



Lymphology Association of North America®

**Policy & Procedures
Manual**

Updated January 3, 2020

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I. INTRODUCTION TO LANA

A. MISSION

The Lymphology Association of North America (LANA) is a non-profit corporation comprised of healthcare professionals experienced in the management of lymphedema. Having recognized the need for a national certification examination for lymphedema therapists, LANA tests knowledge considered fundamental in the management of lymphedema.

The objectives and purposes of the organization shall be to promote standards for the certification of healthcare professionals who help individuals with lymphedema and/or related disorders manage their lymphedema and to promote lymphedema awareness and the science of lymphology.

B. BACKGROUND

As stated in the mission statement above, LANA is a non-profit corporation specializing in the certification of healthcare professionals who diagnose and/or treat lymphedema and related disorders. LANA was created following the 1998 American Cancer Society Lymphedema Workshop recommendation to establish certification guidelines to assure that specific treatments and facilities meet state-of-the-art criteria. The multidisciplinary LANA Board of Directors (BOD), including physicians, nurses, and therapists, identified the need for and subsequently created a national certification examination.

The LANA examination has been written and administered under the guidance of Schroeder Measurement Technologies, Inc. (SMT). SMT has been providing comprehensive examination development and administration services to certification organizations and licensing agencies worldwide since 1995.

LANA's alliance of medical professionals from diverse disciplines utilizes their comprehensive knowledge of the lymphatic system to assess, plan, and provide therapeutic intervention to help restore or maximize function and improve quality of life.

C. ORGANIZATIONAL CHARTS

See Appendices A, B and C

II. GENERAL OPERATING PROCEDURES

A. CORRESPONDENCE

All officers and committee chairs shall send copies of pertinent LANA correspondence to the president and the executive director of LANA. (Pertinent shall be defined as any legal correspondence or correspondence deemed necessary in running the organization.)

B. COMMITTEE ORGANIZATION AND GUIDELINES

1. Established committees develop and maintain the following information:

- a) Goals and objectives according to the committee functions as defined by the LANA BOD.
- b) Mechanism of appointment of members.
- c) Dates committee reports are due.

2. A chair and at least two additional members are recommended for each committee unless otherwise specified in the Bylaws or Policy & Procedures Manual.

3. The committees and chairs will be appointed by the president and shall serve a term of

two-years renewable, or until a successor is appointed, unless otherwise specified in the Bylaws or Policy & Procedures Manual.

4. All committee chairs will be members of the LANA BOD, however, the president may appoint members of the committee who are CLT-LANA therapists but not a LANA BOD member.
5. All BOD members shall sign LANA's Confidentiality and Non-Disclosure Agreement.
6. All Non-BOD committee members shall sign LANA's Confidentiality and Non-Disclosure Agreement.

C. FAMILIARIZATION WITH LANA POLICIES AND BYLAWS

Committee chairs and officers must be familiar with LANA Bylaws, Policy & Procedures Manual, and operate accordingly.

D. TRANSFER OF RECORDS

Upon change of officers or committee chairs it is the responsibility of the outgoing person who previously held that chair or office to insure a copy of the Policy & Procedure Manual, a copy of LANA's Bylaws, and any other pertinent materials, including records, are provided to the incoming officer or committee chair.

E. RESIGNATIONS, DISMISSAL AND COMPLAINTS, AND APPEAL PROCEDURES FOR OFFICERS AND COMMITTEE MEMBERS

1. Resignations

Resignations shall be submitted in writing through the president to the LANA BOD, except for the president who shall submit a resignation through the vice president to the LANA BOD.

2. Dismissal and Complaints

Dismissal must be by action of the LANA BOD, in writing. Majority ruling from full BOD will decide. Grounds for dismissal shall be clearly stated from including but not limited to:

- a) Noncompliance with Policy & Procedures or Bylaws.
- b) Failure to perform duties of elected office or appointed position.
- c) Failure to attend required meetings.
- d) Other complaints alleging and confirmed that a member has violated their professional code of ethics.
- e) Actions/statements deemed detrimental to LANA.

3. Appeal Procedures

Appeal must occur within 30 days of the dismissal notification, must be specifically defined, and must be submitted in writing through the president to the LANA BOD, except for the president who must submit through the vice president to the LANA BOD. The appeal will be handled in accordance with LANA's Policy on Appeals, Complaints, and Discipline – Policy on Certification Revocation/Suspension. All decisions by the Appeals & Discipline Committee are final.

F. LIMITATION OF EXPENDITURES

No officer or committee chair or member shall expend any money not provided for in the budget as proposed by the treasurer and adopted by the LANA BOD, nor spend any money in excess of budget allotment, except by order of a majority of the LANA Executive Committee. Lack of adherence to this policy will result in personal responsibility for the cost.

III. PUBLICATION OF LANA BUSINESS INFORMATION

- A. Any information regarding LANA activities, proposals, programs, etc. must be submitted to the LANA BOD or Marketing chair as appropriate, for verification and approval of the president before publication.
- B. All postings to the LANA website will be approved by the president, the contracted website company and/or executive director.
- C. Committees submit items to be posted to the executive director for approval.

IV. FORMAT FOR LANA BUSINESS AND BOARD OF DIRECTORS MEETINGS

A. GUIDELINES AND FORMAT

- 1. Officers and committee reports for each meeting should be submitted prior to that meeting. Report highlights are given orally. Proposals may be considered in detail under a new business.
- 2. Agenda will be created by the executive director with input from the Executive Committee.

B. MINUTES OF BUSINESS AND BOARD MEETINGS

During the meeting, minutes will be taken by the secretary or a duly designated individual. The secretary will be responsible for overseeing the distribution of the meeting minutes to the LANA BOD in a timely fashion. All board members are responsible for reviewing the minutes for accuracy and to assure that their assigned tasks are carried out.

C. MOTION VOTING

- 1. Any motion presented from the floor at business meetings shall be logged and restated by the secretary or designated note taker before vote is taken.
- 2. All motions presented will receive adequate discussion before a vote is called.
- 3. Motions may be called for a vote by the president or secretary only if a quorum of the BOD exists. A quorum will be a majority of the LANA BOD.
- 4. Motions may be tabled by the president, with input from the board, for action at future meetings.
- 5. Voting will be by verbal call of the secretary, with a yea, nay, or abstain vote, by the BOD present at the meeting.
- 6. A majority vote will rule.

V. BOARD OF DIRECTORS (BOD)

A. COMPOSITION AND TERMS OF OFFICE

- 1. The Corporation shall have a minimum of three and a maximum of 22 LANA BOD, approximately half being elected each year, for a two-year term.
- 2. The officers of LANA, known as the Executive Committee, are the president, president-elect, immediate past-president, vice president, secretary, and treasurer.
- 3. Newly-elected officers shall assume office and the duties of their offices at the close of the business meeting at which their election is validated.
- 4. All LANA BOD are elected to a two-year term, without term limits.
- 5. Applications for new LANA BOD will be submitted and reviewed by the Nominations & Election Committee with input from the Executive Board.

B. PURPOSE

The purpose of the LANA BOD is to carry out the policies and mandates of LANA and to serve as its representative and spokesperson.

C. DUTIES AND RESPONSIBILITIES

1. Provide coordination and continuity for both internal and external affairs of LANA.
2. Plan and administer LANA's business in accordance with the objectives and mission as stated in the Bylaws.
3. Make and enforce policies which are consistent with the LANA Bylaws/Policy & Procedures.
4. Actively participate on at least two committees.
5. Complete LANA Performance Assessment biennially.

D. BOD MEETINGS

The LANA BOD will meet at minimum twice yearly and additionally as necessary. A majority of the current LANA BOD members present constitute a quorum.

1. LANA Annual Spring Board Meeting

- a) Begin planning process and developing objectives.
- b) Review and evaluate previous year's progress and activities.
- c) Make any necessary adjustment in current programs and activities.
- d) Take action on other items including, but not limited to, changes in policies, procedures, and committee appointments as may be necessary.
- e) Prepare proposals for future activities of LANA.
- f) Develop preliminary agenda for fall board meeting.

2. LANA Annual Fall Board Meeting

- a) Review, evaluate, and make necessary adjustments in current programs and activities.
- b) Take action on other items including, but not limited to, changes in policies, procedures, and committee appointments as may be necessary.
- c) Develop preliminary agenda for spring board meeting.

3. Conference Calls

- a) There will be conference call meetings of the LANA BOD and/or Executive Committee as needed.
- b) There will be conference call meetings of the Regional Liaisons as needed.
- c) Calls will be scheduled 30 days in advance unless an emergency arises.
- d) A quorum will be required for a LANA BOD conference call to take place if planning and implementation of LANA business is to be undertaken.
- e) Committees may conference call outside of the LANA BOD for the purposes of planning and implementation. An Executive Committee member must be notified of the call and a summary report will be given to the Executive Board.

E. REMUNERATION

1. Each board member will receive travel reimbursement for biannual BOD meetings. The level of travel reimbursement is contingent on the financial standing of the organization and will be determined prior to the meeting by the president with advice from the treasurer.
2. This travel reimbursement is contingent upon attendance at the meeting.
3. All travel reimbursement must be submitted within one month of event date on the correct travel reimbursement form and include all receipts.
4. The attendee shall not submit expenses that are otherwise reimbursed.
5. Members of the Examination Committee will receive rates of travel reimbursement consistent with the additional meeting time required by their position.
6. The Executive Board will vote on any additional meeting remunerations for special

circumstances or meeting above and beyond those stated.

VI. LANA EXECUTIVE COMMITTEE (EXECUTIVE BOARD)

A. PRESIDENT

1. Organization

a) Election Procedures

- (1) The term of office begins at the close of the annual fall board meeting
- (2) The president will serve for one year, or until the installation of his/her successor.
- (3) There are no term limits.

b) Responsibility

The president is directly responsible to the LANA BOD.

c) Vacancy

- (1) If unable to complete his/her term, the president shall submit written resignation to the LANA BOD through the vice president.
- (2) Dismissal, if indicated, is by action of the LANA BOD.
- (3) In the event of the vacancy, the vice president will succeed to the presidency for the unexpired portion of the term.

d) Orientation:

Once the election results have been certified, the newly-elected president shall be oriented by the outgoing president following the close of the BOD meeting.

2. Operations

a) Meetings

- (1) The president shall attend the spring and fall board meetings.
- (2) The president shall attend and preside at all meetings of LANA and the LANA BOD, or delegate that authority.

b) Duties and Responsibilities

- (1) Coordinate and facilitate the BOD to keep on task for LANA's mission.
- (2) Serve on the BOD with one vote.
- (3) Preside at all LANA and LANA BOD meetings.
- (4) Serve as an ex-officio member of all committees.
- (5) Appoint members to the Nominations & Election Committee and the Appeals & Discipline Committee when needed.
- (6) Appoint all Special and Advisory Committees necessary to accomplish the function of LANA with the advice of the board.
- (7) Compile and provide president's agenda items for board meetings, submitting to secretary or executive director prior to the board meeting.
- (8) Coordinate board meeting agenda with input from the BOD.
- (9) Compose an annual calendar, including LANA deadlines and events, and distribute to the BOD at meeting.
- (10) Notify and prepare the vice president in the event of inability to perform any duty.
- (11) Orient the incoming president.

- (12) Indicate approval on LANA travel reimbursement forms and forward for payment.
- (13) Act as spokesperson for LANA based on the guidance of the BOD.
- (14) Complete performance assessment of executive director, office employees, and/or LANA BODs.
- (15) Review, approve, and sign all contracts for organization; assign designee for specific contracts.
- (16) Reaffirm commitment to LANA's policies through the BOD application or re-nomination form.

c) **Communication**

- (1) Share items of concern with the executive officers, BOD, and/or membership as appropriate.
- (2) Respond appropriately to requests received from any other components or special groups, sharing information with the board and others, as indicated.
- (3) Assure that the reports of the officers and committee chairs are submitted on time for meetings and edit final copies of minutes of meetings prior to distribution by secretary or designated individual to BOD.

3. Travel Reimbursement

Expenses incurred for LANA business should be recorded on appropriate travel reimbursement form and submitted to the treasurer or designated individual.

B. PRESIDENT-ELECT

The president-elect position is not currently utilized. If this position is activated, the Policy & Procedures Manual will be updated at that time.

C. IMMEDIATE PAST PRESIDENT

- 1. Ex-officio member of the Executive Committee
- 2. Non-voting status

D. VICE PRESIDENT

1. Organization

a) **Election Procedures**

- (1) The term of office begins at the close of the annual fall board meeting.
- (2) The vice president will serve for one year, or until the installation of his/her successor.
- (3) There are no term limits.

b) **Responsibility**

The vice president is directly responsible to the president.

c) **Vacancy**

- (1) If unable to complete his/her elected term, the vice president shall submit written resignation to LANA BOD through the president.

- (2) Dismissal must be by action of half of the LANA BOD plus the chair of the Nominations & Election Committee.
- (3) In the event of a vacancy, the president shall appoint a member to serve the unexpired portion of the term.

d) **Orientation**

Once the election results have been certified, the newly-elected vice president shall be oriented by the outgoing vice president following the close of the BOD Meeting.

2. Organization

a) **Meetings**

- (1) The vice president should attend the spring and fall board meetings.
- (2) The vice president should participate in all assigned committee meetings and conference calls of the board.

b) **Duties and Responsibilities**

- (1) Serve on the Executive Board with one vote.
- (2) Assumes the duties of the president if he/she is absent or incapacitated.
- (3) In the event of a vacancy in the office of president, the vice president shall succeed to the presidency as an interim until the board can elect a new official.
- (4) Reaffirm commitment to LANA's policies through the BOD application or re-nomination form.
- (5) Review, on an annual basis, the Appeals, Complaints, and Discipline Policy; making recommendations to the LANA BOD for changes as required.
- (6) Ensure stakeholders are informed of all appeals, complaints, and discipline policies and procedures, and any changes therein.
- (7) Ensure annual completion of LANA's Internal Committee Audits.
- (8) Complete or designate annual completion of LANA's Management Systems Review.
- (9) Orient the incoming vice president.

c) **Communication**

- (1) Share items of concern with the executive officers and LANA BOD.
- (2) Respond appropriately to requests received from other components or special groups, notifying the president prior to response.

3. Travel Reimbursement

Expenses incurred for LANA business should be recorded on appropriate travel reimbursement form and submitted to the treasurer or designated individual.

E. TREASURER

1. Organization

a) **Election Procedures**

- (1) The term of office begins at the close of the annual fall board meeting.
- (2) The treasurer will serve for one year or until the installation of his/her term.

(3) There are no term limits.

b) **Responsibility**

The treasurer is directly responsible to the president.

c) **Vacancy**

(1) If unable to complete his/her elected term, the treasurer shall submit written resignation to the president.

