



FORMING A NEW AUXILIARY

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1. WHY YOUR FACILITY NEEDS AN AUXILIARY

There can be no more valuable aid to a healthcare facility than an alert, well informed auxiliary to act as a link between the facility and the community. No matter what the population of your community or the total auxiliary membership, Auxilians will exert an influence in proportion to their numbers, their enthusiasm and their intelligent appreciation of the facility's needs.

2. PURPOSE OF AN AUXILIARY

The purposes of any auxiliary are dependent upon the needs of the individual facility. Good public relations is important to any facility and a well-informed auxiliary membership adds a positive value to the facility which reaches far beyond the limits of direct service to the facility.

Fund Raising is one of the best known and successful activities of healthcare auxiliaries. This important aspect of an auxiliary may be operating a gift shop within the facility, holding bazaars, teas, raffles or running a thrift store off premises or other projects deemed appropriate. An auxiliary works in co-operation with the facility management and/or healthcare foundation on approved projects to raise funds.

Volunteer Service within a facility by auxiliary members is done at the request of the facility administrator. Several facilities employ a Director of Volunteer Services who correlates the volunteer job requirements, provides training and supervision. All volunteers must respect Privacy of Information laws.

3. PRE-ORGANIZATION

a) APPROVAL OF HEALTH AUTHORITY AND ADMINISTRATION

Ensure facility administration supports formation of an auxiliary and approves use of the facility name in the name of the proposed auxiliary. Approval in principle of use of space in the facility will be required for any or all of the following:

- Gift shop
- Storage space
- Display case
- Meeting room
- Use of lobby area for bazaars
- Mail box for auxiliary

- Auxiliary office space (and possibly a computer for in-house email)
- Rights to operate and/or lease vending machine space, ATM, Newspaper box.
- Approval to utilize hospital printing services for photocopying.

b) PROSPECTIVE MEMBERS

Develop a list of prospective members and extend an invitation to friends, neighbours and acquaintances. Develop an eye-catching recruitment poster and post on church, college, business, supermarket, ski lodges, wineries and senior center bulletin boards. Seek newspaper and radio publicity. Set up a table in public places like shops or a mall. Write a Letter to the Editor. Talk to the Chamber of Commerce and ask your Welcome Wagon Host or Hostess to include your invitation.

4. EARLY ORGANIZATION

a) CONCEPT MEETING

The success of a healthcare auxiliary will be in direct proportion to the careful thought given its initial set-up. Guiding group action toward a common goal with maximum cooperation from each member calls for a leader with compelling conviction of the potential value of an auxiliary to the facility to transform that conviction into a tangible program.

- ✓ Call together the group of prospective members who have expressed an interest in forming an auxiliary. Discuss the potential advantages and value to the facility and the community and enjoyment for prospective members.
- ✓ Get names, addresses, e-mails and telephone numbers of attendees.
- ✓ Appoint a temporary leader (chairman) and a secretary to take notes.
- ✓ Invite the facility administrator to speak on the need for auxiliary/volunteer support.
- ✓ Invite a representative of a neighbouring auxiliary or the BCAHA Area Representative to speak on the work of an auxiliary, its successes and the personal rewards for an Auxilian.
- ✓ Ask each person to tell his/her interests in becoming part of an auxiliary.
- ✓ Ask each person present to develop a list of 10 or more prospective members and contact them.
- ✓ Promote strongly the concept of recruiting members while enthusiasm is high.

- ✓ Appoint someone to prepare a news release to obtain publicity and recruit potential members.
- ✓ Develop eye catching recruitment literature and ask someone to distribute posters to public bulletin boards located in supermarkets, doctors' offices, churches, colleges and senior's centers etc.
- ✓ Decide on time and location for the next meeting.

b) SECOND CONCEPT MEETING.

Temporary leader welcomes all attendees and reports on;
 previous activity by the concept group,
 value to facility and community of a new auxiliary.

