



# OFFICER'S HANDBOOK

Revised APRIL 2021

by Home Office, formatted by Sam Belinoski

GWRRA

21423 North 11<sup>th</sup> Avenue Phoenix, Arizona 85027

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# Section A - WELCOME

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Published by GWRRA, Inc.

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To GWRRA Officers:

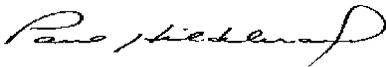
Congratulations! Your acceptance as an Officer in the largest Gold Wing and Valkyrie Association in the world is going to open exciting aspects of the motorcycling world for you. Along with that excitement comes a lot of responsibility which you have also accepted. This handbook has been constructed to make that responsibility less intimidating. It has the capability of making your responsibilities much easier. It encourages the word “Yes” and discourages the word “No.” It offers an alternative to the expression “Chain of Command” and replaces that outdated concept to a more modern approach to leadership and management, the “Chain of Communication.” Communication is the most important leadership skill you will need in your quest for excellence.

You will learn how people think and believe and about their work and play priorities. GWRRA is a very high priority to most Members; many have had their whole lives changed after joining.

Because of this emotional tie, there is a family bond which defies explanation but will be a very rewarding experience for you and the Members you serve.

Welcome to the world of Association Leadership. We need to use these tools to learn; but, most of all, we hope you use them to serve our most important assets — the Members of GWRRA. Take full advantage of this Association’s experience — “FRIENDS FOR FUN, SAFETY AND KNOWLEDGE,” ...and thanks for your help.

Paul Hildebrand



Chairman of The Board, Founder

Shirley Stephens-Garcia



Co-Founder

Director’s Welcome:

Sherry and I would like to welcome you as a GWRRA Officer. This will be an exciting time for you as new relationships are built while serving the Membership. “*Friends for Fun, Safety, and Knowledge*” is more than just a motto. It is a tradition shared by those of us with a passion for motorcycling. We may have joined for the motorcycle, but we stayed for the friends.

The Officer’s Handbook is a valuable tool that can serve as your guide, much like a compass pointing you in the right direction. There is a wealth of knowledge within these pages and we encourage you to refer to the Handbook when needed. The Officer’s Handbook along with other valuable information can be found under the Officer’s Connection, (Oconnect) located on the GWRRA website.

No Handbook can provide answers for every situation or question. Our International Team, known as Team GWRRA, can be an excellent source of support and information, so assistance is always a phone call, email, or text away. Your Appointing Officer is also one of the best resources available to you.

We will do everything possible to assist you in being successful, and it is important to all of us that you have a fun and a rewarding experience as a GWRRA Officer.

Once again, on behalf of Team GWRRA, best wishes and success as you continue your journey as a GWRRA Officer.

Ride safe, be well and remember, FUN SHALL BE THE LAST WORD—so HAVE FUN!

Jere Goodman



Sherry Goodman



Directors of  
GWRRA

# Mission Statement

Established in 1977, the Gold Wing Road Riders Association provides an atmosphere for fun, safety, and knowledge to Gold Wing & Valkyrie motorcycle owners.

## Our Vision

GWRRA (Gold Wing Road Riders Association) is a leader of associational organizations, respected by its Members as well as its competitors and the communities it operates within.

GWRRA strives to offer the highest quality service to its Members.

GWRRA is a family-oriented, non-religious, non-political association comprised of owners of Honda Gold Wing and Valkyrie Motorcycles as well as non-Gold Wing owners.

GWRRA provides a culture which fosters Members with shared values, team concepts and camaraderie. This culture also provides its Members with opportunities for personal development and achievement.

GWRRA's divisions work harmoniously as a team to increase the membership base by creating an atmosphere that provides fun, promotes safety, heightens knowledge, and by offering a full range of desirable services and benefits for its Members.

## Our Core Values

**EXCELLENCE** - Our quest for excellence includes an abiding pride in our Association.

**CHARACTER** - Honesty, integrity and commitment are the key character elements in developing trust and respect within our Association.

**FOCUS** - Our focus is to meet the needs of our Members and provide leadership through our Officers and staff.

**ATTITUDE** - Our Officers and staff maintain a positive, enthusiastic and creative attitude in their approach of providing an atmosphere for fun, safety and knowledge.

**FAIRNESS** - The resolution of any issue should stand the test of "is it fair?"

**COMMUNICATIONS** - The more we share information and communicate about goals, values, measures and rewards, the more effective we can be as individuals and as Members of the Association.

**TEAMWORK** - Teamwork is the ability to work together toward our common vision. It is our ability to direct individual accomplishment toward Association objectives. It is the fuel that allows all of us to achieve exceptional results.

**TRAINING** - Well-trained Officers and staff will provide improved Member services and create increased position satisfaction.

**QUALITY** - To be the best we can be and to hold the Members in highest esteem and respect will guarantee the quality of our Association.

# GWRRA Oath of Office

*As an Officer and Volunteer Leader of the Gold Wing Road Riders Association, I will do my best:*

*To serve the Association by providing for its Members, in accordance with the Officer Handbook and the Memorandum of Understanding;*

*To serve the Members, for whom I am responsible, in a manner befitting the Office;*

*To assist my Senior Officers in the execution of their duties and responsibilities;*

*To promote and support my Peers in a team atmosphere, working together for the benefit of the whole;*

*To support all Programs of the Association;*

*To be positive in attitude and spirit;*

*To lead by example while promoting an atmosphere of fun, safety and knowledge;*

*To recommend a line of succession of leadership for my office;*

*I further pledge, during my term of office, to serve with pride and devotion, while upholding the Highest traditions, core values and Standards of Conduct of the **Gold Wing Road Riders Association**.*

*Installed this \_\_\_\_\_ day of \_\_\_\_\_, 20*

\_\_\_\_\_  
Appointing Officer Name  
Title

\_\_\_\_\_  
Officer Name  
Position/Title

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date



# Section B - INTRODUCTION

# ABOUT THIS HANDBOOK

This handbook was written for all Officers of GWRRA. It will help you better understand the “how’s” and “why’s” of GWRRA. It will be only one source of information to help you. Your appointing Officer and the Officers’ Connection web page (hereinafter referred to as O’connect) are (<http://gwrra.org/Oconnect/officerresources.html>) another. Some things may be more important to you than others, depending on the development stage of your office during its organizational progress. Constant referral will bring new ideas to you as well as developing a peer network. This will help you with new tools and ideas as you need them.

But, as valuable as this handbook can be to you, you must develop the operations within your office through your personal talents and abilities. Your office will take on your “personality” to some extent, because we all have our “special” way of attaining our Members’ goals. Your talents, combined with the continuing assistance that comes from other members of the Team, will help you to help all of us. Help us continue to make this the BEST Association possible. Help us exceed our motto, “FRIENDS FOR FUN, SAFETY AND KNOWLEDGE.” Help us be more than our Members expect.

## THE IDEALS OF GWRRA

The most important ingredient for a successful Association is the Member. Where do we find them and how do we make these people interested enough to become one of us? Before anyone can be successful in “selling” GWRRA, they must first sit for a moment and determine the reason they joined. Each of us had our own reasons, but a primary reason to join is to support the ideals of GWRRA. Let’s take a closer look at these ideals:

**PROMOTE EDUCATION AND SAFETY** - This will help us continue to enjoy our hobby. We can also enjoy the fact that we are doing something to protect others by teaching them safe riding practices. We are saving lives!

**PROMOTE FRIENDSHIP** - Among ALL the biking public. What better way to enjoy our way of life than to make friends and share with them?

**PROMOTE THE POSITIVE IMAGE OF THE MOTORCYCLE RIDER** - We must always keep “our best foot forward.”

**PROMOTE FUN** - This is the glue that holds all our ideals together!

**PROVIDE A MONEY-BACK GUARANTEE** - GWRRA will provide a money-back guarantee to any Member that is of the opinion the Association has failed to live up to their expectations.

## PURPOSES OF GWRRA

GWRRA is an International Association of Gold Wing and Valkyrie motorcycle riders. In the spirit of our ideals, we are open to all like-minded motorcycle enthusiasts.

GWRRA is an informal educational, social organization of proud, unique and special people.

It was formed for people with whom we can exchange ideas, share safety information relating to motorcycling and motorcyclists, educate the non-motorcycling public concerning motorcycling problems and participate in planned and impromptu rides. We assist all motorcyclists in achieving and/or improving public acceptance of motorcyclists.

GWRRA is a family-oriented organization, without political or religious affiliations or influence and supports civic, local, police, charity, and government organizations.

GWRRA publishes and distributes *Wing World Magazine* and other media that will inform, educate, entertain and enlighten our Members and Officers.

# STANDARDS OF CONDUCT

The STANDARDS OF CONDUCT for GWRRA Officers has been adopted to promote and maintain the highest of standards for association service and personal conduct among its Officers. Adherence to these standards is necessary and will further serve to assure Member confidence in the integrity and fairness of all GWRRA Officers.

AS AN OFFICER OF THE GOLD WING ROAD RIDERS ASSOCIATION, I PLEDGE TO:

MAINTAIN loyalty to my Association and aggressively help it to achieve its objectives and goals.

HOLD inviolate the confidential relationship between the individual Members of our Association and myself, and all confidential information entrusted to me through my Association office.

SERVE all Members of our Association impartially, and provide no special privilege to any individual Member, nor accept any special personal compensation for the performance of my duties.

NEITHER engage in, nor countenance, any exploitation of our Association, and safeguard and protect all its Marks.

RECOGNIZE and properly and fairly perform my responsibilities to our Association, uphold all rules and policies relating to its activities, with skill, courtesy, honor, good will and especially to uphold exemplary service to the Membership.

EXERCISE and utilize sound “people principles” in the conduct of the affairs of my office.

USE only fair, moral and ethical means when seeking to influence opinion.

ALLOW no false or misleading statements to be made to the public or Membership.

NOT disseminate any malicious information concerning this or any organization.

ACCEPT responsibility for cooperating in every reasonable way with all Association Officers and Members.

USE every opportunity to improve public understanding of the positive principles of motorcycling, especially GWRRA.

MAINTAIN high standards of personal conduct, and make efforts to improve my management skills, my character, and my communication techniques.

## EXPECTATIONS OF OFFICERS

### *Outlined here and in the Memorandum of Understanding*

1. Be appointed for a probationary period of six months. After satisfactorily completing the probationary period and at the discretion of the appointing Officer, tenure may be extended an additional six months and each twelve months thereafter. At the end of the probationary period, the tenure may be extended through December 31<sup>st</sup> and each year thereafter, subject to the approval of the appointing Officer. Total tenure in office will not exceed the specified tenure as established by the Association.
2. As an appointed GWRRA Officer, the Director agrees to comply with the Officer’s Handbook and agrees to be self-funded and operate under the guidelines of GWRRA.
3. Immediately upon being appointed, a new Chapter or District Director will contact existing Program Coordinators or Directors within the Chapter or District to establish their interest in continuing their appointments and/or appoint current Members to serve as Coordinators or Directors.
4. Immediately upon being appointed, a new Chapter or District Director will appoint a current GWRRA Member to serve on your Team as the Treasurer of the Chapter or District. The Treasurer cannot be an Assistant to another Program or anyone in the Director’s immediate family or living with the Director. If the Director wishes to continue with the current Treasurer and the Treasurer wishes to continue that is acceptable as well.

5. The Chapter or District Director, upon appointment, shall get to the bank and sign the signature card for the checking account. They will also remove the names of the prior Officer and make certain that the proper names are on the account. They will also ensure that their appointing Officer is a signer on the account. The Chapter or District Director, Chapter or District Treasurer and District Director or on the District account, the Director of GWRRA or designees, are authorized signers on the account, with two signatures required to write a check.
6. A copy of the signature card along with the checking account number must be sent to the Home Office and included with the financials on the yearly report.
7. If not in close proximity, each check written by any of the signatories on the account must have prior written approval from one other signatory. Approval in the form of an email is acceptable. This document is to be kept on file.
8. It is understood that monies raised in the name of GWRRA are intended only for the operations of the Chapter or District. At no time shall any Officer or representative of GWRRA assume that funds or GWRRA property may be used for personal gain. If difficulties regarding the operations of the Chapter or District arise, the appointing Officer has the authority to conduct all business of the Chapter or District.
9. It is each Director's responsibility to use all funds for the legitimate operations of business within their Chapter or District. All expenses must have verifiable receipts. All expenses relating to legitimate GWRRA business are reimbursable from operational funds. A full accounting of expenses reflected in an annual financial report, with receipts, must be provided annually by the Chapter to the District and District to the Director of Finance. To protect yourself, the IRS states that all documentation must be kept on file for up to seven years.
10. The District Director will coordinate the collection of charter fees from all Chapters in the District by December 1 of each year. The District Director is to deposit all charter fees into the District account and submit a single check to the Home Office along with a listing of all active Chapters in the District.
11. Financial reports must contain the required information and any "looming" questions are addressed before the reports are forwarded to the appointing Officer prior to January 31<sup>st</sup> of each year. This is to include the successful filing of the 990 to IRS. Districts send their financial reports to the Director of Finance along with their successful filing of their 990, by January 31<sup>st</sup> each year. The financial report is to reflect the current balance of your account even if there is no balance or a negative balance; and the Treasurers shall sign the financial reports verifying accuracy. To be accepted, financial reports are required to have the financial report cover sheet and equipment list, if appropriate, to be attached. The IRS requires accounting for all income and expenses.
12. Using the financial Excel spreadsheet is highly recommended. It can be found at [www.GWRRA.org/Oconnect](http://www.GWRRA.org/Oconnect).
13. The District Directors are to work actively to seek out Chapters that may be struggling and help them find ways to thrive. Reading newsletters and watching social media would be the quickest way to assess a Chapter's health. Go to Oconnect for tools that help to assess the Chapter. Financial reports with little or no activity are a "red flag" and often indicate that a Chapter is struggling. Helping a Chapter thrive may include, but is not limited to, finding a new and enthusiastic Chapter Director to champion the cause. Other methods include training of Chapter Directors and Chapter staff on motivating and helping Chapter Members to realize all the Association has to offer and helping those Members to find an area of involvement they enjoy. Chapter leaders must lead by example by participating with other Chapters and Districts, leading rides and planning events for the Chapter Members, and finding ways that involve riding our motorcycles, which is the common bond we all share.
14. Lead by example! You are expected to hold the high ideals of GWRRA. Officers may not embarrass, slander, disrupt or libel GWRRA, the office, fellow Officers or Members. Promote a safe environment and proper rider education by wearing appropriate riding gear (helmet,

gloves, long-sleeved shirt or coat, and boots) when riding. Be proud to display and wear the official GWRRA 10" patch. Establish pride in GWRRA; educate and encourage Members to wear the official 10" back patch.

15. Communication can be the weak link in many organizations but "must" not be in GWRRA. Chapter are to provide a monthly newsletter as outlined in the MOU (Memorandum of Understanding). The District is to provide a least a monthly bulletin to the Chapter Team and at least quarterly to all Members on the ARL. A copy of this communication will be provided to all GWRRA Officers of equal or higher office, including the Director of GWRRA at [newsletters@gwrra.org](mailto:newsletters@gwrra.org).
16. Promote Membership growth by contacting new Gold Wing owners, dealers or people recommended to you by Members and Officers. Encourage Members to stay active in GWRRA. Establish a staff of Officers to promote and execute programs that will assist your office in recruitment and retention of GWRRA Members, as well as other programs that may be established in the future. Follow the guidelines established by the Director of GWRRA or the Director of Membership Enhancement.
17. Make every effort to attend GWRRA business meetings within your District or with the Director of GWRRA, TEAM GWRRA or Home Office whenever attendance is requested. Expenses of attendance are fully reimbursable from your treasury.
18. Promote and use the "TEAM" approach in managing the District or Chapter. Seek from and share information with your fellow Directors as well as TEAM GWRRA. Be a mentor, coach and trainer to all your supporting Directors! Always remember we, as Officers of the Association, are here only to serve the Members and the Officers to and for whom we are responsible.
19. You may not solicit personal gifts or special benefits in the performance of GWRRA matters, nor use GWRRA's name, its emblems (logos), or its affairs for personal gain or profit of any sort.
20. You may not allow personal business or financial problems to reflect negatively on GWRRA. If such happens, you will not be allowed to maintain an official GWRRA position.
21. Refer to Officers' Connection monthly to stay up-to-date with communications and forms. ([www.gwrra.org/Oconnect](http://www.gwrra.org/Oconnect))

## "THE GWRRA WAY"

### HOW GWRRA DIFFERS FROM MOTORCYCLE "CLUBS"

***"GWRRA is not a motorcycle club." We have all heard it, haven't we? But, just what does it mean?***

Simply put, it means that our Association doesn't function in the same organizational and procedural format that "clubs" do. That is, we don't elect anyone to any position by running candidates against each other and having the membership vote on them. We don't choose our Officers with popularity contests. We don't impose our wishes on others. We select, not elect. Clubs usually are local in scope. Chapters are national or international and tied to a single organization.

We don't have long and heated debates, make motions, second motions, call for votes or go into long, detailed reports in our chapter gatherings. We don't need uniforms, people giving us rules to obey, or exorbitant fees or dues.

In other words, a GWRRA chapter gathering is not presided over by a "president" and conducted according to Roberts' Rules of Order or the parliamentary procedure process. Many "clubs" use that format in their meetings. We are less formal.

We don't say that we are better than clubs, we are just different. Some people like the club format

of operation. This is all well and good. Those folks should be encouraged to attend and participate where they are the most comfortable. We think when they “try it”, (our format!), “they’ll like it.”

The GWRRA chapter format is more flexible than a club format. A GWRRA chapter is not a “club,” either in its organizational structure or its operational format. It is PART of something bigger than itself.

Sometimes, less-informed chapter participants will try to lead the chapter into the “club” format of operation. It’s the responsibility of GWRRA Officers to work together to retain the non-political, non-club environment in the chapter. If this becomes a problem, other members of the Team will be able to assist you or talk with your Appointing Officer.

### AND WHAT A DIFFERENCE IT IS

A CLUB usually consists of:	A GWRRA CHAPTER usually consists of:
<ol style="list-style-type: none"> <li>1. Self-governing and regulated body of local individuals</li> <li>2. Monthly dues</li> <li>3. Political officers and events, campaigns, voting, etc.</li> <li>4. Popularity contests decide outcomes</li> <li>5. Individual’s qualifications may not be important in holding office</li> <li>6. Attempts to maintain control and build “empires”</li> <li>7. Many personality conflicts</li> <li>8. “Bosses” and the potential for power struggles</li> <li>9. Majority rules - 49% disagreement 100% of the time</li> <li>10. Funding and disbursement disagreements</li> <li>11. Possibly unclear “directions” and goals”</li> <li>12. Not focused toward education</li> <li>13. Everything must be VOTED upon</li> </ol>	<ol style="list-style-type: none"> <li>1. Officers selected and appointed based upon qualifications and desire</li> <li>2. Continuing Officer development and training</li> <li>3. Regular classes/seminars and meetings to establish new concepts</li> <li>4. Officers are volunteers</li> <li>5. Members wants, and needs are the guiding forces</li> <li>6. Gatherings with purposes - dissemination of valuable information, fun, education</li> <li>7. Common purposes - no popularity contests</li> <li>8. Decisions based upon Member response and input from leadership, task forces and the Members</li> <li>9. Limited financial goals and maximum stability - all Officers have corporate liability insurance</li> <li>10. Members participate as they choose</li> <li>11. Members are WELCOMED by all chapters</li> <li>12. No additional dues or fees at the Chapter or District level</li> <li>13. Devoted Education Programs including on and off bike training and rewarding programs.</li> </ol>

## MEMBER BENEFITS

Member benefits are enhanced and upgraded on a regular basis. For the most accurate listing of Member benefits, please visit [Member’s Benefits](#) page or call 800-843-9460 or 623-581-2500.

All members receive the following:

**WING WORLD™ Magazine** is an industry leading magazine for the Gold Wing and touring enthusiast filled with colorful photos, articles, rider’s stories and many tips for the casual or seasoned rider. Explore rides and destinations or read up on the latest technical information and touring products on the market. Wing World contains free classified ads, a tour and rally calendar and so much more. A Membership includes a monthly subscription. An enhanced version of the magazine is also available in a digital format. Check out the Wing World™ archive’s at [Wing World](#). Don’t forget Wing World is a Member led magazine so share your personal adventures and those of your chapter with us for possible inclusion. (editor@gwrra.org)

**Gold Book Service Directory** contains a listing of GWRRA Members who have indicated their willingness to help in time of need while on the highway. Listed alphabetically by city/state, including a telephone number, GWRRA friends offer a variety of services just for the asking. The Gold Book is the perfect traveling companion with Member, Officer and Dealer listings, travel features and equipment laws.

**GWRRA Rider Education Program** offers specialized training for riders, co-riders, trikes, side cars and trailering. Working hand-in-glove with such eminent organizations as the Motorcycle Safety Foundation (MSF) and the national association of State Motorcycle Safety Administrators (SMSA), GWRRA Educators, Ride Coordinators, Ride Coaches and Instructors conduct informative and entertaining riding and classroom sessions to improve riding skills and safety. GWRRA's exclusive four-tier Rider Education Program encourages consistent ongoing training through commitment to safe motorcycling, frequently refreshed training in CPR and first-aid skills and ongoing study. Recognizing the realities of today's motor sports enthusiasts, GWRRA is one of the few sources of skill and safety education for motorcyclists who operate trikes and/or who pull trailers behind their motorcycles. GWRRA conducts hundreds of classes, seminars and training sessions, on and off bike/trike, through its Volunteer Instructors. As a participating Member in the GWRRA [Rider Education Program](#), you may be eligible to receive motorcycle insurance discounts through your insurance provider.

**Motorist Awareness Program** takes the message of being "motorcycle aware" to the general public. Our Team of volunteers, along with Home Office have created exclusive materials designed for the motoring public and children. Brochures to assist in understanding why it is difficult to see motorcycles and both how the motoring public can be more aware and what motorcyclist can do to make themselves more visible can be requested from Home Office for public events. We also have enthusiastic volunteers willing to speak at events and meetings.

**Road Riders Rescue, 24/7 Roadside Assistance** is a 4-tiered program. Each tier is designed to meet your specific needs. Tier 1 is included with your Membership. Tiers 2, 3, and 4 each have annual fees. You should review each and choose the one that best fits you and your family.

Tier 1 is included in your Membership and is basic towing up to 35 miles (per disablement) to the destination of your choice and applies to any motorcycle you (or, if you have a Family membership, your registered household family members) are riding, including as a passenger.

Our **Motorcycle Plus** is tier 2 covers towing to the nearest repair facility up to 100 miles (per disablement) to the destination of your choice and applies to any motorcycle you (or, if you have a Family membership, your registered household family members) are riding, including as a passenger. This service call program, 5 calls per year, also includes fuel delivery and locksmith services (up to \$100); auto rental reimbursement; emergency trip interruption; travel-related accidental death and dismemberment; mapping services; and rental car and other travel-related discounts. (Some exclusions apply.)

**Rescue Plus (tier 3)** includes all the benefits of Motorcycle Plus outlined above PLUS covers the towing of any non-commercial vehicle (under one ton, including cars, trucks, and motorcycle trailers) AND includes towing to the nearest repair facility up to 100 miles (per disablement) to the destination of your choice. (With the purchase of a GWRRA Family membership, the Rescue Plus upgrade applies to all registered household family members.)

**Rescue Premium (tier 4)** our last optional upgrade includes all the benefits of Rescue Plus outlined above PLUS covers RV towing to the nearest repair facility up to 100 miles (per disablement) to the destination of your choice. (With the purchase of a GWRRA Family membership, the Rescue Premium upgrade applies to all registered household family members.) For coverage details of any of these plans visit [Rescue Plus](#).

**Chapter Life**, for many Members, is the single most important benefit of belonging to GWRRA. Countless new friends with a common interest are made. It provides an opportunity to ride our motorcycles with our friends and an arena where skills and safety techniques are learned. Chapter life is informal and fun sharing of ideas and safety awareness.

**GWRRA University** houses our training programs. Through the University, you can find listings of all classroom opportunities for riding techniques, new learning experiences and personal growth to any who wish to take advantage. The curriculum focuses on Ride – rider skills, Lead – leadership skills. Live – life skills and Train – training courses that embrace skills and techniques for outstanding trainers. It is balanced for life inside and outside of GWRRA. In general, our training is designed to reach visual, verbal, and kinetic learners. The goal is "something for everyone."

For more information, visit [GWRRA University](#).

The [GWRRA](#) 24-Hour Interactive Website gives you access to the latest GWRRA news, general information about GWRRA, upcoming events, official products, classified ads, archived technical information, interactive message boards, links to hundreds of local chapters and access to your own personal records.

**Motorcycle Insurance & Retail Discounts** offered by many insurance agencies and companies are listed under our benefits section. For those who have completed GWRRA Rider Education courses, discount considerations may be available. Be sure to ask for this consideration when comparing insurance companies. In addition, many Honda dealerships and independent motorcycle shops offer Members of GWRRA discounts up to 10% on regular purchases and/or services.

**Travel, Rental Car and Hotel Discounts** are offered through our Member benefits page and through [SkyMed Travel](#), which guarantees lowest rates for discounted hotel rooms, rental cars and airfares.



# Section C – THE ORGANIZATION

# GWRRA MAP



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GWRRA has Members all around the world and growing!

\*Denotes Countries with Districts and/or Chapters: United States\*Canada\*

Andorra	Australia	Austria	Brazil	Bahrain	Belgium
China	Curacao	Czech Republic*	Denmark*	England*	Finland
France*	Germany*	Greece	Iceland*	India	Indonesia*
Ireland	Israel*	Italy*	Japan	Luxembourg	Malaysia
Malta	Netherlands	New Zealand*	Norway	Portugal	Scotland
Servia	Slovenia*	South Africa	Spain	Sweden	Switzerland*
Taiwan	Wales				

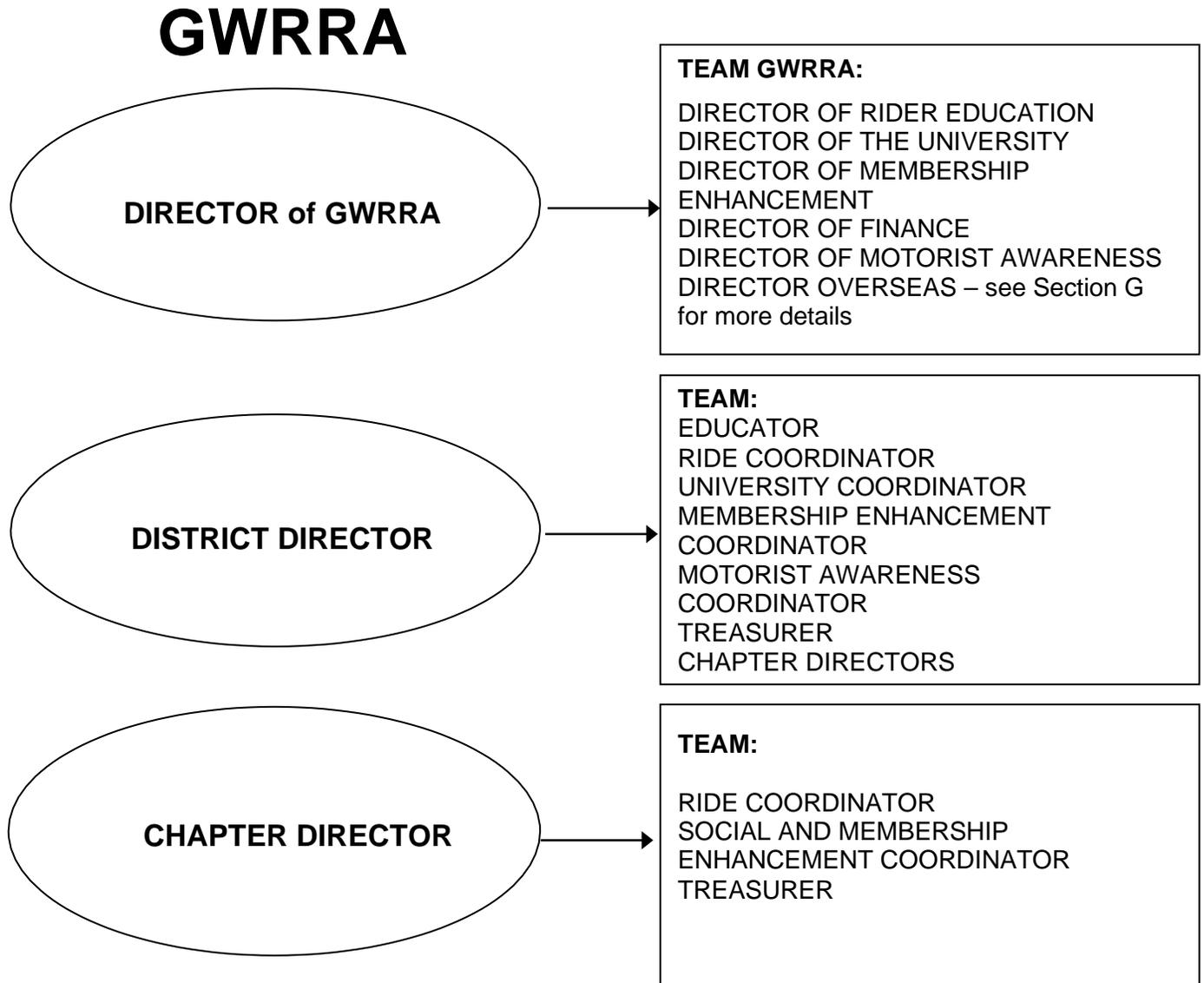
# UNDERSTANDING THE GWRRA STRUCTURE

This part of the Handbook is intended to help you understand how we are organized. It will explain a little about the Officer Network, things you will need to know before undertaking the task of organizing your office and elaborate on the “Why’s” and “Wherefores” of the GWRRA policies. As with any organization, there is a certain amount of paperwork necessary for effective operation and communication...this will be touched upon also.

**ASSISTANTS ARE ENCOURAGED WITH EVERY POSITION AND ARE OFFICERS.**

Other willing Members may accept appointments from the Director to fill positions that they deem necessary. These participants also become part of the District or Chapter Team as Staff positions.

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# THE OFFICER NETWORK

The organizational diagram shows the overall view of our Officer Network. It consists of an interlaced officer system, extending from the Director of GWRRA to the Chapter level. You, as an officer, are now an integral part of this network.

There are currently six areas of responsibilities within GWRRA, called Programs, led by Volunteer Leaders: Rider Education, GWRRA University, Membership Enhancement, Motorist Awareness, Finance and Overseas. Directors (Operations), also volunteer leaders, have the principal responsibility for each Program at their level.

We have a direct communications line extending from the Director of GWRRA to TEAM GWRRA, District Teams to the Chapter Director and their Team. This is the channel whereby all Directors/Operations Leaders at each level receive their “authority” to operate. This is, also, the vital communication link to each Office.

The Chapter Directors within the District serve as part of the District Team. They meet regularly with the District Director to receive information and instructions from the District Director, as well as provide reverse input to meet the needs of the Members. The Team will seek solutions to common problems on a District and Chapter levels and plan programs for the continued development and activity of GWRRA. The District Directors are part of TEAM GWRRA. We all work together at our respective levels to provide Members the full benefits of our Association.

## **EACH PROGRAM IN GWRRA HAS A SIMILAR LINE OF COMMUNICATION.**

As the expression goes, “it takes a village”, it takes a Team of Volunteers in GWRRA to benefit our Members. We recognize many volunteers as part of our Team. GWRRA recognizes the following as Officer positions in GWRRA and they serve under the Director of GWRRA:

TEAM GWRRA Officers: Director’s Assistants; Director of Rider Education; Director of Membership Enhancement; Director of the University; Director of Finance; Director of Motorist Awareness; Director Overseas and Assistants for those positions

District Officers: District Director; District Educator; District Ride Coordinator; District University Coordinator; District Membership Enhancement Coordinator; District Motorist Awareness Coordinator; District Treasurer and Assistants for those positions

Chapter Officers: Chapter Director; Chapter Ride Coordinator; Chapter Social and Membership Enhancement Coordinator; Chapter Treasurer and Assistants for those positions.

Officers have a very important position in our leadership network. They will be dealing directly with, and for, those it was designed to be most beneficial to...the Members. **Serving the Members is the primary function of all officers of GWRRA.**

GWRRA is the most successful organization of its kind. Its Members are among the best and most loyal of any motorcycle organization on record. As such, GWRRA Members deserve our very best efforts as well as a reciprocal level of loyalty as leaders. For these reasons, GWRRA officers or other volunteer leaders, may not accept or serve in like positions in competing or similar motorcycle organizations where real or perceived conflicting interests, duties, or responsibilities may develop. Doing so sends the wrong message to the Member whose motorcycling interests must remain our highest priority.

Secondarily, the effect of the demands of service placed on a GWRRA officer makes it difficult to hold multiple positions of responsibility in GWRRA. To best serve our Members, Appointing Officers need to do their best to coach the newly appointed Officers in a transition into their new position. Good leaders are always in demand and from time to time GWRRA leaders will need to decide where and how they can best serve. Serving in multiple positions limits the opportunity for other volunteer leaders and can lead to burn out. Both of these can negatively affect our Members, the place of highest priority in GWRRA.

## **TEAM GWRRA**

An International Team made up of Volunteer leaders who have excelled in their respective Programs. They have been chosen by the Director of GWRRA to serve the Membership of GWRRA. They handle the specifics of their Programs as well as coach and mentor new leadership. With regular communication with their respective Teams and with the District Teams, they promote excitement and participation in their Program. They also work together to promote all Programs in GWRRA always working to the benefit of the Members.

## **GWRRA DISTRICTS**

GWRRA Districts usually follow state or province boundaries. Overseas they may follow country lines. Exceptions can always be made to this for the benefit of the Membership. Districts are made up of volunteer Leaders for each of the Programs. They consist of a network of Chapters and they guide and mentor those Chapters for growth, retention and fun activities.

Districts also reach out to those Members of GWRRA that are not participating with Chapters to offer them the benefits of membership by involving them in a regular communication through the District newsletter. They also reach out to invite them to educational events and rallies. The position of District Ride Coordinator is focused to those Members who may not have time or geography that allows them to be involved with a Chapter. They are to reach out to all Members in the District to involve them in rides.

Districts are also responsible to monitor the growth and retention in the District. Chapter formation can be critical to a healthy District.

The leadership in a District focuses within the District but the view for a District is inclusive to all the Members in GWRRA, regardless of boundaries. Districts should strive to reach to fellow Districts for peer to peer assistance and for fun activities that promote the GWRRA motto to all, "Friends for Fun, Safety and Knowledge".

## **CHAPTER BOUNDARIES...**

### **CHAPTER "MEMBERSHIP" AND "PARTICIPATION"**

There are some important distinctions to keep in mind when conceptualizing and discussing geographical boundaries and Chapter Memberships...

CHAPTER BOUNDARIES refer to identifiable geographic perimeters. The District lines are to identify for the District Directors the geographic area of "prime" responsibility. For a Chapter, zip codes are 1 way to identify a Chapter but not the only way. Members choose their Chapters, regardless of zip code. The District Director, or their Team, will identify Chapter options for the new Member and will inform GWRRA of the new Members choice.

CHAPTER MEMBERSHIP is non-existent. But when a group "fits" together, the pride becomes strong for that Chapter identity. GWRRA understands that. Remember, our Members and guests make their own decisions as to the Chapters they wish to support... they belong to every Chapter that exists within GWRRA and some choose to not participate with any Chapter. We must keep an open mind that some personalities and style, from riding wants to social wants, will fit better with some Chapters than others. The truth is, we don't have a CHAPTER MEMBER, technically we have CHAPTER PARTICIPANTS, and this is a designation that is often misunderstood. It's GWRRA that has Members.

CHAPTER CHALLENGE: It is important that Officers and specifically Chapter Directors and their Team remember that a Member is under no obligation, real or imagined, to attend or participate with any Chapter. It's the Chapter's Challenge to present as attractive a package as possible to encourage participation. It starts with a strong welcome to every Member of GWRRA! That is the

key. Follow up, talk with them and find out what they are looking for in a Chapter. Then make them that offer that they cannot refuse! Let's face it, when you show up at other Chapter events, the District rally or Wing Ding with a strong presence from your Chapter, it's visible to all the success of your leadership. Remember where the Chapter Director goes, the Chapter goes and that starts at the very beginning when someone first joins GWRRA and receives a warm welcome from the Chapter.

## **CHAPTER CHARTER...CHARTERING PERIOD...**

Each Chapter within GWRRA is given a Chapter Charter to signify your Association with GWRRA. At your Chapter "Kick-Off" Gathering, you will be presented with your Certificate of Chaptership. Scanning the document for safe keeping and then putting it into the Chapter Scrapbook (digital or print) for all to enjoy is a prudent idea. At this time, your District Director or designee will attend to present your Chapter Charter and to install your new Chapter Team and present your Officer patches.

Chapters are Chartered for life in GWRRA. Each Chapter does pay the Charter fee required by GWRRA each year, based on the calendar year.

These items provide visual proof to all present that a Chartered Chapter of the Gold Wing Road Riders Association now exists and that you are authorized by GWRRA to begin to organize the Chapter with those willing Members and prospective Members.

### **CHARTER MEMBERS**

For the next ninety (90) days, all those GWRRA Members who help get the Chapter up and running will be designated as Charter "Members" by virtue of their work and participation. This designation applies for the next 90 days and may apply even to those Members who may actually reside outside your assigned geographical area. (Remember, all of us are Members of ALL Chapters.) They will receive a special "Charter Member" rocker to wear under their 4" GWRRA logo patch with the words. No more will be issued after the initial stated period (first 90 days). Your District Director will assist you in acquiring these Charter Member rockers which are given free from the Home Office.

As your KICK-OFF gathering is behind you, You, the new Chapter Director, have a list of names, phone numbers and addresses of all who attended. These Members are your Chapter "participants" (if they choose to continue participation in your Chapter). They are also ones to look at for the new leadership of your Chapter. See Choosing your Team for more ideas.

## **CHAPTER TYPES**

GWRRA recognizes that there are many styles or types of Chapters. We are open to what fits the Members in your area the best. Work with your District Director if you are finding that your Chapter is not what GWRRA considers a traditional Chapter, a good balance of social and riding, good attendance at Chapter events, Officer positions filled and an appropriately robust Team, monthly newsletters, participates in the Couple and possibly Individual of the Year, and participates and supports the District, GWRRA and other Chapters.

Another type of Chapter could be riding focused Chapter. Their gathering may be even less formal, possibly coffee or meal, and then they go for a ride or even the opposite, they meet for a ride, then have a meal and gathering. Either way works. They still produce a newsletter, but their focus is a bit less on social activities and more toward rides.



# Section D - POLICIES AND PROCEDURES

# THE APPOINTING PROCESS FOR OFFICERS

We are always looking for the best qualified leader in any position within GWRRA

## DISTRICT DIRECTORS

1. The Director's Assistant will pursue candidates to fill the position, and should consider any Assistant as a candidate.
2. The Director's Assistant may discuss the candidates with Team GWRRA Members.
3. The Director's Assistant of GWRRA will discuss candidates with the Director of GWRRA.
  - a. Decide, in conjunction with the Director of GWRRA, which is the best candidate.
  - b. Complete the Appointment Form and Memorandum of Understanding (MOU) and email to the Director of GWRRA for approval.
  - c. Announce the new District Director.
  - d. Install the new District Director.
4. For Overseas District Director, the Director of Overseas will pursue the candidates and should consider any Assistant as a candidate.
  - a. Discuss candidates with the Director of GWRRA.
  - b. Decide, in conjunction with the Director of GWRRA, which candidate is best suited for the position.
  - c. Complete the Appointment Form and MOU and email to the Director of GWRRA for approval who will forward to Home Office.
  - d. Announce the new District Director.
  - e. Install the new District Director.

## CHAPTER DIRECTORS

1. The District Director will pursue candidates who meet the requirements to fill the position, and should consider any Assistant as a candidate.
2. When the District Director decides on the candidates, they will:
  - a. Discuss the candidates with the Director's Assistant of GWRRA.
  - b. Discuss each candidate's qualifications, identifying why they would be a good addition to the Team.
3. The District Director will:
  - a. Decide which candidate is best suited for the position in conjunction with the Director's Assistant.
  - b. Complete the Appointment Form and MOU and email them to the Director's Assistant for approval who will forward to Home Office.
  - c. Announce the new Chapter Director. All other Chapter appointments go to the District.
  - d. Install the new Chapter Director.

## ALL OTHER OFFICERS EXCEPT ASSISTANTS

(At District and Chapter level the Officer may be called Coordinator)

Rider Education, University, Membership Enhancement, Motorist Awareness, Finance

1. At all levels, the Director is responsible to put their TEAM together.
2. The Director will pursue candidates who meet the qualifications to fill the position and should consider any Assistant as a candidate.
3. When the Director decides on the candidates, the Director will discuss the candidates with the Program Officer, or their designee, one level up from the position being filled (Chapter to District; District to Team GWRRA).
  - a. The Program Officer will interview the candidates as necessary.
  - b. The Director and the Program Officer will discuss the qualifications of each Candidate.
  - c. If Director moves forward with a candidate that does not have the full support of the

- Program Officer, Program Officer should still help to train and coach the candidate.
- d. If critical concern, the Program Officer may discuss with the Director one level up.
- 4. The Director will:
  - a. Decide which candidate is best suited for the position.
  - b. Complete the Appointment Form and MOU and email them to the Home Office.
  - c. Announce the new Officer and install when possible.

