



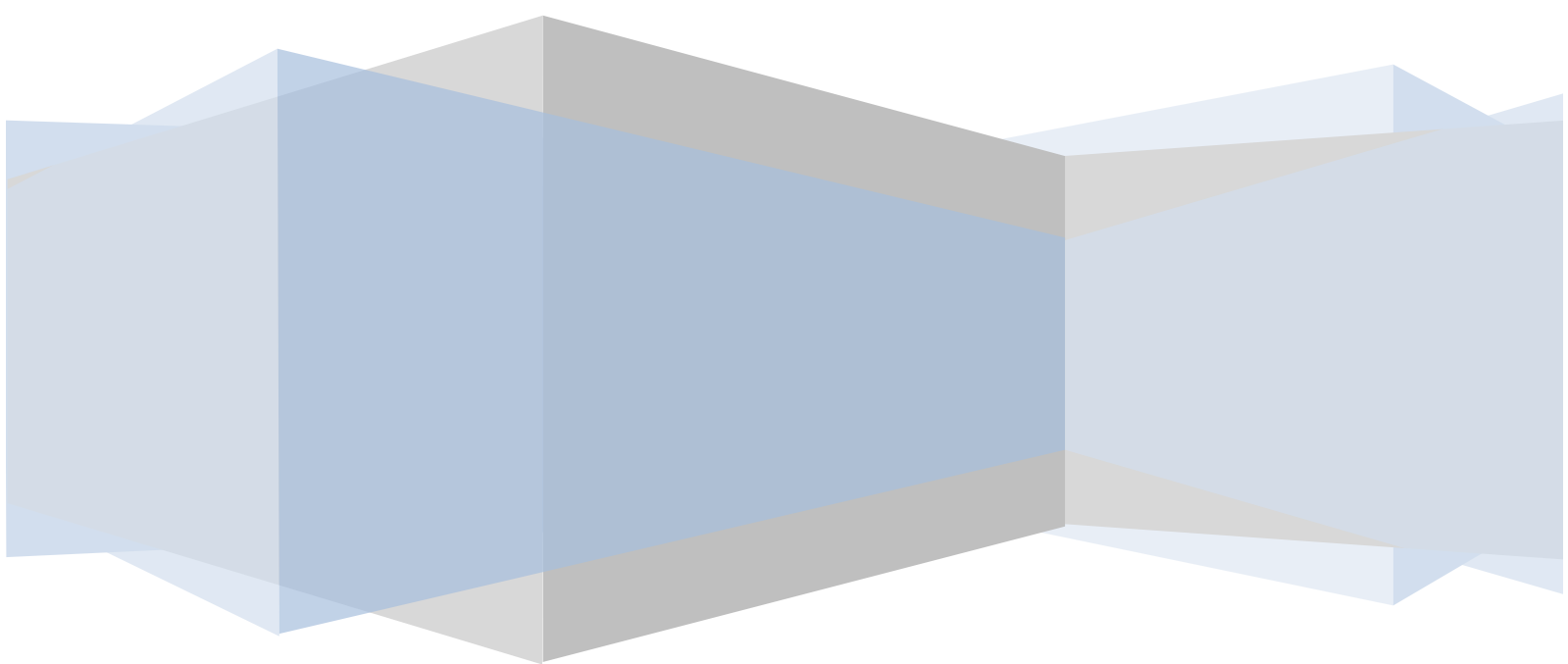
Sarasota Memorial Hospital Auxiliary Inc.

---



# Auxiliary Handbook

**Bylaws, Rules of Procedures and Operating  
Procedures**



Revised 2012

**SARASOTA MEMORIAL HOSPITAL AUXILIARY INC.**

**TABLE OF CONTENTS**

MISSION STATEMENT ..... 4

BY- LAWS ..... 5

    Article I. Name ..... 5

    Article II. Purpose ..... 5

    Article III. Membership ..... 5

    Article IV Officials & Duties ..... 6

    Article V. Meetings ..... 8

    Article VI. Board of Directors ..... 8

    Article VII. Committees ..... 8

    Article VIII. Fiscal Year ..... 9

    Article IX. Parliamentary Authority ..... 9

    Article X. Amendments ..... 9

    Article XI. Dissolution ..... 9

RULES OF PROCEDURE ..... 11

Section 1 - General Instructions to all Officers, Board of Directors, Members and Service Chairman ..... 11