(2) Dismissal must be by action of half of the LANA BOD plus the chair of the Nominations & Election Committee.

(3) In the event of a vacancy, the president shall appoint a member to serve the unexpired portion of the term.

d) **Orientation**

(1) Once the election results have been certified, the newly-elected treasurer shall be oriented by the outgoing treasurer following the close of the BOD meeting.

(2) Make appropriate changes with bank signature cards and accounts.

2. Operations

a) **Meetings**

The treasurer or designated person shall attend all meetings of the LANA BOD and all formal and informal meetings of LANA.

b) **Duties and Responsibilities**

(1) Submit financial report to the president by appropriate deadlines.

(2) Submit financial records annually for audit by LANA BOD, executive director, and/or Certified Public Accountant (CPA).

(3) Oversee complete and accurate financial records including income and expenses as well as IRS paperwork including, but not limited to tax filings.

(4) Submit proposed annual budget to the president for action at the LANA BOD meeting.

(5) Orient the incoming treasurer.

(6) Oversee annual renewal of officers' and directors' insurance before deadline.

(7) Obtain pre-authorization of checks written over \$5,000.

(8) Reaffirm commitment to LANA's policies through the BOD application or re-nomination form.

(9) Review finances at least twice a year to confirm accuracy of executive director and bookkeeper.

c) **Travel Reimbursement**

Expenses incurred for LANA business should be recorded on appropriate travel reimbursement form and submitted to designated individual.

F. SECRETARY

1. Organization

a) **Election procedures**

- (1) The term of office begins at the close of the annual fall board meeting.
- (2) The secretary will serve for one year or until the installation of his/her successor.
- (3) There are no term limits.

b) **Responsibility**

The secretary is directly responsible to the president.

c) **Vacancy**

- (1) If unable to complete his/her elected term, the secretary shall submit written resignation to the president.
- (2) Dismissal must be by action of half of the LANA BOD plus the chair of the Nominations & Election Committee.
- (3) In the event of a vacancy, the president shall appoint a member to serve the unexpired portion of the term.

d) **Orientation**

Once the election results have been certified, the newly-elected secretary shall be oriented by the outgoing secretary following the close of the BOD meeting.

2. Operations

a) **Meetings**

The secretary or designated person shall attend all meetings of LANA BOD and all formal and informal meetings of LANA.

b) **Duties and Responsibilities**

The secretary shall either directly or indirectly oversee the following:

- (1) Request agenda items from BOD one month prior to spring and fall meetings.
- (2) Compile and distribute agenda for BOD meetings. Keep minutes of all proceedings of BOD meetings.
- (3) Distribute minutes of BOD Meetings to the BOD, in a timely manner.
- (4) Maintain records of official actions of the BOD.
- (5) Maintain permanent files and historical data.
- (6) Evaluate each independent contractor's (IC) performance annually.
 - (a) Submit each IC report to the Executive Committee for Board minutes.
 - (b) Items evaluated include:
 - (i) Review of the contract.
 - (ii) Review of IC's responsiveness to LANA's needs/ requests.
 - (iii) Confirm completion of paperwork (signatures on contracts, confidentiality forms signed, etc.).
 - (iv) Make recommendations for improvements needed or suggestions.
- (7) Maintain an updated list of officers, committee chairs, liaisons, including,

- but not limited to addresses and phone numbers.
- (8) Orient the incoming secretary.
- (9) File the annual report with the Illinois Secretary of State prior to the June 23 incorporation anniversary date.
- (10) Reaffirm commitment to LANA's policies through the BOD application or re-nomination form.

c) **Travel Reimbursement**

Expenses incurred for LANA business should be recorded on appropriate travel reimbursement form and submitted to the treasurer or designated individual.

VII. **LANA STANDING COMMITTEES AND SUBCOMMITTEES**

Standing committees include: Executive, Management, Bylaws/Policy & Procedures, CME, Examination, Marketing, Nominations & Election, Qualifications, Recertification, Regional Liaisons, Training Program Standards, Sponsorship, Website & Social Media, and Appeals & Discipline

Subcommittees include: Conferences & Events, Sponsorship, and Website & Media

A. **EXECUTIVE COMMITTEE**

1. Organization

a) **Purpose**

The Executive Committee shall assist the president in decision-making when a full board vote is not necessary to resolve an issue.

b) **Responsibility**

The Executive Committee is responsible to the LANA BOD. The committee members are responsible to the president.

c) **Constituency**

- (1) The committee consists of the president, president-elect, vice president, secretary, and treasurer.
- (2) The immediate past-president is an ex-officio member of the Executive Committee.
- (3) The executive director will be included in all committee meetings to keep records unless deemed inappropriate by the president.

2. Operations

a) **General**

- (1) The committee functions primarily through correspondence and telephone consultation.
- (2) The members of the Executive Committee are required to treat all LANA related information and activities with the utmost confidentiality. All with access to confidential, private, or sensitive information are not to divulge this information unless authorized to do so.

b) **Written Reports**

Reports of committee action shall be prepared by the chair with input from the

committee members and submitted to the executive director or designated person one month prior to the board meetings and ongoing as needed.

c) **Duties and Responsibilities**

- (1) Serve as counsel to the president in LANA matters.
- (2) Serve as counsel to committee chairs.
- (3) Delegate responsibilities to appropriate BOD.

d) **Travel Reimbursement**

Expenses incurred for LANA business shall be recorded on appropriate travel reimbursement forms and submitted to the treasurer or designated individual.

e) **Orientation**

See individual orientation sections for president, vice president, secretary, and treasurer. Orientation for president-elect and immediate past-president will be added should these posts become active.

B. MANAGEMENT COMMITTEE

1. **Organization**

a) **Purpose**

The Management Committee shall be charged with review of the management system in order to ensure its continuing suitability, adequacy and effectiveness.

b) **Responsibility**

The Management Committee is responsible to the LANA BOD. The committee members are responsible to the president.

c) **Constituency**

- (1) The committee consists of the president, president-elect, vice president, examination committee chair, and treasurer.
- (2) The immediate past-president is an ex-officio member of the Management Committee.
- (3) To ensure impartiality, no member of the committee may be affiliated with a lymphedema training program.
- (4) The executive director will be included in all committee meetings to keep records.

2. **Operations**

a) **General**

- (1) The committee meets in person at each LANA Board Meeting
- (2) It also functions through correspondence and telephone consultation.
- (3) The members of the Management Committee are required to treat all LANA related information and activities with the utmost confidentiality. All with access to confidential, private, or sensitive information are not to divulge this information unless authorized to do so.

b) **Written Reports**

Reports of committee action shall be prepared and communicated to the LANA BOD prior to board meetings and ongoing as the committee necessitates.

c) **Duties and Responsibilities**

- (1) Review the management system semiannually.
- (2) Receive results of the internal and external audit
- (3) Receive all feedback that is related to the accreditation standards.
- (4) Design actions to correct nonconformities, assign deadlines and responsibility.
- (5) Review actions to make certain that the corrections are effective.

d) **Travel Reimbursement**

Expenses incurred for LANA business shall be recorded on appropriate travel reimbursement forms and submitted to the treasurer or designated individual.

e) **Orientation**

There will be an annual management system orientation to provide information to the committee members in order that they can perform their management system review responsibilities.

C. EXAMINATION COMMITTEE

1. Organization

a) **Purpose**

The Examination Committee members are the only LANA personnel with access to examination materials and shall be responsible for the development and maintenance of the certification examination of LANA.

b) **Responsibility**

The committee chair is responsible to the LANA BOD. The committee members are responsible to the chair.

c) **Constituency**

- (1) The committee consists of the chair, and other committee members (minimum of four) as appointed by the president with advice from the chair and the LANA BOD.
- (2) The chair of the committee shall be a current member of the BOD.
- (3) The committee members are not required to be members of the LANA BOD.
- (4) All CLT-LANA Certificants are eligible to apply.
The application process for non-BOD members is as follows:
 - (a) Applications are reviewed throughout the year. Acceptance is based on the point system below and upon need.
 - (i) Up to 10 points for application question answers.
 - (ii) Point for score on the examination (examination result is total number of points).
 - (iii) Up to 10 points for board member recommendations.
 - (b) A score total of 90 points or higher, is required for the applicant

to be considered for the Examination Committee should there be availability.

- (5) To avoid conflict of interest, committee members may not be affiliated with any lymphedema training program (LTP).
- (6) All Examination Committee members will sign LANA's Confidentiality and Non-Disclosure Agreement. Failure to sign and comply with the agreement shall be grounds for dismissal.
- (7) Examination Committee members are asked to serve a minimum two-year term.

d) **Interruption of Committee Service**

- (1) The chair shall submit a resignation in writing to the president. Committee members shall submit resignations in writing to the chair.
- (2) Dismissal of the committee chair must be by the LANA BOD. Other committee members may be dismissed in writing by the committee chair with approval from the president.

2. Operations

a) **General**

The committee will write and review test questions in consultation with the outside testing service that LANA contracts for test validation purposes. The committee will meet annually unless otherwise needed. The committee functions through correspondence and telephone consultations throughout the year. The members of the Examination Committee are required to treat all LANA related information and activities with the utmost confidentiality. All with access to confidential private or sensitive information are not to divulge this information unless authorized to do so.

b) **Written Reports**

Reports of committee action shall be prepared by the chair with input from the committee members and submitted to the executive director or designated person one month prior to the board meetings and ongoing as needed.

c) **Duties and Responsibilities**

- (1) Create a reference list of all scientific sources used in the development of the examination questions and make such list available to test candidates. The reference list will be updated periodically.
- (2) Submit reports of examination candidate numbers and pass/fail to the BOD at meetings.
- (3) Participate in review of current database of questions to determine their applicability and accuracy according to current practice and research in the field of lymphology.
- (4) Participate in workshops with the testing agency to assure appropriate test question design.
- (5) Review questions and make determinations regarding their sensitivity and specificity based on the testing agency's statistical analysis of the current test question.
- (6) Recruit new members to the committee based on their knowledge base and level of expertise in the field of lymphology.
- (7) Provide review of the current examination.
- (8) Update examination content and question bank in conjunction with the testing agency.

- (9) Review and update the recommended reading list which is posted online. The list is based on current literature and examination questions.

d) **Travel Reimbursement**

Expenses incurred for LANA business should be recorded on appropriate travel reimbursement forms and submitted to the treasurer or designated individual.

e) **Orientation**

- (1) The outgoing chair and the president will orient the new committee chair. The committee chair will orient new members.
- (2) Each newly-appointed chair will receive a copy of the LANA Bylaws, a copy of the Policy & Procedures Manual, and other materials as deemed necessary.
- (3) The outgoing chair will serve as an information resource for the newly-appointed chair for one year immediately following his/her term as chair.
- (4) Each new committee member shall receive a guide to writing examination questions.

D. **QUALIFICATIONS COMMITTEE**

1. Organization

a) **Purpose**

The purpose of the Qualifications Committee is to review LANA examination applications that do not meet LANA requirements.

b) **Responsibility**

The committee chair is responsible to the LANA BOD. The committee members are responsible to the chair.

c) **Constituency**

- (1) The committee consists of the chair and at least one other member.
- (2) The chair is appointed by the president with advice from the BOD.
- (3) The committee is appointed by the president with input from the committee chair.
- (4) The chair and committee members will serve a one-year term, renewable.

d) **Interruption of Committee Service**

- (1) The chair shall submit a resignation in writing to the president. Committee members shall submit resignations in writing to the chair.
- (2) Dismissal of the committee chair must be by the LANA BOD. Other committee members may be dismissed in writing by the committee chair with approval from the president.

2. Operations

a) **General**

The chair and committee members are encouraged to attend all LANA BOD and business meetings. The committee functions through correspondence and telephone consultation throughout the year. The members of the Qualifications

Committee are required to treat all LANA related information and activities with the utmost confidentiality. All with access to confidential, private, or sensitive information are not to divulge this information unless authorized to do so.

b) **Written Reports**

Reports of committee action shall be prepared by the chair with input from the committee members and submitted to the executive director or designated person one month prior to the board meetings and ongoing as needed.

c) **Duties and Responsibilities**

- (1) Review applications for LANA examination.
- (2) Recommend changes for qualifying to take the LANA examination.
- (3) Support the executive director as needed to review applications of those submitting appropriate documentation to sit for the LANA examination.
- (4) Review and determine eligibility of applications that are incomplete or do not meet the LANA test criteria, as outlined in the Candidate Information Booklet (CIB) Committee chair will assume duty of completing LANA certification process for any employee seeking recertification.

d) **Travel Reimbursement**

Expenses incurred for LANA business should be recorded on appropriate travel reimbursement forms and submitted to the treasurer or designated individual.

e) **Orientation**

- (1) The outgoing chair, testing agency, and the president will orient the new committee chair. The committee chair will orient new members.
- (2) Each newly-appointed chair will receive a copy of the LANA Bylaws, a copy of LANA's Policy & Procedures Manual, and other materials as deemed necessary.
- (3) The outgoing chair will serve as an information resource for the newly-appointed chair for one year immediately following his/her term as chair.

E. RECERTIFICATION COMMITTEE

1. Organization

a) **Purpose**

The purpose of the Recertification Committee is to create and maintain a recertification policy for CLT-LANA certification.

b) **Responsibility**

The committee chair is responsible to the LANA BOD. The committee members are responsible to the chair.

c) **Constituency**

- (1) The committee consists of the chair and at least one other member.
- (2) The chair is appointed by the president with advice from the BOD.
- (3) The committee is appointed by the president with input from the committee chair.
- (4) The chair and committee members will serve a one-year term, renewable.

d) **Interruption of Committee Service**

- (1) The chair shall submit a resignation in writing to the president. Committee members shall submit resignations in writing to the chair.
- (2) Dismissal of the committee chair must be by the LANA BOD. Other committee members may be dismissed in writing by the committee chair with approval from the president.

