

Moncton Celiac Chapter Membership Q & A

1. Why is membership changing? Why am I now being asked to pay the Moncton Celiac Chapter directly for membership vs. the Canadian Celiac Association (CCA) like I did previously?

- The CCA made a change to its organizational structure to allow them to move to a full donor-based model in 2021 so that the CCA can better represent all Canadians; advocating for and providing support to people adversely impacted by gluten wherever they live in Canada, not just regions where the CCA has active Chapters
- As a result, the CCA actively stopped collecting membership dues as of December 31, 2019
- Beginning July 1, 2021, the Moncton Celiac Chapter will begin collecting an annual \$25 membership fee in order to maintain current member events, community activities, and operational expenses for the Chapter

2. What is the cost of a membership to the Moncton Celiac Chapter?

- The annual cost of membership is \$25 per member
- As a result of COVID-19, the annual fee will be waived for all members for the period of July 1, 2020 through to June 30, 2021

3. What are the benefits of membership to the Moncton Celiac Chapter?

- Moncton Celiac Chapter members will receive the following benefits:
 - A quarterly electronic newsletter with customized content to help empower individuals
 - Email bulletins on local Chapter events
 - Chapter Meetings with guest speakers, catered gluten-free meals, 50/50 draws, and door prizes
 - Annual Gluten-Free Fair
 - National representation with the Canadian Celiac Association
 - Access to peer counseling services
 - Online access to content via the Chapter's Facebook Group and webpage
 - 10% discount on local products with various retailers* upon presenting a valid Moncton Celiac Chapter membership card at your time of purchase:
 - Simply For Life (Dieppe/Riverview/Sussex locations)
 - Sequoia (Trinity location only)
 - MacArthur's Market
 - Corn Crib
 - Cynsational Living
 - Carole Anne Aesthetics & Spa
 - Chanelle Thirsty for Soul

**Participating businesses subject to change without notice*

4. How do I become a member?

- To join the Moncton Celiac Chapter:
 - i. Complete and submit the membership form (*see items 11 & 14 below*)
 - ii. Submit, in full, payment of the \$25 annual membership fee (*see item 13 below*)

5. Can I share my membership card with others?

- No. The membership card is only valid for the member it has been issued to and for the period as listed on the back of the card
- Partnering businesses offer discounts to Moncton Chapter members, in good faith, with the understanding that discounts will not be abused/taken advantage of by non-Chapter members

6. Are memberships valid for the calendar year or from when I join?

- Memberships are valid from July 1, of the current year, until June 30 of the following calendar year (to align with the Chapter’s fiscal calendar)
- Membership fee will be pro-rated based on the amount of months remaining in the membership year, when a new member joins, at a rate of \$2.10/month remaining
 - For example, if a new member joins on February 1, they would be charged for 5 remaining months at a rate of \$2.10/month for a total of \$10.50. They would then pay a full \$25 membership fee as of July 1 to renew their membership for a new fiscal year

7. Can I purchase my membership for more than a 1 year period?

- No. To simplify the management and administrative work for volunteers, Moncton Chapter memberships will only be offered for a 1 year term

8. When does my membership expire?

- Moncton Chapter membership will expire June 30 each calendar year (to align with the Chapter’s fiscal calendar)
- A reminder email notification, of membership expiration, will be sent from the Membership Coordinator by May 1 (60 days prior to expiration)

9. Do I have to re-apply for membership every year?

- Yes. A new membership registration form will need to be submitted annually along with your payment; ensuring all member contact information is up-to-date (*see items 11 & 13 below*)
- Membership to the Moncton Chapter will be good for one calendar year [12 months (commencing July 1 each year – to align with the Chapter’s fiscal calendar)]

10. When do I have to renew (pay) my membership fee?

- Your Moncton Chapter membership will expire on June 30 of each calendar year.
- Members are responsible to renew their membership on or before July 1 to continue receiving benefits of membership

11. How do I renew my membership?

- You may renew your membership by completing the registration form and submitting:
 - i. In person: at a Moncton Celiac Chapter event, to the Membership Coordinator
 - ii. By mail: Moncton Celiac Chapter, PO Box 1576, Moncton NB, E1C 9X4
 - iii. By email: please send completed form as a PDF attachment to monctonceliacchapter@yahoo.ca
- Paying the annual \$25 fee in full (*see item 13 below, for payment options*)

12. Can I buy or renew my membership at a Moncton Celiac Chapter event?

- Yes, you can buy or renew your membership at a Moncton Chapter event. Please see the Membership Coordinator

13. What payment methods are accepted to buy or renew membership?

- The \$25 membership fee can be made via:
 - i. Email money transfer to: monctonceliacchapter@yahoo.ca
 - ii. Personal cheque made out to: Moncton Celiac Chapter
 - iii. Cash (at one of the Moncton Celiac Chapter events) paid directly to the Treasurer

14. Where can I obtain a copy of the membership registration form?

- You can obtain a copy of the membership registration form in one of four ways:
 - i. Download and print from the Moncton Celiac Website (www.monctonceliacchapter.org)
 - ii. Request an electronic copy of the form via the Moncton Celiac Chapter email address (monctonceliacchapter@yahoo.ca)
 - iii. Request an electronic copy of the form via the Moncton Celiac Chapter Facebook page
 - iv. Request a paper copy of the form at one of the Moncton Celiac Chapter events

15. What is my membership number?

- Your Moncton Celiac Chapter membership number is the 10 digit phone number as listed on your membership registration form

16. When will I receive my new membership card?

- Your membership card should arrive by mail within 14 business days of the Moncton Chapter receiving payment, in full, of your \$25 membership fee

17. I never received my new membership card. Who should I contact?

- If you did not receive your new membership card within 14 business days of submitting your payment of the \$25 fee, please contact the Chapter via email (monctonceliacchapter@yahoo.ca) or the Membership Coordinator directly

18. What do I do if I lose/misplace my membership card?

- If you have lost/misplaced your membership card, please contact the chapter via email (monctonceliacchapter@yahoo.ca) or the Membership Coordinator directly for replacement

19. How do I update my contact information (i.e. email, mailing address, phone number, etc.)?

- Please contact the chapter via email (monctonceliacchapter@yahoo.ca) or the Membership Coordinator directly to update your personal contact information associated with your membership
- Keeping your contact information up-to-date will ensure you stay informed of all Chapter events, newsletters, etc.

20. If I make a financial contribution to the Canadian Celiac Association (CCA) will my CCA donation count toward my Moncton Celiac Chapter membership fee?

- No. While we are happy to know you are continuing to support the CCA at the National level – with the new structure (*see item 1 above*), monies are no longer shared between the CCA and our local Moncton Celiac Chapter
- 100% of your \$25 membership fee stays directly with the Moncton Chapter and will be reinvested to support local Chapter events and operational expenses