# CIAED POLICY AND PROCEDURES

2026

## DEFINITIONS

**PROCEDURES:** A routine form of conducting business as established by the Elected President or the CIAED Executive Committee. Procedure may outline the manner in which a particular policy is to be implemented, but cannot take the place of that policy.

**BUSINESS:** The business and affairs of the association shall be managed by the Board of Directors and the Officers (Executive Board and Executive Committee), which constitute the Executive Board. They may adopt such policies, procedures, rules and regulations for the conduct of meetings and management of the association, as they deem proper.

**POLICY:** A defined course of action established using a consistent guide to follow under a given set of circumstances, by the vote of the CIAED Board of Directors. Policies are defined to enhance the business of the CIAED and have not been entered as an amendment to the By-Laws. A policy will establish a framework for both management and staff decision-making. Policies are: broad, current, comprehensive, inviolate, written to specify responsibility for action, and should be used frequently.

## CIAED PROCEDURES

### Board of Directors

The business and affairs of the association shall be managed by the Board of Directors and Officers (Executive Board and Executive Committee), which constitute the Executive Board. They may adopt such policies, procedures, rules and regulations for the conduct of meetings and management of the association, as they deem proper. Members of the Board of Directors must conform to the requirement as set out in the policy.

### CIAED COMMITTEES

Committees consist of two basic types (Standing and Ad hoc) and one occasional (Advisory).

Committees are established to perform a more efficient method of accomplishing a task. Committees perform four main functions

1. Preparatory work leading up to board decisions – policy or recommendations
2. To carry out work on behalf of the board
3. To work with the staff to implement certain operations and activities
4. To become familiar with the board to lead into a board position

### CIAED BOARD MEETINGS

1. CIAED Meetings General Membership and Board Meetings will be conducted in the following format.

a. Call to Order
b. Roll Call
c. Presentation of Past Minutes - reading and or prior distribution – corrections announced and approval of the members.
d. Executive Reports - all reports to be submitted 2 days prior to scheduled meeting – via email
    a. Presidents
    b. Treasurer's Report
    c. Executive Administrator's Report
e. Committee Report
f. Old Business
g. New Business
h. Actions taken – MOTIONS
i. Adjournment

2. Regular Board Meetings can be attended by an Online Conference (ZOOM.com) when physical attendance is impossible allowing for visual aids such as written reports and power point presentation.

3. Minutes of the Meetings will be presented to the Board of Directors for approval by the Secretary in the following format:

a. Presiding Officer
b. Officer, administrator, advisor and guest attendance
c. Quorum status
d. Call to order
*e.* Time, date, method of meeting, location
*f.* Minutes of last meeting (Secretary) - *presented by email to the board prior to meeting* – following format during meeting
    a. Read by: *(Name - presented in email)*
    b. Corrections:
    c. Approval:
g. Executive reports – *all reports to be submitted in writing (email) two (2) days prior to all scheduled meetings*
    a. Executive
    b. Treasurer's
    c. Executive Director
    d. Committee Reports
h. Guest Reports and Proposals
i. Motion presented during the meeting
j. Business
    a. New Business
    b. Old Business – unfinished
    c. Suggestions
    d. Proposals
    e. Updates Reminders
k. Finalize meeting and Adjournment
    a. Next meeting to be held – tentative date

b. Motion to Adjourn

4. Executive Committee Report (Treasurer, Vise-President and Executive Administrator) will be presented to the board (2) two days prior to all scheduled meetings. (Via email)
5. Standing Committee Reports will be presented by the Committee Chairperson at all CIAED Board Meetings. Content will include budget items, goals and status of project. If there has been no activity report to specify such. Reports to be presented to the board (2) two days prior to all scheduled meetings.
6. Ad hoc Committee Reports will be presented by the Committee Chairperson at all CIAED Board Meetings when the committee is in existence. Reports to be presented to the board (2) two days prior to all scheduled meetings.

