited U.S. school of pharmacy and will be evaluated on the basis of interest in independent community pharmacy practice, demonstrated interest in **government affairs**, academic achievement, leadership qualities and extracurricular activities.

**Neil Pruitt Sr. Memorial Scholarship** - All NCPA Student Members have the opportunity to apply for this \$2,500 scholarship for the upcoming academic year. Eligible candidates must be enrolled in an accredited U.S. school of pharmacy and will be evaluated on the basis of demonstrated interest in **entrepreneurism**, academic achievement, leadership qualities, and extracurricular activities.

**Willard B. Simmons Sr. Memorial Scholarship** - All NCPA Student Members have the opportunity to apply for this \$2,000 scholarship for the upcoming academic year. Eligible candidates must be enrolled in an accredited U.S. school of pharmacy and will be evaluated on the basis of interest in independent community pharmacy **management and entrepreneurship**, academic achievement, leadership qualities, and extracurricular activities.

**Partners in Pharmacy Scholarship** - All NCPA Student Members have the opportunity to apply for a \$2,000 scholarship for the upcoming academic year. Eligible candidates must be enrolled in an accredited U.S. school of pharmacy and will be evaluated on the basis of a demonstrated interest in independent community pharmacy, **career goals**, academic achievement, leadership, and extracurricular activities. Multiple scholarships are awarded.

**Presidential Scholarship** - All NCPA Student Members have the opportunity to apply for a \$2,000 scholarship for the upcoming academic year. Eligible candidates must be enrolled in an accredited U.S. school of pharmacy and will be evaluated on the basis of demonstrated interest in independent pharmacy, academic achievement, leadership qualities, and extracurricular activities. Multiple scholarships are awarded.

## **EXPERIENTIAL PROGRAMS**



NCPA is pleased to offer pharmacy students opportunities to gain experience in unique at the headquarters\* of the association. The programs offered are:

**NCPA Advanced Pharmacy Practice Experience (APPE)** – This is a 4-week, 5-week, or 6-week elective rotation in national association management at NCPA headquarters in Alexandria, Virginia. Students will be exposed to life in pharmacy association management and the vast number of opportunities available in independent community pharmacy practice.

**NCPA Summer Internship** – A 10-week summer internship at NCPA headquarters in Alexandria, Virginia. During the internship, the student will acquire an in-depth understanding of the issues and opportunities facing independent community pharmacy practice and the importance of national pharmacy associations to the profession. A small stipend is provided to the summer intern from the NCPA Foundation, to help with living expenses while in Alexandria. The stipend is typically provided within the first few weeks of beginning the internship.

\*As of August 2020, the elective APPE is offered in virtual format due to the SARS-CoV-2 public health emergency declaration. The 2021 Summer Internship format will be determined in Spring 2021.

## **EXECUTIVE RESIDENCY**



NCPA is pleased to offer an executive residency in association management. The resident will work on short- and long-term projects determined by the residency director and developed to gain an understanding of the different departments in NCPA. These departments may include the NCPA Innovation Center, government affairs, education programs, meetings, and the executive office.

For more information regarding these experiential programs, please contact your school's NCPA Faculty Liaison, NCPA Student Affairs at [studentaffairs@ncpa.org](mailto:studentaffairs@ncpa.org), visit the NCPA website at [www.ncpanet.org](http://www.ncpanet.org), or call or write to:

NCPA Student Affairs  
100 Daingerfield Road  
Alexandria, VA 22314  
(800) 544-7447

The NCPA Student Leadership Council (SLC) is comprised of NCPA student members from across the country. The SLC, a two-year commitment, is charged with assisting the NCPA Student Affairs Department to carry out the mission of NCPA. In the first year of service the student will serve as a junior member of the SLC and will serve as a senior member of the Student Leadership Council (SLC) the second year. Members of the SLC also serve on an NCPA Steering Committee in the second year of their term. A list of detailed information on how to apply to the SLC can be found in the student section of the NCPA website.

The following individuals of active NCPA chapters are eligible to apply for a NCPA SLC position:

- President
- President-elect
- Vice President
- Secretary
- Treasurer
- Committee chair
- Past Chapter President

Applications may be found on the NCPA website and must include:

- A letter of intent describing your career goals
- Official copy of pharmacy school transcripts (minimum GPA 2.5 on a 4.0 scale)
- Resume/CV denoting accomplishments within the chapter, school, and state
- Two letters of recommendation, one from a pharmacy owner (preferably an NCPA member) and a pharmacy school faculty member endorsing the student's interest and ability to effectively participate in a dynamic environment.

Responsibilities include:

- Serving a two-year term: the first year as a junior member and the second as a senior member
- Serving on an NCPA Steering Committee as a second-year member
- Attending the Annual Convention (junior and senior members) and Steering Committee Forum (second-year members only)
- Traveling to schools/colleges of pharmacy as determined by the NCPA Department of Student Affairs to present information about independent pharmacy and NCPA to pharmacy students
- Communicating with the schools in one selected region
- Reporting pertinent chapter information to the NCPA Department of Student Affairs
- Selecting students to serve as SLC junior members for the following year
- Reviewing annual student reports

## MEETINGS OVERVIEW

Below are descriptions of key NCPA meetings. Reduced registration for the NCPA Annual Convention and the NCPA Congressional Pharmacy Fly-in is available for all active NCPA student members. See the calendar of events for specific places and dates of the meetings.

### Pharmacy Ownership Workshop

This two-and-a-half-day educational program is designed to empower future pharmacy owners with knowledge of buying and managing a pharmacy. NCPA has offered this ownership workshop for over 11 years, and 50% of the 500+ attendees now own pharmacies. This is a must-attend if you are looking to open or purchase a pharmacy in the next three to four years.

Topics Include: How to Write a Successful Business Plan, Purchasing an Established Pharmacy Practice, Financial Planning for a Successful Practice, Basic Legal Concepts in Pharmacy Ownership, Ownership Transfer Agreements, Legal Issues in Managed Care, Introduction to Employee Motivation, Effective Use of Human Resource Tools, Managing Performance Problems with Situational Leadership, Shaping Your Pharmacy Identity and Image, Niche Marketing: Revisiting Your Mission Statement, and Patient Care Services in a Community Pharmacy. In addition to these topics, a graduate of the workshop and subsequent current pharmacy owner will be on hand to share his or her personal wisdom and experiences about becoming a pharmacy owner.

The NCPA Foundation is pleased to have a limited number of scholarships, sponsored by Pharmacists Mutual Insurance Company, for students to attend the Pharmacy Ownership Workshop. For details and to request the application email: [ncpaf@ncpa.org](mailto:ncpaf@ncpa.org).

### NCPA Annual Convention

The NCPA Annual Convention features high-quality educational programming, professional networking opportunities, and independent community pharmacy's largest trade show. Future Pharmacist Programming usually takes place on Saturday of the Convention and includes a Chapter Officers Breakfast, student-specific educational programming, a residency showcase, the Good Neighbor Pharmacy NCPA Pruitt-Schutte Live Business Plan Competition, and a student social.

**Note: the 2020 Annual Convention is a virtual event:** <https://convention.ncpa.org/>

Student members are welcome at all educational programs and are encouraged to visit the booths in the exhibit hall. The Opening General Sessions at NCPA are famous for their keynote speakers which have included President Bill Clinton, Former FDA Commissioner Scott Gottlieb, Lou Holtz, and Mike Wallace from 60 Minutes. The NCPA Foundation Awards Ceremony, which recognizes exceptional faculty members, Business Plan Competition finalists, students and student chapters, concludes the student programming on the Sunday of the Convention.

### NCPA Congressional Pharmacy Fly-In

The NCPA Annual Congressional Pharmacy Fly-In provides a forum for the discussion of independent pharmacy's most important issues. Lawmakers and key government officials will be available to discuss current healthcare issues. Representatives from the nation's pharmacy associations share their insights and positions on important legislation. The NCPA Congressional Reception offers members the opportunity to discuss issues one-on-one with the nation's lawmakers in an informal setting. NCPA offers discounted registration for students and, upon request, will pair students with NCPA members to visit their Representatives and discuss pertinent pharmacy issues affecting community pharmacy. Email [studentaffairs@ncpa.org](mailto:studentaffairs@ncpa.org), to be paired with pharmacists from your state for Hill visits.

# NEW CHAPTER DEVELOPMENT

The following section is dedicated to the establishment and development of new or reactivated student chapters. The material was developed to provide the founding members of a student chapter with helpful hints and guidance, and to share information with students from other schools and colleges of pharmacy who are looking to develop or reactivate an NCPA Student Chapter. There is also beneficial information on developing and growing the membership.

The founding of an NCPA Student Chapter is a unique experience. As founding members of any organization, you are the individuals who are setting the framework for the future. All of your effort will carry on to the next group of students as long as you establish your organization with some long-range, broad-based goals in mind and think about the coming years. Several NCPA Student Chapters established their chapters with the intent to hold an annual event, fundraiser, or service project that is unique unto itself and will continue to develop and evolve year to year.

After reviewing this section, please contact the NCPA Student Affairs Department for additional guidance and to inform NCPA of your intent to form a student chapter. The NCPA staff and Student Leadership Council are always available to help you.

NCPA Student Affairs Department  
100 Daingerfield Road  
Alexandria, VA 22314  
Phone: (800) 544-7447  
Fax: (703) 683-3619  
Email: [studentaffairs@ncpa.org](mailto:studentaffairs@ncpa.org)  
Website: [www.ncpanet.org](http://www.ncpanet.org)

## New Chapter Development Subsections



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# MAKING IT HAPPEN!

## *Beginning an NCPA Student Chapter*

Written by: Virginia Clay, NCPA Summer Intern

Revised by: Christopher Helmke, 2003 Summer Intern; Laura Mazur, 2009 Summer Intern; Caity Frail, 2009-2010 Resident, Cody Turner 2019 APPE Intern

## **Beginning**

### *Campus Recognition*

NCPA student chapters must be aware of the policies that exist on campus concerning the establishment of a student organization. On most college or university campuses, student organizations must establish formal recognition on campus in order to host fundraisers, reserve campus meeting rooms, and apply for student funding through the school. Check with your NCPA Faculty Liaison or Dean of Student Affairs to determine the steps a new student organization must follow to gain recognition on your campus. You must be recognized on campus to be considered an active NCPA Student Chapter. If your School or College of Pharmacy runs individual organizations through an umbrella organization and individual recognition is not possible, please contact the NCPA Student Affairs Department.

### **Step One: Searching for Success**

A strong core group of students interested in independent community pharmacy practice is important to organize and charter your school's new NCPA Student Chapter. Be sure to include all interested student pharmacists, the NCPA Student Affairs Department, NCPA Faculty Liaison, and the NCPA Student Leadership Council members assigned to your region on all communications from the start.

### **Students**

Inform individuals about the contributions that an NCPA Student Chapter can make to your school and community. You will need at least sixteen (16) students who agree to be charter members of the chapter.

An NCPA Student Chapter will:

- Provide a forum for students to learn about the vast number of career opportunities that exist in independent pharmacy.
- Raise student awareness about the clinical, pharmacist care, and entrepreneurial opportunities available in independent pharmacy.
- Provide leadership roles and experiences by becoming a chapter officer or committee chair.
- Provide a forum for students to network with practicing independent pharmacists.
- Bring opportunities to attend multiple conferences and conventions, providing professional development and an expanded network of contacts in independent pharmacy.

This is just the short list, so prepare yourself to provide additional examples similar to these when you are asked about the benefits of an NCPA student chapter. Refer to the Student Membership Benefits section of this manual for more information.

### **NCPA Student Affairs Department**

The NCPA Student Affairs Department has a staff member dedicated to the needs of student chapters. Communication between students and the Director of Student Affairs necessary. Do not hesitate to call (800) 544-7447 with any questions or comments. The sixteen NCPA-SLC members are also available to answer questions. Two students are assigned to each of the eight regions in the US to act as liaisons and communicate with student NCPA chapters. Your student liaisons can offer tips on starting and sustaining your chapter.

### **NCPA Faculty Liaison (Chapter Advisor)**

The NCPA Faculty Liaison, some chapters name this role the Chapter Advisor, is a faculty member at each school of pharmacy who acts as a communication link between NCPA and the school. It is imperative that you work closely with the faculty liaison to make sure that your proposed new student chapter meets all the requirements for the university. This person is ideally someone who is a strong advocate of independent pharmacy.

### **Local Independent Pharmacy Owners**

Local NCPA pharmacist members can be valuable resources to your NCPA Student Chapter. Get to know your neighborhood pharmacist and create an opportunity to collaborate on future chapter projects such as health screenings, drug disposal, etc. NCPA developed an Ambassador Program to bring students and successful community pharmacy owners together to discuss the benefits of ownership and offer advice on how to navigate the process. If you would like an Ambassador to visit your chapter, contact the NCPA Student Affairs Department to schedule a visit. NCPA will reach out to Ambassadors who are in your area and then put them in touch with you and your chapter to determine the details of the visit. NCPA can also provide Ambassadors with a slide set of topics for discussion, if preferred by the speaker.

### **Step Two: The First Meetings**

The students starting the NCPA Student Chapter and the NCPA Faculty Liaison must attend the first organizational meeting. If appropriate, an invitation may be extended to your local NCPA pharmacist members who want to be involved. NCPA can provide you with a list of NCPA members in your area upon request, at least 30 days in advance. Notify all invited at least a week prior to the meeting although 2-3 weeks' notice is preferable. Since there are many points of discussion for a new chapter, this information may be broken into several meetings or take place with one long meeting. Be sure to have the meeting in a comfortable place where everyone can discuss plans easily.

These meetings do not have to be formal, but they should be organized and planned. Prepare an agenda that lists discussion points, and contact NCPA to discuss chapter by-laws (rules of government for the chapter), officer elections, and more strategies for success. In the meantime, continue to discuss the progress your group has made with other students. Below is a sample meeting agenda, providing an outline of how a typical NCPA meeting is conducted:

### **Sample First Meeting Agenda**

1. Call to order
2. Approval of minutes from previous meeting (if applicable)
  - During the first meeting, review and approve the constitution & by-laws
3. Officers Reports - activities and responsibility
  - Elections need to be held as soon as possible
4. Committee Reports
  - Committee positions should be filled for standing committees and special committees
  - Your chapter may decide to add new committee positions as the chapter grows each year
  - These positions may be filled by P1 or P2 students to grow them as leaders and ensure the sustainability of your student chapter
5. Old Business (if applicable)
6. New Business
  - Campus recognition (see below)
  - Apply for chapter charter
  - Membership recruitment ideas
7. Brainstorming/Discussions
  - Set goals for the chapter (see below)
8. Next Meeting Date
  - Executive committee meeting
  - General membership meeting
  - Formal induction/charter ceremony (see Step Three)
9. Adjournment

### **Goals**

The chapter should establish several goals and determine three or four projects to achieve these goals. Be careful not to become over-ambitious when choosing projects, but do not limit your creativity and innovation. The Chapter Management Section of this manual also contains several ideas. Initially try to focus on one project per committee. Below is a sample list of committees and a brief description of duties.

