Canadian Council of Cardiovascular Nurses | Conseil canadien des infirmières et infirmiers en soins cardiovasculaires

Annual Management Agreement / Performance Schedule

Canadian Council of Cardiovascular Nurses (CCCN)

1. Purpose

This Performance Schedule defines the services, deliverables, service standards and accountability expectations for CCCN's management relationship with the selected AMC (Association Management Company). It is intended to be reviewed annually and updated as CCCN priorities evolve.

2. Governance & Authority

- Board retains governance, fiduciary responsibility, policy approval, strategic direction, budget approval and major organizational decisions.
- AMC/ED (Executive Director) manages day-to-day operations within approved authority and provides advice and recommendations.
- The AMC will identify matters requiring Board or committee decisions and will not commit CCCN to material obligations outside delegated authority.
- The AMC will support organization initiatives with the board/appropriate committees as content experts.

3. Core Performance Schedule

Frequency	Deliverable	Minimum content
Monthly	Executive update	Key decisions, progress, action items, owners, deadlines, risks/issues, upcoming priorities and decisions required.
Monthly, and as needed	Financial package	Financial statements, budget-to-actuals, cash position, material variances, accounts receivable/payable status and recommendations.
Monthly	Project dashboard	All active projects, owner, deadline, status, barriers and next action.
Quarterly	Key Performance Indicators (KPI) report	Strategic priorities, membership, engagement, funding/revenue, programs and major projects.
Annual	Operational plan	Board-approved annual priorities, activities, owners, timelines, resources and KPIs.
Annual, and monthly snapshot	Membership report	Membership trends, recruitment/retention, engagement, feedback and recommendations.
Annual, and as needed	Funding pipeline	Prospects, asks, commitments, value, next steps and relationship owner.
Annual, and as needed	Conference report	Attendance, financials, sponsorship, evaluation, lessons learned and recommendations.
Annual	Policy review	Status of policies and recommended review/update dates.

4. Service Standards

- Board questions responded to within one to two business days.
- Routine member inquiries generally responded to within two business days.
- Urgent matters escalated promptly.
- Open issues tracked to resolution.
- Board/committee inquiries routed to the appropriate person when specialty or governance input is required.

- Reasonable exceptions, or alternative arrangements may be requested and approved or denied by the Board.

5. Financial Accountability

- Core fee includes all services expressly identified in the management agreement.
- Out-of-scope work requires prior approval except where immediate action is necessary to protect CCCN, in which case the ED must notify the Board promptly.
- Every billable hour must identify date, staff member, task/project, time and rate.
- Annual invoice must distinguish core management fee, approved additional services and other expenses.
- No hidden administrative, technology, transaction or pass-through fees. Any vendor markup must be disclosed and approved in the agreement.

6. Organizational Access & Ownership

- All CCCN records, member data, financial records, contracts, website/domain assets, social accounts, mailing lists, templates and work product created for CCCN remain CCCN property.
- Board has appropriate access to organizational files and systems.
- Role-specific CCCN email addresses and appropriate website access will be maintained.
- Credentials and critical information will be stored in a manner that does not depend on one individual's personal account/device.
- On termination, the AMC will provide an orderly transition of records, credentials, contracts, data and active work.

7. Strategic & Revenue Objectives

- Annual review of strategic priorities through 2029 and annual operational plan.
- Diversified funding/revenue strategy with agreed annual targets.
- Corporate/community/professional partnerships, grants and multi-year sponsorship opportunities.
- Membership recruitment/retention and member-value initiatives.
- National visibility, advocacy and stakeholder relationships.

8. Conference & Program Accountability

- AMC owns operational execution; Board/appropriate committees retain decision authority over program priorities and key conference choices.
- AMC provides transparent conference budget, contracts, sponsorship status, registration, vendor commitments and post-event evaluation.
- Conference deliverables and sponsorship commitments are tracked to completion.

9. Annual Review

At least annually, the Board and AMC will review performance against this schedule, financial performance, member outcomes, strategic progress, service levels, risks and priorities for the following year. The schedule may be amended by written agreement.