**CIAED POLICIES**

**Board of Directors**

a. Will be elected by the membership
b. Will be appointed when necessary
**c.** Will consist of 6 (six) to 7 (seven) Executive Board of Directors not to include the Executive Committee
**d.** Will consist of the Executive Committee of 3 (three) to 4 (four) to include the President, Vice-President, Secretary and Treasurer (the Secretary and Treasurer position may be combined into one)
**e.** The Executive Board term will be 4 (four) years
**f.** The Executive Committee term will be 4 (four) years
**g.** The Executive Board may run and serve 2 (two) consecutive terms
**h.** The Executive Committee, President and Vice-President may run and serve (2) two consecutive terms
**i.** The Executive Committee Treasurer and Secretary (Secretary-Treasurer combined) may run and serve unlimited number of terms

**Annual Board Meetings**

a. Meeting will be called to order by Presiding Office
b. Minutes of the last annual meeting will be read
c. Business will be conducted
d. Reports and proposals will be presented
e. Directors will establish the dates of the next fiscal year's annual meeting. Where possible, in conjunction with the Annual Convention

**Attendance of all regular board meetings by the CIAED Board is mandatory unless:**

a. Family or medical emergency is involved
b. The board is notified 2 weeks preceding the scheduled meeting of conflict and prospective absence and the board approves the absence.

Board members who have missed 3 consecutive meetings without reasonable cause, will be required to step down from their director position. Exemptions will be considered and voted on by the board.

**Motions**

*When a motion is presented and a vote is called for unless there is a good reason not to vote all directors including the president should vote on the motion.*

*Reason for abstaining from voting is a conflict of interest or insufficient information to make a decision.*

a. In the event that a motion is presented to the board by email the board will have 72 hours to respond.
b. If a board Member does not respond with a vote within 72 hours their vote will be deemed in support of the majority vote.
c. If a Board Member does not wish to take part in the voting of the motion, he or she must indicate that they abstain from the vote. (relating to a quorum a vote to abstain is included in the quorum and in the vote count, it is neither yes or no. *(example 5 members present 2 votes yes, 2 votes no and 1 abstains = the motion fails)*
d. Members that DO NOT vote are identified and recorded as a non participation in the vote.

**Special Meetings:**

a. In the event a special meeting – Voting will occur by online vote casting.

**General Membership Voting and Nominations:**

a. Nominations will cease at 1200 hrs GMT the day indicated
b. Voting will cease at 1200- hrs GMT the day indicated
c. Greenwich Mean Time (GMT) is a standard in which all time zones are based. 0 GMT is located in England. Central Standard Time (CAN) is – 6 hrs GMT. For example, if nominations cease on 12 February at 12 hrs GMT, that would be 6 pm (1800hrs) Central Standard Time (http://www.timeticker.com/)

**Committee Policy**

a. Committees shall be established by the board of directors
b. Standing committees shall be chaired by a member of the association
c. Chairs shall establish the parameters of their committee structure - suggest to create a Committee Reference Form
d. The Board shall approve the Committee's direction
e. Grievance Committee system will be in place when needed to accept and process complaints against CIAED members.

**Procedure to deny or revoke membership to CIAED**

a. Will be applied after board investigation and decision
b. Will be applied after findings of a formal grievance process
c. Will be applied after investigation to reinstate delinquent membership

**Financial Authorization Policy**

This policy outlines the financial spending authorities, limitation and internal controls for the Canadian International Association of Equine Dentistry. It applies to all board members, committee chairs, staff and volunteers who handle the associations funds.

a. General Spending Authority
    - No person may commit the association to any financial obligation, contract or expense unless it is explicitly authorized within this policy or by a direct vote of the Board of Directors.
    - Signing authority designation on behalf of the association's financials must be outlined within a Board Resolution for Banking and Financial Arrangements that is reviewed and voted on by the Board of Directors.
b. Transaction Limits & Execution