## Committees

### Required Committee:

1. Executive Committee (President, President-elect, Secretary, Treasurer)

### Recommended Committees:

2. Formal induction/charter ceremony
3. Fundraising Committee
  - Check with your college of pharmacy and see if they provide funds for any of the activities.
  - Assess local chapter dues in addition to national dues
  - Seek donations which are the quickest easiest way to gain large amounts of capital
  - Be sure ideas do not conflict with other organizations fundraisers
  - Speak with the College or University's Student Activities Office about options for opening a chapter checking account and then establish a checking account
  - Keep in close communication with the chapter's treasurer
4. Community Service Committee
  - See the chapter management section of the operations manual
5. Program Committee
  - Implement your chapter goals and projects
6. Conventions Committee
  - REDUCED registration and attendance to all conventions should be stressed!
  - Plan travel and lodging for all students to the conventions
  - Keep in communications with the treasurer and fundraising committees
7. Public Relations Committee
  - **Get the word out about the new chapter!!**
  - Press releases in local and school papers help announce to the community about the new NCPA Student Chapter
  - Flyers, announcements, e-mails, etc. are important for informing students and faculty about opportunities in independent community pharmacy practice
8. Membership Committee
  - No organization can exist without members, so increasing the interest in NCPA should be the top priority
  - This goal will initially coincide with program goals
  - Consider offering a special member benefit (i.e. business cards, lunch at meetings, etc.)
9. Legislative Committee
  - Organize state legislative day, and attendance to NCPA's Congressional Pharmacy Fly-In
  - Letter/postcard writing campaign to state representatives and senators

## Step Three: The Official Chapter Induction/Charter Ceremony

The NCPA Student Chapter induction ceremony and chartering helps establish and publicize a newly formed NCPA Student Chapter. The chapter president should apply for the chapter charter by submitting a copy of the constitution and by-laws approved by the charter members of the chapter, the chapter affiliation agreement and roster of the charter members. There must be at least sixteen (16) charter members who are current NCPA members. The ceremony officially announces the formation of a new student chapter and allows for a program to be developed. A formal chartering ceremony is not mandatory but will help establish a firm foundation on which a chapter can build and attract the participation of school officials and your state's pharmacy leadership. A student chapter can use this program to help encourage student membership, bring a lot of attention to the new chapter, and help establish the chapter as a viable organization on campus. The charter (founding) members and officers should be officially inducted during the chartering ceremony. In many instances, the dean of the school of pharmacy reads the induction ceremony script. The student members involved in developing the program can determine who officially inducts the NCPA Student Chapter. See the model constitution for the officer induction ceremony.

Planning the chartering program requires considerable decision-making:

1. Begin by determining the format and style of the program, noting that a formal chartering attracts more student participation and publicity.

2. Choose a date that will allow extensive student body participation, including pre-pharmacy students.
3. Invite a speaker and offer food and beverages.

Subsequent to determining the type of chartering program, explore possible financial resources. These may include your school of pharmacy, state pharmacy association, local pharmacists and college or university student government.

Be sure to extend invitations to the following:

- Dean of your School or College of Pharmacy
- President of the University
- State pharmacy association executive and officers
- Local NCPA pharmacists and pharmacy owners
- NCPA Director of Student Affairs
- NCPA Student Leadership Council region representatives
- Student body (pharmacy, pre-pharmacy and others)

The organization of your chartering program, whether formal or informal, is essential. Appoint one person in charge of the overall program and have them delegate tasks accordingly. Clearly inform everyone who is responsible for each specific task. Next, divide responsibilities among other students. For example, ask one individual to coordinate the meal and another to locate and invite speakers. Make sure you continually follow-up on the progress of these individuals.

You will need to ensure that university, local, and state pharmacy associations receive a press release about your chartering within 48 hours after the chartering. See the sample press release in the chapter management section of the Chapter Student Operations Manual. Take pictures and submit to the NCPA Student Affairs Department for possible publication in *America's Pharmacist*.

## Step Four: Chapter Management

The last step in chapter development is to manage and expand upon what you've built. See the chapter management section of the Student Chapter Operations Manual for more information. As with pharmacist-provided care, documentation is critical to inform future chapter officers of what was done and how it was completed. This can be as simple as keeping a copy of the chapter activity reports in a binder or as a word document on a flash drive. Although starting a student chapter is a crucial step in promoting community independent pharmacy, managing the chapter correctly will ensure the longevity of your efforts.

Communicate with the NCPA Student Affairs Department at NCPA Headquarters (800-544-7447), stay organized, and try not to be discouraged if your efforts do not go as planned the first time around.

## A Few Last Words of Advice

Maintaining clear and frequent communication with the NCPA Student Affairs Director your NCPA Student Chapter Members, NCPA Faculty Liaison, Student Leadership, will greatly enhance the success of your NCPA Student Chapter. This will include regular chapter meetings, officer meetings between chapter meetings, flyers to announce meetings at least several days in advance, and a willingness to talk to others as well as listen. Remember, starting an NCPA Student Chapter provides an invaluable learning experience. You will not lose if you are willing to take action and be persistent. There are not many students who have the opportunity to become a founding (charter) member of an organization that will continue to grow on your campus. Now, ***go make it happen!***

## DEVELOPMENT OF GOVERNING DOCUMENTS

Upon the formation of any organization, the development of formal governance is essential. The governing documents most often representing the governance of the organization are a constitution and bylaws.

This document establishes the basic premise of an organization by defining the purpose of the organization and developing the policies and procedures that the organization will use to conduct business. The following is a model of a governing document that can be used for this new organization.

As a newly formed organization, it is imperative that the governing documents give some direction and a firm foundation to the organization and its founding members.

Please review the enclosed model bylaws. As a chapter, determine other specifics that are not covered in the model bylaws that may improve the organization and add those recommendations accordingly.

All chapters must also have a signed Affiliation Agreement on file at NCPA Headquarters. The Affiliation Agreement provides the chapter the rights to the marks and logos of the NCPA Student Chapter. It is important to clarify, student chapters do not have permission to use the NCPA logo; but will be granted limited license to use the NCPA Student Chapter logo. The Affiliation Agreement must be signed by either the faculty liaison or the Dean of the school/college of pharmacy. Upon completion of initial chapter governing documents and upon any updates to the governing documents, **NCPA student chapters must provide the governing documents as well as the Affiliation Agreement to the NCPA Student Affairs Department to keep on file at NCPA Headquarters. Documents may be mailed to the address below, or emailed to [studentaffairs@ncpa.org](mailto:studentaffairs@ncpa.org).**

Any comments or suggestions about improving the model governing documents are much appreciated. Feel free to contact NCPA through our website at [www.ncpa.org](http://www.ncpa.org), via email at [studentaffairs@ncpa.org](mailto:studentaffairs@ncpa.org), by phone at (800) 544-7447, or write to:

NCPA Student Affairs Department  
100 Daingerfield Road  
Alexandria, VA 22314

## NCPA [NAME] STUDENT CHAPTER BYLAWS

### ARTICLE I – NAME

#### Section 1 – Name

The name of this organization shall be “[name] NCPA Student Chapter” (“Student Chapter”). [name] is a student chapter of the National Community Pharmacists Association (“NCPA”). [name] is a non-profit organization.

#### Section 2 – Compliance with Laws

All policies and activities of the Student Chapter are consistent with:

1. All applicable federal, state and local laws, regulations and rules including, but not limited to antitrust, trade regulation or other requirements; and
2. All applicable tax-exemption requirements imposed on the Student Chapter, including the requirements that the Student Chapter not be organized for profit and that no part of its net earnings inure to the benefit of any private individual.

#### Section 3 – School

The Student Chapter shall operate and serve student members at the [name] (“Student Members”). The Student Chapter shall be the NCPA chapter operating associated with [name].

### ARTICLE II - PURPOSE & OBJECTIVES

#### Section 1 - Purpose

The purpose of the Student Chapter is to provide a forum for pharmacy students to learn about and support the mission and objectives of NCPA, including the many career opportunities available in independent pharmacy practice through an affiliation with NCPA.

#### Section 2 - Objectives

The objectives of the Student Chapter are:

1. To promote the pharmacy profession and the role of independent pharmacy in the health care system.
2. To maintain and expand educational programs, to strengthen Student Members' professional, business, and leadership abilities, and to encourage schools of pharmacy to place emphasis on the practical realities of modern community pharmacy practice.
3. To provide effective support and sponsorship of programs which encourage careers in independent pharmacy practice.
4. To promote communication and mutual understanding among health professionals in areas affecting the practice and education of these disciplines.
5. To educate the public on the proper use of prescription and non-prescription medication and on the pharmacist's role in providing patient care.
6. To promote innovation in pharmacy and to strengthen Student Members' knowledge of innovative pharmacy practices.

## ARTICLE III - MEMBERSHIP QUALIFICATIONS

### Section 1 – Membership Eligibility

1. Membership is limited to pharmacy students currently enrolled in and in good standing at **[name]**.
2. All Student Members must be student members of NCPA and in compliance with applicable NCPA rules and regulations. Revocation or suspension of membership by NCPA may constitute revocation or suspension of membership in the Student Chapter.
3. Regular voting membership is limited to qualified students who are active members of NCPA and who pay applicable dues to Student Chapter, as may be established by the Student Chapter Board of Directors.
4. Only Student Members eligible for voting are allowed to hold an elected office for the student chapter.

### Section 2 – Membership Resignation and Expulsion

1. A Student Member may resign by submitting a written resignation to the Student Chapter Board of Directors; resignation does not relieve a Student Member from liability for the full annual dues or other obligations accrued and unpaid as of the date of resignation.
2. A Student Member is automatically expelled without action of the Board of Directors for failure to meet the eligibility requirements for membership. A Student Member may be expelled by the Board of Directors for other reasons if the Student Member is provided with advance written notice including the reason for the proposed expulsion, an opportunity to contest the proposed expulsion in writing or in person before the Board of Directors, and final written notice of the Board's decision.

### Section 3 – Honorary Membership

1. The Student Chapter may choose to offer Honorary Membership to recognize faculty members, practitioners, or any other individuals who have been supportive and helpful with Student Chapter operations.
2. The process for attaining Honorary Membership shall include:
  - a. A member of the Student Chapter will submit an individual for nomination to the Student Chapter Board of Directors. The nomination must describe the reasoning for the nomination.
  - b. After full agreement by the Board of Directors, the nomination will be presented at the next Student Chapter meeting for a vote by Student Members.
  - c. A unanimous vote of the Student Members present is required to award the nominee Honorary Membership.
  - d. A mutually agreed upon meeting will be established for the Student Chapter to formally recognize the approved nominee.

### Section 4 – Faculty Liaison

There shall be a non-voting faculty advisor, the NCPA Faculty Liaison, appointed or confirmed by the Dean of the college of pharmacy, to oversee the Student Chapter operations.

## ARTICLE IV – OFFICERS

### Section 1 - Officers

The officers of the Student Chapter shall be a President, President-Elect, Secretary, Treasurer, and any other Officers as determined by the Board of Directors. The Board of Directors shall define the roles and obligations of each Officer. The offices of the Secretary and Treasurer may be combined and held by the same person at the direction of the Board of Directors. The Office of President shall not be held by the same person who holds the office of Secretary or Treasurer (or both). This group of Officers shall constitute the Board of Directors of [name] Student Chapter.

### Section 2 – Election

Officers must be Student Members who are eligible voters as defined in Article III, Section 1. Officers are elected by a majority of the Student Members voting where a quorum is present. The Board of Directors sets forth the procedures for how candidates are nominated and elected.

### Section 3 – Terms

Officer terms shall be either one or two years in duration, as determined by the Board of Directors in advance of such terms being served. An Officer may not serve a successive term in the same office unless the Officer served a partial-year term in that office in the prior year. Terms coincide with the fiscal year.

### Section 4 – Vacancies

Vacancies among the Officers are filled, for the balance of the term of office, by the Board of Directors.

### Section 5 – Removal or Resignation

An Officer may be removed by (a) two-thirds of the Student Members voting where a quorum is present, or (b) three-quarters of the full Board of Directors, with the Officer proposed to be removed not voting. If the Officer proposed to be removed is provided with advance written notice, including the reason for the proposed removal, the Officer must have an opportunity to contest the proposed removal in writing or in person, and be given final written notice of the removal decision. An Officer may resign at any time by providing written notice to the Board of Directors. Any removal or resignation of a person as an Officer automatically results in that person's removal or resignation from the Board of Directors.

### Section 6 – Compensation

Officers do not receive compensation for their services but may be reimbursed for expenses.

### Section 7 - Oath

The following statement shall be read by a designated NCPA member, and the oath shall be recited by the incoming officer, at the time that Officers are installed:

“At this time, I would like to formally induct the officers for the NCPA Student Chapter at [name]. I now ask prospective NCPA chapter officers to raise their right hands as I read the NCPA Student Chapter oath:

I hereby pledge to uphold the highest standards of ethics and principles of the profession of pharmacy, both during my education and in my practice, and to take an active role in the stewardship of my profession. I pledge to fulfill with enthusiasm and prudence all responsibilities of office as a leader of an NCPA Student Chapter, and to uphold the Bylaws of this NCPA Student Chapter. I further pledge to encourage others to seek a career in independent pharmacy, and that I will not, by my action or inaction, bring dishonor on myself, my colleagues, my chapter, or my profession.

If you are willing to accept this pledge without reservation, please signify by saying, ‘I will.’

By the authority granted to me by the National Community Pharmacy Association, and by virtue of my unequivocal belief that the individuals gathered here today seek induction of a new NCPA Student Chapter with the most noble and appropriate motivations, I hereby declare the officers of the NCPA Student Chapter at [name] officially installed.”

## **ARTICLE V – BOARD OF DIRECTORS**

### Section 1 – Directors

The affairs of the Student Chapter are managed by its Board of Directors. It is the Board of Directors’ duty to carry out the objectives and purposes of the Student Chapter, and to this end, the Board of Directors may exercise all powers of the Student Chapter. The Board of Directors is subject to the restrictions and obligations set forth in these Bylaws.

### Section 2 – Composition and Election

The Board of Directors is composed of the elected Officers of the Student Chapter and any additional Directors elected by the membership. Directors are elected by a majority of the Student Members voting where a quorum is present; the Board of Directors sets forth the procedures for how candidates are nominated and elected.

### Section 3 – Director Terms

Director terms shall be one year in duration. Directors may serve successive terms. Terms coincide with the fiscal year.

### Section 4 – Director Vacancies

Vacancies among Directors are filled, for the balance of the terms, by the Board of Directors.

### Section 5 – Meetings and Voting

Whenever the Directors must vote on a matter under these Bylaws or otherwise, this section will apply:

1. Meetings of the Board of Directors are called by the Chairman of the Board. Meetings may be held telephonically or electronically as long as each Director can hear the other Directors.
2. A majority of Directors forms a quorum; a majority of votes is required to carry a matter where a quorum is present. Proxy voting by Directors is not permitted.
3. Directors may vote without a meeting on any matter where a quorum participates and the votes are submitted in writing by postal or other delivery, facsimile, e-mail or any other electronic means. An action taken by such a vote is memorialized by a written

consent, which is signed by all Directors who voted in support of the action, and describes the action taken and authorized.

#### Section 6 – Director Removal

A Director may be removed by (a) two-thirds of the Student Members voting where a quorum is present, or (b) three-quarters of the full Board of Directors, with the Director proposed to be removed not voting. If the Director proposed to be removed is provided with advance written notice including the reason for the proposed removal, the Director must have an opportunity to contest the proposed removal in writing or in person, and final written notice of the removal decision. A Director may resign at any time by providing written notice to the Board of Directors. Any removal or resignation of a person as a Director, where such person is also an Officer of the Chapter, automatically results in that person's removal or resignation as an Officer.

