BCAHA
AUXILIARY PRESIDENT'S HANDBOOK

BCAHA Auxiliary President's Handbook January 2023 Edition

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SECTION 1

AN OVERVIEW OF BCAHA

An Overview of the BC Association of Healthcare Auxiliaries

The mission of BCAHA and their reason for being is to link and strengthen Auxiliaries at the heart of healthcare. BCAHA is proud to have been of service to our member Auxiliaries since 1945, and we are dedicated to continuing with our efforts to provide education and support.

This handbook has been developed to provide your Auxiliary easy access to information pertaining to your Provincial Association, as well as key topics for effective operations of your Auxiliary. We have compiled the handbook in response to the suggestions and input of our member auxiliaries and grouped topics into the following sections: An Overview of BCAHA; BCAHA policies, Procedures and Practices; Effective Meeting Management; Taxation Overview; Financial Assistance for Member Auxiliaries; Gaming Information; Engaging Youth Volunteers; BCAHA Tribute Fund and Youth Bursary Program; Marketing and Media; and Samples of Selected BCAHA Forms.

The handbook will be revised and updated from time to time, and you will be advised when this occurs. Any revisions/updates will be available on the BCAHA website. We recommend that you do not print a copy but refer to the website each time to ensure you have the latest information and forms.

A Guide to the BCAHA Website

In this Handbook, you will find many references to information and materials available on our BCAHA website. Here are a few hints and highlights to make your visits to the website more efficient and effective.

To find the website, Google "BCAHA' or enter www.healthcareaux.org in your web browser address bar. If you Googles "BCAHA scroll down and click on "BC Association of Healthcare Auxiliaries". You are now on the BCAHA website.

Near the top of the page is a menu bar with key BCAHA area of interest: About BCAHA; Volunteering; Our member Auxiliaries; Bursary Fund; Members Area; News; Donate. Click on these to learn about BCAHA, its member auxiliaries, and the latest in BCAHA news and events.

On the home page, sign up – and encourage others also – to receive the BCAHA Auxiliary Action newsletter. In the Member Directory, explore the websites and Facebook pages of other auxiliaries, especially those in your BCAHA Area.

- Members Area – Drop down menu – Forms and Resources; Videos; Past Conferences
- BCAHA Board Manual, Constitution & Bylaws, BCAHA emblem; statistics; and application forms.
- Order Form for Pins
- Check useful links such as government websites, HCPP insurance, conference presentation notes and BCAHA archives.

We hope you will visit the website frequently, and that you will share with our marketing and communications director, as well as with our newsletter editor, the kinds of photos, stories and news items that will make the website more representative of Auxiliary members, activities, events and successes across the province.

A Structural Overview of BCAHA

The British Columbia Association of Healthcare Auxiliaries is an umbrella organization led by a Board of Directors. The Board is comprised of six executive officers, seven Area Directors, and one appointed non-voting position.

President	**Vice President**
Elected for maximum of 2 full consecutive one-year terms Upon completion, moves into the Immediate Past President position	Elected for maximum of 2 full Consecutive one-year terms

Director of Finance	**Director of Communications**	**Immediate Past President**
Elected for maximum of 5 full consecutive one-year terms	Elected for maximum of 5 full consecutive one-year terms	Maximum of 2-year position Upon completion, moves off the Board

Secretary	**Seven Area Directors**	**One Appointed Position**
Elected for maximum of 2 full consecutive one-year terms	Elected 1-year terms at Area AGM Maximum of 3 one-year terms	Editor – Auxiliary Action Appointed annually by the President

The six officers are the President, Vice President, Director of Finance, Director of Communications, Secretary, and the Immediate Past President. The seven Area Directors provide direct liaison with the member auxiliaries within their areas as follows

Fraser Valley	Kootenay Boundary
Lower Mainland	Northeast
Northwest	Okanagan Mainline
Vancouver Island	

Nominations for Provincial Office

The British Columbia Association of Healthcare Auxiliaries seeks to find the best qualified candidate for each available position in compliance with the bylaws of the Society. To this end, a list of qualifications and skills for each_position is considered when reviewing nomination applications.

Nomination Criteria

Nominations must be received by the Nominating Committee Chari, forty-five (45) days before the Annual General Meeting.

Each nomination must include the following:

1. A letter of nomination from the home Auxiliary of the nominee.
2. Consent form signed by the nominee.
3. Biography describing the nominee's volunteer and work experience.

Eligibility

To be eligible to be nominated, elected, or appointed, or continue to serve as a Director, a person must be a member in good standing of a member Auxiliary and have the skills and experience to fulfill the position.

General Information

- The auxiliary proposing the nomination **shall pay the nominee's expenses** to attend the Annual General Meeting unless the nominee is already serving on the Board of the Association.
- If there is **more than one candidate for a position,** each nominee shall be **expected to speak to the nomination** at the Annual General Meeting. **No other campaigning shall take place during the Annual General Meeting.**
- Nominees for Provincial offices may be invited to attend the Pre-Conference Board Meeting as observers.
- **Newly elected Directors for BCAHA are expected to attend the Post Conference Board Meeting.**

The nomination and consent form may be download and printed once you have logged in to the Members section of the BCAHA website, http://www.bchealthcareaux.org.

The completed forms, along with the nominee's biography, should be mailed to:

BCAHA Nominating Committee Chair-
Immediate Past President

Responsibilities of Member Auxiliaries

A member auxiliary must uphold the Constitution and comply with the bylaws of BCAHA.

Membership dues

Members, with the exception of Life Members and Directors, shall pay annual membership dues. These dues are established at a general meeting by a Majority Vote. A member auxiliary that has not paid its annual membership dues is not in good standing.

- Annual dues are payable in advance based on the membership numbers on January 1.
- Dues are to be sent by January 15 to: BCAHA dues and form are to be sent to the Director of Finance; the Area dues are to be sent to the respective Area Director.
- The Slate of Officers and Annual Review for year ending December 31 are to be sent to the BCAHA Secretary by January 15.

- These statistics are vitally important, as they allow BCAHA to provide accurate information of the accomplishments of member Auxiliaries from across the province to funders, potential donors and other key stakeholders.
- There are two types of dues, provincial and local.
- Current provincial membership fees are $5 per capita, while local dues vary from area to area; your Area Director can advise you of the dues for your area.
- Your president or other local leaders is responsible for sending **both** forms (Annual Review and Slate of Officers) to the BCAHA. They are also responsible for sending the dues form and cheque to BCAHA for provincial dues and dues form and cheque to your Area Director.
- New members of BCAHA joining before the AGM pay full per capita dues.
- New members joining between the AGM and September 1 pay 2/3 per capita dues.
- New members joining after September 1 pay 1/3 per capita dues.

Ceasing to be a Member

Membership ceases and rights and privileges shall be forfeited upon.

1) The member organization or Life Member submitting a resignation in writing to the address of the society; or
2) The member organization failing to pay the annual membership dues by the required date; or
3) The member organization or Life Member being expelled; or
4) Dissolution of the member auxiliary/service league; or
5) A Director ceasing to be a member of the Board.

Meeting of Members

BCAHA's annual general meeting shall be held once in every fiscal year and not more than fifteen (15) months after the adjournment of the previous annual general meeting.

Each member auxiliary in good standing shall designate **one** of its members as its **voting delegate** and may appoint an alternate in the absence of their voting delegate.

The voting assembly during annual general meetings shall consist of the voting delegate of member auxiliaries in good standing. Life Members and Directors of the Society, each of whom shall have **one** vote.

A quorum during general meetings shall be ten percent (10%) of member auxiliaries; at least fifty percent (50%) of the Areas shall be represented. Voting by proxy shall not be permitted.

Becoming a Life Member of the BCAHA

Life membership in the British Columbia Association of Healthcare Auxiliaries may be granted to an individual Auxiliary member as a token of high esteem. The membership may be granted based on the following criteria.

- The individual has served their auxiliary in an outstanding leadership and/or executive role for a minimum of ten years.
- The individual has served the auxiliary providing reliable service and commitment in any role for a minimum of 20 years.

A written letter from the auxiliary must be sent along with the application form outlining the reasons for the application, including a brief summary of the ways in which the member has served their auxiliary.

The application must be submitted to the BCAHA Director of Finance together with a donation of $200.00 payable to the BCAHA Bursary Fund. A copy of the application and the letter should also be sent to the Area Director.

Upon approval, a certificate and pin representing Provincial Life Membership is presented to the individual, usually at the next BCAHA Annual General Meeting or as alternatively arranged. The pin and certificate can be presented at the next Area or Provincial conference.

Information required for a Life Membership Application includes the name of the nominating Auxiliary and details about the nominee's experience and service with the Auxiliary.

The nomination form my be download and printed once you have logged in to the Members section of the BCAHA website, http://www.bchealthcareaux.org.

The completed form should be mailed to BCAHA, Director of Finance, at the address on the application form.

Risk Management Insurance Available to Auxiliaries in BC

A number of formal documents signed by the Executive Director of the Risk Management Branch of the Ministry of Finance under the Health Care Protection Program (HCPP) can be found on the website, under the Members section, at http://www.bchealthcareaux.or/generalmembershipsection.htm.

This coverage is extended only to incorporated healthcare auxiliary organizations, as listed in Schedule A to be found at the link provided above. (Unincorporated auxiliaries are already covered as additional interests under coverage provided to the health authorities.)

It is important to note that this is a self-insurance program, and it is **not** intended to replace the commercially available insurance you will want to carry, such as fire insurance for your premises.

For specific queries on the policy wordings, auxiliaries are to contact BCAHA at info@bchealthcareaux.org.

