

# **SECTION 5 - POLICIES AND PROCEDURES**

## **5.1 GOVERNANCE - EXECUTIVE**

### **Policy**

BCAHA is committed to fulfilling its legal, ethical and functional responsibilities in operating the business of the Association and providing ongoing education and support to its Members.

### **Procedures**

1. Create and keep current governance policies and procedures for conduct of the business of the Association.
2. Periodic review and update Constitution, Bylaws, Position Descriptions, Terms of Reference, Policies and Procedures; monitor Board compliance.
3. Review and prioritize existing Goals established for the Association.
4. Develop strategies for membership retention, recruitment and development.
5. Develop a strategic direction plan and set priorities.
6. Establish and conduct annual performance evaluations for all board positions and committees.
7. Encourage education opportunities for Board members and Member Auxiliaries on an on-going basis.
8. Support and encourage communication initiatives on behalf of BCAHA and its Member Auxiliaries.
9. Generate revenue development for funding of growth activities.
10. Review and process resolutions for presentation at annual or special meetings of members.
11. Carry out all business of the Board between meetings.
12. Receive and consider committee reports and reports of the Executive Director.
13. Monitor workload of the Executive Director and assist President to determine priorities.
14. Provide periodic reports on Executive Committee activities to the Board.

## **5.2 GOVERNANCE - ROLE OF BOARD MEMBERS**

### **Policy:**

The Directors of BCAHA believe that all contributions and opinions of directors are important. Directors are expected to engage in candid and honest dialogue with respect for each other's differences. All are encouraged to speak openly at meetings without fear of censure.

### **Purpose:**

To participate as a member of a team that makes decisions, determines policies and creates programs and services to meet the needs of the members.

### **Reports to:**

Board members are accountable to the membership and the Board, and are governed by the BCAHA constitution, by-laws, policies and procedures.

### **Responsibilities:**

1. Understand and support the Vision, Mission, and Values, goals and objectives of BCAHA.
2. Gain knowledge of and comply with BCAHA's Constitution, Bylaws, Policies and Procedures.
3. Build relations with Member Auxiliaries and the provincial health care community.
4. Ensure financial responsibility.
5. Appoint and approve remuneration for the Executive Director.
6. Consult and cooperate with the Executive Director and provide input into the evaluation process.
7. Participate actively and knowledgeable in all Board meetings, Annual General Meetings, and any special general meetings.
8. Serve on committees of the Board as required.
9. Accept and fulfill duties of their particular position.

**Personal Characteristics:**

- Ability to listen, analyze, think strategically and creatively, and work with people individually and in a group.
- Ability to consider multiple viewpoints about controversial issues and communicate BCAHA's perspective effectively with members and stakeholders.
- Ability to prepare for, attend, and participate in board and committee meetings (including conference calls). Ask questions, take responsibility, follow through on a given assignment, and evaluate oneself.
- Willingness to develop certain skills if one does not possess them, such as understanding financial statements and learning more about the substantive programs of BCAHA.
- Honesty; sensitivity to the tolerance of differing views: a friendly, responsive and patient approach; community-building skills; personal integrity; a developed sense of values; and concern for BCAHA values.
- Experience in leadership.
- Team building skills.

### 5.3 CODE OF CONDUCT

The Directors of BCAHA commit themselves to ethical businesslike and lawful conduct, in a manner that best serves the Association, the Member Auxiliaries and the Provincial health care system.

Accordingly:

1. Directors must demonstrate loyalty to BCAHA by upholding its Constitution, Bylaws and governance policies and by supporting its vision, mission, and values.
2. Directors must ensure ethical practices are followed in association business practices, responsibilities and human resources.
3. Directors must be vigilant in monitoring the Association's compliance with its purposes, its governance policies and its finances.
4. Directors will exercise individual authority over the Association only as set forward in board policies, position descriptions, and committee terms of reference.
5. Directors must accept and support the Board's decision regardless of personal agreement with the decision.
6. Directors may not apply for employment with the Association.
7. Directors will not make negative verbal, written or other assessments of the Executive Director, or the Board as whole or individual board members.
8. Directors with complaints about Board functioning or Board members will refer their complaints to the President or Vice-President for resolution.
9. Directors will not act as spokesperson with the media, public or other entities unless authorized to do so by the President of the Board or by the Board.
10. Directors shall respect issues of confidentiality, which includes in-camera meetings of the Board, and all Board discussions prior to the determination of action or decision.
11. Directors will ensure that their responsibilities to BCAHA take precedence over the interests of their own auxiliary.
12. Directors will be informed of the Code of Conduct upon election or appointment.

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[print name]

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[signature]

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[date]

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[witness]

## **5.4 POLICY - EDUCATION - PROGRAMS**

### **Policy**

BCAHA is committed to strengthen member auxiliaries through education, information and support.

### **Procedures**

1. Evaluate current resource materials
  - Assemble BCAHA current education and training materials.
  - Review materials for pertinence and clarity.
  - Evaluate materials and identify update requirements.
  - Revise and restructure programs and materials as deem advisable.
2. Develop Additional Program Concepts
  - Brainstorm to identify and prioritize additional education and program needs.
    - Inward focus – Education for Board
    - Inward focus – Education for Areas
    - Outward focus – Education needs of member auxiliaries
  - Canvass board and member auxiliaries for program requests.
  - Consider criteria and prepare program outline.
  - Consider possible methods and medium for program delivery.
  - Create short and long-term plans and budget for program delivery.
  - Source materials and resources for program development.
  - Present recommendations and budget for board approval.
  - Engage consultant/facilitator to initiate program delivery.
  - Create and initiate advertising and marketing plans.
  - Prioritize and deliver of programs.

## **Evaluation**

- Committee review and compare progress with projected timeline.
- Create evaluation form and circulate for feedback.
- Review returned evaluation forms and prepare summary.
- Progress report to Board.

## **5.5 POLICY - EDUCATION - CONFERENCE**

### **Policy**

BCAHA is committed to strengthen member auxiliaries through education, information and support.

### **Procedures**

Plan and coordinate all aspects of the annual provincial conference.