#### Section 7 – Director Compensation

Directors do not receive compensation for their services but may be reimbursed for expenses.

### **ARTICLE VI – MEMBERSHIP MEETINGS AND VOTING**

#### Section 1 – Membership Meetings

Meetings of the Student Members of the Student Chapter are held at least **[insert number]** times per year, at such times and places as determined by the Board of Directors.

#### Section 2 – Notice

Notice of membership meetings is provided to voting Student Members at least 10 days before the meetings by postal or other delivery, facsimile, e-mail, or any other electronic means.

#### Section 3 – Voting

Whenever the Student Members must vote on a matter under these Bylaws or otherwise, this section will apply. Voting at membership meetings may be in person or by proxy with each

voting Student Member having a single vote. A majority of the Student Members voting in person or by proxy where a quorum is present carries an action. Student Members may vote without a meeting in elections or on any matter presented by the Board of Directors where a quorum participates and the votes are submitted in writing by postal or other delivery, facsimile, e-mail or any other electronic means.

#### Section 4 – Quorum

The presence of a majority of Student Members shall constitute a quorum.

#### Section 5 – Faculty Liaison

The NCPA Faculty Liaison shall be present and participate at all meetings of the NCPA Student Chapter to the extent possible.

## **ARTICLE VII - COMMITTEES**

The Board of Directors may establish various committees to carry on the affairs of the Student Chapter. The creation of a committee shall be approved by a majority of the Directors voting where a quorum is present. The composition of each committee and manner of election of its Student Members shall be determined by the Board of Directors. The rules in these Bylaws governing the Board of Directors also apply to committees of the Board of Directors. A committee may be given the authority of the Board of Directors.

## **ARTICLE VIII - GENERAL GUIDELINES**

### Section 1 - Requirements

The Student Chapter, its Officers, Directors and Student Members must conform with and maintain all Chapter affiliation requirements imposed by NCPA at its sole discretion, which may be changed or updated from time to time. A copy of the [name] Student Chapter Affiliation Agreement is attached as Exhibit A.

### Section 2 – Books and Records

The Student Chapter shall maintain books and records of its financial accounts, meeting minutes, and membership list (with names and addresses). The Student Chapter shall make these books and records available to NCPA upon request at any time. In addition, the Student Chapter shall provide to NCPA its Annual Report and midterm reports, and upon request, other documentation, including but not limited to tax filings.

### Section 3 – Fiscal Year

The Student Chapter fiscal year shall begin at the start of fall quarter and end at the conclusion of summer quarter unless otherwise approved by NCPA in advance. A year-end report must be completed and sent from each Student Chapter by the specified deadline and will be used in determining the NCPA Student Chapter of the Year Award.

### Section 4 – Contracts

The Board of Directors may authorize any Director, Officer or Student Member to enter into or execute any contract on behalf of the Student Chapter. However, without such authorization, no person has the power or authority to bind the Student Chapter under any contract or agreement, to pledge the Student Chapter's credit, or to render the Student Chapter liable for any purpose or amount.

### Section 5 – Conflict of Interest Policy

The Board of Directors shall adopt a conflict-of-interest policy and annual disclosure process that applies to all Officers and Directors of the Student Chapter.

### Section 6 - Dues

A Student Chapter may assess additional chapter dues from its Student Members within reasonable limits to cover expenses of operation and activities. NCPA is not liable for any expense incurred by a local Student Chapter.

### Section 7 – NCPA Bylaws

The constitution and Bylaws of NCPA (attached as Exhibit B) are binding on the Student Chapter.

### Section 8 – Amendments

Amendments to these Bylaws are made by (a) a majority of the Student Members voting where a quorum is present, or (b) three-quarters of the full Board of Directors.

### Section 9 – Assets of the Student Chapter and Dissolution

No Student Member of the Student Chapter has any right, title or interest in or to the Student Chapter's assets. In no event may any assets inure to the benefit of or be distributed to any Student Member, Director, Officer or agent of the Student Chapter.

## **Chapter Affiliation Agreement**

THIS AFFILIATION AGREEMENT (the "Agreement"), is made this [redacted] day of [redacted], 20[redacted], by and between the National Community Pharmacists Association ("NCPA"), a non-profit Virginia corporation, with a place of business at 100 Daingerfield Road, Alexandria, VA 22314, and [redacted] ("Chapter"), with its primary location of business in [redacted].

NOW THEREFORE, in consideration of the premises set forth above and the promises set forth below, the sufficiency and receipt of which are hereby acknowledged, the parties hereby agree as follows:

### **I. Grant of Charter to Chapter.**

- A. Charter. NCPA hereby grants to Chapter a non-exclusive charter to be a chapter of NCPA. In accordance therewith, Chapter is authorized to use the name "National Community Pharmacists Association Student Chapter," and special chapter logo of NCPA in or in connection with Chapter's name, with the authority to use such marks in connection with Chapter activities authorized under this Agreement, subject to the terms and conditions of this Agreement and any written guidelines attached hereto, otherwise incorporated herein, or subsequently provided to Chapter by NCPA.
- B. Term and Termination. The Term of this Agreement shall commence on the effective date set forth above and shall continue until revoked by NCPA or surrendered by Chapter, pursuant to the terms of this Agreement for revocation and surrender.
- C. Strategic Guidelines and Bylaws. Chapter represents and warrants that it meets the minimum requirements to establish a chapter, as set forth in the NCPA Strategic Guidelines. Chapter further represents and warrants that it shall adopt bylaws in a form substantially similar to those attached as Exhibit A to this Agreement.

Location of Representation. Chapter shall represent NCPA as NCPA's exclusive student chapter affiliated with [redacted], pursuant to and in accordance with the NCPA mission and

purposes as set forth in NCPA Articles of Incorporation and Bylaws or as otherwise established by the NCPA Board of Directors. NCPA shall not designate other student chapters affiliated with [name], but NCPA may, in its sole discretion, sponsor or conduct programs in conjunction with [name] and/or accept members not affiliated with Chapter who are students at [name].

D. Authorized Activities. NCPA specifically authorizes Chapter to conduct the following activities within the Area: education and training and/or other professional development meetings/programs, membership recruitment and retention efforts, outreach to local universities and related organizations and such other activities as may be consistent with the mission and purposes of NCPA and in which NCPA may from time to time authorize Chapter to engage.

## **II. Membership and Dues.**

A. Membership. The terms and conditions of membership in NCPA (“NCPA Membership” shall be determined exclusively by the NCPA Board of Directors. NCPA Chapter participation is optional and is not a condition of NCPA membership. There must be a minimum of sixteen (16) current NCPA members in the Area that have demonstrated interest in NCPA for NCPA to grant a charter to Chapter. No more than eight (8) of the charter members may be in their final semester of didactic education

B. Dues. Dues levels and conditions for the NCPA Membership will be determined by the NCPA Board of Directors.

## **III. Obligations of NCPA.**

NCPA’s obligations under this Agreement shall include:

A. Promulgating guidelines, policies and procedures for chapters that assures that each chapter operates in a manner that supports the mission and objectives of NCPA and is in compliance with all laws and regulations governing Internal Revenue Code tax exempt organizations;

B. Providing support services for chapters, to include ideas for education, service and fundraising projects;

C. Assigning a staff liaison to the Chapter, who will help guide chapter governance, planning and program implementation will serve as a point of contact for accessing other NCPA resources;

D. Providing dedicated space on the NCPA website for student member general information and activities, in accordance with NCPA’s policies and guidelines for its website;

E. Providing timely access to information about NCPA’s programs, services and initiatives and to implement mechanisms for engaging chapter leadership as a resource for future strategic and operational planning for NCPA;

- F. Provide chapter leaders with resources and forums to exchange ideas and best practices among one another and with NCPA Headquarters.
- G. Creating a specially designed NCPA Student Chapter logo (See Exhibit B) and guidelines on the use of this logo and the NCPA name; and
- H. Providing access to special materials that can be used for Chapter programs at a reduced fee or no cost, when appropriate.

#### **IV. Obligations of Chapter.**

Chapter's obligations under this Agreement shall include:

- A. Corporate and Tax Status. Chapter warrants that it shall operate as a nonprofit entity.
- B. Bylaws. As a condition of receipt of its charter as a chapter of NCPA, Chapter shall provide its Bylaws to NCPA. Such Chapter Bylaws are, and shall remain, consistent in all material respects with the Model Bylaws attached hereto as Exhibit A and incorporated by reference herein. Any amendments to Chapter's Bylaws must first be submitted to, and approved by, NCPA. Chapters shall have as its purposes those set forth in the Model Bylaws attached in Exhibit A, shall conduct its activities at all times in accordance with such Bylaws, and shall comply at all times with all of the requirements set forth in NCPA's Bylaws attached in Exhibit C, and all other chapter-related policies, procedures, handbooks, or other written guidance provided heretofore or hereafter by NCPA (all of which are incorporated by reference).
- C. Compliance with Laws. Chapter warrants that it is in full compliance with all applicable laws, NCPA regulations, NCPA policies, and other legal standards that may affect its performance under this Agreement, and shall remain in full compliance with, and otherwise conduct its activities at all times in accordance with, all applicable law, regulations and other legal standards, including all applicable tax obligations.
- D. Recordkeeping, Reporting and Inspection. Chapter shall maintain reasonable records related to all of its programs, activities and operations. Chapter shall submit regular written reports, no less than once per year, to NCPA summarizing its programs, activities and operations and its annual plans and budget. Upon the written request of NCPA and at NCPA's expense, Chapter shall permit NCPA or NCPA's designated agent to review appropriate records of Chapter pertaining to its programs, activities, finances and operations. Alternatively, Chapter shall send to NCPA copies of such records. Chapter is required to file a variation of Form 990 with the IRS on an annual basis with a copy to NCPA to ensure it is in compliance.
- E. Programs and Activities. Chapter shall hold at least two (2) professional development activities per year. Chapter shall endeavor to sponsor and conduct programs and activities that further the purposes and objectives of NCPA, and shall use its best efforts to ensure that such programs and activities are of the highest

quality with respect to content, materials, logistical preparation, and otherwise. Chapter shall endeavor to use, to the extent possible, materials available through NCPA in support of such programs and activities. Upon request, Chapter shall send to NCPA on a regular basis a schedule of upcoming meetings, conferences and seminars, as well as other programs and activities that Chapter intends to sponsor or conduct. NCPA may, at its sole discretion, send representatives to observe such programs and activities. Upon request, Chapter shall also send to NCPA an annual plan of activities for the following year, at the beginning of quarter four of the previous year.

**V. Intellectual Property and Confidential Information.**

- A. Limited License. In accordance with NCPA’s non-exclusive grant to Chapter to be a chapter of NCPA, Chapter is hereby granted a limited, revocable, non-exclusive license to use (i) the name “National Community Pharmacists Association Student Chapter,” acronym “NCPA Student Chapter,” and the logo of NCPA Student Chapter (hereinafter collectively referred to as the “Marks”), and (iii) all copyrighted or proprietary information and materials provided by NCPA to Chapter during the Term of this Agreement (hereinafter referred to as the “Proprietary Information”) (the Marks, and Proprietary Information are hereinafter collectively referred to as the “Intellectual Property”) in or in connection with Chapter’s name, acronym and logo and for other official Chapter-related purposes, with the limited authority to use the Intellectual Property solely in connection with the activities authorized by NCPA, subject to the terms and conditions of this Agreement and any written guidelines attached hereto, otherwise incorporated herein, or subsequently provided to Chapter by NCPA. Chapter is not granted the right to use the name “National Community Pharmacists Association, acronym NCPA, or the NCPA logo without using it in conjunction with the words “Student Chapter.”
- i. The Intellectual Property is and shall remain at all times the sole and exclusive property of NCPA. The Intellectual Property may be used by Chapter of NCPA if and only if such use is made pursuant to the terms and conditions of this limited and revocable license. Any failure by Chapter to comply with the terms and conditions contained herein, whether willful or negligent, may result in the immediate suspension or revocation of this license, in whole or in part, by NCPA. Failure to comply, whether willful or negligent, also may result in the suspension or revocation of the charter of Chapter by NCPA.

- ii. NCPA's Marks may not be revised or altered in any way, and must be displayed in the same form as produced by NCPA. Chapter must contact NCPA and provide a proof or design of the Marks' intended use. The intended use of the Marks must be approved in writing by NCPA before they are used. Without further notice, NCPA reserves the right to prohibit use of the Marks if it determines, in its sole discretion, that Chapter's usage, whether willful or negligent, is not in strict accordance with these terms and conditions, otherwise could discredit NCPA or tarnish its reputation and goodwill or if Chapter and NCPA otherwise discontinue their relationship. The Marks may not be used in conjunction with any other trademark, service mark, or other mark without the express prior written approval of NCPA.
- iii. The Intellectual Property must be used by Chapter in a professional manner and solely for official Chapter-related purposes. Chapter shall not permit any third party to use the Intellectual Property without NCPA's express prior written approval. Chapter shall not sell or trade the Intellectual Property without NCPA's express prior written approval. Notwithstanding the foregoing, the Intellectual Property may not be used for individual personal or professional gain or other private benefit, and the Intellectual Property may not be used in any manner that, in the sole discretion of NCPA, discredits NCPA or tarnishes its reputation and goodwill; is false or misleading; violates the rights of others; violates any law, regulation or other public policy; or mischaracterizes the relationship between NCPA and Chapter, including but not limited to the fact that Chapter is a separate and distinct legal entity from NCPA.
- iv. Chapter shall not have any rights to the NCPA membership mailing list ("Mailing List").
- v. In any authorized use by Chapter of the Intellectual Property, Chapter shall ensure that the applicable trademark and copyright notices are used pursuant to the requirements of United States law, the laws of the Area, and any other guidelines that NCPA may prescribe.
- vi. NCPA shall have the right, from time to time, to request samples of use of the Intellectual Property from which it may determine compliance with these terms and conditions. NCPA reserves the right to prohibit use of any of the Intellectual Property, as well as to impose other sanctions, if it determines, in its sole discretion, that Chapter's usage thereof is not in strict accordance with the terms and conditions of this limited and revocable license.
- vii. Use of the Intellectual Property shall create no rights for Chapter in or to the Intellectual Property or its use beyond the terms and conditions of this limited and revocable license. All rights of usage of the Intellectual Property by Chapter shall terminate immediately upon the revocation, surrender or other termination of this Agreement. Chapter's obligations to protect the Intellectual Property shall survive the revocation, surrender or other termination of this Agreement.

B. Confidential Information. The parties shall maintain the confidentiality of all of the confidential and proprietary information and data ("Confidential Information") of the other party. The parties also shall take all reasonable steps to ensure that no

use, by themselves or by any third parties, shall be made of the other party's Confidential Information without such other party's consent. Each party's Confidential Information shall remain the property of that party and shall be considered to be furnished in confidence to the other party when necessary under the terms of this Agreement. Upon any revocation, surrender or other termination of this Agreement, each party shall: (i) deliver immediately to the other party all Confidential Information of the other party, including but not limited to all written and electronic documentation of all Confidential Information, and all copies thereof; (ii) make no further use of it; and (iii) make reasonable efforts to ensure that no further use of it is made by either that party or its officers, directors, employees, agents, contractors, or any other person or third party. Each party's confidentiality obligations under this Section shall survive any revocation, surrender or other termination of this Agreement.