SECTION 2

BCAHA POLICIES,

PROCEDURES & PRACTICES

BCAHA Policies, Procedures and Practices for success

Developing Your constitution and Bylaws

Constitution

The constitution for your organization has two important points:

1. The proper legal name of your organization
2. The purpose of the organization

Bylaws

Bylaws are the basic rules of the organization and are clear statements about the rules of operation. They determine the responsibility and authority of the society and the board of directors/executive. They must be consistent with the *BC Society Act.* For more information on by-laws see the website: www.bcregistryservices.gov.bc.ca

The following is taken directly from their website:

(1) The bylaws of a society incorporated under this Act must contain provisions for the following:

(a) The admission of members, their rights and obligations and when they cease to be in good standing;

(b) The conditions under which membership ceases and the manner, if any, in which a member may be expelled;

(c) The procedure for calling general meetings;

(d) The rights of voting at general meetings, whether proxy voting is allowed, and if proxy voting is allowed, provisions for it;

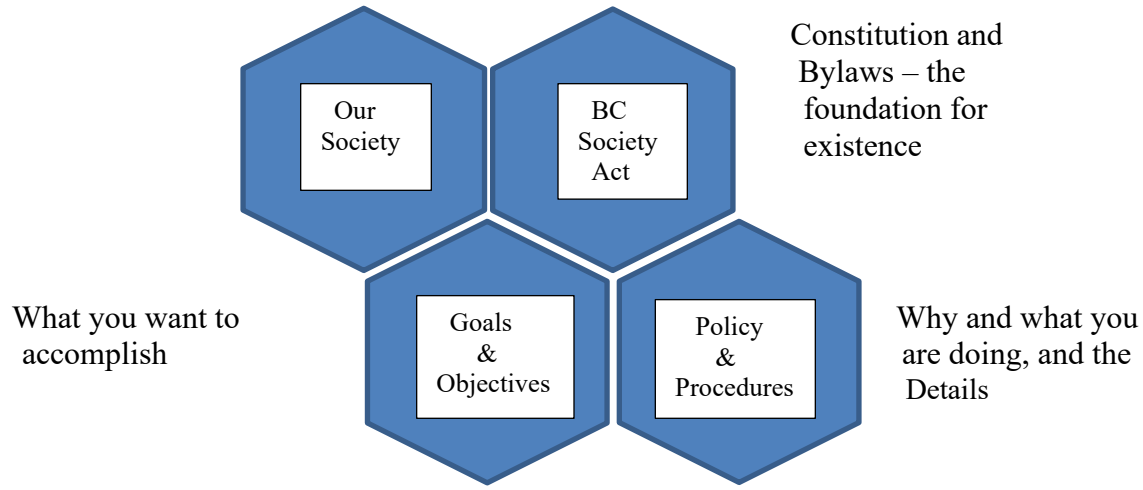
(e) The appointment and removal of directors and officers and their duties, powers and remuneration, if any;

(f) The exercise of borrowing powers:

(g) The preparation and custody of minutes of meetings of the society and directors.

(h) Electronic Voting Permitted – yes or no.

Putting it all together, this chart shows how the organization pieces of your society fit together.



For more information on the BC Society Act click on the following link:

https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/15018_01

Reports Required Under the BC Society Act

The following reports are required under the BC Society Act on an annual basis:

> Notice of Change of Directors – Form 03. This must be filed annually after the election of officers.
> Annual Report – Must be done on line. There is a fee payable.

Other reports are required when particular events occur, for example a Copy of Resolution, Form 10: REG782, which must be filed after a resolution has passed. Please note the following important information on the **Form 10, Copy of Resolution**:

> Check one box only **Special resolution** to change constitution or bylaws; borrowing; for removal of or t0 change number of directors; for amalgamation of societies; for accountability; for subsidiaries; or to expel a member. **Ordinary resolution** for dissolution; to appoint a director; for remuneration of an auditor; or for removal of an auditor. **Directors' resolution** to permit some of the society documents to be kept at places in B.C. other than the address of the society; or application to be or not to be a reporting society.
> Provide a brief statement describing the reason for the resolution. Note: a directors' resolution regarding location of documents must describe the documents to which it applies and the place they are to be kept.

A resolution, other than one changing the number of directors or removing a director, does not take effect until it is filled with the registrar.
For more information on BC Society Act forms click on the following link:
https://www.bcregistry.ca/societies

Important Steps to Follow When There Are Changes to Your Charity

An important asset for all Auxiliaries is their charitable status. Charitable status is valuable to have; can be lost, if proper procedures are not followed, and is very challenging to regain, once it is lost. That is why it is so important to correctly report significant changes to your charity's mode of operation or legal structure.

Any changes to a Charity's constitution and/or bylaws require proper documentation and registration at both the provincial and Federal levels.

In British Columbia, if you are a registered Society, the documentation must be sent to the BC Registry office. The link for more information is:
www.bcregistryservices.gov.bc.ca

Federal law requires information to be sent to the **Charities Directorate.** For more information check the website for the Charities Directorate:
www.cra-arc.gc.ca/charitiesandgiving

Checklist
Please be certain your charity has contacted or notified the **Charities Directorate** in the following circumstances:

- to ensure any proposed changes to the charity's objects or activities qualify as charitable;
- to obtain approval before making a change to the charity's fiscal period-end;
- the charity wishes to request
  - permission to accumulate property (funds)
  - a re-designation,
  - associated status, or
  - a disbursement quota reduction;
- the charity has changed its name, address, telephone or fax numbers, email address, or contact information and has not already identified the change(s) on the Registered Charity Basic Information Sheet;
- the charity has changed its governing documents (constitution, articles of incorporation, etc.);
- the charity has been part of an amalgamation, merger, or consolidation;
- the charity is no longer in operation and wishes to have its registration voluntarily revoked.

Do not file copies of amended governing documents with the information return. If the charity has made changes to its governing documents during the fiscal period, it should mail and official copy of the amended governing documents in a *separate envelope* to avoid processing delays.
Do not file copies of official donation receipts with the information return.
Do not file requests for changes to contact person, telephone numbers, mailing address, etc., with the information return unless the changes are indicated on the Registered Charity Basic Information Sheet (TF725. Requests for changes not indicated on the Registered Charity Basic Information sheet should be mailed separately to avoid processing delays.

Implementing Effective Policies and Procedures

Why Have Policies and Procedures
A well-laid out policy and procedures manual will help attract informed members and allow the organization to operate more efficiently and effectively. Bylaws provide the overall framework, but don't cover day to day operations of your society. A policy and procedures manual gives your organization a tool to run the programs, facilities and events that are your unique contribution to your healthcare facility and your community.
Policies and the questions **WHY?** And **WHAT?**

- Why your society exists – its philosophy, mission and goals
- What your society wants to be recognized for – programs, activities and services.

Procedures answer the question **HOW?**

- How you carry out and embody the policies you create.

Benefits of a Policy and Procedures Manual
There are some very good reasons why it's worth the time and effort to commit what you are about and how you will achieve success to paper. A policy and procedures manual can:

- Save time and effort. When issues arise the policy manual is checked for relevant existing policy. Time spent reinventing the wheel or recreating policy is avoided.
- Assist in new member recruitment. Policies and procedures clearly tell interested people what you are all about.
- Provide detailed job/position descriptions
- Orient new members, directors and executive about their purpose, job standards and expectations.
- Provide continuity and consistency in decision making, ensuring the organization stays on track even when the board of directors/executive change.
- Set a positive direction for the organization a guide for leadership which takes a proactive approach to present and future issues.
- Provide a way to review existing programs and services to ensure needs are met.
- Help avoid conflict and the potential for misunderstanding.

Types of Policy and Procedures to consider

When developing policy start with the most general, then move on to the more specific. Some policy issues may be appropriate in more than one place (e.g., conflict of interest). Consider listing general policies at the beginning of the manual or repeat the appropriate policy wherever it relates. Group policies into categories that are meaningful to your organization or develop each policy as it relates to your mission and goals.

The following four categories: people, money, facilities & equipment, and activities & programs have corresponding potential policy issues. This list is not exhaustive. Use it as a starting point for your organization. Each policy issue requires that a policy statement and accompanying procedures be developed. The following lists provide further examples that you may wish to include in your policy and procedures manual.

People Issues

Volunteers
Confidentiality
Public Relations
Codes of Conduct

Facility and Equipment Issues

Complaints
Facilities – rental fees, hours of operation
Equipment – loans or lease
Public Relations

Money Issues

Conflicts of Interest
Financial Planning
Budget Access and Control
Fund Raising
Public Relations

Activities & Program Issues

Community involvement
Complaints
Program descriptions
Special Events
Public Relations

Goal Setting to Increase Your Auxiliary's Effectiveness

Setting goals and working toward them can help your Auxiliary to achieve success. Goals can be set for either a long or short period of time.

- Short Term Goals. These are goals that you can accomplish within a short period of time, i.e., 3 days or 2 weeks.
- Long Term Goals: These are goals that you can accomplish within a long period of time, i.e., 6 months or 5 years.

Here are some tips on how to set effective goals and objectives. Just remember the acronym:

S.M.A.R.T.

S = Specific **M = Measurable** **A = Achievable**

R = Relevant **T = Time-bound**

Specific – Goal objectives should address the five Ws… who, what, when, where, and why. Make sure the goal specifies what needs to be done with a timeframe for completion. Use action verbs…create, design, develop, implement, produce, etc. Example: develop a phoning committee by month end.
Measurable: Goal objectives should include numeric or descriptive measures that define quantity, quality, cost, etc. How will you and your committee members know when the goal has been successfully met? Focus on elements such as observable actions, quantity, quality, cycle time, efficiency, and/or flexibility to measure outcomes, not activities.
Example: recruit two new members each month.
Achievable: Goal objectives should be within the committee member's control and influence; a goal may be a "stretch" but still feasible. Is the goal achievable with the available resources? Is the goal achievable within the timeframe originally outlined? Consider authority or control, influence, resources, and work environment support to meet the goal.
Example: have a website operation within one year.
Relevant: Goals should be instrumental to the mission of the organization or committee. Why is the goal important? How will it help achieve the objective? Develop goals that relate to the member's' key accountabilities or link with committee goals that align with the organizations' agenda.
Time-bound: Goal objectives should identify a definite target date for completion and/or frequencies for specific action steps that are important for achieving the goal. How often should the member work on this assignment? By when should this goal be accomplished? Incorporate specific dates, calendar milestone, or time frames.
Example: review the policy and procedures manual every three years.

Guidelines for Honouring Auxiliary Members

There are a number of ways to honour members within individual Auxiliaries; for example:

- **Certificate of Appreciation**
  - An Auxiliary member who is leaving the community.
  - An Auxiliary member who has convened a major event or fulfilled a significant responsibility.
  - An Auxiliary member who has donated many years of continued and valuable service.
- **Outstanding Service Pin**
  - An active Auxiliary member who deserves special recognition of a job well done.
- **Local Life Member**
  - A person who has been an active Member for at least ten years and has shown commitment and dedication through service to the Auxiliary.
- **Local Honorary Life Member**
  - A person, either Auxiliary member or other, who is deemed worthy because of their long-term support.
- **Provincial Life Member**
  - See provincial guidelines: **(Section 1)**
    - Guideline 1 - Leadership & Executive Service
    - Guideline 2 – Long Standing & Reliable Service

Resolving Differences That Can Affect Success

Even within the most effective Auxiliary, conflicts can arise. Conflict can be a natural offshoot of any dynamic relationship, and Auxiliaries are not immune to this possibility. Learning how to handle conflict effectively is the key to preventing it from hindering not only volunteers' professional growth, but the continued success of your Auxiliary.

