

17.0 LOCAL PRESIDENT, COMMITTEE CHAIR, DVS INFORMATION**17.1 A SET OF RECOMMENDED PRINCIPLES FOR HOSPITAL VOLUNTEER ORGANIZATIONS**

1. Each organization should have a governing body known as its board.
2. Each organization should function with a set of bylaws. These should be supplemented by a set of policies and procedures which should be reviewed every two years and revised as necessary. Goals and objectives should be identified.
3. The members of the board shall include elected officers, directors and chairpersons of standing committees.
4. Officers and board members should have rotating terms and be re-elected only once to the same office consecutively.
5. To ensure continuity of the organization program, it is important that a vice-president or president-elect be designated as the president's successor.
6. There should be an executive committee, comprised of the organization elected officers, to function between regular board meetings at the call of the president. All actions of this committee are subject to board review and ratification at the next board meeting.
7. All treasurers should be bonded.
8. It is the responsibility of the organization president to distribute Partners of WHA, Inc., WHA and AHA literature to the board members. This material should be kept on file in the organization's office in the hospital, if it has one, in the office of the director of volunteer services, or in some accessible location of the hospital.
9. A standing committee is a permanent committee intended to deal with all matters relating to a designated subject. The number of such committees will vary with individual; organization's activities. Committees usually designate as "standing" include: nominating, membership, finance, public relations, volunteer services, shop (gift, thrift, or coffee), fund raising, community health education, and public policy education.
10. Each board member should have a manual containing the following:
 - a. Bylaws and policies and procedures.
 - b. Statement of the volunteer organization-hospital relationship.
 - c. History of hospital and the volunteer organization.
 - d. Hospital and volunteer organizational charts, showing channels of communication.
 - e. Description of present hospital programs and services.
 - f. Volunteer organization schedule of activities.
 - g. Projected goals for officers and chairperson.
 - h. Annual budget.
 - i. Jobs description for officers and committee chairperson.
11. Annual membership drives are recommended in order to maintain open membership.
12. There should not be pressure to have all hospital volunteers become members of the volunteer organization unless this is a hospital policy. However, volunteers should be exposed to what the volunteer organization is doing and be invited to join. Hospital personnel should be encouraged to become members (again if hospital policy permits) as well as others in the community.

13. Finance:

- a. It is a good idea for the hospital and the volunteer organization to have the same fiscal year.
- b. There should be a finance committee.
- c. The budget should contain projected income and projected expenses.
- d. Membership dues only may be used for the operating expenses of the volunteer organization.
- e. Books should be reviewed annually.
- f. The volunteer organization should be certain that its personnel and functions are adequately covered by insurance.

14. Volunteers:

It is recommended that all volunteer services be supported by the volunteer organization and administered by the hospital. Ideally, a director of volunteers, paid by the hospital, should head the volunteer department and be immediately responsible to the administrator. She/he should prepare job descriptions, plan assignments, supervise the volunteers, and evaluate their work.

A chairperson of volunteer services and as active committee can be most helpful in carrying out the responsibilities of the director. Such a committee can assist with: record-keeping, distribution of uniforms, counting hours, covering the office in the absence of the director, representing the director at meetings, planning and executing recruitment programs, planning additional programs for volunteers, planning and carrying out Career Days, etc. There should be mutual planning and assignment of responsibilities for both the director and the committee.

15. Job descriptions should be written for all volunteer positions. Job descriptions are written explanations of duties, responsibilities, and requirements for a given task. Their purpose is to explain what tasks are to be done. Every officer, chairperson, or individual volunteer should have a clear-cut description of what is expected of him/her in an assignment.
16. Written procedures for activities should be available. Procedures are written directions or instructions informing people on how to perform a given task, telling the volunteer to whom they report to and where to turn for assistance. Preparation of job descriptions and procedures for in-service activities is the dual responsibility of the hospital personnel and volunteer leaders.
17. Volunteer organizations are expected to send delegates to district meetings and state conventions. Funds for this purpose should appear as an expense item on the annual operating budget.
18. The volunteer organization must not expect personal contributions from officers to sustain them in the duties of their offices. No volunteer organization office should be limited only to those who can afford it. Funds for officers should be projected at the beginning of each year and entered as an expense item on the annual operating budget.

