



The Canadian Association of Critical Care Nurses

Policy Statement

CACCN Membership – Continuous Renewal

The Canadian Association of Critical Care Nurses provides the following policy regarding the CACCN Continuous Renewal Policy

The CACCN provides continuous renewal of membership for the convenience of our membership. Continuous renewal was implemented in 2013 with the first membership processing in June of 2014.

What is Continuous Renewal?

- The CACCN “Continuous Renewal” feature allows for continuous renewal of membership on the member’s expiry date via credit card.
- Following the completion of a membership application using a credit card, CACCN will continually charge the credit card at the selected membership interval (i.e. every one or two years).
- Following each renewal CACCN will send a membership card and receipt via mail.

How do Members sign up?

- Signing up for continuous renewal is very easy!
- Members who complete their membership online are automatically included in the Continuous Renewal Program.
- If sending membership using the printed membership / renewal form and a credit card, the membership will be processed via the online system and “continuous renewal” implemented.
- The membership processing site requires the member to accept the continuous renewal terms at the time of processing.
- The membership applications clearly state continuous renewal if using a credit card for payment.

How does it all work?

- Provided members continue to meet membership criteria (active or associate), continuous renewal participation will continue until they choose to cancel the membership or opt out of the program.

- If there is a change in CACCN membership dues prior to continuous renewal, the newly determined fees will be applied. Any change in membership dues will be communicated well in advance of implementation.

Does CACCN store my credit card information?

- No, CACCN does not store credit card information in our database nor in any record held at National Office.
- All credit card information is explicitly stored with the credit card processing company Eigen Developments.
- Eigen Developments meets and exceeds all industry standards in ensuring the financial safety of our members.
- CACCN will maintain a record of those participating in the program via membership number and contact information.

Changes to credit card numbers, expiry dates?

- Contact CACCN National office to update your credit card information.
- Membership renewal will be processed using the online processing form.
- Credit card information will be securely destroyed and not retained at National Office.

Are members notified when Continuous Renewal will be processed?

- CACCN provides notification to members of the impending auto renewal of membership approximately forty-five (45) days prior to the renewal date via Canada Post and also provides notification via email, when possible.
- Members must advise National Office by the 15th day of the month of renewal should they not wish to renew.
- Cancellation of continuous renewal may be completed by submitting a written request to CACCN National Office, P. O. Box # 25322, London, ON, N6C 6B1; via email to caccn@caccn.ca; or via fax to 519-649-1458.

Can Continuous Renewal be cancelled?

- Yes
- Members may cancel continuous renewal at any time up to the 15th day of the month of renewal
- Cancellation of continuous renewal may be completed by submitting a written request to CACCN National Office, P. O. Box # 25322, London, ON, N6C 6B1; via email to caccn@caccn.ca; or via fax to 519-649-1458.

Are refunds of payment provided if the member does not cancel?

- Refund of payment **will not be issued** for continuous renewal of membership fees if the member has not contacted CACCN National prior to the notification period to cancel continuous renewal.

Approved by the CACCN Board of Directors

Approved March 10, 2017