    To Balance operational efficiency with strict fiscal responsibility, spending limits are designated into two distinct categories:

| **Purchase Amount** | **Approval Required** | **Requirement & Documentation** |
|---|---|---|
| $0 - $500 | No prior approval | Item must align with the general purpose of the association or its approved budget. Receipts must be saved. |
| $501 and above | Prior Board approval | Requires a formal Board vote and approval before the purchase or contract is finalized. |

c. Policy Rules & Restrictions
    - Anit-Structuring Rule: Large transactions or invoices must not be split into multiple smaller transactions (under $500) to bypass the board approval requirement.
    - Emergency Expenses: If an urgent expense exceeding $501 is strictly required to prevent immediate harm to the association, the Treasurer and President may jointly approve it, provided they notify the full board within 48 hours.
d. Documentation & Reimbursement
    - A valid receipt or invoice is required for every single expense, regardless of the amount.
    - For expense over $501, the meeting minutes showing the Board's approval must be filed alongside the receipt.

**Reinstatement of CIAED Certification due to lapse of continuing education requirements**

*Lapse (3) three years or more Continuing Education*

a. Lapse of CE for more than (3) three years the member will be required to retake all levels of CIAED Certification.

*Lapse of less than (3) three years Continuing Education Member must adhere to the following:*

a. Must be in good standing with the CIAED

b. Must not have a pending grievance

c. Must pay an administration fee

d. Must apply for reinstatement

e. Must complete the missing Continuing Education hours within 12 months of application for reinstatement

f. The finding and requirements will be reviewed by the CIAED Board prior to reinstatements

**CIAED GRIEVANCE POLICY**

October 1, 2026

**Grievance Committee (Independent ad hoc committee when necessary)**

**Grievance Process**

The grievance process is not intended to carry legal ramifications in any way or form. The process provides a pathway for an individual to lodge a formal or informal complaint against a CIAED member or the CIAED If they believe the CIAED standards or code of conduct have been compromised. The process was created to ensure accountability among our members and the industry as a whole as all members are bound by the CIAED Code of Conduct. CIAED Certified Practitioners are further bound to uphold the CIAED Standards.

To file a grievance please email your complaint to canadianiaed@gmail.com stating your concern and provide documentation suitable to the type of grievance you wish to file.

The Grievance Committee will respond to any grievances against the Canadian International Association of Equine Dentistry or any of its members.

There are three types of grievances.

Type 1 Grievance

Necessary documentation to pursue Type 1 grievance:

- Practitioner's name, address, phone number and said status in the signed and dated letter of complaint with a return address. This information is preferred to be received via email, but can be via regular post, to the grievance committee.

Responsibilities of Grievance Committee for a Type 1 grievance:

- Record grievance with the Secretary of the Canadian International Association of Equine Dentistry.
- Request the President to return a letter to the griever acknowledging receipt of their letter.
- Request the President to send a copy of the letter of grievance to the grieved and request a response in writing within 30 days. This reply is preferred to be received via email but can be via regular post. Proof of reply will be required if the grievance committee claims it did not receive it.

A Type 1 grievance will be kept on file and recorded with the Canadian International Association of Equine Dentistry for 5 years.

Note, no further action will be taken, unless there are repetitive complaints against a single practitioner.

In extenuating circumstances, the Grievance Committee may investigate further or file a Type 2 grievance on behalf of the Canadian International Association of Equine Dentistry if they see fit to do so.

Type 2 Grievance

Necessary documentation to pursue Type 2 grievance:

- Practitioner's name, address, phone number and said status in the Canadian International Association of Equine Dentistry.
- Signed and dated letter of complaint with a return address from the client, if applicable.
- Signed and dated letter of complaint with a return address from the attending veterinarian or the primary veterinarian, if applicable.
- Copy of the relevant country, state or province veterinary act, if applicable.
- Photos where applicable.

The above information is preferred to be received via email, but can be via regular post, to the grievance committee.

In certain cases, the Grievance Committee may ask for an independent veterinarian or a certified member of the Canadian International Association of Equine Dentistry to perform an examination.