- ✓ Get names, addresses, telephone numbers and e-mail address for attendees. Encourage each attendee to recruit new members who may become Charter Members as the Auxiliary is formalized.
- ✓ Establish liaison with facility Administrator and BCAHA Area Rep. and ask each to speak on potential activities and opportunities for a new Auxiliary.
- ✓ Discuss name for a new Auxiliary.
- ✓ Determine a meeting schedule for a new Auxiliary and discuss a desired program of educational topics. A well thought out program should be developed and repeated each year as the activities and needs of the facility do not remain static.
- ✓ Decide on proposed Auxiliary dues based on minimum fees payable to BCAHA and to BCAHA Area Representative plus whatever deemed appropriate for local needs. BCAHA fiscal year end is December 31 and recommends any new Auxiliary adopt the same fiscal year.
- ✓ Advise volunteers/auxiliary members that Risk Management insurance coverage (liability and Directors and Officers) is provided through the Provincial Health Care Protection Plan but does not include property insurance for those auxiliaries owning and operating Thrift Stores.
- ✓ Distribute volunteer application forms available on Health Authority website.

i) NOMINATIONS

Appoint or elect a nominating Committee of three people to report at next meeting names of persons willing to serve for the balance of the year as President, Vice-

President, Secretary, and Treasurer. Convenors of specific projects may also be elected directors. Elect a newsletter / publicity person if possible.

ii) CONSTITUTION AND BY-LAWS

Select a group to draft a Constitution and By-laws to be adopted at the next meeting. Area Representative can provide guidelines from neighbouring Auxiliaries. Ensure proposed by-laws do not contravene any Health Authority policy or conflict with BCAHA by-laws.

BCAHA recommends term of office for elected positions be for 1-year with provision that no person may serve for more than 2 (or 3) full consecutive 1-year terms in the same elected position. An exception may be for the Treasurer's position with a longer maximum term.

After the meeting:

- Notify local media to publicize the next meeting and recruit more potential members.
- Notify BCAHA office and Area Representative when the next meeting is scheduled.
- Confirm the program for the next meeting.
- Arrange for light refreshments to follow adjournment of the next meeting.

C) ORGANIZATIONAL / CHARTER MEETING

- ✓ Arrange for a few key people to greet everyone upon arrival and give a hearty welcome.
- ✓ Arrange in advance for attendance of BCAHA representative and/or active members of nearby Auxiliaries. Invite local facility Administrator, Director of Volunteer Services and Health Authority Chair to attend.
- ✓ Interim Chair calls meeting to order and assembly hears recommendations by the Nominations Committee. Elect Officers and Directors. Newly elected Treasurer to collect dues as determined at previous meeting. Charter members to sign membership scroll. (Various types of scrolls are available on the internet and can be downloaded without charge.)
- ✓ Confirm the official name of the Auxiliary and approve the proposed Constitution and Bylaws by motions by the members.
- ✓ BCAHA representative installs Officers and Directors for the ensuing year. Facility Administrator and Health Authority Chair offer congratulations and welcome.
- ✓ Promote attendance at next meeting and advise program/speaker that will take place.

- ✓ Invite participation in discussions during informal refreshment period following adjournment of Charter meeting.
- ✓ Set dates for an Executive meeting and next General Meeting.
- ✓ Adjourn.

After the meeting:

- Open a bank account for the auxiliary if not done following the second concept meeting.
- Complete BCAHA membership application form and remit dues to BCAHA office and Area Representative.
- Executive together with Administration establish procedure for periodic updates on facility changes including but not limited to number of beds, capital projects, method by which Auxiliary will procure equipment (or wish) list and selection as well as invoicing procedures.
- Commence development of Job (Role) Descriptions, Policies/Procedures, Rules of Conduct.

ORIENTATION, TRAINING, JOB (ROLE) DESCRIPTIONS, POLICIES

Some auxiliaries wish to interview prospective members themselves or may arrange with the paid Director of Volunteers to have this done. A membership application form provides a source of information to determine each member's interest, areas of expertise, time available and what types of activities they enjoy. It is vitally important that all members receive orientation to the facility and the Auxiliary. It may be necessary to seek professional training from facility staff depending upon the type of service or assistance required of the Auxilian.

ORIENTATION

Orientation to the facility:

- i) Arrange a tour of the facility indicating areas where auxiliary services are performed.
- ii) Review responsibilities regarding code of ethics, fire regulations, reporting lines of authority for unusual incidents.
- iii) Explain facility regulations regarding proper identification, smoking, parking, dress code.