### **ALL ASSISTANTS**

1. The Director or Program Officer at each level appoints their Assistants.
  - a. Are they the possible future replacement?
  - b. Or are they a great supporter without desire to move into the position.
  - c. Communication with the candidate should be very clear so they know how they are being considered for the position, 1-a future replacement or 2-supporter.
2. Discussion needs to be had with the Director and any serious concern from the Director needs to be addressed and considered before appointment. Without consensus, appointment should not be completed.
3. The Director or Program Officer at each level will discuss with the approving Officer.
  - a. Decide which candidate is best suited for the position.
  - b. Complete the Appointment Form and MOU and email them to the Home Office.
  - c. Announce the new Assistant and install when possible.

***Note: Chapter Director appointments go to Home Office.***

***All other Chapter appointments stay with the District.***

***All District and Program appointments go to Home Office***

***The appointment becomes official when Home Office processes the paperwork.***

***Exception-Chapter appointments held at District Level***

## **RETIREMENT / RESIGNATION**

When an Officer's tenure expires, they shall turn over to the Appointing Officer or designee: 1) all materials of that office; 2) all property of that office (copy machines, file cabinets, etc.) paid for with funds generated by that office; 3) all fund balances generated for the operation of the office along with a full accounting and financial report. The transfer of the office should take place within a mutually agreeable period of time but **MUST NOT** exceed 30 days. The Appointing Officer should then forward the Officer appointment worksheet to the Home Office for processing.

### **REMOVAL OF AN OFFICER (DIRECTOR, OFFICER, OR ANY ASSISTANT)**

***(Also see [Section G](#), for more information)***

No removal of an Officer in any position will take place without:

1. That Officer receiving a written performance review, the GWRRA suggested form or a letter, that contains an improvement plan and timetable, to which the Officer agrees.
2. A follow-up review after time given for improvement, that still indicates removal is necessary.
3. Presentation to the Director and if appropriate the Program Officer one level up for discussion and consideration.
4. With agreement of the Director and Program Officer, they will present documentation to the Director of GWRRA informing the Director of their decision.
5. Upon Director of GWRRA's approval, the Officer may be removed.
6. Under rare circumstances Item 1 may be skipped after discussion and approval from the Director of GWRRA.
7. Upon approval, return of GWRRA property/funds follows the outline and time of Retirement/Resignation.

# **CHOOSING YOUR TEAM**

## **DIRECTORS AND PROGRAM OFFICERS BUILDING A TEAM**

This is the fun part of leadership. It's time to build a Team that will best fulfill the needs of the Membership. You will need to evaluate each participant now, looking for potential Team Members. This team will help the Chapter, District or TEAM GWRRA grow with your guidance, counsel and direction. Watch and listen, some will come to you, don't miss the clues.

**Directors:** This is your TEAM that you are putting together. Remember that you need friends, those that don't always agree with you (so long as they disagree with respect) and those that will challenge you to be better. Refer to the Officer Roles located in Section E or on Oconnect, to understand each role. Then refer to the Appointment Process above so you follow the recommended process. Trust each Program Director to understand the requirements for each position, they will have insight you may not have. Now, build the best team possible. You can have as many on your team as you want, the more involved the better the participation. Don't rush, appointing the wrong person is worse than leaving the position open.

**Program Officers:** Remember that the Assistant appointment will be recommended by you and you will discuss it with your Director. It is best if the two of you agree. As you consider each position you will seek advice from the Chapter or District Director for each. It will be your final decision on each position, but you and the Director should agree.

**Remember:** The Chapter or District Treasurer cannot be a family Member of the Director or Assistant Director. Outside of this, you are unrestricted in your choice, other than they must be a Member of GWRRA.

After a Chapter has been formed for a while, the new Chapter Director could inherit positions already filled. This can also be true of the District Director. In that situation, evaluate the volunteer and their passion for the position they occupy. Talk with them and see if they are wanting to work with you. Talk about your expectations and goals for the Chapter or District. Confer with the Program Officer for advice and counsel. Make an informed decision based on merit, that is the sign of a good leader.

## **THE ASSISTANT TO ANY OFFICER POSITION**

The status and role of the Assistant is very important to the Chapter, District and TEAM GWRRA. They must be discussed with the Appointing Officer before a decision is made. An Assistant has official Officer status.

You and your Appointing Officer should do a lot of discussing about prospective Assistant. The choice should be made with the thought in mind that the Assistant may be your replacement. Anyone accepting the role of Assistant will be considered for your position upon completion of your tenure. If at any time the Assistant feels that they cannot accept the eventual responsibility, the Assistant will so inform their appointing Officer as soon as possible. This does not mean the Assistant needs to step aside, rather you need to look for that person who can be the Assistant that you would consider stepping into your role and then add them to your Team.

Your Assistant should be heavily depended upon and considered almost as you would a "partner". Your Assistant can do many things that you would normally do. In fact, your job, should consist mostly of educating, informing, training, coordinating and directing the Chapter or District in your specific area through the Assistant(s) (yes, you can have more than one Assistant) and Chapter or District team.

Use your Assistant as an extension of yourself. They should function in that capacity under your direction. If they are to be the next you, you owe it to the Assistant and your Chapter participants, or District and Members, to provide all the training and experience possible.

The more you allow your Assistant to do for you, the more they are helping the Chapter or District. Give them all the responsibility they will take. You are going to put in many hours of hard work over the months and years ahead building a good Chapter or District. Some day you will pass

everything you've built to another; shouldn't they be the best-prepared you could train?

## WORKING WITH YOUR APPOINTING OFFICER

One of the best friends you will have will be your Appointing Officer. They are there to mentor, teach, train, encourage, and assist you, as well as to provide you with a shoulder when you need one. They know what information you may need at each level of Chapter or District development and can offer suggestions to help you.

One of the best ways you will receive help is through the meetings/video or conference calls. By coming together in these meetings/calls, you and your spouse will meet other Officers and their spouses in your District or around GWRRA. You will find new friends with a common bond. Under the direction of your Appointing Officer, you and the other Team Members work together to coordinate an overall "program" for GWRRA development and activity within your Chapter or District.

These meetings will provide you with information, training, a way to help solve problems and an opportunity for social contact with other Officers and their spouses in your District or GWRRA. It also allows you a place to input information to the District or GWRRA level. These meetings may well be the most important single series of events for the betterment of the Members in your Chapter or District. Your Appointing Officer will keep you well informed as to when these meetings are scheduled and may also ask your assistance with certain presentations of material. Remember, you are the representative for your Chapter or District, and it is your duty to learn and bring the information back and teach.

The Chapter or District Director have final approval on all decisions relating to the operation of the Chapter or District, and if the Chapter or District team is functioning as it should, then you will become more like an administrator to the Chapter or District, giving directions to coordinate a smoothly operating Chapter or District where everyone feels a part.

The more you make the Members feel an important part of the decision-making, the better operating, more enthusiastic, fun-to-be-in Chapter or District you will have.

## COMMUNICATION

Good communication is vital to this organization. Communication up and down will keep all informed and able to participate according to their availability. A current calendar of events is strongly encouraged and should be included in the Newsletter, website and social media. As an Officer, remember that you praise, recognize and appreciate the Members and any concerns are expressed up to an Appointing Officer or their Team. To better our communication, include Assistants in any communication coming to the Districts or Chapters. This assists everyone, from Leadership to Membership, so please include them in your communications.

**Email:** Email is a valid communication method. Remember that once in print it is out for all to see. Email should be used to push communication; serious conversations should be done by phone or face to face. Email etiquette is critical to remember! If answering an email, if you are concerned, then chose another method. A good rule of thumb is if it's not resolved in 2 email communications it's time to pick up the phone.

**When sending group emails,** recommend putting all email addresses in the BCC field to hide the email address and protect them. To your Core Team, you may want to send the first email to the Team showing all the addresses so others in the group can get their peers addresses, but after that, please use the bcc field.

**Video Calls:** Video calls heighten the communication experience. With our distances, they bridge the gap and let us see each other. A Video Call should be conducted with the Chapters by the District approx. monthly but no less than every other month. A Video Call should be conducted with the Districts by TEAM GWRRA approx. monthly but no less than every other month. Another advantage of the regular video call is the building of the peer to peer network, you can see that you aren't alone, and you can ask for help and offer help to a peer.

# NEWSLETTERS – CHAPTER & DISTRICT

Newsletters inform Members and Officers of what's going on. No matter how plain or fancy, the central purpose of its existence is to be a communications medium for and to the Members.

**CHAPTERS:** Chapter newsletters are to be produced monthly, as per the Memorandum of Understanding (MOU). Chapters could “piggy-back” their information with a “sister-Chapter” or participate in a District publication for more efficient use of resources. This is acceptable.

Chapter participants cannot be charged an additional fee to receive a newsletter; nor should Members be solicited for a contribution to receive a newsletter. Newsletter costs should be charged off as an operating expense to the Chapter and paid for from the Chapter operating funds. It should be available to all interested Members.

The format you choose may undergo some experimenting, but the “heading” of the newsletter must have the Chapter name, or initials and the GWRRA logo on it to indicate that it is a GWRRA newsletter. Your District and Chapter letter designation should also be visible, along with the month and year.

The Newsletter will provide you an opportunity to “talk” with the Members on a one-to-one basis and is never to be used as a platform for personal tirades or “politicking” for, or against, a particular cause. Information from Home Office and District should be included for the edification of the Members and to assist them in understanding the concept, goals and workings of GWRRA. Other contributions will come from the District Rider Educator and Members or guest writers with items on safety. Members and/or team may submit interesting items about trips, experiences, anniversaries, etc. All Chapters within a District are encouraged to exchange complimentary newsletters with copies sent to your District and the Home Office in Phoenix.

We know many distribute newsletters through email or on your web sites; but we must also remember there are those Members who do not have access to the Internet. Therefore, hard copies of newsletters should be mailed to those Members.

Any income derived from selling advertising in Newsletters or Chapter publications should be in accordance with the IRS 990 reporting rules. Should you have questions, consult the IRS website and/or consult with your tax professional to determine how the income will affect your tax filing requirements.

**DISTRICTS:** District newsletters in the form of a full newsletter or bulletin need to be produced monthly. Quarterly, the newsletter will be directly distributed to all Members in the District electronically. With the exception of the quarterly newsletter, all others are to communicate with the Chapter Teams and the information contained in the newsletter should be informative and assist the Chapter Team to accomplish their responsibilities. Its use can be a coaching tool. If you produce a combined District and all Chapters Newsletter in 1 newsletter, the distribution needs to be monthly.

# WEB PAGES – SOCIAL MEDIA PAGES

Most Chapters and Districts develop web sites and often social media pages to share information regarding education, activities, ride calendars, announcements, etc. This form of communication is a common method today and anyone worldwide has access to these sites. Therefore, to represent an association with GWRRA, it is recommended that these guidelines be used:

- The GWRRA Logo, and the words “Gold Wing Road Riders Association” or the acronym, “GWRRA”, should be included as a part of the web page.
- District designation, plus state, or Chapter designations, plus city and District, will serve to identify the web page for those visiting the site.
- Having a dedicated Webmaster, as a point of contact for inquiries and questions is critical. This person is responsible to keep the site up to date.
- A link to the GWRRA Home Page (<http://www.gwrra.org>) would be beneficial to those who

may be surfing the web for information regarding Gold Wings/Valkyrie organizations.

- We do not advertise or link to competitors.
- A good idea on the website is to identify Team Members with direct email links to each Team Member. There needs to be a contact person for your website to be most inviting to interested parties.
- If you read a negative post on social media, DO NOT repost this to your webpage or social media. Your responsibility as an Officer is to promote the positive of GWRRA, not gossip which is too often the downfall of negativity. Always get to the truth.

## **RELIGION**

GWRRA is purposely designed to be free of religious persuasion and ceremony. This is not because the Association is opposed to religion, but religion is, and should be, a personal choice. No Member should be compelled or forced by virtue of their attendance at a GWRRA function to participate in a religious ceremony that may be in conflict with their own beliefs. If for some reason it is determined that prayer is appropriate, make it a moment of silence so everyone in attendance can offer their thoughts in their own way. If worship services are offered at GWRRA functions, they should be announced in advance and denoted as “optional” on the event program and staged in a separate location for those who “want” to attend. This discussion pertains to all levels of GWRRA.

## **VOTING**

The discussion of voting pertains to all levels of our Association. GWRRA Chapters and Districts are designed to operate as a politically free, educational, social unit of our Association. As Officers, it's our responsibility to maintain this environment. If we have “voting,” two things will happen. First, Members assume the responsibility which lies with the Director. Specifically, as it relates to a Chapter, it starts the process that will lead the Chapter out of the GWRRA Chapter concept and back into the club format, resulting in the loss of GWRRA Chapterhood. This could also result in a loss of the Chapter Charter.

If we don't do any “voting,” what about the times when a decision needs to be made and you need input from your team and the Members? How do you reach a decision if you don't call for a “vote?” There's a very simple way to do this. We survey for Members opinions, ideas, desires and find the consensus of the group. You should get all the input and advice you can, weigh it with what you know about GWRRA procedure and policy, then make your decision. A decision that will give the Members what they want!

Most of the time, your decisions will be in agreement with the majority of your Team and/or Members, but there will be times when you will need to explain why your decision can't be a certain way. This is where your leadership ability will really count. This is where you will really need to know and understand how GWRRA operates and be able to convey this information to your Members, so they will understand your decision. Sometimes, decisions may be proper but not popular—explain well!

There will be times when you won't feel you have enough input to make a good decision. That is when you need to call your Appointing Director. Although the Appointing Director may not always be able to solve a particular problem for you, they often can help find information to provide you with input that should help you resolve the issue.

## **FINANCES / IRS**

Each Chapter Director and District Director must appoint a Treasurer. The Treasurer must be a Member and may not be a Director, Assistant Director, spouse of either or live in the same household.

GWRRA, Inc. holds a 501(c)4 “not-for-profit” status with the Internal Revenue Service which means it is not subject to corporate income tax on certain portions of income. Its primary exempt

purpose is devoted to social welfare such as education or recreational purposes. Donations to GWRRA may be a legitimate business expense, but they are not tax-deductible contributions.

Districts and Chapters have no exempt status of their own. They are recognized by the IRS as subordinates of GWRRA. As a subordinate to an exempt association, a District, or Chapter is required to acquire a Federal Employer Identification Number (EIN). Use Form SS-4 to acquire the EIN or apply online (Oconnect has helpful information and a sample form completed). The Business Name should read GWRRA Chapter xx-x or GWRRA District xx. Do not use the Home Office address. Each subordinate must acquire their own EIN, but all subordinates should use GWRRA's Group Exemption Number (GEN) "7196" on all forms submitted to the IRS.

After receiving the EIN, you must provide the number to the Home Office and the Director of Finance, [financedirector@gwrra.org](mailto:financedirector@gwrra.org). This number stays with the Chapter or District for all time. When an Officer change occurs, only an address change is required on IRS Form 8822B and NOT a new EIN.

There are three IRS 990 Forms that may pertain to Chapters and Districts: Form 990-N, Form 990-EZ, and Form 990. IRS instructions state, "If an organization normally has gross receipts of \$50,000 or less, it must submit Form 990-N, Electronic Notice for Tax-Exempt Organizations Not Required To File Form 990 or 990-EZ." MOST GWRRA organizations fall under this category.

Additionally, IRS instructions state, "If an organization has gross receipts less than \$200,000 and total assets at the end of the tax year less than \$500,000, it can choose to file Form 990-EZ, Short Form Return of Organization Exempt From Income Tax..." This instruction may apply if your organization does not qualify to file the Form 990-N.

Form 990 must be filed if your District or Chapter has gross receipts greater than or equal to \$200,000 OR total assets greater than or equal to \$500,000 at the end of the tax year. This instruction applies if your organization does not otherwise qualify to file IRS Forms 990-N or 990-EZ.

For specifics on income, refer to the IRS website as amounts can change. GWRRA will do it best to keep you up to date on filing information and requirements. The Treasurer and Director are responsible for filing of the annual return. Proof of filing will accompany the annual GWRRA financial report.

In some cases, Subordinates must also file an IRS Return using Form 990T (Exempt Organization Business Income Tax Return) if their annual gross Unrelated Business Income (UBI) is equal to or greater than \$1,000. Information on UBI can be obtained from IRS Publication 598, "Tax on Unrelated Business Income of Exempt Organizations." There are two points to keep in mind. 1) GWRRA is unique in that all Officers and staff volunteers are unpaid; and 2) most all functions are put on entirely by Members who are unpaid volunteers.

Keep in mind that the following are generally not UBI (Unrelated Business Income), but normal business.

- Rallies
- Poker Runs (includes Dice Runs, Hobo Stew Runs, etc.)
- Official Product Sales (GWRRA-related items ie. Chapter jackets, hats, shirts, items with the logo on them, etc.)
- 50/50s (where permitted by State law)

Areas that seem to concern many of us are advertisements, vendor fees and rental fees for display space. Advertisements in newsletters or rally books are generally not UBI if they are sold in a casual manner by Members who are not compensated in any way. Vendor fees and rental fees for display space are generally UBI.

A common misunderstanding is that we are a **charitable organization** and ***WE ARE NOT***. Further, if we have a "FUN-raiser" for a Charity, we are raising UBI, Unrelated Business Income. In other words, income not necessary to run our Chapter or District. If you choose to have a

fundraiser for a specific entity, all contributions go directly to the entity and DO NOT go through your treasury.

It is recommended that a tax professional be consulted when a subordinate has gross receipts are equal to or greater than \$50,000 or unrelated business income is equal to or greater than \$1,000.

It is very important that good clear records are kept, RETAIN ALL RECEIPTS and use the EIN on all correspondence with the IRS.

More information can be found at [Oconnect](#) or by contacting the Director of Finance at [financedirector@gwrra.org](mailto:financedirector@gwrra.org).

## CHAPTER/DISTRICT/OFFICER FINANCIAL STATEMENTS...

GWRRA subordinates are responsible for maintaining operating funds and must keep accurate records of income and disbursements. The checking account must be non-interest bearing and should have at least three signatures on the Bank Card of record -- the Director, the Treasurer and the District Director for Chapter accounts and the GWRRA Director's designee for District accounts. Two signatures are required on each check. If the parties are not in close proximity, each check written by any of the signatories on this account must have prior written approval from one other signatory, and this document is to be kept on file. There is to be only 1 checking account per Chapter or District and no Programs are allowed their own checking account.

### CHECKING ACCOUNTS

As a subordinate to an exempt association, a District, or Chapter is required to acquire a Federal EIN. This number is used for banking and identification purposes. (procedure is outlined above)

Checks provide a uniform system to pay District or Chapter expenses. District or Chapter checks should be printed with the name or initials of the association along with your District and Chapter letter designation.

**CHAPTER:** ATM/Debit cards should never be used at the Chapter level. In most cases, the Director and Treasurer are in close proximity to each other and can sign the necessary checks to pay Chapter expenses.

**DISTRICT:** For a District account, where the Director and Treasurer are not in close proximity, ATM/Debit Cards may be used in extenuating circumstances. In such circumstances, using an ATM/Debit Card should follow the established guidelines outlined below regarding financial stewardship. Such transactions should be performed only with prior knowledge and approval, and must be clearly documented with a "paper trail." This paper trail will consist of an email showing a request to use a debit card in that District and concurrence from another authorized officer on the account, usually Director and Treasurer. Receipts on all electronic transactions must be provided to the treasurer. Remember, taking a photo on your smartphone and emailing to the treasurer is a good way to communicate and make certain a receipt is received. Original receipts are always preferred. A copy of all emails that pertain to finances will be kept on file with checking account records.

Under no circumstances will a Debit/ATM Card be used for cash withdrawals.

Further, under no circumstances shall a Chapter or District obtain a credit card.

### FINANCIAL REPORTING

By January 31, District or Chapter records must be summarized on the annual Financial Statement for the previous year. Every Director has the total responsibility of ensuring the financial statement, financial report cover sheet, equipment list and December bank statement, are submitted to your District Director, or Director of Finance in accordance with direction received by your District or the Director of Finance.

When a new Director is appointed to an existing District or Chapter, the Treasurer must, on paper, close out the books and prepare a closing financial statement. This does not mean close the checking account. The incoming Director needs to accept, by initialing the financial report presented. Changing of the bank is not recommended unless there are some real reasons to do so. Please check with your Appointing Officer and the Director of Finance for guidance if such a change is being considered.

In addition to the financial statement and documentation, certain checking account information must be on file with the Director of Finance. This information consists of the account number, bank name, and signatures, and must be reconfirmed annually as well as when any change in information occurs. Like the financial statement a bank provided signature card needs to be submitted prior to January 31<sup>st</sup> each year.

Submitting this information is just as important as the chartering fee discussed below and failure to properly supply this information may result in a confrontation with the IRS. Remember that the District or Chapter Treasury belongs to the District or Chapter. If for any reason a Chapter ceases its operation, the balance must be turned over to the Appointing Officer upon request. Checks of this nature should be made payable to the GWRRA District. It is suggested that this balance is earmarked to be used to reinstate the Chapter or assist with opening new Chapters in the District. This is done at the discretion of the Director.

The annual Financial Report is the prime document used to report all income and expenditures. Should there be any requirement to justify income, expenditures or the status of any property, it is the responsibility of the Officer to produce the necessary receipts or other backup to explain any inquiries. It is also the responsibility of each Officer to maintain this financial backup as a matter of record after he leaves office.

For further information, go to the [Finance/Information Section](#) of the GWRRA Web site.

**Budgeting:** It is the responsibility of the Chapter and District to plan a budget each year. This does not need to be a complex project. Keeping it simple should be the plan along with answering the question, “how does this expenditure support the Members and specifically the Chapter or District participants?” You also want to be mindful of raising money to be certain you have enough to run your Chapter or District, but you do not have excess funds (more than 18 months of expenditures covered). Refer to the Finance in Section M for more information.

### **FINANCIAL DISCLOSURE INQUIRY**

Any money in the Chapter or District is there for the purposes of proper operation of that Chapter or District. Often called the “Member’s money” that is not accurate. The money comes from many sources, but its purpose is to operate the business of the Chapter or District, and through proper operation, benefit our Members.

While Directors and Treasurers must be responsible stewards and reporters of Chapter or District funds, they also need to provide full financial disclosure to a Member or Officer who makes inquiry. Specifically, if a Member makes an inquiry to see the Chapter or District finances, an appointment should be set with that Member, the Treasurer and Director. A response to the Member or Officer acknowledging their request should go out within 48 hours of receipt and the appointment should happen as soon as possible but no later than 2 weeks from the request. The Member may ask their specific questions and the Treasurer or Director will answer those questions showing the checkbook register. This is done in a specific meeting and not at a Chapter Gathering or even a Chapter or District Business meeting. As long as the Chapter or District has followed GWRRA guidelines regarding documentation, checkbook monthly reconciliation and financial reporting, it is easy and beneficial to assure our Members that funds are properly accounted for and well used. Should there be any questions that arise in this situation, refer them to the Appointing Officer or the Director of Finance.

## **CHAPTER AND DISTRICT PROPERTY EQUIPMENT LIST**

Each Director is responsible for the control of funds and property that belongs to his/her respective

office. This includes property that may be in the possession of other Officers or Team Members, including Officers in Rider Education. Any item that is purchased with Chapter or District funds, received from the previous Director or acquired by any other legal means, belongs to that office.

Items purchased with District or Chapter funds for the use of the District, Chapter, Officer or Team Member must be noted on the Equipment List. The purchased items amount should be \$100 or more to be on the list. This list can be found on Oconnect under the Finance/Information Page section. This list is included annually with the financial report and must be forwarded to the new Officer when a change of leadership occurs.

The Equipment List must be kept up to date. There should never be any question concerning those items purchased during the tenure of any Officer. As a minimum, this record will include the nomenclature, serial number if applicable, date of purchase and cost. If the item becomes inoperable, it should be noted. If the item was discarded, it should be noted along with some justification. This information must be kept up-to-date and passed on to the new Officer with a copy to your Appointing Officer when you leave office. A copy should be kept in your file as well.

### **YEARLY CHAPTER CHARTERING FEE**

The Chapter Chartering fee (currently \$100.00) is due in the Home Office, annually by December 1. The Chartering fee covers items furnished by GWRRA which were outlined by your appointing Officer. These items include charter Member rockers, Officer pins and patches. Most importantly, it covers an annual premium that protects the GWRRA Officer or covered Team Members and a designated third party (mall, meeting place, co-sponsoring authority, etc.) with a liability insurance policy currently \$5 Million in coverage. Paying a Charter fee also ensures your Chapters and District maintain a subordinate status with IRS, protecting them under the 501(c)(4) status.

Chapter Charter fees must be forwarded to your District Director by November 1. The District Director will collect all the Chapter Charter fees and forward one check to the Home Office including a list of all the Chapters that are included in the check. Failure to submit this fee will result in the Chapter being suspended and the Chapter forfeiting its Charter with GWRRA. The liability insurance policy goes into effect immediately upon the approval of an Officer and the receipt at Home Office of the annual chartering fee.

### **INSURANCE REQUESTS**

While the insurance offers comprehensive liability coverage, there may be an occasional request for evidence of insurance, or a facility wants to be listed as an additional insured. A copy of the current generic certificate can be found on Oconnect. If the facility wants or needs to be listed as an additional insured, you must complete an Evidence of Insurance Request, which can be found at [Instructions for Obtaining Evidence of Liability Insurance](#). Once the forms are complete, attach a check and send these to the Home Office. This certificate is NOT an additional policy of insurance coverage. You (and the facility) are covered whether or not a certificate is issued. The nominal fee is to offset the administrative charge incurred by our insurance carrier.

### **“CHARTERING” A GWRRA CHAPTER WITH OTHER MOTORCYCLE ASSOCIATIONS**

The question may arise about “chartering” a GWRRA Chapter with another motorcycle association. Although that works well for the independent clubs, a GWRRA Chapter does not fit into that category. The Chapters are not just an extension of our Association, but a product of it. We are already “chartered” with GWRRA and cannot charter with another Association.

### **PHANTOM MEMBERS**

**(SOMETIMES CALLED “HITCH-HIKERS”)**

After 40 years of successful growth, GWRRA has caused a peculiar phenomenon. We caused it by being TOO friendly! We have always understood that GWRRA’s organization and its benefits

are exclusively for its Members. However, our meetings/gatherings, and many times our events, have always been for Members and their guests. Obviously, we do this to give potential Members a chance to look us over and, hopefully, they will join our family. Our friendliness also extends to former members, much to our credit... again hoping they will re-join our family.

However, and this may be hard to believe, there seem to be some folks who see no reason to re-join us. Not because they don't like us, but because they have seen the FUN we have as an "open door," and they don't feel that "Membership" is necessary to take advantage of these important benefits. We all know that two of our most important benefits are the Chapter and the wealth of activities and education that constantly go on within GWRRA.

Understand, we are not talking about our occasional guests. We're talking about those who once were part of us and now (for whatever reason) are not. Yet, they continue to participate in the fellowship and friendship of something that was created for "Members Only."

Non-action by an Officer to address this issue, says to our Members, that they are not valued as a phantom member gets for free what a Member pays for. As an Officer, you MUST take a stand for the Members you serve. You see, it's not a money issue, it's a value issue. We value our Membership and as Officer's we must honor those Members who are willing to show their loyalty to GWRRA through their Membership.

For help on dealing with Phantoms, see [Section F](#).

## **MEMBERSHIP/AREA REPORTS (ARL)**

When a GWRRA Chapter is chartered or, as sometimes happens, its area is realigned, the Chapter Director and the District Director will determine and list all the zip codes that are included in a general geographic area to be served by the chapter. This listing must be sent by the District Director to the Home Office as a guide.

This report, referred to as the Area Report, ARL, is NOT a list of Members who BELONG to the designated Chapter. It is only a tool for the Chapter Director to use for contacting Prospective Members, new Members, expiring and expired Members or for an initial mailing list.

It has previously been mentioned and deserves to be again...the Members of GWRRA BELONG TO ALL CHAPTERS! "Your" Chapter was chartered as a convenience and benefit to the general Membership who reside within a convenient distance of your gathering place.

Once the Chapter has been established, the ARL becomes more important as a management tool and less as a "mailing list." In most instances, sign-in sheets become your primary indicator of "Chapter Participants" and, in turn, lead to more effective Chapter mailing lists. Please remember that the ARLs are proprietary and confidential to GWRRA and MUST be used only for the expressed business purpose of GWRRA.

Further only those who have signed a MOU or Confidentiality Agreement may receive the ARL.

The ARL is sent monthly to the District Directors and the District Membership Enhancement Coordinators. The District Directors or the District Membership Enhancement Coordinators share the report with the Chapter Directors and the Chapter Membership Enhancement Coordinators. The monthly report includes a list of all new, prospective, expiring and expired Members for the period covered. The Area Report shows the status of Members, their joining and expiration dates and other information that is useful in recruiting and retaining Members.

For more information about working with the ARL refer to [Section F, Membership Enhancement](#).

## **MARKS AND LOGO APPROVAL**

American Honda Motor Co., Inc. has the right, license, and ownership (in the 50 states of the U.S.A., the District of Columbia, Puerto Rico and the U.S. Virgin Islands) to use the trademarks 'GOLD WING', 'WING' and the 'WING DESIGN' anyway it wishes. GWRRA is a licensee with American Honda and has permission to use and reproduce these names and marks on items of

insignia indicating Membership in LICENSEE (GWRRA) as may be approved by LICENSOR (American Honda).

With all of that said, you now understand the importance of the logo, name and marks approval requirement that has been instituted. We shall now describe the use of Marks.

## COMMERCIAL USE OF 'MARKS'

Any individual, Officer, Chapter or company may apply to GWRRA for permission to use its insignias, emblems and/or logos, including, but not limited to, 'GWRRA,' 'Wing World,' 'Wing Ding,' Logo and Corporate Name. All such situations are licensed or copyrighted or registered as trademarks and hereafter referred to as 'Marks.' Marks reproduced in any form for a marketable value cannot be manufactured, marketed or sold without written approval from GWRRA in accordance to policy established by the Board of Directors. Requests for such license shall include sample or drawing of item, quantities, material, resale price, etc. License tenure is for twelve (12) months from the written date of GWRRA's approval subject to renewal each January.

The license fee is \$750 per year, per category and payable in advance, submitted to the GWRRA Home Office in Phoenix. A pro-rated fee will apply to license purchases of eleven months or less.

There is also a Wing Ding-only license that is good for the month of Wing Ding or as outlined in the license agreement. Contact the Home Office for details.

## OFFICER USE OF 'MARKS'

It is important to understand the distinction between 'COMMERCIAL' and 'OFFICER' use of marks. If the use is to create personal or business income then GWRRA considers this a 'COMMERCIAL' use.

When an Officer asks to use GWRRA logos, they are for the purpose of promotion of the Chapter or District. Under these circumstances the requests will be automatically granted if the following criteria are met:

1. The reproduction of the 'Logo' is exact and utilized on high quality products that convey a positive image of GWRRA.
2. The reproduction is used only for GWRRA Chapters, Districts or their respective events.
3. When using the 'Logo', only the proper rendition is acceptable that shows the copyright or Trade Mark...but ensure that the word 'International' does not appear.
4. There is no personal income or "sale" of the item.

It is not within the authority of a GWRRA volunteer Officer to approve marks utilization. Such authority can only come from the GWRRA Home Office in Phoenix. If the item is not used to generate personal income and is used only for identification of GWRRA Member Chapter, Districts or their respective events, approval is not needed. Other marks may not need approval — subject to quality standards as mentioned above. If in question, ask the Home Office.

## DISTRICT OR CHAPTER PATCHES

The GWRRA LOGO cannot be subordinate to any other. The only official back patch is the 10" GWRRA GRIFFIN LOGO. This applies to Overseas as well.

For Chapter identification, with approval of the District Director, a four (4) inch (or less) chest-type LOGO patch will give any Chapter the individual identification desired. Keeping in mind that Chapters are an arm of GWRRA, the foremost emphasis is always on our GWRRA Logo. Chapter patches must have at least one of the following on the patch: "GWRRA," "Gold Wing Road Riders Association" or logo.

For District identification, with approval of the Director of GWRRA or designee, a four (4) inch (or less) chest-type LOGO patch will give any District the individual identification desired. Keeping in mind that Districts are an arm of GWRRA, the foremost emphasis is always on our GWRRA Logo.

District patches must have at least one of the following on the patch: “GWRRA,” “Gold Wing Road Riders Association” or logo.

## **DISTRICT OR CHAPTER FUN/RALLY SHIRTS**

As stated above, the Chapter or District logo can only be 4” and it goes on the chest of a shirt. The back of a shirt is reserved for the 10” Griffin logo (required for Officers) or it can be left blank. If a Chapter or District has designed a rally shirt or a fun shirt, then a design, not the Chapter or District approved logo can be placed on the back of the shirt. To be certain you are in compliance, seek advice from your Appointing Officer.

## **GWRRA EVENTS, ALCOHOLIC BEVERAGES OR DRUGS**

While GWRRA makes no attempt to legislate policy as it relates to an individual’s freedom, we must give strong consideration to potential liability exposure of the Officer group. For this reason, GWRRA CANNOT sell alcoholic beverages.

GWRRA holds its Officers to a higher standard. Remember that eyes are on you. Make certain that you are appropriate in when, where and how much you consume.

We recommend that people follow the laws in their individual state or country. The motto, “Friends don’t let friends drive drunk” or “Don’t drink and drive” are excellent mottos to guide us in the example we set.

## **MAILING LABEL REQUESTS**

If a GWRRA Officer requires mailing labels from the Home Office, the request (See [Officer Resources](#)) must be submitted to the District Director for approval. Once the District Director has approved the request, it will be forwarded to the GWRRA Home Office, Customer Service. The cost for mailing labels is \$.08 per label and payable upon receipt.

## **AMERICAN HONDA**

An Officer of GWRRA may solicit door prizes and other giveaway or raffle items for certain events. The only entity you may not solicit from is American Honda. All direct contact with American Honda is handled only through the GWRRA Home Office in Phoenix. It has taken a long time, and considerable effort, to establish the present rapport we enjoy with American Honda; and in order to maintain this relationship, they and we want ALL contact done through the Home Office.

## **TRANSFER OF MEMBERSHIP**

A GWRRA Membership can be transferred upon the sale of a Member’s Gold Wing, provided that a minimum of three (3) months remains. Upon receipt of the Transfer Form (<http://www.gwrro.org/Oconnect/officerresources.html>), the new Member will receive a 4” logo patch, Membership pin and the remaining issues of “Wing World” magazine, through the seller’s expiration date.

Should a Member not want to transfer their Membership, they are allowed to gift a 4-month Membership to the person who is purchasing their Gold Wing. This can be offered so long as the Member is in good standing.

## **CHOOSING GATHERING AND BUSINESS MEETING LOCATIONS**

The Business Meeting: You will need to set a time and place for your team meetings or business meeting. This is where your Chapter “business” is taken care of, leaving your regular monthly gathering free for its purpose of informing, socializing, entertaining and fun. The meeting should be no more than a week before your gathering. Although a Team meeting is a meeting that you and your team are prepared to make plans for your Chapter Family, a written agenda should be

followed. This is where finances are discussed, never at a Chapter Gathering. It should be as “informal” as possible, avoiding the club format of “business meetings.”

Can any Member attend a Chapter team meeting? Yes, but it should be diplomatically discouraged. This is a meeting that you, as the Chapter Director, have called to have business time with your Team Members. If a Member still wishes to participate in the meeting, they may want to consider accepting a Team position. Always ask them if there is a particular subject that they are interested in or if they want time on the agenda. Remember it’s your meeting, so you can and should ask for specifics, so you are not blindsided. Putting them first on the agenda, let them have their say and then they can be encouraged to leave. Let them know the time you have allocated so they don’t take over the meeting and bring it to conclusion when the time is up. No Member specific issue should be discussed except with your Team.

Meet as often as you need for smooth Chapter operations, but don’t meet just for the sake of meeting.

The Chapter Gathering location: As you evaluate locations for the Chapter Gathering try to find a location as central to the Members on your ARL as possible to maximize attendance. Don’t be afraid to change if the location you first choose stops meeting your needs. If possible, choose a location with a separate room, a banquet room. This will give you the privacy that will help you to hear and be fun without impacting the other guests if you are in a restaurant. If it’s a restaurant, find out if you can order from the menu, they insist on a restricted menu, if a Member can order just coffee or if it’s a buffet. Each has its merits. Ask if there is a time restriction or if there is any cost to the room other than the revenue from the food. There are other possibilities, like a Church, Hall or HOA Meeting room which may give you more flexibility over the possibility of food. You will still have to check if there is a time restriction or cost to use the facility. In all cases, take a good look at the parking. Remember sometimes cars are brought instead of bikes, is there enough room? Ask your participants and your team what they want. All these are important to your consideration. Make sure your team is helping you find and evaluate locations. Bring the choices to the Business Meeting and make the decision.

## **WHAT IS A CHAPTER GATHERING?**

A FUN, informal monthly get together to share time, stories, safety tips, information, upcoming activities for rides, social and activities to help us grow and in many cases, establishes a basis for GWRRA’s very existence. The Chapter gathering is a very important aspect of what we strive the hardest to accomplish; a coming together to sharing safety tips, skills, knowledge and the FUN OF GWRRA. Some of our Members may only have time to join us for rides or certain activities and we work to welcome them and anyone who wants to join.

We as Officers, recognize and acknowledge the responsibilities to our Members, we understand the importance of obtaining our goals as represented in our motto, “FRIENDS FOR FUN, SAFETY AND KNOWLEDGE.” In paraphrasing an adage, “You can take Members to water, but you can’t make them drink.” We understand, in a volunteer, hobby environment, the difficulty in even getting our Members TO the water, much less getting them to take a drink. We have found one of the ways to get them involved (so we can provide the “water”) is to provide a positive, FUN and worthwhile environment. Our goal is to invite them and make them feel welcome and apart. All of this is a Chapter gathering.

Properly done, a Chapter gathering is the perfect medium to carry out our prime responsibility to our Members. It provides them a place to come to have fun, gain friends, knowledge and enjoy camaraderie. It provides us the opportunity to provide our “family” the tools and skills that will enable them to live longer and to better enjoy their chosen hobby —Motorcycling.

Our never-ending goal is to entice our Members to come to a monthly activity with their “family.” We do this by making our Chapter gatherings FUN! We make it a relaxed, non-political, non-religious, friendly place where there are No Strangers! It’s not difficult, all our Members can share in the fun and education. Our Master Tour Riders and Co-Riders can lead discussions on safety, or we invite guest speakers. Always invite Members to join in and then ensure that the gathering is

so good, so interesting, so entertaining, so rewarding and so much FUN that they will return every month. They will “talk it up” with their friends, thereby helping GWRRA receive the positive publicity that goes a long way in attracting new Members into our “family.”

Good FUN Chapter gatherings cannot be overemphasized. They are the backbone of a successful Chapter. Good luck and may all your efforts be amply rewarded.

Just a reminder, sometimes inviting a New or Prospective Member to a ride is an easier introduction to your group and GWRRA. During a ride, it's far less “formal” and age doesn't matter as we are all connected as riders and co-riders. If we stop during our ride, our conversations center around the ride, or other rides and even the next ride. Think about this the next time you meet someone new.

## **WHEN THINGS AREN'T WORKING...HANDLING THOSE TOUGH ISSUES**

There's some unrest with a Member. You're being challenged as a leader. Your decision is being challenged. Someone has their feelings hurt. Any of these are tough situations. GWRRA Members are probably the most easygoing, easiest to get along with bunch, that will be found in organized motorcycling. This doesn't mean that differences of opinion won't surface. The large majority of such differences will be over operating procedures, sometimes compounded by personality conflicts. After all, we are only human. Remember, we are not law enforcement and any issue we would resolve revolves around GWRRA policies and procedures.

At times, you will have Members come to you with a verbal complaint. Your best solution is to address this at a private location within 5 days of the Member coming to you. During that meeting, your primary task as a leader, Director and Problem Solver, is to listen carefully. Often, listening is all you really have to do. Have a conversation and see if you can find some common ground. Rarely does this go any further than your level of leadership but remember your Appointing Officer has experience and skill that you may not have developed yet that can be extremely useful!

If a Member or Officer has a complaint that rises to the level of a letter, we all have to take this more seriously. The letter needs to be investigated and responded to within 5 days of receipt. Ask for help from your Appointing Officer first so they can help you travel what can be a touchy path.

If the claim is focused toward you, immediately forward the letter to your Appointing Officer. They have the expertise and know where to go for assistance if they need more help. Often when it's a claim toward you, there are allegations aimed at hurting your feelings and challenging you in a way they know will upset you. You CAN NOT investigate or try to solve this issue. Your Appointing Officer is there for you, understand and accept that and let them work.

A policy and procedure disagreement are also to be brought to your Appointing Officer. But should that disagreement be with your Appointing Officer, the next level of leadership must be contacted for resolution. An example of this is a Chapter Director disagreeing with a District Director on an issue not specifically addressed in the Officer Handbook. This should be forwarded to the Director of GWRRA or their designee for ruling and resolution.

GWRRA's goal is that problems are solved at the level from where they come, and we will focus our efforts in that direction. GWRRA University offers some great classes to help with problem solving. Reaching out to those that have honed their problem-solving skills will only help the situation. You SHOULD NOT face this alone! You have nothing to prove and can have much to lose if you don't seek help.

