

1. Role
 - 1.1. To advise the Manitoba Nursery Landscape Association (MBNLA) Board of Directors (Board) on matters relating to MBNLA's member services and communications programs. The Committee shall identify, research, and evaluate existing and/or developing member services and programs and supply the Association with information on how best to communicate them to the membership. The Member Services Committee shall be guided by the MBNLA Strategic Plan.
2. Responsibilities
 - 2.1. Identify, research and evaluate member service programs.
 - 2.2. Train the Board of Directors on existing and developing member services.
 - 2.3. Develop strategy to communicate information on available programs to the members.
3. Membership and Voting
 - 3.1. Membership for this Committee is open to those interested on a voluntary basis.
 - 3.2. The Committee will be comprised of eight (8) members
 - 3.2.1. Six (6) members at large
 - 3.2.2. Member of the Board, appointed by Board of Directors, as an ex-officio member.
 - 3.2.3. Executive Director as an ex-officio and non-voting member.
 - 3.3. Members at large will be recruited from the general membership and appointed by the Board.
4. Term
 - 4.1. Term of appointment shall be two (2) years.
5. Chair
 - 5.1. A member of the Committee appointed by the Committee.
 - 5.2. Responsible for chairing the meetings, reporting activities of the Committee to the Board, ensuring the meetings move forward in an efficient manner and that updates on Committee-related matters are provided to the Board as appropriate.
6. Meetings
 - 6.1. Meetings will be convened on an 'as need' basis but no less than quarterly.
 - 6.2. Meetings may be held in person or by telephone.
7. Quorum
 - 7.1. Quorum shall be a majority of the membership of the Committee.
8. Resources
 - 8.1. MBNLA shall provide all the necessary resources for the Member Services Committee to fulfill its obligations under these Terms of Reference. This may include support services provided by MBNLA staff.
9. Budget
 - 9.1. The Committee will develop and submit a budget to the Board for approval annually.

10. Reporting

- 10.1. Minutes of each Committee meeting shall be provided by the Committee Chair to the Board.

11. Review

- 11.1. Committee Terms of Reference shall be reviewed every two years or as deemed necessary by the MBNLA Board of Directors.
- 11.2. Last review date is November 8, 2016.