17.2 GUIDELINES FOR RECORDING VOLUNTEER HOURS

It is recommended that:

1. Volunteers sign in at a central location in the hospital. This provides a record for hospital personnel in case they have to locate an individual should an emergency arise, in the event of service related injury and also is a permanent record for those reporting their volunteer mileage, etc., to the IRS for tax purposes.
2. All hours worked for the benefit of the hospital, both in-service and out-service be recorded.
3. The Director of Volunteers or a specified hours chairperson keeps the recorded hours, with the permanent hours records being kept in the volunteer organization office at the hospital.
4. Hours worked by persons not belonging to the volunteer organization should not be recorded to the Partners of WHA, Inc. on the yearly report of hours.
5. Rather than recording meeting time, we recommend that persons serving on the volunteer organization board receive an automatic number of hours per year of serving. The following can be used as a guide of how to break down the hours:

President	500 hours
President – Elect	200 hours
Vice – President	200 hours
Recording Secretary	350 hours
Corresponding Secretary	50 hours
Treasurer	400 hours
Committee Chairperson	This will vary with committee. Actual hours worked would be best.

6. Awards should be left up to the individual hospital. Awards provide public relations and serve as an incentive for many people
7. The following guide hours for hours be credited to those serving in state or district positions:

8. District Chairperson	500 hours
9. District Chairperson – Elect	75 hours
10. District Secretary/Treasurer	75 hours
11. District Community Health	100 hours
12. District Public Policy	100 hours
13. State President	1000 hours
14. State President – Elect	500 hours
15. State Secretary	500 hours
16. State Treasurer	500 hours

17. State Past President	50 hours
18. State Chairperson:	
Community Health Ed	500 hours
Public Policy Education	1000 hours
Newsletter	300 hours
Parliamentarian	50 hours
Convention Chairperson	1000 hours
Convention Chair – Elect	750 hours
Strategic Planning Chair	800 hours
Best of the Best	350 hours
Wave Award	200 hours
Ad Hoc Committees As recorded	
19. Resource Coordinator / Webmaster	500 hours
20. Attend district meeting.	6 hours
21. State Convention	20 hours

Approved by the Wisconsin Hospital Association Partners Board of Directors 10/10.

17.3 SAMPLE RECORD OF VOLUNTEER SERVICES

NAME _____

ADDRESS _____

TELEPHONE _____

E-MAIL _____

JANUARY	
FEBRUARY	
MARCH	
APRIL	
MAY	
JUNE	
JULY	
AUGUST	
SEPTEMBER	
OCTOBER	
NOVEMBER	
DECEMBER	
Annual Total:	
Accumulated Total:	
Awards:	
Offices Held:	

17.4 SAMPLE JOB DESCRIPTIONS

17.4.1 PRESIDENT

It is the obligation of the president to conduct the business of the organization according to its Bylaws and Policies, using the guidelines provided by the Partners of WHA, Inc. Leadership Manual. The president should encourage all members of the local board of directors to be familiar with these resources.

The president serves as liaison between the volunteer organization and the hospital administration. Attendance at the hospital's board of directors meetings as an advisor or as a voting member is encouraged. An annual report should be made to the hospital's governing board and to the organization membership.

All organization meetings shall be conducted by the president in accordance with the current edition of Robert's Rules of Order and good parliamentary procedure. In addition the president will:

1. Maintain all files and records of the organizations in the organization offices.
2. Be an ex-officio, non-voting member of all committees, except the nominating committee.
3. Make certain that each chairperson understands his/her job description in detail and accepts the job on the basis of that description.
4. Check frequently with the organizations committee chairperson to see that their work is progressing on schedule.
5. Send reports as requested by the district chairperson, including the completion of the annual presidents' report. In the absence of the PPE and CHE chairpersons, the president completes those reports and sends them to the district chairperson.
6. Attend and report at district meetings. Encourage other members to attend.
7. Invite the district chairperson to visit once during the chairperson's term.
 - a. Include all board members
 - b. Discuss CHE project – state/district/local
 - c. Timelines of reports – see Partners Leadership Handbook
 - d. Establish a nominating committee

17.4.2 LOCAL PRESIDENT OR DIRECTOR OF VOLUNTEER SERVICES CHECKLIST

Summer Planning Meeting

Local Newsletter

1. Publish at least three (3) local newsletters per year
2. Send local newsletter to all local members, all local presidents in your district, your hospital, CEO, and all the state officers (President, President-Elect, CHE Chair, PPE Chair), and the state Newsletter Editor.