Leaders from all backgrounds can benefit by learning the art of heart-centered communication – which is simply authentic communication that comes from a place of respect for self and others. When a heart-centered approach to conflict resolution is engaged, more often than not, it can make the difference between positive and negative outcomes.

Here's how it works. In any dialogue, there are two fundamental needs that must be met – the ego need and the practical need. The ego needs are: to be listened to, valued, appreciated, empathized with, involved, and empowered. The practical need refers to the obvious: the reason for having the discussion that focuses on resolving the conflict.

To address both needs, employ the Three Golden Rules of Engagement: 1. Listen and respond with empathy
2. Be involved; ask for the other person's opinions, ideas and thoughts 3. Maintain and affirm self-esteem

The following is a five-step process that can be invaluable in handling conflict between both individuals and groups.

Step 1: Identify the source of the conflict. The more information you have about the cause of the conflict, the more easily you can help to resolve it. To get the information you need, use a series of questions to identify the cause, like, “How did this incident begin?” “When did you feel upset?” “Do you see a relationship between that and this incident?”

As a mediator, you need to give both parties the chance to share their side of the story. It will give you a better understanding of the situation, as well as demonstrate your impartiality. As you listen to each disputant, say, “I see” or “uh huh” to acknowledge the information and encourage them to continue to open up to you.

Step 2: Look beyond the incident. Often, it is not the situation but the perspective on the situation that causes anger to fester and ultimately leads to a shouting match or other visible – and disruptive – evidence of a conflict.

The source of the conflict might be a minor problem that occurred months before, but the level of stress may have grown to the point where the two parties have begun attacking each other personally instead of addressing the real problem. In the calm of your office, you can get them to look beyond the triggering incident to see the real cause. Once again, probing questions will help, like, “What do you think happened here?” or “When do you think the problem between you first arose?”

Step 3: Request solutions. After getting each party’s viewpoint on the conflict, the next step is to have each of them identify how the situation could be changed. Again, question the parties to solicit their ideas: “How can you make things better between you?” As mediator, you have to be an active listener, aware of every verbal nuance, as well as a good reader of body language. Just listen. You want to get the disputants to stop fighting and start cooperating, and that means steering the discussion away from finger pointing and towards ways of resolving the conflict.

Step 4: Identify solutions both disputants can support. You are listening for the most acceptable course of action. Point out the merits of various ideas, not only from each other's perspective, but in terms of the benefits to the organization. (For instance, you might point to the need for greater cooperation and collaboration to effectively address team issues and departmental problems.)

Step 5: Agreement. The mediator needs to get the two parties to shake hands and agree to one of the alternatives identified in Step 4. Some mediators go as far as to write up a contract in which actions and time frames are specified. However, it might be sufficient to meet with the individuals and have them answer these questions: "What action plans will you both put in place to prevent conflicts from arising in the future?" and "What will you do if problems arise in the future?"

You may well find that the work involved in resolving a conflict can bring new elements of strength to your Auxiliary, which will prove of great benefit over the longer term.

Guidelines for Auxiliaries to Manage and/or Dismiss a Volunteer

Volunteer roles are very important to the mission of the organization, and if the job isn't getting done or if the volunteer is lowering the morale of the other volunteers, the auxiliary has a responsibility to correct the situation. Other volunteers serving the organization deserve to be part of a work environment that honors good performance and addresses problematic situations. For the good of the program and the morale of all the workers, problems must be addressed.

Any decision to engage or to dismiss a volunteer needs to be free of discrimination. This includes race, creed, gender, sexual orientation, and age.

If the auxiliary has developed very specific job descriptions and expectations, they then can talk to the volunteer when those expectations are not being met. Performance coaching, the one-on-one meetings that happen between the auxiliary and the volunteer, may provide an opportunity to resolve any concerns. The goal of performance-coaching is to get the project back on target, and this alternative is both easier to implement and managerially preferable to making a decision to terminate a volunteer.

Avoiding Issues
A. Carefully **screen** volunteers before they get involved.

B. Initiate a planned orientation program with very specific examples of the requirements and unacceptable behavior.

C. Develop a Volunteer Manual, which clearly outlines the duties, responsibilities and expectations of volunteer staff (or paid employee). Include policies on probation, suspension, and termination. Expectations of quality service required from both paid and volunteer staff need to be clearly spelled out. The more documentation you have, with clear expectations and with conditions and policies for termination, the better. Distribute the policies to all volunteers.

Progressive Discipline

Progressive discipline is a process of warnings and discipline that takes into account past actions and consequences. It starts with a verbal warning. A verbal warning is usually a first corrective measure that may or may not have an associated disciplinary connotation (which needs be documented and put into a member's file.) The next step would be a written warning, a documented explanation of the problem and its resolution, which may include a period of probation or suspension of privileges.

If all the above actions fail to resolve the issue, the last stage would be dismissal.

How to Conduct an Investigation and Analysis

- Meet in private with the person
- Clarify the problem or difficulty
- Allow the volunteer to explain the situation
- Try to identify common areas of agreement and common goals or values
- Keep conversations based on issues, not personalities
- Listen attentively
- Do not interrupt
- Allow silence
- **DOCUMENT discussions**

During the coaching and investigation period, it is very important to document, document, document. The documentation demonstrates that the auxiliary does a fair job of enforcing the system. It requires equal and fair application of the rules (no playing favorites), and records appropriate training or remedial plans or actions. Here is an example of documentation.

Performance Coaching Meeting: Auxiliary representative: Jon Jackson Volunteer: Lucky Smith
Discussion: I talked with Lucky about not showing up for his volunteer shift at the information desk on June 5, July 6, and August 14th. He said he had a family emergency in June, was on vacation in July, and just forgot in August. He was sorry and would try to do better. We talked about him getting a replacement when he could not make it. He said he would.

Dismissal Meeting

Dismissal should be the last resort. Consider ONLY when:

- The continued involvement of the volunteer is having a negative impact with the members of the organization, the clients, or the public.
- The auxiliary has tried all of the suggestions in performance coaching (listening, coaching, training, etc.) but nothing seems to be working.

Steps in dismissal:

1. Schedule a meeting with the person, in a private setting. This will preserve the dignity of the volunteer and yourself.

2. Be prepared. Plan what you are going to say, possibly script your comments, and stay on task.

3. Assign a third person to be in the room with you. This person does not need to say anything and serves as a witness to the situation.

4. Be specific. State the reasons for the termination and present them in writing. Allow the person to sign the document indicating they understand what is being said.

5. Focus any comments on the performance and avoid personal issues or value comments.

6. Don't negotiate – just state your decision. The purpose of the meeting is simply, and only, to communicate to the volunteer that they have not met the specifics of the performance expectations and are no longer going to be needed.

7. Follow up. Send a follow-up letter to the volunteer stating your appreciation and anything positive that you can say; however, also clearly state the decision that you provided during the meeting. Here is a SAMPLE follow-up letter; please note that this is not a template, but it will give you an idea of how to develop your own letter specific to the situation.

Sample Follow-Up Letter:

Dear_____,

Thank you for your interest and involvement in_____and the time you spent volunteering as a receptionist at our information booth. This is an important position as we make many public contacts. Your outgoing personality and your way with people was a real asset to us.
Members of the auxiliary are disappointed that your schedule did not allow you to keep the A requirements of the position charter, as outlined in our volunteer personnel manual. As mentioned in our meeting on_____, we need to seek a replacement for your position and terminate our letter of agreement with you.

Once again, thank you for the time and energy you have devoted to our Auxiliary as a volunteer.

Sincerely,

_____

Auxiliary President

SECTION 3

EFFECTIVE MEETING

MANAGEMENT

Effective Meeting Management

Rules of Procedure

A meeting is a single official gathering of the members of an organization in one room, with a quorum present to transact business. All meetings, regardless of size or purpose have some things in common:

- A quorum must be present
- Someone is in charge of conducting the meeting
- Someone is responsible for taking the minutes
- Business is conducted according to specific rules that state who can attend, who can participate in the discussion of business, and who can vote.
- All members are notified of the meeting, the date, time, location, and the purpose.

Parliamentary Procedure is a set of rules for conduct at meetings that allows everyone to be heard and to make decisions without confusion. Because Parliamentary Procedure is a time-tested method of conducting business at meetings and public gatherings, it can be adapted to fit the needs of any organization. Today, Robert's Rules of Order, newly revised, is the basic handbook of operation for most clubs, organizations and other groups, so it is important that everyone involved in these endeavours know these basic rules. Organizations using parliamentary procedure usually follow a fixed order of business. Below is a typical example:

1. Call to order.
2. Roll call of members present.
3. Reading of minutes of last meeting.
4. Officer's reports; including a financial report.
5. Committee reports.
6. Special orders – important business previously designated for consideration at this meeting.
7. Unfinished business.
8. New business.
9. Announcements.
10. Adjournment.

Auxiliaries may hold two types of formal meetings, ***Regular*** and ***Annual***.

Regular Meetings: These are periodical meetings, which can be held weekly, monthly, quarterly, or at other similar intervals. The bylaws should state the day of the meeting (e.g., first Monday of the month).

The President should always have – copy of Robert's Rules of Order
– copy of bylaws.

Typical Agenda for a Regular Meeting

Organization Name
Date, Time, Location

Welcome and Call to Order

Auxiliary Affirmation

Approval of Agenda

Approval of Minutes

Reports: Executives (list as necessary)

Committees (list as necessary)

Unfinished Business

List as necessary

New Business

List as necessary

Adjournment

Annual Meetings: This meeting is the one in which members receive the annual reports of officers, boards, and committees. Officers can be elected, and other once-a-year business is conducted.