2. Operations

a) **General**

The chair and committee members are encouraged to attend all LANA BOD and business meetings. The committee functions through correspondence and telephone consultation throughout the year. The members of the Recertification Committee are required to treat all LANA related information and activities with the utmost confidentiality. All with access to confidential private or sensitive information are not to divulge this information unless authorized to do so.

b) **Written Reports**

Reports of committee action shall be prepared by the chair with input from the committee members and submitted to the executive director or designated person one month prior to the board meetings and ongoing as needed.

c) **Duties and Responsibilities**

- (1) Support the executive director, as needed, to review applications of those submitting appropriate documentation for LANA recertification.
- (2) Committee chair will assume duty of completing LANA recertification process for any CLT-LANA certified employee seeking recertification.
- (3) Expand, review, and redefine activities that meet recertification requirements regarding trends in the field.
- (4) Exercise judgment on applications that are incomplete or do not meet the LANA recertification criteria as outlined in the Recertification Policy.
- (5) Review applications for recertification.

d) **Travel Reimbursement**

Expenses incurred for LANA business should be recorded on appropriate travel reimbursement forms and submitted to the treasurer or designated individual.

e) **Orientation**

- (1) The outgoing chair and the president will orient the new committee chair. The committee chair will orient new members.
- (2) Each newly-appointed chair will receive a copy of the LANA Bylaws, a copy of LANA's Policy & Procedures Manual, and other materials as deemed necessary.
- (3) The outgoing chair will serve as an information resource for the newly-appointed chair for one year immediately following his/her term as chair.

F. BYLAWS/POLICY & PROCEDURES COMMITTEE

1. Organization

a) **Purpose**

The purpose of the Bylaws/Policy & Procedures Committee is to review the LANA Bylaws, as well as LANA's Policy & Procedures Manual, in accordance with the needs of the organization and recommends updates and changes as necessary.

b) **Responsibility**

The committee chair is responsible to the LANA BOD. The committee members are responsible to the chair.

c) **Constituency**

- (1) The committee consists of the chair and at least one other member.
- (2) The president appoints the chair with input from the BOD and the committee members with input from the committee chair.
- (3) The chair and committee members will serve a one-year term, renewable.

d) **Interruption of Committee Service**

- (1) The chair shall submit a resignation in writing to the president. Committee members shall submit resignations in writing to the chair.
- (2) Dismissal of the committee chair must be by the LANA BOD. Other committee members may be dismissed in writing by the committee chair with approval from the president.

2. Operations

a) **General**

- (1) The chair and committee members are encouraged to attend all LANA BOD and business meetings. The committee functions through correspondence and telephone consultation throughout the year.
- (2) Amendments to the Bylaws must be presented to the BOD prior to the anticipated vote in order for the proposed changes to be reviewed by all members and allow for questions and concerns to be raised.
- (3) Amendments to the Bylaws will pass with a majority vote of the BOD.
- (4) Any BOD may submit a change to the Policy & Procedures Manual. All changes to LANA's Policy & Procedures Manual must be approved by the Executive Committee.
- (5) The members of the Bylaws/Policy & Procedures Committee are required to treat all LANA related information and activities with the utmost confidentiality. All with access to confidential private or sensitive information are not to divulge this information unless authorized to do so.

b) **Written Reports**

Reports of committee action shall be prepared by the chair with input from the committee members and submitted to the executive director or designated person one month prior to the board meetings and ongoing as needed.

c) **Duties and Responsibilities**

- (1) Maintain the current Bylaws.
 - (a) Review Bylaws prior to each meeting.
 - (b) Recommend changes to the Bylaws to the committee members.

- (c) Circulate written reports of suggested Bylaws changes to the BOD.
- (d) Implement approved Bylaws into updated Bylaws.

- (2) Maintain past Bylaws for historical purposes.
- (3) Provide advice to LANA 's BOD and Executive Committee regarding adherence to the Bylaws according to Sturgis Standard Code of Parliamentary Procedure. (Now known as The Standard Code of Parliamentary Procedure.)
- (4) Maintain current Policy & Procedures Manual.
- (5) Review the Policy & Procedures Manual every three years with assistance from the executive director.
- (6) Distribute Policy & Procedures Manual to new LANA BOD.

d) **Travel Reimbursement**

Expenses incurred for LANA business should be recorded on appropriate travel reimbursement forms and submitted to the treasurer or designated individual.

e) **Orientation**

- (1) The outgoing chair and the president will orient the new committee chair. The committee chair will orient new members.
- (2) Each newly-appointed chair will receive a copy of the LANA Bylaws, a copy of the Policy & Procedures Manual, and other materials as deemed necessary.
- (3) The outgoing chair will serve as an information resource for the newly-appointed chair for one year immediately following his/her term as chair.

G. **NOMINATIONS & ELECTION COMMITTEE**

1. Organization

a) **Purpose**

The purpose of the Nominations & Election Committee is to nominate candidates for the BOD and to conduct the annual BOD election.

b) **Responsibility**

The committee chair is responsible to the president. The committee members are responsible to the chair.

c) **Constituency**

- (1) The committee consists of the chair and two additional members.
- (2) The president appoints the chair with input from the BOD and committee members with input from the committee chair.
- (3) The chair and committee members will serve a one-year term.

d) **Interruption of Committee Service**

- (1) The chair shall submit a resignation in writing to the president. Committee members shall submit resignations in writing to the chair.
- (2) Dismissal of the committee chair must be by the LANA BOD. Other committee members may be dismissed in writing by the committee chair with approval from the president.

2. Operations

a) General

The chair and committee members are encouraged to attend all LANA BOD and business meetings. The committee functions through correspondence and telephone consultation throughout the year. The members of the Nominations & Election Committee are required to treat all LANA related information and activities with the utmost confidentiality. All with access to confidential private or sensitive information are not to divulge this information unless authorized to do so.

b) Reports

- (1) Reports of committee action shall be prepared by the chair with input from the committee members and submitted to the executive director or designated person one month prior to the elections.
- (2) The committee chair will send the committee's recommendation for the BOD candidates to the Executive Committee prior to creating the ballot.
- (3) The committee solicits and prepares a list of appropriate nominees for the LANA board. Interested parties submitting applications via the website will be reviewed and considered by the committee.
- (4) The chair shall send each potential nominee the appropriate application form.
- (5) The committee shall prepare the slate for the BOD.
- (6) The committee shall prepare the slate for the executive officer positions.
- (7) The committee shall conduct elections according to the procedures below.

c) Duties and Responsibilities

- (1) The committee solicits and prepares a list of appropriate nominees for the LANA BOD. Interested parties submitting applications via the website will be reviewed and considered by the committee.
- (2) The chair shall send each potential nominee the appropriate application form.
- (3) The committee shall prepare the slate for the BOD.
- (4) The committee shall prepare the slate for the executive officer positions.
- (5) The committee shall conduct elections according to the procedures below.

d) Election Procedures

- (1) Election is by mail, fax, or other electronic ballot to be conducted each year prior to the fall meeting.
- (2) Only current BOD members are eligible to vote.
- (3) Coordinate the nominating and elections procedures with BOD meetings as follows:

(a) Spring Meeting

- (i) Announce the executive offices are open, prepare a short description of that office. Nominations may be taken from the current BOD.
- (ii) Identify BOD members whose terms are set to expire. Solicit their intent to run for re-election.

(b) Following the spring meeting, issue an announcement via the

LANA website of BOD positions open, announce deadline of receipt for nominations.

- (c) During the fall meeting, the official election results are announced.

- (4) Ballots shall be prepared after June 1st.
- (5) BOD application shall be sent to all current BOD members along with a ballot.
- (6) Ballots must be received by designated date to be valid.
- (7) Nominee receiving a majority of votes shall be considered elected.
- (8) If a nominee is unable to be obtained for an executive office, nominations from the floor will be in order during the fall meeting, and the election for that office will be conducted at the meeting by the Nominations & Election Committee chair or committee representative.
- (9) The chair shall notify the president, executive director, and the candidates of the election results prior to the fall meeting.
- (10) Written election report is submitted to the executive director or secretary of LANA within 30 days of election.

e) **Travel Reimbursement**

Expenses incurred for LANA business should be recorded on appropriate travel reimbursement forms and submitted to the treasurer or designated individual.

f) **Orientation**

- (1) The outgoing chair and the president will orient the new committee chair. The committee chair will orient new members.
- (2) Each newly-appointed chair will receive a copy of the LANA Bylaws, a copy of LANA's Policy & Procedures Manual, and other materials as deemed necessary.
- (3) The outgoing chair will serve as an information resource for the newly-appointed chair for one year immediately following his/her term as chair.

H. **CONTINUING MEDICAL EDUCATION (CME) COMMITTEE**

1. Organization

a) **Purpose**

The purpose of the CME Committee is to review literature relevant to the lymphatic system, lymphedema/related disorders and current practice to provide a resource for CLT-LANA practitioners and to develop online continuing education credits for CLT-LANA recertification only.

b) **Responsibility**

The committee chair is responsible to the LANA BOD. The committee members are responsible to the chair.

c) **Constituency**

- (1) The committee consists of the chair, and if requested by the chair, an additional committee member.
- (2) The chair and its members serve a one-year term, renewable.
- (3) The president appoints the chair with input from the BOD.
- (4) Committee members, if requested, are appointed by the president with input from the chair.

d) **Interruption of Committee Service**

- (1) The chair shall submit a resignation in writing to the president. Committee members shall submit resignations in writing to the chair.
- (2) Dismissal of the committee chair must be by the LANA BOD. Other committee members may be dismissed in writing by the committee chair with approval from the president.

2. **Operations**

a) **General**

The chair is encouraged to attend all LANA BOD and business meetings. The committee functions through correspondence and telephone consultation throughout the year. The members of the CME Committee are required to treat all LANA related information and activities with the utmost confidentiality. All with access to confidential private or sensitive information are not to divulge this information unless authorized to do so.

b) **Written Reports**

Reports of committee action shall be prepared by the chair with input from the committee members and submitted to the executive director or designated person one month prior to the board meetings and ongoing as needed.

c) **Duties and Responsibilities**

- (1) The chair will assign/invite two LANA Board members (or former Board members) to read and review articles on some aspect of lymphatic disorders. Former Board members will be required to have a current Confidentiality and Non-Disclosure Agreement on file to be eligible for participating in this committee activity. Failure to sign and comply with the agreement shall be grounds for dismissal.
 - (a) Specific articles are selected by the reviewer, however, the subject matter of the article may be chosen by the CME chair with input from the reviewer.
 - (b) Reviewers send chosen article to the chair for approval.
 - (c) Reviewers will not review any article of which they are an author, co-author, or contributor.
 - (d) Reviewing process and completion of rough draft of quiz consisting of 8-10 questions should be completed.
 - (e) Reviewers may complete the work at any time during the first three months of the quarter.
- (2) Following completion of questions, the two reviewers will exchange the chosen articles, questions and answer keys.
 - (a) Reviewers will check for clarity, fairness, and correctness of quizzes.
 - (b) The chair will provide reviewers with a copy of the Item Writing Guide for Subject Matter Experts created by the testing agency. When developing questions and answers, reviewers are expected to follow format outlined in the guide.
- (3) Following completion of article review, the quiz and answer key will be sent to the CME chair for final review.

(4) The CME chair (or designee) will edit the content of the LANA website areas related to CMEs: educational offerings section, allowing archival of out of date materials replaced by more relevant literature. The following must be submitted:

- (a) Full reference
- (b) Abstract or full article, depending on copyright
- (c) Quiz
- (d) Separate quiz with answer key

d) **Travel Reimbursement**

Expenses incurred for LANA business should be recorded on appropriate travel reimbursement form and submitted to the treasurer or designated individual.

e) **Orientation**

- (1) The outgoing chair and the president will orient the new committee chair. The committee chair will orient new members.
- (2) Each newly-appointed chair will receive a copy of the LANA Bylaws, a copy of LANA's Policy & Procedures Manual, and other materials as deemed necessary.
- (3) The outgoing chair will serve as an information resource for the newly-appointed chair for one year immediately following his/her term as chair.

I. **TRAINING PROGRAM STANDARDS COMMITTEE**

1. Organization

a) **Purpose**

The purpose of the Training Program Standards Committee is to determine if a candidate's lymphedema and related disorders training program will meet LANA's criteria to qualify the candidate to sit for the LANA examination.

The committee will make determinations of LTP on an individual basis, independently documenting the committee activities, determinations, and outcomes. The committee will provide the LANA BOD with an annual written report. The committee may seek the advice of the Executive Committee and/or bring a given matter in question to the full BOD for consensus voting.

It is the responsibility of this committee to present their findings and determinations to the LANA Executive Director, who is obligated to communicate these determinations to the Executive Committee and to the full BOD. The Training Standards Committee members will be known only to the LANA BOD to help maintain impartiality and avoid undue influences as recommended by legal and accreditation entities.

b) **Responsibility**

The committee chair is responsible to the LANA BOD. The committee members are responsible to the chair.

c) **Constituency**

- (1) The committee consists of the chair and at least one other member.

- (2) The chair is appointed by the president with advice input from the BOD committee chair.
- (3) The committee is appointed by the president with input from the committee chair.
- (4) The chair and committee members will serve a one-year term renewable.
- (5) To avoid COI, committee members will be known only to the LANA BOD and may not be affiliated with any LTP.
- (6) All Training Program Standards Committee members will sign LANA's Confidentiality and Non-Disclosure Agreement. Failure to sign and comply with the agreement shall be ground for dismissal.

d) **Interruption of Committee Service**

- (1) The chair shall submit a resignation in writing to the president. Committee members shall submit resignations in writing to the chair.
- (2) Dismissal of the committee chair must be by the LANA BOD. Other committee members may be dismissed in writing by the committee chair with approval from the president.

2. Operations

a) **General**

The chair and committee members are encouraged to attend all LANA BOD and business meetings. The committee functions through correspondence and telephone consultation throughout the year. The members of the Training Program Standards Committee are required to treat all LANA related information and activities with the utmost confidentiality. All with access to confidential private or sensitive information are not to divulge this information unless authorized to do so.

b) **Written Reports**

Reports of committee action shall be prepared by the chair with input from the committee members and submitted to the executive director or designated person one month prior to the board meetings and ongoing as needed.

c) **Duties and Responsibilities**

- (1) Review applications of emerging LTP submitted to the committee with the assistance of the president and/or executive director.
- (2) Recommend any necessary changes to LANA LTP criteria.
- (3) Review annual affidavits of existing LTP.
- (4) Perform random reviews of existing LTP to document continued compliance.

d) **Travel Reimbursement**

Expenses incurred for LANA business should be recorded on appropriate travel reimbursement forms and submitted to the treasurer or designated individual.

e) **Orientation**

- (1) The outgoing chair, and the president will orient the new committee chair. The committee chair will orient new members.
- (2) Each newly appointed chair will receive a copy of the LANA Bylaws, a copy of LANA's Policy & Procedures Manual, and other materials as deemed necessary.

- (3) The outgoing chair will serve as an information resource for the newly-appointed chair for one year immediately following his/her term as chair.