3. Request articles from local CHE and PPE Chairs
4. Keep newsletter crisp and concise
5. Do not use quotes, cartoons, etc. for which you do not have the author's express written permission

Leadership

1. Attend fall and spring district meetings
2. Attend part or all of the state annual convention
3. Conduct planned, organized general membership meetings
4. Conduct board meetings at established intervals
5. Coordinate district meetings with District Chair when hosting a District meeting
6. Invite District Chair to install local officers
7. Invite District Chair to one or more of your local meetings
8. Review budget annually
9. Anticipate and project district needs
10. Provide budgeted funds for leadership, recruitment and education
11. Budget to be approved at first membership meeting of your year
12. Ensure the local Treasurer has two signatures on file at the financial institution of choice (treasurer's signature and presidents)
13. Have financial records audited annually; ask your hospital CFO to conduct the audit for you
14. Use the money raised at fundraisers for the purpose for which it was designated

Reports

1. Coordinate the completion and submission of all reports in a timely fashion
2. Keep a copy of all submitted reports for the local file
3. Check to make sure dues to Partners of WHA are paid on or before the due date

Retention

1. Follow the retention schedule as established by the Partners of WHA
2. It is the responsibility of all officers to have access to and read the Partners of WHA Leadership Handbook.

17.4.3 PRESIDENT-ELECT

The president elect acts in the place of the president as necessary. If the president is unable to complete the term, the president-elect automatically becomes the president, unless the bylaws provide otherwise. The president-elect should be included in decision-making and policy information. Whenever possible, the president-elect should attend Partners of WHA, Inc. meetings and leadership training events.

In official meetings, the president-elect should be presiding in the absence of the president or whenever the president temporarily vacates the chair. If the president should be absent for a long period, the president-elect may exercise all the duties of the president except to change or modify rules made by the president. In the absence of the president, the president-elect is not an ex officio member of any committee nor authorized to fill vacancies when the bylaws state

that such vacancies shall be filled by the president. The office of president-elect becomes vacant when the president-elect assumes the office of president and should be filled as instructed by the bylaws.

Various duties may be assigned to the president-elect at the discretion of the president or as indicated by the bylaws, job descriptions, or established policy. These duties may include chairing or sitting upon committees within the organization.

17.4.4 SECRETARY

The secretary is responsible for the minutes of all meetings of the board, executive committee and general membership. She/he writes up the minutes promptly after each meeting and types them for a permanent record. Copies of the board minutes are duplicated and distributed to each board member. Both the president and the secretary keep a permanent copy. The minutes of the executive committee meetings are duplicated only for the members of the executive committee.

All minutes are available for inspection by the membership.

17.4.5 TREASURER

The treasurer is the custodian of the organization funds and receives and distributes them upon authority from the organization, the executive committee, or the finance or budget committee.

The treasurer should be bonded.

It is the treasurer's responsibility to pay all bills as authorized. No bills should be accepted for payment, such as postage, travel expenses, etc. unless receipts are enclosed.

The treasurer and the finance committee prepare a budget for approval by the board and/or the general membership at the annual meeting.

The treasurer should prepare a monthly statement and an annual report and any other reports as requested by the board of directors. The organization's financial records should be reviewed annually.

17.4.6 LOCAL COMMUNITY HEALTH EDUCATION CHAIR

Objective: To educate volunteers on how to promote and improve health and wellness for their organization and the community as a whole.

Supervision: Local organization president and/or patient education department/Volunteer coordinator.