Typical Agenda for an Annual Meeting

Name of Organization
Date, Time Location, and Purpose (*i.e.: Annual General Meeting*)

Call to order

Auxiliary Affirmation

Moment of Silence

Welcome & Introductions

Recognition (*former board members*)

Explanation of Meeting Procedures

Announcement of Quorum

Adoption of Agenda

Approval of Minutes

Board Reports (list as necessary)

Resolutions (*if any)*

Election of Officers

Unfinished Business (list as necessary)

New Business (list as necessary)

Announcements

Adjournment

Minutes of Meetings

What to Include in Minutes

Robert's Rules of Order, a manual for running non-profit organizations, explains that minutes are a record of what was **done** at the meeting, not what was said. At a minimum, minutes should include:

1. Name and kind of meeting. Is it a regular board meeting, an annual meeting, a meeting of a particular committee or a special meeting? If it is a special meeting, attach a copy of the meeting notice given to members.
2. Date, place, and time that the meeting began and ended.
3. Names of the chair and secretary or their substitutes.
4. Names of voting members attending and whether a quorum was present. You may circulate a sign-in sheet and attach it to the minutes.
5. Names of guests and their subject matter.
6. Whether minutes from the previous meeting were approved or corrected.
7. Motions made. You must record:
    - the exact wording of the motion
    - who made the motion
    - the result of the vote
8. Reports. Record the name of the report, the name of the member presenting it, and any action taken on the report. If the report was in writing, attach it, or tell where it may be found. An oral report may be summarized briefly.
9. Other actions, assignments and deadlines, resolutions, and recommendations can be briefly recorded.
10. Secretary's signature once the minutes have been approved.

Summarizing Discussions

Some boards may opt to go beyond the basics and include additional items. For example, a summary of a discussion can gives a more complete picture of the meeting. This can be helpful to members who could not attend the meeting and to those looking back at the historical record of the organization. Summaries, if included in the minutes, should be balanced and include major opposing viewpoints, even if they are not adopted.

What to Leave Out

The minutes are a factual record of business. Do not include:

* Opinions or judgments: Leave out statements like "a well-done report" or "a heated discussion."

* Criticism or accolades: Commentary about members, good or bad, should not be included unless it takes the form of an official motion. Thanks, or expressions of appreciation should only be included if there was a clear consensus of meeting participants. (For example, by applause.)

* Discussion: If the organization has opted to include discussion summaries, do not personalize it by recording the views of individuals. Avoid extended rehashing of reports: just hit the highlights or key facts, particularly if a written report is attached.

Approving the Minutes

Minutes do not become official until they are read and approved by formal vote. They can be read by the Secretary at the next regular meeting. The Chair then asks for corrections and additions and calls for a vote.

Members may agree to skip reading the minutes aloud if members have had enough advance time to read them. Send a draft of the minutes to members before the meeting. This is a good way to save time, while also helping members prepare for the meeting.

Confidential Items

Occasionally a meeting calls for confidentiality, such as when sensitive personnel matters are being handled. In that case, the board may vote to go into executive session, restricting participation to members and invited guests only. The minutes of an executive session are read and approved only by those members attending the executive session. If they wish, the participants may opt to make the minutes available to all members, but the discussion must remain confidential. Executive session minutes are kept separate from regular minutes.

Moving Motions

The method used by members to express themselves is in the form of moving a motion, i.e., a proposal based on which the entire membership will take action or a stand on an issue. Individual members can:

- Call to order.
- Second motions.
- Debate motions
- Vote on motions
- Presidents cannot present a motion – see Robert's Rules of Order

There are four basic types of motions:

1. Main Motions: The purpose of a main motion is to introduce items to the membership for their consideration. They cannot be made when any other motion is on the floor. Main motions would yield to privileged, subsidiary, and incidental motions.
2. Subsidiary Motions: Their purpose is to change or affect how a main motion is handled, and such a motion would be voted on before a main motion.
3. Privileged Motions: Their purpose is to bring up items that are urgent about special or important matters unrelated to pending business.
4. Incidental Motions: Their purpose is to provide a means of questioning procedure concerning other motions and must be considered before the other motion.

How to Present Motions

1. Obtain the floor
    a. Wait until the last speaker has finished.
    b. Rise and address the Chair by saying, "Mr./Madam Chair, or Mr./Madam President."
    c. Wait until the Chair recognizes you.
2. Make Your Motion
    a. Speak in a clear and concise manner
    b. Always state a motion affirmatively. Say, "I move that we …" rather than, "I move that we do not …".
    c. Avoid personalities and stay on your subject
3. Wait for someone to Second Your Motion
4. Another member will second your motion, or the Chair will call for a second.
5. If there is no second to your motion it is lost
6. The Chair States Your Motion
    a. The Chair will say, "it has been moved and seconded that we …" thus placing your motion before the membership for consideration and action.
    b. The membership then either debates your motion or may move directly to a vote.
    c. Once your motion is presented to the membership by the chairman it becomes "assembly property" and cannot be changed by you without the consent of the members.

7. Expanding on Your Motion
    a. The time for you to speak in favor of your motion is at this point in time, rather than at the time you present it.
    b. The mover is always allowed to speak first.
    c. All comments and debate must be directed to the Chair.
    d. Keep to the time limit for speaking that has been established.
    e. The mover ma speak again only after other speakers are finished, unless called upon by the chair.
8. Putting the Question to the Membership
    a. The Chair asks, "Are you ready to vote on the question?"
    b. If there is no more discussion, a vote is taken.
    c. On a motion to move the previous question may be adapted.

Voting on a Motion
The method of vote on any motion depends on the situation and the by-laws of policy of your organization. There are five methods used to vote by most organizations, they are:

1. By Voice – The Chair asks those in favor to say "aye", those opposed to say "nay". Any member may move for an exact count.
2. By roll Call – Each member answers "yes" or "no" as his name is called. This method is used when a record of each person's vote is required.
3. By General consent – When a motion is not likely to be opposed, the Chairman says, "if there is no objection …" the membership shows agreement by their silence, however if one member says, "I object," the item must be put to a vote.
4. By Division – this is a slight variation of a voice vote. It does not require a count unless the Chair so desires. Members raise their hands or stand.
5. By Ballot – Members write their vote on a slip of paper; this method is used when secrecy is desired.

Two other motions commonly used in voting:

1. Motion to Table – This motion is often used in the attempt to "kill" a motion. The option is always present, however, to "take from the table", for reconsideration by the membership.
2. Motion to Postpone Indefinitely – This is often used as a means of parliamentary strategy and allows opponents of motion to test their strength without an actual vote being taken. Also, debate is once again open on the main motion.

Parliamentary Procedure is the best way to get things done at your meetings. But, it will only work if you use it properly.

1. Allow motions that are in order.
2. Have members obtain the floor properly.

Speak clearly and concisely. Obey the rules of debate. Most importantly, BE COURTEOUS.

Here is a summary of some potential motions, how to make them, and the relevant rules for each.

To Do This	You Say This	May you interrupt the speaker?	Do you need a second?	Is it debatable?	Can it be amended?	Vote Required	Can it be reconsidered?
Introduce Business	"I move that . . . "	No	Yes	Yes	Yes	Majority	Yes
Call an intermission	"I move that we recess for...."	No	Yes	No	Yes	Majority	No
Complain about heat, noise etc.	"I rise to a question of privilege"	No	No	No	No	No vote	No (usually)
Suspend further consideration of an issue	"I move to table the motion"	No	Yes	No	No	Majority	No
End debate and amendments	"I move the previous question"	No	Yes	No	No	2/3	No(1)
Postpone discussion for a certain time	"I move to postpone the discussion until……"	No	Yes	Yes	Yes	Majority	Yes
Give closer study of something	"I move to refer the matter to committee"	No	Yes	Yes	Yes	Majority	Yes(2)
Amend a motion	"I move to amend the motion by ……"	No	Yes	Yes(3)	Yes	Majority	Yes
Adjourn meeting	"I move that we adjourn"	No	Yes	No	No	Majority	No

The motions listed above are in order of Precedence . . . . There is no particular order for the following types of motion.

Protest breach of rules or conduct	"I rise to a point of order"	Yes	No	No	No	No vote(4)	No
Vote on a ruling of the chair	"I appeal the chair's decision"	Yes	Yes	Yes	No	Majority(5)	Yes
Suspend rules temporarily	"I move to suspend the rules so that…"	No	Yes	No	No	2/3	No
Avoid considering an improper matter	"I object to the consideration of this motion"	Yes	No	No	No	2/3(6)	(7)
Request information	"Point of information"	Yes	No	No	No	No vote	No
Take up a matter previously tabled	"I move to take from the table. ."	No	Yes	No	No	Majority	No
Reconsider a hasty action	"I move to reconsider the vote on."	Yes	Yes	--(8)	No	Majority	No

Notes

1 Unless vote on question is not yet taken.

2 Unless the committee has already taken up the subject.

3 Only if the motion to be amended is debatable.

4 Except in doubtful cases.

5 A majority vote in negative needed to reverse ruling of chair.

6 A 2/3 vote in negative needed to prevent consideration of main motion.

7 Only if the main question / motion was not, in fact considered.

Nominations and Elections

Once you have carried out the important task of identifying people with the skills, attributes and energy required to fulfil roles with excellence, and after what can be a politically charged prequel of nominating and campaigning, you may well find that the election process itself to be the easiest part of deciding who handles a particular job in the organization. Robert's Rules on elections are very straightforward.

An election is really nothing more than the handling of an assumed motion, with the question being on whom to elect to fill a position. Like any incidental main motion, an election can be decided by voice vote or by ballot.

The organizations bylaws should clearly state the process to be followed in nominating and electing officers and board members.

Nominations

There are several ways in which an organization can nominate candidates:

- A nomination committee
- From the floor
- By ballot
- By mail
- By petition

Most frequently, the nominations are presented by a committee, and the members have the opportunity to present additional nomination(s) from the floor.

Committee Nominations:

The bylaws should state the composition of this committee and how it is selected. The president should **not** be a member of this committee, nor help to select members.

Duties of a nominating committee:

The duty is to find the best candidate for each office, and bylaws should not hamper the committee to find just one candidate for each office, should that be the case. No one should be nominated without her/his consent.

If no candidate is found, the committee can leave that position open for nominations from the floor; or they can tell members that they do not have a candidate for a certain office, allowing members to volunteer

Report of the nominating committee:

The report is usually given under "Nominations" at the meeting. The chair of the committee clearly states the nomination for each office, for example: ***for president, Jane Doe, for vice president, James Brown,*** etc. The chair then hands the nominations written on a sheet of paper to the president and sits down.

Elections

Once the nominations have been announced, members must vote on the proposed candidates. If the bylaws do not state how the vote is to be taken, a member can make an incidental motion regarding how to take the vote.

Members can take the vote for election by:

- Voice -- Email voting (if permitted in Bylaws)
- Ballot
- Roll Call
- Cumulative voting

Electing by Ballot

Voting by ballot enables a member to vote for a candidate not formally nominated by writing in a name — a *write-in vote*. A write-in vote is a legal vote unless it's unintelligible or cast for an unidentifiable or ineligible person or for a fictitious character, in which case it's counted as an illegal vote.

Electing by voice vote

If your bylaws don't require you to conduct an election by ballot, and if candidates are unopposed or there's no major contest for an office, you can save time with a simple voice vote (or *viva voce*). After nominations are closed, the vote is taken on each nominee in the order in which they were nominated.