**VI. Revocation or Surrender of Charter.**

- A. Revocation of Charter. The charter granted by NCPA to Chapter hereunder shall remain in full force and effect unless and until revoked by NCPA or surrendered by Chapter in accordance with the provisions of this Agreement. NCPA shall have the authority to revoke the charter at its sole discretion. Any decision by NCPA to revoke Chapter's charter shall be initiated by sending written notice to Chapter specifying the grounds upon which the revocation is based; provided, however, that NCPA shall provide Chapter with thirty (30) days from the date of such notice to cure any alleged breach of this Agreement. In the event that NCPA determines, in its sole discretion, that Chapter has not corrected the condition leading to NCPA's decision to revoke Chapter's charter, NCPA shall so notify Chapter in writing. NCPA's decision shall become final unless, within thirty (30) days of its receipt of written notice from NCPA, Chapter delivers to NCPA a written notice to appeal such determination. Upon the filing of such an appeal notice, Chapter shall have the opportunity to present its case, by written communication or in person, to NCPA. The decision of NCPA upon such appeal shall be final and not subject to further appeal.
  
- B. Surrender of Charter. Chapter may surrender its charter by delivering to NCPA written notice of its intention to do so no less than sixty (60) days prior to the effective date of such surrender.

IN WITNESS WHEREOF, the parties hereto have caused duplicate originals of this Agreement to be executed by their respective duly authorized representatives as of the date and year first above written.

NCPA  
  
 By: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Title: \_\_\_\_\_

Chapter Name  
  
 By: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Title: \_\_\_\_\_

# CHAPTER MANAGEMENT AND OPERATIONS

Once an NCPA student chapter has been formed and the governing documents have been established, management of all that has been developed ensures the continued success and growth of the student chapter. The ideas listed in the following section are an informal compilation of ideas from active NCPA student chapters. Most chapters have developed projects, fundraising activities or other relevant programs over the years that have been very successful.

This guide is divided into committees, as described in the Sample Government Documents. Committees help distribute the work from the officers and involve chapter members.

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*“Leaders become great, not because of their power, but because of their ability to empower others.” – John Maxwell*

## Setting the Tone and Building a Culture

Once a culture within any organization becomes ingrained it's often difficult, if not close to impossible, to shift it in the opposite direction. Thus, if properly maintained, a positive culture of success established by a leader within the organization or team they serve can often last even if there's a transition to new leadership.

Setting the tone for your organization can be difficult at times as leadership roles inherently come with stress and a glaring spotlight that can be a bit unforgiving if not handled properly. However, as the leader of your organization your team will always look to and take its cues from you in any given situation.

1.) **Be a leader who you would want to follow.** When setting the tone for your organization always remember to put yourself in your team's shoes first. If you're a leader who people look forward to coming to work with each day, you've taken a great first step in establishing a culture of success. If the opposite is true your cultural climate might not be headed in quite the right direction.

2.) **Always be accessible.** In setting the tone for your organization it's always a good policy to make yourself as accessible as possible to your team members. A collaborative atmosphere where people feel at ease with giving their input on any given topic fosters trust within the organization which contributes greatly to a culture of success.

3.) **Always maintain your composure.** Maintaining your composure at all times is a key component to setting a positive tone for any organization you may be a part of. If the leader of any organization is constantly giving in to the pressures around them and losing their composure regularly, you can bet the team around them will follow suit. A cool and levelheaded leader helps to foster a calmer more serene culture within the organization.

4.) **Stay positive when adversity hits.** It's a given that every organization is going to be hit with adversity. However, maintaining an eye to the future, a positive outlook and realizing that every setback is only temporary in a leadership position has a direct impact on how the team around you reacts to it. Showing confidence that brighter days lie ahead, which they always do, imbues that confidence in the team around you and goes a long way towards building a positive culture for your organization.

5.) **Make the mission bigger than yourself or the organization.** As the leader of any organization you have the power to inspire the team. around you and one of the most powerful ways to do this is to be able to articulate the mission you've undertaken and what it contributes to the world around you. Whether its business, government or any other organization when the team fully understands the lasting impact their efforts will have there's a buy in and a passion for fulfilling the mission which goes a long way towards creating a sustainable culture of success.

Source: <https://www.linkedin.com/pulse/leadership-setting-tone-always-ms-jemi-sudhakar>

## **Recognize the Potential in Others**

Your tenure as a student is short lived, but your leadership in the profession can be closer than you think. By allowing yourself to recognize the great leaders that will follow in your footsteps you can ensure the growth of the organization. Does someone show promise or enthusiasm towards a project? Encourage them to seek a position of leadership in the chapter, either through a committee or as a chapter officer and offer your Mentorship to them.

## **Successful Delegation**

Student leaders are not only organization leaders but also students, spouses and friends. In short, there is more to student leaders' lives than the organizations they lead. A key to balancing all the different roles student leaders must take on requires effective use of their time. Delegation allows you to avoid the burnout of your role and involve others in the process.

## **Impact, Involvement, and Innovation**

The NCPA Student Chapter has a measurable impact to the profession and growth of the student member

# CHAPTER OFFICERS

## PRESIDENT

### **Purpose:**

The President sets the pace of the chapter's activities based on the vision set forth by the Student Leadership Council. The President serves as a leader, planner, mentor, mediator, and facilitator to stimulate professional growth, foster the entrepreneurial spirit of the student, and encourage active participation among student members.

### **Responsibilities:**

It shall be the duty of the president to preside at all meetings, to call special meetings, to appoint, with the approval of the executive committee, and oversee the standing committees, and to perform other duties as the chapter shall direct or as customarily pertain to the office of President. The President must ensure submission of the annual reports and chapter of the year application on time to NCPA, Attention Student Affairs Department.

## PRESIDENT-ELECT (AND/OR VICE-PRESIDENT)

### **Purpose:**

The President-Elect is critical in supporting the President in setting the pace of the chapter's activities based on the vision set forth by the Student Leadership Council.

### **Responsibilities:**

It shall be the duty of the President-Elect to assist the president in all of the activities and duties previously listed, and to assume the duties of the president in his or her absence, dismissal, or resignation from the chapter or college of pharmacy. In addition, the president-elect shall chair the conventions committee.

## SECRETARY

### **Purpose:**

The Secretary is critical for effective operations of the NCPA Student Chapter. Ensuring meetings are effectively organized and keeping proper minutes of meetings is the best way to ensure that records of your activities carry over from year to year and allow for both reflection and improvement of your student chapter operations.

### **Responsibilities:**

The secretary shall conduct all official correspondence under the direction of the President. The secretary shall keep a record of the minutes of each meeting of the organization to be read and approved by its members at the next scheduled meeting of the body. In addition, the secretary shall maintain a readily retrievable record of all programs, projects, and other related activities of the organization and chair public relations committee.

## TREASURER

### **Purpose:**

The Treasurer is essential for ensuring the fiscal health of chapter operations. By managing the chapter's finances, monitoring spending, and maintaining accurate and up-to-date records for financial reporting, your chapter can successfully operate and financially thrive year to year.

*(Refer to the Financial Resources for a sample budget tool for managing your chapters finances)*

### **Responsibilities:**

The treasurer shall maintain all financial records for the organization in readily retrievable form and shall be accountable for all financial transactions within the organization. In addition, it shall also be the responsibility of the treasurer to provide reports on the status of the treasury when called upon to do so by the membership and/or president and chair the fundraising committee. Lastly, the treasurer shall be responsible for filing appropriate tax information with the IRS. The treasurer is encouraged work with the Student Activities Office and/or accounting department at their school or college of pharmacy to ensure the above tasks are appropriately completed during their term.

## MEMBERSHIP COORDINATOR

### **Purpose:**

The Membership Coordinator is critical for the strength of your chapter and oversees the efforts to recruit and sustain active membership in the NCPA Student Chapter

### **Responsibilities:**

It shall be the duty of the Membership Coordinator to plan and implement strategies for identifying, recruiting, and retaining members. The Membership Coordinator must ensure that membership development is included annually in planning as well as plan and develop activities throughout the year to encourage member engagement.

### **Tips for Success:**

- Set Goals for Membership:
  - Setting goals is a great way to drive your activities. It can be as simple as increasing your overall number of student members, to increasing the retention of fourth year members, the goals you set for your membership will give you a way of gauging the success of your membership initiatives.
- Maximize on Outreach and Influence:
  - What drove you to become involved? What is it that motivates your continued involvement? Being able to share your story with potential members is one of the best ways to reach your goals. Three important factors play into initial membership: Peer Influence; Networking Opportunities; and Career Development, by knowing the student membership benefits you can leverage your story to grow the presence of your student organization on campus.
- Engage your Members
  - Members join for a reason, and members want to feel that their contributions financially through their dues weren't wasted. By encouraging active involvement of your members through committee positions, projects, and chapter challenges, you can show your chapter members their worth! (*Review the Membership Resources and Toolkit for more tips!*)
- Review the Membership Toolkit
- Review the Membership Brochure/Folders

## LEGISLATIVE ADVOCACY COORDINATOR

### **Purpose:**

The Legislative Advocacy Coordinator is the heart of the NCPA Student Chapter. As a chapter of the most politically active pharmacy organization, ensuring increased awareness among student chapter members of pharmacy-related federal and state legislation is extremely important. Educating your members on how to be effective advocates for the profession of pharmacy and the patients we serve will empower your membership as they grow through their education. Through participation in NCPA advocacy initiatives you will build member understanding of key pharmacy related issues.

### **Responsibilities:**

It shall be the duty of the Legislative Advocacy Coordinator to promote involvement of students in the legislative process, educate students on key issues being promoted by NCPA, and ensure active participation in the Legislative Advocacy Challenge.

### **Tips for Success:**

- Grassroots Advocacy – Educate the Members:
  - Advocacy is an important aspect of professionalism in pharmacy. Educating student members about the important impact that can be made through grassroots efforts will serve to empower them in the future.
- Know the NCPA Position Statements
- Fundraiser for the NCPA PAC
- Build a Relationship with your State Pharmacy Association!
  - This will serve as a valuable resource to understanding the issues affecting your members at a state level and will greatly complement the understanding of NCPAs national issues.
- Read the NCPA Emails
- Review the Advocacy Toolkit

## **PATIENT CARE COORDINATOR**

### **Purpose:**

The Patient Care Coordinator is necessary for overseeing and facilitation of the patient care activities of the NCPA Student Chapter. Community pharmacists are the backbone of the profession, and by encouraging student members involvement in patient care initiatives and community health programs we can make a measurable impact on the communities we serve.

### **Responsibilities:**

It shall be the duty of the Patient Care Coordinator to promote involvement of students in patient care initiatives and ensure active participation in the Community Health Challenge.

### **Tips for Success:**

- Build Relationships with Pharmacies in the Area:
  - Community Pharmacists are who you represent at the student level, therefore building relationships with the stakeholders in the community can be a gateway to your success. From recruiting preceptors for screenings to promotion of your activities, knowing the community pharmacists in your area is a valuable resource.
- Communication is Key:
  - Successful planning your activities throughout the year will involve multiple individuals, students and pharmacists. Having the ability to delegate tasks for event planning and manage deadlines will make the process easier on both you and the people you are working with.
- Evaluate and Grow:
  - Keeping track of what you did, how you did it, and what the results were will allow you to streamline your activities and prevent problems in the future. Things such as student attendance, the costs associated with each event, how you promoted the event, and any feedback received should be kept in mind throughout the planning process.

# WHY COMMITTEES ARE ESSENTIAL

Committees are a powerful tool that allow effective operation of the organization. Committees provide a way of engaging members while involving them in the development of the organization. Beyond the goals they accomplish, committees provide a way of engaging your members while involving them in the development of the organization. All chapters will have an Executive Committee comprised of the elected officers of the chapter. The chapter constitution may call for other standing committees and from time to time, the chapter may need to organize special committees for a specific purpose and disband the special committee when the purpose it met.

Committees are also the training ground for future leadership and an arena where emerging leaders can test and refine their skills and abilities. In addition to this, the use of committees prevents the weight of the organization falling solely on the executive committee members, reducing burnout of student leaders.

## Types of Committees

1. **Executive Committee:** A committee comprised of elected positions with the purpose of leading the organization as a whole. The executive committee facilitates the activities of all other committees in the organization. The chapter constitution may empower the executive committee to make emergency decisions (e.g. cancel or postpone a meeting) without a vote of the full membership.
2. **Standing Committee:** Standing committees are formed to achieve a specific purpose of the organization and should be appointed a chair and be populated every year. Each committee has a different mission, known as a “Charge”. The charge of the committee should be taken into consideration when planning the activities of the committee and at all committee meetings.
3. **Special or Ad Hoc Committee:** These committees are formed to achieve a short-term goal. When a task requires a collaborative effort for completion, an Ad Hoc committee might be formed to provide more direction. The committee is disbanded when the goal is met.

## Defining the Leadership

The overall success of a committee can often be directly linked to the effectiveness of the committee chair. Since this individual is ultimately responsible for planning the work of the group, conducting meetings, maintaining records and appropriate information about their decisions, ensuring actions are taken, and evaluating results, it’s no wonder so much depends on their effectiveness.

Committees within organizations are usually led by a Chair, as well as a Co-Chair in some instances. These positions can be filled by members of the Executive Committee as well but might serve as another opportunity for members to grow in the organization as a leader. A general understanding is that members of the Executive Committee are not required to join Standing Committees, but rather serve as “Ex Officio” members of each committee, meaning that they are a member by means of their existing position on the Executive Committee.

## Making a Committee Effective

Once you’ve selected the committee’s chair, and co-chair in some cases, make sure they communicate the obligations of committee participation to potential committee members. Committee members need to clearly understand exactly what a position on the committee entails, including the time commitment, job duties, meeting times, and so on. Without understanding this up front, people who are willing to serve may not be positioned to serve well.

Defining the responsibilities of members within each committee will provide accountability and result in clear expectations for the committee, eliminating confusion. It should be clear that the Executive Committee members serve to facilitate the activities of these standing committees.

# FUNDRAISING COMMITTEE

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**Fundraising Committee** is responsible for organizing new programs to raise money for the chapter.

The establishment and maintenance of an organization's finances is one of the most important facets of a chapter. Finding income sources is an ongoing process and should be handled with the guidance of your NCPA faculty liaison, NCPA Student Affairs Department, and the commitment and creativity of your chapter members. Each NCPA student chapter will need to find sources of income to take care of the expenses created by forming and running a student chapter. The chapter might also consider developing an income and expense budget. A specific fundraiser to reimburse student members for travel to NCPA conventions is a great way to increase convention attendance and chapter members.

\*When students become NCPA student chapter members, only one check is necessary to become a student member of NCPA. The chapter treasurer will forward a check to NCPA Student Affairs Department for national dues, minus the amount allotted for local chapter dues collected.

# COMMUNITY SERVICE COMMITTEE

**Community Service Committee** is responsible for organizing health care events for the school and the surrounding community. This committee should consider any project that provides information to the public and enhances their knowledge of health issues.