Techniques such as the 5 Why's, the Double Triangle and other problem-solving methods outlined in Lead Like You Ride (LLYR) should be used to resolve any issue.

If the Appointing Officer believes there are serious concerns in the claim/complaint, they are to contact the Director of GWRRA immediately.

ALL situations must be dealt with in a timely manner and fully documented in writing and forwarded to the Appointing Officer.

NOTE: If there is ever physical violence happening, Law Enforcement needs to be called. If there is ever a threat of violence, it should immediately be brought to the Appointing Officer.

For specific processes regarding Officer reviews and grievances, see Section G.



# Section E - OFFICER ROLES

*An Assistant is encouraged in every role and is an Officer. Next to each role you will find the inset color for the Officer Eagle pins. Gold Eagles are for Officer, Silver Eagles are for Assistants*

## **CHAPTER ROLES**

### **CHAPTER DIRECTOR- GOLD EAGLE PIN WITH WHITE INSET**

The role of the Chapter Director is more of a Coordinator of fun, activities, rides and more fun. To coordinate Chapter gatherings, that means you don't have to do them all. To suggest ideas to your staff/team and they can do it. We don't want you focused on your finances, just on fun and riding. You lead through facilitating your Team and your Chapter Participants into fun activities, making certain that any new Member is welcomed and made a part of this special place in GWRRA, their Chapter! Most importantly to this new role, you do not do it alone! A good resource for this new role can be found here: [A New Approach To An Old Issue](#). Oconnect is a great resource for all Officers.

A Chapter Director is a "Mama Duck" always gathering her ducklings together. We do it to gather and share time, fun and riding together.

### **CHAPTER RIDE COORDINATOR- GOLD EAGLE PIN WITH RED INSET**

Our focus needs to be on riding and this position does exactly that. The Chapter Ride Coordinator coordinates our rides. As an Officer, and part of the Rider Education Program, the Ride Coordinator needs to believe and participate in our Rider Education program and be at least a Level 2 and a Road Captain. The role will not be the same as the previous role of the Chapter Educator as there are no reports. Your energy and focus are on planning all variety of rides that suit your Chapter Participants. As you get ready for that ride you will conduct a very informative Rider Meeting and you will encourage safety, i.e. Vehicle Inspections, group riding techniques; safety clothes and more. You accept the Riders that show and they need to be in compliance with State law. You will encourage, communicate and lead the way, sharing GWRRA's benefits of safety as developed through our Rider Education Program. If you sign Members into the program, that is a bonus, but sharing your passion for the ride is your piece of the fun equation.

### **CHAPTER MEMBER ENHANCEMENT AND SOCIAL COORDINATOR – GOLD EAGLE PIN WITH BLUE INSET**

As the name implies, this Member will be the Chapter social coordinator. Planning fun events and reaching out to the Ride Coordinator from time to time to incorporate a fun ride with some fun social events. Encourage your Chapter to participate in some of the fun programs that GWRRA has to offer. Reach out to those prospective and new Members faithfully every month until you talk with them and invite them to join you. Invite them to your next ride, that's an easier meet up. You are the key to Chapter fun, enjoy it! You are GWRRA's vital communicator to those who are Members of GWRRA, share your passion!

### **CHAPTER TREASURER- GOLD EAGLE PIN WITH GREEN INSET**

We will still have some finances that will need to be handled and the Chapter Treasurer is the person to do it. They know how much money they will need in a month and/or year, and they will report how the treasury is doing monthly at the Business or Staff Meeting. If someone wants or needs to do a specific fundraiser, they will coordinate that with the Chapter Director and Treasurer.

NOTE: Chapter finances are needed for a Charter fee; web hosting; some newsletters and Member appreciation. That means a major fundraiser may not be necessary. Focus on socials and rides and do 50/25/25's (if legal in your state) to pay for your necessary expenses. We're changing the focus to camaraderie, riding, fun and social and the finances just need to support what we have to do.

## **DISTRICT ROLES**

The District is extremely important to both the Chapter Team and the Members. They will have

some direct responsibilities to our Members. Some of the responsibilities that were once done at the Chapter will now shift up to the District.

### **DISTRICT DIRECTOR- GOLD EAGLE PIN WITH WHITE INSET**

The District Director will help in coordinating activities throughout the District to meet Chapter and Members needs and desires. Your focus will be as a Coach. A Coach, by our definition, is the one who tells you how to do it and where you can get the needed help to get it done well. The problem-solving approach will be to coach others into a self-discovery after you have shared ideas with them. Then guide the results.

The District Director will communicate to all Members in their District through a modified newsletter, due out quarterly to all Members on the ARL. Communication through email, social media, Facebook, etc. as needed, with activities and some news of the District. The focus of communication is to encourage participation in activities.

Our District Director will have regular (monthly at least) conversations with the Chapter Directors to help keep them focused and to guide them as to where they can get the answers, including from the rest of the District Team. It is recommended that the communication is done through a video conference call. The District Director will also attend the video or conference calls scheduled by the Director of GWRRA.

Our District Director will also coach and facilitate their team to be certain that activities are planned and assist as needed when a Team Member needs help.

The District Director will be certain that all new Members and Prospective Members are contacted by the District MEP and guided toward the appropriate Chapter that meets their needs. Focus must be on Member growth, retention and riding.

If the District puts on a rally, they will coordinate all of their Team and volunteers to put on a rally focused on fun, socialization, rides and education that fits each District's needs.

Overall, the District Director role is the coordinator of fun, riding, knowledge opportunity and Chapter interaction/socials.

### **DISTRICT EDUCATOR- GOLD EAGLE PIN WITH RED INSET**

The District Educator will promote the program of Rider Education. They will write articles to promote the program for Chapter Newsletters. They will be the reporting arm of activities (N6) to Team GWRRA. They will gather activities through the District planning and Chapter newsletters and calendars. All requests for training in the District happen with coordination with the District Educator and University Coordinator. Paperwork for the levels program will process through this position.

The District Educator will work together with the District Ride Coordinator for the benefit of the Rider Education program each following their specific responsibilities.

They will attend the conference calls monthly with both the Director of Rider Education and the District either by computer video call or phone.

The District Educator will be at least a current level 3 Rider or Co-Rider.

The District Educator will work with the District University Coordinator to assess the education needs in the District. The goal is quarterly education events in the District that can be the District rally, multi-Chapter events or District education events. The Educator will also assess and set up Ride Courses as needed. Working together and including the Ride Coordinator, they will create fun events with a ride to the destination. The District Director will support, and the District MEP will provide some of the fun activities to be included in the day/weekend events.

If the District puts on a rally, the Educator will work with the Team and volunteers to put on a rally focused on fun, socialization, rides and education that fits each District's needs. This and the education events will be the place to really promote the Rider Education Levels Program.

## **DISTRICT RIDE COORDINATOR- GOLD EAGLE PIN WITH RED INSET**

The District Ride Coordinator will plan District rides of all types throughout the year. Their audience is not only the Chapters but all Members in the District. Using social media (Facebook, Google Calendar, GWRRA Events Page, etc.) the Ride Coordinator will establish a calendar of available rides, open to all and open to all bikes. They will work with the Chapter Ride Coordinators to ensure their rides are included on the District calendar. If possible, archive all the rides to create a GWRRA Member Electronic and/or print Ride book each year.

The District Ride Coordinator will create riding areas within the District and designate an Area Ride Coordinator. The Area Ride Coordinator will communicate all area rides to the District Ride Coordinator for inclusion on all District and Chapter event Calendars. You may also want to include on the [GWRRA Events](#) page.

The District Ride Coordinator will be at least a Level 3 Rider or Co-Rider and a Road Captain.

The District Ride Coordinator will reach out to all the Members in the District to invite them on rides and work toward inclusion of those who do not regularly participate with a Chapter or the District to have them come out to the rides and possible the Education events.

The District Ride Coordinator will work together with the District Educator for the benefit of the Rider Education program each following their specific responsibilities. The District Ride Coordinator will encourage Members toward safety and safe riding techniques. They will also share with the Members how to participate in the Rider Education Program.

The District Ride Coordinator will assist the District Educator and the District University Coordinator with District Education events. Their specific responsibility will be to create rides in the event and possible rides at the events. They will work with Chapter Ride Coordinators to plan the ride in. The goal is quarterly education events in the District that can be the District rally, multi-Chapter events or District education events. The District Director will support, and the District MEP will provide some of the fun activities to be included in the day/weekend events.

They will attend the conference calls monthly with both the Director of Rider Education and the District either by computer video call or phone. They will schedule regular calls with the Chapter Ride Coordinators.

If the District puts on a rally, the Ride Coordinator will suggest ride in routes as well as rides during the rally. They will also work with the District Educator for the promotion of the Rider Education program. They will work with the Team and volunteers to put on a rally focused on fun, socialization, rides and education that fits each District's needs.

## **DISTRICT UNIVERSITY COORDINATOR- GOLD EAGLE PIN WITH GOLD INSET**

The District University Coordinator, along with the District Educator, will assess the training needs in the District.

They will gather requests from Chapters of their training request and put joint events on with Chapters, where possible, to enjoy the training as well as the social event

University Coordinators will make the recommendations if additional ITCP Certified Trainers or Certified Instructor Trainers are needed in the District.

The District goal is to have quarterly education events in the District. That can be the District rally, multi-Chapter events or District education events. The Educator will also assess and set up Ride Courses as needed. Working together and including the Ride Coordinator, they will create fun events with a ride to the destination. The District Director will support, and the District MEP will provide some of the fun activities to be included in the day/weekend events.

They will attend the conference calls monthly with both the Director of the University and the District either by computer video call or phone.

If the District puts on a rally, the University Coordinator will work with the Team and volunteers to put on a rally focused on fun, socialization, rides and education that fits each District's needs.

## **DISTRICT MEMBER ENHANCEMENT COORDINATOR – GOLD EAGLE PIN WITH BLUE INSET**

The District Membership Enhancement Coordinator will help the Chapter MEC with fun ideas and encourage them to participate with programs that would be beneficial to the Chapter.

The District MEP must focus on contacting all New and Prospective Members each month to welcome them to GWRRA and to find out what they are looking for with their Membership. Along with the District Director, they will suggest to the Member the Chapter or Riding group that would best meet their needs. They will report all their contacts monthly. They will also follow any program, task or focus they are asked to do from the Director of Membership Enhancement or the MEP Team.

They will attend the conference calls monthly with both the Director of MEP and the District either by computer video call or phone. They will also schedule regular calls with the Chapter Membership Enhancement Coordinators.

They will also work on contacting Membership in the District, and along with the Ride Coordinator, Educator and Director to plan fun education days or weekends. They will also help plan fun events inviting all Members in the District to join in. They will guide each Chapter in reaching out to those prospect and new Members faithfully every month.

If the District puts on a rally, the MEP Coordinator will work with the Team and volunteers to put on a rally focused on fun, socialization, rides and education that fits each District's needs

## **DISTRICT MOTORIST AWARENESS COORDINATOR- GOLD EAGLE PIN WITH ORANGE INSET**

The District Motorist Awareness Coordinator will work with the District and Chapter Teams to take full advantage of opportunities to share information with the public. They will create sample kits for bikes shows; bike rallies; street fairs; other public events where Members can be out and sharing information with the public. They will also create a sample package for presentations at schools and other locations when those opportunities arise. They are the resource for the District and Chapter for materials and guidance.

They are encouraged to create District Motorist Awareness events where they can, keeping the District Director informed and involved in any decisions.

## **DISTRICT TREASURER- GOLD EAGLE PIN WITH GREEN INSET**

The District Treasurer will keep the finances of the District. They will give monthly updates on the financial status of the District as well as reconcile the checking account. They will assist the District each year in establishing the financial needs to the District. They will also assist the Chapters, coaching them with needed financial requirements. They will prepare annually the District financial report and the IRS 990 reporting. They will collect financials and 990 from each Chapter, review and process them per GWRRA Guidelines. They will submit the annual District financial to TEAM GWRRA Director of Finance for review and acceptance. Use of the Excel spreadsheet for finances, found on Oconnect, is highly encouraged.

District Newsletter modification: Communication from the District needs to be for sharing what new in Programs, information from GWRRA, and District news. It is more of a bulletin and can be done monthly or semi-monthly, but its audience is the Chapter Officers and Team. It might be a good idea to focus a piece quarterly to all Members in the District for encouragement to join the District at events, education events or rallies.

## **TEAM GWRRA - AN INTERNATIONAL TEAM**

***You are one of our voices to the Members. You walk the walk and talk the talk with us. You are the Advisory Team to the Director of GWRRA. We are TEAM GWRRA!***

## **DIRECTOR'S ASSISTANT - SILVER EAGLE PIN WITH WHITE INSET**

The Director's Assistant is a valuable asset to the Director of GWRRA, as well as our entire Association. With over 45 District Directors in our Association, it is virtually impossible for the Director to directly support all the Districts.

The role of the Director's Assistant is to support and oversee Districts that have been assigned to them. They are the Districts Director's appointing Officer and the approving Officer for all District Team appointments and Chapter Director appointments. All appointments are subject to final approval by the Director of GWRRA.

District Directors should invite the Director's Assistant to their zoom calls and Officer Operational Meetings (Op's Meeting), sometimes referred to as Officer's Conference. The Director of GWRRA should also be invited and will try to attend as many as possible. An occasional invite to a Program Director or their designee gives the District Team and or Chapter Directors an opportunity to interact with TEAM GWRRA.

The more we interact as a team, the more we can assist each other and have a greater understanding of the challenges facing each other.

Although the Director's Assistant has specific responsibilities, as a Member of Team GWRRA, they are available to assist, wherever needed at the request of the Director of GWRRA. This team approach applies to all of Team GWRRA.

### **DIRECTOR OVERSEAS – GOLD EAGLE PIN WITH WHITE INSET**

The focus of this position is to guide growth and retention Overseas. It is important to build GWRRA and share with the Overseas Members our motto, "Friends for Fun, Safety and Knowledge". This position will get direction and guidance from GWRRA Home Office for International growth but will also interact with TEAM GWRRA.

The Director should evaluate where Chapter and District growth should be targeted. This needs to be part of their annual plan. They should use the Programs of GWRRA as possible with the Overseas Members. Introducing Rider Education, gaining Certified Instructor to share the GWRRA University classes is vital. To assist in translation of the courses as possible. To share Chapter structure with help from Sister Chapters and Membership Enhancement.

To share adventures with the rest of GWRRA through social media and an article in Wing World magazine monthly. Also, to bring to the Members affordable access to products of GWRRA.

This Director is vital to TEAM GWRRA to help us focus on the broader needs of all of our Members. Working together with the other Programs and the Director of GWRRA, we will build a full GWRRA presence Overseas.

### **DIRECTOR OF RIDER EDUCATION – GOLD EAGLE PIN WITH RED INSET**

This position oversees the Program of Rider Education. This includes safety and skill enhancement opportunities to our Members, the Rider Education Levels Program and the Medic First Aid Program. They encourage and coach the District Educator in ways to promote Member participation in the Rider Education program. They also gather reporting numbers on education opportunities to report to the Home Office annually. In working with the District Educator, they will show them how to work with and put on a District Education event with the District Educator, University Coordinator and Ride Coordinator to include University offerings from Ride, Lead, Live and Train AND on-bike training opportunities.

The Director will also help develop the Ride Coordinator and Chapter Skill Enhancement Advisor position. They will help them understand how to use the Rider Education materials. This way they fully understand the Rider Education program, so they can encourage participation. The Director will provide materials for rider meetings and safe riding techniques. This way the position of Ride Coordinator can encourage participation in our motto of "Friends for Fun, Safety and Knowledge."

They will coach the District Ride Coordinator in techniques to work with the Chapter Ride Coordinator.

The Director will schedule regular video conference calls with their Team and the District Educators and Ride Coordinators to share information and guide the focus of Rider Education in the big picture.

In line with safety and skill enhancement, the Director oversees all on-bike training offered by GWRRA; Medic First Aid/CPR and Drill Teams and any programs that they develop through Rider Education. They work with GWRRA University for creation of any new safety or training module development.

The Director should be a Level 4 and maintain it in a current status. A benefit to the position would be if they were also a Rider Course Instructor, but that is not necessary.

Support GWRRA and any Home Office events, i.e. Wing Ding

### **DIRECTOR OF THE UNIVERSITY – GOLD EAGLE PIN WITH GOLD INSET**

This position oversees the working of GWRRA University. The purpose of the University is to develop superior trainers and courses (training modules) to train the Members of GWRRA. They will work with GWRRA and GWRRA's Rider Education to maintain standards for trainers and course development for leaders, Members and "How To" modules to the benefit of our Members.

Support, participation and pre-planning of GWRRA and any Home Office events, i.e. Wing Ding is a critical part of this position.

They encourage and coach the District University Coordinators in ways to promote Member participation in the Education events. They also gather reporting numbers on education opportunities to report to the Home Office annually. In working with the District University Coordinators, they will show them how to work with and put on a District Education events with the District Educator and Ride Coordinator to include University offerings from Ride, Lead, Live and Train. They will also encourage Chapter Education events when possible.

The Director will schedule regular video conference calls with their Team and the District University Coordinators to share information and guide the focus of GWRRA University in the big picture.

### **DIRECTOR OF MEMBERSHIP ENHANCEMENT – GOLD EAGLE PIN WITH BLUE INSET**

The position is to focus on ways to enhance the enjoyment of a Member's GWRRA Membership through fun activities, programs and recognition. The focus needs to not be toward 1 winner competitions but toward multiple recognitions. Create programs for Members that are self-explanatory and can be used and administered from this position.

Continue to enhance the Couple of the Year Program. Create programs that will enhance Membership in GWRRA. The focus should be leadership generation and retention through fun.

Focus on Growth and Retention is critical. Efforts are to be made, through task forces and District MEP's to increase our retention in GWRRA. A strong program should be encouraged and monitored. Also working with the ARL is critical for contacts. They are also to help District MEP's assess where Chapters could be opened. Any assessment would be shared with the District Director.

You will assist the Director of GWRRA assessing Member Growth, Retention, and Understanding our Membership as a whole, those active and those passives. They will also work with the Director of Motorist Awareness to promote events that benefit awareness and GWRRA growth.

The Director will schedule regular video conference calls with their Team and the District Membership Enhancement Coordinators to share information and guide the focus of recruiting, retention and GWRRA in the big picture.

Support GWRRA and any Home Office events, i.e. Wing Ding

## **DIRECTOR OF MOTORIST AWARENESS – GOLD EAGLE PIN WITH ORANGE INSET**

This Program is the outreach program of our Association and is designed to save lives by educating the public. In addition, the Motorist Awareness Program continually promotes a positive image of GWRRA and motorcycling.

In working with the District Motorist Awareness Coordinator, they will assist them and show them how to prepare for various Motorist Awareness events. They will encourage the District Motorist Awareness Coordinator to reach out to the Chapters to embrace a Chapter Coordinator as well to promote events on a local level. A local event is a perfect opportunity for awareness and growth in GWRRA. They will create outlines of what materials should be used at various events. This should be a 2-way collaboration.

The Director will schedule regular video conference calls with their Team and the District Motorist Awareness Coordinators to share information and guide the focus of the Motorist Awareness Program in the big picture.

Support GWRRA and any Home Office events, i.e. Wing Ding

## **DIRECTOR OF FINANCE – GOLD EAGLE PIN WITH GREEN INSET**

Oversee the financial responsibilities of the Volunteer side of our Association. The Director will make recommendations to the Director of GWRRA to be implemented by the field based on their understanding of financial reporting requirement to maintain, support and protect our 501(c)(4) status.

Be responsive to the Districts and Chapters when they have questions around the finances and reporting.

As needed, the Director will schedule regular video conference calls with their Team and the District Treasurers to share information and guide their responsibilities toward financial stewardship.

Receive District financials and 990 reporting and support GWRRA and any Home Office events, i.e. Wing Ding.

We thank all our Officers for their dedication, pride and time that they have given to GWRRA, it is very much appreciated. As we look forward, we look to you to continue to contribute to this great Association as each voice in GWRRA helps to make us stronger.

## **CHAPTER NECESSARY POSITIONS**

Also Refer to Role Statements Above

- Chapter Director (CD)
- Assistant Chapter Director (ACD)
- Treasurer

Treasurer cannot be related to Chapter Director or Assistant Chapter Director and shall not live in the same household.

- Chapter Ride Coordinator (CRC)
- Social and Membership Enhancement Coordinator (CMEP)

## **OTHER POSSIBLE CHAPTER POSITIONS**

**NOTE: The items listed below are just suggestions, not mandatory.**

### **NEWSLETTER EDITOR**

- Compiles and edits the Chapter newsletter and distributes, at least monthly, to all interested parties.
- Receives articles from the Chapter Director, Team Members and participants.

Works with the MEP for information on mailing list, Chapter activity calendar, help with mailings, etc.

### **WEBMASTER/SOCIAL MEDIA**

- A. Responsible for designing, developing, marketing and maintaining the website.
- B. Change and manipulate comments on the website.

### **CHAPTER SKILL ENHANCEMENT ADVISOR**

The role of Chapter Skill Enhancement Advisor (CSEA) is to proactively support Member/Participant by providing them with information they can consider on ways to become skilled, prepared and safer riders and co-riders.

#### **Encouraged Responsibilities**

- Serve as an example by being actively engaged in the Levels Program.
- Monthly, or as often as possible and weather permitting based on Members interest, put on an on-bike skills day with skill practice, bike games for riders and co-riders.
- Team with the Chapter Ride Coordinator to promote the importance of best riding practices at chapter gatherings, rides and events.
- Utilize the quarterly Chapter Levels Report provided by the District Educator to support the Members and assist them in achieving milestones and earning recognition.
- Communicate directly with the District Educator to advocate for classes and courses to serve any chapter participant with an interest in progressing in the levels program, becoming a more proficient rider and being better prepared to respond to emergency situations.

#### **Qualifications and Skills**

The Chapter Skill Enhancement Advisor:

- is not an officer; and the position is not mandatory.
- has a basic knowledge of the GWRRA Rider Education Program
- is appointed by the Chapter Director
- is interviewed by the District Educator
- completes a Confidentiality Agreement
- is a current Level II Rider or Co-Rider
- receives guidance and support from the District Educator
- communicates with the District Educator directly, keeping the Chapter Director in the loop to assure the needs of the chapter participants are met. Remember, the Chapter Skill Enhancement Adviser is an active participant on the Chapter staff and primary direction comes from the Chapter Director
- does not have access to the RE database and relies on the District Educator for the information.

Goal: To provide the membership with the basic support needed to participate meaningfully and successfully in the GWRRA Rider Education Program at the Chapter level.

### **TECHNICAL COORDINATOR**

- A. Plans and develops programs to inform Members of proper Gold Wing maintenance, new products, tips, etc.

## **WAYS & MEANS COORDINATOR**

Could be under the Treasurer

A. Conducts 50/50 drawings, door prize drawings at Chapter gatherings, etc.

Suggested as Part of the MEP Team, here are some suggested support team positions or the Chapter Director may choose to create these positions as standalone positions

## **HOSTS AND WELCOME COMMITTEE**

- A. Welcomes Members, prospective Members and visitors.
- B. Could be Chapter COY and IOY's
- C. Records visitors and introduces visitors at gatherings and other events.
- D. Contacts new Members, Prospective Members and expiring Members, via mail, email or telephone. Contacts any Member who was absent from a Chapter gathering to find out why. Were they ill? Are they unhappy with the Chapter? Maybe they were just out of town at the time. Let them know they weremissed.

## **SUNSHINE PERSON**

- A. Correlates and keeps current an activity calendar.
- B. Maintains a current mailing list.
- C. Assists Members with paperwork.
- D. Sees that GWRRA literature and a sign-in sheet is at all gatherings.
- E. Assists the Newsletter Editor.

## **PHONE TREE COORDINATOR**

- A. Sets up and maintains a phone tree among the Members.
- B. Works with the Activity Coordinator to put out information and reminders to the Membership of special activities and gatherings.

## **SPECIAL EVENTS COORDINATOR**

A. Directs the planning and implementation of special events such as poker runs, pie runs, fun runs, etc.

## **RECOGNITION AND SPECIAL AWARDS COORDINATOR**

- A. Locates and recommends pins, trophies, awards, etc., which can be used at events.
- B. Maximizes recognition efforts for as many Members as possible.

## **CHAPTER HISTORIAN**

- A. As we don't have a Secretary position in GWRRA, our Chapter Historian can chronicle the goings on in the Chapter and work with the Newsletter Editor, Social Media Coordinator to promote the Chapter.
- B. Produces a running documentation of Chapter events and happenings by use of a photo album or scrapbook.
- C. Encourages Chapter Members to share photos, written articles, etc.

## **DISTRICT NECESSARY POSITIONS**

Also Refer to Role Statements Above

- District Director (DD)
- Assistant District Director (ADD)
- District Treasurer
- District Educator (DE)
- District Ride Coordinator (DRC)
- District Membership Enhancement Coordinator (DMEP)

- District University Coordinator (DUC)
- District Motorist Awareness Coordinator (DMAP)

## **OTHER POSSIBLE DISTRICT POSITIONS**

The items listed under the position are just suggestions, not mandatory.

### **NEWSLETTER EDITOR**

- Compiles and edits the District newsletter and distributes at least monthly to the Chapter Team and Quarterly to all Members on the ARL of the District, and to all other interested parties.
- B. Receives articles from the Chapter Director, Team Members and participants.

### **WEBMASTER**

- Responsible for designing, developing, marketing and maintaining the website.
- Change and manipulate comments on the website
- Works with the District Ride Coordinator to keep a ride calendar current on the District site

### **SOCIAL MEDIA COORDINATOR**

- Creates a social media presence
- Promotes activities that are happening in the District
- Promotes events
- Creates a calendar of events as possible

### **TECHNICAL COORDINATOR – POSSIBLY AS A PART OF THE RIDER EDUCATION TEAM**

Plans and develops programs to inform Members of proper Gold Wing maintenance, new products, tips, etc.

### **WAYS AND MEANS COORDINATOR – POSSIBLY AS A PART OF THE TREASURER’S TEAM**

Conducts 50/50 drawings & door prize drawings at Chapter gatherings, etc.

**Suggested as Part of the MEP Team: here are some suggested support team positions (or the District Director may choose to create them as standalone positions).**

### **COUPLE AND INDIVIDUAL OF THE YEAR COORDINATOR (IF YOU HAVE BOTH)**

- Works with and encourages Chapters to have Couples and Individuals of the Year
- Coordinates the selection at the District Rally.
- Highlights all Chapter Couples and Individuals through print and social media means
- Works with TEAM GWRRA MEP as needed to support efforts for promotion of their District Couple to the honor of International Couple of the Year.

### **HOSTS AND WELCOMING COMMITTEE**

- Could be a group that is created as needed
- Welcomes Members, prospective Members and visitors at any District event.

### **SUNSHINE PERSON**

- Correlates and keeps current an activity calendar.
- Maintains a current mailing list.
- Sends out birthday, anniversary, get well and sympathy cards.

### **PHONE TREE COORDINATOR**

- Sets up and maintains a phone tree among the Members.

- Works with the Membership Enhancement Coordinator and District Ride Coordinator to put out information and reminders to the Membership of special activities and gatherings.

### **SPECIAL EVENTS COORDINATOR**

- Directs the planning and implementation of special events such as poker runs, pie runs, fun runs, etc.
- Could also work with the Membership Enhancement Coordinator, University Coordinator, Educator and Ride Coordinator to assist with the Educational events
- Could be the lead person on the District Rally

### **RECOGNITION AND SPECIAL AWARDS COORDINATOR**

- Could work across the Programs to remind everyone to recognize Members through the You Make a Difference Program, maximizing efforts to recognize as many Members as possible
- Could work with the District and Chapter Directors and Program Officers to recognize deserving Officers through the Directors Award Program
- Locates and recommends pins, trophies, awards, etc. which can be used at events. Remember that GWRRA offers Custom Creations

### **DISTRICT HISTORIAN**

- Produces a running documentation of District events and happenings by use a digital platform or a photo album or scrapbook.
- Encourages Chapter Members to share photos, written articles, etc.



# **Section F - OFFICER RESOURCES AND RECOMMENDATIONS**

# INTRODUCTION

In this section, we will offer several recommendations based upon experience which should make your 'job' much easier and your occasional difficulty more easily resolved (if not avoided entirely). To take full advantage of the following guidelines, institute them, but do not allow them to become substitutes for your own creativity or initiative.

We have also included resource materials for specific situations.

## OFFICER'S CONNECTION

GWRRA keeps the Officer section on its website current with updates in GWRRA, resource materials, Program Specifics and support, Insurance certificate and a copy of this Handbook.

## *INSIGHT*

A great tool for the Officer Tool Box are the insights, ideas and how-to's that are contained in the Officer publication "Insight". This is informally referred to as "O'Connect". This is produced by the Officers of GWRRA. It is sent out to Officer's by eblast monthly and then is posted on Oconnect. Input by all Officers is encouraged so we can all learn by what others are doing and are achieving success.

## DEALING WITH PHANTHOM'S

Here is our dilemma. We want to retain our Membership and sometimes we must face the uncomfortable to accomplish this. We may have to delve into the reasons these phantoms exist to see how you can help them out and show them the value of Membership. Many times, you will find that miscommunication or hurt feelings are the prime difficulty.

We don't want to be "snobbish" or rude, but we need to help these folks understand the reasons and advantages of true Membership in our family. They need to understand the difference between Membership, friend or guest. Several Chapter Directors have dealt with their problem through the Phantom's wallet i.e. most Chapter events use "sign-in" sheets. All participants show their GWRRA Membership Card. The expiration date can usually be verified. No card? That's okay, BUT coffee, pie, 50/50 tickets, etc. etc. could have a surcharge for all "non-members." Perhaps you could have a supply of paper name tags saying, "Hi - I'm XXXX, a visitor". This would serve two purposes: 1) identify the guest (or the former Member) for special get-acquainted-type actions or friend-making, and 2) help them understand how special Membership in GWRRA really is.

What if it's the spouse of a Member? The Member has changed their Membership to an Individual Membership instead of a Family yet the family continues to participate. One good way is to let the spouse know that since they renewed as an Individual, all of the spouse's achievements, including Rider Education and University accomplishments, have all been stopped. Then ask if it's worth that nominal difference. Findings are often that it could have been a mistake or oversight but sharing this information can lead to easy solutions.

All our events already charge a different price for non-members, if for no other reason, to identify the benefits of GWRRA Membership and because GWRRA activities are primarily for GWRRA Members. Another way to deal with it, as is done at Wing Ding, with their renewal or Membership, their registration fee is waived. We're not suggesting that money is the answer or even the proper tactic. Some have used these methods with a certain degree of effectiveness.

This may not be a concern for you right now and that's great. But stay alert, if you see it's starting to be a problem, then be alert for these phantoms - be diplomatic - be kind. If necessary, you may have to limit their "activities" with us, but don't let these folks "steal" (so to speak) that which is only for our GWRRA family. If you need more ideas or have other concerns, talk it over with your appointing Officer, your peers or your team. In any case, ALWAYS try to find the Win-Win answer.

# CHAPTER CLOSURE PROCESS

District Directors should always be monitoring the health of their Chapters. If you see a Chapter struggling, it's time to go to O'connect, read some of the help items and devise a plan to help this Chapter. We want Chapters to remain open and healthy for the enjoyment of our Members. Talk with TEAM GWRRA for assistance with this task. They may have resources or points of view that you hadn't considered. Below is a Checklist that should be used as a resource guide before any action is taken. District Directors should get the Chapter Director in regular coaching sessions with the District Team. Review the type of Chapter this has become to see if guiding them in a specific direction could help the Chapter revive.

Considering a Chapter closure is a serious situation for GWRRA and its Members. Chapters are the very heartbeat of our Association and all options should be considered before closure.

Checklist:

This checklist is to help Officers considering a chapter closure. Officers involved - District Director, Chapter Director and TEAM GWRRA - in the exploration of closing a Chapter should carefully review and consider all of the following questions and suggestions and they should thoroughly discuss them before a final decision is made. It is imperative for the benefit of the participating Members that all resources are utilized to keep the Chapter active.

1. Has the reason for closing the Chapter been explained to all Chapter participants? It is important that they are aware of the situation and the reason the health of the Chapter is in jeopardy. Chapter participants can offer valuable suggestions and possible solutions to the problem.
2. Have all Chapter participants been involved in attempting to save the Chapter? Many times, a problem-solving meeting or series of meetings of concerned Chapter participants can yield viable solutions to save the Chapter.
3. Have alternatives to closure been discussed with all Chapter Participants? They need to have a clear picture of the reason for closure and the alternatives that are available to keep the Chapter active.
4. Have key individuals within the Chapter been contacted for their input? Key individuals may have ideas or solutions that may not be expressed unless contacted directly for their input.
5. Has the Chapter Director explored all alternatives within the Chapter to keep the Chapter active? Do not leave any stone unturned. It is very easy when frustrated with a problem, to give in. All alternatives must be considered for the good of the participants.
6. Has the Chapter Director involved the District Director? The District Director can many times lend support and offer additional ideas, suggestions, or alternatives.
7. Has the District Director contacted and discussed the closure with any of the Chapter Participants? Many times, direct contact from the District Director can carry more weight and solve some problems that were unable to be solved at a local level.
8. Has the District Director met with Chapter participants in an attempt to avert the Chapter closure? At times, this might be advisable to allow the interested Chapter Participants an opportunity to work directly with the District Director to solve the problem.
9. Has TEAM GWRRA been consulted regarding the possible Chapter closure? Here again their experience might be able to offer additional ideas, suggestions or alternatives not previously thought of at District level and below.
10. Have all alternatives to closure been exhausted? The Chapter should not be closed until all alternatives have been exhausted. No alternative should be left untried just because we feel it probably wouldn't be successful.

**REMEMBER:** Chapter participation is an important and invaluable benefit of GWRRA Membership. It is through Chapter participation that the GWRRA Member truly develops

“FRIENDS FOR FUN, SAFETY AND KNOWLEDGE.”

If, after all attempts, it is finally determined that closing a Chapter is inevitable, the Chapter Director is to compile a packet of information, starting with the Chapter Closure Application. The complete packet is to be forwarded to the District Director who will verify that all the required information is complete, sign the appropriate forms and forward to the Director of GWRRA with a copy to the Director's Assistance or designee. An incomplete packet will be returned to the District Director. Until the Chapter Closure Application has been accepted by Home Office the Chapter is still responsible for Charter Fees and all other responsibilities of a Chapter.

1. Go to O'connect and under Chapter and District Business heading you will find the Chapter Closure application.
2. Complete the Chapter Closure Application
3. Close the Chapter Bank Account as soon as remaining funds have been accounted for. A Cashier's Check made out to the District will allow the account to be closed so that a final bank statement can be obtained to be included with the Chapter Closure Application. These funds are accounted for by the District and should the Chapter be revived within a year the funds would be returned. After the year the funds will be used to help start new Chapters in the District.
4. Complete a final financial report and have it signed by all parties. Remember to include the starting year bank statement and the final bank statement.
5. Complete equipment list and show where all the equipment has gone
6. Complete the 990n form and check the box “Business Closed”. Provide the copy of the accepted 990 with the Chapter Closure Application.

## **JUDGMENT**

As you are aware, GWRRA is not a “voting” organization that allows politics to play a role in its management style. However, that does not relieve an Officer of the responsibility of making informed (popular, if you will) decisions in the conduct of his “business.” At all times, the best interest of the Membership has to be the guiding force when the Officer's judgment is called upon. Be flexible! Use your judgment and Member input to guide you.

## **“ME AND MINE”**

Remember that you are providing a service for the Members of GWRRA. Selfish and possessive attitudes have no place in this environment. While it is not a grievous error to refer to the Chapter or District as “Mine,” it is the first step down a path of many pitfalls. The only way to avoid this dilemma is to keep the convenience of the Member first, and foremost, in your mind. If the creation of a new Chapter or the division of a District will have the result of providing GWRRA services to an increased audience, so be it! Maintain a degree of pride in the fact that through your efforts an additional base of Membership will have the opportunity to harvest the rewards that leadership, such as yours, has planted. Your role is to serve the Membership.

## **LEADERSHIP**

As a form of introduction, allow us to share a submission from a GWRRA chapter (author unknown). It is indicative of the, deservedly, strong feelings that the general Membership has of their Association: GWRRA is based upon moral principles. Individual Members are the channels through which these moral principles are expressed. Our world has an urgent need for those who will stand on basic principles and be an influence for good. Leaders should consider how much they influence the thoughts, opinions and actions of others. Remember, one can influence another not only by what is said and done, but also by what is not said or done.

## “WHAT ARE THE QUALITIES OF AN OFFICER AS A LEADER?”

- A leader is **ENTHUSIASTIC**. They let their light shine brightly and are so full of the spirit of dynamism that all within this sphere of influence feel the energy. Enthusiasm is infectious. An enthusiastic leader has charisma that will cause others to want to associate with them and follow them. They are interesting and interested.
- One can always get a point across if sprinkled with **HUMOR**. A point to be stressed will be remembered because of humor.
- A leader is **COOPERATIVE**. They are not aloof or standoffish. They are always willing to pitch in and help. A leader will roll up their sleeves and work beside the Members and will strive for their respect. They prove that cooperation involves everyone working together in harmony.
- A leader is **PATIENT**. A leader is sensitive to needs that are important to others and handles situations that may arise with composure. Tolerant, never dictatorial, a leader finds a way to bring opponents full circle and back on the path of the goal.
- A leader is **INNOVATIVE**. They develop different, original and effective methods to accomplish goals. They are creative. Remember, borrowing a successful idea is a compliment to a peer.
- A leader is **TRUSTWORTHY**. Members will not entrust their welfare to a leader whom they do not trust.
- A leader is **APPRECIATIVE**. Members volunteer their labor and ideas as evidence of their love for GWRRA. The Chapter Director must not fail to express appreciation to the Members. With appreciation, Members work harder. Recognition from a leader will inspire the Member to excel in his assignment. Recognition will cause a feeling of a job well done that makes a Member ready to accept other assignments. GWRRA, through Membership Enhancement has many great ideas for recognition.
- A leader is **HONEST AND SINCERE**. To gain the esteem and confidence of Members, both in and outside the chapter, a leader must be sincere and honest with themselves and others. Sincerity is a quality that cannot be disguised. Falsity is a thin veil that can easily be seen through. Honesty is a virtue that leaders must practice and hold in thought continually.
- A leader is **GENEROUS**. Members might readily contribute money, but a leader is one who gives generously of the one thing they are always short of -- time. Members also need to give of their time, so the Chapter will flourish and extend its influence for good. The giver receives back full measure and more.

How to express these leadership qualities is your responsibility. Some may even think it too awesome, but the world needs Officers in leadership roles demonstrating the qualities of good leaders. A selfish individual cannot fill the role of a leader. Self gets in their way. It takes real caring to be unselfish—to think of the welfare of others. It is expected that all Officers will dedicate themselves to the role of leadership by expressing the true qualities of a leader. Subordinates will follow such leaders and all of the GWRRA will be enriched.

There you have it — understand and think about it...constantly.

## SALESMANSHIP

Now that you are an Officer of GWRRA, you carry heavy load of responsibility. Recognizing that, we've given you an appropriate amount of authority to accomplish your tasks. However, be forewarned. In exercising this authority, you will come under close scrutiny by your appointing and

subordinate Officers and the Membership.

In an effort to implement a plan, program or a policy, following are the Do's and Don'ts of SELLING your program.

<b>DO'S</b>	<b>DON'TS</b>
<b>DO</b> have patience.	Do <b>NOT</b> play the role of a dictator.
<b>DO</b> promote fun activities.	Do <b>NOT</b> demand.
<b>DO</b> promote safety.	Do <b>NOT</b> have a negative attitude.
<b>DO</b> communicate with other officers and Members.	Do <b>NOT</b> play favorites.
<b>DO</b> provide proper example.	Do <b>NOT</b> lose temper.
<b>DO</b> take surveys.	Do <b>NOT</b> berate Members.
<b>DO</b> provide and care about the Members.	Do <b>NOT</b> blame others for our failure.

## **MEMBERS HAVE NO OBLIGATION TO PARTICIPATE**

Please remember that there is a special rapport between officers and Members. This rapport is based on a common interest, a bond, a respect for one another that is unique and must be protected. There are no "formal" ties; rather, the participants must WANT to take part. As long as the officer has a desire to lead and the Members want to take advantage of the benefits, they are due, everything is as it should be.

A pitfall to avoid is the "implied obligation." Our Members have NO obligation to participate, volunteer or take advantage of our Association. To an extent, consider GWRRA as a buffet — the Members have a variety of palate-pleasing temptations from which to choose. You may wish to "package" the "benefits," to entice participation, to offer rewards of recognition but never imply an obligation.

## **RALLIES AND EVENTS**

Rallies and events are held for four primary purposes: 1) to provide a fun, social environment for the participants; 2) to provide an arena for education; 3) to provide opportunities for on bike Rider Education; 4) to provide funding for the sponsoring office.

Moderation is the key word to consider when planning activities that require the support and volunteer efforts of the Membership. The sincere desire of offering "Fun and Friendship" is quickly overshadowed when, the "Bigger is Better" syndrome is adopted.