    Section II - Duties of the Board of Directors ..... 11

    Section III - Duties of the President ..... 12

    Section IV - Duties of the First Vice President..... 12

    Section V - Duties of the Second Vice President..... 12

    Section VI - Duties of the Recording and Corresponding Secretaries..... 12

    Section VII - Duties of the Office of the Treasurer ..... 13

    Section VIII – Duties of the Historian ..... 13

    Section IX – Amendments ..... 13

OPERATING POLICIES AND PROCEDURES..... 14

    Section I – General Membership Requirements and Responsibilities..... 14

**SARASOTA MEMORIAL HOSPITAL AUXILIARY INC.**

Uniform Codes..... 14

**TABLE OF CONTENTS**

Uniform Standards..... 14

    Women..... 14

    Men..... 14

    Exceptions..... 14

    General Both Men and Women..... 14

Volunteer Conduct..... 15

Position Performance Standards ..... 16

Health and Safety, Quality Improvement Programs ..... 16

Confidentiality Statements ..... 16

Privileges ..... 16

Orientation and Reorientation..... 17

Criminal Background Check ..... 17

Section II – Standing Committees ..... 17

    Ethics and Standards Committee ..... 18

    Budget Committee ..... 19

    Services Committee..... 19

    Nominating Committee ..... 19

    Scholarship Committee..... 19

Section III – Service Chairman, Vice Chair or Co Chair ..... 20

    Term of Office ..... 20

    Duties..... 20

        Each Service Chairman Shall: ..... 20

        Specific Duties ..... 21

Section IV – Other Organization Positions ..... 21

    Social Chairman ..... 21

    Historian..... 21

**SARASOTA MEMORIAL HOSPITAL AUXILIARY INC.**

Internal Auditor ..... 22

**TABLE OF CONTENTS**

Parliamentarian ..... 22

Section VI – Procedure for Establishing a New Service..... 22

Section VII – Dues..... 23

Section VII – Award Pins..... 23

Section IX – Remembrances..... 23

Section X – Tribute Fund..... 24

Section XI – Scholarship Programs..... 24

Section XII – Amendments..... 24

    Association Prayer for Hospital Auxiliaries.....25

    About our Emblem.....25

## **MISSION STATEMENT**

We believe that Sarasota Memorial Health Care System is the foundation of community health care and provides a continuum of comprehensive health care services, primarily within Sarasota County as well as geographically beyond Sarasota County.

As the provider of volunteer services for the Sarasota Memorial Health Care System, the Sarasota Memorial Hospital Auxiliary, Inc. is committed to the following:

Serving the patients, families, and visitors in a caring and courteous manner,

Providing competent and well-trained support to the hospital staff,

Promoting health care education opportunities,

Maintaining a positive, friendly attitude with all those with whom we come in contact, and

Providing leadership, to ensure sufficient resources to meet the volunteer needs of the Healthcare System

## BY- LAWS

### Article I. Name

The name of this organization shall be the Sarasota Memorial Hospital Auxiliary, Inc., Sarasota, Florida, a non-profit organization founded under the laws of the State of Florida, and with the sanction of the Sarasota County Public Hospital Board, Sarasota, Florida. The Auxiliary was organized February 1948 and incorporated September 1973.

### Article II. Purpose

The purpose of this organization shall be to render service to Sarasota Memorial Health Care System (SMHCS) and its patients and to assist SMHCS in accordance with the Auxiliary Mission Statement.

### Article III. Membership

**Section 1** - Membership in this organization shall be open to any person over the age of 18 interested in the purpose of the Auxiliary. Hospital employees and Sarasota County Hospital Board members are not eligible for active membership.

**Section 2** - Membership shall become effective after the applicant has been interviewed by the Director of Volunteers or his/her designated representative, has attended orientation, has completed a minimum of 12 hours of documented training, has demonstrated proficiency in assigned duties, has completed all medical testing requirements, and has paid annual dues.