Pre Conference:

1. Research and book conference facilities and accommodation for future conferences, (directed by the list of future locations decided by the board).
2. Consider requirements and arrange:
  - Catering
  - Workshop placement
  - Facility options
3. Discuss protocol and assistance needed with Host Auxiliary.
4. Arrange for any relative gaming licenses.
5. Confirm banquet and reception arrangements and costs.
6. Obtain speakers/presenters/audio-visual provider.
7. Prepare budget and program for presentation to mid-term meeting.

8. Compile information package to be mailed to the auxiliaries containing:
  - Registration form
  - Hotel information
  - Full program
  - Nearby accommodation information
9. Send out letters to exhibitors and book exhibit space.
10. Confirm the list of audio/visual equipment is completed for each speaker/presenter.
11. Forward and confirm with audio/visual provider.
12. Ensure speakers/presenters are aware of the need for handouts.
13. Confirm date/ timing etc. for speakers.
14. Arrange for gifts/honorariums for speakers/presenters.
15. Obtain bios on all speakers/presenters.
16. Source and acquire suitable entertainment.
17. Obtain committee reports, resolutions and/or nominations.
18. Receive delegate registrations, update registration worksheet.
19. Confer with Director of Finance regarding method for deposits of registration fees.
20. Process registration forms.
21. Assign workshops.
22. Calculate number of delegates attending.
23. Compile list of delegates.
24. Prepare evaluation forms.
25. Confirm final program with designated rooms and speakers names.
26. Prepare nametags & inserts.
27. Arrange board assignments for conference duties.

## Conference

1. Ensure all signs, and audiovisual equipment are in place.
2. Ensure the exhibitors are set up and power/tables are in place.
3. Ensure that the banquet tables are numbered or a system is in place for designating tables for delegates.
4. Assign a board member to provide delegates with a table number or other form of designating delegates to tables.
5. Ensure table favours/menus are on each table.
6. Ensure that all gifts/honorariums for speakers are on hand.
7. Drop in at workshops to ensure things are running smoothly.
8. Arrange for each Workshop Hostess to:
  - Check with speakers prior to start of session to determine if they require help with audio/visual equipment or handouts.
  - Call the session to order on time.
  - Welcome participants to the session (identify topic).
  - Give a brief introduction of speaker.
  - Assist speaker with audio/visual equipment as needed.
  - Following conclusion of the presentation, call for questions, and give directions as to using floor mikes etc. if appropriate.
  - Keep discussion on the topic and be aware of time.
  - Call the session to a close on time.
  - Thank the speaker and participants.
  - Present gift/honorarium.
9. Arrange for Director of Finance to:
  - Review budget and expenditures to date.
  - Assign Board member to arrange “sheets and pencils” for silent auction.
  - Assign Board member or Hosting Auxiliary member to set up “prize ticket table”.
  - Have petty cash available.



- Check periodically throughout each conference day with volunteers manning the sales areas to ensure they have sufficient cash on hand/or issue interim receipts for surplus funds. (*Utilize hotel's safety deposit box service for excess cash/cheques until convenient to deposit to the BCAHA bank account*)
- Accept and control funds from the 50/50 draws each evening.
- Ensure funds are deposited in a timely manner to the bank account.
- Appoint two or more assistants to receive cash proceeds from Silent Auction at the time designated for the auction to close.

10. Arrange for Past President to:

- Obtain corsages for previous BCAHA Past Presidents attending the Conference and Annual General Meeting.
- Obtain flowers for installation of Board Members.

### **Post Conference**

1. Arrange for Executive Director and Director of Finance to review hotel invoices.
2. Arrange for brief summary of income/expenses for post-conference Board meeting.
3. Review evaluation sheets and prepare summary report.
4. Prepare thank you letters to Host Auxiliary, speakers and others as appropriate.
5. Confer with President and arrange for invitation letter to next conference host auxiliary.
6. Arrange with Director of Finance for final statement of income/expenses.

## **Provincial Conference – Attendance**

Only those Auxiliaries who are members of the British Columbia Association of Healthcare Auxiliaries may attend the Provincial Conference.

The Provincial President may invite potential new members as observers.

### **Non-Members**

1. Individuals who are not members of BCAHA wishing to attend the Annual General Meeting and/or Conference will be required to complete and submit a registration form and pay full fees.
2. Non-members will be asked to register immediately upon arrival at the Annual General Meeting and/or Conference.
3. Guests invited by the BCAHA President are not required to pay the registration fee.

### **Conference Protocol**

1. All invitations to attend the AGM or any other conference functions are extended by the BCAHA President to dignitaries (BC Minister of Health, Mayor, Area Health Authority representative) or any other non-member guests as determined by the BCAHA board.
2. Requests for funding donations or sponsorship are made by the BCAHA President or Conference Chair.
3. Suggestions of possible funding donors or sponsorship opportunities are always welcome from the Host Auxiliary and should be directed to the Conference Chair.

### **Host Auxiliary Assistance Areas**

**Theme Suggestions** - Each year a different theme is chosen by the board from suggestions from the hosting auxiliaries. We do have a list of themes from previous conferences that can be provided.

**Delegates Materials** – The hosting auxiliaries usually assemble materials such as community information, promotional material, pens, note pads, list of nearby restaurants, information regarding nearby shops, drug store, drop in clinic, tec. Plus any other goodies they can come up with as well as a bag to hold the materials. (Any expenses would be allocated as decorating expenses.)

**Registrations** – The hosting auxiliary will be responsible for maintaining the listings of registrations, and a spreadsheet will be provided for this purpose. Details of the lists that will be provided etc. are on a separate sheet. The registration forms sent by the auxiliaries will be directed to the BCAHA office, and copies of these forms will be sent to the conference committee on a weekly basis for input into the spreadsheet. The cheques from the auxiliaries will be processed at the BCAHA office by the Director of Finance and Revenue Development. It is also the responsibility of the hosting auxiliary to produce the Name badges for the conference.