Competition is a stimulant. Our competitive nature has the potential of "bringing out the best" in all of us. Unfortunately, it also has the potential of bringing out the worst. When the intent is to display pride, to have fun, to organize activities that allow for individual creativity, that intent is to be commended. When someone perceives that "the end justifies the means," the intent has changed. When competitive levels reach heights that become difficult for the average participant to attain, or have the effect of reducing participation, or cause discrimination, or cause great monetary expenditures; those levels should be lowered, drastically. Great care must be exercised in establishing competitive activities. Whether these activities are between Members, Chapters or Districts, a lot of thought must be given to the potential outcomes.

A good "rule" to use is KEEP TO THE BASICS. Think quality not quantity. Seek activities that are fun and cheap.

Here are some important recommendations for events, but you know your Chapter or District best so use that knowledge when organizing rallies, education events or socials.

CHAPTER EVENTS should be single day or overnight activities. A Chapter that travels together

will form bonds of friendship that will be everlasting, and the memories created will be talked about for years to come.

DISTRICT EVENTS should be single or two-day events, depending on the event. Make certain they are true to their function and there are always aspects of fun, safety and knowledge. We always enjoy our social time and creating memories together is very important.

These are suggestions that will result in the Members having more time (and money) and the desire to attend and support the events.

One thing to consider when organizing an event that will have a registration fee is the difference between a Member and a non-member. While it is occasionally recommended that the general motorcycling public be invited to our activities, there should be a benefit shown, in the form of reduced fees for GWRRA Members. When you can, waive a registration fee if the non-member joins the Association.

The “day pass” is a subject that creates controversy when events are being planned. Do not embarrass yourself by establishing a day pass fee that cannot be justified. Consider that the individual visiting the event for one day, in all likelihood, could benefit you in the long run. By arranging a day pass that is nominal, the attendee may well be impressed enough to make plans to pre-register next year. But, make certain that buying a series of day passes isn't less than a full registration or it could negatively impact your desired revenue.

If your Chapter or District has sufficient funds that you don't have to charge a fee for an event, DON'T!!

## **KEEP IT SIMPLE...MAKE IT FUN!!**

### **INCIDENT REPORTS**

As an Officer, anytime you are holding a GWRRA function such as: monthly meetings, rides, rallies, potlucks, fun-runs, etc., and there is an accident or incident of injury or extreme confrontation, you must complete an Incident Report and send a copy to the Home Office within three days of the incident. Copies should be sent to the Chapter and District Directors as well. This will help everyone involved record their version of the incident in case a lawsuit should arise. This is certainly not a side of GWRRA that we want to think about, but a little prevention can go a long way should something develop.

There are 2 different types of incident reports: One for a general incident and one for an Accident/Incident specific for a riding incident (N.27). Both can be found in [Officers Resources](#). The Accident/Incident report (N.27) will be found in Officer Resources under the [Rider Education](#) section of Officers Resources.



# Section G - PROCESS AND PROCEDURE

# INSTALLING THE GWRRA OFFICER

All GWRRA Officers should be installed in public. This may not always be possible, but every effort should be made to honor the commitment they have made stepping forward. An installation should be done by the Appointing Officer or someone from the Appointing Officer's Team, including the Appointing Officer's Assistants. The installation should take place at a Chapter gathering, District Officer Conference or a rally in front of as many of the new Officer's peers as possible. Remember when you read the word Officer is refers to both Officers.

The Process should include the following:

Materials to bring to the installation: These can be found on O'connect. The patches and Eagle pins are free from Home Office-

- Certificate of Appointment
- Oath, 1 to sign and return to Appointing Officer and 1 for Officer to sign and keep
- Eagle pins
- Officer patches (blue Griffin and appropriate Officer rockers above and below)
- Officer signed paperwork (this is a nice touch, so the Officer knows the paperwork is completed and signed by their Appointing Officer)
- Certificate of Appreciation for the Officer stepping aside along with the Former patch

Installation ceremony: usually takes 2 for the presentation

- Honor the outgoing Officer
- Present them with the Certificate of Appreciation and Former patch
- Bring the new Officer forward
- The Appointing Officer or their designee reads the oath to the new Officer
- New Officer acknowledges their agreement with the oath (an I will is an acceptable acknowledgement and the raising of their hand is not necessary)
- Present the new Officer with their patches and pin. It is nice to actually pin them (this is where your partner helps you out)
- Congratulate them
- Present certificate and take pictures

In some cases, a Video Call installation may be what is required due to distance.

## THE DEVELOPMENTAL ANALYSIS

### RECEIVING GUIDANCE

As Officers of GWRRA, we are almost like "professional" volunteer leaders. We have been involved for a period of time, or we may be new in the position. Either way, we have a responsibility to our Members to be the best we can be. First and foremost, we always keep the Members first and are ever mindful that it is them that we serve at all levels.

One of the most difficult tasks we have as professional volunteer leaders is determining how well we are doing our "jobs." We all gain close friendships in the process of doing these "jobs" and that's okay; but it becomes very difficult to get objective criticisms or coaching to learn more about our weaknesses and/or strengths. GWRRA to the rescue!

If we can isolate the Learning Process from the Friend Process, we will all get more "bang-for-our-educational-buck." As stated above, GWRRA truly believes that, as Officers, our first responsibility is to our Membership -- to serve them in the best way we know how. Our second responsibility is

to ourselves. To be all we can. If we can learn to be the best, then the Membership will benefit, our relationships with spouses and friends will benefit, and our jobs will benefit. Truly a Win-Win!

How can we accomplish this? With an Officer review by our Appointing Officers or their designees. None of us like to be judged or criticized. With this process, it is more of an assessment and it is also 2-way communication. This coaching process identifies those areas that need some work and some real ways to improve. It also acknowledges where you are doing well. If needed, we create an improvement plan, so we are all communicating about the same objectives. What makes GWRRA different with this process is that you have the opportunity to give input to the review with your appointing Officer and come up with the improvement plan together. Properly done, we all benefit and grow!

When should we expect the review? As a New Officer (those with less than one year of tenure) you will have the review by your appointing Officer twice. Once, approximately five months into your tenure as an Officer and secondly, approximately ten months into your term as an Officer. The first is just as you are completing your probationary period. The second is before the end of that first year to assess where you are at, what new challenges you may be facing and determine if you want and are ready for another year. This is a year of growth and understanding so we want it to be fully supported and a positive experience. You are important to GWRRA as a volunteer leader and this helps us assess if we are meeting your needs as well.

As an experienced Officer, (more than one year of tenure) you will do this process once a year, around October. The review can also be done throughout the year to address a specific need. Communication is critical for our success so don't hesitate to reach out to your Appointing Officer should you have questions or need some help. You will have scheduled calls, usually monthly, with your Appointing Officer and peers. That's a good time to ask your peers for advice. Remember, you don't have to wait until review time to communicate and you shouldn't! We all hope (and expect) that you will stay in communication often.

For example, if you're a new District Director, make copies of the review form for each of your Chapter Directors. Ask the Chapter Directors to honestly complete the forms. Within a short period of time, i.e. a week, have the form return to the District Director. The District Director will review and then set up a phone or video call to go over your responses. During the call you will go over the responses and the District Director will coach the responses where needed. From the coaching an improvement plan will be created if needed. The focus will always be on helping you become a better leader to the Members.

The important thing about this review process is to learn to be all we can be. Don't fall into the trap of dreading reviews and as such you don't do them. This is a critical tool to help all of us improve. Remember, together we will accomplish more and be the best. This is a coaching opportunity to improve or even be acknowledged as someone who can mentor another. It another way we serve our Members.

## **OFFICER GRIEVANCE PROCEDURE**

### **ISSUES BETWEEN AN OFFICER AND A MEMBER**

The Officer Grievance Policy is designed to be used in cases of extreme personal matters between a Member and an Officer. The policy was introduced to give Officers in GWRRA the opportunity to protect themselves and their families from unreasonable personal attacks. GWRRA hopes you will never need this procedure, but it is our responsibility to provide all Officers with a process to address what will most likely be an ugly situation.

Disagreements between Members and Officers about structure, policies, procedures and general disagreements about GWRRA are NOT grounds for this Policy. We are a volunteer organization and good and reasonable people can disagree. When the disagreements degenerate into personal attacks, slander or the threat of physical harm, then an Officer has this Policy to address this.

A GWRRA Officer may file a grievance against a Member due to a specific reason. These reasons

may include, but not be limited to, slander, threat of physical harm, actual physical harm, or destruction of personal property. The Officer who makes a grievance against a Member must be mindful that the charge(s) must be specific, provable by evidence, and witnessed by at least one other individual who is not a member of the Officer's family. The Officer must remember the bar is higher for them than a grievance filed by a Member.

The first step in the Officer Grievance Policy is a written complaint, printed and signed, with any supporting documentation, US Postal mailed or hand delivered to their Appointing Officer. Electronic copies may be submitted but must be followed by the hard copy. The Appointing Officer, when the complaint is received, is required to contact BOTH parties within 72 hours to discuss the issue. The Appointing Officer's main responsibility is to resolve the issue between the parties.

If the Appointing Officer cannot resolve the issue, either by following policies and procedures found in the Officer Handbook, latest edition, or by common accepted practice within GWRRA; then the matter is to be referred to the Director of GWRRA. All information gathered must be forwarded along with a written evaluation.

The Director of GWRRA may assign the matter to an Officer on TEAM GWRRA. They are to investigate the complaint by the Officer to determine if the complaint is valid and determine a course of action. Communication with both parties is crucial to determine if the complaint is valid. An agreed upon resolution and course of action is the goal. All resolutions and decisions must be documented in writing and given to both parties and the Director of GWRRA.

Due to the extenuating circumstances under which this grievance would be filed, and the thorough investigation and carefully determined course of action, should the Member reject the decision and continue the behavior which was the reason for the grievance initially, they risk removal of their Membership in GWRRA, erasure of their name from the GWRRA membership rolls and any unused membership dues refunded.

If the Officer who filed the complaint does not follow the decision of the Officer, the Officer could be subject to disciplinary actions or removal from Office.

## **OFFICER DISCIPLINE / REMOVAL**

Perhaps the most difficult task a GWRRA Officer will ever have to undertake is releasing another Officer or team person from their volunteer position. This outline defines the process and procedures for disciplining or releasing an Officer from their position in such a way that negative consequences for the Officer, the Members, and GWRRA are minimized or eliminated.

Better yet, with enough information, you may well avoid the removal process altogether by helping Officers become adept at recognizing and addressing performance-related issues BEFORE they become problems. Two main areas of consideration should always be involved in Officer removals. They are: (1) Caring for the individual; (2) Concern for GWRRA and its Members.

Show and feel empathy, concern and caring; and be receptive to "ALL" problems, real or perceived, including possible unfairness on the part of either party, honest misunderstandings, lack of education or training, lack of resources, length of service and the situation of the Officer in question.

Remember that Officers are people who have volunteered to help the Association progress by serving its Members in leadership positions. They deserve credit and recognition for their successes and understanding and concern for their feelings and future in GWRRA, regardless of the nature of the action being considered.

No removal of an Officer in any position will take place without:

1. That Officer receiving a written performance review, the GWRRA suggested form or a letter, that contains an improvement plan and timetable, to which the Officer agrees.
2. A follow-up review after time given for improvement, that still indicates removal is necessary.
3. Presentation to the Director and if appropriate the Program Officer one level up for discussion and consideration.
4. With agreement of the Director and Program Officer, they will present documentation to the

- Director of GWRRA informing the Director of their decision.
5. Upon Director's approval, the Officer may be removed.
  6. Under rare circumstances Item 1 may be skipped after discussion and approval from the Director of GWRRA.
  7. Upon approval, return of GWRRA property/funds follows: 1) all materials of that office; 2) all property of that office (copy machines, file cabinets, etc.) paid for with funds generated by that office; 3) all fund balances generated for the operation of the office along with a full accounting and financial report. The transfer of the office should take place within a mutually agreeable period of time but **MUST NOT** exceed 30 days. The Appointing Officer should then forward the Officer appointment worksheet to the Home Office for processing.

## **SOME CAUSES FOR DISCIPLINE OR REMOVAL**

### ***THE IDEA OF DISCIPLINE IS TO WORK WITH AN OFFICER TO RESOLVE AN ISSUE.***

1. Abuse of Member feelings or GWRRA policies.
2. Failure to submit the required financial report at year-end or upon request.
3. Failure to submit the annual Chapter Chartering Fee.
4. Misuse of GWRRA funds.
5. Actions unbecoming an Officer of GWRRA.
6. Lack of compliance with the Memorandum of Understanding.

### **OFFICER DISCIPLINE OR RELEASE CHECKLIST**

This checklist is to help Officers considering the removal of Officers or Team Members. Officers involved in such actions should carefully review and consider each of the following questions. Careful and thoughtful consideration may result in new ideas for developing a win/win solution other than discipline or removal of the person from their position. This recommended procedure would ensure fairness to all.

1. As a Coach and Mentor, have you done all you can to encourage, train, educate, support and contribute to the success of this person in their position? If not, begin to do so now.
2. Is the problem or concern yours or someone else's? If it is someone else's, have you defined your proper role in the action?
3. Is the issue based on emotional concerns? Is the issue more of personalities than of operational concerns?
4. Have you identified and documented the specific "root" cause(s) of this issue?
5. Are other Officers, Team Members or Members aware of the situation in question? If so, how will you handle that?
6. Is, or will, GWRRA Inc. be affected by this situation or its possible outcome? If yes, what do you anticipate the repercussions from this action will be? What are your recommendations for offsetting any adverse reactions?
7. Have you reviewed all relevant GWRRA policies and procedures regarding discipline or removal of Officers?
8. Have you communicated with other "interested parties" for advice? (Your mentor or appointing Officer)?
9. Have you considered other possibilities besides removing the Officer? Identify at least three other possibilities - including the possibility of finding another position to which the person is better suited.
10. Have you defined and considered all aspects of the "problem," yours and theirs?
11. Have you had focused one-on-one discussions either in person or via telephone with the person in question? If so:
  - a. When?
  - b. What was discussed?
  - c. Were all the problematic areas identified and addressed?
  - d. What were the actions taken, decisions made, and follow-up dates set?

- e. What expectations were agreed to? Were they written down and were all parties provided with copies?
  - f. Were follow-up discussions scheduled and held?
12. Was a formal, written evaluation done? If yes:
- a. When?
  - b. What follow-up action is/was planned?
  - c. Did the Officer in question receive a copy? Did he/she sign it?
  - d. Did you discuss the results of the evaluation with the person in question? When and how?
  - e. Was a time agreed upon for a follow-up progress review? If so, when?
  - f. Was an agreement reached regarding continuing or resigning the appointment? If not, what were your actions?
13. Has your appointing Officer been consulted in this matter? Do you have their agreement and support? Other options?
14. Has your appointing Officer been provided with copies of all relevant information?
15. Have you prepared a formal Letter of Appreciation for the affected party sincerely thanking them for their service to GWRRA and its Membership?
16. Is a replacement in place or planned for?
17. What is the plan for transition of Officers?

REMEMBER: Treat others as YOU want to be treated. Treat others with respect, courtesy and sincere concern. Don't allow mole hills to become mountains. Find the win-win solution! A volunteer Officer is first of all a Member and ALL Members are important!



# **Section H - OFFICER RECOGNITION PROGRAMS**



## Director Award Recognition Program for Directors

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### Purpose...

To have prestigious awards consisting of three levels of recognition for the GWRRA Director Corps that acknowledge and honor notable Directors, who are industrious, dedicated, and worthy of consideration for further advancement. These levels will be...

- Senior Director
- Merit Award
- Director of the Year Award

Annually, GWRRA will recognize and honor outstanding Directors who have distinguished themselves through performance and dedication above their peers. Once an Officer achieves Senior status, they qualify to be further recognized by being selected to receive the "Merit Award". From the pool of "Merit Award" recipients the "Director of the Year" will be selected.

The Design of the Director Award patch has the background based on the original program patch of light blue and provisions to add the "Position held", the "Merit Award" and the "Director of the Year" patch to the bottom of the initial Senior patch as illustrated to the right.



Utilizing the pool of leadership talent available in the Senior Officer Corps is an additional resource to share responsibilities and to assist in situations where an advisory team is needed.

Another objective is to increase the opportunities for qualified Officers to continue to develop personally and provide their Chapter or District the benefit of their advanced skills and proven experience.

By offering a competitive environment we will encourage our Officers to be the best they can be and to provide a method to reward those who achieve superior levels of accomplishment.

### Candidates for Senior Recognition...

Officers who hold the position of Chapter Director or District Director or are eligible to be considered candidates for the Senior Officer designation provided they are **ABOVE AVERAGE** and excel in the execution of their position expectations. Only Officers who have distinguished themselves by demonstrating excellence in service to the Membership will be rewarded with this title.

The candidate must currently be in the position and have at least two years of experience to contribute to the Association at a level deserving of merit with respect to the appointment.

- Abides by the MOU and Oath of Office
- Holds monthly zoom calls with team/CD's or separate CD call
- Attends Director/designee (DA's) zoom calls
- Monthly newsletter/bulletin-Team Officers write newsworthy articles
- Submits correctly filled out paperwork in a timely manner
- Support & budget dollars available for programs
- Positive influence on Social Media
- Up to date Website
- Encourages ghost Members to join by having a cost on District paid events
  - Example-picnics, Christmas Party, any event District funds are used
  - These events should benefit our GWRRA Members, not non-Members

#### Senior Chapter Director Appointment Criteria

- Abides by the MOU and Oath of Office
- Attends monthly District zoom calls if invited by District
- Monthly Newsletter/bulletin
- Submits correctly filled out paperwork in a timely manner
- Positive influence on Social Media
- Up to date Website if Chapter has one
- Encourages ghost Members to join by having a cost on Chapter paid events
  - Example-picnics, Christmas Party, any event Chapter funds are used
  - These events should benefit our GWRRA Members, not non-Members

### **Nomination and Approval for a Senior Officer...**

It is the appointing officer's responsibility to exercise fairness and integrity in determining a candidate's worthiness for consideration of appointment to Senior Officer. Without bias, the appointing Officer must put forth a conscientious and thorough assessment of the candidate to be considered. Therefore, it is expected that any Senior Officer Candidate meet the above criteria and be able to fulfill the expectations of the Senior Officer position. The approval process for awarding the Senior Officer designation follows:

- Chapter Director nomination requires the District Director to fill out the Officer Appointment form with the approval of the Director of GWRRA or the designee.
- District Director nomination requires a Director's Assistant to fill out the Officer Appointment form with approval of the Director of GWRRA or the designee.

The Officer Appointment Form shall be sent or emailed to the Director's Assistant (in charge of the District Director and Chapter Director Senior Program). Copies of paperwork concerning Senior Officer Appointments shall be emailed to the Director of GWRRA, and the Director Assistant and once approved, to the Home Office and maintained at the respective levels.

### **Expectations of Senior Officers...**

The primary expectation of a Senior Officer is their willingness and ability to assist their Appointing Officer and Core Team with task-oriented assignments, while continuing to satisfy the demands and responsibilities of their current position. The Senior Officer Program is an opportunity to learn while doing and will provide the

foundation for consideration of the next level of service.

### **The Senior Officer should fulfill the following expectations:**

- Be a positive **ROLE MODEL** for others to follow.
- Assist with mentoring and coaching of other volunteer Officers and Team Members
- Assist with the planning and staging of events and activities within the Chapter, District and the association.
- Assist new Chapters with advice, expertise and coaching to develop a strong foundation of leadership.
- Assist other Chapters or Districts that may require support or experience in planning their gatherings or activities.
- Assist in the communication flow of the Association at all levels.
- Support the betterment of the Association in areas such as image, visibility, growth and retention.
- Endeavor to be a mediator and a solution minded problem solver for Officers and Members alike.
- Assist with targeting and developing new officer prospects.
- Be a vigilant steward of Association and Member assets and financial welfare.

### **Senior Officer Approvals...**

Officers appointed to the position of “Senior” will receive the Senior Award patch depicting their level, Chapter or District and they will hold this honorary designation for their life in GWRRA. You are highly encouraged to wear your Senior Award patch at all times. However, if you move up or down in a position, the Senior designation does not move into the new position. An Officer can be considered again for a Senior Award in the new position they hold.

### **Candidates for Merit Award and Director of the Year Award...**

Annually, GWRRA recognizes and honors outstanding Senior Officers who have distinguished themselves through performance and dedication above their peers. Merit Awards recipients will be announced two months before Wing Ding and presented on the Awards and Recognition Day.

Nominations for recognition are requested from each District four (4) months prior to Wing Ding. Team GWRRA will request nominations from the District Director for consideration. Director of GWRRA or designee (Director’s Assistant in charge of the Senior Program) and committee will review the nominations (and include the District Director for consideration as appropriate) and select those that are felt deserving of recognition. Nominations are encouraged from all Districts.

All nominations submitted are considered for the Merit Award. While not a hard and fast rule, the Director’s Assistant (in charge of the Senior Program) attempts to recognize one outstanding Director from each District.

From the Merit Award recipients, the Director of the Year Selection Committee will select a Director of the Year with concurrence of the Director of GWRRA and Director’s Assistants. Award recipient will not be revealed until Wing Ding.

## **Criteria for Merit Award and Director of the Year Award Consideration...**

The following criteria should be considered in the evaluation of potential nominees:

1. An active Senior Director and current member in good standing.
2. Actively and positively promotes all GWRRA programs REP, MEP, MAP and University
3. Be current and active in the Rider Education Levels Program at a minimum of Level III
4. Assists their appointing Director with planning and execution of their GWRRA Programs and functions
5. Completes and submits Budget, Financial Report, and 990 return on time
6. Promotes, supports, and participates in many, if not all, of their sister Chapters and Districts functions and events
7. Actively works with their appointing Director to target and develop future leaders.
8. Through example demonstrates the teachings of GWRRA by serving as an outstanding Team Leader and a supporting Team Member.

## **Nomination for Approval Merit Award and Director of the Year Award...**

To be considered for these prestigious awards, nominations must be submitted with a written statement attesting to their activities and support, any unique qualities or accomplishments and other reasons for consideration. The written nomination material will be the only information considered during the selection process; therefore, it must be as complete and descriptive as possible.

1. Chapter Directors require the written recommendation of the District Director and the concurrence of the Director of GWRRA or designee.
2. District Directors require the written recommendation of the Director's Assistant and the concurrence of the Director of GWRRA or the designee.

The written nomination material and the Officer Appointment Form shall be sent or emailed to the Director's Assistant (in charge of the District Director and Chapter Director Senior Program). Copies of paperwork concerning Senior Officer Appointments shall be maintained at the respective District and Association levels. These materials will be used to determine the Merit Award winner from each District and from those recipients the Director of the Year will be selected. Merit Award recipients are encouraged to attend Wing Ding. The Director of the Year recipient will not be revealed until Wing Ding.



## The Director Award Recognition Program for Member Enhancement

### Purpose...

To have prestigious awards consisting of three levels of recognition for the GWRRA Membership Enhancement Corps that acknowledge and honor notable Coordinators, who are industrious, dedicated, and worthy of consideration for further advancement. These levels will be...

- Senior Membership Enhancement Coordinator
- Merit Award
- Membership Enhancement Coordinator of the Year Award

Annually, GWRRA will recognize and honor outstanding Membership Enhancement Coordinators who have distinguished themselves through performance and dedication above their peers. Once an Officer achieves Senior status, they qualify to be further recognized by being selected to receive the "Merit Award". From the pool of "Merit Award" recipients the "Membership Enhancement Coordinator of the Year" will be selected.



The Design of the Membership Enhancement Coordinator Award patch has the background matching the Eagle Officer pin and provisions to add the "Position held", the "Merit Award" and the "Membership Enhancement Coordinator of the Year" patch to the bottom of the initial Senior patch as illustrated to the right.

Utilizing the pool of leadership talent available in the Senior Officer Corps is an additional resource to share responsibilities and to assist in situations where an advisory team is needed.

Another objective is to increase the opportunities for qualified Officers to continue to develop personally and provide their Chapter or District the benefit of their advanced skills and proven experience.

By offering a competitive environment we will encourage our Officers to be the best they can be and to provide a method to reward those who achieve superior levels of accomplishment.

### Candidates for Senior Recognition...

Officers who hold the position of Chapter Membership Enhancement Coordinator or District Membership Enhancement Coordinator are eligible to be considered candidates for the Senior Officer designation provided that, when compared to their peers, they are **ABOVE AVERAGE** and excel in the execution of their position expectations. Only Officers who have distinguished themselves by demonstrating excellence in service to the Membership will be rewarded with this title.

## **Criteria for Senior Candidate Consideration...**

Specific Program criteria will be assessed on the Senior Award Nomination Form

### **Nomination Criteria as a Leader**

- Appearance represents pride in GWRRA (wears 10" patch)
- Is recognized as a positive role model by their peers
- Is well respected, personable, and positively recognized by peers as an excellent Officer
- Is MEMBER focused and supports all aspects of the Association
- Is capable of managing disgruntled Members or leadership issues with fairness and integrity
- Is supportive in administration of GWRRA goals, policies and procedures
- Actively participated in training

### **Nomination Criteria as a Facilitator**

- Conveys a positive attitude and has demonstrated the use of a Team approach
- Candidate has demonstrated excellent delegation skills involving Core and supporting Team members
- Candidate is a good steward for the Association
- Possesses written and excellent verbal communication skills
- Candidate has participated and/or led FUN activities in their Chapter or District
- Candidate has actively worked on recruitment and retention.

### **Nomination Criteria as a Supporting Team Member**

- Takes objective instruction well from their appointing Officer
- Maintains good working relationship with Chapter, District and Teams GWRRA
- Supports GWRRA programs: Operations, Rider Ed, GWRRA University and Motorist
- Awareness
- Has a keen desire to advance to the next level

## **Nomination and Approval for a Senior Officer...**

It is the appointing officer's responsibility to exercise fairness and integrity in determining a candidate's worthiness for consideration of appointment to Senior Officer. Without bias, the appointing Officer must put forth a conscientious and thorough assessment of the candidate to be considered. Therefore, it is expected that any Senior Officer Candidate meet the above criteria and be able to fulfill the expectations of the Senior Officer position. The approval process for awarding the Senior Officer designation follows:

- Chapter Membership Enhancement Coordinator nomination requires the Chapter Director to fill out the Officer Appointment form with the concurrence of the District Membership Enhancement Coordinator, and the Director of Membership Enhancement.
- District Membership Enhancement Coordinator nomination requires the District Director to fill out the Officer Appointment form with concurrence of the Director of Membership Enhancement.

The Membership Enhancement Coordinator Appointment Form shall be sent or emailed to the Directors of the Membership Enhancement Program, the Director of GWRRA, and the Director's Assistant. Copies of paperwork concerning Senior Officer Appointments shall be emailed, once approved, to the Home Office and maintained at the respective levels.

## **Expectations of Senior Officers...**

The primary expectation of a Senior Officer is their willingness and ability to assist their Appointing Officer and Core Team with task-oriented assignments, while continuing to satisfy the demands and responsibilities of their current position. The Senior Officer Program is an opportunity to learn while doing and will provide the foundation for consideration of the next level of service.

### **The Senior Officer should fulfill the following expectations:**

- Be a positive **ROLE MODEL** for others to follow.
- Assist with mentoring and coaching of other volunteer Officers and Team Members
- Assist with the planning and staging of events and activities within the Chapter, District and the Association.
- Assist new Chapters with advice, expertise and coaching to develop a strong foundation of leadership.
- Assist other Chapters or Districts that may require support or experience in planning their gatherings or activities.
- Assist in the communication flow of the Association at all levels.
- Support the betterment of the Association in areas such as image, visibility, growth and retention.
- Endeavor to be a mediator and a solution minded problem solver for Officers and Members alike.
- Assist with targeting and developing new officer prospects.
- Be a vigilant steward of Association and Member assets and financial welfare.

## **Senior Officer Approvals...**

Officers appointed to the position of "Senior" will receive the Senior Award patch depicting their level, Chapter or District and they will hold this honorary designation for their life in GWRRA. You are highly encouraged to wear your Senior Award patch at all times. However, if you move up or down in a position, the Senior designation does not move into the new position. An Officer can be considered again for a Senior Award in the new position they hold.

## **Candidates for Merit Award and Membership Enhancement Coordinator of the Year Award...**

Annually, GWRRA recognizes and honors outstanding Senior Officers who have distinguished themselves through performance and dedication above their peers. Merit Awards recipients will be announced two months before Wing Ding and presented on the Awards and Recognition Day.

Nominations for recognition are requested from each District four (4) months prior to Wing Ding. Membership Enhancement will request nominations from the District Director for consideration. The Director of Membership Enhancement will review the nominations (and include the District Director for consideration as appropriate) and select those that are felt deserving of recognition. Nominations are encouraged from all Districts. All nominations submitted are considered for the Merit Award.

From the Merit Award recipients, the Membership Enhancement Coordinator of the Year Selection Committee will select a Membership Enhancement Coordinator of the Year with concurrence of the Director of Membership Enhancement and the Director of GWRRA. Award recipient will not be revealed until Wing Ding.

## **Criteria for Merit Award and Membership Enhancement Coordinator of the Year Award Consideration...**

The following criteria should be considered in the evaluation of potential nominees:

1. An active Senior Membership Enhancement Coordinator and current member in good standing.
2. Actively and positively promotes all GWRRA programs Operations, REP, MAP and University
3. Be current and active in the Rider Education Levels Program at a minimum of Level III
4. Has attained high levels of contact of Prospective, New and other Members from the ARL monthly
5. Has actively recruited and assisted in retention of Membership
6. Has worked together with their team to support and promote Chapter or District events/activities
7. Assists their appointing Director with planning and execution of their GWRRA Programs and functions
8. Participates in the budgeting of their Chapter or District
9. Promotes, supports, and participates in many, if not all, of their sister Chapters and Districts functions and events
10. Actively works with their appointing Director to target and develop future leaders.
11. Through example demonstrates the teachings of GWRRA by serving as an outstanding Team Leader and a supporting Team Member.

## **Nomination for Approval Merit Award and Membership Enhancement Coordinator of the Year Award...**

To be considered for these prestigious awards, nominations must be submitted with a written statement attesting to their activities and support, any unique qualities or accomplishments and other reasons for consideration. The written nomination material will be the only information considered during the selection process; therefore, it must be as complete and descriptive as possible.

1. Chapter Membership Enhancement Coordinator requires the written recommendation of the Chapter Director and the concurrence of the District Membership Enhancement Coordinator, and the Director of Membership Enhancement.
2. District Membership Enhancement Coordinator requires the written recommendation of the District Director with concurrence from Director of Membership Enhancement.

The written nomination material and the Membership Enhancement Coordinator Officer Appointment Form shall be sent or emailed to the Directors of the Membership Enhancement Program. Senior Officer Appointments shall be maintained at the respective District and Association levels. These materials will be used to determine the Merit Award winner from each District and from those recipients the Membership Enhancement Coordinator of the Year will be selected. Merit Award recipients are encouraged to attend Wing Ding. The Membership Enhancement Coordinator of the Year recipient will not be revealed until Wing Ding.



## The Director Award Recognition Program For District Educators and District/Chapter Ride Coordinators

The Director of Rider Education is pleased to recognize outstanding Officers in Rider Education with this prestigious award.

This awards program consisting of two categories, one recognizes District Educators and the other District/Chapter Ride Coordinators. Each category has their own criteria and each with three levels of recognition that acknowledges and honors notable Officers, who are industrious, dedicated, and worthy of consideration for further advancement. These levels are:

- Senior Educator / Senior District/Chapter Ride Coordinator
- Educator Merit Award / Ride Coordinator Merit Award
- Educator of the Year Award / Ride Coordinator of the Year

Once a year, GWRRA will recognize and honor outstanding Officers who have distinguished themselves through performance and dedication above their peers. When an Officer achieves Senior status, they can qualify to be further recognized by being selected to receive a “Merit Award”. From each the group of “Merit Award” recipients the “Educator of the Year and Ride Coordinator of the Year” will be selected.



The design of the District Educator and District/Chapter Ride Coordinator Award patch has a red background with gold like the Eagle Officer pin and provisions to add the “Position held”, the “Merit Award” and the “District Educator or Ride Coordinator of the Year” patch to the bottom of the initial Senior patch as illustrated above right.

Utilizing the pool of leadership talent available in the Senior Officer Corps is an additional resource to share responsibilities and to assist in situations where an advisory team is needed.

Another objective is to increase the opportunities for qualified Officers to continue to develop personally and provide their District the benefit of their advanced skills and proven experience.

By offering a competitive environment we encourage our Officers are encouraged to be the best they can be and to provide a method to reward those who achieve superior levels of accomplishment.

## SENIOR DISTRICT EDUCATOR / SENIOR RIDER COORDINATOR PROGRAM

The primary purpose of this program is to provide an ongoing recognition of outstanding District Educators and District Ride Coordinators to provide a means to share their knowledge and experience with other Educators, Coordinators and Members. A more detailed description of this programs purpose is:

- to add a new level of communications to the existing Educator network to recognize and encourage leaders who are industrious, dedicated, and worthy of consideration for advancement.
- to increase the number of qualified prospects who may advance to the next level of responsibility, thereby increasing the likelihood of selecting the best-qualified candidates for other positions in the Rider Education Program.
- to better utilize the knowledge of Senior Educators who will continue to share their skills and experience with their District, and perhaps, advance to the next level.

## ELIGIBILITY FOR SENIOR DISTRICT EDUCATOR/SENIOR RIDE COORDINATOR RECOGNITION

Officers who hold the position of District Educator or District/Chapter Ride Coordinator are eligible to be recognized as Senior Officers providing, when compared to their peers, they are **ABOVE AVERAGE** in the performance of their duties and responsibilities.

The promotion to Senior should be reserved for those Officers who will have served in their current position for a period suitable to determine their merit for Senior recognition. At least two years in the current position beginning a third consecutive year would be necessary for a District Educator or a Ride Coordinator to have enough experience and successful performance to be considered.

Overall, candidates for GWRRA Rider Education Program Senior recognition should have the following attributes:

- Is a current GWRRA Member and a current Level IV in the GWRRA Rider Education Levels Program as *District Educator*, at least a current Level III as *District Ride Coordinator*, or at least a current Level II as *Chapter Ride Coordinator*
- Is a Road Captain as a *District or Chapter Ride Coordinator*
- Is considered well ABOVE AVERAGE in current position when compared to their peers.
- Possesses good communications skills.
- Is and has been a role model for their peers.
- Has proactively assisted other Rider Education Officers as needed
- Is willing and able to provide coaching and mentoring to others
- Sets an example for all GWRRA members by adhering to the Rider Education Program requirements including ALL THE GEAR, ALL THE TIME (ATTGAT)

When the Officer meets the eligibility criteria for recognition as a Senior, the GWRRA Change Form/Appointment Worksheet should be completed, approved by the District Director, and forwarded to the GWRRA Rider Education Program Director, the Director of GWRRA, and the Director Assistant for review and submission to the Home Office for processing. The Program Director will sign and submit the appointment form to the Home Office for processing.

## EXPECTATIONS OF SENIOR DISTRICT EDUCATORS

The primary expectation of a Senior District Educator is their willingness and ability to assist their the GWRRA Rider Education Team with task-oriented assignments, while continuing to satisfy the demands of their present responsibilities. The Senior Educator should be capable of meeting these expectations:

- Assist with mentoring and coaching of their peers
- Help with the planning and staging of WING DING and District rallies
- Contribute to the planning and staging of Rider Education training events and activities within a

District and other Districts that may require support or experience in planning their goals, objectives, and events

- Support the Association in areas such as image, visibility, growth, and retention
- Assist with identifying and cultivating new Rider Educator candidates
- Promote and communicate current, fact-based information regarding the Rider Education Program
- Be a **ROLE MODEL** for their peers and others
- Has completed and submitted 3-4 of the District's quarterly N.6 Rider Education Activity reports on time
- Attends scheduled Rider Education Program Zoom calls
- Distributes a monthly rider education article to their District's Members through the District Newsletter or an alternative method

## **SENIOR RIDE COORDINATOR PROGRAM**

The primary purpose of this program is to provide an ongoing recognition of outstanding Ride Coordinators and to provide a means to share their knowledge and experience with other Ride Coordinators and Members. A more detailed description of this programs purpose is:

- to add a new level of communications to the existing Ride Coordinators network to recognize and encourage leaders who are industrious, dedicated, and worthy of consideration for advancement
- to increase the number of qualified prospects who may advance to the next level of responsibility, thereby increasing the likelihood of selecting the best-qualified candidates for other positions in the Rider Education Program.
- to better utilize the knowledge of Senior Ride Coordinators who will continue to share their skills and experience with their District, and perhaps, advance to the next level

## **EXPECTATIONS OF SENIOR DISTRICT RIDE COORDINATORS**

The primary expectation of a Senior District Ride Coordinator is their willingness and ability to assist their District Team and programs with task-oriented assignments, while continuing to satisfy the demands of their present responsibilities. The Senior District Ride Coordinator should be capable of meeting these expectations:

- Assist with mentoring and coaching of their peers
- Help with the planning and staging of WING DING and District rallies
- Contribute to the planning of Rider Education and University training events and activities in their District and assist other Districts that may require support or experience in coordinating group rides for various activities and events
- Support the Association in areas such as image, visibility, growth, and retention
- Assist with identifying and cultivating new Ride Coordinator candidates
- Promote and communicate current, fact-based information related to Education Program
- Be a **ROLE MODEL** for their peers and others
- Distributes a monthly article to their District's Members through the District Newsletter or an alternative method related to coordinated rides to events, educational activities, and other functions dependent of team riding as a group.

## **EXPECTATIONS OF SENIOR CHAPTER RIDE COORDINATORS**

The primary expectation of a Senior Chapter Ride Coordinator is their willingness and ability to assist their Chapter Team with task-oriented assignments related to specific chapter events, while continuing to satisfy the demands of their present responsibilities. The Senior Chapter Ride Coordinator should be capable of meeting these expectations:

- Assist with mentoring and coaching of their peers
- Help with the planning and staging District rallies in coordination with the District Ride Coordinator
- Support the Association in areas such as image, visibility, growth, and retention
- Assist with identifying and cultivating new Ride Coordinator candidates

- Promote and communicate current, fact-based information related to GWRRA Membership and the Rider Education Program
- Be a **ROLE MODEL** for their peers and others
- Attends scheduled Rider Education Program Zoom calls as District Ride Coordinator
- Distributes a monthly article to Chapter participants through their Chapter Newsletter or an alternative method related to the coordination of rides to chapter and District events, educational activities, and other functions dependent of team riding as a group.

## **SENIOR DISTRICT EDUCATOR AND SENIOR RIDE COORDINATOR MERIT AWARDS**

Annually, GWRRA Rider Education Program honors outstanding Senior Educators and Senior District/Chapter Ride Coordinators who have distinguished themselves through performance and dedication above their peers with Merit Award recognition.

In the first quarter, GWRRA Director of Rider Education Program requests written nominations from District Directors for candidates eligible to serve or currently serving as Senior District Educators and Senior District/Chapter Ride Coordinators.

Through the District, Chapter Directors may nominate a Senior Chapter Ride Coordinator for merit recognition and will submit their written nomination to the District Director. The District Director will be responsible for forwarding all nominations to the GWRRA Director, Rider Education Program on or before March 30<sup>th</sup> each year.

Additional letters of recommendation from other Officers and Members will also be considered and should accompany a District Director's submissions.

The GWRRA Rider Education Program Team will review the nominations selecting those deserving of Merit Award recognition. From the Merit Award recipients, the Rider Education Program Director will select one Senior District Educator as GWRRA Educator of the Year and one Senior Ride Coordinator as GWRRA Ride Coordinator of the Year. Award recipients will not be revealed until the Master gathering at WING DING.



## The Director Award Recognition Program for Motorist Awareness

### Purpose...

To have prestigious awards consisting of three levels of recognition for the GWRRA Motorist Awareness Corps that acknowledge and honor notable Coordinators, who are industrious, dedicated, and worthy of consideration for further advancement. These levels will be...

- Senior Motorist Awareness Coordinator
- Motorist Awareness Program Merit Award
- Motorist Awareness Coordinator of the Year Award

Annually, GWRRA will recognize and honor outstanding Motorist Awareness Coordinators who have distinguished themselves through performance and dedication above their peers. Once an Officer achieves Senior status, they qualify to be further recognized by being selected to receive the "Merit Award". From a pool of "Merit Award" recipients the "Motorist Awareness Coordinator of the Year" will be selected.

The Design of the Motorist Awareness Coordinator Award patch has the background matching the Eagle Officer pin and provisions to add the "Position held", the "Senior Award," the "Merit Award" and the "Motorist Awareness Coordinator of the Year" patch as illustrated to the right.



Utilizing the pool of leadership talent available in the Senior Officer Corps is an additional resource to share responsibilities and to assist in situations where an advisory team is needed.

Another objective is to increase the opportunities for qualified Officers to continue to develop personally and provide their District the benefit of their advanced skills and proven experience.

By offering a competitive environment we will encourage our Officers to be the best they can be and to provide a method to reward those who achieve superior levels of accomplishment.

### Candidates for Senior Recognition...

Officers who hold the position of District Motorist Awareness Coordinator are eligible to be considered candidates for the Senior Officer designation provided that, when compared to their peers, they excel in the execution of their position expectations. Only Officers who have distinguished themselves by demonstrating excellence in service to the Membership will be rewarded with this title.

The Senior Officer candidate must currently be in the position and have at least two years of experience to contribute to the Association at a level deserving of merit and respect to the appointment.