#### **Section 3 - Classes of Membership:**

- **Provisional Membership** - All newly accepted members shall be appointed to the provisional membership category. When a member meets all membership requirements, he/she shall be transferred to the active membership category.
- **Active Membership** - Active membership includes those members who have successfully completed the requirements for active membership. Active members must serve at least 50 hours within a year. A minimum of six months of service is required or membership shall be considered forfeited. Documentation on file of leave of absence or other reason acceptable to the service chairman, membership chairman or the Director of Volunteer Services is necessary. Active members shall be entitled to vote and hold office, and are subject to all duties and obligations of the Auxiliary.

**SARASOTA MEMORIAL HOSPITAL AUXILIARY INC.**

- **Life Membership** - Life members shall be limited to former and currently active Auxiliary members having all the privileges of the Auxiliary and who pay not less than one hundred dollars (\$100.00),

which may be paid within a two-year period. Once the \$100.00 contribution of dues is made, no further dues shall be owed.

**Section 4 – Membership Dues**

- Payable annually on October 1<sup>st</sup> and annual dues of members admitted between August 1<sup>st</sup> and October 1<sup>st</sup> shall cover the remainder of the current year and the following fiscal year.
- After due notification, any member whose dues are not paid by January 1<sup>st</sup> shall automatically forfeit membership.

**Section 5 – Non Payment**

- A member whose membership has been forfeited for non-payment of shall be required to reapply as a provisional member.

**Section 6 – Resignation**

- If at any time a member wishes to resign from the Auxiliary, the member shall give notice of such action in writing or verbally to the President of the Auxiliary or the Director of Volunteer Services.

**Section 7 – Leave of Absence**

- Any provisional, active or life member who is unavailable for duty for a period of six weeks and up to eight months may request a leave of absence.
- Reasons for leaves of absence include, but are not limited to, illness, other commitments or relocation for a specified period of time.
  - During the leave of absence, dues will be owed.
  - Requirements for membership such as health testing need not be completed.
  - Leave of absence volunteers are not entitled to vote or hold office.
  - Upon reactivation of the provisional or active membership, all requirements of membership shall be met.

**Article IV Officials& Duties**

**Section 1 – Elected Officers**

The elected officers shall be President, First Vice President, Second Vice President, Recording Secretary, Corresponding Secretary, and Treasurer.

**Section 2 – Election of Officers**

Election of officers shall be held at the general meeting in September. The Nominating Committee shall propose a slate of officers and names of additional nominees shall be submitted to the President 30 days prior to the September meeting and shall include a petition with signatures of 15 active members. When there is

**SARASOTA MEMORIAL HOSPITAL AUXILIARY INC.**

only one candidate for office, election shall be by voice vote. A majority vote shall elect, except in case of more than two nominees for an office, when a plurality shall elect.

**Section 3 – Board of Directors**

Board of Directors members shall serve for a period of one year or until their successors are elected or appointed. The Board of Directors, following the recommendation of the Nominating Committee, shall fill vacancies occurring in elective offices. No member of the Board of Directors shall hold more than one office at any time and no elected officer shall be eligible for more than two consecutive terms in the same position, with the exception of the Treasurer who may serve four consecutive terms in office.

**Section 4 – Commencement of Duties**

The elected officers shall assume their duties following the October meeting.

**Section 5 – Duties of President**

The President shall preside at all General and Board of Directors meetings. The President, with the approval and assistance of elected officers of the auxiliary, names the chairmen and special committees. The President shall also appoint an Internal Auditor, Parliamentarian and Historian, and Nominating Committee chairman. The President shall be a member, ex-officio, of all standing committees, except the Nominating Committee. The President shall perform all duties incident to the office and have such powers and duties that may be assigned by the Board of Directors of the Auxiliary.

**Section 6 – Duties of Vice Presidents**

The Vice Presidents shall assist the President in the discharge of the duties and in their order, shall perform their duties of the President in absence, resignation, or inability to serve.

**Section 7 – Duties of Recording Secretary**

The Recording Secretary shall keep and read all the minutes of all meetings of the Auxiliary and shall be the custodian of all records and papers of the Auxiliary.

**Section 8 – Duties of Corresponding Secretary**

The Corresponding Secretary shall be responsible for all correspondence including notices of all meetings, and shall perform such duties as may be assigned by the Board of Directors of the Auxiliary.

**Section 9 – Duties of Treasurer**

The duties of the Treasurer shall be the keeping of full and accurate records of financial transactions made by the Auxiliary, reporting at each meeting of the Board of Directors and regular annual meetings of the membership. The Treasurer shall also be responsible for receiving dues. All expenditures shall be evidenced by checks signed by any two of the following: President, First Vice President, Second Vice President, and Treasurer.