Because this form of voting favors one candidate over another based on the order of nomination, you should avoid using it except in mass meetings or when there's no serious contest for the office and a ballot is not required. If members don't understand exactly how it works, the ones whose preferred candidate doesn't get voted on are likely to think something is amiss.

Electing by roll call

If your assembly's members are accountable to a constituency, your rules may require you to conduct your elections by roll-call vote. You follow the same procedures for elections by ballot, as far as arriving at the point of the election is concerned, but instead of casting your vote by ballot, each member announces his vote when the secretary calls that person's name. The secretary repeats the vote after recording it, to ensure accuracy.

Determining who wins

Elections are decided by majority vote unless your bylaws provide differently. In a voice vote, the winner is easy to determine and the vote is over when someone wins the election. When it comes to ballot elections, your election isn't complete until a position is filled, and a position is never filled until a candidate receives the threshold number of votes required for election. In most cases, the threshold is a majority of the votes cast. If you have only two candidates and the vote is a tie, you repeat the balloting until one candidate receives a majority.

Balloting must continue until a candidate receives a majority. It's never proper to drop the candidates receiving the lowest vote totals from a ballot unless they withdraw voluntarily. That means run-offs are just plain out of order. The requirement for election by ballot is a majority, and a candidate has no obligation to withdraw just because he polls low numbers. Your members may wind up voting for Mr. Low as the compromise candidate.

Here are some key points regarding the manner of voting, and recording the votes, drawn from chapter 12 of “Roberts Rules of Order”.

Some Key Points about Elections

- A quorum must be present throughout the elections.
- When presenting the nominations or taking the vote for a list of offices, the president should follow the order of offices that appears in the bylaws.
- If a member is elected and not present, and has not previously said that if elected he or she would serve, then they must be called and asked if they will accept the office. If not, then the members can vote again during that meeting for another candidate.
- If it is discovered after an election that the person elected does not meet the eligibility requirements, and even if the person has begun to serve, the election is void. The organization must have another election.
- If counting ballots takes some time, it is best for the assembly to take a recess instead of adjourning the meeting.

There are a number of other points included in this chapter; we strongly recommend that all auxiliary executive read and be familiar with “Roberts Rules of Order”.

SECTION 4

TAXATION OVERVIEW

An Overview of Taxation Policies

The following information has been taken from the Federal Government's website and was current at the time this handbook was done. It is important that you refer to the website regularly for any changes or updates to the regulations. Here is the link to that website:

www.cra.gc.ca/gsthsttech

For general GST/HST enquiries call: 1-800-959-5525

What is GST/HST?

Supplies of goods and services made by business are usually taxable. However, the rules for charities are different in that most supplies made by charities are exempt.

Do charities have special GST/HST rules?

Some GST/HST rules that apply to charities are very different from those for businesses. For example:

- Most supplies made by charities are exempt while most supplies made by businesses are taxable;
- many charities are not required to register for GST/HST purposes while most businesses are required to do so;
- most businesses can recover the GST/HST paid or payable on their business purchases by claiming input tax credits (ITCs), while charities are restricted in the ITCs that they may claim; and
- where ITCs are not available, charities can recover a percentage of the GST/HST paid or payable on their purchases (subject to certain exceptions) by claiming a public service bodies' (PSB) rebate.

Does a charity have to register for GST/HST purposes?

A charity cannot register for GST/HST purposes if it:

- provides only exempt services

A charity may voluntarily register for GST/HST purposes if it:

- provides taxable services in Canada; and
- is a small supplier

A charity is required to register for GST/HST purposes if it:

- provides taxable property and services in Canada; and
- is not a small supplier

When is a charity a small supplier?

A charity qualifies as a small supplier under either of the following tests:

- the $250,000 gross revenue test; or
- the $50,000 taxable supplies test.

When determining its status under these tests, a charity has to consider its activities as a whole.

The $250,000 gross revenue test
The limit for the gross revenue test for a charity for a fiscal year is $250,000.

Gross revenue is generally the total of business income, donations, grants, gifts, property income, investment income, any amount considered a capital gain from the disposition of property for income tax purposes and any other revenue of any kind less any amount considered a capital loss from the disposition of property for income tax purposes.

If you decide to register, you have to collect GST/HST on your taxable supplies and file GST/HST returns to account for that tax. Some charities would be eligible to claim ITCs.

Subject to a few exceptions, you would still be eligible for a public service bodies' rebate of 50% of GST/HST that you pay or owe but cannot recover by claiming ITCs. For more information, see "GST/HST public service bodies' rebate" on page 9.

Most charities do not have to register for GST/HST or charge tax on their supplies since they are mainly providing exempt goods. If your charity provides taxable goods and services, but it still qualifies as a small supplier, it will not have to register for GST/HST. However, the charity may choose to register voluntarily.

The $50,000 taxable supplies test

The taxable supplies limit is $50,000 for a charity.

Total revenues from taxable supplies include a Charity's worldwide revenues (and those of its associates) from supplies of property and services subject to the GST/HST, including zero-rated supplies.

To determine if a charity is a small supplier under this test, the charity calculates:

- its total revenue from taxable supplies in the current calendar quarter; and
- its total revenue from taxable supplies in the last four calendar quarters.

If both of these amounts are $50,000 or less, the charity is a small supplier and does not have to register for GST/HST purposes.

If a charity is not a small supplier under the $250,000 gross, they must register for GST/HST.

When all of your supplies are exempt

If you make only exempt supplies of goods and services:

- you cannot register for GST/HST;
- you do not charge tax on your exempt supplies;
- you cannot claim ITC/ to recover GST/HST you paid or owe on your purchases; and
- you are eligible to claim a public service bodies' rebate of 50% of GST/HST you paid or owe on your eligible purchases and expenses.

Exemptions for charities

The following are examples of goods and services that are exempt when charities provide them:

- most services;
- supplies of used or donated goods;
- short-term residential accommodation (less than one month of occupancy);
- meals-on-wheels programs. This exemption is for a supply of food or beverages to seniors, underprivileged individuals, or individuals with a disability, under a program established and operated to provide prepared food to such individuals in their places of residence. Any supply of food or beverages made to a charity for these programs is also exempt from GST/HST;
- parking space rentals;
- facility rentals (for example, halls for weddings); and
- catering services for private functions (for example, wedding receptions).

Other exemptions

Fund-raising activities …Most goods and services you sell or provide for a fund-raising activity, that are not covered under the exemptions described above, are exempt unless:

- you sell these goods or services regularly or continuously throughout the year, or a significant part of the year; or
- your clients are entitled to receive these goods or services regularly or continually.

Examples of sales that are exempt under this exemption include:

- greeting cards in the Christmas season; and
- chocolate bars in an eight-week fund-raising drive.

Gambling events

- GST/HST does not apply to revenues you receive from sales of lottery, break-open, or raffle tickets. However, lottery tickets you sell for a provincial or inter-provincial lottery corporation are taxable, and the tax is included in the price of the tickets. Lottery corporations will tell you how to treat the proceeds from these lottery tickets.
- If you operate bingo games or casino nights, the fees you charge for the sale of bingo cards or the taking of bets during a casino night are exempt.
- If you run a bingo game, casino night or other gambling event and charge admission, the admission is exempt if you meet the following conditions:
    - Volunteers run the event and take the bets; and
    - For bingo and casino nights, the event is not held in a commercial hall or temporary structure (such as bingo tent put up on a fair ground) used mainly for gambling activities.

What is the PST?

The following information explaining what the PST is, and how it applies to Thrift Stores, Service Clubs, and Charitable Organizations has been taken from the Government website and was current at the time this handbook was printed. It is important that you refer to the website regularly for any changes or updates to the regulations. Here is the link:
www.sbr.gov.bc.ca

Organizations and Societies – Registration and Sales

Registration:

You must register as a PST collector if you regularly sell taxable goods at a for-profit or non-profit thrift store, or at an auction, flea market, bazaar or similar location. If you make taxable sales from these locations, you **do not qualify** for optional registration as a small seller because you are selling from established commercial premises.

You may also be required to register as a collector if you regularly make sales of taxable goods at craft shows or events that are sponsored by your club, organization or society. For more information about who must be registered, please see **Bulletin PST 001,** Registering to Collect PST. Here is some information on the rules as they apply to small sellers, drawn from **Bulletin PST 003:**

Small sellers are required to charge PST when you sell new, used or donated taxable goods, even if the funds are used for charitable purposes.

However, some items are exempt from PST, such as:

- used clothing and footwear sold for under $100 per item
- child-sized clothing and footwear
- adult-sized clothing and footwear purchased for children under 15 years of age (purchasers of these items must complete a certification form – please see **Bulletin PST 201,** Children's Clothing and Footwear)
- books, newspapers, and periodicals (please see **Bulletin PST 205**, Books, Magazines, Newspapers and Other Publications)
- Remembrance Day poppies and wreaths (please see **Bulletin PST 200**)
- Natural cut evergreens sold as Christmas trees
- Non-motorized bicycles, and non-motorized tricycles (includes e-bikes and e-trikes) where the diameter of each wheel is at least 350mm (please see **Bulletin PST 204**, Bicycles and Tricycles)

If you only sell items that are exempt from PST, you do not need to register as a PST collector.

Raffles, Prizes and Gifts

Raffles and Contest Prizes

If you sell raffle tickets for prizes of taxable goods, such as televisions or computers, or give away taxable goods in a contest, bingo or related activity, you do not charge the PST on, or include the PST in the ticket price of the cost of participating in the contest, bingo or related activity. However, as the provider of the prize, you must pay PST on your cost to acquire the taxable goods you raffle or give away in a contest, bingo or related activity. The prize winner does not pay PST on the cost of the prize.

Please note: Special rules apply where the prize is a vehicle, boat or aircraft (please see **Bulletin PST 108, Bulletin PST 134, Bulletin PST 308**).

For more information on the PST rules applicable to prizes received as a result of a raffle, draw or award, please see **Bulleting PST 312**, Gifts).

Gifts Given by charities in Exchange for a Donation

If you are a registered charity, you do not charge PST on goods such as ribbons, key chains, pins or similar items of a nominal value that you provide as gifts in exchange for a donation. However, you must pay PST on all taxable items you purchase and give away (please see **Bulletin PST 304**).