**Stuffing** – 5 volunteers from the host auxiliary are needed for several hours during the week before the conference (usually on the Wednesday prior) to assemble the delegate's packages and conference badges.

**Workshop suggestions** – As the hosting auxiliaries have a firsthand knowledge of potential speakers from their area, we rely on the committee to work with the board to arrange for workshop presenters and keynote speakers for the conference, most of whom we find are willing to either donate their services or accept a reduced fee largely because of a developed relationship with the host auxiliary.

**Manpower** – We will need volunteers from the host auxiliaries to cover shifts for registration of delegates and monitoring the silent auction room.

**Entertainment** – We do have a small budget to pay for entertainment, if needed. At past conferences we have had entertainment at the Welcome Reception (usually Monday evening) and a speaker or musical entertainment at the banquet. (Budget amount \$600 - \$800 including SOCAN fees)

**Tours** – Most delegates arrive on Sunday and as the Meet and Greet reception is held on Sunday evening, if possible, tours to places of local interest which can be arranged by the host auxiliaries and are always appreciated by the delegates, should be scheduled to end by 5:30 or so at the latest.

NOTE: any transportation costs for tours would usually be allocated as an entertainment expense unless the cost is charged out to the delegates as tour costs (with admissions etc.).

**Decorations** – Planned and handled by the host auxiliaries. There will likely be a budgeted amount of \$600 - \$800 for decoration costs.

NOTE: In some instances the committee received some monetary donations from businesses. Those funds were used to cover decoration costs plus pay for insurance for donated vans used for the Sunday tours. We have also, at one time, received a donation of buses for the tours.

**Signage** – Workshop, silent auction room and other signage can be made by the host auxiliaries as part of the decorations if they wish. Signage plans should be discussed with the Conference Chair to avoid duplication and to ensure they are placed in accordance with the rules of the conference centre. In some circumstances, the facility prefers to make and place the signage.

**Door Prizes** – Usually the hosting auxiliaries arrange for door prizes – merchant donations and possibly some items “Saved” from the thrift shops, but please keep thrift shop items to a minimum. Number of prizes – 15 or so per day? Less is more, as there is only so much time for the draws.

NOTE: Timing and drawing of the prizes is decided by the Conference Chair after discussion with the host auxiliaries.

**Raffle Items** - We generally have a fund-raising raffle of 4-5 items. The hosting auxiliary usually looks after obtaining raffle items at the same time as they collect door prizes. Obtaining raffle license, buckets, cash floats, etc. are handled by the BCAHA office and Director of Finance and Revenue Development.

**Silent Auction** – Each auxiliary is asked to donate items to the Silent Auction. The host auxiliary is not obligated to donate to the Silent Auction, but most in the past have donated items and also used some of the larger door prize donations whether for the raffle or as silent auction items. (BCAHA D of F in charge).

**50/50 Draw** – Ticket sellers – Usually the host auxiliary is asked to obtain volunteers from the community (firefighter, etc.) to sell 50/50 tickets on the Sunday and Tuesday evening events. In past conferences the Area Reps also sell tickets. (Director of Finance and Revenue Development/BCAHA Office will handle license, float, counting money etc.).

**Host Auxiliary Expenses** – In the past the host auxiliary has paid committee costs for decorations, etc. from their general funds, and then submitted one invoice (with receipts) to BCAHA for reimbursement. BCAHA does not pay gas, mileage, ink or photocopying costs. **Please note – If it is not clear whether a proposed expenditure is an allowable expense, the host auxiliary should contact the conference chair to have that expense approved before incurring the expense.**

**Costume Night** – Usually at first evening event – costumes should tie in with conference theme if possible.

**Committee Conference Costs** - Host Auxiliary and Committee members attending conference sessions must be registered as delegates and pay the same registration fees as other auxiliaries.

Please also note that only registered delegates are entitled to attend workshops, the AGM, All delegates sessions, Town Hall Meeting, etc. even if a member is volunteering that day.

Food Cost Provision – There is a special provision allowing Committee members wishing to attend the Welcome Reception, Banquet and/or Breakfast to only pay food costs to BCAHA for all conference “food events” they will be attending.

Note – Food costs are calculated at actual per person event catering costs plus 12% HST and 15% gratuity.

Procedure – One week prior to conference – Host committee will need to provide the BCAHA office with a list showing names and what food events your members wish to attend. They will also need to arrange for the nametags and add the names to the guest count for catering purposes.

Hotel, catering, invitations to any guests, AGM, conference booklet, program, audio visual equipment rental, 50/50 draw, gaming licenses, exhibitors, etc. and anything else not listed above are duties usually assigned to the BCAHA board members.

## **5.6 POLICY - FINANCE - MANAGEMENT**

### **Policy**

BCAHA is committed to:

1. The establishment of adequate financial controls to ensure the implementation of the policies and decisions adopted by the Board, including budgetary matters.
2. Keeping the Board regularly informed of the Association's financial position.

### **Procedures**

- Empower the D of F to prepare the budget and present the reports of the Association's financial performance in relation to the budget.
- Provide orientation to all board members to provide clear and consistent understanding of financial management.
- All requirements relating to audit, to Canada Revenue Agency and society reporting are met with accuracy and timeliness.
- Evaluate and adhere to budget restrictions, ensuring that overall value is realized from the expenditures.
- Regularly review and monitor the Association's investments, ensuring adequate returns and acceptable risk.

## **5.7 POLICY - FINANCE - REVENUE DEVELOPMENT**

BCAHA consistently explore all sources of revenue in order to support and sustain the programs of the Association.

BCAHA adhere to the reporting requirements of CRA in all revenue development activities.

### **Procedures**

#### **Donations**

Create and develop an annual plan for soliciting donations from businesses, planned giving, bequests, gifts-in-kind and other donations.

Ensure that all “ask” letters that are developed, adhere to the Association’s branding policy.

Evaluate the results of the plan on an annual basis.

Make every effort to avoid competition with our member auxiliaries.

#### **Grants**

Annually research available grants to determine both short and long-term opportunities.

Determine individuals, either volunteers or contractors, with the skills to develop grant applications on behalf of the Association.