J. MARKETING COMMITTEE

1. Organization

a) Purpose

The purpose of the Marketing Committee shall be to promote LANA through publications, events, and media. The Marketing Committee will serve as an umbrella for the Conferences & Events, Sponsorship, and Website & Social Media Subcommittees.

b) Responsibility

The committee chair is responsible to the LANA BOD. The committee members are responsible to the chair.

c) Constituency

- (1) The committee consists of the chair and at least one other member.
- (2) The president appoints the chair with input from the BOD and committee members with input from the chair.
- (3) The chair and members serve a one-year term, renewable.

d) Interruption of Committee Service

- (1) The chair shall submit a resignation in writing to the president. Committee members shall submit resignations in writing to the chair.
- (2) Dismissal of the committee chair must be by the LANA BOD. Other committee members may be dismissed in writing by the committee chair with approval from the president.

2. Operations

a) General

The chair is encouraged to attend all LANA BOD and business meetings. The committee functions through correspondence and telephone consultation throughout the year. The members of the Marketing Committee are required to treat all LANA related information and activities with the utmost confidentiality. All with access to confidential private or sensitive information are not to divulge this information unless authorized to do so.

b) Written Reports

- (1) Reports of committee action shall be prepared by the chair with input from the committee members and submitted to the executive director or designated person one month prior to the board meetings and ongoing as needed.
- (2) Committee chair should solicit reports from subcommittees to include in committee action report.

c) Duties and Responsibilities

- (1) Act as public relations spokesperson for LANA with advice from the president, executive director, and the BOD.

- (2) Solicit sponsorship for LANA in coordination with Sponsorship Subcommittee.
- (3) Coordinate and conduct public relations activities of LANA with the assistance of the executive director.
- (4) Promote CLT-LANA examination and LANA.
- (5) Be responsible for the website updates with assistance from the executive director and Website & Social Media Subcommittee chair with advisement from the BOD.
- (6) Assist executive director or designated person with revising and arranging for reprinting of LANA brochures as needed with input from the BOD.
- (7) Arrange for updated material to be posted to the website.
- (8) Review website content and advise the BOD of necessary updates with the assistance of the executive director and Website & Social Media Subcommittee chair.
- (9) Distribute information and press releases about LANA to other constituencies of interest with the assistance of the executive director.
- (10) Create and review marketing plan with the chairs of the Conferences & Events, Sponsorship, and Website & Social Media Subcommittees.
- (11) Coordinate social and networking events with the Conferences & Events Subcommittee.

d) **Travel Reimbursement**

Expenses incurred for LANA business should be recorded on appropriate travel reimbursement form and submitted to the treasurer or designated individual.

e) **Orientation**

- (1) The outgoing chair and the president will orient the new committee chair. The committee chair will orient new members.
- (2) Each newly-appointed chair will receive a copy of the LANA Bylaws, a copy of LANA's Policy & Procedures Manual, and other materials as deemed necessary.
- (3) The outgoing chair will serve as an information resource for the newly-appointed chair for one year immediately following his/her term as chair.

K. CONFERENCES & EVENTS SUBCOMMITTEE

1. Organization

a) **Purpose**

- (1) Organize an event for the CLT-LANA therapists to socialize and network with other CLT-LANA therapists at relevant conferences and events.
- (2) Coordinate booth activities.

b) **Responsibility**

The committee chair is responsible to the Marketing Committee Chair. The committee members are responsible to the chair.

c) **Constituency**

- (1) The committee consists of the chair and at least one additional member. The chair shall be a BOD; however, the members may be CLT-LANA therapists.
- (2) The chair and members shall serve until the event is completed.

- (3) The president appoints the chair with input from the BOD and committee members with input from the chair.

d) **Interruption of Committee Service**

- (1) The chair shall submit a resignation in writing to the president. Committee members shall submit resignations in writing to the chair.
- (2) Dismissal of the committee chair must be by the LANA BOD. Other committee members may be dismissed in writing by the committee chair with approval from the president.

2. Operations

a) **General**

The committee functions through correspondence and telephone consultation throughout the year. The members of the Conferences & Events Subcommittee are required to treat all LANA related information and activities with the utmost confidentiality. All with access to confidential private or sensitive information are not to divulge this information unless authorized to do so.

b) **Written Reports**

Reports of committee action shall be prepared by the chair with input from the committee members and submitted to the chair of the Marketing Committee or designated person six weeks prior to the board meetings and ongoing as needed.

c) **Duties and Responsibilities**

- (1) Participate in conference calls and/or email with committee members for event possibilities.
- (2) Participate in conference calls and/or email with Executive Committee and executive director for discussions of events.
- (3) Prepare potential events sites with budgets for each and distribute to the Executive Committee and executive director.
- (4) Final decision of event is made by the Executive Committee with guidance from the Conferences & Events Subcommittee and BOD.
- (5) Communicate with BOD members regarding recruitment of new committee members.

d) **Travel Reimbursement**

Expenses incurred for LANA business should be recorded on appropriate travel reimbursement form and submitted to the treasurer or designated individual.

e) **Orientation**

- (1) The outgoing chair and the president along with the executive director will orient the new committee chair. The committee chair will orient new members.
- (2) The outgoing chair will serve as an information resource for the newly-appointed chair for one year immediately following his/her term as chair.
- (3) If the outgoing chair is not available, a committee member will assume this responsibility.

L. SPONSORSHIP SUBCOMMITTEE

1. Organization

a) Purpose

The purpose of the Sponsorship Subcommittee shall be to solicit sponsorship for LANA.

b) Responsibility

The committee chair is responsible to the Marketing Committee Chair. The committee members are responsible to the chair.

c) Constituency

- (1) The committee consists of the chair and at least one other member.
- (2) The president appoints the chair with input from the BOD and committee members with input from the chair.
- (3) The chair and members serve a one-year term, renewable.

d) Interruption of Committee Service

- (1) The chair shall submit a resignation in writing to the president. Committee members shall submit resignations in writing to the chair.
- (2) Dismissal of the committee chair must be by the LANA BOD. Other committee members may be dismissed in writing by the committee chair with approval from the president.

2. Operations

a) General

The chair is encouraged to attend all LANA BOD and business meetings. If the chair is not a current BOD, the chair will have a voice, but no vote, at the BOD meeting. The committee functions through correspondence and telephone consultation throughout the year. The members of the Sponsorship Committee are required to treat all LANA related information and activities with the utmost confidentiality. All with access to confidential private or sensitive information are not to divulge this information unless authorized to do so.

b) Written Reports

Reports of committee action shall be prepared by the chair with input from the committee members and submitted to the chair of the Marketing Committee or designated person six weeks prior to the board meetings and ongoing as needed.

c) Duties and Responsibilities

- (1) Promote LANA to potential sponsors.
- (2) Solicit sponsorship for LANA along with the Marketing Committee, executive director, and president.
- (3) Create annual sponsorship campaign brochure.
- (4) Revise and arrange for reprinting of LANA sponsorship brochure.
- (5) Arrange for updated material regarding sponsorship to be posted to the website.
- (6) Review sponsorship benefits and advise the BOD of necessary updates with the assistance of the executive director.

d) **Travel Reimbursement**

Expenses incurred for LANA business should be recorded on appropriate travel reimbursement form and submitted to the treasurer or designated individual.

e) **Orientation**

- (1) The outgoing chair and the president will orient the new committee chair. The committee chair will orient new members.
- (2) Each newly-appointed chair will receive a copy of the LANA Bylaws, a copy of LANA's Policy & Procedures Manual, and other materials as deemed necessary.
- (3) The outgoing chair will serve as an information resource for the newly-appointed chair for one year immediately following his/her term as chair.

M. WEBSITE & SOCIAL MEDIA SUBCOMMITTEE

1. Organization

a) **Purpose**

The purpose of the Website & Social Media Subcommittee shall be to promote LANA through publications, events, and media.

b) **Responsibility**

The committee chair is responsible to the Marketing Committee Chair. The committee members are responsible to the chair.

c) **Constituency**

- (1) The committee consists of the chair and at least one other member.
- (2) The president appoints the chair with input from the BOD and committee members with input from the chair.
- (3) The chair and members serve a one-year term, renewable.

d) **Interruption of Committee Service**

- (1) The chair shall submit a resignation in writing to the president. Committee members shall submit resignations in writing to the chair.
- (2) Dismissal of the committee chair must be by the LANA BOD. Other committee members may be dismissed in writing by the committee chair with approval from the president.

2. Operations

a) **General**

The chair is encouraged to attend all LANA BOD and business meetings. The committee functions through correspondence and telephone consultation throughout the year. The members of the Marketing Committee are required to treat all LANA related information and activities with the utmost confidentiality. All with access to confidential private or sensitive information are not to divulge this information unless authorized to do so.

b) **Written Reports**

Reports of committee action shall be prepared by the chair with input from the

committee members and submitted to the chair of the Marketing Committee or designated person six weeks prior to the board meetings and ongoing as needed.

c) **Duties and Responsibilities**

- (1) Act as public relations spokesperson for LANA with advice from the president, executive director, and the BOD.
- (2) Solicit sponsorship for LANA in coordination with Sponsorship Committee.
- (3) Coordinate and conduct public relations activities of LANA with the assistance of the executive director.
- (4) Promote CLT-LANA examination and LANA.
- (5) Be responsible for the website updates with assistance from the executive director and Website & Social Media chair with advisement from the BOD.
- (6) Assist executive director or designated person with revising and arranging for reprinting of LANA brochures as needed with input from the BOD.
- (7) Arrange for updated material to be posted to the website.
- (8) Review website content and advise the BOD of necessary updates with the assistance of the executive director and Website & Social Media chair.
- (9) Distribute information and press releases about LANA to other constituencies of interest with the assistance of the executive director.
- (10) Create and review marketing plan.

d) **Travel Reimbursement**

Expenses incurred for LANA business should be recorded on appropriate travel reimbursement form and submitted to the treasurer or designated individual.

e) **Orientation**

- (1) The outgoing chair and the president will orient the new committee chair. The committee chair will orient new members.
- (2) Each newly-appointed chair will receive a copy of the LANA Bylaws, a copy of LANA's Policy & Procedures Manual, and other materials as deemed necessary.
- (3) The outgoing chair will serve as an information resource for the newly-appointed chair for one year immediately following his/her term as chair.

N. REGIONAL LIAISON COMMITTEE

1. Organization

a) **Purpose**

The purpose of the Regional Liaison Committee shall be to promote LANA and to advise the BOD of the needs of the CLT-LANA therapists.

b) **Responsibility**

The committee chair is responsible to the LANA BOD. The committee members are responsible to the chair.

c) **Constituency**

- (1) Members of the committee shall represent each region. If a region does not have an elected representative, a committee member from another region may be appointed by the chair and/or president as an acting liaison.
- (2) The chair and members serve a two-year term, renewable.
- (3) The president appoints the chair with input from the BOD and committee members with input from the chair.
- (4) All regional liaisons will be CLT-LANA certified.
- (5) Election process for new regional liaisons.
 - (a) The regional liaisons are members of the BOD and will follow the same election process.
 - (b) The outgoing regional liaison will submit the names of CLT-LANA BOD who may replace them to the Nominations & Election Committee.
- (6) Each regional liaison will be appointed from different regions of North America.
 - (a) Northeast - CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VA, VT, WV
 - (b) Southeast – AL, FL, GA, KY, NC, SC, TN, Puerto Rico
 - (c) Midwest – IA, IL, IN, KS, MI, MN, MO, NE, OH, WI
 - (d) Northwest – AK, ID, MT, ND, OR, SD, WA, WY
 - (e) Southwest – AR, LA, MS, NM, OK, TX, Mexico
 - (f) West – AZ, CA, CO, HI, NV, UT
 - (g) Canada – AB, BC, MB, NB, NL, NT, NS, NU, ON, PE, QC, SK, YT

d) **Interruption of Committee Service**

- (1) The chair shall submit a resignation in writing to the president. Committee members shall submit resignations in writing to the chair.
- (2) Dismissal of the committee chair must be by the LANA BOD. Other committee members may be dismissed in writing by the committee chair with approval from the president.

2. Operations

a) **General**

The chair is encouraged to attend all LANA BOD and business meetings. The committee functions through correspondence and telephone consultation throughout the year. The members of the Regional Liaison Committee are required to treat all LANA related information and activities with the utmost confidentiality. All with access to confidential private or sensitive information are not to divulge this information unless authorized to do so.

b) **Written Reports**

Reports of committee action shall be prepared by the chair with input from the committee members and submitted to the executive director or designated person one month prior to the board meetings and ongoing as needed.

c) **Duties and Responsibilities**

- (1) Act as liaison and point of contact between CLT-LANA therapists and their region to the BOD.

- (2) Assist in providing membership retention activities.
- (3) Make active efforts to communicate to therapists in their region about furthering LANA's mission and vision.
- (4) Seek feedback from therapists in their region regarding actions of the LANA Board or proposed ideas and initiatives for BOD.
- (5) Distribute information and press releases about LANA to the CLT-LANA therapists.
- (6) Collaborate with the Marketing and Website & Social Media Committees to increase CLT-LANA membership.
- (7) Respond to public requests and inquiries about LANA's mission, vision, and objectives, with assistance from the executive director or designated person.
- (8) Review website content and advise the BOD of necessary updates with the assistance of the executive director.

d) **Travel Reimbursement**

Expenses incurred for LANA business should be recorded on appropriate travel reimbursement form and submitted to the treasurer or designated individual.

e) **Orientation**

- (1) The outgoing chair and the president will orient the new committee chair. The committee chair will orient or designate orientation of new members.
- (2) Each newly-appointed chair will receive access to the LANA Bylaws, a copy of LANA's Policy & Procedures Manual, and other material as deemed necessary.
- (3) The outgoing chair will serve as an information resource for the newly-appointed chair for one year immediately following his/her term as chair.

O. APPEALS & DISCIPLINE COMMITTEE

1. Organization

a) **Purpose**

The purpose of the Appeals & Discipline Committee is to hear appeals, investigate violations, and provide adjudication based on the policies and procedures of LANA.

b) **Responsibility**

The committee chair is responsible to the president. The committee members are responsible to the chair.

c) **Constituency**

- (1) The committee consists of the chair and two additional members. The president appoints the chair with input from the BOD and committee members with input from the committee chair.
- (2) The appointed chair and committee members must be a current or former LANA BOD member in good standing, with a full understanding of the certification program, application process, and LANA's policies and procedures.
- (3) The chair and committee member's duration of service is at the discretion of the president.

d) **Interruption of Committee Service**

- (1) The chair shall submit a resignation in writing to the president. Committee members shall submit resignations in writing to the chair.
- (2) Dismissal of the committee chair must be by the LANA BOD. Other committee members may be dismissed in writing by the committee chair with approval from the president.

