

# Tri-City Hospital Auxiliary

## POLICY AND PROCEDURES MANUAL

### A. MISSION STATEMENT

To render service to Tri-City Medical Center, it's patients and staff, and assist the Medical Center in promoting the health and well-being of the community.

### B. MEMBERSHIP

#### 1. New Members

New members must commit to serving a one (1) year term, with up to a three (3) month probationary period, earning a minimum of 100 hours. At any time during this period the Department Chair may conduct a review of their performance. If satisfactory, a permanent membership is granted and a membership roster is provided. Emphasis shall be placed on the volunteer's ability to:

- a. Comply with Auxiliary Policy and Procedures Manual.
- b. Fulfill the assigned service agreement schedule.
- c. Exhibit personal conduct, attitude, and appearance befitting a member of the Auxiliary.

#### 2. Confirmation of Service

All Regular Volunteers must complete 100 hours and one (1) year of service before a formal letter of recognition, signed by the President, will be provided on request.

#### 3. Performance Evaluation

If a volunteer's performance is non-compliant, the President, First Vice President, Second Vice President, and the volunteer's Department Chair shall convene to review and evaluate said performance.

#### 4. Record Management

- a. On written demand to the Corporation any member, and/or their agent/attorney, may inspect, copy, and make extracts of the accounting books, records, Articles of Incorporation, Bylaws, and minutes of the proceedings of the Board of Directors.
- b. Electronic Records shall be retained indefinitely. Hard copies of personnel records shall not be retained beyond two (2) years unless there are issues of liability or litigation.

#### 5. Volunteer Levels

- a. Applicant: A person who initially applies for volunteer service.
- b. Candidate: An applicant who has attended an Orientation Briefing, passed a Background Check, two TB Tests, and all vaccine doses and booster(s) as required by government mandates.
- c. Volunteer: A candidate, who has paid dues, received a Volunteer Number, received a Security Badge, and completed training in a department.

#### 6. The Auxiliary Supports Three (3) Types of Programs for New Volunteers

- a. Regular Volunteer Program (Includes College Students)  
Applicants must be at least eighteen (18) years of age, received all mandated vaccinations and boosters, have a Social Security Number (SSN), attend an Orientation Briefing,

authorize and pass a Background Check, agree to receive two (2) TB Tests and a Flu Shot (no charge to applicant for either), agree to serve a twelve (12) month term earning at least one hundred (100) hours, purchase an auxiliary uniform top, pay yearly dues, receive a parking pass, a Volunteer Number, and get a Security Badge.

b. High School Volunteer Program

All applicants must be at least fifteen (15) years of age and attending high school to participate in active programs of the Auxiliary, and must complete a minimum of six (6) volunteer hours a month. A one-time membership fee for High School Volunteers shall be ten dollars (\$10.00). A High School Volunteer may become a Regular Volunteer after graduating from high school and becoming eighteen (18) years of age.

c. Special Volunteer Programs

Applicants must comply with all criteria in paragraphs 6.a. above except as specified in the following:

- 1) Mended Hearts – Applicants must be referred to the Auxiliary by the Mended Hearts Chair. Dues are a one-time twenty-dollar (\$20.00) fee. After Orientation, Candidates will report to the Mended Hearts Chair for information on length of service, duties, duty attire, tracking sign-in hours, and a procedure for notifying the Auxiliary when leaving Mended Hearts.
- 2) Pet Therapy – Applicants must be referred to the Auxiliary by the Pet Therapy Chair and must have a pet that is properly certified for therapy service. Each handler and pet must be a certified Pet Therapy Team. After Orientation, candidates will report to the Pet Therapy Chair for information on length of service, duties, duty attire, tracking and sign-in hours, and the procedure for notifying the Auxiliary when leaving Pet Therapy.
- 3) Chaplaincy – Chaplaincy personnel are not members of the Auxiliary. They volunteer through the Hospital Chaplaincy Office. The Chaplaincy will advise the Auxiliary when they want their personnel to attend an Orientation Class. The name of a Chaplaincy person who attends an Orientation will be submitted to the Human Resources Department along with the Auxiliary attendees of that Orientation Class for a Background Check. The Orientation Department will notify the Chaplaincy when the Background Check has been completed. At this time all files on these persons shall be transferred from the Auxiliary to the Chaplaincy for supervision, maintenance, and processing.

