

Status Report on Project to Update the OPPM

To: ACA WSO Board of Trustees
From: OPPM Updating Team – Sue V., Mary Jo L., and Trish I.
Contact email: oppm@acawso.org
Date: April 15, 2025

Purpose of the OPPM

The Operating Policies and Procedures Manual (OPPM) was adopted at the 1992 and 1995 Annual Business Conferences to guide the day-to-day operations of the Board and the ABC.

[Link to OPPM](#)

History of Updates

- **1992–2017:** Maintained by Board members. From late 2014 through early 2017, changes were drafted, but the actual OPPM was not updated with these changes until late 2017. The preceding revision was dated October 2012.
 - **2017:** A formal OPPM Committee was created (including non-Board members) to systematize updates section-by-section.
 - **2019:** The Board approved the Committee's mission:
"The OPPM is the primary WSO policy document for the Board and its Committees. In partnership with the Board, the OPPM Committee reviews and updates this document to provide order and continuity for WSO operations. The goal is to align it with ACA Traditions and Concepts."
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Challenges

- **2022:** Committee membership dropped to two after the Chair stepped down. Board members stepped in temporarily.

- **Early 2024:** Still only two members. The Board paused the Committee and reallocated staff time (Executive Secretary) to support governance and the OPPM update project.
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Project Launch

- **Feb 2024:** Project launched by the Executive Committee.
 - **Mar 1, 2024:** Board motion passed to pause the OPPM Committee and assign oversight to the Executive Committee.
 - **Mar 6, 2024:** Weekly team meetings to update the OPPM began (Sue V., Mary Jo L., Trish I.).
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OPPM Overview

- **Length:** 102 pages
- **Sections:** 15 main sections + 14 appendices
- **Coverage:**
 - **Operations:** Board, Committees, Legal/Fiscal, Literature, IT, etc.
 - **Conference:*** ABC guidelines, ballot prep, voting rules
- **Process for Updates:** Updates are proposed by committees/staff, approved by the Board, and posted on the WSO website. Relevant Board motions are incorporated. All updates/changes are recorded in the Change Log.

*Important Note: As of August 2024, any proposed updates to Conference-related sections need to be brought forward to the Conference for approval. No changes have been made to these sections since 2023.

Project Progress

Key Activities

- Identified needed updates, additions, and reorganizations
- Ensured alignment with best practices (via research and professional consultation)
- Engaged committees and the Office for input and approval

Deliverables

2024

- **4 updated versions of the OPPM were posted based on 14 board motions**
 - Updated Sections: 2
 - Updated Subsections: 3
 - New Policies: 7
 - Reorganizations for clarity: 11

2025 (Jan. - April 15)

- **2 updated versions of the OPPM were posted based on six board motions**
 - New/Updated Sections: 4
 - Updated Subsections/Appendices: 2
 - New Policies: 1

Current Project Status

Category	Count
Sections in progress	6*
Subsections in progress	6
Appendices needing review	2
New content to be created	2 policies, 1 section, 1 subsection

*Note: Two of these sections (ABC, BPC) are pending review/decisions on the process for updating Conference-related content.

Summary of Completed Work

✓ Updated and New (or Combined) Sections/Subsections (2024–2025 Highlights)

- Section II: Board of Trustees (9 subsections)
- Section III: Board Officers/Executive Committee (combines two sections with the same subject matter)
- Section IV. General Administrative Policies and Agreements
- Section VI: Fiscal Policies (2025)
- Section VIII: Information Technology
- Section IX. Conflict & Dispute Resolution (2025) (incorporates previous section entitled “Placing Issues Before the Board”)
- Section X: Service Structure and Group Registration (2025) (new section that includes relevant information previously included in other sections)
- Appendix IV: Nominating Committee
- Appendix XII: Standard Complaint Procedures (2025)

✓ New Policies & Agreements Added

- Audit Committee
- Records Retention
- Archives Collection
- Social Media
- Whistleblower
- Prudent Reserve
- Compensation
- Communication Platform Agreement

- Non-disclosure Agreement
- Board Meeting Recordings (2025)

✓ Reorganization for Clarity

- Section I renamed to *Introduction*
 - IT, Literature, and Publishing are each separate section
 - Appendices updated with links to live documents
 - COMLINE now a subsection under Literature
 - Board Meetings moved under Board of Trustees section
 - Duties of Officers and Executive Committee merged into one section
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Work in Progress / To Be Completed

🔄 In Progress

- Section I: Introduction
- Section II: Remaining Board of Trustees subsections (I, J, M, N, O)
- Section V: Legal/Intellectual Property
- Section VI: WSO Office - new *WSO Management & Operations*
- Section IX: Committees
- Section XII: Literature
- Section XIII: Publishing
- Section XIV. WSO Events - AWC subsection

🕒 Not Yet Started

- Appendix II: Region Certification
 - Appendix XI: Board Norms
 - New Policies: Accessibility and relevant documentation of motions passed at the 2025 ABC
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Future Plans

- To complete the updating of the OPPM in 2026.
- After the OPPM is fully updated, reassess the process for updating the OPPM to keep it current in future years, utilizing volunteers and special workers.