## Project Ideas for Community Service

1. Health awareness programs at schools and in the community
  - a. Drug abuse
  - b. Poison prevention
  - c. AIDS awareness
  - d. Steroid abuse
2. Educational programs
  - a. Career day programs
  - b. Pharmacy month (October) programs
  - c. Residence halls workshops for college students
  - d. Exhibit at state pharmacy meetings
  - e. Brown bags
3. Volunteer opportunities
  - a. Food drives/meals on wheels
  - b. Red Cross blood drive volunteers
  - c. Local area free clinics
  - d. Nursing homes
  - e. Participate in community health fairs
4. Community opportunities
  - a. Prepare dinner for families at Ronald McDonald House
  - b. Clothing drive for the Salvation Army
  - c. Race for the Cure (Breast Cancer Awareness)
  - d. Canned food drive
5. Health fairs
  - a. Independent community pharmacies
  - b. Grocery stores
  - c. Long term care facility
  - d. Malls
  - e. On campus
6. Pharmacist services
  - a. Prescription disposal program
  - b. "Ask Your Pharmacist" booths
  - c. Importance of compliance
  - d. Health screenings: glucose, blood pressure, lipid panels, etc.
  - e. OTC review programs
  - f. Proper medication use programs

# PROGRAMMING COMMITTEE

**Programming Committee** is responsible for setting up speakers, panels, and programs for the students on campus to enhance their knowledge of pharmacy issues.

## Guest Speakers

1. NCPA pharmacist members and independent owners (NCPA Ambassador Program)
2. Pharmacists practicing pharmacist care in:
  - AIDS
  - Alternative medicine
  - Asthma
  - Compounding
  - Diabetes
  - DME/home health care
  - Home infusion
  - Hypertension
  - Hyperlipidemia
  - Immunization programs
  - Pharmacogenomics
  - Smoking cessation
  - Specialty medications
  - Stress management
  - Veterinary pharmacy
  - Weight loss
3. NCPA Student Leadership Council Members
4. NCPA Director of Student Affairs

## Other Programs

- Site visits to local independent pharmacies
- Networking dinners
- Career roundtable discussion
- Independent pharmacy day
- Legislative Action Day

# CONVENTIONS COMMITTEE

**Conventions Committee** is responsible for promoting the NCPA Annual Convention and NCPA Annual Congressional Pharmacy Fly-In to students and faculty and working with the fundraising committee to organize an event.

A complete description of all NCPA Conventions can be found in the Member Benefits section of this Student Chapter Operations Manual and on the NCPA website at [www.ncpanet.org](http://www.ncpanet.org).

NCPA provides support and welcomes students to the annual convention by offering reduced registration to student members, multiple free meals, future pharmacist programming, one of the largest exhibit halls, and plenty of entertainment. NCPA also hosts a student social at every annual convention to allow pharmacists and students to network. See the website for details about programming.

The conventions committee should start sending out several flyers, e-mails and announcements about the conventions two to three months before the convention, with frequent follow-up. These should include details on approximate cost (i.e. airfare, hotel, food, etc.), ideas about recreational activities in the area, and student programming information.

The conventions committee should also work with faculty and staff to ensure exam schedules do not conflict with travel to the conventions.

## **Promotion ideas:**

- Promote the reduced registration
- Early bird registration fee discounts if registered by June 30
- Chapter travel reimbursement from a specific fundraiser
- Networking opportunities
- Opportunity to view the live Good Neighbor Pharmacy NCPA Pruitt-Schutte LIVE Business Plan Competition

# PUBLIC RELATIONS COMMITTEE



**Public Relations Committee** is responsible for submitting quarterly reports to the NCPA Student Affairs Department for use in any student publications, for compiling a report for the student chapter awards program, and for promoting the NCPA student chapter projects.

## News Releases

News releases are very important for NCPA Student Chapters to use because a news release generates attention for the chapter. Student chapters can develop news releases concerning the new formation of an NCPA student chapter, newly elected officers, programs taking place, or just providing information about the student chapter itself. The following sample press releases relate to the formation of a new chapter and newly elected officers. The release must first be sent to NCPA for review, and then can be sent to the chapter's school paper and state association for publication.

If there are any questions regarding news releases, do not hesitate to contact the NCPA Student Affairs Department through [www.ncpanet.org](http://www.ncpanet.org) or by phone at (800) 544-7447 for any additional help.

## Sample News Release

FOR IMMEDIATE RELEASE

CONTACT TELEPHONE \_\_\_\_\_

### *NEW NCPA STUDENT CHAPTER OFFICERS*

[Date- City, State]- The [School Name] Student Chapter of NCPA, the National Community Pharmacists Association which represents independent pharmacy, elected new chapter officers [date].

The new officers are:

President: \_\_\_\_\_

President-Elect: \_\_\_\_\_

Secretary: \_\_\_\_\_

Treasurer: \_\_\_\_\_

The outgoing officers are:

President: \_\_\_\_\_

President-Elect: \_\_\_\_\_

Secretary: \_\_\_\_\_

Treasurer: \_\_\_\_\_

Under the new leadership, the chapter intends to increase membership, gain more recognition on campus, and expand their knowledge of independent pharmacy [or other chapter goals]. NCPA student chapter members are pharmacy students who are interested in pursuing a career in independent community pharmacy upon graduation. The [School Name] chapter, which was formed in 19\_\_, has [number] active members who participate in a wide variety of community service, fundraising, and social activities. The National Community Pharmacists Association (NCPA), represents the nation's community pharmacists, including the owners of over 22,000 pharmacies.

## MEMBERSHIP COMMITTEE

**Membership Committee** is responsible for organizing and promoting the membership drive for the student chapter. The preferred way to transmit membership applications and dues is via the this NCPA Student Membership form: <https://www.jotform.com/form/200823534698057> This allows students to pay online and enter their own information, thus reducing transcription errors and delays in payment processing. Chapters must have a minimum of 16 members to maintain active chapter status.

The membership of any organization is critical to its growth and prosperity. Without individuals who believe in a particular issue and work towards a certain goal, there can be no foundation for an organization. Active membership, eagerness to participate in programs and projects, while also learning more about the opportunities that exist in independent pharmacy is essential for each NCPA Student Chapter.

Membership is addressed in the sample by-laws of this handbook, which identifies an NCPA Student Member as a student "currently enrolled and in good standing in an accredited or candidate status college of pharmacy." The organization can only grow and develop if there is a continued effort to ensure the recruitment of interested individuals. Student chapters face this dilemma constantly because of the rapid and continuous turnover of the student members.

For the student chapter, a membership drive is an ideal way to attract new students while also using the drive to engage current members. The following are suggestions concerning membership drives for use by the student chapters:

- Membership drives should be held near the beginning of the school year in order to raise awareness of your organization to new students.
- Email [studentaffairs@ncpa.org](mailto:studentaffairs@ncpa.org) to request a roster of NCPA student members at your chapter and use this to ask students attending chapter meetings to renew or join NCPA.
- Develop a program, featuring a speaker, refreshments, and membership information; invite all students to attend.
- Set-up a table with student membership recruitment material and have student members there to talk to interested students between classes.
- Make announcements in class, on bulletin boards, in school papers, etc. about the organization, and activities and programs, following-up with informational recruitment meetings.
- Volunteer to make a presentation about NCPA and Independent Pharmacy at your pharmacy school's orientation. Contact NCPA for suggestions on presentation development.

The NCPA student membership application may be accessed online at <https://www.jotform.com/form/200823534698057>.

Chapters that choose to continue using paper forms or a spreadsheet may either email the forms to [studentaffairs@ncpa.org](mailto:studentaffairs@ncpa.org) mail the forms and payment to the NCPA Student Affairs Director. If e-mailing applications to NCPA, send a combined check for membership dues to:

NCPA Student Affairs Department  
100 Daingerfield Road  
Alexandria, VA 22314

### **NCPA Pins**

The National Community Pharmacists Association Student Affairs Committee understands the time, effort and commitment involved in becoming a chapter officer. That is why we offer NCPA chapter officer recognition pins. Each chapter officer can receive a lapel pin that signifies his or her support and dedication to independent community pharmacy and NCPA. These pins are excellent tokens to distribute at your chapter officer installation ceremony. At \$7.50 each, there is minimal cost to the chapter. Plus, for \$5 each, ALL your members can show their support of independent community pharmacy by wearing the NCPA blue lapel pin. Lapel pins can be ordered online at the NCPA Bookstore, or by contacting the Membership Department at 1-800-544-7447.

# MEETINGS

Meetings are an integral part of any organization because they provide a forum for member communication and participation. The student chapter schedules a meeting to conduct any business activities, invite speakers, plan programs, and enjoy social activities. Each student chapter will determine the number and types of meetings to be held. For all meetings, accurate minutes must be kept by the secretary to reflect the actions taken and decisions made during the meeting.

## Best Practices for Meetings:

- 1) **Preparation:**
  - a. **Define the Purpose.** The purpose is the reason why people come to meetings, without a purpose, members may feel that their time was wasted, and it could discourage their return to the organization.
  - b. **Timing.** Set a limit and stick to it. Starting and stopping your meeting at the predetermined time will keep everyone on task.
  - c. **Location.** Choose a location that is easy for members to find and that will accommodate the number of people intended to attend.
  - d. **Agenda.** The agenda is a powerful tool that can make meetings run smoothly. It can be as simple or as structured as necessary. Some agendas will include time slots that topics are allotted to keep the meeting on track, while some might include only a list of topics, choose what you think will work the best for you and the type of meeting you are holding. If using an agenda for leadership meetings, we recommend that you distribute the finalized agenda to attendees at least a day prior to the meeting to give adequate time for preparing for the discussion.
- 2) **During the Meeting**
  - a. **Be Welcoming.** This is a time for collaboration and problem solving.
  - b. **Start on Time. End on Time**
  - c. **Follow the Agenda**
  - d. **Encourage Discussion.** Remember when members see their ideas have an impact on the decision-making process, their commitment to the organization is increased.
  - e. **Keep Minutes.** Keeping minutes of a meeting provides the organization with official records of what has been done and the results of an efforts organization. Minutes are a valuable review of the activities of the past and aid in report writing and formulation of future activities and programs. Minutes can be used to relay information to members who could not attend a meeting as well as help with follow-up on organization actions and any projects that were assigned during the meeting. Proper minute keeping can provide continuity between your committees and members for successful growth.

## Types of Meetings

**Leadership Meetings** should be held as often as needed by the elected officers of the chapter to discuss future programs, develop general meeting agendas, and discuss decisions and policy concerning the student chapter. The general rule is for every general membership meeting, there should be at least one executive committee meeting held prior to facilitate planning. This meeting is usually chaired by the president and attended by the executive committee. A typical executive committee meeting or leadership retreat should cover your goals as well as set the tone for the the organization. A successful meeting should:

- Follow an agenda
- Facilitate discussion
- Address ALL concerns

- Provide perspective
- Foster collaboration
- Have minutes for records

**Committee Meetings** - Committees are a great way of involving your membership in the achieving the goals of the organization and provide members a sense of purpose. Frequency of meetings depends upon the activity of each committee. A committee chair will be appointed by nomination or volunteering and will determine the number of meetings necessary to achieve the committee's purpose. The committee chair may be asked to give reports to the executive committee and the general membership meeting in order to keep everyone apprised of the activities of the committee. Although there may be no formal agenda, the chair should have a plan developed for the priorities of the committee. The members of the committee should make a report to the rest of the committee about their specific responsibilities.

**General Chapter Meeting** – Chapter Meetings are a common and effective way of updating your members on the activities of the organization as a whole. The meeting frequency depends on the executive committee, the committees, and the activities of the student chapter. This forum allows membership the opportunity to participate in the decision-making process, provide input, and become more involved in the organization. Programs are conducted and speakers are invited to these meetings to further strengthen the student chapter.

Plan general membership meetings far in advance to ensure fewer scheduling conflicts. Continued reminders of the meeting in the school newspaper, announcement boards, bulletin boards, etc., are beneficial. If there is a major program or speaker, invite the entire student body to the meeting. This will increase the student chapter's campus visibility and increase student awareness to the opportunities available in independent pharmacy.

**Transition Meetings** – A thorough leadership transition plan is the responsibility of the outgoing and incoming officers and is one of the most important tasks of a student organization leader. Effective officer transition accomplishes many important functions, including:

- Transfers significant organizational knowledge
- Prevents the organization from having to start over each year
- Gives outgoing leaders a sense of closure
- Provides opportunities for thorough evaluation of the year's programs and events
- Orients new leaders for the organization, increasing their expertise and confidence
- Builds relationships between new student leaders and the organization advisors

The goal of officer transition is to transfer the knowledge and information necessary for new leaders to thrive well and improve the organization.

To be effective, transitions must be interactive and communicative processes between all parties involved. It is important to focus on the future of the organization through evaluations of the past year and goal-setting for the upcoming year. Think about your objectives for the transition process, instilling comfort and pride with the new leadership position, passing on your expert knowledge, setting the organization up for future success, etc. Establish plans for transition that reflect those specific objectives.

The key to a successful transition is to have a new officer training. Outgoing officers and advisors can plan a training retreat to provide information to the incoming officers to continue the success of the organization.

A Final note about officer transition is that it actually occurs year-round, as you identify emerging leaders within the organization and provide them with opportunities to assume increasing amounts of responsibility for programs and events.

Empower your members to get more involved from the beginning, and you will have less work to do when you transition them into officer positions at the end.

Topics to Discuss at Transition Meetings:

4. Historical perspectives of the organization
5. Constitution and by-laws
6. Policies and procedures
7. Officer job descriptions and background
8. Meeting minutes and historical records
9. Previous years' goals, projects, and activities
10. Preview year's budget
11. Financial records
12. Suggested changes
13. Roles and responsibilities
14. Resources of contact lists of important people
15. Roles and expectations of officers and advisors for the coming year
16. Leadership/Skill-building sessions
17. Feedback and questions
18. Passwords

# PARLIAMENTARY PROCEDURE AT A GLANCE



	May you interrupt speaker?	Do you need a Second?	Is it debatable?	Can it be amended?	What Vote is needed?	Can it be reconsidered?
Suspend further consideration of an issue	No	Yes	No	No	Majority	No
End debate and comments	No	Yes	No	No	2/3	No
Postpone discussion	No	Yes	Yes	Yes	Majority	Yes
Give closer study of issue	No	Yes	Yes	Yes	Majority	Yes
Amend a motion	No	Yes	Yes	Yes	Majority	Yes
Introduce new business	No	Yes	Yes	Yes	Majority	Yes
Remove a matter previously tabled	No	Yes	No	No	Majority	No

# INTRODUCTION TO ROBERT'S RULES OF ORDER

Parliamentary procedure is a set of rules for conduct at meetings that allows everyone to be heard and to make decisions without confusion. Parliamentary Procedure is important because it's a time-tested method of conducting business at meetings and public gatherings. Today, Robert's Rules of Order newly revised is the basic handbook of operation for most clubs, organizations and other groups.

The method used by members to express themselves is in the form of moving motions. A motion is a proposal that the entire membership take action or a stand on an issue. Individual members can:

- 1) Call to order.
- 2) Second motions.
- 3) Debate motions.
- 4) Vote on motions.

## There are four basic types of motions:

- 1) **Main Motions:** The purpose of a main motion is to introduce items to the membership for their consideration. They cannot be made when any other motion is on the floor and yield to privileged, subsidiary, and incidental motions.
- 2) **Subsidiary Motions:** Their purpose is to change or affect how a main motion is handled and is voted on before a main motion.
- 3) **Privileged Motions:** Their purpose is to bring up items that are urgent or important matters unrelated to pending business.
- 4) **Incidental Motions:** Their purpose is to provide a means of questioning procedure concerning other motions and must be considered before the other motion.