## **Criteria for Senior Candidate Consideration...**

- Consistent participation in scheduled MAP Zoom Calls and/or Meetings
- Consistent submission of MAP Activity Forms
- Outstanding Support and participation with Chapter and District teams and events
- Outstanding Participation in the Development and Promotion of the MA Program
- Documentation outlining items 3 and four are requested.

## **Nomination and Approval for a Senior Officer...**

It is the appointing officer's responsibility to exercise fairness and integrity in determining a candidate's worthiness for consideration of appointment to Senior Officer. Without bias, the appointing Officer must put forth a conscientious and thorough assessment of the candidate to be considered. Therefore, it is expected that any Senior Officer Candidate meet the above criteria and be able to fulfill the expectations of the Senior Officer position. The approval process for awarding the Senior Officer designation follows:

- Chapter Membership Enhancement Coordinator nomination requires the Chapter Director to fill out the Officer Appointment form with the concurrence of the District Membership Enhancement Coordinator, and the Director of Membership Enhancement.
- District Motorist Awareness Coordinator nomination requires the District Director to fill out the Officer Appointment form with concurrence of the Director of Motorist Awareness.

The Membership Enhancement Coordinator Appointment Form shall be sent or emailed to the Directors of the Membership Enhancement Program, the Director of GWRRA, and the Director's Assistant. Copies of paperwork concerning Senior Officer Appointments shall be emailed, once approved, to the Home Office and maintained at the respective levels.

## **Expectations of Senior Officers...**

The primary expectation of a Senior Officer is their willingness and ability to assist their Appointing Officer and Core Team with task-oriented assignments, while continuing to satisfy the demands and responsibilities of their current position. The Senior Officer Program is an opportunity to learn while doing and will provide the foundation for consideration of the next level of service.

### **The Senior Officer should fulfill the following expectations:**

- Be a positive **ROLE MODEL** for others to follow.
- Assist with mentoring and coaching of other volunteer Officers and Team Members
- Assist with the planning and staging of events and activities within the Chapter, District and the Association.
- Assist new Chapters with advice, expertise and coaching to develop a strong foundation of leadership.
- Assist other Chapters or Districts that may require support or experience in planning their gatherings or activities.
- Assist in the communication flow of the Association at all levels.
- Support the betterment of the Association in areas such as image, visibility, growth and retention.
- Endeavor to be a mediator and a solution minded problem solver for Officers and Members alike.
- Assist with targeting and developing new officer prospects.
- Be a vigilant steward of Association and Member assets and financial welfare.

## **Senior Officer Approvals...**

Officers appointed to the position of "Senior" will receive the Senior Award patch depicting their level, Chapter or District and they will hold this honorary designation for their life in GWRRA. You are highly encouraged to wear your Senior Award patch at all times. However, if you move up or down in a position, the Senior designation does not move into the new position. An Officer can be considered again for a Senior Award in the new position they hold.

## **Candidates for Merit Award and Motorist Awareness Coordinator of the Year Award...**

Annually, GWRRA recognizes and honors outstanding Senior Officers who have distinguished themselves through performance and dedication above their peers. Merit Awards recipients will be announced two months before Wing Ding and presented on the Awards and Recognition Day.

Nominations for recognition are requested from each District four (4) months prior to Wing Ding. Motorist Awareness will request nominations from the District Director for consideration. The Director of Motorist Awareness will review the nominations (and include the District Director for consideration as appropriate) and select those that are felt deserving of recognition. These will be submitted to the Director of GWRRA. Nominations are encouraged from all Districts.

All nominations submitted are considered for the Merit Award. While not a hard and fast rule, the Program Director attempts to recognize at least one outstanding Motorist Awareness Coordinator from each District. From the Merit Award recipients, the Motorist Awareness Coordinator of the Year Selection Committee will select a Motorist Awareness Coordinator of the Year with concurrence of the Director of Motorist Awareness and the Director of GWRRA. Award recipient will not be revealed until Wing Ding.

## **Criteria for Merit Award and Motorist Awareness Coordinator of the Year Award Consideration...**

The following criteria should be considered in the evaluation of potential nominees:

1. An active Senior Motorist Awareness Coordinator and current member in good standing.
2. Actively and positively promotes all GWRRA programs Operations, REP, MEP and University
3. Be current and active in the Rider Education Levels Program at a minimum of Level III
4. Assists their appointing Director with planning and execution of their GWRRA Programs and functions
5. Participates in the budgeting of their District as their position allows
6. Promotes, supports, and participates in many, if not all, of their sister Chapters and Districts functions and events
7. Actively works with their appointing Director to target and develop future leaders.
8. Through example demonstrates the teachings of GWRRA by serving as an outstanding Team Leader and a supporting Team Member.

## **Nomination for Approval Merit Award and Motorist Awareness Coordinator of the Year Award...**

To be considered for these prestigious awards, nominations must be submitted with a written statement attesting to their activities and support, any unique qualities or accomplishments and other reasons for consideration. The written nomination material will be the only information considered during the selection process; therefore, it must be as complete and descriptive as possible.

- District Motorist Awareness Coordinator requires the written recommendation of the District Director with concurrence the Director of Motorist Awareness and the GWRRA Director or designee.

The written nomination material and the Officer Appointment Form shall be sent or emailed to the Program Director, Director of GWRRA, and the Team GWRRA Director's Assistant. Copies of paperwork concerning Senior Officer Appointments shall be maintained at the respective District and Association levels. These materials will be used to determine the Merit Award winner from each District and from those recipients the Motorist Awareness Coordinator of the Year will be selected. Merit Award recipients are encouraged to attend Wing Ding. The Motorist Awareness Coordinator of the Year recipient will not be revealed until Wing Ding.

### **Instructions for Submitting a Motorist Awareness Program Award Candidate Application**

1. Review "**The Director Award Recognition Program for Motorist Awareness**" and *make sure* your candidate meets the necessary qualifications.
2. Fill out the **GWRRA Officer Change/Appointment Worksheet**. Under *Position Appointed to*: locate the blue highlighted box on the left marked, "Other". Check the box and write MAP Senior. Merit award is written justification.
3. Continue to fill out the GWRRA Officer Change/Appointment Worksheet. You, the District Director, will sign where requested. The District Director is the appointing Officer. MAP is approving. No MOU needed.
4. Attach all supporting documentation (*very, very important*) to the **GWRRA Officer Change/Appointment Worksheet**.
5. Email the GWRRA Officer Change/Appointment Worksheet and all supporting documentation to the MAP Director with a copy to the Director of GWRRA and the Team GWRRA Director's Assistant.



# The Director Award Recognition Program for University Coordinator

## Purpose...

To have prestigious awards consisting of three levels of recognition for the GWRRA University Corps that acknowledge and honor notable Coordinators, who are industrious, dedicated, and worthy of consideration for further advancement. These levels will be...

- Senior University Coordinator
- Merit Award
- University Coordinator of the Year Award

Annually, GWRRA will recognize and honor outstanding University Coordinators who have distinguished themselves through performance and dedication above their peers. Once an Officer achieves Senior status, they qualify to be further recognized by being selected to receive the "Merit Award". From the pool of "Merit Award" recipients the "University Coordinator of the Year" will be selected.



The Design of the University Coordinator Award patch has a black background with gold, similar to the Eagle Officer pin and provisions to add the "Position held", the "Merit Award" and the "University Coordinator of the Year" patch to the bottom of the initial Senior patch as illustrated to the right.

Utilizing the pool of leadership talent available in the Senior Officer Corps is an additional resource to share responsibilities and to assist in situations where an advisory team is needed.

Another objective is to increase the opportunities for qualified Officers to continue to develop personally and provide their District the benefit of their advanced skills and proven experience.

By offering a competitive environment we will encourage our Officers to be the best they can be and to provide a method to reward those who achieve superior levels of accomplishment.

## Candidates for Senior Recognition...

Officers who hold the position of District University Coordinator are eligible to be considered candidates for the Senior Officer designation provided that, when compared to their peers, they are **ABOVE AVERAGE** and excel in the execution of their position expectations. Only Officers who have distinguished themselves by demonstrating excellence in service to the Membership will be rewarded with this title.

The candidate must currently be in the position and have at least two years of experience to contribute to the Association at a level deserving of merit with respect to the appointment.

### **Criteria for Senior Candidate Consideration...**

- Contribute an article to your District Newsletter monthly (include recent or upcoming training events).
- Encourage Instructors/Trainers to contribute articles and pictures of training events to your District and Chapter newsletters.
- Assure that flyers pertaining to training events are distributed to all your Chapter Directors and the District Newsletter editors.
- E-mail U.10's (University Training Event Digital form) pertaining to training events to the University Director for distribution to University platforms.
- Develop a plan to communicate by email, at least monthly, to your Instructors/Trainers.
- All training event flyers (if not in the U.10 format) must have prior approval from the University Director.
- Create and maintain an email list of the Instructors/Trainers and the University Team.
- Attend monthly ZOOM call.
- Report planned activities to the University Director by the 10<sup>th</sup> of the month if not on the Zoom call.
- Updates regarding the Instructor/Trainers (email addresses, phone number changes) reported monthly.
- Any changes to Instructor/Trainers (resignation, new instructors) reported immediately.
- University Instructor/Trainer Renewals are due and submitted digitally every two years using the U.4 (Instructor Recertification Form) by the Instructor/Trainer.
- U.3's (class rosters) are to be transmitted digitally within seven (7) days of the event.

### **Nomination and Approval for a Senior Officer...**

It is the appointing officer's responsibility to exercise fairness and integrity in determining a candidate's worthiness for consideration of appointment to Senior Officer. Without bias, the appointing Officer must put forth a conscientious and thorough assessment of the candidate to be considered. Therefore, it is expected that any Senior Officer Candidate meet the above criteria and be able to fulfill the expectations of the Senior Officer position. The approval process for awarding the Senior Officer designation follows:

- District University Coordinator nomination requires the District Director to fill out the Officer Appointment form with concurrence of the Director of GWRRA University.

The Officer Appointment Form shall be sent or emailed to the Program Director, the Director of GWRRA, and the Director Assistant. Copies of paperwork concerning Senior Officer Appointments shall be emailed, once approved, to the Home Office and maintained at the respective levels.

### **Expectations of Senior Officers...**

The primary expectation of a Senior Officer is their willingness and ability to assist their Appointing Officer and Core Team with task oriented assignments, while continuing to satisfy the demands and responsibilities of their current position. The Senior Officer Program is an opportunity to learn while doing and will provide the foundation for consideration of the next level of service.

#### **The Senior Officer should fulfill the following expectations:**

- Be a positive **ROLE MODEL** for others to follow.
- Assist with mentoring and coaching of other volunteer Officers and Team Members
- Assist with the planning and staging of events and activities within the Chapter, District and the Association.
- Has been proactive with the District Rider Educator in facilitating Education events within the District. Working toward the goal of at least 1 per quarter
- Works well with the District Educator to evaluate the Educational needs in the District

- Assist new Chapters with advice, expertise and coaching to develop a strong foundation of leadership.
- Assist other Chapters or Districts that may require support or experience in planning their gatherings or activities.
- Assist in the communication flow of the Association at all levels.
- Support the betterment of the Association in areas such as image, visibility, growth and retention.
- Endeavor to be a mediator and a solution minded problem solver for Officers and Members alike.
- Assist with targeting and developing new officer prospects.
- Be a vigilant steward of Association and Member assets and financial welfare.

### **Senior Officer Approvals...**

Officers appointed to the position of “Senior” will receive the Senior Award patch depicting their level, Chapter or District and they will hold this honorary designation for their life in GWRRA. You are highly encouraged to wear your Senior Award patch at all times. However, if you move up or down in a position, the Senior designation does not move into the new position. An Officer can be considered again for a Senior Award in the new position they hold.

### **Candidates for Merit Award and University Coordinator of the Year Award...**

Annually, GWRRA recognizes and honors outstanding Senior Officers who have distinguished themselves through performance and dedication above their peers. Merit Awards recipients will be announced two months before Wing Ding and presented on the Awards and Recognition Day.

Nominations for recognition are requested from each District four (4) months prior to Wing Ding. GWRRA University will request nominations from the District Director for consideration. The Director of GWRRA University will review the nominations (and include the District Director for consideration as appropriate) and select those that are felt deserving of recognition. These will be submitted to the Director of GWRRA. Nominations are encouraged from all Districts. All nominations submitted are considered for the Merit Award.

From the Merit Award recipients, the University Coordinator of the Year Selection Committee will select a University Coordinator of the Year with concurrence of the Director of GWRRA University and the Director of GWRRA. Award recipient will not be revealed until Wing Ding.

### **Criteria for Merit Award and University Coordinator of the Year Award Consideration...**

The following criteria should be considered in the evaluation of potential nominees:

1. An active Senior University Coordinator and current member in good standing.
2. Actively and positively promotes all GWRRA programs Operations, REP, MEP and MAP
3. Be current and active in the Rider Education Levels Program at a minimum of Level III
4. Assists their appointing Director with planning and execution of their GWRRA Programs and functions
5. Demonstrates leadership in working with the District Educator to evaluate the Educational needs of the Members and of the District.
6. Has successfully met the goals of a true ride in education experience for all Members.
7. Participates in the budgeting of their District
8. Promotes, supports, and participates in many, if not all, of their sister Chapters and Districts functions and events
9. Actively works with their appointing Director to target and develop future leaders.
10. Through example demonstrates the teachings of GWRRA by serving as an outstanding Team Leader and a supporting Team Member.

## **Nomination for Approval Merit Award and University Coordinator of the Year Award...**

To be considered for these prestigious awards, nominations must be submitted with a written statement attesting to their activities and support, any unique qualities or accomplishments and other reasons for consideration. The written nomination material will be the only information considered during the selection process; therefore, it must be as complete and descriptive as possible.

- District University Coordinator requires the written recommendation of the District Director with concurrence the Director of GWRRA University.

The written nomination material and the Officer Appointment Form shall be sent or emailed to the Program Director. Copies of paperwork concerning Senior Officer Appointments shall be maintained at the respective District and Association levels. These materials will be used to determine the Merit Award winner from each District and from those recipients the University Coordinator of the Year will be selected. Merit Award recipients are encouraged to attend Wing Ding. The University Coordinator of the Year recipient will not be revealed until Wing Ding.



# The Director Award Recognition Program for Treasurer

## Purpose...

To have prestigious awards consisting of three levels of recognition for the GWRRA Finance Corps that acknowledge and honor notable Treasurers, who are industrious, dedicated, and worthy of consideration for further advancement. These levels will be...

- Senior Treasurer
- Merit Award
- Treasurer of the Year Award

Annually, GWRRA will recognize and honor outstanding Treasurers who have distinguished themselves through performance and dedication above their peers. Once an Officer achieves Senior status, they qualify to be further recognized by being selected to receive the "Merit Award". From the pool of "Merit Award" recipients the "Treasurer of the Year" will be selected.



The Design of the Treasurer Award patch has **the background matching the Eagle Officer pin and** provisions to add the "Position held", the "Merit Award" and the "Treasurer of the Year" patch to the bottom of the initial Senior patch as illustrated to the right.

Utilizing the pool of leadership talent available in the Senior Officer Corps is an additional resource to share responsibilities and assist in situations where an advisory team is needed.

Another objective is to increase the opportunities for qualified Officers to continue developing personally and provide their Chapter or District the benefit of their advanced skills and experience.

By offering a competitive environment we encourage our Officers to be the best they can be and provide a method to recognize those who achieve superior levels of accomplishment.

## Candidates for Senior Recognition...

Officers who hold the position of Chapter Treasurer or District Treasurer are eligible to be considered candidates for the Senior Officer recognition provided they are **ABOVE AVERAGE** and excel in the execution of their position expectations. Only Officers who have distinguished themselves by demonstrating excellence in service to the Membership will be recognized with this title.

The Senior recognition is reserved for those Officers who are currently in their position and have at least 2 years' experience contributing to the Association at a level deserving of merit with respect to the appointment.

## **Criteria for Senior Candidate Consideration...**

As a Treasurer, a Senior candidate should have been performing several tasks during their tenure: Specifically, a strong candidate:

- Submits their fully completed financial reports and 990N filing in accordance with requests from the Director of Finance
- Assists their Chapter or District in preparing annual plans and budgets
- Reconciles finances monthly and provides a report to their appointing Officer
- Attends Business Meetings, providing a financial report
- Exercises good stewardship and fiscal management for the Association

Additionally, a Senior Treasurer candidate should exhibit multi-faceted behavioral or performance skills. The following criteria exemplifies characteristics of a strong candidate for this consideration:

- Presents a positive role model
- Focuses on supporting Members
- Manages disgruntled Members or leadership issues with fairness and integrity
- Supports GWRRA programs, goals, policies, and procedures
- Conveys a positive attitude and demonstrates the use of a Team approach
- Possesses good written and verbal communication skills
- Takes objective instruction well from their appointing Officer
- Maintains good working relationships with Chapter, District, and Teams GWRRA

## **Nomination and Approval for a Senior Officer...**

An appointing officer must exercise fairness and integrity in considering a candidate for Senior Officer recognition. Without bias, the appointing Officer must conscientiously and thoroughly assess any candidate. Therefore, it is expected that any Senior Officer Candidate meet the above criteria and be able to fulfill the expectations of the Senior Officer position. The approval process for awarding the Senior Officer recognition follows:

- Chapter Treasurer nominations require the Chapter Director to complete the Officer Appointment Form and obtain the concurrence of the District Treasurer and the Director of Finance.
- District Treasurer nominations require the District Director to complete the Officer Appointment Form and obtain the concurrence of the Director of Finance.

The Officer Appointment Form shall be emailed to the Director of Finance and the Director of GWRRA along with the Director's Assistant . Copies of paperwork concerning Senior Officer Appointments shall be emailed, once approved, to the Home Office and maintained at the respective levels.

## **Expectations of Senior Officers...**

The primary expectation of a Senior Officer is their willingness and ability to assist their Appointing Officer and Core Team with task-oriented assignments, while continuing to satisfy the demands and responsibilities of their position. The Senior Officer Program is an opportunity to learn while doing and will provide the foundation for consideration of the next level of service.

### **The Senior Officer should fulfill the following expectations:**

- Be a positive **ROLE MODEL**
- Assist with mentoring and coaching other volunteer Officers and Team Members

- Assist with planning and staging events and activities within the Chapter, District and the Association.
- Assist new Chapters with advice, expertise, and coaching to develop a strong foundation of leadership and financial reporting.
- Assist other Chapters or Districts that may require support or experience in planning their budgeting, gatherings, or activities.
- Assist in the communication flow of the Association at all levels.
- Support the Association in improving image, visibility, growth, and retention.
- Endeavor to be a mediator and a solution minded problem solver for Officers and Members alike.
- Assist with targeting and developing new officer prospects.
- Be a vigilant steward of Association and Member assets and financial welfare.

### **Senior Officer Approvals...**

Officers appointed to the position of “Senior” will receive the Senior Award patch depicting their level, Chapter or District and they will hold this honorary designation for their life in GWRRA. You are always highly encouraged to wear your Senior Award patch. An Officer can be considered again for a Senior Award in the new position they hold.

### **Candidates for Merit Award and Treasurer of the Year Award...**

Annually, GWRRA recognizes and honors outstanding Senior Officers who have distinguished themselves through performance and dedication. Merit Award recipients will be announced 2 months before Wing Ding. They will receive their recognition on the “Awards and Recognition Day.”

Nominations for recognition are requested from each District 4 months prior to Wing Ding. Finance will request nominations from the District Director for consideration. The Director of Finance will review the nominations, including the District Director as appropriate, and select those that are felt deserving of recognition. These selections will be submitted to the Director of GWRRA. Nominations are encouraged from all Districts.

All nominations submitted are considered for the Merit Award. While not a hard and fast rule, the Director of Finance will attempt to recognize one outstanding Treasurer from each District.

From the Merit Award recipients, the Treasurer of the Year Selection Committee will select a “Treasurer of the Year” with concurrence of the Director of Finance. The “Treasurer of the Year” recipient will not be revealed until Wing Ding.

### **Criteria for Merit Award and Treasurer of the Year Award Consideration...**

The following criteria should be considered in evaluating potential nominees:

- An active Senior Treasurer and current member in good standing.
- Actively and positively promotes all GWRRA programs
- Assists their appointing Director with financial planning as well as planning and executing their GWRRA Programs and functions
- Participates in the budgeting process of their Chapter or District
- Promotes, supports, and participates in as many as possible Chapters and District functions
- Actively works with their appointing Director to target and develop future leaders.
- Demonstrates the teachings of GWRRA by serving as an outstanding Team Leader and a supporting Team Member.

### **Nomination for Approval Merit Award and Treasurer of the Year Award...**

To be considered for these prestigious awards, nominations must be submitted with a written statement

attesting to their activities and support, any unique qualities or accomplishments, and other reasons for consideration. The written nomination material will be the only information considered during the selection process; therefore, it must be as complete and descriptive as possible.

- Chapter Treasurer requires the written recommendation of the Chapter Director with the concurrence of the District Treasurer and the Director of Finance.
- District Treasurer requires the written recommendation of the District Director with concurrence of the Director of Finance and the Director of GWRRA.

The written nomination material and the Officer Appointment Form shall be emailed to the Director of Finance. Copies of paperwork concerning Senior Officer Appointments shall be maintained at the respective District and Association levels. These materials will be used to determine the Merit Award winner from each District and from those recipients the Treasurer of the Year will be selected by the Director of Finance and the Director of GWRRA. Merit Award recipients are encouraged to attend Wing Ding.



# Section I – MEMBERSHIP ENHANCEMENT PROGRAM



# HOW A NEW GWRRA CHAPTER IS ORGANIZED

## The Proactive Approach to Chapter Formation

### OVERVIEW

Healthy, active Chapters are GWRRA's best tools to retain and help the Membership grow. As Members and Officers, we are motivated to helping the Organization grow. It seems obvious that fostering Chapters in new and needed areas will benefit the Membership and the Organization. Everyone wins!!!!

A successful method that has been tried and proven to work is the Proactive Approach. With the Proactive Approach, we do not wait for a person to contact us; we offer them an opportunity to form a Chapter.

This approach takes a lot of work on the part of the Membership Enhancement Coordinators and the District Directors. They must work together to target areas for new Chapters. Following, you will find a step-by-step version of what it takes to foster a new Chapter using the Proactive Approach.

### PHASE 1: FINDING THE TARGET AREA

- The District Membership Enhancement Coordinators use the Area Report Listing and/or Gold Book to target an area that can support a new Chapter or additional Chapter in a heavily populated area. A rule of thumb is that people should not have to travel more than 40 miles, or an hour over paved streets to attend a Chapter gathering. Easy access promotes participation. The target area may slightly overlap an existing Chapter; it is okay to offer an alternative (the goal is to reach the Members in the opposite direction).
- The District Membership Enhancement Coordinators may use a state map to mark all existing Chapters (where they gather, not where the Chapter Director lives) and the cities where we have GWRRA Members. This is a time-consuming process, but a crucial part of targeting an area for a new Chapter.
- The District Membership Enhancement Coordinator then checks the number of Members in an area outside a 40-mile radius of an existing Chapter. If we have 10 Members or more, we have a Target Area. (Ten Members would include couples or individuals; i.e. a husband and wife would count as two members).
- The District Membership Enhancement Coordinator will coordinate all the information and present it to the District Director for approval. After getting the District Director's approval, the Membership Enhancement Coordinator moves into the next phase of the process.

### PHASE 2: SEND OUT "LETTER OF INTENT" AND "SURVEY FORM"

- The District Membership Enhancement Coordinator will generate a complete list of all Members in the area and send a "letter of intent". The letter explains what we are offering the Members in the area. A "survey form" will be sent with the letter, which asks for a response via telephone, letter or email by a specific date to verify interest. All of this can be by email, but a personal invitation is always better.
- The District Membership Enhancement Coordinator collects responses, coordinates information (yes or no answers), and reports to the District Director. Together the District Director and the District Membership Enhancement Coordinator determine if the level of interest warrants further action. If the response is not favorable, a letter or email should be sent to all respondents thanking them for the response and stating another attempt may be made at a later date. If the response is favorable, the first informational gathering is arranged.

### PHASE 3: SET UP THE FIRST GATHERING

- The District Membership Enhancement Coordinator, if not familiar with the area, may call on the District Director, team or someone who gave a favorable response to the letter for assistance in finding a suitable location for an informational gathering. The gathering place should have a room that will hold at least 20 people.
- The District Director must approve the time and location of the gathering and appoint a facilitator for the informational gathering. The facilitator for the gathering may be the District Director, Member of District Director's team, nearby Chapter Director, or an Ambassador. The facilitator must be familiar with Chapter structure and activities and be a good salesman to make the group want to join in. It is always a good idea to contact nearby Chapters and request that they attend to show support and organization strength.
- The District Membership Enhancement Coordinator sends everyone on the list a letter to notify them of the first informational gathering. As time approaches, telephone calls (if feasible) are a good touch, or if that's not possible, email everyone that returned email addresses and give them a friendly reminder of the gathering.

### PHASE 4: FIRST INFORMATIONAL GATHERING

- The first gathering is crucial. Make everyone feel welcome. Thank everyone for taking their time to attend the gathering. Provide a sign-in sheet for all attendees.
- The facilitator should get everyone talking by asking them to give their name, city, bike information, or anything else that will help put everyone at ease with the other attendees.
- Topics of conversation should include Chapter fun, rider education, activities, team requirements and positions, newsletters, funds, and even more fun activities. Fully informed people are more likely to buy into a new idea.
- Always welcome questions. Questions usually lead to the person who will be interested in becoming Chapter Director.
- A favorable response and attendance will prompt the announcement of the second gathering, to be held in one month. The facilitator may even try to organize a ride (dinner or short trip) before the next gathering.
- Make sure everything has a positive note. Everyone should be thanked again for attending. Never make the statement "I wish we had a bigger turnout," since that statement is a real slap in the face to those that took the time to attend.
- A statement needs to be made that the District will support up to three gatherings. By that time, someone will have to step forward to become Chapter Director and take over the monthly gatherings. "The Chapter belongs to the Participants, not the District."

### PHASE 5: SET UP SECOND GATHERING

- The District Membership Enhancement Coordinator reports the outcome of the gathering to the District Director, then sends out a letter to everyone on the list giving the results of the first gathering and inviting them to the second gathering. The same actions are taken for the third gathering.

#### FOOTNOTE: Goals of the Gatherings

The goals of the three gatherings are to provide information regarding GWRRA Chapter formation and Chapter life. The group will become a Chapter before they know it. Don't be afraid to repeat information at each gathering to educate new attendees. All that is left is for a Chapter Director to pull it all together, and it must be the right person to make it all work. It is the responsibility of the District Director to appoint the Chapter Director. Anyone showing interest should be noted for the District Director to contact. No one should be told they have the position until appointed by the District Director.

The Proactive Approach is a proven method of fostering new Chapters. If you have areas with GWRRA Members and no Chapters, give this a try. It is a “Win-Win” proposition: the new Chapter and Participants, the District and GWRRA Organization.

## **MEMBERSHIP/AREA REPORTS**

The Membership Enhancement Program has several tools available for District Directors and District Membership Enhancement Coordinators (MECs) to assist them with Recruiting and Retention. These tools will help with the growth of Members in your Districts and Chapters.

### **AREA REPORT LIST (ARL)**

The Area Report List (ARL) consists of two reports: one Quarterly, and one Monthly. Reports are produced around the 10th of each month for distribution. The Membership Enhancement Program Assistant Directors (MEP AD) forward these reports to the Districts, who in turn forward them to the Chapters.

The first report is the Full Area Report. The Full ARL is sent out four times a year: January, April, July, and October. This report contains a complete listing of all Members in each District. The Full ARL is to be utilized by both the District and Chapter Directors as well as the District and Chapter MEC’s to help them with Recruiting and Retention by identifying GWRRA Members who may be unaware of or are not participating in a Chapter. Along the bottom of the Full Area Report are tabs indicating Report Key, Full Area Report, and Additional Members. The Report Key explains each of the tabs and columns.

The second Area Report that is sent out is the Monthly Area Update Report. This report provides a Recruiting Report, lists of New Members, Expiring Memberships, Prospective Members, Expired Memberships and Unassigned Zip Codes. Each list may be accessed by clicking on the tabs at the bottom of the report. A Report Key tab is also provided. The MEP AD also forward these Monthly Area Update Reports to the Districts, who in turn forward them to the Chapters. The Chapter and District MEC’s should put high priority on contacts to the New and Prospective Members. If a Member receives several contacts that would show just how welcoming we are and give them a choice.

New and Prospective Members: The District Director and District MEC will contact all new Members to welcome them to GWRRA and to assess what they want from their GWRRA experience. The Director and MEC will do their best to match the Member up with a Chapter. The District may create a small task force as needed to make these welcoming calls, but they report back to the District. Chapter MEC should also contact the new Members and should focus on the prospective Members. It is best for a Chapter to focus within their geographical area as we don’t want a Member to miss a contact and an opportunity to join in on the activities. It is quite likely that those living in an area where there are multiple Chapters may be contacted by more than one Chapter. The three columns that are located to the right side of the reports in each category are to be used to record information related to the contact. Once each listed contact has been made and details have been recorded at the Chapter level for New and Prospective Members, the list should be emailed back to the District MEC with a copy to the Chapter Director and District Director.

The District MEC will then forward the compiled District contact results to the MEP Assistant Director who sent the original ARL report to them.

It is encouraged that the Chapter MEC, along with a task force, contact everyone on the ARL in their area at least quarterly. If it’s a Member who is seen often, contact with them need not be as often. The contact should be to encourage participation. By becoming proactive with this contact we should retain more Members.

Although it is no longer a requirement that Expiring and Expired Memberships be contacted, MECs at all levels are encouraged to review these and make contact when it is believed that it will aid in retention.

The Monthly Area Update Report contains a list of Members who are identified in Column 1 as UA

(Unassigned). These are Members whose zip codes are not presently assigned to Chapters. The entire District list of Members identified as UA can and should be contacted by any Chapter within the District. The Members identified as UA in Column 1 remain on this list until their zip code is assigned to a Chapter by the District Director or District MEC.

### **DEFINITION OF AN ARL CONTACT**

A solid contact with a Member is vital for the health of GWRRA. This initial contact is our opportunity to make a great first impression. Other contacts will be to follow up with Members we haven't seen in a while. Since we want to be clear on what we expect from the MEC's we are defining a contact as: first a phone call with more than one try; then personal mail or email. The personal touch is always the best! (Scripts are on the MEC website.)

### **NEW MEMBER LIST**

Even though the District will be contacting new Members, the Chapter Directors and MECs should also use this worksheet to see who has recently joined GWRRA. It is vital that these new Members be personally contacted as soon as possible from the Chapter to inform them when and where the local gathering is, or to invite them to a Chapter event. The New Member list will be sent to all Chapters from the District.

### **EXPIRING DUES LIST**

The Chapter Director and Chapter MEC can monitor this list to see if any Membership in their area will expire in the following month. A Member may have forgotten to renew their Membership, and a personal phone call from the Chapter Director or MEC may make a difference in the member renewing or letting their Membership expire. These can be delicate calls as some might be embarrassed. Reporting Expiring contact information back to the District is not required.

### **PROSPECTIVE MEMBER LIST**

Any individual that has contacted Home Office and expressed an interest in GWRRA will appear on this list. They may have purchased a Gold Wing motorcycle or talked with someone about GWRRA and may be looking for more information. In any case, they have contacted Home Office and inquired about some aspect of GWRRA. The Chapter Director or MEC should personally phone (preferred), email or mail a letter to invite this individual to a Chapter Gathering or Event. It is important that these individuals be contacted as soon as possible. Remember these individuals are not yet Members. Even though they may not own a Gold Wing, they are still eligible to become a Member. A Prospective Member will appear on the Prospective List for two consecutive months.

### **ADDITIONAL PROSPECTIVE MEMBER LIST**

GWRRA may from time to time, create new incentive programs to attract Members. This is usually in the form of a temporary Membership like the current 4-month Dealer Program. They may appear as a separate tab within the lists or be included with the Prospective Member. They need immediate contact as described above for Prospective Members.

### **EXPIRED DUES LIST**

This list provides the names of Members whose Membership has been expired for two (2) months. Their names will appear on the list only one time. The Members on this list may be contacted if Directors or MECs feel it will aid in the retention of the expired member. These calls can be rewarding but can also be a negative call. The right person should be tasked with these calls if the District is going to make them. Reporting Expired contact information back to the District is not required.

### **DISTRIBUTION OF REPORTS**

The MEP Assistant Directors are responsible for the ARL covering specific areas. They will distribute to each District their ARL. The Districts are grouped alphabetically but all groups are accessible to anyone with access to the site so information from surrounding Districts can be

obtained. This has the added benefit of allowing District MEC's access to Member's contact information in adjoining Districts, in the event some of their Members reside in those Districts (but participate in another). While this distribution method is currently in use, GWRRA may make changes to this process from time to time.

### **DATA SECURITY**

Always keep in mind that these reports contain Members' personal information. It cannot be stressed enough to safeguard this data! Only those who have signed a Memorandum of Understanding (MOU) or Confidentiality Agreement may have access to these lists.

For more information, contact the Membership Enhancement Program Director or Assistant Directors. Visit the [MEP website](#) for current contact information.

# COUPLE OF THE YEAR PROGRAM OVERVIEW

## History and Purpose

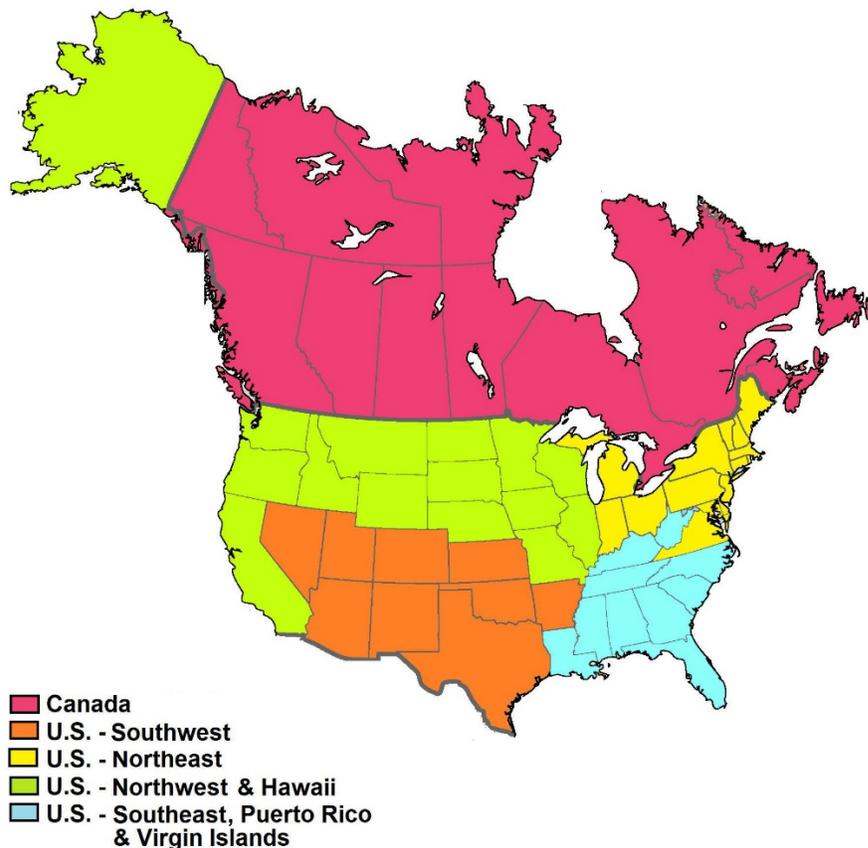
GWRRA's Couple of the Year Program was instituted in 1988 as a successor to our nine-year tradition of selecting a Wing Ding Queen to serve as ambassador for our association. First and foremost, the program provides an opportunity for local Chapters to recognize and honor a Couple each year for their dedication, accomplishments, and participation within the Chapter. Secondly, it establishes a process for identifying outstanding Couples who can serve their Districts, and ultimately the International GWRRA organization. These Couples demonstrate what it means to be a committed, involved, and supporting member of the GWRRA family.

The Couple of the Year Program is one of the premier programs of GWRRA and with the changing dynamics in membership demographics, the Program is continually evolving to adapt to the needs of the membership. We are now moving from a single International Couple of the Year Selection covering North America, to the establishment of six International Couples of the Year covering five North American territories and one territory encompassing all Overseas membership. This will allow our Couple of the Year Program greater physical coverage of our membership on a global scale and offers our Couples a more attainable goal as the field opens up.

The emergence of the four geographical territories within the United States is only applicable to the Couple of the Year Program. These territories were created to equitably divide membership numbers throughout the USA. Canada and Overseas will each be considered a separate territory.

## Couple of the Year Territories

GWRRA MEP Territories



## GWRRA Membership Enhancement Program Territories

Northeast U.S.	Southeast U.S.	Northwest U.S.	Southwest U.S.	Canada
Connecticut	Alabama	Alaska	Arizona	<b>Provinces</b>
Delaware	Florida	Hawaii	Arkansas	Alberta
District of Columbia	Georgia	Idaho	California	British Columbia
Indiana	Kentucky	Illinois	Colorado	Manitoba
Maryland	Louisiana	Iowa	Kansas	New Brunswick
Massachusetts	Mississippi	Minnesota	Nevada	Newfoundland & Labrador
Michigan	North Carolina	Missouri	New Mexico	Nova Scotia
New Hampshire	South Carolina	Montana	Oklahoma	Ontario
New Jersey	Tennessee	Nebraska	Texas	Prince Edward Island
New York	West Virginia	North Dakota	Utah	Quebec
Ohio	<b>Territories</b>	Oregon		Saskatchewan
Pennsylvania	Puerto Rico	South Dakota		<b>Territories</b>
Rhode Island	Virgin Islands	Washington		Northwest
Vermont		Wisconsin		Nunavut
Virginia		Wyoming		Yukon

The American territories will be representative of members living within each of these broadly defined geographical areas: Northwest USA, Southwest USA, Northeast USA and Southeast USA. The remaining two territories of Canada and Overseas will complete the six Couple of the Year territories.

These five Couple of the Year territories are shown on the map above. The Overseas territory is not shown on this map, but the Overseas territory includes all other global GWRRA locations.

## An Honor or a Responsibility?

Being selected a Chapter Couple of the Year is an honor bestowed on a deserving couple who has shown dedication and commitment to their Chapter. At the Chapter level, a Couple can simply continue doing the things that led them to being selected as the Couple of the Year, such as participating in Chapter events, rides and visiting other Chapters. Many Couples find that after being selected Chapter Couple of the Year they want to take part in the District Couple of the Year Selection and look forward to the recognition and increased participation that the next level will bring.

When the decision is made to move forward to the District level in the selection process, the Couple generally becomes more involved and takes on more responsibility. As a result, they are looked up to by others and viewed as leaders in the organization. Being selected as District Couple of the Year allows the Couple to represent GWRRA at a higher level.

Should a District Couple decide they would like to take on further responsibilities and commitment, they can make the decision to move forward to the International Couple of the Year Selection Process. Couples should become familiar with the new program restructuring changes before they make their final decision.

## A Note to the Couple of the Year

***Congratulations!*** You have been selected to be ambassadors and spokespersons for GWRRA, which is quite an honor. Your fellow members feel you are extra special and so do we. You have arrived at this point because of your continued involvement in and support of GWRRA, your Chapter and District, and we wish to thank you for all that you have done.

You might be asking "So, now what do we do?" The best advice anyone can give you is to have fun and be yourself! As Couple of the Year, you will become aware of the high esteem in which you are held. Other members will view you as the "gold standard" of what it means to be a member of GWRRA, so keep this in mind as you go forward. Remember, as a Couple of the Year, you are a TEAM member for your Chapter or District, so you will want to support your TEAM to the best of your ability. Most of all, it's a fun, once-in-a-lifetime experience that will reward you with many wonderful memories. You will meet new people and make new friends. You will also form a special bond with your fellow Couples of the Year.

If you have questions as you serve as Couple of the Year, check with your Couple of the Year Coordinator or Membership Enhancement Coordinator. If they don't have the answers, they will know how to find them. The information in this handbook is very helpful and will prepare you for your journey.

## **A Special Message for all Chapter and District Directors**

The Couple of the Year Program recognizes couples for their dedication, accomplishments, and participation - couples who exemplify the GWRRA image of fun, safety, and knowledge. Couples of the Year promote GWRRA both within the Association by helping with retention, and outside the Association, by attracting new Members into the GWRRA family. Thus, the Couple of the Year at each level should be a couple whom you would be proud to have represent you and the Association. Judge them fairly - select them wisely.

Communication between you, your team, and the Couple of the Year is of paramount importance. You should let your Couples of the Year know of the opportunities to assist you as part of your team. As they progress in their journey, these opportunities will help prepare them to move to the next level, should they decide to do so.

As the Couples progress, they are building their resumes. A Couple of the Year may participate in the next level after three months in their current position in order to afford them adequate time to participate, attend rallies or other events, and get to know other Couples of the Year. The benefit to the Couple will pay off in increased knowledge, experience, and maturity as they progress. Couples should keep notes of all their visitation and participation at rallies so they can easily complete their resume should they decide to go forward to the next level.