1. Network with other health care projects in the community.
2. Educate volunteers and the community regarding current relevant health issues.
3. With hospital administrator's approval help integrate Partners of WHA projects and programs into your local hospitals community health education plans through the Patient Education Department. (Work also with your local organization president.)
4. Keep the district community health education chairperson informed of local activities and any special events that the local organization may sponsor regarding community health education. Send a detailed description of special projects to the state and district community health education chairperson.

5. Read the community health education column in the Partners of WHA, Inc. newsletter and share the CHE column with members at your meetings or in your local hospital newsletter.
6. Complete the Local Organization Community Health Education Report. Send three copies to the District chairperson by January 31. Use the form found in your Leadership Handbook or access the form on the Partners web page at www.partnersofwha.org. If there is no local community health education chairperson, the local organization president sends in this report.
7. Write a regular column on health care for your local organization newsletter and/or report at your local organization's meetings.
8. Communicate with successor as soon as possible after he/she has been named and take responsibility for transferring CHE files, Leadership Handbook, and materials to that person.
9. Report any change in personnel, address, telephone and e-mail address to the district and state community health education chairperson. Change of information form found on the Partners web page at www.partnersofwha.org.

17.4.7 LOCAL PUBLIC POLICY CHAIR

The local public policy education (PPE) chair shall:

1. Work closely with the organization president and hospital administrator (or his designee) to become part of the hospital's Legislative Action Program. This may mean scheduling regular meetings, perhaps monthly; to discuss current health related legislation, to learn how it affects the local hospital, and to make plans for contacting specific legislators about such legislation. Special events such as luncheons or tours may also be planned for legislators.
2. Report regularly to both the local board and the general membership in activities and issues of concern.
3. Form a committee of organization members who are knowledgeable and interested in serving the hospital through legislative action. This committee should be kept informed on legislative issues and the chair should see they receive copies of newsletters and position papers as appropriate. The committee should identify those legislators who serve their hospital district and organize a communications network, which will be ready when a call for action comes.
4. Keep abreast of health care legislation as it is reported in the media and what opinions leaders are saying about pertinent issues. Read and retain the WHA publication The Valued Voice in order to remain knowledgeable of current health care related issues and keep back copies in the manual.
5. Keep the district PPE chair informed of local legislative activities and any special events the hospital or volunteer organization may be sponsoring in regard to legislative action.
6. Keep the PPE Manual current, adding or deleting materials as advised by the district or state chair.
7. Compile a PPE report for the local organization as advised by the district PPE chair. Give three copies to Local President so that it is sent to the District chair by January 31 annually.
8. Be responsible for notifying the district PPE chair, the state PPE chair and WHA in the event of change of address or telephone number or appointment of a successor.

9. Communicate with successor as soon as possible after he/she has been named, and take responsibility for transferring the PPE Manual, Leadership Handbook, and other materials to that person.

17.4.8 NEWSLETTER EDITOR

1. Publish a minimum of three newsletters per year.
2. Newsletters should be distributed in a cost effective manner.
3. Local newsletters should be sent to district officers, state newsletter editor and board of directors. Contact state secretary for current list.
4. Newsletters should be informative and in newspaper form.
5. The local Newsletter should be made available to CEO and Board of Directors.

17.4.9 SAMPLE JOB DESCRIPTION FOR NOMINATING COMMITTEE

The nominating committee should function throughout the year. Five members are desirable, with both the board and the membership at large represented. The president, president-elect, and the director of volunteers should be consulted for recommendations and all materials should be kept on file. Refer to Confidential Profile Form. See reference on State Nominating Committee

17.4.10 SAMPLE JOB DESCRIPTION FOR PROGRAM COMMITTEE CHAIR

The program committee chairperson is responsible for planning programs relevant to the purpose of the regular meetings of the membership. She/he should be resourceful, well organized and willing to accept responsibility. The program chair should be well acquainted with the community and should be alert to see program possibilities within the hospital's departments. The program chair works closely with the president and clears activities with the president.