SECTION 5

FIANCIAL ASSISTANCE FOR MEMBER AUXILIARIES

The BCAHA Financial Assistance Fund

Financial assistance is available from BCAHA for the continuing education of member Auxiliaries for any of the following purposes:

1. Assistance for registration, hotel, and travel expenses to BCAHA Provincial Conference for up to $1000.00 per person for a maximum of two delegates from any auxiliary raising less than $30,00 per annum. This may be applied for only every two years.
2. Assistance for registration, hotel, and travel expenses to a BCAHA Area Conference for up to $500.00 per person for a maximum of two delegates. This may be applied for only every two years.
3. Assist in funding a speaker presenting an education program or workshop to an Area Conference subject to a $500.00 maximum
4. Funding for a broad spectrum of education materials for use at the BCAHA or Area Conference.

Guidelines:
Applications for assistance from the Fund will be entertained on the basis of need and in consultation with the BCAHA Executive Committee.

- Assistance as per purpose (1) may include:
    a. Conference Registration fee which usually includes the banquet and one breakfast during the conference; additional meals while travelling to or at the conference are the delegates' or Member Auxiliary's own responsibility.
    b. Travel expense at the rate established by BCAHA.
    c. Hotel accommodation.

- To fund a speaker or event, a completed application form together with the proposed budget and financial statement for the previous fiscal year must be sent to the BCAHA Director of Finance four (4) weeks in advance of when funding is required.

- Requests for assistance for funding a speaker/workshop must be accompanied by a brief summary of topic(s) and outcomes anticipated.

- Expenses MUST be substantiated by receipts and submitted to BCAHA Director of Finance within 30 days of the conference, prior to receiving funds.

- The BCAHA Executive Committee shall have the option to grant a portion of the amount requested based on the receipts received.

The Financial Assistance Application forms are available and can be downloaded from the BCAHA website: www.bchealthcareaux.org under the heading Members Area and then Forms and Resources.

SECTION 6

GAMING INFORMATION

Participation in Gaming Activities

The following information has been taken from the Government website and was current at the time this handbook was made. It is important that you refer to the website regularly for any changes or updates to the regulations. Here is the link:

www.gaming.gov.bc.ca

Gaming Activities in B. C.

British Columbians may choose to participate in a broad range of gaming activities such as major lotteries, horse racing, slot machines and table games in casinos, and local licensed gaming events such as 50/50 draws.

The Ministry's Gaming Policy and Enforcement Branch regulates all gaming in British Columbia, including the operations of the British Columbia Lottery Corporation, which conducts and manages commercial gaming in the province.

Grants and Licences

Licenses:

Gaming Category	Specific games and location	Class A More than $20,000 in gross revenue	Class B $20,000 or less in gross revenue	Class D $5,000 or less in gross revenue.
Ticket Raffles	Regular raffles, 50/50 draws, meat draws, sports pools, sports player drafts, calendar raffles, payroll raffles, cow pie bingo, New Year's baby, rubber duck races, poker rides, cake walks and other such schemes. Conducted and managed by the licensee in various locations in the community.	Yes	Yes	Yes, except for payroll raffles. **Maximum $2 per single ticket, maximum $500 per single prize.**
Poker	Limited Texas Hold'em poker events. Conducted and managed by licensee in various locations in the community.	No	Yes	No
Independent Bingos	Regular bingos, combination games, pre-called and odd-even games, progressive prize games and bonus games. Conducted and managed by the licensee in various locations in the community.	Yes	Yes	Yes, but no progressive prize or bonus bingos. **Maximum $2 per single ticket, maximum $500 per single prize.**

Gaming Category	Specific games and location	Class A More than $20,000 in gross revenue	Class B $20,000 or less in gross revenue	Class D $5,000 or less in gross revenue.
Wheels of Fortune	Typical wheel of fortune games: Money Wheel, Crown and Anchor, 7 Under/Over, and Colour Wheel. Not permitted: Roulette and Sic Bo. Conducted and managed by licensees of social occasion casinos and approved community fairs or exhibitions.	Yes	Yes	No
Social Occasion Casinos	Up to 15 games. Three types of games permitted: Blackjack, Red Dog and Wheel of Fortune. Typical wheel of fortune games: Money Wheel, Crown and Anchor, 7 Under/Over, and Colour Wheel. Not permitted: Roulette and Sic Bo. Small casino-type events conducted and managed in conjunction with a social event (such as a dinner, dance or benefit) and where attendance is restricted to members of the gaming event licensee and their guests.	Yes	Yes	No

The NOTE:

The Class C Licence, excluded from the table, allows approved community fairs and exhibitions to operate ticket raffles, bingos, wheels of fortune and limited casinos.

If the game you would like to offer is not included in the table above, the game probably is not permitted in BC., and therefore no licence is available.

Promotion contests are not considered ‘gaming’ --- the difference being in gaming you ‘pay to play’ whereas contests are free.

Licence applications, guidelines and standard procedures (Classes A, B, and D)

- This heading on the website provides links to and information on each of these three types of licences

Full information on compliance issues is available on the website:

www.gaming.gov.bc.ca

SECTION 7

MARKETING AND MEDIA

Getting the Word Out: How Marketing and Media Can Strengthen Your Auxiliary

BCAHA's member Auxiliaries are as varied as the healthcare institutions they support. They run from large to small, and from rural to urban; yet all Auxiliaries share certain needs and challenges, if they are to enjoy a bright, strong future. This section provides information on developing a marketing strategy for your local Auxiliary, and on getting your message out through traditional and social media.

Developing Your Marketing Strategy

While a marketing strategy may seem a rather formal approach for a non-profit, charitable organization such as your Auxiliary, it offers a useful way to organize your thoughts and guide your activities, and most importantly, to measure the success of those activities.

Among your members there may well be someone who has developed such a strategy for a business or organization in the past; they may welcome the opportunity to put that experience to good use. Alternatively, you may choose to target your recruitment to find a volunteer with marketing experience.

The basic components of a typical marketing strategy are goals, situation analysis, calls to action, target audiences, messages, methods, tactics, resources, benchmarks, and measurement.

Here are some guidelines to assist your Auxiliary in developing your strategy.

Goals (What you want to accomplish)

What is your Auxiliary's one to three main organizational goals for the next 12 to 18 months, and what are your one to three marketing goals (which indicate how you'll use marketing to reach those organizational goals)? Here are some examples:

- Organizational goals for your Auxiliary:
  - Increase the number of members by ten per cent.
  - Increase the diversity of our membership.
  - Increase funds raised by five per cent.
- Marketing goals for your Auxiliary:
  - Build awareness about your Auxiliary's work and impact.
  - Motivate 75 area residents to attend an open house to build their understanding of how your Auxiliary helps ensure a well-equipped hospital.
  - Form new partnerships and strengthen our existing relationships with key organizations in your community.

Situation Analysis (Conditions inside and outside your organization)

What is the environment in which you are working? There are several things you might consider:

- What could help or hurt your marketing success (for example, a change in the services your hospital will provide in future)?
- What are other volunteer organizations in your community doing, and how successful are they?
- What does the community, healthcare colleagues and other key people think about your Auxiliary and the work you do?
- If you are currently carrying out marketing activities, what is succeeding, what needs to change, and how?

Calls to Action (What you want your audiences to do)

What specifically do you want your target audiences (i.e., those who have a role to play in your success) to do to help you achieve your marketing goals? Examples might be:

- Visit your website.
- Subscribe to your e-newsletter.
- 'Like' your Facebook page and share their questions there.
- Participate in your open house.
- Sign up as Auxiliary members.
- Buy from your thrift store or gift shop.
- Collaborate on a project with you.

Target Audiences (Those you need to engage if you are to succeed)

Who are the one to three groups of people whose help you need, and who are most likely to help OR most unwise to ignore? These are your target audiences. What would you want them to know about your Auxiliary? What are their points of view? What do they want, and what do they care about? How can you reach them? Some examples of target audiences are:

- Local Residents who are potential Auxiliary volunteers. You will want to build their understanding of what your Auxiliary does, how important that is to them and to people they care about, and how they themselves might benefit from volunteering. They will care about quality healthcare in your community, and they will want satisfying volunteer opportunities.
- Prospective partner organizations in your community. For example, if you are considering the local high school as a partner, you will want to build their understanding of your Auxiliary's role and impact in supporting community health, and what engaging with your Auxiliary might mean to their students. They will care about the value to students in signing on as youth volunteers to build up volunteer hours in a worthwhile setting, and perhaps to qualify for a bursary.

Messages (What will make your audiences understand and remember you)

Your messages will 'stick with' your audiences if they describe in an interesting way why your supporters should care, and what's in it for them.

For example, it is important that your messages convey the role your Auxiliary plays in helping to ensure that their children, other family members and friends have access to good quality care. In seeking to recruit youth volunteers, when developing your messages, you will also need to bear in mind that young people may feel that there are too many other choices of ways to spend their time, and that they are busy – so you will need to make the benefits of volunteering very clear and very positive and energetic.

Methods (How to achieve your marketing goals)

How can you best motivate your target audiences to act? Some options are:
Build your network: Nurture relationships with prospective "supporters" within relevant local organizations, from the Lions Club to the Chamber of Commerce.
Build your brand: Develop consistent messages, approaches, and materials so people know right away it is your Auxiliary they are dealing with.

Tactics (How you put your methods into action)

How you connect with your supporters will be based on your target audiences' habits and preferences, as well as which tactics work best to achieve your goals. Some examples might be:

- Build your network with local high school students by meeting with the local guidance counsellor, speaking to a student assembly, or inviting them to participate in a fun activity such as washing cars to raise funds for your Auxiliary.

Build your brand by developing talking points, training your Auxilians on public speaking, and refreshing your look, e.g. with a new logo reflected in print and electronic materials. You will find some information on the benefits of rebranding at
http://www.zenelements.com/blog/reasons-to-rebrand/

Resources (What it takes to get the job done)

Roles and Responsibilities

- Who does what?
- Can you rely on existing volunteers to do your marketing, or do you need to recruit new volunteers? Might you need to outsource some of the work to a local business? Might they give you a break on pricing?
- How much time will it take?
- How much training will be needed, and who will deliver that training?

Budget

- How much will implementing your plan cost? Ideally, you should begin the planning process with an idea of what you can spend, so you can plan realistically.
- How will you track expenditures and results in the coming year, to inform planning for the following year?

Benchmarks (What indicates success, or identifies opportunities for improvement)

Decide on three to five concrete, specific, and measurable steps to achieve each of your marketing goals. Some examples might be:

- Partner with two new organizations that can help you recruit Auxiliary members.
- Increase the number of articles in your local newspaper that mention your Auxiliary.
- Increase the number of incoming inquiries about opportunities to join your Auxiliary by 10% in the next calendar year.