7. Delinquency

Any member who is delinquent in dues or has not had a current TB skin test, certified blood test or a certified x-ray shall not be allowed to be on duty for in-hospital service. All volunteers, including Life Members, are required to get an annual TB Test if they are working in the Hospital.

8. Leave of Absence (LOA)

These requests may be granted for personal or family illness at the Department Chair's discretion. If an absence is expected to exceed one (1) month, an LOA Form shall be completed and submitted to the VOLTRAK Coordinator for record keeping. A leave for any other purpose may be granted to an active member, but shall be limited to six (6) months. When that period of time has expired the member must either:

- a. Return as Active, or
- b. Resign.

9. Signatory

An auxiliary member is not permitted to sign, as a witness, any personal document for the Medical Center.

10. Confidentiality

Neither the Membership Roster/Directory nor any part of it shall be sold, given, or used for commercial purposes.

11. Applications

All applicants must attend an Orientation before becoming a member of the Auxiliary. Members who have been inactive for twelve (12) months or more must attend the next Orientation as a review.

**C. DUES**

Annual dues for Active members shall be twenty dollars (\$20.00), (Jan 1 thru June 30), \$10 (July 1 thru Sept 30), \$5 (Oct 1 thru Dec 31), and Life Members \$150. Dues shall be payable on January 1 of each year and shall be considered delinquent if not paid by the last day of February. Volunteers who are delinquent in paying dues will be unable to sign into VOLTRAK until dues are paid. After completing 20 years and 2000 hours of service, the membership fee will be waived.

**D. FISCAL**

1. Endorsements

Any organization may promote a project to benefit the Hospital, but the Auxiliary shall not lend its name to sponsor the project.

2. Fundraising

Activities shall be held according to the needs of Auxiliary and at the discretion of the Board. Any payment required of a volunteer or guest must be made at the time of the reservation and will be deemed non-refundable.

3. Expenditures

a. A period of 30 days must elapse after an approved motion, to consider expenditures of over \$200 for gifts to the Hospital. All requests for expenditures in excess of \$200 for Hospital needs shall be in the form of a written request.

b. All expenditures not provided for in the budget and more than two hundred dollars (\$200) must be approved by the Board.

4. Gift Shop Expenses

Purchasing agents shall be allowed expenses, from the Gift Shop funds, for buying trips.

5. President's Fund

The annual budget will include the President's Fund of \$1,200 per year. The President may access this fund, at his/her discretion, to purchase items or services for the Auxiliary that do not fall into other budget categories. All expenditures must be supported by receipt.

6. Memorial Fund

The Auxiliary shall present a gift of \$100 to the Scholarship Fund in memory of deceased Auxilians who were active or Life Members.

## E. MEETINGS

An Annual Membership Meeting including the Awards Ceremony shall be held in late June after the Board of Directors' Meeting. The Award Ceremony will recognize all awards from one hundred (100) hours and up. It is the duty of the Awards Chair to order the Past President's pin for the outgoing President.

The newsletter following the Awards Luncheon in June shall contain the President's Annual Report. By September 1, one copy of all Chair and Administration Service annual reports shall be filed in the President's Office, where each may be viewed by any interested member.

## F. ORGANIZATION

### 1. Associations

The Auxiliary may be a member of the American Hospital Association, the California Association of Hospital and Health Services and the San Diego-Imperial Council of Hospital Volunteers.

### 2. Department staffing

Each Auxiliary Department shall consist of an appointed Chair and at least five (5) volunteers involved in the same activity. Areas with fewer than five (5) volunteers may be approved by the Second Vice President under special circumstances.

### 3. Duties

Volunteers shall perform only those duties normally assigned to volunteers and shall not perform duties assigned to employees.

### 4. Department Assignments

A volunteer shall not work in more than three (3) departments at any one time.

### 5. Credited Hours

All members are credited with volunteer hours for:

- a. Tasks performed at the Hospital, on or off campus locations, which are Auxiliary assigned and approved.
- b. Tasks performed outside the Hospital as a representative of the Auxiliary or in preparation for an auxiliary function. These are denoted as administrative hours.
- c. Specific tasks, such as knitting baby caps (2 ½ hours per cap), knitting an Afghan (12 hours), attending an SDIC meeting (6 hours) or attending the CAHHS convention (45 hours). College student volunteers requiring a letter of service will be limited to actual hours served in their assigned department. Hours earned for work not specifically earned in an assigned department will be listed as "additional contribution" in a separate paragraph.
- d. A volunteer who comes in for specific assignment duty and their services are not needed still qualify for four (4) hours service time.
- e. Volunteers with service hours on a DESIGNATED HOLIDAY shall be given a free meal ticket for that day and will receive double hours. Holidays recognized by the Auxiliary are New Year's Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Volunteers are not required to work on these days but may do so at their discretion.
- f. It is essential that all members log in on VOLTRAK at the beginning of their shift and log out at the end. This is important not only for logging hours, but for insurance and

informational purposes. Volunteers who fail to log out of VOLTRAK at the end of their shift will be awarded two hours for the shift.