In addition, the program chairperson will;

1. Establish a budget.
2. Present a list of suggested programs to the president for approval before the beginning the year.
3. Contact the speakers. Speakers should be given advance information as to the time and place of meeting, the type of meeting and the desired time limit of the speech. Understanding should be reached regarding the expenses and fees.
4. Submit a list of programs to the president.
5. Participate in the identification of the meeting place and arrangements for the meeting.
 - a. Establish dates in advance.
 - b. Check that the meeting place is arranged in a manner consistent with the requirements of the program.
 - c. Check that necessary equipment is in working order.
6. Be responsible for any follow-up, i.e., thank you notes, remunerations, etc.

7. Keep records for next chair

SAMPLE AGENDA

Once a meeting date has been set, prepare an agenda. An agenda is an outline of things to be done at a meeting. It lists the items of business, the order of discussion and in the event of a lengthy agenda, the time schedule for discussion. Refer to the minutes of the previous meeting to assure that all business will be addressed. The recording secretary should have a copy of the agenda well before the meeting. All those attending the meeting should have an opportunity to submit agenda items, and, if possible should have a copy of the agenda prior to the meeting date.

17.5 SAMPLE AGENDA

CALL TO ORDER

ROLL CALL (Optional, but a record of attendance should be kept)

INSPIRATIONAL MESSAGE OR PRAYER (Optional)

INTRODUCTIONS (If necessary)

AGENDA APPROVAL

APPROVAL OF MINUTES (Ask the secretary to read the minutes of the previous meeting. Reading is unnecessary if minutes have been distributed ahead of time. Call for corrections. If none, the minutes stand approved. If corrected, they stand corrected.)

FINANCIAL REPORT

CORRESPONDENCE (The secretary reads communications. Those requiring discussion and action may be taken up under new business.

EXECUTIVE COMMITTEE REPORT (Optional) Report is read by secretary for information. If there are no recommendations, no action needs to be taken. If there are recommendations, a motion to adopt each should be made by the secretary. There is no need for a second on this type of motion. Some auxiliaries prefer to hear the recommendation of the board, where they are pertinent, under new or unfinished business.

STANDING COMMITTEE REPORTS

SPECIAL (AD HOC) COMMITTEE REPORTS (Special committees are appointed for specific purpose and cease to exist upon completion or their assignments.)

UNFINISHED BUSINESS

PRESIDENTS REPORT (Optional)

ANNOUNCEMENTS

NEXT MEETING (Can be included under announcements)

PROGRAM (Introduce program chairperson, but do not turn the meeting over to him/her.)

ADJOURNMENT (The program can take place outside of the agenda which would indicate adjournment prior to the program.)

17.6 SAMPLE MINUTES

**Southland Community Hospital Volunteer Board Meeting
Board Room**

October 5, 2007 Board Members Present:	List last name and first initial of all present.
Ex Officio Members:	Name of Director of Volunteer Services, Hospital President, etc.
Guests	Anyone who is not regularly invited to the board meeting.
Recorder:	Name of secretary or substitute.
Presider:	President or President Pro Tem
Call to Order:	The meeting was called to order at 9:00 a.m. by President Sally Sword.
Approval of Agenda:	Barbara Jones moved the agenda be accepted as presented.
MOTION Re: to approve	Motion was seconded and carried.
Prayer:	Anne Boyd, president-elect (The prayer may be replaced with a meditation, welcome, or introduction.)
Minutes:	Although the secretary is asked to "read" the minutes, this becomes unnecessary if the minutes have been distributed prior to the meeting. Minutes are approved "as circulated" or "as corrected".
Financial Report:	Treasurer Juanita Hall reported receipts of \$1,500.00, expenditures of \$200.00, and a balance on hand September 30, 2004 of \$5,235.16. The financial report was filed for audit.
MOTION Re: Approval of bills	J. Smith move approval of bills as presented. Motion was seconded and carried.
Correspondence:	Corresponding Secretary, Marilyn Connolly, read letters from scholarship winners.
Committee Reports:	
Fund Raising:	D. Ruffalo discussed the Bazaar. Theater profit was \$3,210.52.
Gift Shop:	K. Ruberg announced addition of Ann Kellogg to buyers committee. She also discussed the need for another part-time employee.
MOTION Re: Additional Paid Employee	K. Ruberg moved that a part-time employee be hired to cover the 4-6 p.m. time period Monday through Friday, salary not to exceed \$7.00. Motion was seconded and carried.
Thrift Shop:	Barbara Michelin reported that the general housekeeping was completed. She also discussed the advisability/feasibility of pickup service.
MOTION Re: Pick-up Service	D. Jaffin moved that the organization open discussions with the hospital housekeeping department on their participation in pick-up service for the Thrift Shop and report to the board at the next meeting. Motion was seconded and carried.
Program:	Clara Carnegie announced that the local president of MADD (Mothers Against Drunk Driving) would be the speaker at the next general membership meeting on October 12.