Monitor this activity ensuring that there is annual action taken, as appropriate.

#### **Gaming Activities**

##### **Procedures**

All gaming activities be conducted in compliance with guidelines and conditions issued by the BC Gaming Policy and Enforcement Branch.

##### **1. Raffles**

###### **1.1 Conference Raffle**

- Raffle to be conducted in conjunction with the annual BCAHA provincial conference.
- Confirm projected raffle revenue and expenses are included in conference budget.

- Conference Committee to determine appropriate number and approximate value for prizes.
- Member Auxiliary hosting the conference be requested (through provincial Conference Chair) to obtain suitable raffle prize donations.
- In conjunction with the BCAHA Conference Committee, obtain list and value of prizes; determine ticket prices, duration of raffle and timing for draw.
- Convey pertinent information to Executive Director for preparing and processing application.
- Review license and prepare tickets.
- Create and follow procedure for advertising, sales and control of funds, ticket stock and ticket stubs.
- Review guidelines and conditions set out by the BC Gaming Policy and Enforcement Branch and ensure conduct of raffle is handled in strict compliance with those requirements.
- Raffle Committee maintains records and ensures that the Executive Director receives necessary information for preparation of required reports to the Gaming and Enforcement Branch.
- Executive Director to provide Treasurer, Conference Committee and Raffle Committee with copy of all required reports and summaries.
- Financial report to board will be included as part of the Conference report.



## 1.2 Sponsored Raffle

- Review approved proposals, budget and board commitment to partner with sponsor to fundraise through operation of raffle.
- Obtain list and value of prizes; determine ticket prices, duration of raffle and timing for draw.
- Convey pertinent information to Executive Director for preparing and processing application.
- Review license and prepare tickets.
- Create and follow procedure for advertising, sales and control of funds, ticket stock and ticket stubs.
- Review guidelines and conditions set out by the BC Gaming Policy and Enforcement Branch and ensure conduct of raffle is handled in strict compliance with those requirements.
- Maintain records and ensure that the Executive Director receives necessary information for preparation of required reports to the Gaming and Enforcement Branch.
- Raffle Committee oversees conduct of draws, handles raffle finances and awarding of prizes to winner.
- Executive Director to provide Treasurer and Raffle Committee with copy of application, license, reports and summaries.
- Prepare income and expense statement and provide function and financial report to board.

### 1.3 Area and Youth Conference Raffles

- Obtain from Area Representative or delegate a list and value of prizes; ticket prices, duration of raffle and timing for draw.
- Convey pertinent information to Executive Director for preparing and processing application.
- Review license and prepare tickets.
- Instruct Area Representative of procedure to follow for advertising, sales and control of funds, ticket stock and ticket stubs.
- Instruct Area Representative of procedure to follow for conduct of draw, handling of finances and awarding prizes to winners.
- Maintain records and ensure that the Executive Director receives necessary information for preparation of required reports to the Gaming and Enforcement Branch.
- Executive Director to provide Director of Finance and Area Representative with copy of application, license, reports and summaries.
- Request income and expense statement from Area Representative

## 2. Percentage Draws

- Draws to be conducted in conjunction with the annual BCAHA provincial conference.
- Confirm projected percentage draw revenue and expenses are included in conference budget.
- Confer with Conference Committee to determine percentage rate for awarding of prizes.
- In conjunction with the BCAHA Conference Committee, determine ticket prices, number of draws, draw dates and timing.
- Convey pertinent information to Executive Director for preparing and processing application.
- Review license and arrange for ticket stock.
- Create and follow procedure for advertising, sales and control of funds, ticket stock and ticket stubs.
- Review guidelines and conditions set out by the BC Gaming Policy and Enforcement Branch and ensure conduct of raffle is handled in strict compliance with those requirements.
- Raffle Committee maintains records and ensures that the Executive Director receives necessary information for preparation of required reports to the Gaming and Enforcement Branch.
- Raffle Committee oversees conduct of draw, handles draw finances and awarding funds to winner.
- Executive Director to provide Treasurer, Conference and Raffle Committees with copy of all required reports and summaries.
- Financial report to board will be included as part of the Conference report.

## Evaluation

- Committee review and consider overall operation of each gaming activity on completion.
- Identify changes needed and update procedures for activity.
- Committee chair to record and maintain activity evaluations and submit report to Policy Committee annually or as requested.

## Product Sales

Continue to research items that will create excitement and enthusiasm while at the same time acting as a reminder of BCAHA.

Review and select suitable products, including pins and promotional items.

Determine profit margin and price items.

Maintain inventory and ensure that supply is current.

## **5.8 POLICY - FINANCE – EDUCATION**

### **Policy**

BCAHA is committed to strengthen member auxiliaries through education, information and support.

### **Procedures**

To establish a Provincial Education Fund specifically to meet the needs of BCAHA Board and specific education designed to meet the needs of member auxiliaries.

To establish a financial assistance fund to assist member auxiliaries in sending delegates to conference, where there is a demonstrated financial need. The fund may also be available to provide financial support of an education program for an area.

Review applications and disburse funds in accordance with established guidelines (see attached).

Evaluate effectiveness and amend as appropriate.

## **5.8.1 FINANCIAL ASSISTANCE FUND**

### **Purpose:**

To provide financial assistance for the continuing education of member Auxiliaries for any of the following purposes:

1. Assistance for registration and travel expenses to BCAHA Conference for up to four delegates from any auxiliary raising less than \$30,000 per annum.
2. Assist in funding a speaker presenting an educational program or workshop to an Area Conference subject to a \$500 maximum
3. Provide funding for a broad spectrum of educational materials for use at the BCAHA or Area Conference
4. Retain surplus funds for future educational needs of Member Auxiliaries

### **Guidelines:**

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

1. Assistance as per purpose (1) may include:
  - a. Conference Registration fee which usually includes banquet and one breakfast costs during the conference. Additional meals en-route 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
2. 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 Finance Committee Chair four (4) weeks in advance of when funding is required.
3. Requests for assistance for funding a speaker / workshop must be accompanied by a brief summary of topic(s) and outcomes anticipated.
4. Expenses must be substantiated by receipts and submitted to BCAHA Finance Committee Chair along with a report evaluating the conference or outcomes of the event within 30 days following.
5. The BCAHA Finance Committee shall have the option to grant a portion of the amount requested.