- g. New Regular members shall receive four (4) hours service credit after completion of orientation, TB Testing and payment of dues.
  - h. College Students Volunteering for academic credit shall receive credit for exact hours worked or at least a minimum of two (2) hours.
6. Lifetime Cafeteria Card  
The Tri-City Healthcare District Board will present a Lifetime Cafeteria Card to those Auxilians who have completed 25 years of service, have earned more than 2500 hours, and are currently working in an assigned area.
7. Re-instatement  
When a volunteer rejoins the Auxiliary, a record of previous hours and awards earned shall be available in the Auxiliary Office.
8. Computer  
It is the responsibility of each member to check his/her hours entered into the computer. Noted discrepancies will be checked and, if necessary, corrections will be made by the Clerical Staff.
9. Standard Uniform
  - a. All volunteers of the Auxiliary whether High School or Regular will wear the approved jacket, vest, or logo polo shirt. Jackets and vests, fully buttoned, are to be worn over white collared shirts, T-shirts, or white turtlenecks. Women may wear either knee-length white skirts or white tailored full-length pants with the approved top. Men are to wear full length white tailored pants with the appropriate top. All auxiliary members shall wear white, closed-toe shoes and, if worn, socks should be white. Jewelry, if worn, should be minimal. Colognes and perfumes should be avoided as they may cause allergic reactions to others. Dependent on area of service, long hair may be required to be clipped back. During warmer months, shuttle drivers may wear shorts in lieu of the long pants. Any volunteer on scheduled duty must be in the prescribed uniform. Volunteers who work in areas that require a uniform different from the Standard uniform, for example the Pet Therapy handlers, may wear that uniform to auxiliary functions as an official uniform.
  - b. Tri-City Medical Center Photo Identification Badges must be worn by all volunteers working in the hospital even if not in uniform. When in uniform, the badge should be worn on the right side of the jacket/shirt/vest or on a lanyard. The badges are the property of the Tri-City Medical Center and must be returned at the end of service.
10. Terms of Office  
All officers shall begin their terms on July 1 following the June Annual Awards and Installation Meeting.

## **F. ROLES AND RESPONSIBILITIES**

- 1. The Board of Directors (BOD) has the overall responsibility of the Corporation and is accountable to the membership. Board responsibilities include, but are not limited to the following:
  - a. Borrow money and incur indebtedness on behalf of the Corporation and cause to be executed and delivered for the Corporation's purposes, in the corporate name,

- promissory notes, bonds debentures, deeds of trust, mortgages, pledges, hypothecations, and other evidence of debt and securities;
- b. Sell, convey, exchange, lease, sublease, transfer, assign, convert, improve, repair, manage, operate, and control all real and personal property of the Corporation on terms acceptable to the Board;
  - c. Enter into contracts for service, supplies, equipment, or other goods and services as determined appropriate by the Board;
  - d. Retain legal counsel and other professional advisors, on terms and for amounts, as determined appropriate by the Board;
  - e. Invest and reinvest corporate funds in such accounts, assets, and investments as determined appropriate by the Board;
  - f. Litigate, compromise, submit to arbitration, release, and otherwise adjust and resolve claims and litigation in favor of or against the Corporation on terms acceptable to the Board; and
  - g. Exercise all other powers appropriate or necessary to manage the Corporation and its property.
2. Officers of the Board are appointed by the President and approved by and accountable to the Board.
  3. President  
As the chief executive officer of the Auxiliary the president shall:
    - a. Chair the Board of Directors and the Executive Committee Meetings and provide overall supervision of the Auxiliary.
    - b. Be an ex-officio member of all committees, and appoint non-elective Board positions.
    - c. Present a summary of the year's activities at the Annual Members meeting.
  4. First Vice President  
The First Vice President shall:
    - a. Assist the President in performing duties of office and assume those duties if the President is absent or unable to perform the duties of office.
    - b. Perform such other duties as the President, the Board or the By-Laws may prescribe, including planning the annual luncheon honoring Past Auxiliary Presidents (also known as PALS).
  5. Second Vice President  
The Second Vice President shall:
    - a. Coordinate the work of all volunteer services in the Hospital and shall appoint, with the approval of the President, the Chair of the necessary In Hospital Service.
    - b. Coordinate with the President and First Vice President to plan and conduct annual State required Refresher Classes.
    - c. Assume the duties of the President in the event both the President and First Vice President are absent or unable to perform the duties of office.