Comm. Health Education	Elizabeth Blackwell assisted in planning the October membership meeting.
Membership:	Beth Gaynor reported that four members joined in September. They are John Haney, Jane Anderson, Rosa Martinez, and Stephanie Luke.
Public Relations:	Tom Bowles is working with the nursing department on organization participation in establishing a regular tour program for senior citizens. Barbara Tominson, VP, Nursing Services described the program.
Unfinished Business:	Membership chairperson Beth Gaynor reported on the costs of the recruitment brochure.
MOTION Re: Recruitment Brochure	B. Gaynor moved to spend no more than \$100 for 250 copies of printed membership recruitment brochures to be ordered from Reliable Printers, Inc. Motion was seconded and carried.
New Business:	Joyce Smith reviewed an invitation from the Civic Club to participate in their health awareness program next spring. She will bring further details to the board at the next meeting.
Administration:	Sam Chell thanked the auxiliary for their participation in the open house for the X-Ray Department. He was pleased that the PPE Chairperson was involved in the senior citizen tour program.
DVS:	Tess Trueheart reported that ten new volunteers were interviewed and assigned in September. She is working on restructuring the pediatric volunteer service.
Announcements:	The General Meeting will be held on October 12, at 1:00 p.m., in the hospital cafeteria. The next board meeting will be on December 7, 9:00 a.m., in the boardroom.
Adjournment: Jane Doe, Secretary	The meeting was adjourned at 10:30 a.m.

17.7 SAMPLE BUDGET

The expenses of the organization must be covered by dues income. Fund raising income may not be used to operate your organization. The following is an example of expenses in relation to income.

Income

Dues \$1,500.00 (300 members at \$5.00 each)

Tax Income \$1,500.00

Operational Expenses

Postage	\$250.00
Supplies	\$70.00
Partners of WHA, Inc. Dues	\$180.00
Newsletters	\$500.00
Convention Expense	\$250.00
Mileage and Registration	\$250.00

Total Expense \$1,500.00

If you take your expenses from the previous year and calculate as shown above, you will know if you are meeting the requirement of dues covering expenses.

17.8 HIPAA WHAT DOES IT DO?

HIPAA stands for Health Insurance Portability and Accountability Act. The goal of this federal legislation is to reduce the administrative costs of health care and to provide additional protection to patient's medical information. Most health care providers that are covered by the Privacy Rule must have complied with the new requirements by April 14, 2003. The compliance date for the Security Rule was April 21, 2005.

The HIPAA Privacy Rule for the first time creates national standards to protect individuals' medical records and other personal health information.

1. It gives patients more control over their health information.
2. It sets boundaries on the use and release of health records.
3. It establishes appropriate safeguards that health care providers and others must achieve to protect the privacy of health information.
4. It holds violators accountable, with civil and criminal penalties that can be imposed if they violate patients' privacy rights.
5. It strikes a balance when public responsibility supports disclosure of some forms of data for example, to protect public health.
6. For patients it means being able to make informed choices when seeking care and reimbursement for care based on how personal information may be used.
7. It enables patients to find out how their information may be used, and about certain disclosures of their information that have been made.
8. It generally limits release of information to the minimum reasonably needed for the purpose of the disclosure.
9. It generally gives patients the right to examine and obtain a copy of their own health records and request corrections.
10. It empowers individuals to control certain uses and disclosures of their health information.

Volunteers are an essential component of the operation of a hospital and should be treated as members of the hospital workforce. Volunteers are required to be trained along with staff on the federal Privacy and Security Rules. All staff including employees, volunteers, members of the Board of Directors, students and trainees who have access to patient information must respect patient privacy and the security of that information.