**5.8.2 FINANCIAL ASSISTANCE FUND APPLICATION FORM**

Name of Auxiliary \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number \_\_\_\_\_ E-Mail \_\_\_\_\_

Purpose (1) Conference \_\_\_\_\_ (2) Speaker or Workshop \_\_\_\_\_

Location \_\_\_\_\_ Date \_\_\_\_\_

Name of Delegates \_\_\_\_\_

Description of Workshop / Speaker's Topic: \_\_\_\_\_

<p><b>(1) Conference Expenses</b></p> <p>Registration \$ _____</p> <p>Accommodation \$ _____</p> <p>Travel \$ _____</p> <p>Total \$ _____</p> <p>Amount Requested \$ _____</p> <p>*****</p> <p><b>Please note:</b>  <b>Annual financial statement must be included with any application.</b></p> <p><i>Indicate how much your Auxiliary spent on education for your members during the last fiscal year.</i></p> <p>Amount spent on education \$ _____</p>	<p><b>(2) Speaker or Workshop</b></p> <p>Budget: <b>Income</b></p> <p>Registration fee x number  Registered \$ _____</p> <p>Donations (if any) \$ _____</p> <p><b>Total Projected Income \$ _____</b></p> <p><b>Expenses:</b></p> <p>Hall Rental \$ _____</p> <p>Typing, photocopying,  Audio-video, etc \$ _____</p> <p>Telephone, Fax \$ _____</p> <p>Speaker's expenses  (Travel, meals, fees) \$ _____</p> <p>Other \$ _____</p> <p><b>Total Projected Expenses \$ _____</b></p> <p>Amount Requested \$ _____</p>
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Forward application and relative documents to BCAHA, 200 -1333 West Broadway, Vancouver, BC. V6H 4C6

4 weeks in advance of need for funding

If approved, payment will be issued to originating Auxiliary (not an individual)

**For BCAHA Use Only:**

Date application received \_\_\_\_\_ Date grant approved \_\_\_\_\_

## 5.9 FINANCE - EXPENSE RATES & REGULATIONS

**To be submitted to the Treasurer within thirty (30) days of the event.**

### **Procedures:**

#### **Hotel Accommodation:**

- A. The Treasurer pays the hotel bill. Board Members are expected to share accommodation. If single accommodation is requested, the Board Member must pay one half, either directly to the hotel on check-out or to BCAHA.
- B. Prior to checking out of the hotel, Board Members will pay all personal expenses (phone calls, etc. their ½ room rate if applicable) charged to the room.
- C. Meal charges (especially if more than one person has been signed for at a meal): Board Member signing for meal should receive a copy of the bill, note who was included in the meal charge and submit it to the Treasurer with the expense account.
- D. Copies of bills should show the cost of good or service, HST, and any gratuity paid. The original bill usually shows all charges, the copy you receive, if you use a Credit Card or Debit Card does not.

#### **Transportation:**

- A. Board Member should travel together if possible, and purchase the least expensive air/bus fare. Copies of the original tickets etc. must accompany the expense sheet. Prepayment to the Board member may be paid on proof of purchase.
- B. It is suggested cancellation insurance be purchased. Any refunds because of cancellation must be repaid to BCAHA if the Board member has received prepayment.
- C. Board Members travelling by car are reimbursed at a rate of \$.50 per kilometer.

#### **Meals:**

- A. Claim out of pocket expenses at \$75.00 per day. Part day expenses at a maximum of \$15.00 for breakfast, \$20.00 for lunch and \$50.00 for dinner.
- B. Alcoholic Beverages are **Not** to be included in the per diem.
- C. Gratuities may be claimed.

Administrative expenses should be accumulated and submitted monthly. All original bills must accompany the expense sheet.



## **5.10 POLICY - MARKETING AND COMMUNICATIONS**

### **Policy:**

BCAHA is committed to creating a profile and a public image that is current and innovative in order to support the work of our members, and to remain relevant to healthcare in British Columbia. We commit resources, both time and money to this initiative.

### **Procedures - Marketing**

1. Maintain a professionally developed website with particular focus on the public face (keep all materials for member auxiliaries and in house use under the “for members only” tab).
2. Contract with a person who has the required skills and knowledge to be the website administrator.
3. Ensure that the contractor is consistently provided with accurate and up to date information.
4. Produce a professional report each year, and ensure a wide spread circulation to key stakeholders in British Columbia.
5. Ensure that all member auxiliaries have access to the BCAHA annual report to assist with wide spread circulation. The report also has the benefit of creating member pride.
6. Diligently monitor the use of the BCAHA emblem (and new logo when one is created) to maintain a professional standard. Either the Director of Marketing and Communications, or someone else assigned to this task (E.D., other staff, other director) needs to act as the clearinghouse for all materials created for BCAHA use.
7. Use of words also becomes a part of the brand. Therefore, all materials being created for public circulation need to be cleared through the Director of Marketing and Communications, or delegate.
8. Media appearances and other public presentations are best handled by a team (President, VP, Executive Director, Director of Marketing and Communications). In this way each individual has the support of the others in making statements and getting the story so that it is of the greatest benefit to BCAHA.
9. All directors, and to some degree all member auxiliaries need to seek out and promote opportunities for BCAHA to present publicly.

10. Health Care Auxiliary Day in BC has been proclaimed for May 10 each year. Members need to receive proclamations well in advance and be provided with ideas/suggestions on how to celebrate in each community. BCAHA needs to address the day at the provincial level.