2. Operations

a) **General**

The committee functions through written correspondence and telephone consultation. The members of the Appeals & Discipline Committee are required to treat all LANA related information and activities with the utmost confidentiality. All with access to confidential private or sensitive information are not to divulge this information unless authorized to do so.

b) **Written Reports**

(1) **General**

Reports of committee action shall be prepared by the chair with input from the committee members and submitted to the executive director or designated person one month prior to the board meetings and ongoing as needed.

(2) **Appeals & Discipline Outcomes**

Reports of committee action specific to appeals and discipline shall be prepared by the chair with input from the committee members and submitted to the president or designated person upon completion.

c) **Duties and Responsibilities**

- (1) Understand all LANA policies and procedures.
- (2) Uphold all LANA policies and procedures.
- (3) Reaffirm commitment to LANA's policies through the LANA Confidentiality and Non-Disclosure Agreement.
- (4) Provide a mechanism whereby certified persons and stakeholders may file complaints.
- (5) Conduct fair and unbiased appeals, complaints, and discipline proceedings.
- (6) Conduct investigations in accordance with established procedures.
- (7) Make decisions for action, including sanctions and dismissal of appeals and complaints.
- (8) Provide sanctions/discipline in findings of violations of LANA policies.

d) **Travel Reimbursement**

Expenses incurred for LANA business should be recorded on appropriate travel reimbursement forms and submitted to the treasurer or designated individual.

e) **Orientation**

- (1) The previous chair and the president will orient the new committee chair. The committee chair will orient new members.
- (2) Each newly-appointed chair will receive a copy of LANA's Bylaws, a copy of LANA's Policy & Procedures Manual, and other materials as deemed necessary.
- (3) The previous chair will serve as an information resource for the newly-appointed chair following his/her term as chair.

VIII. EXECUTIVE DIRECTOR

- A. An executive director may be compensated.
- B. An executive director may be an employee of an association management company.

1. Organization

a) **Employment procedures**

- (1) Employment of the executive director is through recommendation of the Executive Committee to the BOD.
- (2) Determination of the employment shall be by majority vote of the BOD.
- (3) Salary is agreed upon by the BOD and is reviewed every two years.
- (4) The ED may not be a member of the BOD.

b) **Responsibility**

The executive director is directly responsible to the president and the LANA BOD.

c) **Vacancy**

- (1) The executive director shall submit written resignation to the president.
- (2) Dismissal must be by action of the LANA BOD with one month written notice to the executive director.
- (3) In the event of a vacancy, the secretary shall assume all responsibilities of the executive director until a new executive director is hired.

d) **Orientation of New Executive Director**

- (1) Orientation of the new executive director shall take place 1-2 weeks prior to the current executive director leaving, if possible.
- (2) Orientation is performed by the current executive director, secretary and president.

2. **Operations**

a) **Meetings**

The executive director shall attend all LANA BOD Meetings and all formal and informal meetings of LANA.

b) **Duties and Responsibilities**

- (1) Request agenda items and/or reports from BOD one month prior to spring and fall meetings.
- (2) Compile and distribute agenda for BOD meetings one week prior to meeting dates with the secretary's assistance.
- (3) Keep copies of minutes of the proceedings of all LANA BOD meetings.
- (4) Distribute minutes of BOD Meetings to the BOD within 45 days of said meeting with the secretary's assistance.
- (5) Maintain records of official actions of the BOD.
- (6) Develop and maintain LANA management system including all pertinent LANA files and historical documents/data.
- (7) Ensure reviews of management systems annually unless otherwise specified.
- (8) Send copy of all pertinent LANA correspondence to the president.
- (9) Serve as liaison officer to all LANA committees.
- (10) Maintain an updated list of officers, committee chairs, and liaisons including, but not limited to, addresses and phone numbers.
- (11) Review and approve all candidate applications to sit for the LANA examination.
 - (a) Executive director will serve as a liaison between the candidate(s) and the BOD.
 - (b) Executive director will contact Qualifications chair when uncertain about an application.
 - (c) Executive director will contact the president when Qualifications chair and executive director are uncertain about an application.
- (12) Review and approve all recertification applications.
 - (a) Executive director will serve as a liaison between the candidate(s) and the BOD.
 - (b) Executive director will contact Recertification chair when uncertain about application.
 - (c) Executive director will contact the president when Recertification chair and executive director are uncertain about an application.
 - (d) Issue replacement certificates on a case-by-case basis. A fee maybe assessed.
- (13) Be in charge of hiring and dismissing office assistant(s) with approval of the president.
- (14) Shall supervise any office assistant(s).
- (15) Shall have check-writing privileges.

- (16) Shall work with treasurer/bookkeeper/accountant for accurate financial accounting.
- (17) Shall use accounting software for financial record keeping.
- (18) Shall have limited access to accounting software to record expenses and receipts.
- (19) Assist in providing membership retention activities with other committees.
- (20) Act as a public relations spokesperson for LANA with advisement of the president and BOD.
- (21) Coordinate and conduct public relations activities of LANA with the assistance of the Website & Social Media chair.
- (22) Promote lymphedema therapy and LANA.
- (23) Review the Policy & Procedures Manual every three years with assistance from the Bylaws/Policy & Procedures chair/committee.
- (24) Be responsible for the website updates with assistance from the Website & Social Media chair with advisement from the BOD.
- (25) Assist the Website & Social Media chair or designated person with revising and arranging for reprinting of LANA brochures as needed with input from the BOD.
- (26) Arrange for updated material to be posted to the website.
- (27) Review website content and advise the BOD of necessary updates with the assistance of the Website & Social Media Chair.
- (28) Distribute information and press releases about LANA to other constituencies of interest with designated assistance as needed.
- (29) Review website content and advise the BOD of necessary updates with the assistance of the Website & Social Media Chair.
- (30) Respond to public requests and inquiries about LANA's mission, vision, and objectives as needed via social media.
- (31) Respond to all telephone calls and emails in a timely manner.
- (32) Assist Nominations & Election Chair with election responsibilities.
- (33) Administrative office will be responsible for receiving and grading quizzes submitted by CLT-LANA certificants seeking to gain CME credit hours towards CLT-LANA recertification. LANA administrative staff will complete the following tasks:
 - a) Record the title of the quiz submitted, date submitted and credit hours earned using memo function linked to certificants' website listings.
 - b) Send email confirmation to certificant of successful or unsuccessful quiz completion inclusive of number of credit hours earned.

c) **Travel Reimbursement**

Expenses incurred for LANA business should be recorded on appropriate travel reimbursement form and submitted to the treasurer or designated individual.

IX. LANA POLICIES

A. PRIVACY AND CONFIDENTIALITY

1. Policy on Privacy and Confidentiality

LANA has created and abides by a strict privacy/confidentiality policy demonstrating its firm commitment to CLT-LANA candidate and certificant privacy. The policy applies to all aspects of the CLT-LANA credential including the secure handling and storage of application materials, examinations, scores, and candidate and certificant records. LANA and its agents shall keep confidential all candidates' and certified persons' information (including name, address, telephone numbers, examination scores, and other

confidential records) unless authorized for release by the candidate or certified person.

- a) It is the policy of LANA that non-disclosed, protected information may NOT be released to or shared with:
 - (1) Any member of the public unless there is applicable statutory exception or written release from the CLT-LANA candidate or certificant.
 - (2) Any LANA member unless the recipient has a legitimate interest for the use of protected information to perform a service (i.e. committee work).

- b) Furthermore, LANA staff with access to protected information is expected to protect any information from unauthorized disclosure. This includes, as appropriate:
 - (1) Computer Systems and Applications Security: Central processing units, peripherals, portable storage devices, operating system, applications software and data.
 - (2) Physical Security: The premises occupied by LANA or its contractors using computer equipment storing or having access to protected information.
 - (3) Operational Security: Environmental control, power equipment, operational activities related to operations.
 - (4) Procedural Security: Established and documented security processes for information technology staff, vendors, management, and individual users of protected information.
 - (5) Network Security: Communications equipment, transmission paths, switches, terminals and adjacent areas.

2. Procedures on the Privacy and Confidentiality Policy

In provision of its duties concerning LANA's Policy on Privacy and Confidentiality, LANA shall perform the following tasks:

- a) Ensure all CLT-LANA members affirm their commitment to the policy initially during the start of service and again during recertification.
- b) Require LANA Board members to affirm their commitment to the policy upon initial BOD application and reaffirm biennially.
- c) Ensure any providers of outsourced services acting on behalf of LANA affirm their commitment to the policy at the start of service.
- d) Review the policy every three years to ensure its efficacy and compliance with regulations.
- e) Update the policy as required.
- f) Supervise the implementation of the tenets of the policy through the creation of procedures in the LANA Policy & Procedures Manual.
- g) Post the policy, providing access to all stakeholders and CLT-LANA members in the CIB and the website.
- h) Act upon allegations of violations to the policy as outlined in the Policy on Appeals, Complaints, and Discipline.

B. IMPARTIALITY

1. Policy on Impartiality

- a) Policy

LANA shall act impartially in relation to its applicants, candidates, and CLT- LANA members. Decisions on certification programs shall be made in accordance with policies and procedures. Policies and procedures affecting applicants, candidates, and CLT- LANA members shall be made public and shall fairly and accurately convey information about the certification program. LANA shall understand threats to impartiality that include, but are not limited to, self-interest, activities from related bodies, and relationships of personnel, financial interests, favoritism, conflict of interest, familiarity, and intimidation. LANA Board shall periodically conduct a threat analysis to determine the potential, both real and perceived, of an individual or an organization influencing LANA's certification programs.

b) **Statement of Impartiality**

LANA provides an objective and balanced certification awarding service. LANA adheres to transparent procedures based on ISO/IEC Standard 17024, which contain checks and balances to ensure the objectivity of the certification activities. LANA's Policies and Procedures and the Bylaws address potential and actual Conflicts of Interest (COI). Our organizational structure is designed to manage any COI and to ensure the objectivity of our Board of Directors and the LANA Certification Examination.

2. **Procedures concerning Impartiality**

In provision of its duties concerning the Policy of Impartiality, LANA's Board shall perform the following tasks:

- a) Require LANA Board members to affirm their commitment to the policy upon initial BOD application and reaffirm biennially.
- b) Update the Policy on Impartiality as required.
- c) Post the Policy on Impartiality, providing access to all stakeholders and certification holders; posted on LANA website as Statement of Impartiality and in LANA 's Policy & Procedures Manual.
- d) Act upon allegations of violations to the policy as outlined in the Policy on Appeals, Complaints, and Discipline.

C. ETHICS

1. **Policy on Ethics**

It is the policy of LANA that its CLT- LANA members and LANA Board members uphold the highest standards of ethical, professional behavior.

To that end, LANA members and LANA Board members shall dedicate themselves to carrying out the mission of the organization and shall demonstrate:

a) **Integrity in actions**

- (1) Demonstrate the highest standards of personal integrity, truthfulness, honesty, and fortitude in all actions in order to inspire confidence and trust in such actions.
- (2) Maintain the highest degree of integrity in dealing with potential, current and past members including respecting and protecting privileged information accessed through the course of professional actions.
- (3) Strive for personal and professional excellence and encourage the professional development of others.

b) **Responsibility to professional development**

- (1) Advance skills through participation in continuing education.
 - (2) Promote lymphedema awareness and the science of lymphology.
 - (3) Collaborate with and support other professionals in carrying out LANA's mission.
- c) **Respect and compassion for all**
- (1) Respect diversity through fair and objective advice and actions without influence on the basis of race, color, national origin, age, disability, sex, gender identity, religion, and where applicable, political beliefs, marital status, or sexual orientation.
 - (2) Respect the structure and responsibilities of the LANA BOD, provide them with facts and advice as a basis for their making policy decisions, and uphold and implement policies adopted by the LANA BOD.
 - (3) Maintain national standards of care and service for the lymphedema community.

2.Procedures concerning Ethics

In provision of its duties concerning the ethics policy, LANA shall perform the following tasks:

- a) Require LANA Board members to affirm their commitment to the policy upon initial BOD application and reaffirm biennially.
- b) Ensure that all other CLT-LANA members affirm their commitment to LANA's Ethics Policy initially during the application process and again during recertification.
- c) Review LANA's Ethics Policy every three years to ensure it continues to address the ethics of practice.
- d) Update LANA's Ethics Policy as required.
- e) Post LANA's Ethics Policy on the LANA website and in the CIB, providing access to all stakeholders and certification holders.
- f) Act upon allegations of violations to the policy as outlined in the Policy on Appeals, Complaints, and Discipline.

D. CONFLICT OF INTEREST (COI)

1.Policy on Conflict of Interest

LANA shall function under a Conflict of Interest Policy (COI) designed to ensure that no Board member of LANA shall use his or her position, or the knowledge gained therefrom, in such a manner that creates a conflict between the interests of the organization or any of its affiliates and his or her personal interests. The Bylaws/Policy & Procedures Committee and LANA Board shall hold responsibility for maintaining the relevance and efficacy of the policy and has the authority to change the policy as required.

2.Procedures on Conflict of Interest

In provision of its duties concerning the COI, LANA shall perform the following tasks:

- a) Require LANA Board members to affirm their commitment to the policy upon initial BOD application and reaffirm biennially.
- b) Review LANA's COI Policy every three years to ensure its efficacy and compliance with regulations.
- c) Update the policy as required.
- d) Post LANA's COI Policy, providing access to all stakeholders and CLT- LANA members on the LANA website.

- e) Act upon allegations of violations to the policy as outlined in the Policy on Appeals, Complaints and Discipline.
- f) Ensure LANA Board members place the interests of LANA foremost in any dealings involving or relating to LANA.

E. NON-DISCRIMINATION

1. Policy on Non-Discrimination

a) Statement of Non-Discrimination

LANA does not discriminate in the participation in LANA certification programs and prohibits discrimination against its applicants, candidates, CLT-LANA members, employees, and volunteers on the basis of race, color, national origin, age, disability, sex, gender identity, religion, and where applicable, political beliefs, marital status, or sexual orientation.

b) LANA BOD

LANA BOD holds responsibility for ensuring that this policy is adhered to in all facets of LANA operations.

2. Procedures relating to the policy on Non-Discrimination

In provision of its duties concerning the Policy on Non-Discrimination, LANA shall perform the following tasks:

- a) Require LANA Board members to affirm their commitment to the policy upon initial BOD application and reaffirm biennially.
- b) Review the policy every three years to ensure its efficacy, and compliance with regulations.
- c) Update the policy as required.
- d) Post the policy, providing access to all stakeholders and CLT-LANA members on the LANA website.
- e) Act upon allegations of violations to the policy as outlined in the Policy on Appeals, Complaints, and Discipline.