## How are Motions Presented?

- 1) Obtaining the floor
  - a) Wait until the last speaker has finished.
  - b) Rise and address the chairman by saying, "Mr. Chairman, or Mr. President."
  - c) Wait until the chairman recognizes you.
- 2) Make your motion
  - a) Speak in a clear and concise manner.
  - b) Always state a motion affirmatively. Say, "I move that we ..." rather than, "I move that we do not ...".
  - c) Avoid personalities and stay on your subject.
- 3) Wait for someone to second your motion
- 4) Another member will second your motion or the Chairman will call for a second.
- 5) If there is no second to your motion it is lost.
- 6) The chairman states your motion
  - a) The chairman will say, "It has been moved and seconded that we ..." Thus, placing your motion before the membership for consideration and action.
  - b) The membership then either debates your motion or may move directly to a vote.
  - c) Once your motion is presented to the membership by the chairman it becomes "assembly property" and cannot be changed by you without the consent of the members.
- 7) Expanding on your motion
  - a) The time for you to speak in favor of your motion is at this point in time, rather than at the time you present it.
  - b) The mover is always allowed to speak first.
  - c) All comments and debate must be directed to the chairman.
  - d) Keep to the time limit for speaking that has been established.
  - e) The mover may speak again only after other speakers are finished, unless called upon by the chairman.

- 8) Putting the Question to the Membership
  - a) The chairman asks, "Are you ready to vote on the question?"
  - b) If there is no more discussion, a vote is taken.
  - c) On a motion to move the previous question may be adapted.

### Voting on a motion:

The method of vote on any motion depends on the situation and the by-laws of policy of your organization. There are five methods used to vote by most organizations, they are:

- 1) Voice - The Chairman asks those in favor to say, "aye." those opposed to say "no." Any member may move for an exact count.
- 2) Roll call - Each member answers "yes" or "no" as his name is called. This method is used when a record of each person's vote is required.
- 3) General consent - When a motion is not likely to be opposed, the Chairman says, "if there is no objection ..." The membership shows agreement by their silence, however if one member says, "I object," the item must be put to a vote.
- 4) Division - This is a slight verification of a voice vote. It does not require a count unless the chairman so desires. Members raise their hands or stand.
- 5) Ballot - Members write their vote on a slip of paper. This method is used when secrecy is desired.

There are two other motions that are commonly used that relate to voting.

- 1) Motion to table - This motion is often used in the attempt to "kill" a motion. The membership may reconsider a motion later by "taking it from the table."
- 2) Motion to postpone indefinitely - This is often used as a means of parliamentary strategy and allows opponents of motion to test their strength without an actual vote being taken. Also, debate is once again open on the main motion.

### Parliamentary Procedure Motions Chart

Adjourn	S	M			
Recess	S	A	M		
Table	S	M			
Close debate	S	2/3	R		
Limit debate	S	A	2/3	R	
Postpone to later time	S	D	A	M	R
Refer to committee	S	D	A	M	R
Amend amendment	S	D	M	R	
Postpone indefinitely	S	D	A	M	R
Main motion	S	D	A	M	R

S = must be seconded

D = debatable

A = amendable

M = requires majority vote

2/3 = requires a 2/3 vote

R = may be reconsidered or rescinded

Adapted from Case Western Reserve Graduate Student Senate; changes in [ ]

<http://www.cwru.edu/orgs/gradsenate/rules/handbook.html>

# CHAPTER OFFICER RESOURCES

## NCPA Chapter Officer Resources Subsections



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## NCPA Student Chapter Membership Toolkit

Your student membership drive is one of the most important activities that you plan for your student chapter. The number of members you retain, the number of members you recruit, and the membership dues you collect are all essential to the success of your student chapter and chapter programs. Depending on the size of your student body and the level of interest at your school/college, the information you use and the approach you take may vary. However, the most important thing is that your membership drive is the most aggressive and strategic event you execute all year.

This document will lead you through a progressive timeline that will outline some ideas for membership recruitment beginning the year previous to the academic school year you are planning for. Feel free to browse through the ideas and choose which ones will work for your chapter.

*From the last two months of the academic year prior to the one you are planning for. . .*

## Membership Development

There are three aspects to membership development:

1. Recruitment
2. Engagement
3. Retention

These three aspects make up the key to a strong organization. Strong member recruitment involves acquiring new members who have not previously been members of NCPA. Member Engagement refers to involving the new member in activities and programs as early as possible. Engagement can be as simple as inviting members to events or asking them to join a committee and take part in a project. By developing your member engagement activities, you can strengthen your relationship with members and mentor them as they grow in the organization. Member retention is the ability to maintain a student as an active member of the organization. Your ability to retain a member is dependent on how effectively you were able to recruit and then engage each student member, showing them the value of their membership and their value to the organization. *(Refer to Suggested Membership Development Activities section for a more extensive list of ideas)*

### 1. Strategies for Recruiting Members

No matter how much effort goes into planning an activity, it won't be successful if no one knows about it! Be sure to publicize your chapter's membership events and encourage others to participate.

Inform the administration and faculty about the event and invite them to participate and to announce the activity or event to their students.

Also, remember that **Membership is everyone's job!** And a large part of your efforts will be coordinating with fellow chapter leaders to ensure that membership development activities are given a high priority. Finally, be prepared to ask students to join or renew. Don't be shy! You

are, after all, reaching out to your colleagues to ask them to take advantage of a strong portfolio of membership benefits.

Student chapters share stories of their successful membership drives with us every year. Following are examples of some successful ideas pharmacy students have used nationwide to plan membership campaigns.

#### **Welcome New Students:**

- Begin recruitment early with pre-pharmacy students and first year pharmacy students
- Showcasing NCPA chapter at orientation! Utilize tools such as the NCPA banner, a tri-fold poster, brochures, membership applications, and giveaways such as donated Rx vials filled with M & Ms, raffle.
- Highlight your chapters history and show students how they can make a difference!
- Classroom presentation or visits (independent pharmacy presentation, i.e. invite compounding pharmacist, junior partner, NCPA Ambassador)
- Offer discounted membership for a limited time at the beginning of the semester by lowering or waiving local chapter dues

#### **Provide a Chapter Orientation Package:**

- P1 Welcome letter/packet mailings
- Create a membership folder for student members containing information about NCPA, important contacts, and upcoming events
- Articles showcasing the chapter in school publications or other pharmacy related publications (i.e. NCPA's *America's Pharmacist*)
- Announcements on bulletin boards/showcases

#### **Sponsor a Meet and Greet**

- Sponsor a snack break, lunch, or meet and greet with NCPA chapter officers
- Welcome to Pharmacy School Cookout or a NCPA sponsored lunch meeting with a local independent pharmacist, SLC member or NCPA Student Affairs representative
- Plan evening information sessions during the beginning weeks of the fall semester

#### **Show Your Passion**

- Promote membership benefits such as loans & scholarships, the Good Neighbor Pharmacy NCPA Pruitt-Schutte Student business plan competition, conferences, and other member benefits
- Deliver a legislative advocacy presentation – invite the director of government affairs from your State Pharmacy Association, etc.

At the end of your membership drive, welcome new members, share with your members how much the chapter grew, and update your membership spreadsheet with all the new members' contact information.

### **From “No” to “Yes”: Rolling with Resistance for Membership**

It seems like people tend to say “No” whenever they are asked to join anything, but don't be discouraged by this tendency. A valuable membership tool is knowing how to turn that “No” into a “Yes”! Overcoming a “No” or “Maybe” will become easier as you learn how to properly respond. Consider the following objections and some clever responses:

- **“But I work at a chain” or “I'm not interested in owning a pharmacy”**
  - “NCPA represents all community pharmacists working in the country. The issues that NCPA is fighting at a national level work to ensure that community pharmacists are able to continue to thrive in the future. The National Association of Trade Drug Stores (NACDS) works very closely with NCPA and is comprised of corporate members such as the companies that own the chain drug stores.”
- **“I'm interested in residencies though...”**

- “There are actually residency options in many areas of the profession. Community Pharmacy Residency Programs as well as Independent Pharmacy Ownership Residencies both provide students avenues for growth that can be very lucrative”
- “Involvement as a student can give you opportunities to set yourself apart from other students and give you the skills that residencies are looking for.”
- “By joining NCPA you are giving yourself the opportunity to learn about a side of the profession that might have more to offer you than you might think.”
- “By joining NCPA you can show that you are more well-rounded than your competitors.”
- **“But I’m already a member of another organization”**
  - “Your membership with NCPA can help you develop leadership and communication skills that will be valuable in your work with the other organizations”
  - “Many students join multiple organizations to become exposed to more aspects of the profession”
- **“Maybe, I’m just not sure if I’m interested in joining an organization”**
  - “Really? Do you realize what you’re missing? NCPA offers numerous opportunities throughout the year to help students understand new ways of making money, innovative practices, resources for being a leader in the profession, as well as opportunities to connect with students and professionals across the country.”
- **“I’m too busy to go to a chapter meeting”**
  - “We regularly send out updates of the topics discussed at our chapter meetings in order to update our members on what is new with the organization”
  - “Your benefits as an NCPA member cover so much more than can be obtained just through our chapter meetings...”
  - “As an NCPA member, the benefits offered are accessible online as well as countless resources that can help you over your time as a student pharmacist.”
  - “There is no requirement to attend chapter meetings as a member, we understand that things come up and that not everyone can attend everything”
- **“I think dues are too high”**
  - “Have you seen all the valuable benefits that come with NCPA membership? You’ll have access to networking opportunities and NCPA’s Under My Wing Mentorship Program which can open doors to job opportunities following graduation!”
  - “Your membership dues are actually instrumental to advancing the profession at a national level by supporting the activities of NCPA and the work they do to create programs for pharmacists and have a stronger presence on Capitol Hill.”

## 2. Strategies for Engaging Members

An often overlooked but critical part of membership is engagement. If we think of NCPA as a car, our members are the gasoline that fuels our core objectives! By consistently keeping our members engaged, we will be able to accomplish more than just improving membership numbers, we will have more leverage to make a positive impact on the profession! This is why it is important to develop an overall member engagement strategy.

- **Utilize Committees Effectively:**
  - Offer discounted membership for a limited time at the beginning of the semester by lowering or waiving local chapter dues
- **Pay Attention to Your Members and Feedback:**
  - Survey your members for feedback on new programs or provide an annual survey to see what the members thought you did well and what they think you can improve on. Although some feedback might not be feasible to implement, the feedback does provide insight into the member mindset.

- Create an open source for communication between the executive committee and the members.
- **Cultivate Involvement**
  - Invite students to participate in activities throughout the year. Use the chapter of the year award and the chapter challenges (MTM Challenge, Legislative Advocacy Challenge) as a way to foster chapter unity and togetherness. Members will have a sense of ownership if they are actively involved with these activities.
- **Highlight the Benefits**
  - Always encourage students to take advantage of the membership benefits and remind them throughout the year of the various scholarships available to them, as well as the option for student loans from the NCPA Foundation.

### **3. Strategies for Retaining Members**

- **Prioritize Member Retention**
  - Make retaining membership a priority. Retaining members is just as important as recruiting new members for the sustainability of your chapter. Send out thank you cards along with reminders to expiring members to renew their memberships.
- **Membership Committee**
  - Create a membership committee (think tank) to focus on ways to both bring in members and to recognize the contributions of current members.
- **Incentivize**
  - Consider using a point reward system for members that participate in events. Different events will have different point gains. Members who accumulate x number of points will get a prize or some honoree plaque. This point system can be expanded to other areas of the chapter as members see fit. Chapters can add other incentives to the point system such as an NCPA pin, mug or pen to members who recruit at least two new members.
- **Make Each Member Feel Special**
  - Make an effort to remember names and to smile and greet people by name when they are spotted around campus. This should be standard practice and remember to always speak with excitement and pride when describing your chapter.
- **Show the Impact**
  - "A picture is worth a thousand words." Create a bulletin board display in a prominent place showing pictures from chapter activities, trips to NCPA conventions, membership information, and a calendar of Upcoming NCPA events.

## Membership Timeline:

### From the first day of summer through the first day of class. . .

#### **Monthly Emails**

Send out monthly e-mails to students with the application attached. Ask your school or college of pharmacy for permission first. In the email you can include the following information:

- Describe your excitement for the upcoming year
- Highlight the advantages of your NCPA student chapter.
- Emphasize and highlight early registration cost versus the normal rate, if you chose to do this. Be very clear about the specific date that a mailed application should be postmarked by.
- Include contact information for questions
- Attach the application
  - Include where to mail the application once completed
  - Highlight who to make checks payable to

*Continue these emails into the first month of school if you feel the e-mails have been effective.*

#### **Mass mailings**

As the matriculation period for colleges/schools of pharmacy begins many schools begin to send out mass mailings of information to the incoming and returning student body. Around this period of time the students are very attentive and read everything in detail to be sure not to miss any important information that they may need. Take advantage of this trend in student behavior and send out a mass mailing from your student organization. The president should draft a letter on behalf of the organization to the whole student body welcoming them to the college/school of pharmacy or upon their return to another academic year. Within this welcome letter there should be some information on your organization and what the benefits would be to join. Include a printed membership application for students to fill out and mail in. If your student chapter has P1 / Level 1 Representative, include the position description. Coordinate with the admissions office to stuff envelopes and have them sent out through the school to all students including the incoming P1's / Level 1's.

With regards to general information distributed by the school, be sure that NCPA Conference dates are included with all school-distributed documents that list important dates for the upcoming year/semester(s).

#### **Incoming Students Orientation Week**

Most colleges/schools of pharmacy have an orientation week or something similar for the incoming P1 / Level 1 students. During this week the students receive multiple presentations on a variety of topics and subjects. Because these presentations include important topics as financial aid and housing the students are once again very attentive to detail during this period. If there are any segments where faculty or students are discussing student organizations or extracurricular activities in general make sure you are present, and the organization receives proper representation. Also, during this week, the school will sometimes solicit the assistance of students and student leaders to be break out group leaders or a mentor for an incoming student. Be sure that your board members and members that signed up for the summer volunteer to help when the school calls for such assistance. This will allow you and your student membership to begin to build friendships with individuals in the incoming class and will make your organization stand out as a driver of professional and community development.

### From the first day of class. . .

#### **Recruitment Booth**

A recruitment booth or kiosk is always a good way to catch students at different times of the day. Setup with all of your materials and as students pass by you can approach them, discuss NCPA and independent pharmacy with them, and the benefits to joining your student organization. It is to your advantage to begin the first week of school and continue every day through the week. If you can do the first two weeks of school the investment will still be fruitful because it gives unsure students time to ask questions, compare the organizations, and make a confident decision. Just like an independent pharmacy, choosing a location is critical! Make sure that you choose a location with a lot of foot traffic and appropriate visibility. Be sure to table at appropriate

times during the day, if not all day, so all the students have sufficient time to talk to an NCPA member, ask questions, read materials, and possibly fill out an application. Have two or more members staff the table at all times. Make sure that each person is prepared with the information and references for dialogue with inquiring students.

- Put together a tri-fold board
  - Pictures
    - Past programs
    - Independents in your state (contact [studentaffairs@ncpa.org](mailto:studentaffairs@ncpa.org))
  - List of programs planned (major programs highlighted)
  - Logos of sponsors and supporters
  - Brief description of the purpose of the student organization
  - NCPA Website
  - Student Chapter Website

On the table you should have multiple items readily available to provide to students who show interest:

- Half-sheet / full-sheet informational pieces
- Membership Application
- Receipt book
- P1 / Level 1 Representative position description and application (if your student chapter has one)
- Membership Guide Book
- NCPA Annual Convention & Exposition information
- Committee sign-up sheet
- Giveaways (eg. school supplies, snacks, candy, buttons, stickers, etc.)