Measurement (How you are doing against your benchmarks)

To measure your progress, or to give a clear early indication of where you may need to adjust your tactics, you need to know:

- What is working best so your Auxiliary can do more of it?
- What target audiences are engaged, and which do you need to engage differently?
- What messages are generating action, and what seem to be failing to motivate?

Here are examples of measurement tools that might work for you:

- Inquiries about your Auxiliary, in person, by telephone or through your website.
- Turnout at events.
- Online survey findings.

NOTE: Once you have developed a marketing strategy, and it has been approved by your local Auxiliary Executive, your next step is to identify every task that needs to be done, who tackles each task, and a start date and deadline for each task. If it is 'nobody's job', you can be certain that nobody will do it!

Local Media Relations for Auxiliaries

Media relations at the provincial or national level are the responsibility and purview of BCAHA's Provincial Office, and the BCAHA President or his/her designate is the official spokesperson of the organization.

At the local level, your health authority and local healthcare leaders will need to be advised if the media comes to you with a question, or you are planning to reach out to the media. This can be as simple as identifying the name and contact information of the person responsible for media relations with your health authority – your local healthcare leaders can assist you with that.

Here are some guidelines and techniques for increasing your Auxiliary's media relations success.

Establish an official spokesperson for your Auxiliary. Usually, this will be your president or Publicity person, but they may choose to designate another member who perhaps has experience and a greater comfort level in dealing with the media.

Develop, and regularly update a set of key messages about your Auxiliary, to be used when media opportunities present themselves, and in any media releases your Auxiliary may send out. These may include:

- how long your Auxiliary has been supporting healthcare in your community.
- how much money your Auxiliary raised over the past year, and if possible, how much it has raised since its inception.
- the value to be gained by those who volunteer, for example the opportunity for youth volunteers to apply for a bursary both local and Provincial.
- how the public can tangibly support your Auxiliary.

Please note that your Area Director or the Director of Marketing and Communications are available to assist you in developing and refining these key messages.

If a reporter contacts your Auxiliary with a query, be sure to respect their deadlines and to provide clear, concise information that will be of interest to their readers or viewers. Establish good working relationships with your local health authority's communications team and let them know right away about any media queries that come to you, which might have a bearing on their work.

If a reporter asks a question more appropriate for the health authority to answer, politely advise the reporter that you are not the right person to speak to that matter and suggest that they contact the health authority. Your health authority likely has a number dedicated to media calls – obtain that number from their communications team and keep that number handy. You may wish to invite the person responsible for your health authority's media relations to address one of your meetings, either in person or by teleconference, in the interests of collaboration and mutual understanding.

Here are some tips to help you come away from a media interview with a feeling of success.

1. Ask what the reporter wants to discuss and establish your own focus for the interview. For example, if they want to talk about changes to your local hospital, you might say "I am not the right person to speak about the changes themselves, but I will be happy to discuss with you how our Auxiliary has supported healthcare in this community over the past 60 years..."
2. Prepare for the interview. Decide on the three key points you want to make; write them down in clear, concise language; and find someone with who you can practice for ten minutes so you can get your messages across with confidence and positivity.
3. Back up what you say. Don't use numbers or examples for which you have no concrete proof; rather than saying "We are very successful at raising funds", say "We raised $450,000 last year for healthcare in our community."
4. Speak only to your area of expertise. If the reporter is interested in what your Auxiliary does, you are the ideal spokesperson – but if they have questions about a new treatment or some other specific aspect of healthcare, suggest the best person for them to contact.
5. Don't just say "No comment", as those two words on their own can be taken as a negative comment. Rather, say, "I can't comment on that, because it is not my area of expertise", or "I will be glad to discuss with you how our Auxiliary supports healthcare in our community, but in answer to that specific question I suggest you contact……"
6. Don't use the reporter's negative words, even to deny them. For example, if you were asked "Why can't the people working in your thrift store get along amicably?" you would not want to respond "I wouldn't say they CAN'T get along…" Instead, you might say "Good working relationships are very important to all of us in our Auxiliary, including in our thrift store, and here is what we are doing to ensure a positive experience for our customers…"
7. Don't bluff. If you don't know the answer, just say so. If it seems appropriate, offer to find the information, and call the reporter back; or refer them to another source, for example by providing your health authority's media relations contact number.
8. Don't get angry, evasive, or flippant. Keep your cool, and if the reporter's approach makes that impossible for you, tell the reporter you have time for just one more question, then you will need to let them go as you have another appointment.
9. Remember your audiences. Pretend your mother, your best friend, or the ideal future Auxilian is listening or reading…they just might be!

10. Avoid jargon – explain any technical words and phrases you might use. Speak in clear, easily understood language, or the audience may tune you out in self-defense.

11. How Social Media Can Increase Awareness and Support Recruitment

Social media is the term used for web-based and mobile technologies used to turn one-way communication into interactive dialogue. It's all about creating conversations, cultivating relationships online and maximizing your presence online to maintain relevancy, and it offers those who may not always be able to stop by in person a meaningful way to connect with you, wherever they may be. For your Auxiliary, it can be a valuable tool to help increase awareness and support recruitment, fundraise and, it is a useful tool to recruit and engage youth volunteers. In today's digital world, it is important keep current with these widely used communications channels.

Here are some recommendations to assist you in using social media to leverage the successes of your Auxiliary:

- **Create a website.** A website is a central place where people can go to learn more about what your Auxiliary is doing and how they can get involved. You can use your website to:
  - Share exciting news and announce activities in which your Auxiliary is involved.
  - Provide a call to action for potential volunteers and provide a 'digital space' where people can sign up to volunteer with your Auxiliary. Include a sign-up form on your website to make it easier to attract and recruit new volunteers.
  - Boost the legitimacy of your Auxiliary – most organizations, charities and non-profits today have a website. Don't get left behind!
  - Fundraise to raise money online for your Auxiliary through on line platforms like, Canadahelps.ca, Benevity.com are just some known to BCAHA.
- **Create a Facebook Page**. Facebook is the most popular social media tool today; on average, users spend approximately forty minutes per day on Facebook. This is an excellent opportunity to show the human side of your Auxiliary. Using Facebook, you can:
  - Build an engaged following; as more people "Like" your page, all your updates will appear on their newsfeed. This increases your reach.
  - Share interesting things happening in and around your Auxiliary.
  - Recognize volunteers and encourage volunteers to participate online. Have volunteers post a "selfie" (a photo of themselves they have taken on their own cell phone) showing them volunteering. Encourage them to like, share and comment on your posts.
  - If you have a gift shop most carry clothing lines, put your newest clothing in your gift shop on your Facebook page, you will be surprised at the people who come shop at your gift shop. Thrift Stores can post this as well not just what's on sale today.

Engaging with users online is a great way to garner relevancy, gain more visibility and strengthen relationships, and create a go-to place and hub of activity for your Auxiliary. Again, this is one area of expertise you may wish to search for as you recruit volunteers – many potential volunteers, as well as your current Auxilians, use social media to keep in touch with friends and family, and stay "up to speed" with events in the world that are of interest to them.

Your Auxiliary should have a Social Media Policy as well, just so you are protected and there are ways to handle different issues that may arise. Here is an example of a policy:

Policy & Procedure – Social Media

1.0 PURPOSE

This social media policy exists to ensure members, regardless of their positions with the Auxiliary, use the social media accounts in safe and effective fashions. Although social media can benefit the Auxiliary – especially in terms of marketing and communication – poorly-judged activity can hurt the Auxiliary's reputation.

2.0 POLICY

2.1 This social media policy presents and explains the rules governing social media use. It follows that this policy describes how designated volunteers must administer the social media accounts.

2.2 For the purpose of this policy, social media may refer to as:

Popular social networks like Facebook, Instagram, LinkedIn, Tik Tok, Auxiliary website.

2.3 Goals and purposes of Social Media Accounts

2.3.1 Announcing information pertinent to auxiliary members such as meeting dates.

2.3.2 Announcing information pertinent to the public such as sales or fundraising projects, the great things we do in our communities.

2.3.3 Interacting with the public, including responding to questions via the website contact address

2.3.4 Advertising and marketing the Gift Shop and Thrift Shop

3.0 PROCEDURES

3.1 Before posting, administrators should become familiar with the network by researching what is and is not acceptable

3.2 Basic Advice and General Guidelines for the Social Media Administrators:

3.2.1 Adhere to these standards to avoid common social media mistakes:

3.2.2 Only designated administrators will be allowed to post.

3.2.3 Before positing, administrators should become familiar with the network by researching what is and is not acceptable.

3.2.4 When the administrator makes a factual error in a post, they must create and update to correct it.

3.2.5 Beware of potential security threats. Hackers can use social networks to distribute spam and malware. They should report suspicious activity to the executive.

3.2.6 Protect the privacy of Auxiliary members.

3.3 Approved Users

3.3.1 Only approved administrators may access the Auxiliary social media accounts to perform the tasks.

3.3.2 The Auxiliary Executive will grant authorization. The Auxiliary only approves certain members to ensure its social media voice and approach stay consistent, aligning with marketing and service objectives.

3.3.3 Persons must have a minimum of 2 years' experience with working on websites and social media postings.

3.4 Inappropriate Uses

3.4.1 Conduct illegal or criminal activities.

3.4.2 Distribute material that could be interpreted as libelous or defamatory.

3.4.3 Share updates, images and messages that may tarnish the Auxiliary's public image.

3.4.4 Discuss colleagues, customers and suppliers without their expressed consent.

Think ahead and be prepared for your must successful year of fundraising and community building for your auxiliary.

Now that your Auxiliary Presidents know how to do a zoom meeting online, maybe start holding training sessions to be sure everyone in your Auxiliary knows how to do this and take turns in your executive to hold one zoom meeting in a month for the executive meetings. Always think outside the box. As you all know that with the pandemic that hit in 2019 and carried on to 2021 and even some in 2022 still it, is important to keep your Auxiliaries alive and thriving by going to Social Media; it is so much easier to do this. All the best in your experience of meeting your goals.

SECTION 8

ENGAGING YOUTH VOLUNTEERS

Engaging Youth Volunteers

Many Auxiliaries consider young volunteers an essential part of their operations, and clearly there can be strong mutual benefit: youth volunteers can bring a fresh outlook, different skill sets, and a new way of connecting to the community, while they in turn can derive valuable experience, accumulate volunteer hours that are required for graduation, and perhaps discover whether a healthcare career might be right for them.

Miscellaneous Volunteen/Youth Volunteer Policies and Practices

1. **Each Volunteen/Youth Volunteer** program is autonomous with the framework of the institution it serves, and as such, each group makes its own rules and regulations.