F. APPEALS, COMPLAINTS, AND DISCIPLINE

1. General Policy on Appeals, Complaints, and Discipline

LANA is committed to providing a fair process for handling appeals, investigating allegations of wrongdoing, investigating complaints, and taking disciplinary action as required for any applicant, candidate, or certified person and shall afford applicants, candidates, certified persons, and all other stakeholders the right to file formal complaints concerning all areas of LANA. The LANA Board provides for appeals, complaints, and discipline through the Appeals & Discipline Committee who shall hold responsibility for hearing situations in which an adverse decision about examination candidate, CLT-LANA, or LANA employee(s) has been recommended. The committee also holds responsibility for ensuring allegations of practice incompetence or malfeasance and/or ethics violations by persons affiliated with LANA are fairly and reasonably investigated and determined against LANA's policies on Impartiality, Ethics, COI, Non-Discrimination, and Privacy and Confidentiality, to which all LANA persons have agreed to abide. The committee is responsible for ensuring the protection of the public against unprofessional and unethical conduct by said persons. Complaints shall be as specific as possible and submitted in writing. All decisions of the Appeals & Discipline Committee are final.

2. General Procedures for the Appeals, Complaints, and Discipline

LANA, in fulfillment of its responsibilities to hear appeals, complaints, and violations of all areas of LANA policy and procedures, will have an Appeals & Discipline Committee, appointed by the president, as needed, and in accordance with the identified qualifications. All decisions of the Appeals & Discipline Committee are final.

3. Policy for Appeal of Application Denial

LANA shall provide applicants the right to appeal a decision to deny a candidate to sit for the LANA exam. An appeal must be submitted to LANA within five working days of receipt of an application denial. The appeal must be in writing and detail the nature of the appeal. Appeals will be accepted via USPS/courier or email and should be sent to LANA at the posted address(es). There is no fee associated with an application denial. All decisions of the Appeals & Discipline Committee are final.

4. Procedures for Appeal of Application Denial

- a) To provide applicants the right to appeal a decision to deny candidacy, LANA shall ensure the Appeals & Discipline Committee performs the following tasks:
 - (1) Determine the validity of the appeal based upon the submitted documentation.
 - (2) Send notification by like correspondence within ten business days of receipt of the appeal whether the appeal has been accepted or denied.
 - (3) Send all communication from the committee to the address stated on the submitted appeal.
 - (4) Bring accepted appeals for consideration by the committee.
 - (5) Conduct the review within 30 days of receipt of the appeal.
- b) Only appeals brought forth for consideration by the committee will be reviewed.
- c) The committee shall take the following actions as required:
 - (1) Review the statement of the appeal.
 - (2) Review the documents supporting the appeal.
 - (3) Review comments from the executive director and Qualifications Committee concerning the initial application denial.
 - (4) Request and review additional documentation from the appellant to support the appeal as required.
 - (5) The appellant will be notified of the decision by registered mail within 15 business days of the committee meeting. At this time appellant will be given formal notice stating the end of the appeals process. No member of the committee will communicate directly with an applicant. Communication concerning the appeal will be made between the executive director or designated person and the applicant.
- d) The committee may put forth the following decisions based upon evidence presented:
 - (1) Grant the appeal and accept application as submitted.
 - (2) Deny the appeal and refuse the candidate to sit for the LANA exam.
- e) All decisions of the Appeals & Discipline Committee are final.

5. Policy for Appeal for Examination Results

- a) LANA shall provide candidates the right to appeal examination results within the following specified criteria: Examination results may be appealed in situations restricted to extraordinary examination administration circumstances that were properly reported to the examination administrator/proctor at the time of the exam and the LANA Board and:
- (1) Arise coincidentally with the examination administration;
 - (2) Are outside the control of the candidate;
 - (3) Made the candidate's experience different from other candidates' (related to the examination administration) and/or affected the candidate's ability to receive credit for a test question (related to the examination content);
 - (4) Were severe enough to account for examination failure.
- b) Unless ALL of the above circumstances are met, no single circumstance, including examination failure, will be considered grounds for appeal. If written documentation of the extraordinary circumstances is not received by LANA and the testing company within five working days of an examination administration, candidates forfeit the right to appeal.

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SMT/ISO
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- c) Candidates are allowed time and opportunity to comment on individual examination questions, and the overall testing experience during computer-based testing. These comments are reviewed and taken into consideration during psychometric reviews of the examinations and their overall reliability and validity. However, to maintain the security of the examinations, candidates are not able to review the examination, nor have access to the examination key or performance information on individual questions.
- d) Candidates are not offered the opportunity to have their examinations rescored, as the examination is given in electronic form, so unlike paper/pencil examinations, there is no opportunity for individual candidate examination scoring errors.
- e) All decisions of the Appeals & Discipline Committee are final.

6. Procedures for Appeal of Examination Results

- a) LANA's president shall hold responsibility for the conduct of the following tasks:
- (1) Appoint a chair and at least two additional members to the Appeals & Discipline Committee as identified in this manual in section VII, N, 1, c. Constituency.
 - (2) Send notification to the appellant by like correspondence within ten business days of receipt of the appeal whether the appeal has been accepted or denied.
 - (3) Send all communication from the committee to the address stated on the submitted appeal.
 - (4) Bring accepted appeals for consideration by the committee.

- b) Only appeals brought forth for consideration by the committee will be reviewed. The review will take place within 30 days of the receipt of the appeal.
- c) The committee shall take the following actions for each appeal:
 - (1) Review the candidate statement of appeal.
 - (2) Review a statement from the LANA BOD representative concerning the exam process relative to the appeal.
 - (3) Investigate the appeal, including conferring with the examination administrator concerning the examination administration to review candidate comments and information about extenuating circumstances.
- d) The committee may put forth the following decisions based upon evidence presented:
 - (1) Grant the appeal.
 - (2) Deny the appeal.
 - (3) Deny the appeal and grant the applicant an attempt at the next examination administration without additional cost.
- e) The appellant will be notified of the decision by registered mail within 15 business days of the committee meeting. No member of the committee will communicate directly with an appellant. At this time appellant will be given formal notice stating the end of the appeals process. Communication concerning the appeal will be made between the executive director and the applicant.
- f) All decisions of the Appeals & Discipline Committee are final.

7. Policy for Appeal of Decisions on Special Accommodations

- a) LANA shall afford applicants requesting special accommodations the right to appeal decisions concerning denial of special accommodations, or challenge the special accommodations offered. Should an applicant feel their request for accommodations was wrongly denied, or that the accommodations offered are inappropriate, the Appeals & Discipline Committee holds responsibility for considering appeals.
- b) All decisions of the Appeals & Discipline Committee are final.

8. Procedures for Appeal of Decision on Special Accommodations

- a) The Appeals & Discipline Committee shall perform the following tasks:
 - (1) Determine the validity of the appeal based upon the submitted documentation.
 - (2) Send the appellant notification by like correspondence within 10 business days of receipt of the appeal whether the appeal has been accepted or denied.
 - (3) Send communication from the Committee to the address stated on the submitted appeal.
 - (4) Bring accepted appeals for consideration by the Committee.
 - (5) Conduct the appeal review within 30 days of receipts of the appeal.
- b) Only appeals brought forth for consideration by the committee will be reviewed.
- c) The committee shall take the following actions for each appeal:

- (1) Review the applicant statement of appeal and supporting documentation from the diagnosing healthcare professional.
 - (2) Review the statement from the executive director and/or Qualifications Committee concerning the special accommodation denial or the special accommodations offered to the candidate which were appealed.
 - (3) In conference with a psychometric expert and legal counsel (as required), request and review information concerning the feasibility of providing the requested accommodation(s).
- d) The committee may put forth the following decisions based upon evidence presented:
- (1) Grant the appeal and provide the special accommodation(s) as requested.
 - (2) Grant the appeal and offer alternative special accommodations.
 - (3) Deny the appeal.
 - (4) The appellant will be notified of the decision by registered mail within 15 business days of the committee meeting. At this time appellant will be given formal notice stating the end of the appeals process. No member of the committee will communicate directly with an appellant. Communication concerning the appeal will be made between the executive director and the appellant.
- e) All decisions by the Appeals & Discipline Committee are final.

9. Policy for an Appeal of Recertification Application Denial

- a) LANA shall afford certified persons the right to appeal a decision to deny recertification. Should a certified person feel their recertification application was wrongly denied, LANA shall task the Appeals & Discipline Committee with responsibility for considering an appeal.
- b) An appeal shall be submitted to the committee within five working days of receipt of notification of a recertification application denial. The appeal must be in writing and detail the nature of the appeal. Appeals will be accepted via USPS or courier or email and should be sent to LANA at the posted address. There is no fee associated with the recertification application denial appeal.
- c) All decisions by the Appeals & Discipline Committee are final.

10. Procedures for an Appeal of a Recertification Application Denial

- a) In fulfillment of its responsibilities to consider recertification denial appeals, the Appeals & Discipline Committee shall perform the following tasks:
 - (1) Review the validity of the appeal based upon the submitted documentation.
 - (2) Send the appellant notification by like correspondence within 10 business days of receipt of the appeal whether the appeal has been accepted or denied.
 - (3) Send communication from the committee to the address stated on the submitted appeal.
 - (4) Bring accepted appeals to consideration by the committee.
 - (5) Conduct the appeal review within 30 days of receipt of the appeal.

- b) Only appeals brought forth for consideration by the committee will be reviewed.
- c) The committee shall take the following actions for each appeal:
 - (1) Review the statement of the appeal.
 - (2) Review the documents supporting the appeal.
 - (3) Review comments from the executive director and Recertification Committee concerning the initial recertification application denial.
 - (4) Request and review additional documentation from the appellant to support the appeal.
 - (5) Notify the certified person of the committee decision within 15 business days of the committee meeting.
- d) The committee may put forth the following decisions based upon evidence presented:
 - (1) Grant the appeal and accept the recertification application as submitted.
 - (2) Deny the appeal and provide the certified person with an extension during which they are afforded the opportunity to address the reason for the recertification application rejection.
 - (3) Deny the appeal and revoke the credential.
- e) All decisions by the Appeals & Discipline Committee are final.

11. Policy for Consideration and Processing of Complaints

- a) LANA shall afford applicants, candidates, certified persons and all other stakeholders the right to file formal complaints concerning LANA, its certification programs and its policies and procedures. LANA shall task the Appeals & Discipline Committee with responsibility to consider complaints. Complaints must be as specific as possible, detailing the nature of the complaint. A complaint against a certified person should be submitted to the committee as soon as possible but no later than 30 days after the incident. Complaints will be accepted via USPS or courier or email and should be sent to LANA at the posted address.
- b) All decisions by the Appeals & Discipline Committee are final.

12. Procedures for Consideration and Processing of Complaints

- a) In fulfillment of its responsibilities to consider complaints, the Appeals & Discipline Committee shall perform the following tasks:
 - (1) Review the validity of the complaint based upon the submitted documentation.
 - (2) Send the complainant notification by like correspondence within 10 business days of receipt of the complaint that the complaint has been received and reviewed.
 - (3) Send communication from the committee to the address stated on the complaint.
 - (4) Bring accepted complaints forward for consideration by the committee.
 - (5) Conduct a review of the complaint within 30 days of the receipt.
- b) Only complaints brought forth for consideration will be reviewed.
- c) The committee shall take the following actions as required:

- (1) Review the complaint.
 - (2) Review the documentation provided supporting the complaint.
 - (3) Review comments from the executive director and/or Executive Board concerning the complaint.
 - (4) Request and review additional documentation from the complainant.
 - (5) Initiate an investigation into the complaint.
 - (6) Notify the complainant of action taken by the committee concerning the complaint by registered mail within 15 business days of the committee meeting, in keeping with the requirements of LANA's policies and procedures. At this time complainant will be given formal notice stating the end of the complaint process.
- d) The committee may put forth the following decisions based upon evidence presented:
- (1) Present LANA BOD with a corrective action plan concerning the complaint.
 - (2) Put forth the complaint as unsubstantiated.
 - (3) Take disciplinary action against a certified person concerning the complaint.
- e) All decisions by the Appeals & Discipline Committee are final.

13. Policy on Certification Revocation/Suspension/Removal of LANA BOD

- a) LANA shall have the authority to suspend or revoke certification for any CLT-LANA and/or removal of a LANA BOD for cause. General causes for suspension, revocation, or removal include, but are not limited to, fraud, deceit, malfeasance, failure to protect the public and/or failure to follow LANA's policies and procedures, including submission of inaccurate data to obtain and/or maintain certification. LANA shall task the Appeals & Discipline Committee with responsibility for considering situations whereby suspension/revocation/removal of a LANA credential may be appropriate.
- b) While the committee will put forth best efforts to provide certified persons advance notice of intent to investigate cause for revocation/suspension/removal, in cases where the health and safety of the stakeholders is in jeopardy, the credential may be revoked/suspended without advance notice. All due process shall be in place in either case.
- c) Specific examples of infractions that are grounds for certification suspension/revocation/removal of LANA BOD include:

- (1) Falsifying information on a LANA application.
- (2) Misappropriating secure examination materials.
- (3) Providing fraudulent information during the LANA certification examination administration process.
- (4) Assisting other applicants during the examination administrations.
- (5) Misusing or misrepresenting a LANA credential, mark, or logo.
- (6) Violating LANA's policies, procedures, standing rules, or requirement.
- (7) Failing to maintain competency (failing to recertify).
- (8) Having been found guilty of violating the law with respect to professional responsibilities by a court, licensing agency, or registration agency.
- (9) **Specific to LANA BOD:** Failure to perform duties of elected office or appointed position.
- (10) **Specific to LANA BOD:** Failure to attend required meetings.
- (11) **Specific to LANA BOD:** Actions/statements deemed detrimental to LANA.

d) All decisions by the Appeals & Discipline Committee are final.