The Couple of the Year program should be promoted as a fun event. You will want to make the selection process as stress-free as possible. This is why we encourage you to inform your Couple of the Year fully so they know what to expect. The more prepared they are to handle the events, the more fun they will have. A brunch or luncheon with just the Couples of the Year, and a social hour with the selection committee are very beneficial. If your Couple of the Year decides to participate in the Couple of the Year selection, make a big deal out of it. Encourage your Members to attend the selection, make noise in support of your Couple and show the other Chapters and Districts the pride that you have, not only in your Couple but in GWRRA.

Be sure that the Couples of the Year are scored fairly, utilizing the standard Score Sheet found on the MEP website. Your Membership Enhancement Coordinators are the Couple of the Year Coordinators unless they choose to appoint a Couple of the Year Coordinator as their assistant to oversee the Couple of the Year Program and handle the selection process at your level.

Couples of the Year should not be pressured to go beyond their financial means. It would be appreciated if visiting Couples of the Year were invited to be "house guests" by Members and provided with complimentary meals at GWRRA functions. This is where Chapters and Districts can especially offer reciprocity. If at all possible, District Couples of the Year from within your territory should be provided with complimentary registrations when attending your District rally, just as your Couple of the Year should be comp'd when attending other rallies in your territory. Give them the opportunity to serve at your rally by judging events, presenting seminars if they are qualified, or any other activities where their presence will generate interest.

As well as being viewed as a demonstration of what it means to be a committed, involved member of GWRRA, being selected as a Couple of the Year should also be viewed as an honor. Recognition should be afforded Couples of the Year at all events, preferential seating provided when feasible, and placement in the front section

of parades arranged. Afford your current Couple of the Year the opportunity to place an article in your newsletter, rally book, or on your website. Include them in your media events when possible. The more positive exposure they receive, the more the program will thrive. The Couple's experience will be very rewarding and fulfilling, resulting in the transformation of the Couple which in turn will reflect positively on the Association. The couples will radiate with pride not only for themselves but for GWRRA.

Participation doesn't end after their Couple of the Year term has ended. Most often the Couples of the Year go on to assume various positions within GWRRA. They are avid supporters of GWRRA, and enthusiastic about remaining involved. The bottom line is, Couples of the Year are Members just like you - they are an important part of the GWRRA family. They, like you, are Friends for Fun, Safety, and Knowledge, and will work hard with you to help our Association grow.

## **CHAPTER COUPLE OF THE YEAR**

### **Requirements**

- The Couple must consist of one male and one female.
- Both male and female must hold Individual or Family Membership in GWRRA.
- Membership must be valid through the conclusion of the term of the Chapter Couple of the Year position they are seeking.
- The Couple must have completed at least one-year membership in GWRRA prior to being named Chapter Couple of the Year.
- A Couple may not be selected as a Chapter Couple of the Year in consecutive years. If a Chapter does not have a new Couple of the Year to replace the current Couple, that Couple may continue to serve as the Chapter Couple for a second term. However, they may only participate in the District Selection in the first year.

### **Selection Process**

- The Chapter Couple of the Year should be enthusiastic about GWRRA and the Chapter, actively involved in Chapter functions, positive about the Association, and eager to be of assistance wherever needed. At this point, no consideration should be given as to whether they might participate in the District selection process. This award is for the sole purpose of honoring a couple who has made significant contributions to the Chapter during the prior period.
- The Chapter Director has final say in selecting the Chapter Couple of the Year. The Chapter Director may appoint a Couple of the Year Coordinator and/or Couple of the Year Committee to oversee the selection of the Chapter Couple of the Year. Many Chapters establish a committee to identify candidates, review their contributions, and make the selection. Possible committee members are current and past Chapter Couples of the Year, Chapter Membership Enhancement Coordinator, and other team members. Chapters should never vote or take a survey when considering candidates for their Couple of the Year.
- The announcement is made at a Chapter event, i.e., Christmas party, Fun Day, picnic, or regular monthly gathering. Announcements should be celebratory and FUN.

## Awards and Recognition

Awards are naturally based on what the Chapter can afford. They should be meaningful and lasting. It is also recommended that the Chapter Couple of the Year be featured in the next Chapter newsletter following their announcement as Couple of the Year. Some suggested awards follow and should be presented at the time of the announcement – use your imagination and make it special and fun.

- Plaque or certificate
- A Couple of the Year Packet can be ordered from Home Office and contains two name badges, two medallions with lanyard, Certificate with folder, two Couple of the Year pins and related hanger bars
- Flowers, corsage and boutonniere
- Personalized shirts with GWRRA 10" logo on back and "Chapter \_\_\_\_ Couple of the Year" (can be ordered from Home Office)
- 10" GWRRA back patches and embroidery or Chapter Couple of the Year rockers for their vests (can be ordered from Home Office)
- Additional Chapter patches or pins
- Registration and lodging (if affordable) at District event if participating in the selection process
- An article in the local newspaper about the naming of the Chapter Couple of the Year is a great way to get exposure for your Chapter.
- Feature them on the Chapter Facebook page and other social media.

The Chapter Couple of the Year becomes a member of the Chapter TEAM and should always be recognized at all Chapter functions. Being named Chapter Couple of the Year is an honor given to a Couple who has demonstrated active participation in their chapter. After feeling the excitement of being named the Chapter Couple of the Year, many Couples will increase their level of participation by becoming even more involved or by taking part in the District selection process. This is a decision left to the Couple, and they will examine their time, talents and resources to determine what level of participation is right for them. Since the Couple of the Year Program beyond the Chapter level utilizes the Couples as ambassadors and spokespersons, it is logical for the Chapter Couple of the Year to become more involved in Chapter public relations types of activities, particularly if they are considering moving to the next level. These activities provide the Couples with an opportunity to increase their interaction skills and spontaneity, as well as with the chance to make new friends. Some suggestions for involvement in these areas are:

- Assist Chapter Membership Enhancement Coordinator or Public Relations Coordinator with contacting media, community leaders, Honda dealers, etc., and speaking at non-GWRRA events/clubs (i.e., Chamber of Commerce, etc.) about GWRRA and Motorist Awareness
- Serve as greeters. Sit with and introduce first-time guests.
- Serve as membership coordinators contacting inactive or expired GWRRA members to renew interest in GWRRA
- Conduct 50/50 sales
- Assist at registration desks or "goodie" tables at events
- Assist at Mall Shows

- Submit articles for the Chapter newsletter
- Maintain the history of the Chapter and Chapter Couples of the Year
- Visit neighboring Chapters

## **DISTRICT COUPLE OF THE YEAR**

### **Requirements**

- Couples must consist of one male and one female.
- Both male and female must hold Individual or Family Membership in GWRRA.
- Membership must be valid through the end of the term of the Couple of the Year position they are seeking.
- An eligible Couple must be a current Chapter Couple of the Year if being considered for District.
- If a Chapter Couple of the Year continues to serve for the second year (in the event that the chapter does not have a new Couple of the Year selected), then that Chapter Couple may only participate in the District Selection in their first year.
- Chapters may have only one Couple of the Year participate in the District selection process in any year.
- A Couple may not be selected as a District Couple of the Year in consecutive years. If a District does not have a new Couple of the Year to replace the current Couple, that Couple may continue to serve as the District Couple for a second term. However, they may only participate in the International Selection the first year.
- The Couple, or either one of its partners, cannot be a past National or International Couple of the Year.
- All Districts will provide or create an annual opportunity (District rally or special meeting) for any interested chapter couples throughout their District to participate in the District Couple of the Year Selection Process. Notification of this event must be communicated to each chapter to allow them time and opportunity to advise their respective couples. This selection process should include the personal interviews with properly selected judges, a 5-minute on-stage presentation followed by one or two questions asked and to be answered by each person and a scoring procedure to officially record the scores and determine the final Couple.
- The Selection Process should be adhered to even if there is only one Couple participating in the process. Failure to follow the guidelines for the selection as noted above will result in the chosen Couple being ineligible for the International Couple of the Year Selection.
- District Couples do have the option of staying as District Couple for the course of their term and thereby choosing NOT to move forward to the International Couple of the Year Selection Process.

### **Selection Process**

- The District Couple of the Year should be enthusiastic about GWRRA and the District, eager to be actively involved in District functions or projects, positive about the Association, and willing to be of assistance wherever needed. At this point, no consideration should be given as to whether they might participate in the International Selection process.

- Couples interested in pursuing District Couple of the Year selection are asked to submit a six-page Resume, undergo an interview process with the selection judges, make a five-minute onstage presentation and answer one or two questions at the selection event. The District presentation event is open to the Members and is held at a District rally or event. The selection process is judged on GWRRA commitment and involvement as reflected in the Resume (30%), interview (21%), oral presentation (28%), moderator's question (15%), and appearance (6%).
- The District Director may appoint a Couple of the Year Coordinator to help arrange, promote and/or oversee the selection process for all Chapter Couples who choose to participate in the District Couple of the Year Selection Process at a District rally or event.
- The District Selection Process should be celebratory and FUN!

## **Before the Selection Process**

The following outlines the steps to be taken prior to the selection process:

- The District COY Coordinator should send a letter or email to all selected Couples of the Year congratulating them on their Chapter achievement and giving them valuable information about the steps and procedures that lie ahead should they choose to move forward in the Selection Process.
- At least two months prior to the District Couple of the Year selection rally or event, the District COY Coordinator should contact their Chapter Couples and ask whether they wish to move forward in the Selection Process. Should the Couple desire to move forward, the District COY Coordinator should gather their names and contact information.
- The District COY Coordinator should send the Couples the following information: a) name and details of the selection event, b) time and place of the selection, c) a description of the selection process, and d) an explanation of duties Couples of the Year will have during the event. The email should also include a sample Score Sheet, a copy of the Resume and either a copy of the handbook or instructions for accessing it online, along with instructions for returning the completed Resume - to whom, by what date, and by what method. Note: Electronic transmission of the Resume is preferred and is the required method at the International level. This is particularly true for Coordinators working with Chapter Directors and Chapter Membership Enhancement Coordinators, and especially when Chapters have not previously participated and may not be familiar with the process.
- Prior to the event, the Coordinator will send a final notice to all participating Couples of the Year notifying them of any last-minute changes and reminding them of specific dates and times.
- Completed resumes can be viewed by the Couple of the Year Coordinator for review provided that the resume prominently displays the word "DRAFT". If submitted without the word "DRAFT", the Couple of the Year Coordinator must consider the resume to be their final resume submission, and as a final copy the resume cannot be altered in any way.
- Once the final Resume is submitted to the District COY Coordinator, it cannot be altered in any way.
- At the District level a minimum of 4 judges should be selected. The District COY Coordinator will forward candidates' Resumes to the Judges as soon as feasible but no less than two weeks prior to the event.
- The District COY Coordinator will forward Score Sheets and any specific instructions pertaining to the event to the Judges along with the Resumes. If the judges are couples, be sure to specify whether they are to complete one or two score sheets for each participating Couple.

- As questions arise prior to the selection process, those questions and answers should be forwarded to all involved - Couples of the Year, Directors, and Membership Enhancement Coordinators - so that everyone is provided the same information. Communication, Communication, Communication!

## **At the selection event (rally, winter event, etc.)**

- It is suggested that a reception or other informal gathering be held with Couple of the Year candidates, Judges, current Couples of the Year, and District, and International Team, as appropriate.
- Judges will be given the opportunity to meet for 10-15 minutes with each Couple prior to the on-stage portion of the selection. This gives the judges time to ask questions in order to begin to complete the "Interview and Questions" section of the score sheet and determine whether the Membership pin, 4" patch, and 10" back patch is in place. Judges should take 2-3 minutes to fill in scores immediately after the interviews while impressions are fresh. Note: Partially completed score sheets should not be collected at this time.
- Prior to the selection process, each Couple of the Year draws a number to determine the order of presentations. The Coordinator may place the numbers on mementos that can be kept by the Couples.

## **In the Holding Room before Stage Entrance and during the Selection Process:**

- The Holding Room is where the Couples are stationed while waiting to take their turn to present their Oral Presentation. While in the Holding Room, the following ground rules will apply:
  - No cellphones or communication devices will be permitted in the Holding Room. If a Couple brings a cellphone or other communication device into the Holding Room, it will be turned over to the Holding Room attendant until the Selection Process has been completed.
  - If necessary, two Holding Room attendants (one female; one male) shall be assigned to assist the Couples that remain in the Holding Room while the other Couples are being escorted on and off the stage. These attendants will escort anyone requiring restroom breaks, etc.
  - Once the selection process commences, only authorized Selection Process participants will be permitted in the Holding Room.

## **During the District Selection Process:**

- The Oral Presentation portion of the Selection Process is open to all Members and should be a fun and exciting event, with opportunities to show Chapter and District spirit. It helps the Couples relax as they see their friends in the audience supporting them.
- The requirement for the couple to perform four-point turns is no longer valid.
- Each couple makes an oral presentation of no more than five minutes. The Couple should keep in mind that the Judges have copies of their Resume, so it is not necessary to recite all of their activities. The Judges are interested in seeing their sense of humor, comfort level, spontaneity, and personality, as well as their knowledge of and involvement in GWRRA. It is important that both individuals "shine" and that neither one

"steals the show". A timekeeper will be positioned to let the Couple know when they have "1 minute" remaining, "30 seconds" remaining, or when it is time to "STOP".

- Following the oral presentation, a designated person will ask the Couple one or two questions to see how they "think on their feet". Each partner should spend about the same amount of time answering the questions. The questions come immediately at the end of the Couple's presentation. The same questions will be asked of all candidates. The most important thing is that the Couples answer the question that was asked. Answers should be succinct and to the point, and Couples should address the Judges when answering. Questions should be relevant to GWRRA.
- The use of music, props, costumes or other special effects is not permitted any time during the Selection Process, including during the introduction of the Couple by their Directors, and will result in disqualification of the Couple. Hats are acceptable if they are normally worn by the Couple, and are not distracting (e.g., Crazy hats).
- Judges will not score their own Couple of the Year (i.e. Chapter Directors will not score their own Chapter Couple of the Year in the District selection).
- Upon completion of the selection process, the Coordinator (or their designee) will tally the results. It is suggested that 2 or more individuals be involved in the tallying so that figures can be double checked. All scores are to be kept confidential. If there is any question about the selection, no announcement will be made until the question is clarified and the selected Couple is confirmed by the Coordinator (or their designee) and the individuals involved in the tallying of the scores. The selected Couple will be announced by name. No props are to be used in the announcement process.
- All documents related to the Selection Process (Resumes, score sheets, any tally sheets, etc.) are to be securely disposed of after the announcement of the new Couple of the Year has been made. Score sheets are confidential and final tabulations will not be shared.
- Announcement of the new Couple of the Year should be made as soon as is feasible at an assembly of the Members at the event and early enough to give the new Couple of the Year an opportunity to share their excitement throughout the event.

## **Awards and Recognition**

Awards are naturally based on what the District can afford. They should be meaningful and lasting. It is also recommended that the District Couple of the Year be featured in the next District newsletter following their announcement as District Couple of the Year. Some suggested awards follow and should be presented at the time of the announcement – use your imagination and make it special and fun.

- Plaque or certificate
- Couple of the Year Packet (can be ordered from Home Office). This packet contains two name badges, two medallions with lanyard, Certificate with folder, two Couple of the Year pins and related hanger bars.
- Flowers, corsage and boutonniere
- Personalized shirts with GWRRA 10" logo on back and "District \_\_\_\_ Couple of the Year" (can be ordered from Home Office)

- 10" GWRRA back patches and embroidery or District Couple of the Year rockers for their vests. (can be ordered from Home Office)
- Additional District patches or pins
- Registration (and lodging, if affordable) at District events.
- An article in the local newspaper about the naming of the District Couple of the Year is a great way to get exposure for your District. Feature them on the District web page, Facebook page and other social media.

The District Couple of the Year becomes a member of the District TEAM and should always be recognized at all District functions. Being named District Couple of the Year is an honor given to a Couple who has demonstrated active participation in their District. After feeling the excitement of being named the District Couple of the Year, many Couples will increase their level of participation by becoming even more involved or by taking part in the International Selection Process. This is a decision left to the Couple, and they will examine their time, talents and resources to determine what level of participation is right for them. Since the Couple of the Year Program beyond the Chapter level utilizes the Couples as ambassadors and spokespersons, it is logical for the District Couple of the Year to become more involved in District public relations activities, particularly if they are considering moving to the International level. These activities provide the Couples with an opportunity to increase their interaction skills and spontaneity, as well as with the chance to make new friends. Some suggestions for involvement in these areas are:

- Assist District Membership Enhancement Coordinator or Public Relations Coordinator with contacting media, community leaders, Honda dealers, etc., and speaking at non-GWRRA events/clubs (i.e., Chamber of Commerce, etc.) about GWRRA and Motorist Awareness.
- Serve as greeters. Sit with and introduce first-time guests.
- Serve as membership coordinators contacting inactive or expired GWRRA members to renew interest in GWRRA.
- Conduct 50/50 sales.
- Assist at registration desks or "goodie" tables at events.
- Assist at Mall Shows
- Submit articles for the District newsletter.
- Visit neighboring Chapters within their territory and encourage other members to join the fun.

## **INTERNATIONAL COUPLE OF THE YEAR**

Effective January 1, 2019 the Couple of the Year Selection Process changed from the selection of one International Couple of the Year (covering the United States and Canada) and one Overseas Couple to the selection of a total of six (6) International Couples of the Year. These six International Couples consist of four Couples from the United States who represent four United States territories created based on membership and geography, one Canadian Couple representing the four Canadian Districts, and one Couple representing the Overseas membership.

### **Requirements**

- Couples must consist of one male and one female.

- Both male and female must hold Individual or Family Membership in GWRRA.
- Membership must be valid through the end of the term of the International Couple of the Year.
- Districts may have only one District Couple of the Year participate in the International Couple of the Year Selection Process each year.
- District Couples interested in moving forward to the International Couple of the Year Selection Process must complete the NOTICE OF PARTICIPATION OF THE DISTRICT COUPLE OF THE YEAR IN THE INTERNATIONAL COUPLE OF THE YEAR SELECTION PROCESS and LETTER OF UNDERSTANDING FOR DISTRICT COUPLE OF THE YEAR PARTICIPATING IN THE INTERNATIONAL COUPLE OF THE YEAR SELECTION PROCESS Forms indicating their intention to participate in the International Couple of the Year Selection Process to their MEP Team Assistants (T.A.s) on or before January 31st. These forms will be sent to all District Couples that are participating in the International Selection Process by their T.A.s.
- All selected International Couples of the Year are strongly encouraged to attend Wing Ding. However, this is not mandatory. At Wing Ding, the selected Couples will be introduced as the International Couple of the Year for their territory and presentations will be made at that time.
- A Couple, or one of its partners, may not be selected as International Couple of the Year more than once.

## **Working together through the Process**

- The MEP Assistant (T.A.'s - Territorial Assistants) will contact all selected District Couples of the Year within their territory congratulating them on their District achievement and giving them valuable information about the steps and procedures that lie ahead should they choose to move forward in the Selection Process. District Couples are under no obligation to move forward. They do have the option of enjoying their time as District Couple without feeling any pressure to go beyond their comfort zone. The MEP Team Assistant (T.A.) will enquire whether each Couple has decided to participate in the International Couple of the Year Selection Process.
- If the Couples decide to move forward to the International Selection, then the MEP Assistant will send them the Notice of Participation and Letter of Understanding forms for them to complete and return. The email should also include a link to the online Officers Handbook so the Couples can become familiar with the rules and requirements of the International Selection Process.
- The Couples will be required to provide an updated resume. Once the Resume is submitted to the MEP Assistant, it cannot be altered in any way, and once accepted, it is to be forwarded to the judges. (Note: see "Resume Preparation and Submission" below, for an exception to this.)
- Electronic transmission of the Resume is the required method at the International level.
- A panel of impartial judges will be established by the MEP T.A. or MEP Assistant Director. Prior to the event, the MEP Assistant will send a final notice to all participating District Couples of the Year notifying them of any last-minute changes and reminding them of specific dates and times.
- The MEP T.A. will electronically forward candidates' Resumes to the Judges as soon as feasible but no less than two weeks prior to the event. Those Resumes are then emailed to the named judges who will print their own copies and retain resumes electronically as a backup copy.
- The MEP T.A. will forward Score Sheets and any specific instructions pertaining to the event to the Judges along with the Couples' Resumes. If the Judges are couples, they are to complete two score sheets for each participating Couple.

- As questions arise prior to the selection process, those questions and answers should be forwarded to all involved – the Couples, Directors, and Membership Enhancement Coordinators - so that everyone involved is provided the same information.

## **The Steps to International**

Couples interested in pursuing International Couple of the Year selection are asked to submit a signed NOTICE OF PARTICIPATION OF THE DISTRICT COUPLE OF THE YEAR IN THE INTERNATIONAL COUPLE OF THE YEAR SELECTION PROCESS and LETTER OF UNDERSTANDING FOR DISTRICT COUPLE OF THE YEAR PARTICIPATING IN THE INTERNATIONAL COUPLE OF THE YEAR SELECTION PROCESS Forms to signify their intent to participate in the International Couple of the Year Selection Process. These forms will contain all the Couple's contact information and must be submitted to their MEP T.A. on or before January 31st of each year.

- Couples will also update and submit their six-page Resume, undergo an interview process with the selection judges and make a five-minute presentation. The International selection will be made with the judges via teleconference. The selection process is judged on GWRRA commitment and involvement as reflected in the Resume (30%), interview (21%), oral presentation (28%), moderator's question (15%), and appearance (6%).
- Resume deadlines are March 1<sup>st</sup> of each year.
- Between March 20<sup>th</sup> and April 15<sup>th</sup> of each year, District Couples who choose to participate in the International Couple of the Year Selection Process will be given an appointment time to meet with the panel of Judges via teleconference. At this teleconference meeting, the District Couple will be interviewed by the Judges (approximately 15 to 20 minutes) and then they will make an oral presentation (5 minutes) for the judges. They will be scored by all the participating Judges and the marks forwarded to the MEP T.A. Results will be tabulated and the new International Couple of the Year for that territory will be announced by April 20 of each year by the MEP Directors or MEP Assistant Directors.
- All of the selected International Couples will be expected to participate in the teleconference mentoring process offered by the Membership Enhancement Program Assistant Directors. This mentoring process will typically run from April to June and provides a valuable opportunity to meet and form friendships with the other International Couples. Couples will also be prepared for their Wing Ding experience.
- Couples will attend Wing Ding and will be welcomed and introduced on stage to the membership as the International Couple of the Year for their territory. Couples will be given 5 minutes to address the audience and will then be asked a question by our Co-Founder, Shirley Stephens-Garcia or her designate.
- Couples will be expected to demonstrate their leadership and volunteer qualities as they help out in various capacities throughout the week of Wing Ding and beyond.

## **Dates & Timelines**

Dates and timelines are available on the MEP web page. Extensions and/or changes can only be permitted with the express consent of the Membership Enhancement Program (MEP) Directors or MEP Assistant Directors or MEP Assistant Directors.

## **Awards and Recognition**

Meaningful and lasting awards will be given to all International Couples. These may include, but are not limited to, the following:

- International certificates and medallions
- International Couple of the Year bolo ties
- International hanger bars for Couple of the Year head pins
- Name tags with the International Couple of the Year title
- GWRRA Home Office provides complimentary Wing Ding registration for all International Couples of the Year being honored at Wing Ding.

## **Responsibilities**

The International Couple of the Year is typically selected based upon their level of ongoing service to the GWRRA organization, and their demonstration of what it means to be a committed, participating member of the Association and their territory. They are ambassadors for GWRRA. They can be a tremendous help to the Directors and Team. The Couple's strong points should be emphasized, and abilities utilized. They should always be included in media events and should be promoted as the typical GWRRA couple. Some possible responsibilities are listed below. These activities provide the Couples with an opportunity to continue to increase their interaction skills and spontaneity, as well as with the chance to make new friends.

- Assist Membership Enhancement Coordinator and/or Public Relations Coordinator with media events, charity events, etc.
- Speaking at non-GWRRA events/clubs about GWRRA (Chamber of Commerce, etc.)
- Present Couple of the Year seminars at rallies, workshops, and other events.
- Assist in promoting District events throughout their territory.
- At rallies, serve as greeters, work the information or GWRRA "goodie" table/store, handle 50/50 sales, talent show judging, etc.
- Maintain contact with other Couples of the Year in your "class" providing encouragement and guidance.
- Participate in rallies, winter events, Chapter kick-offs, and other Chapter or District events throughout their territory whenever possible.
- Serve as a mentor to Couples of the Year who follow.
- Write articles for the newsletter or for *Wing World Magazine*.

## **COUPLE OF THE YEAR RESUME**

### **Overview of Resume Forms**

The Couple of the Year Resume is an important document used by the judges during the selection process. The Resume is a fillable PDF form and can be found on the MEP website. Just as in the job market, the Resume provides a first impression and should be neat and easily read. The Resume can easily reflect on the Couple's commitment and interest in GWRRA. The overall Resume will be scored by the Judges who will consider it for accuracy, content, use of correct forms, and completeness of the information.

- Page 1, Part I - Candidates' Information, contains contact information, membership information, photo, and a copy of both Candidates Membership card.
- Page 2, Part II - Certifications, is updated as the Couple advances through the District, and/or International levels. The original of this form should be retained by the Couple after the selection process so it can be completed and forwarded with the Resume to the next level.
- Page 3, Part III - Nominator's Comments, is to be completed by the Chapter Director or Assistant Chapter Director in the Couple's local Chapter at the time the Couple makes the decision to commit and participate in the District Couple of the Year Selection. These comments will remain a part of the Resume in its original form as the Couple progresses to District, or International levels.
- Pages 4, 5 and 6 - Part IV - Narrative and Involvement, should be clear and concise, and will be no more than three pages in length. As noted on the Resume, some sections will only include activities from the preceding five (5) years. The Couple should review the Resume for specifics on what can be included. When preparing the Narrative, the Couple should read over its four sections carefully and construct it so that information can be easily found by the judges. Bullet points are easiest to read and are the preferred method of relaying the relevant information. Couples should refer to the Score Sheet to familiarize themselves with what the judges will be looking for. To verify the number of new recruits, Couples may contact their Chapter Director, Chapter Membership Enhancement Coordinator (MEC) District Director, District MEC, District Couple of the Year Coordinator, MEP T.A.'s, MEP Assistant Directors, MEP Directors, or the GWRRA office. Remember the number of recruits is a combined number for the Couple.

## **Resume Preparation and Submission**

- Resumes should be in the hands of the District MEC or District Couple of the Year Coordinator (District Selection) or MEP T.A. (International Selection) at least four weeks prior to the selection process so that it may be forwarded in a timely manner to the judges. The preferred method of Resume submission to the District MEC or District Couple of the Year Coordinator is electronically via e-mail, and this is the required method at the International level. Hard copies may be mailed to the District MEC or District Coordinator if the Couple is unable to submit their Resume electronically. However, if sending via US Mail, the Couple should provide sufficient time to ensure that the Resume is received at least four weeks prior to the selection process.
- Completed resumes can be viewed by the District MEC or District Couple of the Year Coordinator (District Selection) or MEP T.A. (International Selection) for review before the due date of March 1st provided that the resume prominently displays the word "DRAFT". If submitted without the word "DRAFT", the District MEC or District Couple of the Year Coordinator must consider the resume to be their final resume submission, and as a final copy the resume cannot be altered in any way.
- Once the final Resume is submitted to the District MEC or District Couple of the Year Coordinator (District Selection) or MEP T.A. (International Selection) it cannot be altered in any way and is to be forwarded to the judges in the form it was received. Questions concerning the information that may be included in the Narrative can be discussed with the District MEC or District Couple of the Year Coordinator (District Selection) or MEP T.A. (International Selection) prior to the Resume being submitted. Failure to submit an acceptable Resume by the deadline set by the District MEC or District Couple of the Year Coordinator (District Selection) or MEP T.A. (International Selection) will result in disqualification of the Couple. When a Resume is not accepted the appropriate District Director, District MEC and District Couple of the Year Coordinator will also be notified.
- Resume Forms are available in fillable PDF format on the MEP web page so that completing them is just a matter of "filling in the blanks".
- Resumes are to be completed using only an Arial 10 pitch font.
- Please be sure that all information listed on the resume and other paperwork is accurate. Inaccurate paperwork may be considered invalid, resulting in a reduced score.

Resumes are to be kept confidential and viewed only by authorized judges, District MEC, or District Couple of the Year Coordinators (District Selection) or MEP T.A. (International Selection), MEP Directors and MEP Assistant Directors and GWRRA Directors. Resumes are not to be shared with others unless written permission has been granted by the Couple that submitted the Resume.

## The Top 10 Reasons Why Your Chapter Needs a Couple of the Year

*(These suggestions were compiled after many discussions in Couple of the Year seminars over a 3-year period and then were prioritized by seminar participants. They are presented in their order of importance as determined by those members.)*

- 1) Selecting a Chapter Couple of the Year is a way your Chapter can "give back" to a couple who has worked hard for the Chapter and deserves recognition. Being Chapter Couple of the Year should be viewed as an honor and not a job.
- 2) Visitation with other Chapters by the Chapter Couple of the Year can increase inter-chapter activities and improve relationships with other Chapters.
- 3) Chapter spirit can increase when Chapter participants show support and demonstrate their pride for their Chapter Couple of the Year.
- 4) Selection as Chapter Couple of the Year often leads to personal growth for the couple, and they usually take on other Chapter leadership positions.
- 5) The Chapter Couple of the Year can bring more awareness within the community about our association which ultimately leads to new members. Wearing a shirt or vest with their Couple of the Year designation often causes others to ask about the title. News articles about them and public appearances by them can also bring awareness.
- 6) Through participation in the District Selection Process, a Chapter Couple of the Year can help gain recognition for your Chapter within the district.
- 7) As your Chapter Couple of the Year visits other Chapters, Couples of the Year from those other Chapters will, in turn, visit your Chapter and probably bring others with them. Increased visitation translates into several positive things including increased experiences or even revenue for your Chapter through 50/50 sales or other means.
- 8) Your Chapter Couple of the Year can promote your Chapter's upcoming events as they visit other Chapters.
- 9) Chapter Couples of the Year can, and often do, provide support to their Chapter through Recruiting and Retention efforts such as contacting potential members and those about-to-expire. It's a natural activity since the honored couple is likely to be enthusiastic about GWRRA and their Chapter, and eager to "spread the word."
- 10) With the excitement and enthusiasm usually exhibited by Chapter Couples of the Year, they often are found serving as cheerleaders for the Chapter Team and can be important in maintaining strong Chapter morale.

## COUPLE OF THE YEAR FORMS

**For the Timeline, Couple of the Year Resume, Score Sheet, List of Forms, Zoom Selection Process and Sample Questions – go to the MEP web page at <https://mepgwrri.org> and select the “Couple of the Year” tab.**



# Section J –RIDER EDUCATION PROGRAM

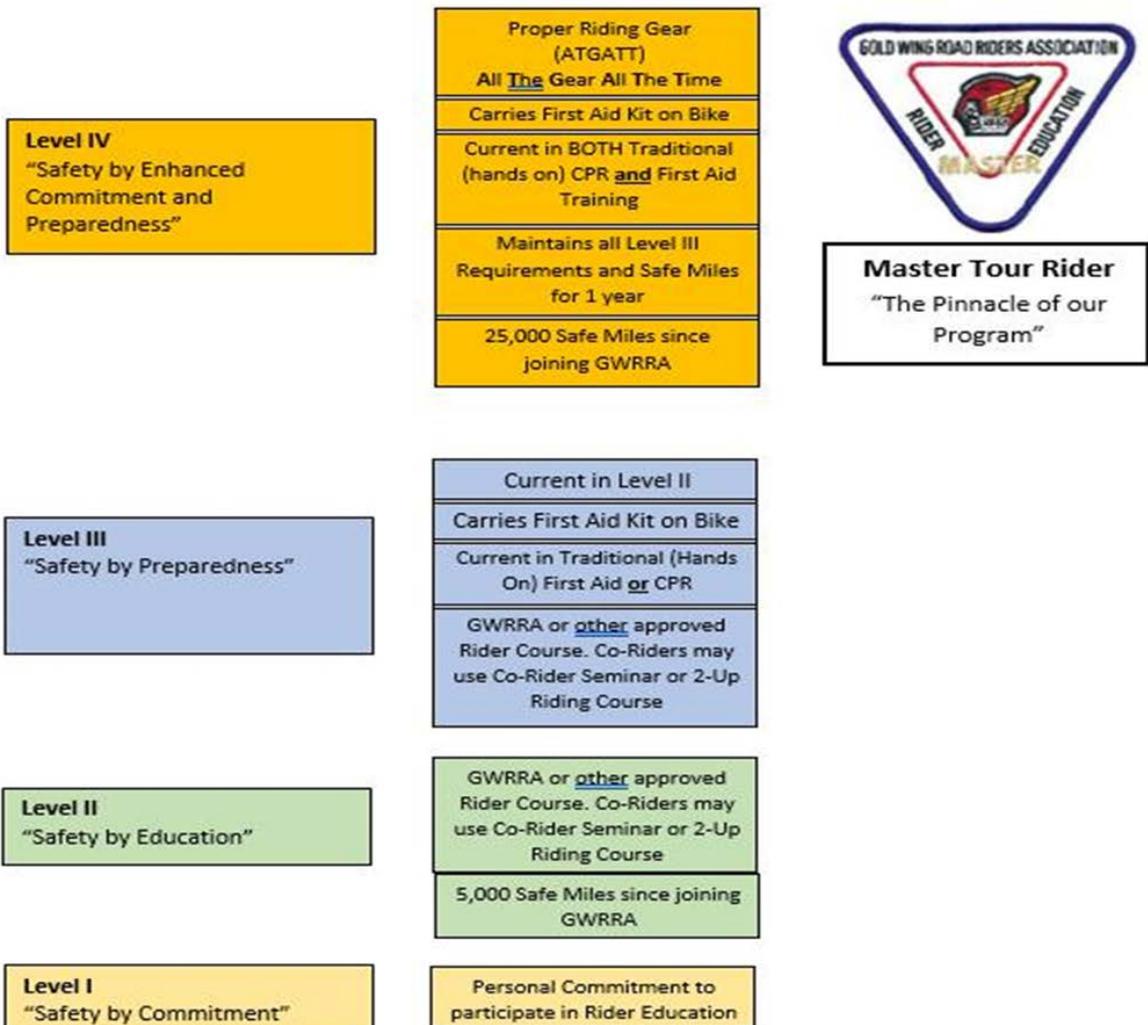


# THE RIDER EDUCATION LEVELS PROGRAM



This section will cover the GWRRA Rider Education Levels Program in its entirety. It will explain the program's purpose and provide a detailed description of each level. Requirements for achieving and maintaining those levels, as well as advancement within the program are presented. "The Building Blocks of Rider Education" illustrates how our Members progress through the program gaining skills, knowledge and confidence along the way.

***Gold Wing Road Riders Association***  
**Rider Education Levels Program**  
**"THE BUILDING BLOCKS OF RIDER EDUCATION"**



By increasing motorcyclist skills and awareness through education and training, the GWRRA Rider Education Levels Program is intended to make the motorcycle environment safer by reducing injuries

and fatalities. The Rider Education Levels Program does not propose to have all the answers, however, our close working relationship with the Motorcycle Safety Foundation® (MSF), as well as additional GWRRA programs and studies, has provided a wealth of information for use in establishing a comprehensive Rider Education Levels Program. Through **Commitment, Education and Preparedness**, we can reduce our accident rate significantly. Listed below are several benefits of a fully implemented GWRRA Rider Education Levels Program:

- Increased Rider and Co-Rider knowledge
- Rider and Co-Rider safety skills
- Prevention of accidents
- Reduced injuries
- Reduced fatalities
- Improved public image of motorcyclists
- Enhanced enjoyment of motorcycle riding

Through the efforts of the Rider Education Officers and participation of the Membership, we continue to strive to reach our goal to establish the safest motorcycle environment possible.

## **OUR SLOGAN:**

**"Safety Is For Life"**

## **OUR MISSION:**

**To Save Lives Through Quality, World Class Education**

# **RIDER EDUCATION LEVELS PROGRAM DETAILS**

The Rider Education Levels Program has been divided into four (4) progressively achievable levels. Both the Rider and the Co-Rider are eligible for, and indeed encouraged to, participate in obtaining each of these levels. The program structure is as follows:

<b>Level I</b>	<b>Commitment</b>	<b>(Safety by Commitment)</b>
<b>Level II</b>	<b>Tour Rider/Co-Rider</b>	<b>(Safety by Education)</b>
<b>Level III</b>	<b>Certified Tour Rider/Co-Rider</b>	<b>(Safety by Preparedness)</b>
<b>Level IV</b>	<b>Master Tour Rider/Co-Rider</b>	<b>(Safety by Enhanced Commitment &amp; Preparedness)</b>

The application forms to be submitted for all levels of the Rider Education Levels Program can be found on-line at the Rider Education Program page in the "REP Officer Section".

## **LEVEL I - SAFETY BY COMMITMENT**

Level 1 of the Rider Education Levels program represents the commitment of the Rider and/or Co- Rider to practice and encourage safe motorcycle operation.

### **Rider/Co-Rider Requirements:**

The requirement for Level I is current GWRRA Membership and the expressed commitment of the Rider or Co- Rider to strive for and practice safe riding. Patches are available for Members who desire to display their commitment.

### **Application:**

Submit a completed Rider Education Levels Application Form (N.7), along with **optional** pin/patch fee to a GWRRA District Educator. (Any GWRRA Officer may verify the form and then must send the form to the District Educator). If patches were issued at the Chapter Level, make note of that on the form. If the District Educator position is vacant, the form shall be sent to the appropriate Team GWRRA Rider Education Assistant. *The Level date entered in the GWRRA Database shall be the date the District Educator receives the Application Form. This date may not be the same date as when the application was completed.*

## **LEVEL II - SAFETY BY EDUCATION**

Level II of the REP is also referred to as Tour Rider or Tour Co-Rider. It represents the commitment of

the Rider and/or Co-Rider to be safer motorcycle riders by taking approved motorcycle riding courses (Riders and Co-Riders) or seminars (Co-Riders) at regular intervals. The list of approved courses can be found on the Rider Education website. (For further information regarding "Approved Rider Courses" refer the "Course Descriptions and Vehicles Allowed" to the next section). The latest Approved Rider Courses are also listed on the GWRRA.org Rider Education Tab in the Educator's Toolbox.

### **Rider Requirements:**

- Be a current GWRRA Member.
- Be enrolled in Level I of the Rider Education Levels Program and have 5,000 Safe miles (8,000 km).
- Have a current license as required in the Member's home state/province
- Have completed an approved on-bike Rider course within the past three years.

### **Co-Rider Requirements:**

- Be a current GWRRA Member.
- Be enrolled in Level I of the Rider Education Levels Program and have 5,000 safe miles (8,000 km).
- Have completed the classroom and range portions of an approved 2-Up Rider course or GWRRA Co-Rider Seminar within the past three years.

### **Application:**

Submit a completed Rider Education Levels Application Form (N.7), along with **optional** patch fee to a GWRRA District Educator. (Any GWRRA Officer may verify the form and then must send the form to the District Educator). If patches were issued at the Chapter Level, make note of that on the form. If the District Educator position is vacant, the form shall be sent to the appropriate Team GWRRA Rider Education Assistant. *The Level date entered in the GWRRA Database shall be the date the District Educator receives the Application Form. This date may not be the same date as when the training was completed.*

## **LEVEL III - SAFETY BY PREPAREDNESS**

Level III of the Rider Education Levels Program represents the commitment of the Rider and/or Co-Rider to be prepared in the event of an accident to give aid and possibly save lives. This is achieved by becoming knowledgeable in First Aid **or** CPR through hands on training and by always carrying a first aid kit on their motorcycle.

### **Rider Requirements:**

- Be enrolled and current in Level II of the Rider Education Levels Program.
- Completed a formal approved Rider Course within the past three years.
- Maintain current First Aid **or** CPR **or** MEDIC First Aid certifications.
- Carries a First Aid Kit on bike.

### **Co-Rider Requirements:**

- Be enrolled and current in Level II of the Rider Education Levels Program.
- Completed the classroom and range portion of an approved on-bike Rider Course 2-up or Co-Rider Seminar within the past three years.
- Maintain current First Aid **or** CPR **or** MEDIC First Aid certifications.

### **Application:**

Submit a completed Rider Education Levels Application Form (N.7), along with **optional** patch fee to a GWRRA District Educator. (Any GWRRA Officer may verify the form and then must send the form to the District Educator). If the District Educator position is vacant, the form shall be sent to the appropriate Team GWRRA Rider Education Assistant. If patches were issued at the Chapter Level, make note on the form.

## **LEVEL IV - SAFETY BY ENHANCED COMMITMENT AND PREPAREDNESS**

Level IV is the most prestigious level within the Rider Education Levels Program and is referred to as Master Tour Rider/Co-Rider. It represents the highest level of commitment by the Rider and/or Co-Rider toward safe riding and preparedness.

### **Master Rider Requirements:**

- Be a current GWRRA Member.
- Be current in Level III for at least one full year.
- Have ridden a minimum of 25,000 safe miles since joining GWRRA (40,000 km)
- Be current in **both** First Aid and CPR certifications.
- Carries a First Aid Kit on bike.
- Always wears proper gear (ATGATT) while riding.