### **Procedures – Communications**

1. The “for members only” section of the website needs to be created and maintained in such a way that material is easy to access and is kept current. The various committees of BCAHA need to be given this responsibility; however the website administrator will need to ensure that an overall standard is maintained. Useless and out of date ideas and materials must be avoided.
2. A handy reference for our members to other useful websites should be developed and maintained on our site. We must recognize that we cannot be up to date and current on all issues. Therefore, it is important that we are making the right referrals at the right time. (I.e., society act, CRA, provincial tax etc.)
3. The current website has the capacity to manage email circulation to specific groups (auxiliary presidents, treasurers, thrift shop managers, youth volunteer coordinators). This feature needs to be explored and promoted. The capacity is there to make the website our hub for all communications.
4. The BCAHA newsletter is undergoing significant changes both in content and circulation method. This publication reflects the BCAHA brand, and also has the potential to become a significant part of BCAHA's member retention strategy. Ensuring that the newsletter producer and the website administrator have the skills for this work is key to the success of this initiative, as is full cooperation and participation of all board members.
5. The directional documents of BCAHA (vision, mission, values, constitution and bylaws, policies and procedures, strategic plan) are essential elements for the association's success. Once these have all been updated, a system of consistent review must be created (likely led each year by the past president). It would be useful to introduce a method of overall board evaluation that included a progress report on the strategic plan.
6. While the primary objective of our conferences is member education, there is a secondary objective of member communication. It may be helpful to develop key messages in advance of these events, as opposed to leaving it to chance that the communications is clear, and gets delivered.

## **5.11 POLICY - YOUTH ENGAGEMENT**

### **Policy:**

BCAHA is committed to promoting the benefits of youth engagement to our member auxiliaries. Youth bring renewed energies to our work, contribute skills that we often lack and create a positive public perception. The young people often become attracted to healthcare careers and then their families become auxiliary supporters as well.

### **Procedures:**

1. Keeping a strong voice on the board of BCAHA is key. This can be accomplished by assigning youth engagement to one of the executive positions. Currently this exists as a function of the Director of Marketing and Communications; however, this could change with the different incumbent's skills and interests.
2. While the history of the Candy Striper has value, volunteer opportunities in healthcare and hospital settings has reduced. Therefore, we need to find other auxiliary programs where young people can volunteer. This work needs to be consistently promoted and explored. Sharing success stories from one auxiliary to another is necessary.
3. Young people need to be given a voice into what they do, how they do it and what they wear. It is incumbent upon BCAHA to provide education and training for all auxiliaries who are trying to learn the management techniques that support this degree of engagement.
4. Youth engagement must be a workshop at conferences, and must also be well presented on the BCAHA website and in the newsletter.
5. A youth conference needs to be held at least every two years and greater ownership of this conference needs to become a part of BCAHA's mandate (although this needs to be carefully done with inclusion from those youth coordinators who have carried the role for many years).
6. Support and promotion of Youth Engagement needs to become a budgeted item in BCAHA's financial plan.
7. Consideration needs to be given to the use of social media as a tool for promoting youth engagement.
8. Recognition of youth through bursaries and other means needs to be promoted and expanded.

## **5.12 NOMINATIONS**

### **Policy**

To seek the best qualified candidate for each available position in compliance with the bylaws of the Society

### **Procedures**

1. Review all officer and board member position descriptions.
2. Identify and maintain a list of interested or suggested candidates.
3. Encourage and accept suggestions throughout the year for prospective candidates.
4. Initiate preliminary contact and ensure that any potential candidate is willing and eligible to accept a position before adding them to the list.
5. At least sixty (60) days before the annual general meeting send notice and solicit nominations from members.
6. Set deadline for receipt of nominations.
7. Collect all received documentation and review nominations in committee.
8. Conduct telephone interviews with nominee. Confirm eligibility and willingness to stand.
9. Circulate copies of completed telephone interview forms for committee discussion and recommendation for action to be taken. (i.e. – follow up with candidates if multiple nominees)
10. Present nominee report to the Board and status of any remaining vacancies.
11. Send Nominating Committee report to all Members at least thirty (30) days prior to the annual general meeting.
12. Committee Chair will conduct the election of officers at the Annual General Meeting.
13. A copy of the Nominating Committee report and any other documentation and submissions must be submitted to the BCAHA office for future reference and safekeeping.

### 5.12.1 GENERAL NOMINATION INFORMATION

1. 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.
2. 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.**
3. Nominees for Provincial offices may be invited to attend the Pre-Conference Board Meeting as observers.
4. **Newly elected Directors for BCAHA shall be expected to attend the Post-Conference Board Meeting.**

### 5.12.2 NOMINATION CRITERIA

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

**The Deadline for Receipt of Nominations is \_\_\_\_\_.**

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. Bio of nominee's volunteer and work experience.

#### **Eligibility**

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

A nominee for the position of President shall have held a Director position on the BCAHA Board.

**Please send nominations to:**

BCAHA Nominating Committee Chair  
200 – 1333 West Broadway  
Vancouver, BC V6H 4C6

**5.12.3 NOMINATION CONSENT FORM**

I, \_\_\_\_\_ of the

\_\_\_\_\_

agree to allow my name to be placed in nomination for the position of

\_\_\_\_\_ of British Columbia Association of Healthcare

Auxiliaries for the \_\_\_\_\_ term.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

#### **5.12.4 GUIDELINES FOR RECRUITMENT OF BCAHA BOARD MEMBERS**

The Boards of not-for-profit organizations are composed of individuals who each bring diverse skills and levels of commitment. The overall balance of the Board is as important as the abilities of each individual member.

Consider:

1. How the prospective Board member and the existing Board will work together.
2. How the qualities of each prospective board member will influence the rest of the Board team.
3. Consider the individual Board member qualities needed to serve the Board effectively:
  - specific skills
  - ability to communicate
  - level of commitment.

Many essential Board member qualities are impossible to label and to assess objectively – such as:

- good judgment
- compassion
- respect for others

Consider prospective Board members for BCAHA by using a variety of selection criteria that include:

1. Show an interest in BCAHA’s Mission and the Auxiliary members that BCAHA serve.
2. A sense of integrity. Refer to BCAHA’s Code of Conduct of board Members.
3. Has the skills to work effectively with others – examples:
  - a team player
  - respects each member’s viewpoint
  - respects the democratic process
  - works effectively in a group
  - brings a reasonable self-confidence to the role
  - shares their viewpoint without bowing to peer pressure
  - communicates with tact and diplomacy

4. Show a willingness to learn and grow.
5. Needs to be interested in the growth and development of BCAHA.
6. Show enthusiastic support for BCAHA.
7. Commitment of time.