Orientation to the Auxiliary:

- i) Discuss overall philosophy and policies of the Auxiliary and expectations of its members. All professional contracts for facility employees and support staff must be respected.
- ii) Criminal record checks may be required.
- iii) Provide each member with a copy of the Auxiliary Constitution and Bylaws.
- iv) Provide a list of auxiliary services.
- v) Provide a job (role) description for whatever specific duties being assigned.

TRAINING

The amount of training required should be commensurate with the difficulty of the task to be performed. The Auxiliary ensures the member is aware of the extent and limitation of the duties to be performed so that members do not overstep their boundaries.

It is essential to provide the tools and job (role) description necessary to perform the duty assigned.

JOB (ROLE) DESCRIPTION

A Job Description is perhaps better referred to as a Role Description to differentiate a volunteer position from a paid position. The Role Description is a detailed definition of the duties and responsibilities of the task to be performed. Role Descriptions should be developed for all Executive positions plus Directors/Conveners.

A typical description for an executive member would include (but not be limited to) the following:

Office (e.g. President)

Term of Office (e.g. 1 year, eligible for re-election for a second 1-year term.)

Accountability (e.g. Accountable to the membership. May delegate specific duties to Executive members and/or create committees as appropriate for the efficient administration of the Auxiliary.)

Responsibilities (e.g. President to be conversant with the Constitution

and Bylaws, Mission Statement and objectives of the Auxiliary. Presides over meetings of the Executive Committee and General monthly meetings. Encourages all members to participate in discussion and arrive at decisions in an orderly, timely and democratic manner.

President is an ex-officio member of all Auxiliary committees except the nominating committee. President is the primary spokesperson for the Auxiliary. President is designated by the bylaws as a signing officer.

Qualifications : Knowledge of aims and objectives of Auxiliary. Served as a project convener and/or other related executive positions.

Suitable Role Descriptions should be developed for a gift shop convener, a thrift shop convener, a public relations convener, a newsletter convener and whatever other conveners (directors) are elected or appointed to serve the Auxiliary.

POLICIES

BCAHA Auxiliaries utilize the Auxiliary Prayer (See Appendix One) to open regular meetings of the Auxiliary. Written Policies and/or Rules and Regulations would include the following topics.

Mission Statement

Each Auxiliary develops a Mission Statement which primarily but concisely outlines the purpose of the Auxiliary. It is suggested that statements governing vision and values follow the Mission Statement. The Auxiliary can then develop specific goals to be achieved.

Confidentiality

Each member of an Auxiliary must be cognizant of the need for confidentiality in **all** information that may be attained through contact with Health Authority staff and patients. The Director of Volunteer Services at the facility will emphasize the need for confidentiality and usually request a potential member sign a confidentiality statement.

Terms of Reference for Committees

Each Committee established by an Auxiliary should have a Terms of Reference approved by the Executive/Membership to define the purpose, the composition, the term of the committee, (standing or ad-hoc) accountability and responsibilities.

A typical terms of reference for a committee would: state the purpose of the committee, the composition (members) of the committee, the term, (1 year or commitment expected or as determined by the President) accountability, (reports to) responsibilities, and qualifications.

Other policy statements might include guidelines for membership awards (e.g. gifts), conference attendance, qualifications for nominees and life membership.

Rules and Regulations

For Auxiliaries operating Thrift Shops, establishment of rules and regulations at the outset will facilitate the smooth operation of the shop. BCAHA has on file a suggested format for a Thrift Shop Manual that may be useful and adapted to establishment of a new Thrift Store.

Similarly, a Manual for a Gift shop may be developed to guide volunteers in this fundraising effort.

Any policy on any discount accorded to Auxilians/Volunteers in either a Thrift Shop or Gift Shop should be clearly defined in Rules and Regulations.

BCAHA President or Members of the Board of Directors may be contacted for assistance:

BCAHA Secretary, 410 Summit Drive, Nanaimo, BC V9T 5R2

Email: info@bchealthcareaux.org

Website: www.bchealthcareaux.org