**Section 10 – The Treasurer**

The Treasurer shall be bonded.



**SARASOTA MEMORIAL HOSPITAL AUXILIARY INC.**

**Article V. Meetings**

**Section 1 – Regular Meetings**

- The annual general meeting in September shall be for the purpose of the Election of officers, presentation of the proposed Budget, and for any other business that may arise.
- Additional meetings may be called by the President or at the discretion of the Board of Directors or by written request of 15 members of the Auxiliary.
- The meeting in October shall be known as the Installation/Appreciation luncheon and shall be for the purpose of officer installation.

**Section 2 – Quorums**

- Twenty-five members of the Auxiliary shall constitute a quorum for regular, annual and special meetings.

**Article VI. Board of Directors**

The Board of Directors shall consist of the elected officers, the immediate past president, and the appointed chairmen of standing committees. The Parliamentarian shall be a member of the Board without vote. The Board of Directors shall manage the affairs and execute the policy of the Auxiliary as determined by the membership, and shall be fully responsible for the conduct of all financial and other affairs of the Auxiliary. The Board of Directors shall have the power to authorize expenditures of funds for the Auxiliary. Special meetings may be called by the President, or shall be called at the request of five members of the Board of Directors, two of whom shall be elected officers. The regular meetings of the Board of Directors shall be held once a month

**Article VII. Committees**

**Section 1 – General**

There shall be such standing and special committees as are necessary for the conduct of business and programs of the Auxiliary. The standing committee chairman, appointed by the President, and in consultation with the President, shall name one or two more vice-chairmen, who shall assist the chairman and assume the duties and privileges in the chairman's absence.

**Section 2 – Special Committees**

The President shall appoint special committees and task forces from time to time. Each shall be appointed for a specific purpose, and shall be discharged as soon as it has made a final report at a regular meeting.

**Section 3 – Nominating Committee**

## **SARASOTA MEMORIAL HOSPITAL AUXILIARY INC.**

The President shall appoint a Nominating Committee Chairman. The committee shall consist of a maximum of 5 people, drawn from the Board of Directors and General Membership. The Nominating Committee shall submit a report to be given at the September meeting, which shall include one nominee for each office to be

filled. In addition, the nominations shall also be prepared and approved by the Board, no later than August 1. The Nominating Committee shall function for the entire year if necessary.

### **Section 4 – Budget Committee**

The Budget Committee shall consist of the First Vice President, who shall act as its chairman, the Treasurer of the Auxiliary, and the President. The Budget Committee shall prepare and submit to the Board of Directors at its August meeting a proposed budget for the following year. This budget and any amendments thereto, shall be referred to the new Board of Directors as a recommendation.

### **Section 5 – Scholarship Committee**

The Scholarship Committee shall consist of the President, 2<sup>nd</sup> Vice President, Director of Volunteer Services, 2 Auxiliary Members, and one representative from both the Office of Development and Education and Human Resources. The Committee shall meet in the spring to assess scholarship applications and grant awards as defined by the Auxiliary Board

## **Article VIII. Fiscal Year**

The fiscal year shall be from October 1<sup>st</sup> to and including September 30.

## **Article IX. Parliamentary Authority**

*Robert's Rules of Order, Newly Revised, shall govern the proceedings of the Auxiliary in all cases to which they are applicable*

## **Article X. Amendments**

These Bylaws may be amended at any regular meeting of the Auxiliary by a two-thirds vote of the members present, provided a written notice of the proposed amendment has been submitted to the members at least two weeks in advance and prior approval has been received from our legal representative.

## **Article XI. Dissolution**

In the event this organization should be dissolved for any reason, any remaining assets shall be distributed in accordance with the IRS Section 501c (3) or any amendments thereto.

