

BED & BREAKFAST ASSOCIATION OF ALASKA INNSIDE PASSAGE CHAPTER Peer Review Committee Process

The Peer Review Committee shall consist of a committee chairperson and (3) volunteer BBAIP members and the Board of Directors of BBAIP. The Peer Review Committee shall be responsible for establishing process and working as a liaison with membership for inquiry, scheduling, questions and concerns about the peer review process, based on the BBAIP Standards & Code of Ethics document. The Peer Review Committee shall respond to any concern(s) about conditions surrounding the health, safety and welfare of a guest.

The Peer Review Committee shall serve as a guide and advisor to member innkeepers during the peer review process. Any decisions for corrective action, up to termination of an innkeeper membership shall be made by majority vote of the board of directors.

Communication within the committee will be with all members and copied to the BBAIP Chairperson. Discussion is primarily via e-mail and only via teleconference when real time discussion is necessary. Constructive communication is welcome and open to all members. All communication and decisions are governed by BBAIP bylaws, amendments and resolutions.

REVIEW PROCEDURE

The Standards and Code of Ethics document is sent to each new member in their membership packet. Existing members either have the document or can request it from the Membership Committee, Peer Review Committee or Board Chairperson.

The member reviews the document and makes any needed corrections or modifications to the Bed & Breakfast. Mandatory items must be in place prior to a review.

The member asks two members in good standing to do a review and schedules a time when both members can review.

If the requesting member cannot come up with two members to do the review, the member contacts a peer review committee member or committee chairperson to assist in providing a review team.

Review team does the review, makes comments, and submits completed review, signed off by reviewers, as well as owner/operator, to the Peer Review Committee for filing.

A review team consists of 2 INNSide Passage Chapter members (excluding reviewee).

This is a serious task as the review team members are responsible for accurately and honestly evaluating the B&B using the mandatory Standards and Code of Ethics.

Mandatory items are just that, any missing mandatory items are unacceptable and must be corrected within 30 days, verified by a re-review with sign-off by the review team.

Mandatory items still out of compliance following the 30 days will be directed to the BBAIP Board of Directors for consideration and action. If a mandatory item does not pertain to services offered in an establishment, such as hot tubs, N/A is noted beside the question. Suggested items are not mandatory.

The completed review is sent to the Peer Review Chairperson, recorded and communicated to the Membership Committee.

Documentation of completed review and compliance is provided from the Membership Committee.

Non-compliance of mandatory items is referred to the BBAIP Board of Directors for consideration and possible further action.

Deadlines for completion of peer review are set forth by the chapter. It is necessary for a member to complete the peer review process to maintain membership in good standing. Non-compliant members will be reviewed at the BBAIP Board level.

COMPLIANCE ISSUES

One or more incomplete check items received against an innkeeper member during a ____ - year period of time will result in an investigation to determine if the inadequacy or concerns are detrimental to the mission and/or reputation of BBAIP according to the established standards for membership. The Peer Review Committee shall submit the results of their investigation to the board of directors for further consideration, action, up to termination of membership of member innkeeper from the BBAIP.

All complaints or concerns must be in written form.

The Peer Review Committee will keep all complaints or concerns in the strictest of confidence.

Should a Peer Review Committee member be under investigation, that committee member will step down from the committee until the situation is corrected.

The Peer Review Chairperson shall communicate with the innkeeper within 3 days of receipt of the written comment advising the innkeeper member of the concern and request the innkeeper respond within (10) days to solve the problem. The Peer Review Chairperson shall contact the member after (30) days to ascertain if the initial problem has been resolved to everyone's satisfaction. The innkeeper shall be requested to confirm his or her satisfaction in writing to the Peer Review Committee.

If a correction is still not satisfied, and the Committee feels it has done all in its power to resolve the situation and it has determined that the issue is legitimate, the Committee Chairperson shall shift to the board of directors level. The Peer Review Committee Chairperson shall confer with the Board Chairperson and request the Chairperson address outstanding issues with the board of directors, set a conference date and shall send a notice to the innkeeper by certified mail, return receipt requested, stating that a peer review conference will be held on the date set by the board of directors (but not less than 30 days prior to mailing such notice) to determine the innkeeper's membership status in BBAIP. Said notice shall urge the innkeeper to attend the conference, either in person or by teleconference, to present his or her side of the issue, or to at least write to the Board of Directors his or her version of the events, and what steps the innkeeper has taken to correct the issue in question.

The Peer Review Committees' duties have been completed when a peer review reaches the point where the board of directors sets a peer review conference date; however, the Peer Review Committee Chairperson shall be available to answer questions by the board of directors as necessary.

At the grievance conference, after hearing the member's response, if given, the board of directors shall:

Elect to make additional suggestions to the innkeeper member on how to further handle the situation and direct the innkeeper member to try to resolve the problem by a certain date.

Give notice to the member full compliance is a requirement, or

Make the decision to terminate the innkeeper from membership effective immediately.

If the innkeeper's membership is terminated, a brief letter to that effect shall be sent to the complainant signed by the Chairperson of BBAAIP.

Any innkeeper terminated from membership in BBAAIP, shall have the right to file a written appeal within 30 days of the board's final determination.

RECOMMENDATION:

A permanent file should be made for each and every BBAAIP member and that copies of any and all unfavorable comment cards and written complaints should be kept in a separate sealed envelope within the member's permanent file, with the name of complainant and date written on outside of the sealed envelope, after the incident has been finished to everyone's satisfaction. Possession of the permanent member files should be kept by _____, and retained until the Alaska state statute of limitations has passed as to any possible lawsuit that may be filed by the affected innkeeper, and after any member is no longer in the bed and breakfast industry or is no longer a BBAAIP member.

WAIVER OF LIABILITY

A waiver of liability statement is contained on all review documents stating the review process is for the purposes set forth by BBAAIP bylaws and assumes no legal responsibility or interpretation of the law.

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