### **Master Co-Rider Requirements:**

- Be a current GWRRA Member.
- Be current in Level III for at least one full year.
- Have ridden a minimum of 25,000 safe miles since joining GWRRA (40,000 km).
- Be current in **both** First Aid and CPR certifications.
- Always wears proper gear (ATGATT) while riding.

### **Application:**

Submit a completed Master Tour Rider/Co-Rider Application Form (N.9) with a **written recommendation** from a GWRRA Officer. If the District Educator position is vacant, the form shall be sent to the appropriate Team GWRRA Rider Education Assistant.

- Include a check payable to "GWRRA" for the appropriate fee.
- The District Educator will do one of the following:

1. Scan and forward the N.9 Application and Letter of Recommendation to the Director, Rider Education Program for review and approval by return email. Submission of the approved application and check to the Home Office will be the responsibility of the District Educator.

**OR**

2. Mail the N.9 Application, Letter of Recommendation and Check to the Director, Rider Course Program for review and approval. Submission of the approved application and check to the Home Office will be the responsibility of the Director, Rider Education Program. *The Level date entered in the Rider Education Database shall be the date the District Educator receives the Application Form. This date may not be the same date as when the training was completed.*

## **SPECIAL MASTER RECOGNITION**

Master Tour Riders that have remained current (Riding Course/Co-Rider Seminar/2-up Rider Course and First Aid/CPR recertification requirements) for increments of 5, 10, or 15 years are eligible to be awarded special recognition. This recognition is represented by a Masters' Recognition patch.

To check if you might be eligible for one of the Recognition Levels, check the "Master Recognition Eligibility" found in the Educators Toolbox of the Officer section on the GWRRA website on the Rider Education page.

### **Senior Master**

Members meeting a minimum 5 years of active participation and continuous\* recertification as Master Tour Riders may be recognized and receive a Senior Master rocker upon application to GWRRA.

## **Grand Master**

Members meeting a minimum of 10 years of active participation and continuous\* recertification as Master Tour Riders may be recognized and receive a Grand Master rocker upon application to GWRRA.

## **Life Grand Master**

Members meeting a minimum of 15 years of active participation and continuous\* recertification and who are current Members may be recognized and receive a Life Grand Master rocker upon application to GWRRA.

### **Application:**

Complete the applicable section of the Master Tour Rider/Co-Rider Application Form (N.9). The cost of the optional rocker is \$2.00 USD. The form is sent to the District Educator for verification. If the District Educator position is vacant, the form shall be sent to the appropriate Team GWRRA Rider Education Assistant. If the rocker is issued at the District Level no further action is required. Date of issuance needs to be recorded by the District Educator in the REP (Rider Education Program) Database.

*\*SIMPLY MEETING THE LONGEVITY REQUIREMENTS DOES NOT FULFILL THE REQUIREMENTS FOR SPECIAL MASTER RECOGNITION. THE APPLICANT MUST ALSO REMAIN CERTIFIED DURING THE CORRESPONDING PERIOD OF TIME. HAVING A MASTER NUMBER ON THE ELIGIBILITY LIST DOES NOT AUTOMATICALLY QUALIFY SOMEONE FOR THE MASTER'S RECOGNITION PROGRAM.*

*IF THERE IS A TIME WHEN LEVELS ARE NOT CURRENT, OR MEMBERSHIP EXPIRES, THE MEMBER NEEDS TO REJOIN GWRRA, RECERTIFY AT THE MEMBER'S HIGHEST LEVEL OF ACHIEVEMENT AND REMAIN CURRENT FOR ANY ADDITIONAL TIME REQUIRED TO COMPENSATE FOR ANY NON-CURRENT TIME.*

*IT IS THE RESPONSIBILITY OF THE MASTER TOUR RIDER/CO-RIDER TO ENSURE THERE IS NO LAPSE IN THE TIME THEIR MEMBERSHIP OR LEVELS ARE CURRENT. THE GWRRA DATABASE AND DISTRICT EDUCATOR CAN HELP IN ASSISTING THE MEMBERS IN THEIR RIDER EDUCATION GOALS.*

## **UPDATING LEVELS INFORMATION**

When a Member in the Levels program completes a Rider Course, First Aid Course, CPR Course, Co-Rider Seminar or wants to update their high or safe miles, the Member should use the N.10 Levels Data Update Form. This form may be found on the Rider Education Webpage in the Officer Tab.

When a Member decides to progress to a higher level in the Levels Program, they should use the N.7 for Levels I, II, and III and the N.9 for Level IV.

The N.7, N.9 and N.10 are forwarded to the District Educator for input into the Members' information in the GWRRA Database. If the District Educator position is vacant, the form shall be sent to the appropriate Team GWRRA Rider Education Assistant.

## **HONORARY MASTER PROGRAM**

Starting in 2015, GWRRA established a way to preserve the Masters' Program integrity and further appeal to the Member who might be unable to fully participate - yet cares deeply about supporting our great Rider Education Program.

If we can keep a Member active in GWRRA longer, we assist in Membership Retention and capitalize

on retaining some experienced ambassadors for Rider Education.

The focus is to give those Members that can no longer ride or perform CPR/FA, but choose to continue contributing specifically to Rider Education, some incentive to do so.

Members who would qualify to participate in the Honorary Master's Program should apply, using an N.33 Form, declaring their intention to participate.

### **Requirements:**

- Continued GWRRA Membership
- Current in the courses and requirements you can attain. (Declaring on the N.33 which course(s) you will stay current in)
- Declare on the N.33 which course(s) that are unattainable.
- Declare what Rider Education Activity you would like to substitute for the course(s) that are not attainable. Examples include:
  - Rider: Take the Classroom portion of a Rider Course
  - Co-Rider: Attend a Co-rider seminar.
  - Rider/Co-Rider: Present Motorist Awareness Seminar to a civic group
- This substitution is on a case-by-case basis, tailored to the individual, and approved by the District Educator.
- Renew every three (3) years using an N.33
- Automatically dropped from the program if the N.33 declarations are not met.

## ***RETIRING A LEVEL***

From time to time, a Member may decide that they are no longer capable of maintaining certifications required for the highest Level they have achieved in the Levels Program due to age, illness, etc. and if at a Master Level, do not wish to participate in the "Honorary Master's Program".

These Members should complete a N.33A form and forward it to the District Educator. In the database, this should be noted in the comments to alert other users to the decision made by the Member. Once retired, the Member is no longer eligible to continue progressing in the Rider Education Levels Program at any level, unless they bring themselves current. They may continue to hold a position or certification requiring the level to be current with approval of the Director of Rider Education or Director of GWRRA.

These exceptions shall always be made considering the best for the Membership.

## ***HANDLING OF "EXPIRED" PARTICIPANTS***

Any of our expired Rider Education Levels Program participants may bring their status to current and active by submitting a completed Levels Data Correction Form (Form N.10) along with copies of the appropriate support documentation (CPR/FA completion cards, Rider Training, Co-Rider completion cards) that meet the requirements.

As a further clarification, any participant will recertify at the highest level achieved and does not revert backward to a lower level at any time.

A Member who has achieved a Master level will be allowed to recertify as a Master if the requirements are met. Members work hard to achieve these levels and the insignia they wear recognizes their success in doing so. If a Member chooses not to continue recertifying at any level, the achievement is never diminished.

They have benefited from their training and commitment and we as an association have benefited from their participation. This commitment should always be recognized regardless of their personal decisions

regarding continuing to maintain level requirements.

## **MILEAGE PROGRAMS**

There are two separate mileage programs administered through the Rider Education Program. They are: **“Safe Miles Program”** and **“High Mileage Program”**.

### **Safe Miles Program**

Safe Miles is a part of the Rider Education Levels Program. Safe Miles is defined as the number of accident-free miles driven on your motorcycle since joining GWRRA. It is a means of tracking the number of safe, accident-free miles that have been ridden while in GWRRA. Miles accumulated prior to becoming a Member are not eligible under Safe Miles.

If/when an accident occurs, the participant in the Safe Miles Program reverts to "0" (zero) Safe Miles and begins accumulating again. An accident is defined as any incident that results in reportable property damage or personal injury during the operation or use of a motorcycle. Reportable includes, but is not limited to, any law enforcement accident report or insurance claim that was filed because of the incident. Application and updates for “Safe Miles” are made using the N.10 Form.

### **High Mileage Program**

The High Mileage Program is separate from and not a part of the Rider Education Levels Program. This program is provided for those who wish to display their total mileage ridden on all motorcycles. All Members may participate in this program. The mileage applied for includes all miles ridden on any brand of motorcycle, both prior to and after, becoming a GWRRA Member.

Accidents do not affect these miles. The minimum required mileage is 50,000 miles (80,000 km). Initially, with the first 50,000 miles, the applicant will receive a High Mileage Pin and a 50,000 Mile Hanger Bar. Additional Mileage Bars are available thereafter in 50,000-mile increments as additional miles are accumulated. Applications for participation in the High Mileage Program are done using the N.7 Form. Updates to High Mileage uses the N.10 Form.

## **BASIS OF THE RIDER EDUCATION RIDER COURSE PROGRAM**

The basis of all Gold Wing Road Riders Association (GWRRA) Rider Course Programs is continuing education and training for the Membership. GWRRA has developed its own set of programs to provide this training. The intent is to bring Rider training and safety-oriented activities directly to the Members. The programs that now exist are the culmination of many years of effort and planning. The programs are conducted by an excellent corps of volunteers representing a large cross section of the Membership.

## **REQUIREMENTS FOR RIDER COURSES**

GWRRA requires that consistent and adequate safety practices be employed when Educators and Instructors conduct GWRRA Training and Skill Enhancement activities. These standards must be maintained to eliminate or minimize unnecessary liability for the Association. To that end, all participants (including Co-Riders and, at the discretion of the District Educator non-Members invited to participate) in GWRRA Rider Training and Skill Enhancement activities must adhere to the following requirements:

- All Riders must hold a valid operator's license with motorcycle endorsement as required by the Rider's state/province of residence. Riders not holding a valid license will not be permitted to participate.
- Participants must show proof of insurance for the vehicle being used in the training.
- All Riders and Co-Riders shall sign the GWRRA Rider Course Waiver Form N.26 prior to participating in any GWRRA on bike/trike training or Skill Enhancement activities.
- All Riders and Co-Riders must have the following riding gear to participate in GWRRA training and Skill Enhancement activities.

- A Helmet meeting DOT standards
- Modular or Flip-Face Helmets are required to be worn in the Down and Locked position while participating in GWRRA events.
- Eye protection (windshields are not considered eye protection).
- Long Sleeve jacket/shirt. No pull-on sleeves permitted.
- Full finger gloves.
- Long legged pants that reach the ankle while seated on the motorcycle.
- Footwear that covers the ankle.

GWRRA encourages Co-Riders to participate in Rider Courses. Co-Riders receive credit in the levels program only if they participate in **both** the classroom and range portions of a Rider Course. All GWRRA Rider Courses are designed to be conducted as Two-Up events. However, in some exercises, Instructors may require Riders to ride One-Up for at least the first attempt in early exercises.

These requirements shall apply at any GWRRA-sponsored Rider Education Training or riding event. They do not apply to any "non-educational" riding activity, such as a Chapter ride, parade, fun/poker run, etc.

## **Facility Requirements**

To conduct rider training safely and effectively, rider course ranges must meet specific criteria to provide clear and unobstructed riding and observation for the Riders and Instructors.

The following are requirements for Rider Course ranges and define what is necessary for setting up or securing a facility to conduct a Rider Course. Certified Instructors have exact dimensional requirements that will ensure that the course can be laid out and conducted safely.

### **Range Size:**

- The GWRRA Advanced Rider Course range optimally requires a paved area of 200 ft. x 300 ft. (60 m x 91 m) and include a 20 ft. (6 m) run-off zone on each side the perimeter.
- For all other GWRRA Rider Courses, the optimal range size required is rectangular at 160 ft. wide x 240 ft. long (49 m x 78 m) and includes a 20 ft. (6 m) run-off zone on each side of the perimeter.
- Run off areas should have a similar surface to the riding area and must be suitable for vehicle operation.
- Do not estimate the size of an area under consideration - measure it! Be certain of the dimension.
- Contact the Team GWRRA Rider Education Assistant - Rider Courses Programs for specific instructions and advice on prospective ranges. Variance in size and layouts may be made, but only with approval from the Team GWRRA Rider Education Assistant - Rider Courses Programs

## ***VEHICLES ACCEPTED IN GWRRA RIDER COURSES***

GWRRA Rider Courses are designed for two and three-wheel vehicles plus two-wheel vehicles with Add-On Kits specifically designed to be mounted on two-wheel vehicles. These vehicles will share some common characteristics:

- Rider and Co-Rider straddle or sit astride the seat.
- Seating for the Co-Rider is behind the Rider. (Exception: Side-Car Rig)
- Steering is by means of a handlebar as opposed to a steering wheel.

GWRRA does not maintain a position on whether a car tire should be used on a two- or three- wheeled vehicles. Educators, Instructors, and Trainers may, 1) have personal opinions and 2) can discuss common industry knowledge to make users or potential users aware of any risk being taken. But they may not falsely represent GWRRA policy or take action to enforce laws that do not exist preventing the use of car

tires on motorcycles or trikes. We leave legal action to law enforcement officials.

A tire (car or motorcycle) used must meet standards set forth when the use of a vehicle check is required (e.g.: A N.17 Vehicle Inspection Sheet during GWRRA sponsored training or field activities). Participation in bike/trike training or activities being conducted outside of GWRRA is governed by that provider organization, which may not allow the use of car tires on motorcycles.

## ***COURSE DESCRIPTIONS & VEHICLES ALLOWED***

The GWRRA Rider Education Program has developed Rider Courses to enhance and further develop the riding skills of our Members. All GWRRA Rider Courses have been field-tested, fine-tuned and retested again by motorcycle safety professionals and Instructors before they are approved for use by GWRRA. All GWRRA Rider Courses address the three major skill deficiencies of motorcyclists outlined in the "HURT Report": Braking, Cornering, and Swerving.

All GWRRA Rider Courses meet GWRRA Levels Program requirements. There are many other Rider courses outside GWRRA that can be used for the Levels Program rider course requirements. A list of these can be found on the GWRRA website's Rider Education page.

### **Advanced Rider Course (ARC)**

Focusing on the dynamics of a traditional motorcycle, the ARC classroom helps Riders and Co-Riders understand how their vehicle will react in a variety of street/road conditions. and then practice that understanding on the range. This course focuses on the skills found to be lacking in motorcyclists - Braking, Cornering, and Swerving. This class has both a classroom and range requirement. Only two-wheel motorcycles are allowed in this course.

### **Advanced Rider Course Re-certification (ARC-R)**

This is a Range Only version of the ARC. It must be alternated with a course that incorporates both classroom and range activities to be used in the levels program. Only two-wheel motorcycles are allowed in this course.

### **Trike Riders Course (TRC)**

Focusing on the dynamics of three-wheel riding, the TRC helps Trike Riders and Co-Riders understand how their vehicle will react in a variety of street/road situations and then practice that understanding on the range. Like all GWRRA Rider Courses, this course also focuses on the braking, cornering, and swerving skills of the Rider and Co-Rider. This course has both a classroom and range requirement. Only three-wheel motorcycles are allowed in this course (side car rigs and Add-on Kits are not allowed).

### **Trike Rider Course Re-certification (TRC-R)**

This a Range Only version of the TRC. It must be alternated with a course that incorporates both classroom and range activities to be used in the levels program. Only three-wheel motorcycles are allowed in this course (side-car rigs and Add-on Kits are not allowed).

### **Trailing Course (TC)**

By completing the TC, Riders and Co-Riders become aware of the effects that pulling a trailer has on the handling and operating characteristics of the motorcycle. It remains focused on the basic motorcycling skills of braking, cornering, and swerving while addressing the dynamics related to having a trailer attached. This course has both a classroom and range requirement. It is recommended that Riders complete an ARC prior to taking the Trailing Course. Only two-wheel motorcycles with an attached one or two-wheel trailer are allowed in this course.

### **Trike with Trailers Course (TTRC)**

By completing the TTRC, Riders and Co-Riders become aware of the effects that pulling a trailer has on the handling and operating characteristics of the trike. It remains focused on the basic motorcycling skills

of braking, cornering, and swerving while addressing the dynamics related to having a trailer attached. This course has both a classroom and range requirement. It is recommended that Riders complete a TRC prior to taking the Trailering Course. Only three-wheel motorcycles with an attached one or two-wheel trailer are allowed in this course.

### **Sidecar Riders Course (SRC)**

Focusing on the dynamics of sidecar rig riding, the SRC helps sidecar rig Riders and Co-Riders understand how their vehicle will react in a variety of street/road situations and practice those understandings on the range. Like all GWRRA Rider Courses, this course also focuses on the braking, cornering, and swerving skills of the Rider and Co-Rider. This course has both a classroom and range requirement.

Two-wheel motorcycles with a traditional "side-car" are allowed in this course. A co-driver or 75 pounds of ballast (behind the seat of the sidecar) is recommended in the rig on all range exercises to prevent "unloading" with possible rollover consequences.

### **Add-On Kit Rider Course (AORC)**

This course has been developed for those Riders and Co-Riders who use "add-on kits" that convert their motorcycle to a 4-wheel vehicle. This course helps Riders and Co-Riders understand the unique handling characteristics of the vehicles while still emphasizing the "Hurt Report" findings that motorcyclists are deficient in the skills of Braking, Cornering and Swerving. Only two-wheel motorcycles with an Add-On kit (Insta-Trike, Tow-Pac, Voyager, etc.) are allowed in this course.

### **Co-Rider Seminar**

The Co-Rider Seminar is intended to provide education and information that will result in increased awareness, greater team interaction between the Rider and Co-Rider, reduction in the risks associated with motorcycle riding, and most of all, MORE FUN. Completion of this Seminar by a certified University Instructor (UI) or University Trainer Rider Ed Presenter (UTREP) will satisfy the riding requirement for a Co-Rider in the Levels Program. **NOTE: *The Co-Rider Video is not acceptable for the Levels Program.***

### **RIDER COURSE INSTRUCTORS**

All GWRRA Rider Courses must be conducted by GWRRA Certified Rider Course Instructors. Rider Course Instructors are the role models and the instruments for ensuring uniformity and outstanding quality in the presentation of all GWRRA rider-training programs. Rider Course Instructors are volunteer Members who give of their time, knowledge, and training to provide the Membership with an opportunity to improve their riding skills. They are a dedicated and committed group of individuals, and as volunteers, are not compensated for their time and effort in teaching these courses.

District Educators will establish appropriate participant fees, with approval of the Director - Rider Education, to recover the associated costs of providing the course. These costs may include material reproduction, site and or classroom space rental and Instructor expenses.

The coordinating organization (District) may compensate the Instructor for receipted expenses (such as fuel and lodging) if pre-arranged.

## ***HOW TO BECOME A GWRRA RIDER COURSE INSTRUCTOR***

***Any GWRRA Member can become a Certified GWRRA Rider Course Instructor***

### **Instructor Qualifications required of all applicants:**

- Be a current GWRRA Member.
- Have no more than 4 points on his/her operator's license within the last 12 months.
- Have no DUI convictions for the past five years.
- Be current at Level III or above in the REP Levels.

- Demonstrate safe riding habits by always wearing the proper riding gear. **(ATGATT)**
  - **All the Gear, All The Time!**

## **TWO APPROVED METHODS TO BECOME A GWRRA RIDER COURSE INSTRUCTOR**

### **Method 1:**

Be currently certified as an Instructor with another recognized training organization such as Motorcycle Safety Foundation (MSF), Canadian Safety Council (CSC), Evergreen Safety Council (ESC), and many State Programs.

Complete a N.13A Rider Course Instructor Application (found on the GWRRA Rider Education webpage).

Send it, along with a copy of your current Instructor certification card to your GWRRA District Educator. The District Educator will pass the application to the Team GWRRA Rider Education Assistant - Rider Course Programs for approval.

If approved, the individual will be issued a Rider Course Instructor number (RCI). Should the Instructor choose to become certified to conduct a GWRRA Rider Course, the Instructor shall determine which courses they wish to conduct and participate in the appropriate ICC Course(s) for certification.

### **Method 2:**

Members who are not currently certified as Instructors by another organization must participate in a Rider Course Instructor Certification Program (RCICP).

The RCICP is a **5-day** program conducted by a GWRRA Master Instructor Trainer (MIT) and is currently offered for the Advanced Rider Course (ARC) and the Trike Rider Course (TRC). Day one is a classroom session to assess and develop the candidate's classroom presentation skills. The RCICP is independent of the GWRRA University Program and all sessions must be taken even if the candidate is currently (or formerly) been certified as a UTREP, UI or UIT.

The remaining four days are a combination of classroom and range instruction. This portion of the RCICP is designed to provide the candidate with the skills and knowledge to enable them to effectively conduct a GWRRA Rider Course. Included in the first day of the range portion is a PASS/FAIL riding skills test.

The specific schedule of the 5 days is at the discretion of the MIT and will consider the travel distances of the candidates and the availability of the facility. **All five days require pre-course assignments and study.**

To participate in this program, fill out an N.13A form (found on the GWRRA Rider Education webpage) and send to your District Educator as indicated on the form. The District Educator will pass the application to the Team GWRRA Rider Education Assistant - Rider Course Programs for approval. Your application will be held until there are enough candidates on the waiting list in your area. You will be notified and given the opportunity to participate. If you choose to do so, you will be required to submit a \$100 fee at that time.

If successful in the RCICP, the candidates will be given "Interim Certification" that requires them to instruct their first two courses with an experienced Instructor or under the supervision of a Master Instructor or Master Instructor Trainer. If their performance is satisfactory in these initial courses, they will then attain full certification.

### **To Maintain GWRRA Rider Course Instructor Certification**

Once an Instructor is certified, the Member must maintain that certification by accomplishing the following:

- Submit a N.13 Rider Course Renewal to your District Educator on a biannual basis.

- Maintain all requirements of the Member's initial certification.
- Be current in FA/CPR.
- Be current at Level III or above in the Levels program.
- Rider Course Instructors who do not conduct a minimum of two (2) GWRRA Rider Courses during each two- year certification period will be required to participate in an ICC to be re-certified. In some cases, the expired Instructor may be required to retake the entire RCICP.

**NOTE – It is the Instructors responsibility to make sure his/her requirements are met. If the District they are in does not offer enough courses for the Instructor to teach to maintain certification, it is the Instructor’s responsibility to seek out courses to help conduct.**

- Demonstrate commitment to the REP by leading by example -- proper riding gear, REP renewals, etc.
- Participate in Instructor update courses and/or refresher courses when available.
- Check the GWRRA Rider Course Instructor website to ensure the use of the current materials for the course.
- Demonstrate safe riding habits by wearing the proper riding gear. **(ATGATT) - All the Gear, All the Time.**
- Check their personal GWRRA Database record to ensure they are current **PRIOR** to conducting a GWRRA Rider Course.

## **INSTRUCTOR CERTIFICATION COURSE (ICC)**

After initially becoming a fully Certified GWRRA Riding Course Instructor, individuals may be certified in additional Riding Courses within GWRRA. To do this, individuals must participate in an Instructor Certification Course (ICC). This course is conducted by a GWRRA Master Instructor (MI) or Master Instructor Trainer (MIT)

**Candidates must submit a N.13 form to Team GWRRA Rider Education Assistant - Rider Course Programs, prior to participating in an ICC.**

**MI's AND MIT's MAY NOT CONDUCT ICCs WITHOUT THE APPROVAL OF THE CANDIDATE(S) BY THE Team GWRRA REP ASSISTANT- RIDER COURSE PROGRAMS.**

- The ICC is typically done over a two-day period.
  - Prior to this the candidate will be required to complete the "Study Guide" questions for the specific course and submit them to the MI/MIT. Candidates are expected to score 85% or better on the study questions
- Day one consists of range set-up
  - Practice riding the specific course range exercises
  - Oral testing of the candidate's knowledge of the course. It is the option of the MI or MIT to require further written and oral testing.
- Day two the candidate will conduct a course while a Master Instructor observes and evaluates.

### **Courses currently offered by GWRRA are:**

ARC -Advanced Rider Course	ARC-R - Advanced Rider Course Recertification
TRC - Trike Rider Course	TRC-R - Trike Rider Course Recertification
TC - Trailering Riding Course	TTRC - Trikes with Trailers Riding Course
SRC - Sidecar Rider Course	AORC - Add-On Kit Rider Course

**\*Note - The TRC-R and ARC-R may be taught by any fully certified ARC or TRC Instructor. The AORC requires both ARC and TRC Certification and does not require an ICC.**

# **RIDER COURSE INSTRUCTOR (RCI) RENEWAL OF UTREP OR UI CERTIFICATION**

All GWRRA Rider Course Instructors (RCI) are UTREP Certified. This certification is concurrent with their Rider Course Instructor status. If the RCI certification lapses, so does the UTREP certification. The UTREP allows all RCI's to present Rider Education Seminars found on the GWRRA University Webpage. If an RCI chooses to not conduct Rider Courses but wishes to continue presenting Seminars, they must renew their UTREP with the University. RCI's who are UI's must maintain their UI certification using the U.4 Form from the University.

## **MASTER RIDER COURSE INSTRUCTOR (MI)**

A Master Rider Course Instructor is an instructor who meets the experience and knowledge requirements listed below and who successfully completes a Master ICC given by a Master Instructor Trainer.

To be considered for certification as a Master Instructor the candidate must:

- Be recommended as a Master Instructor by the District Educator
- Be active GWRRA Rider Course Instructor for at least two years.
- Have taught at least one course at Wing Ding within the past two years\*.
- Have taught a minimum of three (3) GWRRA Rider Courses during the past two years.
- Be GWRRA certified in **several** curriculums. \*
- Have no more than 4 points on his/her operator's license within the last 12 months.
- Have no DUI convictions for the past five years.
- Be current in Level IV in the REP.
- Be a currently certified GWRRA Instructor in good standing.
- Demonstrate safe riding habits by always wearing proper riding gear as defined in the REP.
  - (All the Gear All the Time - **ATGATT**)
- Pass the Master Rider Course Instructor candidates written, classroom, and field tests as required by the Master Instructor Trainer conducting the certification. Upon certification as a MI, the Instructor is qualified to conduct ICC's in each of the Rider Courses they were already certified in as a Rider Coach Instructor. Each additional Rider Course requires individual certification. MI's may conduct Quality Reviews for any GWRRA Rider Course.

*\*These requirements may be waived by the Team GWRRA Rider Education Assistant – Rider Course Program in cases indicating a critical need for a Master Instructor in a specific area and for a candidate demonstrating outstanding abilities and dedication.*

The primary responsibility of a Master Instructor is to conduct ICCs and Quality Reviews. All ICCs must be approved by the Team GWRRA REP Assistant- Rider Course Programs prior to being conducted. Quality Reviews may be done at any time without prior notice to the Instructor being reviewed, however, it is common courtesy to not just drop into someone's class.

For both ICCs and QRs an N.32 must be filled out and shared with the candidate or Instructor and then passed on the Asst Rider Course programs.

## **Maintenance of Master Rider Course Instructor (MI) Certification**

A certified **Master Instructor** maintains that certification by accomplishing the following:

- Maintain all requirements and currencies of his/her initial GWRRA certification.
- Conduct a combination of two (2) ICC's or Quality Reviews each two years. This should be in addition to the teaching of two GWRRA Course in two years.
- To have conduct befitting the high expectations of a Rider Course Master Instructor as a role model of our Rider Education Program.
- Demonstrate commitment to the Rider Education Levels Program by leading by example -

proper riding gear, maintaining Rider Education Levels Program requirements, etc.

- Participate in Master Instructor update courses and/or refresher courses when available.

Submit an updated Rider Course Master Instructor Application Form (N.14) every two years (available on the GWRRA Web site) for renewal purposes. Instructors failing to renew may be dropped from the program.

## **Master Rider Course Instructor Trainer (MIT)**

A **Master Instructor Trainer** is a specially selected individual who has demonstrated exceptional skills and dedication as a Master Instructor and successfully completes a Master Instructor Trainer certification program given by the Team GWRRA Rider Education Assistant - Rider Course Programs or by an experienced Master Instructor Trainer with the approval of the Director of Rider Education and/or Team GWRRA Rider Education Assistant - Rider Course Programs. **There are no Maintenance of Certification Requirements for Master Instructor Trainers.**

### **Application:**

An MI wishing to become an MIT must make direct contact with the Director – Rider Education, or the Team GWRRA Rider Education Assistant – Rider Course Programs. All applicants will be reviewed on an individual basis. For more information, contact the Team GWRRA Rider Education Assistant – Rider Course Programs.

Once a Member reaches the MIT level, he/she is expected to remain active in the program on a regular basis. Failing to do so would result in a simple conversation and possible decertification depending on the circumstance. Remaining active in the program means:

- Regularly teaching Rider Courses.
- Doing quality reviews.
- Conducting ICCs and RCICPs and serving as a resource for the Rider Education Program Team, to all Rider Course Instructors, and District Educators.
- Keeping their information in the database current.
- Only MITs may present a Rider Course Instructor Certification Program (RCICP), including the Classroom Instructor Development Module (CIDM) and the Rider Course Instructor Training (RCIT) classes. The MIT alone may certify a new Master Instructor (MI). The Director Rider Education and the Team GWRRA Rider Education Assistant - Rider Course Programs alone may certify a new MIT. MITs are certified to conduct/evaluate all GWRRA Rider Education Rider Courses.
- All RCICPs require the approval of the Team GWRRA REP Assistant – Rider Course Programs. This assures that notice of the RCICP will be sent to all interested applicants.

# MEDIC FIRST AID® Programs and GWRRA

Health and Safety Institute® (HSI) is a family of brands offering training and continued education. In 2000 GWRRA became a corporate sponsoring provider for MEDIC FIRST AID® International Inc. a program of HSI. By aligning with MEDIC FIRST AID®, GWRRA has been successful in providing locally available, cost effective training without the administrative limitations typically found with other organizations.

## MEDIC FIRST AID® INTERNATIONAL, INC.

MEDIC FIRST AID® (MFA) brings to the classes new updated methods and ample hand-on practice with classmates and training feedback manikins or feedback manikin devices to develop knowledge, skills, and confidence. GWRRA Members practice in small groups using the skill guides with outstanding Instructor guidance helping Members learn by doing and by helping each other.

The course provides positive coaching and comments from the Instructor while using scenario-based practice sessions that provide a sense of real-time emergency action. Students complete a “Rate Your Class” evaluation form which is sent to the MFA Director by the Instructors to help ensure all course materials are effective, appropriate and to assist in developing future programs updates.

MEDIC FIRST AID® is a registered trademark. Usage standards are posted on GWRRA.org. site or contact MFA Director for guidelines.

## MEDIC FIRST AID® Programs Available to GWRRA MFA Instructors

In addition to the primary focus of the BasicPlus, Instructors can take additional specialized training available on a limited basis. Contact MFA Director for further information and cost.

### Basic Training Program

The BasicPlus CPR, AED and First Aid for Adults is the only program taught. The Blended, Renewal Training or the Challenge *will not* be accepted.

Instructors which have been certified with MEDIC FIRST AID® (MFA) can teach BasicPlus curriculum, using a video training format with hands on practice, Instructor coaching, and feedback. This program is available in all GWRRA Districts (U.S. and Canada). The Districts are using local Member Instructors for course presentation. The length of this class is approximately 4-5 hours depending on the number of students and their skills coming into the class.

Supplemental course material is provided in the BasicPlus Instructors Guide/DVD. The supplemental material are add-ons and can be augmented into the class adding approximately 10-15 minutes in length for each topic.

This BasicPlus Training Program is one of the approved programs for GWRRA Rider Education training in CPR/AED/First Aid and qualifies Members for advancement and maintenance of their Rider Education Levels Program requirements.

### GWRRA MEDIC FIRST AID® PROGRAM ADMINISTRATION

The Director of MFA is a Rider Education position reporting directly to the Director of Rider Education. This individual is a certified MEDIC FIRST AID® Instructor Trainer. The Director of MFA's primary function is in the overall administration of the program, a direct liaison to GWRRA MEDIC FIRST AID®, and a trainer for our network of MEDIC FIRST AID® Instructor Trainers.

It is the intent of this program to provide cost effective, convenient CPR/First Aid training for Members throughout the organization. To achieve this each area (formerly Region) should have an Area MFA Coordinator who is responsible for assisting with the District MEDICA FIRST AID® programs in his or her area and working with the District Directors, Educators and Coordinators.

The District MFA Coordinator works with the District Educator to run the District's program. The role is important because the distribution of MFA Instructors must be managed to cover the broadest geographic and

population range within the District balancing the demand and availability of courses.

The role and responsibilities listed are not just “guidelines” but ensures that a quality program continues to be provided and necessary to maintain the organization’s standing with MEDIC FIRST AID®.

### **Director of MEDIC FIRST AID®**

The Director of Rider Education shall appoint the MFA Director with the consent of the Director of GWRRA, to coordinate and manage the GWRRA sponsored MEDIC FIRST AID® program and all other decisions regarding CPR/First Aid.

### **Duties of the MFA Director**

- Serve as the primary communication channel between GWRRA and Health Safety Institute (HSI) MEDIC FIRST AID®.
- Coordinate all program requirements and updates with MFA.
- Communicate all program changes and update requirements to all District Educators, District MFA Coordinators and Area MFA Coordinators, and Instructors.
- Certifies and trains MFA Area Instructor Trainers and District MFA Instructors (if no Area MFA Instructors available) as requested.
- Maintain all records of certified and active GWRRA MFA Instructors and Instructor Trainers and those that may be added to the program.
- Maintain course record files such as new Instructor Applications and Class Rosters (Form N-20) and “Rate Your Program” sheets for courses conducted throughout GWRRA.
- Coordinate all CPR/First Aid training during the GWRRA Annual Wing Ding by establishing the course schedules, coordinating the student schedules, soliciting, and recruiting Instructors as needed to fully staff the Wing Ding program.
- Provide Instructor Trainer updates at each Wing Ding to ensure all Areas and Districts are up to date in training and any problems can be taken care of.
- Work with the Districts, when appropriate, to identify appropriate individuals to train as MFA Instructor Trainers. It is the responsibility of the MFA Director to appoint the MFA Instructor Trainer with the consensus of the District Director and District Educator (DE).
- Coordinate all Instructor training programs including the review and approval of all Instructor candidates with the District Trainers and District Coordinators. Ensure Instructor Guidebooks for instructor candidates are ordered and the processing of all follow up paperwork at the completion of the training course is done.
- Continue with the personal training and certification in MFA programs and become capable to provide additional programs to the GWRRA Membership and District as these are developed and released.
- Attend MEDIC FIRST AID® (MFA) conferences as approved by the Rider Education Director and National Director for the purpose of representing GWRRA, obtaining information on new and changing programs and to secure the capability of training “in house” new material and programs.
- Maintain the quality of training service provided by the GWRRA MFA Instructors by reviewing all paperwork, N-20 Class Roster and “Rate Your Program” sheets evaluations. Addressing any concerns communicated for the field. All paperwork *MUST* be sent to the MFA Director within two (2) weeks after the class was given. All Class Roster *MUST* be on approved GWRRA MFA Class Roster N-20 as provided on the GWRRA Rider Education Website.
- Prepare and submit an Annual Activity Report (no later than January 31 of each year) to the Director of Rider Education outlining the current state of the program, the number of Members trained, the number of active Instructors and the number of certified MFA Instructor Trainers within the program.
- Provide an Instructor bulletin to be made available to all current Instructors as needed.
- Supply an article for GWRRA National Newsletter (Insight) on a quarterly basis or as requested by the Team Rider Education Director.

## AREA MEDIC FIRST AID® COORDINATOR

The Area MFA Coordinator is responsible for assisting with the District MFA programs in his or her area and communicates with the MFA Director.

There are several ways this position can be filled. Our preference is that this individual is an MFA Instructor Trainer prior to taking the position. It is important that the Area Coordinator has an in-depth understanding of the program.

The position of the Area MFA Coordinator is an unsupported volunteer staff position. This means the individual's contact information is listed in the District's publications (Newsletters, Website, and the like). They are also allowed to participate in District Officer meetings when the MFA program is planned to be discussed. In all cases, how this position is being filled must be discussed with the MFA Director, so we have assurances that this position is receiving the needed focus and support for the Districts.

### Duties of the Area MFA Coordinator

- Promotes and support the GWRRA sponsored MEDIC First Aid® Programs as released and recommended by the MFA Director.
- The Area MFA Coordinator reports directly to the MFA Director and reports to the District Educators keeping them informed regarding the program.
- Work with the District Educators (DE) and their Coordinator to ensure they have enough MFA Instructors to meet their program's needs.
- Work with the District MFA Coordinator to help the District with the coordination of equipment and material to help in maintaining a cohesive MFA program.
- Assist the DE and their Coordinators in developing, promoting, and supporting the MFA training programs.
- Ensure that all Instructor candidates' paperwork is forwarded on to the Director of MFA.
- Ensure that all training records are forwarded to the MFA Director for the maintenance of files. Class rosters (Form N-20) and "Rate Your Program" sheets are required by GWRRA MEDIC FIRST AID® to be on file with the MFA Director and *must be submitted* to the MFA Director within 14 days after the class was given. No exceptions.
- Will complete MFA Class Sign Up form found at GWRRA website. Forms are sent to MFA Director for posting.
- Maintain an up-to-date listing of active and certified MFA Instructors within the area. These records must match the MFA Director's files.
- Identify those individuals, approved by the MFA Director, at the Area and District levels for purchasing equipment and supplies directly from Health and Safety Institute (HSI). The identified individual must be on record with the MFA Director to have orders approved. No materials will be purchased and supplied by the National organization.
- Instructor Trainers who are not Area Coordinators will report and work with the District MFA Coordinator and District Educator.
- Instructor(s) **must** teach 2 classes in 2-years between certification date and their expiration date. Not complying will eliminate the Instructor from teaching and they must contact MFA Director.

## DISTRICT MEDIC FIRST AID® COORDINATOR

It is important that the MFA program be implemented and administered at the District Level with a well-informed certified MFA Instructor. The greatest success is when the District MFA program provides the Chapters with easy obtainable training. The District MFA Coordinator and the District Educator (DE) share similar roles and responsibilities as Area MFA Coordinator which can be undertaken if no Area Coordinator is available.

The DE can also assume the responsibility of the District MFA Coordinator. This is less preferred option

because of all the other duties they have and the limited focus they will have to the program because of this.

The *Assistant* District Educator can assume the responsibility of the coordinator. However, some Districts do not have the financial ability to have additional Assistants on their staff. The District MFA Coordinator is an unsupported volunteer staff position. This means the individual's contact information is listed in the District's publications (Newsletters, Website, and the like). They are also allowed to participate in District Officer meetings when the MFA program is planned to be discussed.

How this position is being filled must be discussed with the MFA Director to ensure that this position is receiving the needed focus and support at the District Level.

### **Duties of the District MFA Coordinator**

- Promote and support the GWRRA sponsored MEDIC FIRST AID® programs released and recommended by MFA Director.
- Coordinate with the District Educator (DE) about candidates to be trained as MFA Instructors within the District. Noting that geographic locations as well as Member population density are important factors. Too many Instructors in a small area may make maintenance of certification difficult and may not provide the training opportunities necessary.
- Purchase, maintain, and provide equipment necessary for the conduct of MFA training programs within the District, including the training feedback manikins or manikin feedback devices and the program DVDs.
- Serve as the primary communication channel between the between Area MFA Coordinator, MFA Instructors regarding training issues, concerns, or communication.
- Ensure Instructors are current in the Rider Education Levels program to instruct classes.
- Ensure all Instructor candidate paperwork is forwarded to MFA Director.
- Ensure all training records are forwarded to the DE for Rider Education database entry.
- Class Rosters (Form N-20) and "Rate Your Program" sheets are required by MFA to be on file with the MFA Director within 14 days after the class was taken. DO NOT forward paperwork directly to HSI MFA.
- Maintain an up-to-date list of active, current, and certified MFA Instructors within the District.
- Assist DE in developing, promoting, and supporting MFA training programs and scheduling classes.
- Identify an individual at the District level, approved by MFA Director, that will be purchasing equipment and supplies directly from HSI MFA. The identified individual must be on record with the MFA Director to have order approved. Details associated with the financial transaction are left to the District purchasing contact. No materials will be purchased and supplied by the National organization unless approved by the Director.
- District MFA Coordinators, DE or appointees will complete MFA Class Sign Up form found at GWRRA.org. Forms are sent to MFA Director for posting.
- Instructor(s) **must** teach 2 classes in 2-years between certification date and their expiration date. Not complying will eliminate the instructor from teaching and they must contact MFA Director.

### **Instructor Training**

Instructor training courses are conducted based on the need and number of available Instructor candidates.

A certified Instructor Trainer (IT) must conduct the Instructor course, or the MFA Director will conduct class if there is no IT available. The cost associated with this training includes the Instructor Guide, test fees, materials to conduct the course, facility cost, and possible IT travel expenses.

It is highly suggested that the fees be paid by the sponsoring District that will receive the benefit of the Instructor's time and efforts. It is expected that Instructors who benefit from this should agree to provide a minimum of training time and effort as a result. Typically, 2 classes or more in a 2-year period. It is up to

the District to determine what they want from their Instructor(s) in the fact of paying the fees. The above is only a suggestion to help Districts to determine expenditures.