### **Informational Session**

An informational session is the cornerstone to any quality membership drive. You may schedule this session either at lunchtime or after school. A couple things to take into consideration 1) if it's a lunchtime event, how long will it take students to file out the lecture hall or room that you need, how long will it take you to setup and get everyone organized, how long will it take to get all the interested students in, fed, seated, and quiet, and how long will it take you to effectively make the presentation versus the total amount of time for lunch 2) if it's an after school event, how likely is it that your students will stay instead of going home, how many students have to go work, and are there any upcoming exams that make students more likely to go home. Competing programs will be an issue for both time periods and you should work to coordinate with other student leaders to avoid such a situation.

Giving a PowerPoint presentation is a good idea to present your information. When choosing presenters and a presentation model, you should do what best fits the time you have and the level of interest of the students that will be attending. These are three suggestions for a presentation model: 1) each chapter officer can take a turn speaking to the students about a topic 2) invite a representative from the NCPA National Office to give the presentation or 3) do a joint presentation between the chapter President and a representative from the NCPA National Office. Keep in mind the mere presence of non-student attendees (e.g. Dean, Faculty, Community Pharmacy Owners / NCPA members, etc.) can have an influence on how the students perceive the importance of the organization.

PowerPoint Presentation:

- What is NCPA
- What's exciting about being an independent community pharmacist or owner
- Introduce the student chapter leaders
- Member benefits
- Activities planned for the year
- NCPA annual convention

Other items that you might consider having available:

- Free food

- Membership applications
- P1 / Level 1 Representative position description and application
- Half-sheet / full-sheet informational pieces

*Contributed by David A. Sedrak, NCPA National Student Leadership Council President 2005-2006*

### **PowerPoint Presentation**

Develop a short (5 minute) presentation and present to all the classes. Include the following items in the presentation:

- What was accomplished this past year
- NCPA student membership benefits
- Plans for next year
- Pictures, pictures, pictures!
  - Less text and more pictures make the presentation more attractive and keeps the attention of the students
  - When students see themselves or their friends on the screen they are more likely to rejoin or join the following year. Public student recognition always plays in your favor.

### **Early Membership Discount**

Offer a discounted price for students who sign up before the beginning of the next school year. This membership discount can be offered to students who sign up by the end of the current academic school year. You may also decide that you want a longer window for the discount and extend the deadline all the way until the first day of class.

- Produce bright, attractive, attention-grabbing flyers and post them everywhere. Include deadline to sign up, where, and what times.
  - Hand out flyers at the beginning or end of class after obtaining permission from your instructor(s).
  - Post flyers on a bulletin board in your School or College of Pharmacy.
  - Be considerate and make sure to pick up fallen flyers from the ground and to remove all materials from walls as soon as the deadline has expired.
  - **Make sure to obtain permission from school administrators on designated posting areas and restrictions.**

## **Suggested Membership Development Activities**

- 1) Raffle first year membership dues covered by the chapter to someone who joins during your membership drive
- 2) Host an Orientation to NCPA event
- 3) Highlight the success stories of members from your chapter who have gone on to do great things in the profession
- 4) Call or email visitors after they have attended a meeting and thank them for joining you at the last event
- 5) Obtain testimonials of the value of NCPA membership from former chapter members now working in pharmacy and share them with potential members
- 6) Ask faculty members to offer extra credit for attending the NCPA Annual Meeting. A benefit of this is that for students who are not members of NCPA, their first year's dues are included in the non-member registration fees.
- 7) Hand out NCPA fliers and enrollment forms to students at the College of Pharmacy and in pre-pharmacy classes.
- 8) Announce upcoming chapter meetings in your class and invite everyone to attend.
- 9) Ask members for names of friends that they think would benefit from joining NCPA (even though everyone would!)
- 10) List your upcoming meetings in the college newsletter and campus announcements.

- 11) Prepare an elevator pitch of why students should join and the benefits of student involvement (Be prepared to “Roll with Resistance” using the tools from page 59)
- 12) Waive the chapter dues of students who join during their fourth year *or* publicize that students who join during their fourth year will have their chapter dues donated to the NCPA – Political Action Committee!
- 13) Set up a table or booth during orientation week
- 14) Offer recruitment incentives to the student who gets the most new members to join
- 15) Hold a donation drive for items to be used as incentives to be offered to new members who join during your membership drive
- 16) Send out a flier about your chapter to a targeted group such as pre-pharmacy students.
- 17) Invite a successful professional in your community to speak to your chapter about the value of joining professional associations.
- 18) Display copies of your chapter calendar and upcoming events in highly trafficked areas on campus
- 19) Ask faculty members to mention NCPA to students in their classes
- 20) Write an article highlighted your chapters successes or a high-profile speaker
- 21) Create a membership committee to focus on new ways of attracting incoming students
- 22) Organize chapter trips to community pharmacies in your state who are practicing in innovative ways!
- 23) Offer a chapter scholarship for travel to the annual NCPA convention
- 24) Offer to reimburse a portion of the cost of student attendance at the NCPA annual convention
- 25) Incentivize student members to reach out to their friends to join them at the NCPA annual convention
- 26) Hold a joint meeting or event with another professional pharmacy organization or fraternity and pass our NCPA information packets to attendees
- 27) Survey current members to determine what benefits they find most valuable and emphasize these benefits when speaking to potential members.
- 28) Participate in a charity event with other organizations on campus or host an interprofessional charity event. Invite members of other organizations to visit one of your meetings and learn more about your chapter.
- 29) Make each potential member feel special and try to remember names and greet people.
- 30) Host a networking seminar and have speakers who can highlight the importance of networking in the profession
- 31) Make participating easy! Establish rapport with students on campus and make sure they know where to go to find upcoming activities!
- 32) Offer incentives such as NCPA mugs, pins, or shirts to members who recruit at least two members.
- 33) Formally recognize new members at chapter meetings or in publications by listing them by name to showcase their dedication to advancing the profession.
- 34) Announce membership updates at each meeting and remind people to invite a friend to the next event.
- 35) Let your members know that recruiting is a top priority for the group.
- 36) Always speak with excitement and pride when describing your NCPA Student Chapter!

## Sample Membership Letters/Emails

### Letter to First-Year Students

“Dear Future Pharmacist,

The (*Your School/College of Pharmacy*) NCPA Student Chapter would like to say CONGRATULATIONS and welcome to [SCHOOL/COLLEGE NAME]. I encourage you to get involved this year in the various organizations in order to meet your fellow students and learn what pharmacy can offer you. More importantly, we are excited about what you can offer the world of pharmacy!

One of the many organizations you can join is the National Community Pharmacists Association, or NCPA. NCPA represents the interests of independent community pharmacists. Because independent pharmacists are involved in such several varied professional activities, NCPA represents many different specialties within the pharmacy. This includes specialties such as long-term care consulting, home infusion, and specialty areas such as diabetes, respiratory care, veterinary pharmacy, compounding, and immunizations. NCPA is also heavily involved in the political issues facing community pharmacy.

There are many reasons why you should consider joining NCPA. Listed below are just some of the benefits NCPA membership provides:

**Scholarships** such as the \$2000 Presidential Scholarship and many other scholarships worth thousands

**Student Pricing** for Registration to National Meetings

**Newsletters** from NCPA including the national journals such as “America’s Pharmacist”

**Summer Internship Opportunity**- at our headquarters in Virginia

**\*[list special activities your chapter hosts]**

**And so much more...**

Even if community pharmacy is not where you see your career taking you, NCPA Student Membership can inform you about aspects affecting the profession of pharmacy, not only in community settings. Please Consider joining NCPA and finding out what our organization can offer you in your time as a student pharmacist.

If you ever have any questions about what is possible at the school or just want to talk, feel free to get in contact with any of the exec members and if we cannot help we will put you in contact with the right people!

Sincerely,  
*(Chapter president or membership committee chair)*”

## Letter to Second- and Third-Year Students

“Hello P2s!

It is an exciting time of the year because you are about to enter your second year of pharmacy school! And one thing that is always important to remember is being involved in a student organization outside of the classroom. That is why I wanted to reach out to you about renewing your membership for the [SCHOOL/COLLEGE NAME] NCPA Student Chapter.

There are many reasons why you should consider joining or renewing your membership with NCPA. Listed below are just some of the benefits NCPA membership provides:

**Scholarships** such as the \$2000 Presidential Scholarship and many other scholarships worth thousands

**Student Pricing** for Registration to National Meetings

**Newsletters** from NCPA including the national journals such as “America’s Pharmacist”

**Summer Internship Opportunity**- at our headquarters in Virginia

**\*[list special activities your chapter hosts]**

**And so much more...**

Even if community pharmacy is not where you see your career taking you, NCPA Student Membership can inform you about aspects affecting the profession of pharmacy, not only in community settings. Please consider joining NCPA and finding out what our organization can offer you in your time as a student pharmacist.

If you ever have any questions about what is possible at the school or just want to talk, feel free to get in contact with any of the exec members and if we cannot help we will put you in contact with the right people!

Sincerely,

*(Chapter president or membership committee chair)*”

## Letter to Fourth-Year Students

“Dear Seniors,

At [SCHOOL/COLLEGE NAME] NCPA Student Chapter, we know that thoughts of owning your own pharmacy may be a faraway dream. After all, you’ll have student loans to pay back, cars to buy, and trips to go on to celebrate your achievement of your PharmD and passing the NAPLEX but, we also know that, soon enough, you may tire of the world of hospital pharmacy or of the mad, volume-driven rush at a chain drug store – or you’ll realize you are ready to be the boss. Those far-off dreams of pharmacy ownership will creep back into your head. You very well may make them come true because as a pharmacy student you joined and grew a network with NCPA.

Many of you have probably already received a renewal email from the NCPA headquarters. Please renew your membership. Keep in touch with me so we can include you on all the things we have planned for the year and on our membership roster.

I want this year to highlight the rich history of independent pharmacy in our state and I want to encourage our students to take the chance to understand that this profession is still strong, but it will take passionate people to keep it that way!

I want to involve the P4 class this year in all our activities. Please feel free to contact any of our officers. I want as many of you to attend as possible because you have been an important part of our chapter.

Thank you,

*(Chapter president or membership committee chair)”*

## INTRODUCTION

### How Government Programs Affect Your Business

Government at federal, state and local levels can affect your business and your life dramatically. Taxes and regulations can impose heavy burdens on the ability to operate community pharmacies, to provide jobs, and to deliver services to your patients and your communities. Pharmacy reimbursement is directly tied to government action.

Although certain government actions can impede your ability to provide quality services, not all legislative action is adverse. Public officials are supportive when they understand the role of community pharmacy and see that we provide essential services to our patients. In this regard, the result of active participation in the political process is far-reaching and benefits our profession and health care in general.

### Here Is Your ACTION PLAN for Getting Involved

This How-To Guide provides a proactive plan for active political and community involvement — at the community or “grassroots” level. It is a team effort focused on public affairs.

National Community Pharmacists Association (NCPA) members nationwide are front-line health care providers with thousands of employees and millions of patients in communities across America. Our voice is strongest and is most credible when it comes from our local pharmacy professionals speaking directly to their elected representatives. That voice is even more persuasive when community pharmacists cultivate solid relationships with community leaders and elected officials at local, state and national levels.

If pharmacists hope that someone else will do it, then persuasive impact is lost. The solution is to take hands-on action in the public affairs arena. Proactive participation helps you and it supports community pharmacy. Stand up and speak out!

## HOW TO... PUT A LOCAL FACE ON NATIONAL ISSUES

### You Have a Great Story to Tell

You are an integral part of your community because you care for local patients, provide jobs, make a large contribution to the local economy and tax base and provide an essential local need — easily accessible community pharmacy care.

As a local business leader, whose efforts generate enormous benefits for your community, people will appreciate your participation in community affairs. Make the most of it! These activities can not only protect your ability to provide quality care, but also help establish publicly the linkage between community pharmacy and the well being of your patients.

### Community Involvement Is the First Step

Just by getting to know national and state elected officials in the course of community, county, statewide and regional events, you make it less likely that they will target our businesses with

burdensome legislation or further reduce our reimbursements. Without a “human face” in mind, legislators are more apt to see community pharmacy as a suitable target or even an easy target.

### **How do you accomplish this personal contact?**

Invest one or two hours a month in some form of community participation. This will gain recognition for you and for community pharmacy. It will put that all-important “human face” on issues of vital importance to community pharmacy. For example, start by joining civic clubs such as the Jaycees or Chamber of Commerce. Make friends and become active. If you are already a member, volunteer more and take more of a leadership role. Any business organization that has a legislative committee is an excellent vehicle for promoting issues of importance to our profession, such as Medicare and Medicaid.

### **You’re the Expert! Elected Officials Need to Know What You Know**

National and state legislators and other elected officials are just people. You can approach them with confidence. Their job is to listen to and represent their constituents. Moreover, constituents like you – medical professionals and local business owners – have valuable expert insight to offer.

Whenever you have access to a legislator, talk positively about the many ways your pharmacy is caring for patients, particularly seniors and contributing to the community. Feel free to discuss issues that concern you and your business future.

Community pharmacy is concerned with complex and often confusing issues like Medicare, Medicaid and insurance reimbursement – even legislators become confused – so your expert insights will be welcome.

Don’t just chat. Talk specifically about the patient population to whom you provide services. Also, make it a priority to explain the potential positive or negative impact of pending legislation on your pharmacy, your patients and employees.

### **Checklist of Objectives**

1. Get to know your national, state and local elected officials well enough for them to recognize you.
2. Get to know the staff in your legislators’ local district offices.
3. Send emails to your legislators on issues that affect community pharmacy. Also, ask for their viewpoints.
4. Invite national and state elected officials to visit your pharmacy to see first-hand how community pharmacy works.
5. Enlist other community leaders to urge support of Medicare and Medicaid issues that help the poor and elderly.
6. Urge consumers and other citizen advocates to join with you in promoting our positions on these issues.
7. Urge churches, clubs, academic, health care, civic and consumer groups to discuss issues relating to Medicare/Medicaid recipients.
8. Above all, know the facts. Make strong arguments. However, it’s not a good idea to back a legislator into a corner. Allow him or her to disagree with you. Be sure you leave them with solid reasons to support community pharmacy.

## HOW TO... UNDERSTAND THE POLITICAL PROCESS

### The WHY and the HOW

“All politics is local.” So said House Speaker Tip O’Neill, one of the most notable politicians of the past century. Relationships with local decision-makers are critical to community pharmacy and the operation of your business.

Begin by developing a simple list of your national, state, county and municipal elected officials and community leaders. Representatives, state legislators, city and county officials vote on matters that affect you.

That is the most important reason for your grassroots involvement. Now that you know the reason, the following sections will tell you how to practice some basic grassroots techniques effectively.

### Learn the Legislative Process!

Out of the 10,000 bills introduced in Congress each session and the hundreds of thousands introduced in state and local legislatures, they enact fewer than 10% into law. Most successfully passed legislations starts out with just a small following and little public awareness. Therefore, it’s important to express your views to your elected representatives early in the legislative process.

### Aim for Prime Time

When is the prime time to present community pharmacy’s position on a proposed bill? After one or more legislators introduce a bill, it is referred to one or more congressional committees responsible for the subject addressed by the bill. Usually the congressional committee chairs will refer the bill to a subcommittee, which holds hearings on the measure. This is the prime opportunity to present strong, organized, well-documented testimony on any bill. NCPA’s Government Affairs team will usually coordinate this process.