Prospective Board member must be both willing and able to carry out their responsibilities - being available for meetings and conference.



### 5.12.5 NOMINATING COMMITTEE ELIGIBILITY INTERVIEW

**Instructions: Complete this form to determine eligibility of suggested Board member candidates within 14 days of receiving suggestion or nomination.**

Nominating Committee Member Conducting Interview: \_\_\_\_\_

Date of Interview: \_\_\_\_\_

Candidate Full Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: Home \_\_\_\_\_ Work: \_\_\_\_\_ Cell: \_\_\_\_\_

Email: \_\_\_\_\_

Confirm qualification to fill position

Active member of BCAHA member auxiliary Yes No

Served as auxiliary President or in an executive position Yes No

Skills or experience of value to the Board:

Advised of requirement to attend board meetings Yes No

Advised of frequency of board meetings Yes No

Confirmed willingness to travel to board meetings Yes No

Regular use of electronic mail and ability to receive attachments: Yes No

**This candidate is willing to serve on the Board: Yes No**

If yes, advised them of date for AGM and next steps in process. Yes No

**5.13 MEMBERSHIP**

**5.13.1 MEMBERSHIP APPLICATION / RENEWAL FORM**

**BRITISH COLUMBIA ASSOCIATION OF HEALTHCARE AUXILIARIES**

200 – 1333 West Broadway, Vancouver, B.C. V6H 4C6

Tel: 604-714-2392 Email: bcaha@heabc.bc.ca Website: www.bchealthcareaux.org

Official Name of Auxiliary

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Mailing Address

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Postal Code \_\_\_\_\_

Telephone No. \_\_\_\_\_ Email Address \_\_\_\_\_

Health Care Facility Name \_\_\_\_\_

Date the Auxiliary was formed \_\_\_\_\_

Auxiliary Adult Members (including life) \_\_\_\_\_ Youth Volunteers \_\_\_\_\_

Is Auxiliary a registered BC Society \_\_\_\_\_yes \_\_\_\_\_no

Is Auxiliary a Canadian Registered Charity? \_\_\_\_\_yes \_\_\_\_\_no

Does Your Auxiliary:

Have a Gift Shop? \_\_\_\_\_yes \_\_\_\_\_no

Have a Thrift Shop? \_\_\_\_\_yes \_\_\_\_\_no

Have a Newsletter? \_\_\_\_\_yes \_\_\_\_\_no

Have a Website \_\_\_\_\_yes \_\_\_\_\_no

If so what is address \_\_\_\_\_

Receive Community Gaming Grant Funding? \_\_\_\_\_yes \_\_\_\_\_no

Receive funding through any other grants? \_\_\_\_\_yes \_\_\_\_\_no

Receive corporate sponsorship for events? \_\_\_\_\_yes \_\_\_\_\_no

Receive bequests or In Memoriam donations? \_\_\_\_\_yes \_\_\_\_\_no

Does your auxiliary have a paid person in any position?    \_\_\_\_yes    \_\_\_\_no

If YES, in what capacity? \_\_\_\_\_

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*[Date of Application/Renewal]*

*[Signature of President]*

**5.13.2 STATISTICS FORM**

**BRITISH COLUMBIA ASSOCIATION OF HEALTH-CARE AUXILIARIES**

200 – 1333 West Broadway, Vancouver, B.C., B6H 4C6

TEL: 604-714-2392 EMAIL: [bcaha@heabc.bc.ca](mailto:bcaha@heabc.bc.ca) website:

[www.bchealthcareaux.org](http://www.bchealthcareaux.org)

Membership as of December 31, 20\_\_ membership (including auxiliary life members)

**BCAHA Dues \$5.00 X \_\_\_\_\_ members = \_\_\_\_\_**

*Please submit membership dues & completed statistical form to the above address by January 31, 20\_\_*

*The dues reflect what is as at December 31. Any changes after that date will be reported later*

**Statistics are for Calendar Year 2012**

**\*If the President does not have email please supply an alternate contact in the space provided**

Auxiliary Full(Legal) Name \_\_\_\_\_

Health Care Facility Name \_\_\_\_\_

Auxiliary Mailing Address \_\_\_\_\_

President's Name \_\_\_\_\_ Home Telephone No. \_\_\_\_\_

**\*Auxiliary contact person name and email address** \_\_\_\_\_

Youth Volunteer Co-ordinator/Volunteer Co-ordinators Name \_\_\_\_\_

Phone \_\_\_\_\_ Email address \_\_\_\_\_

Auxiliary website address \_\_\_\_\_

<b>Membership &amp; Volunteer Hour Information: Hours</b>	<b>Number of Members</b>	<b>Volunteer</b>
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Auxiliary Adult Members (including life)	_____	_____
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Youth Volunteer	_____	_____
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**Services Provided/Programs (list)** \_\_\_\_\_

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**Donations:**

Health Care Equipment Purchases \$ \_\_\_\_\_

Patient Comfort Items \$ \_\_\_\_\_

**Bursaries/scholarships**

Number presented \$ \_\_\_\_\_ Amount of each \$ \_\_\_\_\_ \$ \_\_\_\_\_

Other (please provide description) \_\_\_\_\_ \$ \_\_\_\_\_

**Total donated in 2012** \$ \_\_\_\_\_

**5.13.3 LIFE MEMBERSHIP APPLICATION**

Life Membership in the British Columbia Association of Healthcare Auxiliaries may be granted to an individual Auxiliary member as a token of high esteem and not as a matter of course after 25 years or simply to thank a retiring president. A Member Auxiliary may submit an application under one of the following criteria:

1. Individual has served the auxiliary in an outstanding leadership and/or executive role for minimum ten years.
2. Individual has served the auxiliary providing long standing and reliable service and commitment for a minimum of 20 years.