**SARASOTA MEMORIAL HOSPITAL AUXILIARY INC.**

*Amended April 21, 1994, articles and/or sections relating to election of officers shall become effective following the annual meeting of October 1994.*

*Amended September 18, 1996, amended April 16, 1997 at a general membership meeting*

*Amended June 16, 1999 at the general membership meeting*

*Amended September 18, 2002 at the general membership meeting*

*Amended September 15, 2004 at the general membership meeting*

*Amended September 12, 2012 at the annual general meeting.*

## **RULES OF PROCEDURE**

### **Section 1 - General Instructions to all Officers, Board of Directors, Members and Service Chairman**

- All members of the Board of Directors shall understand and follow the policies governing the relationship between the Auxiliary and the Hospital.
- All standing committee chairmen and service chairmen, in consultation with the Board of Directors, shall appoint one or more vice chairmen, who shall assist the chairmen and assume the duties and privileges in the chairman's absence.
- All members of the Board of Directors shall come to Board meetings prepared to make a report of relevant activities. Formal recommendations and detailed information should be prepared in triplicate for the President, the presenter's files, and for the Recording Secretary, who will file the copy with the minutes.
- All members of the Board of Directors shall give whatever assistance is needed to their elected or appointed successors, including turning over any files and material pertinent to the office of position.
- All standing committee and service chairmen shall compile an annual report in triplicate by September 30 and submit one to the President, one for the presenter's file and one for the Recording Secretary. The report should be a brief summary of activities for the year and shall be included, at the President's discretion, in the annual report of the Auxiliary.
- It is the responsibility of all standing committees and service chairmen to assist the publicity chairmen by giving information on the duties and responsibilities of the service or committee as needed.

### **Section II – Duties of the Board of Directors**

- Acts upon appointment of the President or chairman of standing committees.
- Meets within thirty days following the annual meeting, at which time the budget shall be adopted.
- Conducts the business of the Auxiliary between meetings.
- Fixes the time and place of the meetings.
- Approves the bank where funds are to be deposited.
- May declare a vacancy in any office or committee for failure to perform their respective duties.

### **SARASOTA MEMORIAL HOSPITAL AUXILIARY INC.**

- Fills a vacancy in any office or committee for failure to perform their respective duties.
- 
- Decides by vote which conferences and conventions of the Association of Florida Healthcare Auxiliaries/Volunteers, Inc., and the American Hospital Association to send the President, a Vice President, and other persons selected from the Board of Directors. The Auxiliary shall pay expenses, not to exceed the amount established in the budget.

### **Section III – Duties of the President**

- Represents the Auxiliary at meetings of the Hospital Board or designates someone as a representative in the event of his/her absence or inability to do so.
- Represents the Auxiliary at all conferences and conventions to which the Board of Directors votes to send a delegate.
- Submits a report of the activities of the Auxiliary to the Hospital President and the Hospital Board at the monthly Hospital Board Meeting.
- Consults with the Director of Volunteers.

### **Section IV – Duties of the First Vice President**

- Is responsible for participation in a program to orient Auxiliary members, including annual orientation.
- Is Chairman of the Budget Committee and submits to the Board of Directors at its August meeting a proposed budget for the following year. This budget, and amendments, thereto, shall be referred to the new Board of Directors as a recommendation.
- Is responsible for Auxiliary sales programs.

### **Section V – Duties of the Second Vice President**

- Arranges and supervises programs for the Auxiliary for the general meetings.
- Ensures Life Member's plaque and Past President's plaque are up to date.
- Is responsible for participation in the scholarship program awards process.

### **Section VI – Duties of the Recording and Corresponding Secretaries**

The duties of the Recording and Corresponding Secretaries are fully outlined in the Bylaws of the Auxiliary. The Corresponding Secretary is also responsible for distributing the *Volunteer Link*, the Auxiliary newsletter.

## Section VII – Duties of the Office of the Treasurer

- Remains the custodian of all Auxiliary funds.
  
- Deposits all funds in a bank approved by the Board of Directors.
- Keeps an itemized account of all receipts and disbursements.
- Except for routine business, expends no funds without the authority from the Auxiliary granted at any regular scheduled meeting.
- Presents an audited report at the end of the fiscal year.
- Must be a member of the Budget Committee.
- Verifies that tax forms have been filed with the Internal Revenue Service.

## Section VIII – Duties of the Historian

The Historian shall attend all general and Services Committee meetings of the Auxiliary and shall prepare a history of the activities of the Auxiliary during the term of office.

## Section IX – Amendments

The foregoing Rules of Procedure were not intended to take the place of the Bylaws, but to supplement them in such a way as to make them workable and not overburdened with policy or so detailed that they become inflexible. The Board of Directors may change these Rules of Procedure, provided the change does not conflict with the Bylaws.