Responsibilities of Grievance Committee for a Type 2 grievance:

- Record grievance with the Secretary of the Canadian International Association of Equine Dentistry
- Notify the practitioner immediately by email or certified mail of the said accusations and require a written response to said accusations within 30 days of the notice date. This reply is preferred via email but can be via regular post. Proof of reply will be required if the grievance committee claims it did not receive it.
- Evaluate and investigate complaints against members of the Canadian International Association of Equine Dentistry.
- Maintain communication with the griever.
- Compile information and make recommendations to the President of the Canadian International Association of Equine Dentistry.

The President of the Canadian International Association of Equine Dentistry is to pass on the final decision to the griever.

Considerations for a Type 2 grievance:

- Was the practitioner working within the code of conduct and standard of practice of the Canadian International Association of Equine Dentistry?
- Documentation from the practitioner.

Actions resulting from a Type 2 grievance may range from a letter of complete reprieve, to termination of membership. In the case of termination of membership, acknowledgement of any and all certification levels by the Canadian International Association Equine Dentistry would be lost.

<u>Type 3 Grievance: Grievance/letter of interest against a Non Member</u>

Necessary documentation to pursue Type 3 grievance:

- Practitioner's name, address, phone number

- Signed and dated letter of interest or complaint with a return address from the client, if applicable.
- Signed and dated letter of complaint with a return address from the attending veterinarian or the primary veterinarian, if applicable.
- Photos where applicable.
- Copy of the relevant country, state or province veterinary act, if applicable.

The above information is preferred to be received via email, but can be via regular post, to the grievance committee.

Responsibilities of Grievance Committee for a Type 3 grievance:

- Record grievance with the Secretary of the Canadian International Association of Equine Dentistry
- Evaluate and investigate complaints against said practitioner or person.
- Maintain communication with the griever.
- Compile information and make recommendations to the President and the board of directors of the Canadian International Association of Equine Dentistry.

The President of the International Association of Equine Dentistry is to pass on the final decision of the CIAED board of directors to the griever.

Actions resulting from a Type 3 grievance may range from a complete reprieve, to the accused being reported to local law agencies, or legal action taken by the CIAED itself. If it is felt that the CIAED has been misrepresented in any form of media, the CIAED may then pursue a response, in that same media or other media with the same coverage, to address such misrepresentation to the public.

The Grievance Committee of the Canadian International Association of Equine Dentistry will strive to investigate and follow through with all letters of interest or grievances made in accordance with the procedure outlined here. The Code of Conduct and Standard of Practice of the Canadian International Association of Equine Dentistry will be the main instrument used in determining a grievance.

The Board of Directors is responsible for assigning an ad hoc committing whenever a grievance is filed.

The Board will ensure there is no conflict of interest on the committee. If a board member is involved and or named in a grievance the individual will not take part in the grievance committee's or the BOD's discussions beyond what the process entitles them to do.

The Grievance Committee will have a minimum of 3 people. One of the positions is to be filled by an examiner, one a certified non-veterinarian equine dental practitioner and one veterinarian when possible.

In the event of unavoidable real or perceived conflict of interest the CIAED Board reserves the right to populate an independent ad hoc Grievance Committee to address that complaint/grievance.

The Grievance Committee will make recommendations to the Board who will vote on the outcome and required actions.

The grieved has the right to appeal the decision.

The grievance committee would be responsible for further investigations and compiling information for the Board of Directors. The Board of Directors decision would be binding.

The final decisions of the President or Board of Directors of the Canadian International Association of Equine Dentistry will be posted on the web site.

All correspondence shall be via email when possible. Certified mail will be used where email is not suitable.

The grieved is required to acknowledge and respond in writing to the Grievance Committee within 30 days of notice of any grievance against them.

If the grieved does not respond in writing within 30 days of the initial notice date to the Grievance Committee, the committee will recommend that any certification and or membership be suspended. At this time the Grievance Committee will send a second letter via certified mail. If the grieved does not respond in writing to the Grievance Committee within a further 30 days from this certified postal date, the committee will recommend that any certification and or membership be terminated.

If a member has had his/her membership suspended or terminated due to their lack of response to the Grievance Committee, he/she may petition the Board of Directors to re-open the grievance against them by submitting documentation that was previously requested by the Grievance Committee.