## ***To Become an MFA Instructor***

- Be current in Rider Education Levels Program.
- Has good people skills, manages time effectively, and is objective.
- Talk with your District Educator and/or District MFA Coordinator to see if there is a need for additional Instructors.
- Take an MFA Class to become familiar with course material and presentation style.
- Complete the Instructor application and give to your District Educator. The approved application and payment will be forwarded to the MFA Director who will set up the online training and send links to the Candidate.
- Once the online course/training is complete the candidate will conduct a class and an Instructor Trainer (IT) will complete and submit paperwork to MFA Director.
- Once certified, Instructor(s) **must** teach 2 classes in 2-years between certification date and their expiration date. Not complying will eliminate Instructor from teaching and they must contact MFA Director.

## ***To Become an MFA Instructor Trainer***

- Be current in the Rider Education Levels program.
- Has good people skills, manages time effectively, and is objective.
- Be a current certified MFA Instructor who has taught 8 MFA classes.
- Communicate with District Rider Educator or MFA District Coordinator and complete an application.
- Application and fee will be sent to MFA Director who will communicate the online course procedure and completion with the candidate.
- Instructor(s) **must** teach 2 classes in 2-years between certification date and their expiration date. Not complying will eliminate the Instructor from teaching and they must contact MFA Director.

## **Shared Instructors**

Shared Instructors have Nationally recognized credential and may become certified with GWRRA MFA upon request. They must complete an Instructors Development Course and paid their fee before MFA will certify. Instructor(s) must follow MFA regulations, such as, teaching 2 classes in 2-years between certification date and their expiration date. Not complying will eliminate the Instructor from teaching and they must contact MFA Director.

## **Independent Instructors**

GWRRA Members may attend other GWRRA approved Nationally recognized organization classes (contact DE for a list). Instructors from other National organizations teach as independent Instructors under their organization's license. Using their own equipment, and supplies. They are *not* under the GWRRA MFA program. Members attending a non-GWRRA MFA program will be responsible for providing their DE with a N.10 "Data Update Form" and a copy of the certification card for entry in the RE Database for the Levels Program.

Appropriate records must be provided to the District Educator for entry into the database, i.e., American Heart, Red Cross or MFA card. *No levels in Rider Education program will be approved for any Member showing only an online certificate.*

## **Course Requirements**

Courses should be scheduled such that each course has a full complement of GWRRA students if possible. Class size is 12 students per Instructor. Maximum of 24 students can be taught with two (2) Instructors and no more than three (3) teaching Instructors per a class of 24. Each student receives a copyrighted Student Handbook with a certification card in it. A digital option is available, contact the MFA Director for information. A

new card *must* be issued to show competency in performing the skills taught.

GWRRA Instructors are under the HSI MFA guidelines and courses will be conducted completely as directed. See the BasicPlus Instructor Guide.

Feedback manikins or feedback manikin devices that are used should have no more than 2-3 people per manikin with enough floor space so students can demonstrate CPR skills. AED trainer unit should be available to allow students to practice with. Other materials needed is listed in the BasicPlus Instructor Guide which the Instructor is responsible for obtaining from the District for each class.

## **Class Fees**

The course fee for GWRRA Members cannot exceed \$30.00 per student. If expenses for the course are low, the fee can be adjusted downward but no increases. The fee should allow the recovery of initial program costs and in a longer term provide some revenue to support the District MFA program.

All fees should be collected before the course and any checks provided should be made out to the sponsoring District. NEVER ARE CHECKS TO BE MADE OUT TO THE INSTRUCTOR.

Instructors are volunteer Members and therefore not compensated for their time. However, Districts may at their discretion reimburse Instructor expenses such as fuel, lodging, and/or meals. Depending on the Instructor expenses, the initial cost of program material and equipment, the cost may be recovered quickly by training 100-150 students.

## **COMMUNICATION AND CONTACT WITH MFA**

Communications with MEDIC FIRST AID® must be coordinated through the MFA Director unless pertaining to the direct purchase of MFA material for course support. Issues and concerns regarding the program must be channeled through the MFA Director as responsibility for the corporate program lies with this appointee. Circumventing that channel only serves to introduce confusion and delays at addressing any program issues.

## **ORDERING AND PURCHASING MFA MATERIAL**

The complexity associated with ordering training material and equipment has grown. Due to the potential volume of materials necessary and the geographic dispersion, GWRRA MFA and HSI MFA have reached an agreement that provides for designated purchasing contact from the Areas and/or Districts.

Depending on the program structure and administration within an Area or District, the responsible level of authority is requested to identify a single point of contact for buying. This contact maybe the Area MFA Coordinator, Instructor Trainer, District MFA Coordinator, or District Educator. The determination of how best to handle the purchasing of MFA materials is left to the District Team or Director of MFA.

Once a purchasing contact(s) have been identified, the designee(s) must be on record with the MFA Director. The purchasing contact will not be able to order until that person is on record with MFA Director and HSI MFA. Instructors are not approved for the purchase of MFA materials.

Some program materials must be bought from MFA (DVD, student books/packets) while expendable supplies may be obtained from outside suppliers. Research the internet for suppliers and the best prices.

Ordering should be kept to a minimum, probably twice per year, as this minimizes the shipping expenses and avoids shipping delays or rush orders.

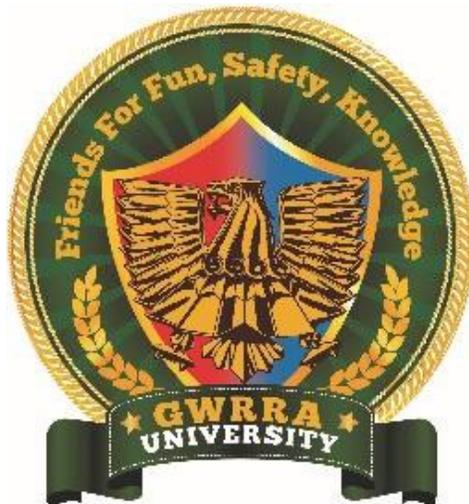
The ordering process is easier, faster, and smoother if handled by way of credit card rather than by check. Additional time for checks must be factored into the ordering process. No material will be shipped until the check clears and no C.O.D. will be shipped. Planning is necessary to submit and receive an order in a timely fashion.

## ***National Emergency Events***

National Emergencies affecting HSI MFA will be directed by HSI foremost and then at the discretion of the National Director, Director of Rider Education, and the Director of MFA. A directive from HSI would indicate how we conduct classes, number of people in a class, publishing notices as needed and any other important information which the MFA Director will pass on to all the Instructors.



# Section K - GWRRA University



***The GWRRA University's vision is to produce: Inspired Leaders, Skillful Riders,  
Educated and Involved Members.***

Our greatest hope is that each University Instructor, Officer and Member that read this portion of the Handbook and find some portion, some idea, some suggestion that will make their experience a little easier. The final goal and ultimate purpose is to benefit the Members, the life blood of GWRRA.

With a focus toward superior instructors, a rigorous program of training, demonstration, and coaching was developed. The candidates who successfully complete the Instructor Training and Certification Program (ITCP) are called University Instructors with a single certification and they can present the newly developed material.

Many of the original seminars or classes have been redesigned as Classes. These classes have a whole new look and feel and were developed with the objective to involve the Members and take advantage of the knowledge they may already possess.

Suggestions for new classes or an update of content that come from the Membership will be reviewed to determine if those suggestions meet the need-based training requirement. Changes must be applicable to all GWRRA rather than a specific geographic area. Upon approval, the class will be developed following established GWRRA University processes and standards. Once a class has been approved and posted on the GWRRA University website no further changes or modifications are allowed without first obtaining the approval of the Director of the University.

Training in GWRRA is a benefit to all who participate and a team activity. It's an educational opportunity intended to meet the needs of Chapter, District, and TEAM GWRRA Officers, and the Members.

***"The more you know, the better it gets!"***

## **DEFINITIONS**

For the remainder of this document the following definitions will be used:

### **UNIVERSITY TRAINER**

Individuals who have successfully completed the University Training and Development Program (UTDP) prior to October 1, 2016 and were certified under the policies and guidelines of that program.

### **SENIOR UNIVERSITY TRAINER (SUT)**

A certification granted under the policies and guidelines of the University Training & Development Program (UTDP). Certifications may be renewed, but promotions ended January 1, 2017.

### **MASTER UNIVERSITY TRAINER (MUT)**

A certification granted under the policies and guidelines of the University Training & Development Program (UTDP). Certifications may be renewed, but promotions ended January 1, 2017.

### **INSTRUCTOR CANDIDATE**

An individual who has watched the instructional videos, participated in the debrief session but has yet to attend Instructor Training and Certification Program (ITCP).

### **UNIVERSITY INSTRUCTOR (UI)**

Individuals who have successfully completed the Instructor Training and Certification Program (ITCP).

### **PROVISIONAL CERTIFICATION**

Instructor Candidates or Instructor Trainer Candidates may be granted Provisional Certification if the evaluator determines the candidate needs additional training in one or more areas as documented on the evaluation form.

## **INSTRUCTOR TRAINER CANDIDATE**

A University Instructor who has attended the coaching sessions but has yet to conduct an Instructor Training and Certification Program (ITCP) under the supervision of a University Instructor Trainer.

## **UNIVERSITY INSTRUCTOR TRAINER**

Certified University Instructors (UI), with above average training skills and experience, who have been successfully evaluated for their ability to deliver an Instructor Training and Certification Program (ITCP).

## **EVALUATORS**

- For Training, the Evaluator will be a certified University Instructor Trainer (UIT).
- Evaluations are conducted while observing a University Instructor (UI) present any classes in the University or while observing a University Trainer (UT), Senior University Trainer (SUT), or Master University Trainer (MUT) presents any of the classes in the curriculum not converted to the new format and using the U.4 form.

## **DISTRICT OFFICERS**

- For Training, the District Officer is the District University Coordinator.
- For Rider Education and Safety, the District Officer is the District Educator.

## **TEAM GWRRA OFFICERS**

- For Training, the TEAM GWRRA Officer is the Director of the University
  - Assisting the Director are the University Assistants
- For Rider Education and Safety, the TEAM GWRRA Officer is the Director of Rider Education
  - Assisting the Director are the Rider Education Assistants.

## **STUDENT**

The term student will mean anyone who attends a training module, seminar or class at any level in the University.

## **CLASSES**

To differentiate between classes developed under the previous system and classes developed under the GWRRA University, the new classes contain the words GWRRA Module. Classes developed under the GWRRA University are more students centered. Classes that were developed under the previous policies, guidelines, and document standards, tend to be presenter directed.

## **CURRICULUM**

Except for Rider Courses, Medic First Aid, and Motorist Awareness, all GWRRA curriculum falls under the GWRRA University.

All University Instructors (UI) who are Members in good standing and current in the Levels Program (*specifically current in Levels required by some Rider Education classes*) may present any class in the University. Because of the more extensive instructor training requirements, the Rider Courses and Medic First Aid courses are outside the purview of the University.

University Trainers (UT) who are Members in good standing and current in the Levels Program (*specifically current in Levels required by some Rider Education classes*) may present classes designated by their certification; University Trainer Rider Education Program (UTREP), University Trainer Membership Enhancement Program (UTMEP) and/or University Leadership Training Program (UTLTP).

# FUNDING

## GENERAL TRAINING

The general curriculum of classes is meant to be provided at no cost to the Membership. While a nominal fee can be charged for food or facilities these fees are to be spelled out as such in any flyers, web site description, or any means of promotion of the training event.

The benefit of “free” training to the Membership cannot be over emphasized. In a commercial setting, training like the classes and workshops that the University provides to the Members would cost hundreds of dollars.

It is the responsibility of the individual District to assist the District University Coordinators in the support, funding, and promotion of Education events in their areas. While some Districts may have restrictions as to financial support they can provide, it is still imperative the Directors endeavor to support these events in any way possible. If funding is limited, it is the responsibility of the District Program Officers to find facilities with limited or no cost to plan and present these classes to the Membership. Under no circumstances can the University Coordinator contract or commit the District.

## SPECIALTY TRAINING

Instructor Training and Certification Program (ITCP) requires the presence of certified University Instructor Trainer (UIT) and possibly an Evaluator if the training will involve University Instructor Trainer (UIT) Candidates. The limited number of certified University Instructor Trainers (UITs) will require that they travel to various locations to present the Instructor Training and Certification Program (ITCP). In this case the requesting District may be asked to provide funding for travel and lodging.

The following is an excerpt from a letter, referencing the [bulletin of September 26, 2016](#) that outlines the procedure for scheduling Instructor Training and Certification Program (ITCP) sessions.

*It is critical that the integrity be maintained in this new training! As such we would like to add 3 pieces to this from the standpoint of setting up the facilities for and ITCP Instructor Training /ITCP Instructor Trainer training event:*

- 1. Training needs to be facilitated in a classroom setting. Due to the space requirements, a personal residence will not work unless a very large rec room would exist. If a personal residence is going to be used it must first be approved by the Director of Training (now the Director of the University).*
- 2. The ITCP Instructor Trainer event must be done in person. It is not an event that can properly be facilitated through a video type call. That will require travel and lodging and if it is not on the pre-approved travel locations then the party requesting that training will have to pay for the ITCP Instructor Trainer to attend and facilitate that training.*
- 3. The ITCP Instructor training is also an event that must be done in person. It is not an event that can properly be facilitated through a video type call. That will require travel and possibly lodging that would either have to be paid for by the party requesting the training or, and this is not preferable, by the ITCP Instructor Trainer.*

# PROCESSES

## UNIVERSITY TRAINER (UT) RENEWAL PROCESS

1. To renew their certification, the University Trainer (UT), Senior University Trainers (SUT), and Master University Trainers (MUT) must be a GWRRA Member in good standing and current in the Levels Program
2. Individuals who want to present the classes remaining in the curriculum may continue to do so and renew their certification(s) by submitting a U.4. The University Trainer (UT) completes the Application/Renewal Form U.4 listing classes presented in the previous 24 months (2 minimum). This

requirement applies whether the University Trainer (UT) is certified in 1, 2, or 3 Programs. The classes can be from any program the individual is certified for.

3. For renewal purposes, Senior University Trainers (SUT) and Master University Trainers (MUT) who observe other University Trainers (UT) conducting classes may count that time towards their renewal requirement. To receive credit for these evaluations they must provide feedback, citing both positives and opportunities for improvement to the University Trainer (UT); a University Evaluation Form U.4, will be used for this purpose. This review will assist the University Trainer (UT) in improving their presentation skills and ability. Attendance at other classes to perform evaluations of University Trainer's (UT) for certification in another program may also count towards the renewal.
4. Renewals may be submitted at any time prior to the expiration date, and preferably as soon as the University Trainer (UT) has completed the requirements for renewal.
5. All candidates for renewal electronically forward the U.4 form to: [certify.renew@gmail.com](mailto:certify.renew@gmail.com) .
6. The form is reviewed for compliance of the program requirements.
7. When the renewal is approved, the database with the new expiration date for each Program the University Trainer (UT) is certified in is updated. Notification is made to the candidate and all Program Officers.
8. Should the renewal not be approved, the Director of the University will contact the University Trainer (UT) and the appropriate Program Officers.

### **RIDER COURSE INSTRUCTOR (RCI) RENEWAL OF UTREP OR UI CERTIFICATION**

1. All RCIs certified prior to January 1st, 2017 received a UTREP Certification. The UTREP allows RCIs to present University seminars on rider education topics.
2. All RCIs certified after January 1, 2017 are considered to have the UTREP Certification. The UTREP allows RCIs to present University seminars on rider education topics.
3. The UTREP status shall remain valid as long as any RCI that fits the description above fulfills the requirements of maintaining his/her RCI Certification. (i.e. - renewing every two years using the N.13 form).
4. The UTREP designation for Rider Course Instructors RCIs is separate from any other University Certification.  
*\*Note\* - This provision only applies to UT Certifications. It does not apply to IT status that was attained as part of an ITCP*
5. All RCIs who have become or will become a University Instructors (UI) shall remain a valid UI as long as the RCI fulfills the requirements for maintaining his/her RCI Certification. (i.e. – renewing every two years using the N.13 form).

### **UNIVERSITY INSTRUCTOR (UI) RENEWAL PROCESS**

5. To renew a certification, the University Instructor (UI) must be a GWRRA Member in good standing, current in the Levels Program, and instruct 2 classes within a 24-month period. Whenever possible one of the classes will be observed by a University Instructor Trainer (UIT).
6. Note: UITs and UIs must be current in the Rider Education Levels Program at all times, to instruct classes in the University.
7. University Instructors (UI) sends the U.4 renewal form to: [certify.renew@gmail.com](mailto:certify.renew@gmail.com)
8. Upon approval, the new renewal date will be 24-months from the date of the U.4.
9. Notice of re-certification is sent to District University Coordinator and to the University Instructor (UI).

### **FAILURE TO RENEW PROCESS**

Failure to renew will require that a new evaluation be completed, documented, and forwarded with a renewal application, U.4. A grace period of 60 days may be allowed due to extenuating circumstances with the approval of the Director of the University. It is not intended that this grace period be granted automatically. District University Coordinators and District Educators tracking certifications for planning purposes in their areas may use this period to remind a recently expired Trainer or Instructor to renew.

If renewal compliance is not met, successful completion of an Instructor Training Certification Program (ITCP) will be required to continue instructing.

## **UNIVERSITY INSTRUCTOR CANDIDATE PROCESS CANDIDATES**

Individuals wishing to become University Instructors will watch 4 videos and participate in a debrief session led by a University Assistant. The videos are available on the [GWRRA University](#) website. Select [ITCP Training](#), and then select [ITCP Videos](#) from the menu.

Once the individual watches the videos they can express their interest in attending an ITCP offering by completing the ITCP Inquiry Form, also under the ITCP Training tab on the GWRRA University website. They will be contacted to participate in the debrief session.

### **Instructor Training and Certification Program (ITCP) Video Debrief**

1. Once the videos have been completed and the [Inquiry Form](#) from the GWRRA University website has been submitted, an invitation to attend a ZOOM meeting will be sent.
2. Upon arrival at the zoom meeting, introduction of the University Assistant (host) and other ITCP candidates on the call are made.
3. Each participant, 1 at a time, will be asked for an overview of their impressions after watching the videos.
4. This will be followed by more questions by the University Assistant to include the 3 possible outcomes and what these are and what they mean and an opportunity for the candidates to ask questions about what to expect from the ITCP program.
5. The call concludes with a reminder that any questions about the class presentations or the program in general can be addressed by contacting the University Team.

The responsibilities of the candidates are to prepare for the class, attend and successfully complete the class, and be open for the coaching that will occur during the class. Upon completion of the class candidates will be debriefed by the Instructor and will learn if they are fully or provisionally certified.

Once they have completed the debrief, they will be scheduled to participate in an ITCP offering and be given access to the pre-course materials. Instructor Training and Certification Program (ITCP) is an intense day of training and student participation. Because of the amount of interaction and activity classes are limited to 6 students per Instructor Trainer.

Upon successful completion of the ITCP, the candidate will be a Certified University Instructor (UI), able to present any of the classes subject to the following limitations to include being a GWRRA Member in good standing and current in the Levels Program (specifically current in Levels required by some Rider Education classes) and other classes requiring additional training or certification.

It is hoped that all candidates will be successful because of the extensive preparation and coaching. In some instances, a candidate may fall a little short and may need more time to fully grasp all the nuances of this new way of delivering training. For those candidates, a provisional rating may be assigned.

Provisional Candidates will be assigned to a Certified Instructor Trainer (UIT) who was not their initial Evaluator. This is done to provide coaching in areas identified as needing improvement on the initial evaluation form. After additional coaching a second evaluation will be scheduled. The second evaluation will be conducted by the assigned UIT and must occur within ninety (90) days of the ITCP. Any extensions to this time will be granted on a case-by-case basis only by mutual agreement between the Director of the University, the UIT, and the Candidate.

In unusual circumstances where a UIT is unable to be present, the presentation may be videotaped, and the video will be sent to the Director of the University for final determination. This process must have the prior approval of the Director of the University. If the process is successful, the Candidate will be fully certified and will be able to provide training without direct supervision.

## **University Instructor Trainer Certification**

University Instructors (UI) who have demonstrated well-developed instructional skills and use the appropriate tools in the learning environment may be considered as candidates for University Instructor Trainer (UIT) certification. The opportunity to become a Certified University Instructor Trainer (UIT) candidate is based on the needs of GWRRA.

The certification process continues with a series of coaching sessions conducted by a panel of Certified University Instructor Trainers (UIT). During these sessions, a consensus decision from the panel will determine if the candidate is prepared to instruct an ITCP session while being observed and evaluated by a Certified University Instructor Trainer (UIT).

The evaluation takes place as they deliver all or a substantial portion of the ITCP in the presence of a Certified University Instructor Trainer (UIT). Upon successful completion of the evaluation they are now a University Instructor Trainer (UIT) and may conduct ITCP offerings that have been approved by the University Director.

### **Provisional Certification**

It is hoped that all candidates will be successful due to the extensive preparation and coaching. In some instances, a candidate may fall short and need more time to fully grasp all the nuances of this new way of delivering training. For those candidates, a provisional rating may be assigned.

Provisional Candidates will be assigned to a Certified Instructor Trainer (UIT) who was not their initial Evaluator. This is done to provide coaching in areas identified as needing improvement on the initial evaluation form. After additional coaching a second evaluation will be scheduled. The second evaluation will be conducted by the assigned Certified University Instructor Trainer (UIT) and must occur within ninety (90) days of the Instructor Training and Certification Program (ITCP). Any extensions to this time will be granted on a case-by-case basis only by mutual agreement between the Director of the University, the Certified Instructor Trainer (UIT), and the Candidate.

### **UNIVERSITY INSTRUCTOR TRAINER (UIT) PROVISIONAL**

1. An invitation is emailed to the student to schedule a zoom call meeting with a University Assistant.
2. The initial evaluation from the University Instructor Trainer (UIT) is reviewed by the University Assistant.
3. The first zoom meeting is an introduction and to discuss what is needed, particularly what the student thinks needs to be addressed from their University Instructor Trainer class that lead them to being on a provisional list.
4. The next zoom call meeting is scheduled.
5. Once both the student and University Assistant are satisfied with the progress, the student will be scheduled to present an ITCP for evaluation in a classroom.
6. If there is a need before the classroom evaluation is scheduled and completed, the student may contact the University Assistant for further coaching.

NOTE: Same process for both University Instructor (UI) and University Instructor Trainer (UIT)

### **Reporting Requirements**

1. University Trainers (UT) conducting any training events are responsible for using the University Roster Form U.3 to capture information about the Members attending the training and the form is to be electronically transmitted.
2. All University classes are to be reported to the District University Coordinator for the U.3 Roster to be electronically submitted.
3. Should a District not have a District University Coordinator, the University Trainers and the University Instructors are to submit the U.3 electronically.

4. An activity report is given on the monthly University call or in writing by the 10th of the month to the Director of the University.
5. When a class is presented or other training outside their District, e.g. at Wing Ding or a neighboring District's event they still report those classes as if they occurred in their District.

### **Curriculum**

The material is divided into several groups and may only be accessed on the GWRRA University website with the proper password. Some of the previously developed classes remain, some of the classes have been taken out of the curriculum. As classes will be removed, replaced or updated regularly, all Instructors are required to check for the most current version of classes listed on the University website, gwrradot.com, prior to instructing.

A comprehensive listing of the curriculum may be found on the GWRRA University web site.

All University Instructors (UI) who are Members in good standing and current in the Levels Program (specifically current in Levels required by some Rider Education classes) may present any class in the University. Because of the more extensive instructor training requirements, the Rider Courses and Medic First Aid courses are outside the purview of the University.

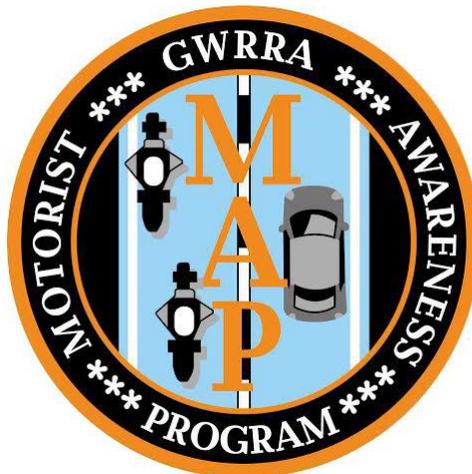
University Trainers (UT) who are Members in good standing and current in the Levels Program (specifically current in Levels required by some Rider Education classes) may present classes designated by their certification; University Trainer Rider Education Program (UTREP), University Trainer Membership Enhancement Program (UTMEP) and/or University Leadership Training Program (UTLTP).

## **CONCLUSION – THE STORY NEVER ENDS**

This document is intended to be a guide that promotes the GWRRA University, informs University Trainers, University Instructors and disseminates information. If you have questions or comments, you may submit them to the Director of the University. Training and knowledge can enhance the GWRRA experience and your personal involvement makes a difference in the lives of our Gold Wing Road Rider Association family. Thank you!



# Section L – MOTORIST AWARENESS PROGRAM



# PROGRAM ACTIVITY FORM

Monthly, the District Motorist Awareness Coordinator shall complete the Program Activity form that can be found on O'connect. The Coordinator will submit that form to the Director of Motorist Awareness or their designee no later than the 5th of the following month.

## PROGRAM GOLD AWARD

The Motorist Awareness Program Gold Award is presented at GWRRA District Conventions by the District Motorist Awareness Program Officer or his/her Assistants or the Motorist Awareness Program Director or his/her Assistants. This award recognizes members who have contributed to the safety of motorcycle riders in at least five of the following ways:

1. Presentations to students of public or private schools or universities.
2. Presentations to members of community organizations, both civic and religious. (one event per organization counted per calendar year)
3. Presentation to Driving Schools.
4. Presentation to AAA or AARP driver classes.
5. Presentation or MAP exhibit at Company Safety Days (one event per company per year)
6. Presentation or MAP exhibit at Community Safety Days (one event per community per year)
7. Presentation or MAP exhibit at the National Night Out.
8. Presentation or MAP exhibit at a community festival or fair.
9. Presentation or MAP exhibit at Motorcycle Awareness Month activities.
10. Presentation or MAP exhibit at local Malls.
11. MAP exhibit at highway rest stops.
12. Presentation or MAP exhibit at Community or Company Bike Nights. (one event per community or company per year)
13. Presentation to Boys and Girls clubs, and Boy and Girl Scouts.
14. Presentation or MAP exhibit at Bike or Car shows.

District Motorist Awareness Officers will review the monthly Motorist Awareness Activity sheet and select candidates for the award. The list of Motorist Awareness Gold Award recipients will be submitted to the Motorist Awareness Program Director. District Motorist Awareness Officers will be responsible for contacting the GWRRA office to order the award pins. The first Award pin presented to each individual will be the Motorist Awareness Gold Award header pin. Pins awarded to that individual thereafter will be year date pins.

## SUPPORT MATERIALS

Materials to support efforts of Motorist Awareness can be found on O'connect. Checking O'connect often will keep you up to date with new materials.



# Section M - FINANCE

# ANNUAL PLAN AND BUDGET FORMAT

1. The first item on the plan is a broad-based statement that encompasses all that you want to be a year from now.
2. Then you list 3 main actions that you need to focus on to make that big goal happen.
3. Then you list no more than 5 activities that support those 3 main points and who is going to do them. Be specific on the activities. These activities will end up in your budget as you may need finances to accomplish the task. Also put a time deadline as to when they need to be done.

## BUDGETS

1. Identify your sources of income-refer to previous year financial reports as a guideline
  - a. Tie them to a category on the financial report
  - b. Refer to the Financial breakdown sheet on O'connect to make certain the categories are correct
  - c. If fundraising for a specific Program is included in your income planning then during this planning, specify how the funds will be spent and if additional funds from the checking account will be added to the line item for that Program.
2. Identify your expenses for the activities you want to do
  - a. Identify the income from those activities
3. Put the expenses into the categories on the financial report
4. Now review the activities and income and expense
  - a. Do they support the Education of GWRRA?
    - i. Rider Education \*
    - ii. GWRRA University
    - iii. Motorist Awareness efforts
  - b. Do they support the Officers attending the annual meeting?
  - c. Is it enough to keep the chapter/district functioning within proper reserves?
    - i. 12-18 months of expenses?
  - d. Does it give you money to appreciate your Chapter/District participants?
  - e. Does it give you the money to accomplish your annual plan?
5. Then present the budget to your core team
  - a. Discuss the items
  - b. Come to a consensus
  - c. Present the budget to your appointing Officer for review
  - d. Present with your core team to the rest of your team along with your goals

## CHECKING ACCOUNTS - MONTHLY RECONCILIATION

The most routine and time saving activity a Treasurer can perform is reconciling the chapter or district checking account every month. Some of us have little or no monthly transactions while others have many transactions, especially during rally season. Regardless, a Treasurer should reconcile their checking account and report this reconciliation to their respective Director monthly. A useful tool for this task is the **Financial Register and Report** spreadsheet provided in GWRRA's [O-Connect Officer Resources](#) area of our web page. An updated spreadsheet is provided for each new accounting year under the Finance / Information Page.

The referenced spreadsheet contains an Instructions worksheet, two worksheets for recording information, a Financial Report worksheet, and an Item Breakdown worksheet. Reading and following the instructions should help anyone complete the spreadsheet information. If you ever need help, just contact the GWRRA Director of Finance at [financedirector@gwrra.org](mailto:financedirector@gwrra.org).

Reconciling a unit's checking account every month also makes year-end reporting a snap! If routinely and properly used, once December's transactions are reconciled, one only has to advance to the spreadsheet's Financial Report worksheet and print the resulting report.

Of course, supporting documentation for every transaction is a must.

### **MOBILE DEPOSITS**

With most banks today, one can use a phone or pad app to deposit checks. Mobile deposits are a great tool to save us time and miles sometimes, particularly if we only have one or two checks to deposit. To accommodate this activity, newly printed checks now have in the endorsement area a box to check if you are using mobile deposit. Specifically, it is "CHECK HERE IF MOBILE DEPOSIT". Be sure to help your bank help you by checking this box on any check so deposited. Remember to record your deposit immediately in the Financial Register and Report spreadsheet and keep the check with a copy of the deposit slip offered at the time of deposit or acknowledgement of deposit.

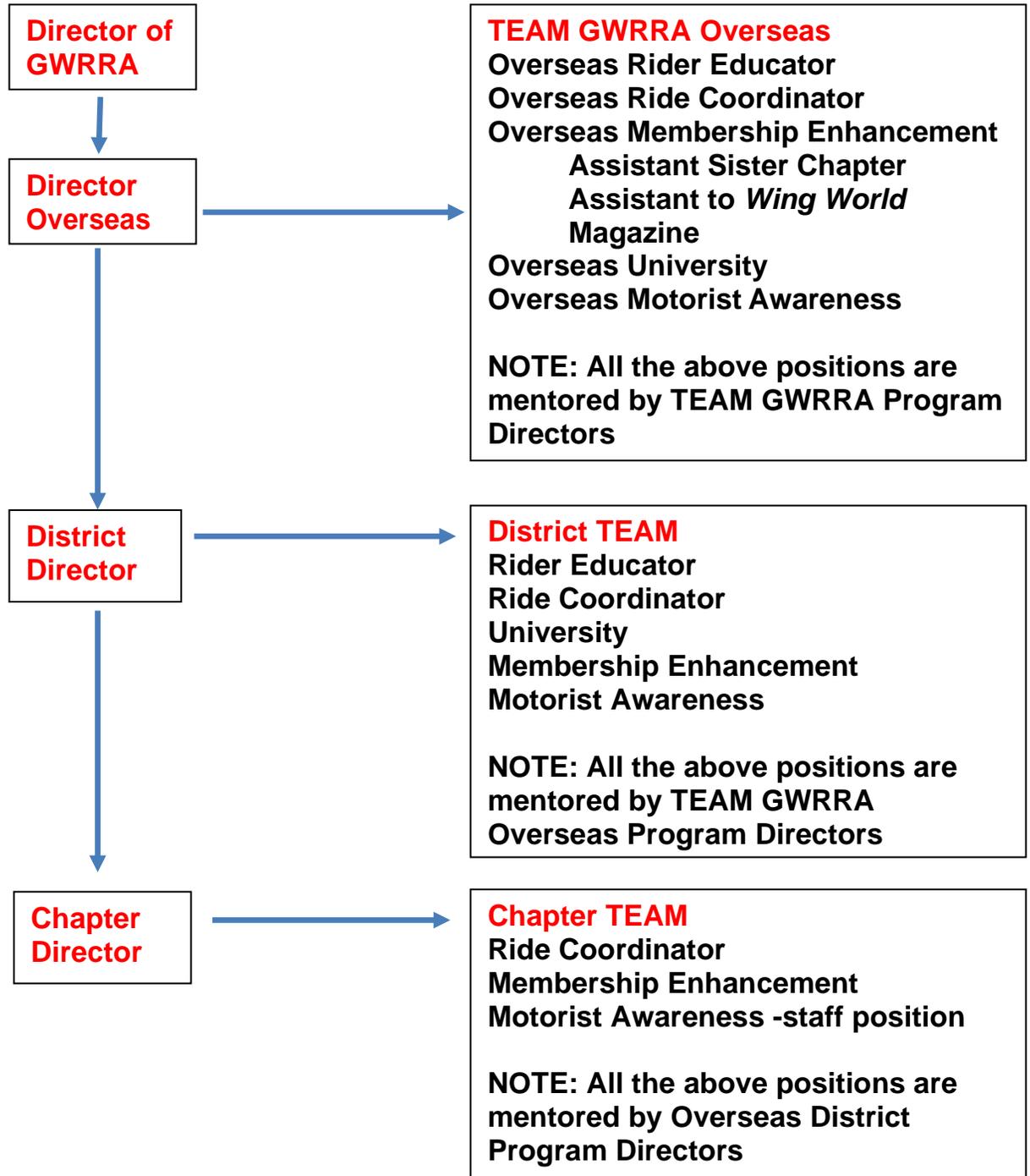


# Section N - OVERSEAS



# OVERSEAS STRUCTURE

As an International Association, we offer our Members and Officers consistency in the Structure of the Association. We have volunteer leaders, Districts and Chapters. Most all of the information contained in the Officer Handbook applies Overseas as well as North America. As we develop our presence Overseas, we will continue to refine and develop the Overseas structure. Below is the current Leadership Structure Overseas. The District and the Chapter structure is the same as outlined in Section C. As with all GWRRA Officer positions, Assistants are a necessity and the soon they are appointed the help and learning can begin.



## CHAPTER CHARTER FEES

Chapters are Chartered for life in GWRRA. Each Chapter does pay the Charter fee required by GWRRA each year, based on the calendar year. The Charter provides visual proof to all present that a Chartered Chapter of the Gold Wing Road Riders Association now exists within your assigned geographical area.

The current annual Charter Fee is \$50.00 for Overseas Chapters and is due December 1 of each year.

## PROGRAM STRUCTURE OVERSEAS

In 2019, we will be developing our Programs Overseas to work with our Overseas Members. Each Program will have the same purpose and emphasis with the needed cultural changes to best fit Overseas. We will develop those processes and insert them here during 2019. We are excited to add this to our GWRRA family.

## RESCUE PROGRAM INTERNATIONAL



### Gold Wing Road Riders Association *Rescue International* Membership Certificate

Program administered by Nation Safe Drivers  
1108 E. Newport Center Dr, Deerfield Beach, FL 33442 U.S.A.

### ***MEMBERS OF GWRRA ARE COVERED WHILE RIDING ANY MOTORCYCLE, ANYWHERE IN THE WORLD.***

The following are the terms and conditions for Rescue International members only. Use of the word "international" applies to all countries outside the United States and Canada. Use of the word "motorcycle(s)" includes trike(s). Use of the word "Member" implies that the member's dues are current at the time assistance is required. References to dollars is interpreted as U.S. dollars. All coverage is for GWRRA card-carrying Members. Coverage is not extended to members whose memberships have expired or lapsed in any way.

### **BENEFITS:**

#### **EMERGENCY ROAD SERVICE**

Rescue International is strictly a reimbursement program and does not provide dispatch services outside of the United States or Canada. Additional coverage and benefits are available for all GWRRA members who are traveling in the United States or Canada. Please visit [www.rescuplus.org](http://www.rescuplus.org) for details and information.

In the event that a member's motorcycle becomes disabled, the member should arrange for towing or emergency roadside assistance from a local dealer or other repair facility. In order to obtain reimbursement, the original receipt for the towing or emergency roadside assistance needs to be submitted to Nation Safe Drivers, 1108 E. Newport Center Drive, Deerfield Beach, FL 33442 U.S.A within 60 days of the incident.

NSD shall reimburse the member up to the amount of this certificate. Maximum amount is \$50 U.S. funds per disablement with a limit of two claims per year. Reimbursement amounts will be based on the daily currency exchange rates as posted by the Wall Street Journal or other

reputable web site. Because currency exchange rates may fluctuate greatly on a daily basis in some parts of the world, the rate that is calculated at the time the receipt is processed for reimbursement will stand and will not be subject to recalculations.

### **MECHANICAL FIRST AID**

Any service requiring a minor adjustment (exclusive of parts) to enable the disabled covered motorcycle to proceed under its own power qualifies for reimbursement under this program.

- Tire Service: Towing motorcycle to a dealer/garage under the conditions outlined above.
- Battery Service: Attempting to start the motorcycle with a booster battery.
- Delivery Service: Delivery of an emergency supply of gasoline, oil, water or other accessories or supplies as may be required is available to the covered motorcycle. The member shall pay for cost of materials delivered. Coverage is strictly limited to \$50 U.S. funds per disablement. Cost of storage, parts or repair labor will be at the member's expense.
- Locksmith Service: Coverage limit is \$25 U.S. per occurrence.

### **AUTO RENTAL REIMBURSEMENT**

Member will be reimbursed for automobile rental expense incurred in the event a covered motorcycle is in a collision with another vehicle (excluding bicycles) and when repair work to member's covered motorcycle is necessitated. Claim forms may be obtained by calling 954-596-4880. The following conditions must be met for claim to be reimbursed: Member must be at least 100 miles or 161 km from their residence; report must be filed with the state or local police; claim is filed within sixty (60) days of the accident. The following documentation must accompany NSD claim form: police report; original receipted bill from repair service showing repairs completed with date covered motorcycle came in for repair and date the repaired motorcycle was released to member; Original receipted bill from a licensed auto rental agency. Auto rental reimbursement maximum is \$25 U.S. per day for up to five (5) days while the vehicle is being repaired commencing on the second day of such auto rental. One claim maximum per twelve (12) month period. Exclusion: NSD is not responsible to reimburse if member is reimbursed by any insurance carrier or other means. Please be advised that NSD covers the rental reimbursement ONLY. This does not include taxes, insurance, additional drivers or any other surcharges which may be incurred at time of rental. Auto rental reimbursement is not available on any vehicles other than motorcycles.

### **EMERGENCY TRIP INTERRUPTION**

In the event a covered motorcycle is in a collision with another vehicle (excluding bicycles) and when repair work to member's covered motorcycle is necessitated at the location of the disablement, NSD will reimburse member for emergency living expenses for up to three (3) days for the cost of local lodging and meals, not to exceed \$50 U. S. per day. Claim forms may be obtained by calling 954-596-4880. The following conditions must be met for claim to be reimbursed: Member must be at least 100 miles or 161 km from their residence; Report must be filed with the state or local police; Claim is filed within sixty (60) days of the accident. The following documentation must accompany NSD claim form; Police report; Original receipted bill from hotel and/or for emergency supplies. Exclusions: NSD is not responsible to reimburse if member is reimbursed by any insurance carrier or other means. Reimbursement is not available on any vehicles other than motorcycles. Maximum aggregate limit is \$150 U.S. per contract period.

### **ACCIDENTAL DEATH & DISMEMBERMENT TRAVEL BENEFIT**

Named listed member is protected twenty-four (24) hours in the amount of \$1,000 U.S. for business and pleasure travel benefit. Maximum aggregate limit of \$2,000 U.S. per household. Call claim to 954-596-4880.

# EXCLUSIONS

## RESCUE MEMBERSHIP DOES NOT COVER THE FOLLOWING:

1. Any violation of motor vehicle or traffic laws relating to the operation of a motor vehicle. Driving under the influence of intoxicating liquors, narcotics or psychedelic drugs. Driving without a valid government mandated operator's permit, leaving the scene of an accident without disclosing identity or failing to stop to ascertain injury and lend assistance, commonly known as "hit and run".
2. When any motorcycle is operated without permission of the owner thereof.
3. Any service requiring snow removal or ice removal from or around member's motorcycle, driveway or premises, street, highway or parking area.
4. Gas receipts.
5. Reimbursement sought for any bill which in the opinion of NSD appears to be false or fraudulent and not for the claimed services.
6. Motorcycle parts, rental battery, return of rental battery, supplies or accessories furnished by garage or service station.
7. Repairs and material used in repairing a flat tire or services requiring more than one trip by garage or service station.
8. Claims as a result of any traffic accident or any accident involving a motor vehicle in which a Police Traffic Accident Report is not filed or made matter of record.
9. Auto rental reimbursement and emergency trip interruption reimbursement for vehicles other than motorcycles.
10. Private passenger automobile, private use pickup truck, RV, RV-pulled motorcycle trailers, motorcycle-pulled trailer and cargo trailers or motorcycle-pulled campers.

THIS IS NOT INSURANCE, NOR PART OF AN INSURANCE LIABILITY POLICY. This service contract is optional and does not comply with any financial responsibility law. Coverage applies to motorcycles only. Membership card must be shown for service.