14.Procedures for Certification Revocation/Suspension

- a) In fulfillment of its responsibilities to consider situations where the revocation/suspension of a credential or removal of LANA BOD may be appropriate, the Appeals & Discipline Committee shall perform the following tasks:
 - (1) Review validity of the information relating to revocation/suspension of a credential or removal of LANA BOD.
 - (2) Send the certified person or board member notification by certified mail that the committee shall be considering revocation/suspension of the credential, that the credential has been revoked/suspended, or that the board member has been removed.
 - (3) Provide the certified person or board member with an opportunity to present a defense in writing to the allegations related to consideration of the suspension/revocation/removal within five business days of receipt of the initial notification of intent to revoke/suspend the credential or remove the LANA BOD.
 - (4) Bring suspension/revocation/removal requests forward for consideration by the committee.
 - (5) Conduct a review of the request within 30 days of receipt of the request to revoke/suspend/remove.
- b) Only requests brought forth for consideration by the committee will be reviewed.
- c) The committee shall take the following actions as required:

- (1) Review the certified person or board member's response to notification of revocation/suspension of the credential or removal including documentation presented to argue against the committee action(s).
 - (2) Review any documentation provided in defense of the suspension/revocation/removal.
 - (3) Review comments from the executive director and/or Executive Committee concerning the revocation/suspension/removal.
 - (4) Request and review additional documentation from the certified person or board member as required.
 - (5) Notify the certified person or board member of any additional action taken by the committee concerning the revocation/suspension/removal by registered mail within 15 business days of the committee meeting. If a certification is revoked, the formerly certified person shall return the original certificate and any copies to LANA. At this time certified person or board member will be given formal notice stating the end of the certification revocation/suspension process.
- d) The committee may put forth the following decisions based upon evidence presented:
- (1) Suspend/revoke the certification.
 - (2) Set aside the certification suspension/revocation order.
 - (3) Reprimand the certified person.
 - (4) Reprimand the certified person and provide a corrective plan.
 - (5) Suspend/revoke the certification and take additional disciplinary action concerning the complaint, including but not limited to notifying legal/regulatory authorities, notifying stakeholders who may be at risk based on the certified person's behavior, and taking legal action against the certified person.
 - (6) Uphold the decision to remove the LANA BOD.
 - (7) Set aside the decision to remove the LANA BOD.
- e) All decisions by the Appeals & Discipline Committee are final.

G. WEBSITE

1. Policy on the Website

The purpose of the website is to provide information regarding LANA, disseminating information of the CLT-LANA test requirements, dates and application procedures, as well as providing information for CLT-LANA therapists.

2. Procedures for the Website

All pages posted on the LANA website will be published with the approval of the president or executive director.

Deadlines:

- (1) New pages requiring development.
 - (a) Content must be submitted two weeks prior to the intended final finished product.
 - (b) Processing will begin upon receipt of the content and will be published as soon as possible.
 - (c) The submitter will be held responsible for the accuracy of all

facts provided for use on the web pages and correct spelling of such items. Facts include proper names, titles, dates, times, locations, etc.

- (2) Existing pages requiring updating.
 - (a) Processing will begin upon receipt of the content and will be published as soon as possible.
 - (b) Updating may take a week to complete depending on the complexity of the pages involved.
 - (c) The submitter will be held responsible for the accuracy of all facts provided for use on the web pages and correct spelling of such items. Facts include proper names, titles, dates, times, locations, etc.
- (3) Non-publishable Website Items
 - (a) Creation or transmission of any offensive, obscene, or indecent images, data, or other material.
 - (b) Creation or transmission of material that is designed or likely to cause annoyance, inconvenience, or other needless concern.
 - (c) Creation or transmission of defamatory material.
 - (d) Transmission of material that infringes the copyright of another person or organization.
- (4) Commercial Endeavors
 - (a) The use of the website to support commercial endeavors is at the discretion of the Executive Board.
- (5) Observation of Copyright Laws
 - (a) Pictures, images, documents, audio clips, video clips, or software should not be placed on pages, unless written permission has been obtained from the creator.

H. SOCIAL MEDIA

1. Policy on Social Media

The purpose of social media (including, but not limited to, Facebook®, LinkedIn®, and Twitter®) is to provide information regarding LANA, disseminating information of the CLT-LANA test requirements, dates and application procedures, as well as providing information for CLT-LANA therapists.

2. Procedures for Social Media

- a) All postings on the LANA social media will be published with the approval of the president or executive director.
- b) Deadlines:
 - (1) New content requiring development.
 - (a) Content must be submitted two weeks prior to the intended final finished product.
 - (b) Processing will begin upon receipt of the content and will be published as soon as possible.
 - (c) The submitter will be held responsible for the accuracy of all

facts provided for use on the web pages and correct spelling of such items. Facts include proper names, titles, dates, times, locations, etc.

- (2) Existing content requiring updating.
 - (a) Processing will begin upon receipt of the content and will be published as soon as possible.
 - (b) Updating may take a week to complete, depending on the complexity of the pages involved.
 - (c) The submitter will be held responsible for the accuracy of all facts provided for use on the web pages and correct spelling of such items. Facts include proper names, titles, dates, times, locations, etc.
- (3) Non-publishable Social Media Items
 - (a) Creation or transmission of any offensive, obscene, or indecent images, data, or other material.
 - (b) Creation or transmission of material that is designed or likely to cause annoyance, inconvenience, or other needless concern.
 - (c) Creation or transmission of defamatory material.
 - (d) Transmission of material that infringes the copyright of another person or organization.
- (4) Commercial Endeavors
 - (a) The use of Social Media to support commercial endeavors is at the discretion of the Executive Board.
 - (b) Observation of Copyright Laws: pictures, images, documents, audio clips, video clips, or software should have approval by the Executive Board.

I. TRAINING PROGRAM STANDARDS

1. Policy on Training Program Standards

LANA has established minimum educational standards and requirements to help ensure exam candidates have acquired specialized training in the field of lymphology and related disorders. LANA has created and published the LANA Exam Content Outline that lists essential knowledge topics deemed as “foundational”. The exam content outline was created using a joint task analysis which identifies tasks and associated knowledge, skills, and abilities required to competently perform the job. The individualized training programs are analyzed by the committee through a review of documentation and an affidavit of compliance. This will allow the candidate application process to be streamlined.

2. Training Program Standards Criteria

a) Legal Entity Requirements

- (1) The business offering the training program must meet all Federal and State legal requirements.
- (2) Upon request, the continuing education program will provide LANA with their FEIN number.

b) Training Program Education Requirements:

- (1) The training program shall meet APTA Guidelines: Standards of Quality for Continuing Education Offerings and/or qualify as an AOTA Approved Provider Program.
- (2) Upon request, the training program will provide LANA with their qualifying source for accreditation.

c) Physician Affiliation:

- (1) The program will have an affiliated physician who serves to review the program content and provides ongoing content consultation.
- (2) Upon request, the training program will provide LANA with documentation and contact information for said physician.

d) Training Program Instructors/Faculty:

- (1) The training program must be able to present to LANA, upon request, the program's instructor/faculty job description(s) and minimum faculty.
- (2) It is highly recommended that all faculty/instructors have successfully passed on the LANA recertification examination and maintain LANA certification.

e) Reference Material

- (1) The training program must be able to present to LANA, upon request, documentation of publications supporting the course content.
- (2) Said publications and resource materials must include fully cited resource entries, comprised of peer-reviewed, published articles, or textbooks.

f) Foundational Instruction

LANA has established that a training program must include foundational instruction in the field of lymphology and related disorders. Foundational instruction topics are defined by the LANA Exam Content Outline. The following content subjects are further defined as essential and required program content:

- (1) Complete Decongestive Therapy (CDT) educational content must include theoretical and practical lab work instruction in the following techniques:
 - (a) Manual lymph drainage
 - (b) Compression therapy
 - (c) Decongestive exercise
 - (d) Skin care management
- (2) Alternative methods must be substantiated through published peer-reviewed research articles and/or books.

g) Program Credit Hours and Course Structure

- (1) A minimum of 135 foundational course credit hours.
- (2) Content not included from the LANA Exam Content Outline will not be accrued for total hours of lymphedema and related disorders training summation.
- (3) One-third (1/3) of the foundational course credit hours are acquired through theoretical instruction.
 - (a) Hours may be earned by onsite lectures or remote learning.
 - (b) The curriculum overview must clearly identify and list onsite hours and remote learning hours individually.
 - (c) Remote learning hours must include the method used to calculate the hours.
 - (d) Comprehension of theoretical materials must be validated by a written examination.
- (4) Two-thirds (2/3) of the foundational course credit hours are earned through practical lab work.
 - (a) Practical lab work is defined as on-site, real-time instruction with an instructor present.
 - (b) Practical lab work CANNOT be earned through remote learning.
 - (c) One on-site contact hour equals 60 minutes of learning activity, excluding meals and breaks.

h) Calculation of TOTAL Training Program

- (1) Total training program consists of no more than four consecutive cumulative continuing educational courses from ONE training program provider.
- (2) Reciprocity between continuing education training programs is not permitted.
- (3) Courses using the term "Advanced" in the title or description may not be counted as foundational credit hours.

i) LANA Training Program Review

- (1) Emerging training programs: Training program directors may formally request a LANA training program review to ensure education will meet LANA candidate requirements. Application is available upon request. Once an initial review is completed and approved, the program will gain existing program status.
- (2) Existing training programs: Training program directors must complete and sign an affidavit each year, affirming their continued adherence to LANA training standards. Random reviews will begin in 2021 to document continued compliance.

J. CERTIFICATION

Policy on Examination Application and Certification

Refer to the Candidate Information Booklet (CIB) for current exam application and certification policy.

Application for Certification

Please refer to website (www.clt-lana.org) for current information.

Denial of Examination Application

Candidates submitting incomplete exam applications will be notified in writing of any deficiencies and will be provided 30 days to address issues as described. If the candidate does not complete the exam application in the 30-day window, the application and supporting documents are destroyed. Any monies paid will be returned and the candidate must re-submit the application in its entirety. Candidates who suspect they may not meet CLT-LANA eligibility requirements are strongly encouraged to contact LANA prior to submitting an exam application.

K. RECERTIFICATION

1. Recertification Policy

LANA Certification is valid for six years. Each certificate given to the candidate indicates the expiration date. All certifications expire on December 31st, six years from the last certification date; recertification applications are only accepted within the calendar year of expiration. An individual whose certification is set to expire must submit an application for recertification or an application for inactive status postmarked by December 31st of the year their certification expires. Failure to apply for recertification or apply for inactive status by the deadline will place the individual in expired status. **It is the responsibility of the CANDIDATE to recertify at the appropriate time** (see “Extensions” for additional information).

Please check website (www.clt-lana.org) for updates and changes

2. Application for Recertification

All candidates for recertification must submit the following:

- (1) Proof of a current and unrestricted U.S. professional state license, registration or equivalent Canadian provincial or territorial license, or registration as stated in initial certification process
- (2) A completed recertification application
- (3) Current recertification fee
- (4) Documentation of meeting the criteria for recertification as outlined below. **It is the responsibility of the CANDIDATE to provide documentation identifying the activities AND hours earned toward recertification.**

3. Options for Recertification

CLT- LANA therapists may attain recertification status through **ANY** combination of the options listed below as long as the total reaches a **minimum** of 24-contact hours. Documentation of required hours is the responsibility of the candidate. **Options are:**

- a) Continuing education. Topics must relate to the management of individuals with lymphedema. Examples include but are not limited to: anatomy or physiology of the lymphatic system, treatment of lymphedema, wound care, therapeutic bandaging/taping, cancer rehabilitation, chronic venous insufficiency, lymphedema self-management programs, and various upper and/or lower extremity courses providing they take into consideration the circulatory system (candidates may be required to show syllabi from such courses). **Documentation must include a copy of certificate(s) of attendance**

- indicating the name of the continuing education course and MUST show hours earned.**
- b) Attendance at a national or international lymphology or lymphedema-related conference. **Documentation must include a copy of certificate(s) of attendance indicating the name of the conference and MUST show hours earned.**
 - c) Teach college-level courses related to lymphedema management. Topics include but are not limited to: anatomy or physiology, lymphedema treatment, therapeutic taping, wound care, vascular and/or integumentary disorders. **Documentation must include course outline with hours in classroom.**
 - d) Participate in literature reviews available to LANA members only, through the LANA website. Abstracts of articles are available for review and each article has a corresponding quiz. Candidates must be able to obtain the article; unless full text is posted online, depending on copyright. To receive one-hour credit per quiz toward recertification, candidates must score of at least 70%. Candidates may earn a maximum of 10 credits in one cycle of recertification upon successful quiz completion. Candidates may submit a quiz for credit one time, retakes are not allowed. (Note that online literature reviews with quiz questions are not approved for CME/CEU credits by professional organizations other than LANA.)
 - e) Teach an approved, educational-lymphedema course. Teaching an approved, educational lymphedema course will be counted as two-contact hours for every in-class contact hour. A one-time additional two-contact hour preparation time will be accepted. **Documentation must include course outline with hours in classroom.**
 - f) Author an article in a peer-reviewed journal, author a chapter in a published book, or edit a multiple-author published book. Authoring an article, authoring a chapter, or editing a book will each be counted as 15-contact hours. **Documentation must include a copy of evidence of completion of the activity.**
 - g) Make a peer-reviewed poster or platform-research presentation. A peer-reviewed poster or platform-research presentation will be counted as five-contact hours. **Documentation must include a copy of evidence of completion of the activity.**
 - h) Retake the LANA certification examination (including payment of the full examination fee). Eligible candidates are invited to consider the option of retaking the LANA examination as a means of recertification. No continuing education contact hours are required for individuals taking this option.
 - i) Participants on LANA's Examination Committee will be awarded five-contact hours per day towards recertification for examination development meetings (2.5 –contact hours for a half day or two- to four-hour examination development conference calls).

4. Inactive Status

Upon petition, an inactive status may be granted on a case-by-case basis. Candidates petitioning for inactive status must submit **in writing** a request for inactive status, stating the reason for the request. Decisions to grant inactive status and the details regarding what a candidate must do to obtain said status will be made by the Recertification Committee of LANA. The length of the inactive status will also be decided on a case-by-case basis by the Recertification Committee at the time of the request. Individuals who have their certification placed on inactive status will be removed from the LANA website and other LANA relevant materials. Candidates who apply for inactive status must pay the current fee to be placed on inactive status. Once the inactive status has expired, the individual will be required to meet all the current recertification requirements and any requirements stipulated in their inactive status.

5. Expired Status

Individuals, who do not apply for inactive status and allow their LANA certification to expire, will be required to apply for certification by examination as a non-LANA certified therapist. Candidates must meet the eligibility requirements for recertification and successfully complete the certification examination. Therapists who allow their certification to expire will be removed from the LANA website and other relevant materials.

6. Extensions

In unusual situations, special extensions may be arranged allowing a candidate to recertify if the deadline has passed, but the request to recertify falls within one year of the original deadline. A candidate in this situation should contact LANA to learn the details of the extension policy. The granting of special extensions is rare and will be determined by the Recertification Committee of LANA.

7. Denial of Recertification Application

Candidates submitting incomplete recertification applications will be notified in writing of any deficiencies and will be provided 30 days to address issues as described. If the candidate does not complete the recertification application in the 30-day window, the application and supporting documents are destroyed. Any monies paid will be returned and the candidate must re-submit the application in its entirety. Candidates who suspect they may not meet CLT-LANA recertification eligibility requirements are strongly encouraged to contact LANA prior to submitting a recertification application.