2. An Auxiliary sanctions a **Volunteen/Youth Volunteer** program, and then appoints an Advisor/Convenor for their membership. It is advisable for this person to be part of the Auxiliary Executive to facilitate better liaison between the health care facility and the Auxiliary, and to ensure the perspective of youth volunteers is reflected in Executive meetings and discussions.

3. **Volunteen/Youth Volunteer** must be sponsored by an Auxiliary in order to wear the Provincial Youth volunteer/Candy Striper pin.

4. The **age range** for the Volunteen/Youth Volunteer is set by each individual health care facility. Suggested age is from 14 years old to the completion of their education (this would include college and university).

5. **Uniforms** vary in each facility. Although the traditional uniform for **Volunteens/Youth Volunteers** in many Auxiliaries is a smock, tunic, or apron made of red and white striped material, worn with a white skirt or pants, a T-shirt, shirt or vest of either red or white with an appropriate logo and other identification may be an alternate choice.

6. **Volunteen/Youth Volunteer Awards:**
   - At **1,000** and **1,500** hours a Certificate of Merit and appropriate hour pin is given.
   - Other hour awards are at the discretion of the sponsoring auxiliary.

7. **Hours:**
   - **Hours can be transferred provincially between health Care Facilities**
   - The number of required Volunteer hours is at the discretion of the sponsoring auxiliary.

8. **Statistic Reports:**
   - Up-dated statistics are the responsibility of the sponsoring auxiliary
   - These are to be submitted to the Provincial Youth volunteer Chair.

9. **Uniforms:**
   - Style and cost are at the discretion of the sponsoring auxiliary.

10. **Membership:**
   - The Volunteen/Youth volunteer is a **Junior** member of the Auxiliary.
   - Dues are at the discretion of the sponsoring Auxiliary

11. **Area of work, Duties:**
   - This is determined by the sponsors' Volunteer Chair in conjunction with the current Health Care Facility administrator and in compliance with the local Health Authority's guidelines.

12. **Expenses:**
   - The Provincial Chair shall be reimbursed for attending a maximum of **Four** Youth Volunteer conferences per year.
   - The Provincial Chair shall be reimbursed for attending the bi-annual Youth Volunteer conference.

13. **Biennial Conference:**
   - The Provincial Chair shall preside over the conference.
   - In conjunction with the hosting auxiliary, the program and budget are to be submitted at the Mid Term board meeting prior to the conference.

Guidelines for a Volunteen/Youth Volunteer Handbook

The following topics are recommended sections in a handbook for Volunteens/Youth Volunteers, to be given to them at the time of acceptance into your auxiliary's youth program.

- Mission Statement/Information about Sponsoring Auxiliary
- Health Authority Values and Guiding Principles
- Contact Information of sponsoring Auxiliary
- Introduction: what a Youth Healthcare Volunteer can expect to gain and to give.
- Sponsoring Auxiliary Bursary requirements (if applicable).
- Program Details, including fees (if any), duration, and required hours
- Orientation and Training

- Policies and Guidelines, including confidentiality, safety, infection control and dress code
- Insurance coverage

Volunteen/Youth Volunteer Pledge

The engagement of Volunteens/Youth Volunteers may be strengthened by their reciting a formalized pledge. Here is an example, which you may personalize to your own Auxiliary's Youth Volunteers:

Believing that the Healthcare Facility has real need of my services as a Volunteen/Youth Volunteer:

I will be punctual and conscientious in the fulfillment of my duties and accept supervision graciously;

I will conduct myself with dignity, courage and consideration;

I will keep confidential all information which I may hear directly or indirectly concerning a patient, doctor or any member of the staff and will not seek information in regard to a patient;

I will take any problem, criticisms or suggestions to my Chair or the Volunteen/Youth Volunteer Advisor/Convenor;

I will endeavour to make my work of the highest quality;

I will uphold the traditions and standards of my Facility and will interpret them to the Community at large;

I pledge to serve in the capacity of a volunteer for at least a three-month commitment;

I promise to respect the facility's ethics and abide by the facility's regulations.

Volunteen/Youth Volunteer Affirmation

May we as Youth Volunteers come together
to help contribute to the good work of our Auxiliary.
When supporting patients, families, and care providers
May we serve with generosity, discretion, and gentleness.
May both wisdom and humility direct our united efforts
To do for others as we would have them do for us.

Guidelines for a Volunteen/Youth Volunteer Conference

Friday

Registration

Refreshments/Get acquainted party – entertainment

Saturday

Registration

Youth parade to their seats in uniform (optional)

Opening – affirmation, pledge and welcome

Minutes or report from previous Conference

Opportunity for Volunteens/Youth Volunteers to speak on activities of their local group

Keynote Speaker

Break

Speaker/Workshop

Lunch

Speaker/Workshop/Activity

Tours of Facilities – if applicable

Open Discussion and Question period

Announcements

Refreshments

Adjournment

This is a simple guideline, and you may change it to suit your needs. For example, you may decide to hold a two-day conference, which many auxiliaries prefer.

A delegate fee is usually charged to each Member attending to defray expenses. It is important to set **your delegate fee according to your budgeted expenses** although in many cases the Auxiliary generously assists the Volunteens/Youth volunteers financially, and BCAHA may also contribute to help defray expenses**.**

Budget Information – Youth Conference

Here is the information it will be useful to record related the Youth Conference you are planning, both to assist in budget allocation, and for future reference.

LOCATION _____

DATE _____

Income	**ESTIMATE**	**ACTUAL**
Registrations _____ @ _____	$ _____	$ _____
Other Income $	$ _____	$ _____
Total Income	**$ _____**	**$ _____**
Expenses		
Banquet/Lunches	$ _____	$ _____
Coffee breaks, juices, pastries _____		S _____
Entertainment	$ _____	$ _____
Equipment Rentals	$ _____	$ _____
Florist	$ _____	$ _____

The BCAHA Volunteen/Youth Volunteer Bursary Program

The British Columbia Association of Healthcare Auxiliaries appreciates the work of Volunteens/Youth Volunteers and has established a Tribute Fund to offer a bursary deserving students seeking financial assistance.

The application form for this bursary is available on the BCAHA website at http://www.bchealthcareaux.org/youthvolunteerprogram.htm. It can be found under Members and then under Forms and Resources.

BCAHA also encourages our member Auxiliaries to provide bursaries for youth entering the healthcare field. In 2021, member Auxiliaries distributed $249,409.59 in bursaries to young people in BC.

Responsibilities of the Sponsoring Auxiliary:

1. Volunteens/Youth Volunteers should be actively engaged, for example invited to assist at Auxiliary functions such as teas, fairs, blood donor clinics, etc., wearing their uniform.

2. The sponsoring Auxiliary shall host an annual recognition and awards ceremony honouring all Volunteens/Youth Volunteers in the program. Reasonable costs for awards and supplies are to be covered by the Auxiliary.

3. The sponsoring Auxiliary should budget for an annual scholarship/bursary, develop criteria to choose a deserving recipient and present the award at the high school Graduation ceremony.

4. Social events, such as a Christmas party, or year-end dinner are encouraged with as much interaction between the Auxiliary and the Volunteens/Youth Volunteers as possible. At least one event should include and invitation to the parents of the Volunteens/Youth Volunteers.

5. At least one member of the sponsoring Auxiliary shall participate in the Volunteen/Youth Volunteer orientation program, providing information such as to when the Auxiliary was founded, its successes and who the Auxiliary members are; the Auxiliary's responsibilities; and the Volunteens/Youth Volunteers' responsibilities.

6. Uniforms shall be purchased by the health care facility, or the sponsoring Auxiliary.

7. Name tags shall be provided.

8. Auxiliaries must provide an Auxiliary chaperone to attend all Conference sessions with the Volunteen/Youth Volunteer delegates.

9. Expenses for attendance at Volunteen/Youth Volunteer Conferences (Area & Provincial) shall cover registration, food and accommodation for an Auxiliary delegate, the Volunteen/Youth Volunteer Chair and an appropriate number of youth delegates. All delegates should attend an Auxiliary meeting and report on what they learned at these Conferences.

SECTION 9

BCAHA TRIBUTE FUND AND YOUTH BURSARY PROGRAM

BCAHA's Tribute Fund and Youth Bursary Program

The BCAHA Tribute Fund makes it possible for the organization to award bursaries to qualified and deserving students.

Purposes:

- The Tribute fund was established to assist in the education of deserving students enrolled in post-secondary education, at a recognized institution, in a human health care field, by the awarding of bursaries.

- The Tribute Fund will provide the opportunity for member auxiliaries, individuals, and businesses to make donations for which a tax-deductible receipt will be issued

STANDING COMMITTEE

- The Standing Committee shall consist of all officers of the Tribute Fund.
- The committee shall elect the committee chair at its first meeting following the annual general meeting.
- A quorum of the committee shall be (3) three members.
- The Bursary committee shall be responsible for establishing the qualifications for bursary applicants, format for bursary applications, amount of bursary to be awarded and selection of bursary recipient(s).

Applying for a BCAHA Youth Bursary

This application form is available on the BCAHA website: www.healthcareaux.org in the Member Resources section.

FORMS

All forms can be found on the BCAHA website: www.bchealthcareaux.org in the Members Section, Forms and Resources.

The Forms are:

- Annual Review
- Slate of Officers
- Notice of Change of Executive
- Area Dues (for each area)
- BCAHA Dues
- Membership Transfer Request
- Bursary Fund Application

Note: The Annual Review Form is for the period January 1 to December 31. It is to be returned to the BCAHA Secretary. It is important that these statistics be filled out for this time period and not according to the Auxiliary AGM or year- end. Each auxiliary has their AGM and/or year-end in a different month so it is not feasible to wait until then for the information. These statistics are used in the BCAHA AGM booklet which goes out to Auxiliaries, Government Officials, and Healthcare Officials and it needs to be prepared and printed in a timely manner.

**** As the number of volunteers for the BCAHA dues and the number of volunteers for the Annual Review are both to be done for December 31, these numbers should be the same.**

The Slate of Officers is the Executive that is in place as of December 31. The Notice of Change of Executive is to be filled when new officers/directors are changed after the Auxiliary's AGM. These forms are to be sent to the Secretary so that contact information can be updated. This will help ensure that important communications/emails will be received by the Auxiliary in a timely manner.

The Area Dues go to the Area Director of the area that the Auxiliary is in. The current address to be used is on each form.

The BCAHA dues go to the Director of Finance. The current address to be used is on the form.