



# The Insider

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## News from Inside the UOA Central Office

- Many, many thanks to the hundreds of chapters who have responded positively to the announcement of UOA's new **Direct Member Billing** process that will begin this December with "B" quarter billing. Chapters are relieved from the burden of collecting and rebating national dues and are excited about improved retention efforts. They understand the need to streamline the process and have pledged to help make the transition smooth. A handful of chapters have noted their concerns, including the need for members to write two checks once a year, and have requested assistance in setting up a painless and efficient local billing and collecting system—the Central Office will assist them to our fullest extent. Many chapters are deciding to go to an annual billing method with one expiration date for all members, which makes a great deal of sense, and some are moving from a dues-based revenue stream to donations and fund-raising activities. All chapter members have received a postcard announcing the new method for collecting national dues and additional details will be sent in July. Thank you again for your support!
- Heartiest congratulations go to the **2004 Great Comebacks® Award winner**, our own **Jude Ebbinghaus**, UOA Teen Network Cochair and Youth Rally counselor. Jude received the award sponsored by ConvaTec and CCFA at the WOCN Annual Conference in Tampa. Her impressive story of overcoming ulcerative colitis will be posted on the Great Comebacks® Web site shortly, and you can meet her in person at the August 4–7 UOA National Conference in Louisville, KY. We are thrilled that this richly deserved honor was given to a great lady and champion volunteer.
- The UOA **Nominations and Elections Committee** is pleased to announce that the following UOA leaders have been elected as 2004–2006 officers and board members: President, **Dean Arnold**; Vice President, **George Salamy**; Secretary, **Mary Jane Wolfe**; and Treasurer **Dave Rudzin**; board members: **Julielyn Gibbons**, **Lynne Kramer**, **Bonnie McElroy** and **LaVerna Reid**. In addition, **Louis Bordonaro** has been elected to serve on the board of directors for 2004–2005. Congratulations to these leaders, and thanks to the chapters that voted.
- **Joyce Rosenthal**, RN, MS, ET of San Antonio, TX, is the 2004 recipient of UOA's **WOC/ET Nurse of the Year Award**. Joyce has been a UOA member of 21 years and provides not only outstanding service to the Ralph Kaye San Antonio Chapter, but also enjoys worldwide influence through international lectures on support groups. She was the only nurse invited to write a chapter on "Stomal Care" for the book *American College of Surgeons, Principle and Practice*. Congratulations to Joyce for all of the great work she does for ostomates and UOA!
- Just in time for those of you who have not yet registered to attend the August 4–7 UOA National Conference in Louisville, UOA is introducing **online conference registration and instant credit card verification**. UOA joins the 65 percent of associations that currently offer online registration as a higher-order work efficiency solution providing immediate credit card authorization, and reduced bank fees, phone calls and faxes. To use this convenient service, click to: [http://www.uoa.org/events\\_conference.htm](http://www.uoa.org/events_conference.htm).
- Don't miss the **Closing Session at the UOA National Conference!** It will be a treat to hear from **John M. Dermengian**, a **Hawaii-based Ironman triathlete** and four-year ileostomate. He has completed over 40 triathlons, biathlons and swim or run races since February 2002. John will discuss his "anything is possible" approach to life that made him a competitor in the 2003 World Triathlon Championship Ironman—the first ileostomate ever to qualify and compete. He also serves as a consultant to Cymed Ostomy Co., who is sponsoring his presentation.
- Update your chapter library of ostomy resources with the **new edition of UOA's Colostomy Guide**. First published in 1971 and regularly revised, the 2004 edition updates content dealing with colostomy types and care, complications and lifestyle issues, as well as a glossary and list of resources. Copies can be ordered at: [http://www.uoa.org/publications\\_general.htm](http://www.uoa.org/publications_general.htm) for the discounted member price of \$3.50; quantity discounts are also available.
- Watch your mailbox for the summer *Ostomy Quarterly* magazine containing features on **summer water sports**, from swimming to scuba. Don't forget your sunscreen!
- Please give a warm UOA welcome to **Lorraine d'Eon**, **UOA's new receptionist**. Lorraine has a strong background in customer service and administrative duties and is eager to provide information and assistance to all UOA callers.