L. EMAIL MARKETING SERVICE/EMAIL BLAST

1. Email marketing service email shall be approved by the executive director or designated person prior to sending.
2. LANA will receive approval from the submitter of test-email prior to sending.
3. The submitter will be held responsible for the accuracy of all facts provided for use on email marketing service emails and correct spelling of such items. Facts include proper names, titles, dates, times, locations, etc.
4. LANA will not send out any email marketing service emails containing the following:
 - a) Creation or transmission of any offensive, obscene, or indecent images, data, or other material.
 - b) Creation or transmission of material that is designed or likely to cause annoyance, inconvenience, or other needless concern.
 - c) Creation or transmission of defamatory material.
 - d) Transmission of material that infringes the copyright of another person or organization.

M. EVENTS ON WEBSITE CALENDAR

1. Sponsors shall submit events to post on LANA's Events Calendar.
2. No initial lymphedema courses will be posted on the calendar.
3. Persons, organizations, and companies requesting events to be posted must be approved by a member of the Executive Committee or executive director prior to posting.
4. Submissions shall include:
 - a) Event date
 - b) Description
 - c) Contact Information
 - d) Start date and time
 - e) End date and time
 - f) Location
 - g) Number of seats (if applicable)

- h) Cost

N. ADDITIONS, REVISIONS, AND DELETIONS TO LANA'S POLICY & PROCEDURES MANUAL

1. A policy or procedure added to LANA's Policy & Procedures Manual may be submitted by any LANA BOD with approval from the president.
2. A policy or procedure deleted from LANA's Policy & Procedures Manual may be submitted by any LANA BOD with approval from the president.
3. A policy or procedure revised from LANA's Policy & Procedures Manual may be submitted by any LANA BOD with approval from the president.
4. Additions will be added within document with date and a copy maintained on file for historical reference.
5. Deletions and/or revisions will be lined out with date and a copy maintained on file for historical reference.
6. Bylaws/Policy & Procedures Committee will review manual in its entirety every two years.
7. All prior Policy & Procedures Manual versions will be kept on file for historical reference.

O. RECORDS MANAGEMENT

1. Policy on Records Management

LANA holds responsibility for maintaining a management system capable of tracking all documents, records, and forms. The document tracking system will include a title, approval person(s) and date, and a controlled document disclaimer. LANA's management system is shared with all relevant personnel through their duties and responsibilities/ position descriptions and reviewed biennially as part of LANA's BOD and employee performance assessment.

2. Procedures for Records Management

In provision of its duties concerning the Policy on Records Management, LANA's Executive Director with the assistance of committees and committee chairs shall perform the following tasks:

- a) Implement and maintain document controls through a document tracking system including managing obsolete/historical documents/data
 - (1) Documents have a consistent label:
 - (a) Title
 - (b) Approval person(s)
 - (c) Approval Date
 - (d) Controlled document disclaimer
 - (2) Any updates are made across all affected documents
 - (3) Obsolete documents removed from accessibility, stored, and maintained separately
- b) Implement and maintain document retention procedures

- (1) Examination Application for the current year will be kept in a locked cabinet then transferred to LANA's locked external storage facility. Applications older than seven years will be shredded.
 - (2) Applications are scanned onto a thumb drive at the time they are received as a back-up. Thumb drives are kept longer than seven years.
 - (3) All obsolete documents are kept for a period of seven years.
- c) Maintain confidentiality by LANA BOD, employees, and independent contractors for LANA treating all LANA related information and activities with the utmost confidentiality. All with access to confidential private or sensitive information are not to divulge this information unless authorized to do so.

3. Policy and Procedures on Management Review

The LANA Management Committee will review LANA's management system. This committee meets in person at the semi-annual board meeting. If there are issues that need discussion between board meetings or more time than available at board meetings, there are meetings by conference call. The minutes of the meeting(s) are filed for reference. If there are nonconformities, there is a call to action with a deadline that is enforced by the President with support from the executive director. system at planned intervals, in order to ensure its continuing suitability, adequacy, and effectiveness.

- a) The input to the management review shall include:
- (1) Results of any internal and/or external audits;
 - (2) Feedback from candidates, CLT-LANA's and any interested parties;
 - (3) How impartiality has been safeguarded, the status of any preventive/corrective actions;
 - (4) Assessment of follow-up actions from previous management reviews;
 - (5) How objectives have been fulfilled;
 - (6) Examination of changes affecting the management system;
 - (7) An analysis of any appeals/complaints.
- b) The output to the management review shall include decisions and actions related to:
- (1) Improvement of the effectiveness of the management system and its processes;
 - (2) Improvement of the certification services;
 - (3) Any identified resource needs.

4. Policy and Procedures on Corrective Actions

The management committee is responsible for identifying nonconformities. The committee itself may become aware of the nonconformity or be apprised of it by another committee or the executive director. The management committee works to determine the cause of the nonconformity and then decide how to correct it. When corrective actions are needed, the management committee outlines a procedure for correcting it with a deadline. The work is done with an eye toward making certain that it does not reoccur. When the actions to correct the nonconformity have been accomplished, the results are recorded in the committee minutes and the board is notified. The corrective action is reviewed for the next year, semi-annually, to make certain that it is effective.

5. Policy on Preventive Actions

The management system review by the management committee include minutes (documentation) about procedures for taking preventative actions to eliminate causes of potential problems. In this discussion, potential nonconformities and their causes are addressed. The committee makes a decision about whether or not there is a need for action. If there is, the committee develops an action plan with timelines and assigned responsibility. If actions are taken, the result is recorded in the minutes of the next meeting of the committee. Notification is also sent to the board. The committee reviews the effectiveness of the preventive actions at its next two meetings to make certain that the action is having the desired effect.

6. Procedures for Preventive Actions

In fulfillment of its responsibilities to provide preventive actions, The LANA Management Committee shall perform the following tasks:

- a) Meet semi-annually during board meetings and or through conference calls
- b) Determine cause of nonconformity and outline how to correct with a stated deadline.
- c) Record correction in committee minutes
- d) Review with Board during semi-annual meetings

7. Policy on Internal Audits for Record Management

The LANA Board of Directors will conduct an annual internal audit of LANA's Record Management. Audits will be performed by members of the LANA Board of Directors or an external consultant. Auditors will not audit their own work. Auditors are required to identify any appropriate opportunities for improvement in the addition to any concerns found in the review.

8. Procedures for Internal Audits for Record Management

In provision of its duties concerning the Policy on Internal Audits for Record Management, LANA's President and/or Treasurer with the assistance of committee chairs shall perform the following tasks:

- a) Procure an auditor with sufficient expertise and impartiality to perform an audit of the Record Management.
- b) Provide the auditor with access to the Record Management and all supporting documentation, records, forms and documents as required to perform the audit.
- c) Results of the audit will be reviewed.
- d) Establish a plan for correction/updates, as required.
- e) Monitor the progress of the updates/correction and close out as completed.
- f) Use the results of the audit as inputs to the Records Management.
- g) Upon completion follow procedures of Records Management for documentation of any changes.

P. LANA TRADEMARK

1. Introduction to LANA Trademark Policy

- a) The Lymphology Association of North America (LANA) provides a high-quality and vetted North American certification examination to certify healthcare professionals in the treatment of lymphedema. LANA trademarks are important assets which must be used properly.
- b) To preserve its reputation and protect its trademarks, LANA diligently guards against any violation of its trademarks. LANA acknowledges the desire of third parties to show affiliation with LANA. Without written permission from LANA, LANA's trademarks, service marks, or names used in a manner that suggests affiliation or association with LANA is not permitted. Only parties with written permission from LANA are allowed to use LANA trademarks in accordance with applicable terms.

2. LANA Trademarks

- a) The following is list of LANA North American and Canadian Trademarks which are subject to this policy and may not be used without prior written authorization. This list is subject to modification from time to time and anyone seeking to use any LANA trademark or logo is advised to secure a current list when wanting to use such trademarks:
 - (1) LANA
 - (2) Lymphology Association of North America
 - (3) CLT-LANA
- b) Please review the following list of ways to avoid unauthorized use of LANA's trademarks:
 - (1) Do not use a LANA trademark or name in a manner that is likely to cause confusion about the origin of any product, service material, course, technology, program, or other offerings.
 - (2) Without prior permission from LANA, do not use a LANA trademark or name in a manner that is likely to give the impression or otherwise imply an affiliation or association between products or services and LANA, or any of its products, services, programs, materials, or other offerings.
 - (3) Do not use any of the LANA logos in materials without the written permission of LANA.
 - (4) Do not use any LANA trademark or name as or as part of a company, product, service, solution, technology, or program name.
 - (5) Do not use a LANA trademark or name in a manner that is likely to dilute, defame, disparage, harm the reputation, or depreciate the goodwill of LANA.
 - (6) Do not use any trademark, name, or designation that is confusingly similar to the LANA name or any LANA trademark.
 - (7) Do not copy or imitate any LANA type style, logo, product packaging, or the look, design, or overall commercial impression of any LANA website, social media, or other materials.
 - (8) Do not register or use any domain name that consists of or incorporates any LANA mark or name.
 - (9) Do not register or seek to register a LANA trademark or name or any mark or name that is confusingly similar to a LANA mark or name.
 - (10) Do not modify any LANA logo.

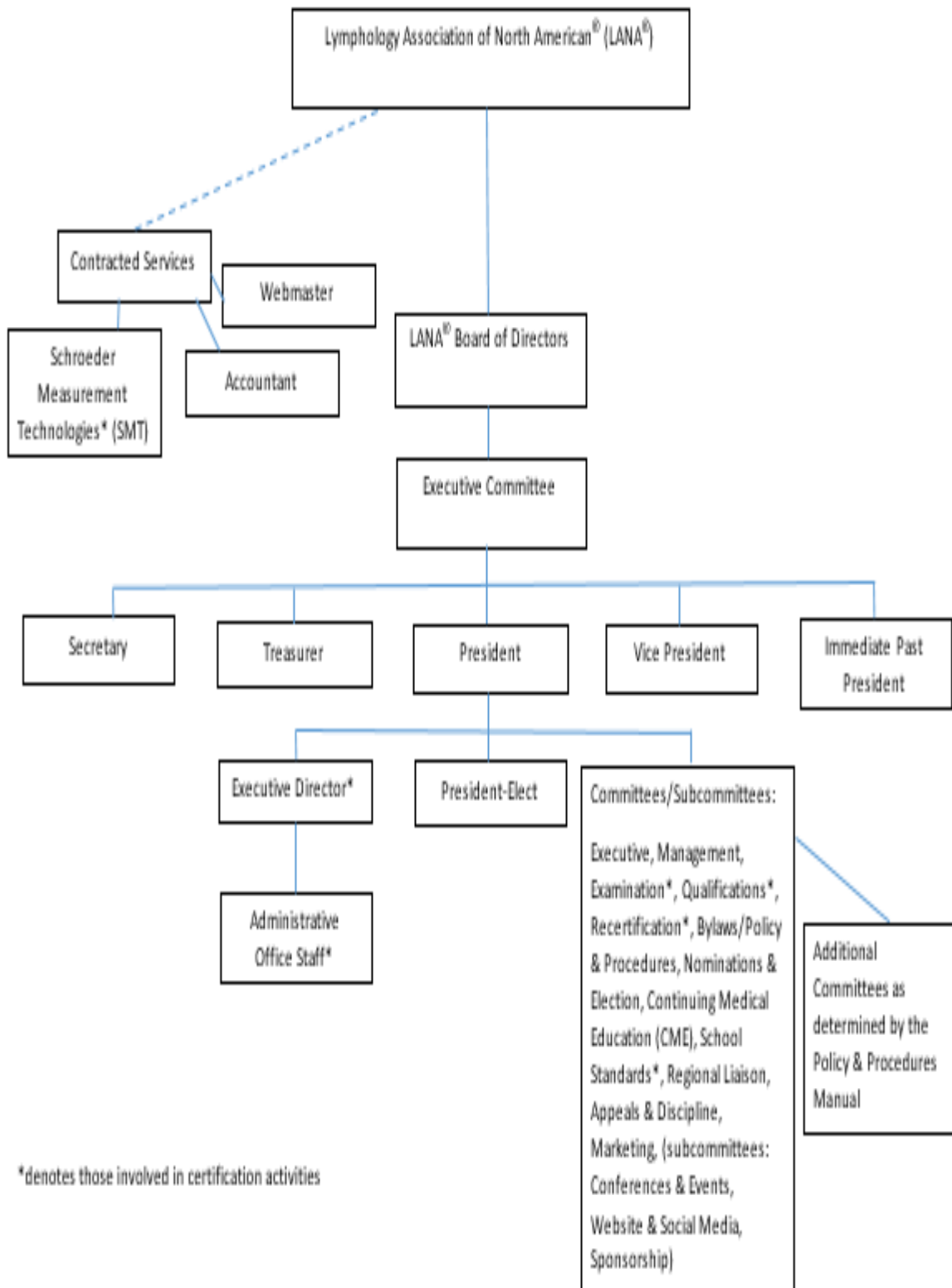
c) Uses of LANA's Trademarks

- (1) Any commercial use of the LANA trademarks **must first be approved** by the Lymphology Association of North America. In general, we will approve the use of LANA, the name Lymphology Association of North America, and/or CLT-LANA logos when referring to our certification examination for lymphedema treatment providers. Any approved materials that use the marks Lymphology Association of North America, LANA, CLT-LANA, or the unaltered logos also will be required to include a notice that the particular mark(s) being used "is/are a registered trademark of the Lymphology Association of North America, and is/are being used with permission".
- (2) Nominative use involving accurate statements that a training program meets the LANA minimal educational training requirements without implying sponsorship or other relationship with the Lymphology Association of North America -- by stating: "The 135-hour training program provided by _ (insert name of training program) _ meets minimum LANA training requirements" -- is permissible and does not require our prior approval.
- (3) The professional designation CLT-LANA may only be used by healthcare professionals who hold a valid LANA certification.

d) Impermissible Uses

- (1) Proposed uses, including calling a training program a "LANA training program" or "LANA preparation course" or "LANA approved...", **are impermissible and will be refused.**
- (2) **We also will NOT permit any of LANA's trademarks to be used:**
 - (a) to refer to any other certification examination;
 - (b) in a way that is misleading or may imply association of unrelated examinations, or training programs;
 - (c) in ways that confuse the community as to whether LANA approves, endorses, or promotes one training program over another where both meet LANA prerequisites; and/or
 - (d) in a manner that implies a training program can be completed in less than the prerequisites set forth by LANA.

Appendix A
LANA Organizational Chart



*denotes those involved in certification activities

Appendix B:
LANA Interested Parties (Stakeholders) and Related Bodies

LANA® Interested Parties (Stakeholders) and Related Bodies



Appendix C:
LANA Committee Chart

LANA[®] Committees and Subcommittees