At the state level, this legislative and committee process works in much the same way, and it is the focus of much of the work of your state association. They will welcome your support of their efforts – and they will support yours.

### Here’s How the Complex Legislative Process Works

1. The subcommittee with jurisdiction votes to refer the bill to the full committee for action, or to reject it.
2. If the committee votes to pass the bill, it is forwarded to the full House or Senate where the leadership decides whether to bring it to a vote.
3. When the House or Senate passes a bill, it goes to the other body where the processes of referral, debate and committee and subcommittee hearings start over.
4. If both the House and Senate pass similar, but not identical bills, a joint Conference Committee is appointed to work out a compromise, which is then sent to each body for a final vote.
5. If the bill is approved by both bodies, the bill goes to the President (or governor in the case of state legislation) who may sign it into law or veto it.

This is a simplified scenario, and most proposed legislation goes around with changes and compromises at every turn. The important thing is that at every step of this long and involved process, NCPA members have the opportunity and responsibility to make their views known.

### **HOW TO... REALLY MAKE A DIFFERENCE**

Personal relationships are the key to business success. The same is true in politics. So, get to know the national and state officials who represent you. You are a constituent. It is their job to serve you. Constituents who call, write, appear in person at public events and visit their legislators will get attention.

- Make sure their local office phone numbers are in your Rolodex, computer or cellular address book.
- Put reminders on your business calendar to keep in contact with them.
- Look at health care issues before legislators, note those that affect community pharmacy, and share your knowledge and expertise with them via email or phone call.
- Ask for their positions on any issue of importance to your business.
- Follow up any phone call with an email and ask for a written reply.

### **Your Views Have Clout**

Elected officials listen to constituents. Remember, you are an expert on community pharmacy care. Legislators look to local knowledge before having to vote on complex issues such as health care. Thus, legislators expect to hear from you on issues of importance to our profession.

Prepare for your political calls just as you would for a business call:

1. Educate yourself thoroughly on the issues. Read NCPA's issue papers.
2. Develop a message and make a case for each issue.
3. Condense these arguments into two or three powerful selling points.
4. Practice your delivery until you feel comfortable and confident in your presentation.

### **HOW TO... ENLIST THE HELP OF THE "PROS" AT NCPA AND YOUR STATE ASSOCIATION**

To help you get your grassroots initiative going, you should look to your NCPA Government Affairs team in Washington or your state association for:

- Background materials on legislative issues
- Background on your legislators and their support on our issues
- Assistance in preparing to meet with your legislators
- Press release preparation
- Help in responding to media inquiries
- Crisis response" assistance

Call us at (703) 683-8200 or contact us at: <http://www.NCPANET.org>

### **HOW TO... PARTICIPATE IN OUR POLITICAL ACTION COMMITTEE (PAC)**

PACs are authorized by federal and state law as tools for organizations and their employees or members to participate in one of the cornerstones of democracy, the electoral process. An effective PAC depends on widespread individual involvement.

The NCPA-PAC is a separate legal entity set up to receive and disburse voluntary contributions from association members on behalf of political and legislative goals at the federal level. Federal law sets maximum contribution amounts.

PAC activity is a carefully regulated and recognized way for individuals in a particular profession or industry to join in support of candidates. Remember, collective actions are only as effective as individual participation. To work, a PAC needs broad participation.

The future growth and prosperity of community pharmacy will be vitally influenced by the effective use of our PAC. And it all hinges on the participation of individual members like you.

*The best – and easiest – way to participate in the NCPA-PAC is to register to contribute monthly using your credit card. We strongly recommend that you give at least \$100 a month to the PAC for each pharmacy you own.*

### **Why Our PAC Matters**

NCPA-PAC contributes to candidates who give us access and listen to our views. We support those who vote for our issues in Congress or are willing to work with us on our critical issues.

NCPA-PAC supports national political candidates who agree with our political aims. When legislative decisions are made, especially on a close or controversial vote, the issue is much more likely to go our way if we have already identified candidates who supported our position and helped them win their election. Since the founding of our country, this has been a commonsense part of democracy.

The voice of our profession is strongest and most convincing when it is a collective voice — that is what your contribution to the NCPA-PAC makes possible.

### **Who Gets PAC Support... And Who Decides?**

Our PAC is nonpartisan. Political candidates are selected to receive contributions based on their views on issues important to community pharmacy, not according to party affiliation. All your contributions are made on the basis of these criteria. Selection of candidates for PAC contributions is made according to the following procedures:

- Public statements and voting records are thoroughly analyzed.
- A lawmaker's positions of leadership and influence, such as committee assignments, are considered.
- Willingness to sponsor or co-sponsor important community pharmacy legislation.
- Recommendations are taken from our Executive Committee.
- Actions and votes are compared with the legislator's or candidate's statements.
- A decision to contribute is made after weighing all these considerations.

Campaigns and issues change frequently. Your ideas and recommendations are welcome. Let us know about any candidates or elected officials you think may be worthy of our support. Let your employees know how the NCPA-PAC promotes our goals and business success. Help get them involved.

For additional information on NCPA-PAC, contact NCPA at: (703) 683-8200.

## **HOW TO... MAKE GRASSROOTS INITIATIVES PAY OFF**

### **A Final Word**

As you consider how much time and effort to invest in community relations activities, consider what is at stake: your pharmacy, your business and your future.

National and state legislators have immense power over many aspects of health care. A stroke of a pen, a behind-the-scenes agreement on Capitol Hill or in a committee room in your state legislature can impact your livelihood any day of the week.

### **Know the Rules of the Game, Protect Your Interests**

First, educate yourself about the political process – and the part you can play in it locally. Then educate your fellow pharmacists and pharmacy employees. There is strength in numbers, especially when the goal is to win the attention of elected officials who are always counting votes and looking to their next election campaign.

Here is a brief review of your goals:

- Get involved.
- Create opportunities to tell your story.
- Become recognized in your community.
- Regularly email elected officials on specific issues.
- Gain the positive attention of elected officials.
- Establish and develop personal contacts.
- Become a valued information resource.
- Win access to national and state elected officials.
- Learn the political game – and become a skilled player!

### **The Price of Inaction Is High!**

When local voices remain silent because everyone is expecting “someone else” to act, we lose the initiative. The kinds of broad-based national and state initiatives, which community pharmacy needs to meet, lose their momentum without LOCAL initiative.

### **NOW LET’S GET ACTIVE!**

It is in your interest to take a local leadership role. We have issues that the public needs to know about . . . and elected officials need to hear from as many quarters as possible. When you step forward to speak up, you help your own business while supporting all of community pharmacy.

Remember, an individual in our democracy can make a difference by helping to MAKE IT HAPPEN. That’s grassroots action!

### Operating Budget vs Capital Budget

The operating (broad scope) budget reflects the organization's planned financial activities for the year ahead, showing how much revenue it expects from which sources and how much it will spend on operations. It's a key tool in effectively and efficiently achieving the organization's stated purpose and should always align with an organization's strategic plan. The operating budget must be centered around the primary goals and objectives of the organization.

The capital budget may include projects which will have ongoing effects on operations. (Virginia Society of Certified Public Accountants) The capital budget can also be used for construction and other big, one-time spending projects that often take more than a fiscal year to pay for.

*Pro tip: Bigger nonprofits should also have a budget per each major event and each distinct department.*

### Budgeting Tips

- 1) **Start Early**
- 2) **Don't Operate on Assumptions**
- 3) **It's a Team Effort**
- 4) **Get Your Income Right**
- 5) **Figure Out Your Expenses**
- 6) **Make Cash Flow Your Priority**
- 7) **Separate Operational from Capitol Budget**
- 8) **Monitor the Budget Throughout the Year**

Visit the following link for a template of a basic nonprofit budget that can be used to help your chapter: <https://docs.google.com/spreadsheets/d/1muCCCgxMWDuWFHvPibfThsBoVzwfM3SHvouHOgWi9F8/edit#gid=0>

### Income

The following represent suggested areas of income for the student chapter:

- **Dues revenue:** The primary source of income for the NCPA student chapter is dues revenue. This is very true in the beginning stages of a chapter. It's important for the chapter to keep accurate records of the number of individuals who have paid the chapter dues. Accurate records will prevent confusion and help the chapter to maximize their funds.
- **Fundraisers:** Fundraisers are always good programs for student chapters because while increasing the income of the chapter, the chapter members begin working together and the chapter begins to develop and grow.
  - Clothing sales: embroidered baseball caps, t-shirts, sweatshirts, jackets
  - Food sales: candy sale, bake sale, holiday-themed sales, concession stands at local stadiums
  - Raffles/drawings
  - Class notes/study materials
  - Direct donations & sponsorships
  - Other: sale of coupon books, "Free Intern for a Day," sale of pharmacy pins, car wash, Valentine's Day flower sales

- Contributions from the state association and/or practitioners
- College/school of pharmacy contributions/sponsorship
- Local pharmaceutical representative and wholesaler sponsorship

## Expenses

Keep track of all chapter expenses and detailed records. Several examples of chapter expenses are:

- Administrative (printing, postage, etc.)
- Student dues for NCPA student membership\*
- Meeting travel (state associations, NCPA Annual Convention)
- Programs and activities materials
- Refreshments at meetings
- Speakers for programs

### Sample Operational Budget

<b>2018-2019 Operational Budget (Example)</b>		
	<b>Estimated</b>	<b>Actual</b>
<b>INCOME/REVENUE</b>		
Dues		
Reimbursement per member	\$987.00	\$921.00
Fundraiser Profits		
Fall T-Shirt	\$1,100.00	\$1,107.50
White Coat Ceremony	\$500.00	\$465.97
Event	- \$71.00	- \$71.00
Long-Sleeve Shirts	\$300.00	\$1,420.00
Name Badges	\$100.00	\$186.00
Spring T-Shirt	\$1,500.00	\$711.68
Rain Jacket	\$200.00	\$312.00
Lunch	\$100.00	\$70.00
Bake Sale	\$100.00	\$173.00
Restaurant Fundraiser Profit	\$300.00	\$89.13
Coffee Mugs	\$200.00	\$132.72
Lapel Pins	\$200.00	\$225.00

Department Funding	\$5,000	\$6,262.50
<b>Revenue Totals</b>	<b>\$10,566.00</b>	<b>\$12,005.50</b>
<b>EXPENSES</b>		
<b>Operational Funding</b>		
Patient Care Project Supplies	<b>\$150.00</b>	<b>\$184.36</b>
Office Supplies (Frames, exec retreats/dinners, posters)	<b>\$500.00</b>	<b>\$765.10</b>
Monthly Chapter Meetings		
August	\$144.67	\$812.77
September	\$250.00	\$631.55
October	\$250.00	\$492.61
November	\$250.00	\$573.62
January	\$250.00	\$472.11
February	\$250.00	\$417.06
March	\$250.00	\$274.04
April	\$300.00	\$293.75
	<b>\$1,944.67</b>	<b>\$3,967.51</b>
Monthly NCPA-PAC Meeting		
September	\$102.25	\$313.99
October	\$250.00	\$0.00
November	\$250.00	\$116.25
January	\$250.00	\$0.00
February	\$250.00	\$45.50
	<b>\$1,102.25</b>	<b>\$475.74</b>
Banquet/Chapter Social		

Picnic	\$400.00	\$814.58
Breakfast Social	\$200.00	\$170.38
Mentor/Mentee Social	\$200.00	\$215.00
Flying Saucer	\$400.00	\$255.45
Trivia Night	\$400.00	\$294.51
Dean's Dinner	\$0.00	\$0.00
Crawfish Boil	\$600.00	\$461.72
	<b>\$2,200.00</b>	<b>\$2,211.64</b>
Conference/Registration Fees		
Annual Convention Reimbursement	<b>\$5,000.00</b>	<b>\$6,910.15</b>
Executive Member Reimbursement	<b>\$800.00</b>	<b>\$814.63</b>
Expense Totals	<b>\$11,696.92</b>	<b>\$15,329.13</b>
<b>TOTAL:</b>	<b>-\$1,130.92</b>	<b>-\$3,323.63</b>

# RESOURCES

All chapter forms and student resources may also be found on the NCPA website at [www.ncpanet.org](http://www.ncpanet.org), or by contacting student affairs at:

NCPA Student Affairs Department  
100 Daingerfield Road  
Alexandria, VA 22314  
Phone: (800) 544-7447  
Fax: (703) 683-3619  
Website: [www.ncpa.org](http://www.ncpa.org)

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# NCPA STUDENT CHAPTER FORMS

All forms and applications may be found in the Forms Packet that is updated and sent out each August to chapter presidents and faculty liaisons. Forms and applications can also be downloaded from student tab on the NCPA website at [www.ncpanet.org](http://www.ncpanet.org)

The following downloadable files must be printed, completed and returned to NCPA.

- **NCPA Student Chapter Forms & Applications**
  - Chapter of the Year Application
  - Student Chapter Membership Application
  - Legislative Advocacy Challenge Award Application
  - Community Health Challenge Award Application
  - Faculty Liaison of the Year Nomination
  - Incoming Student Chapter Officer Roster Form
  - Outstanding Student Member of the Year Award Nomination Form
  
- **Scholarships & Loans** (Found on the NCPA Foundation Website at [www.ncpafoundation.org](http://www.ncpafoundation.org))
  - NCPA Foundation Presidential Scholarship Application
  - J.C. and Rheba Cobb Memorial Scholarship Application
  - Willard B. Simmons Sr. Memorial Scholarship Application
  - Partners in Pharmacy Scholarship Application
  - NCPA Foundation Student Loan Application
  
- **Student Professional Development**
  - NCPA Advanced Pharmacy Practice Experience (APPE) Rotation Application
  - NCPA Summer Internship Application
  - NCPA Student Leadership Council Application
  - NCPA Executive Residency Application

# CHAPTER RECOGNITION & AWARDS

## NCPA Pins

The National Community Pharmacists Association Student Affairs Committee understands the time, effort and commitment involved in becoming a chapter officer. That is why we are honored to present the new NCPA chapter officer pins. Each chapter officer can receive a lapel pin that signifies his or her support and dedication to independent community pharmacy and NCPA. These pins are excellent tokens to distribute at your chapter officer installation ceremony. At \$7.50 each, there is minimal cost to the chapter. Plus, for \$5 each, ALL your members can show their support of independent community pharmacy by wearing the NCPA lapel pin. Lapel pins can be ordered online at the NCPA Bookstore.

## Outstanding Chapter Member of the Year Award

Each active NCPA chapter can nominate one member to receive the Outstanding Chapter Member of the Year Award. The nominee must be a current student member in good standing and will receive a certificate of recognition. All nominated students will receive a framed certificate and congratulatory letter or recognition.

## Annual Chapter Awards

Hard work pays off and NCPA's Student Annual Chapter Awards competition is the place to display all the effort that goes into building a top-notch student organization. NCPA recognizes four chapters each year at our annual convention. The winner of Chapter of the Year receives a cash award of \$2,000. First and second runners-up receive \$1,000 and \$500 respectively. The Most Improved Chapter of the Year will also receive a \$250 award. These awards are based on activities during the previous chapter year.

### Criteria include:

- Neighborhood community services
- Creating members
- Promoting independent pharmacy
- Advocating legislative action
- Fundraising/Misc.
- Business Plan Submission
- Community Health Challenge Report Submission
- Political Action Challenge Report Submission

# **CHALLENGES & CONTEST DESCRIPTIONS**

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Details to be Announced Fall 2020