Submit original application to BCAHA office together with a donation of \$ 200. payable to BCAHA Tribute Fund. A copy of the application should also be sent to the Area Representative.

Upon approval, a certificate and pin showing Provincial Life Member is presented to the individual, usually at the next BCAHA Annual Meeting. (Or, as alternatively arranged.)

Please complete the following: (Please print.)

Name of Auxiliary _____			
Address _____			
City/Town _____			
Name of Member to be honoured (as it should appear on Certificate) _____			
<b><u>LEADERSHIP/EXECUTIVE SERVICE</u></b>		<b><u>LONG STANDING RELIABLE SERVICE</u></b>	
Name(s) of Facility(s) of years	Number	Name(s) of facility(s) of years	Number of years
_____	_____	_____	_____
_____	_____	_____	_____
List executive/convenor positions		List activities and years of involvement	
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

1. List additional time and/or talents contributed to Auxiliary or Facility.

\_\_\_\_\_

\_\_\_\_\_

2. Has the individual previously received recognition or awards from her Auxiliary

YES \_\_\_\_ NO \_\_\_\_

If Yes, please list: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. Application has been approved by your Auxiliary Executive YES \_\_\_\_ NO \_\_\_\_

4. Please attach a letter outlining why individual is deserving of a Provincial Life Membership Award.

5. Enclose cheque for fee payable. (If application is declined, cheque will be returned to you.)

I acknowledge all future dues payable to BCAHA and to the Area Representative for the individual is an obligation, until death, of the sponsoring Auxiliary.

I affirm a copy of this application has been sent to the Area Representative.

Application submitted by: \_\_\_\_\_ Date \_\_\_\_\_

Position \_\_\_\_\_

Address \_\_\_\_\_ Telephone \_\_\_\_\_

E-mail \_\_\_\_\_

**OFFICE USE**

Date application received; \_\_\_\_\_

Board approval

\_\_\_\_\_

Date presented \_\_\_\_\_

#### **5.13.4 MEMBERSHIP DUES**

Members of BCAHA to pay annual dues in advance based on their Membership numbers on January 1

Dues to be included with statistics of previous year and sent to the BCAHA office by January 31

New Members of BCAHA joining before the AGM to pay full per capita dues

New Members joining between the AGM and September 1 to pay 2/3 per capita dues

New Members joining after September 1 to pay 1/3 capita dues

#### **5.13.5 PROVINCIAL MEMBERSHIP DUES**

##### **AGM Motion Date**

##### **Motion**

April 25, 2005

That BCAHA membership dues be increased by \$1.00 per capita (to \$4.00) effective January 1, 2006.

April 26, 2010

That BCAHA increase membership dues by \$1.00 per capita effective January 1, 2011.

Note – Current Membership Fees are \$5.00 per capita



### **5.13.6 AREA DUES**

<b><u>AREA</u></b>	<b><u>Amount of Area Dues</u></b>
EAST KOOTENAY	\$ 3.00
FRASER VALLEY	\$ 2.00
KOOTENAY BOUNDARY	\$ 3.00
LOWER MAINLAND	\$ 1.00
NORTHEAST	\$ 3.00
NORTHWEST	\$ 6.00
OKANAGAN MAINLINE	\$ 2.00
VANCOUVER ISLAND	\$ 2.00

### **5.14 BOARD ATTENDANCE**

#### **Policy**

Board Members are expected to attend each Board Meeting unless unable to do so due to personal illness, death of an immediate family member or other extenuating circumstances.

At the discretion of the Executive, a Board Member may be replaced if unable to fulfill their duties as specified in the Terms of Reference.

## **5.15 DIRECTOR RECOGNITION**

### **Policy**

Policy - One of BCAHA's values is recognition of volunteer contributions, and we will take every opportunity to do so. Directors give generously of their time and talent and warrant public recognition of this for doing so.

### **5.15.1 AREA REPRESENTATIVES**

At the Area Conference, the visiting BCAHA Executive member will present the retiring Area Representative with a Past Area Representative Pin and a small appreciation gift. (Value approx. \$25) – Paid from BCAHA general account funds (receipt required)

Note – the visiting BCAHA Executive member is responsible for the gift purchase.

### **5.15.2 PAST PRESIDENT**

On completion of the President's term of office, the newly elected President will present the retiring President with a Past President's pin, Life Member pin and Certificate of BCAHA Life Membership.

Note - The BCAHA office to have the Past President's pin engraved with a name and years of service.

### **5.15.3 EXECUTIVE**

At the provincial conference, BCAHA will present all retiring Executive Board Members with an appreciation gift. Dollar value – approx. \$25 each, Paid from BCAHA general account funds (receipt required).

Note – The BCAHA President is responsible for these purchases.

## **5.16 MISCELLANEOUS BOARD POLICIES**

### **Miscellaneous**

1. No two (2) members of the same family may serve on the Board of Directors concurrently.
2. At the Annual General Meeting and Conference, Mid Term Board Meeting and any Special Meeting at the call of the Chair; there will be shared accommodation wherever possible.
3. In the case of illness or death of immediate family of a BCAHA Board Member, the President of the Association will acknowledge by sending a card on behalf of BCAHA.
4. Directors shall be reimbursed for all true expenses while attending Board Meetings and the Annual General Meeting.
5. Executive Committee representative to Area Meetings shall be reimbursed for all true expenses incurred.
6. The President and Director of Marketing, Communication and Youth Engagement shall be reimbursed for all true expenses incurred while attending a Provincial Youth Volunteer Conference.
7. The retiring President WILL NOT present a gift to the BCAHA Board at the time of retirement from office.
8. The BCAHA Director of Finance and Revenue Development shall be responsible to allocate and replenish the following Impress/Discretionary Accounts:

\$1,000 to President

\$ 500 to Director of Marketing, Communication and Youth Engagement:

## **5.17 INSURANCE**

BCAHA is covered by the provincial Health Care Protection Plan as is our member auxiliaries. Please see the members' website for details or Section 6 of this manual.