6. Recording Secretary

The Recording Secretary shall give proper notice to all members of all Membership Meetings, perform such other duties as the Board or the Bylaws may prescribe, handle correspondence for the Auxiliary, and keep at the Auxiliary's principal office:

- 1) Copies of the Articles of Incorporation, By-Laws, and the Corporate Seal
- 2) A record of the names, addresses, phone numbers, and other contact information for active and inactive members of the Auxiliary
- 3) A book of minutes for all the Board and Membership Meetings, proceedings, votes, and actions. The minutes shall include the time, place, and nature of the meeting. Minutes shall include the names of those present, information presented, and actions taken in the course of the meeting.

7. Treasurer

The Treasurer shall be responsible for:

- a. Keeping accurate records of all financial affairs of the Auxiliary, provide a financial report at the end of each fiscal year, and at such other times as directed by the Board.
- b. Making sure all Auxiliary funds, money, or other assets are deposited in financial institutions approved by the Board.
- c. Dispersing Auxiliary funds, money, or other assets as the Board may direct and shall provide the Board an account of all transactions.
- d. Performing such other duties as the Board or the By-Laws may prescribe.

8. Other Officers

Other Officers appointed to the Board by the President pursuant to Article VIII of the Bylaws shall have their Roles and Responsibilities outlined by the President.

**G. COMMITTEES**

There are three (3) categories of Auxiliary committees. Each committee shall consist of at least three (3) members.

1. Executive

This committee consists of the Officers of the Auxiliary to conduct special business when it is impossible to convene a Board quorum. Business done by this committee shall be reported at the next Board Meeting to be included in the minutes.

2. Standing

There are five (5) standing committees of the Auxiliary. The President will appoint a Chair to each of these committees.

a. Finance

This committee consists of the President, Treasurer, Assistant Treasurer (if assigned by the Board), and at least one other board member. The main duty is to create and manage the Annual Budget and oversee the Auxiliary Vanguard investments.

b. Gift Shop

The Gift Shop Manager may form committees from the Gift Shop volunteers and/or Board members to make decisions concerning the Gift Shop.

c. Nomination

There shall be a Nomination Committee of five (5) Auxiliary members selected in November of each election year. The Chair shall be appointed by the President from the Board of Directors. The remaining four (4) members will be selected by the Chair to include the immediate past Nomination Committee Chairperson and at least one (1) member at large. Responsibilities of this Committee are outlined below:

- a) Distribute and review applications
- b) Present Nominees to the Board
- c) Submit Nominees to the Pulse for membership review
- d) Mail ballots and tally results
- e) Present names of elected Board members to current Board
- f) Present new Board at Annual Meeting in June

Consent of nominees for the Board must be obtained in writing by the Nomination Committee in order for the nominee to be eligible for election. Nominees will receive a description of all Director Service Agreements before obtaining their consent.

d. Scholarship

The Scholarship committee will work with local college personnel to distribute scholarship applications, seek scholarship donors, review scholarship applications, award scholarship monies from donations and Vanguard Account interest funds, and plan an event to present scholarships to recipients. This committee may or may not include Auxiliary Board members.

e. Public Relations

The purpose of this committee is to publicize the Auxiliary events, report Auxiliary news to the membership, recruit new members, and act as a liaison to the community at large. This committee may consist of the Publicity Coordinator, Pulse Editor, Historian, Website Manager, and Recruitment Coordinator along with any other interested members.

3. Ad Hoc

The Executive Committee may at any time create an ad hoc committee to serve the good of the Auxiliary. The chair will be selected from the Board or general membership. Expenditures by these committees shall be approved by the Board. Activity and profit, if any, shall be reported to the Board. If no money is involved, policy changing decisions or findings of these committees shall also be reported to the Board for approval, recording in the minutes, and approval by the membership at large if required by California Nonprofit Public Benefit Corporation Law or Robert's Rules of Order.



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