*As amended January 18, 1995*

*As amended April 6, 1997 at General Membership Meeting*

*As amended October 13, 2001 Board of Directors*

*As amended January/February 2012 Board of Directors*

## OPERATING POLICIES AND PROCEDURES

### Section I—General Membership Requirements and Responsibilities.

The Auxiliary has established certain criteria that are fundamental to the positive image that the organization wishes to project. These criteria pertain to basic standards for dress and conduct.

#### Uniform Codes

Our uniform sets us apart as caring and loving people, willing to share our time to help others and acting as ambassadors to the hospital. A volunteer is required to wear a completely approved uniform while on duty. It is imperative that the Auxiliary emblem be displayed at all times.

#### Uniform Standards

##### Women

- Smock, form- fitted top or pinafore (with white short-sleeved, collared blouse),
- White full-length slacks or white non-pleated A-line skirt
- Clean white, soft-soled shoes or sneakers, closed heel and toe
- White round neck knit shirt may be worn underneath smock
- Smock should be buttoned at all times

##### Men

- Blue tunic or white short sleeved collared shirt
- Navy blue or black trousers
- Clean, white, closed heel and toe, soft-soled shoes or sneakers

##### Exceptions

Golf Cart volunteers at Institute for Advanced Medicine (IFAM) are allowed to wear knee length blue or black golf shorts.

##### General Both Men and Women

No scents of any kind.

Jewelry – For safety and discretion, only small items are suggested.

Certain services require specialized uniforms that are provided by the hospital.

ID Badges must be affixed above the waist for easy viewing.

White Cardigan sweaters are allowed.

## **Volunteer Conduct**

- Accountability for conduct is a part of the professionalism expected from the volunteers. There are some behaviors and actions that are not acceptable to the Auxiliary. Some examples of unacceptable behavior that may result in suspension or dismissal are:
- Discussing a patient's personal condition or otherwise releasing any unauthorized information.
- Willfully damaging or removing any property belonging to the hospital, Auxiliary, another volunteer, employee, patient or visitor without authorization.
- Committing any act of violence on hospital premises.
- Refusing to accept reasonable supervision, neglect of duty, and disobedience to instruction or directions by hospital management.
- Conduct or behavior while in uniform, on or off hospital premises, and during work or non-working hours, which would cause scandal or expense to the hospital or reflect on the quality of patient care.
- Excessive absence or tardiness.
- Deliberate negligence and/or abuse of patients, visitors, employees, family members or other volunteers.
- Any falsification of any official record.
- Possession of weapons on hospital premises.
- Unwarranted sexual remarks or physical advances that is offensive or objectionable to the recipient.
- Smoking any place on the Hospital campus.
- Discussing personal affairs or problems with patients or visitors.
- Visiting areas of the hospital that do not require volunteer's official presence on or off duty.
- Accepting tips from patients, their families or friends for any reason.
- Giving medical advice to patients or the public while on duty.
- Engaging in sales, gambling, etc. with patients, visitors, employees or fellow volunteers unless sponsored or approved by administration.
- Solicitation for any reason unless approved by administration.
- Falsification of own or another's time record.
- Misuse of privileges given by the hospital to volunteers.
- Conducting business for personal profit while in the hospital unless approved by the administration or the Auxiliary.
- Reporting for duty under the influence of alcohol or drugs that cause changed behavior or markedly reduce performance; introducing or possessing alcohol or illegal drugs on hospital premises.



## **SARASOTA MEMORIAL HOSPITAL AUXILIARY INC.**

### **Position Performance Standards**

All members of the Auxiliary are expected to fulfill the responsibilities associated with being a volunteer at Sarasota Memorial Hospital. These responsibilities include but are not limited to the following:

- A cordial attitude towards all with whom they come in contact.
- Maintenance of the highest levels of ethical standards
- A willingness to obey all rules and regulations set forth by the Auxiliary, the hospital and local, state, and federal authorities.
- A positive attitude toward the responsibilities that are part of the task assigned; these include, but are not limited to:
  - Performance of all duties that are part of the task assigned
  - Punctuality in arriving at and leaving from assigned area
  - Making sure that shift duties are met by regular attendance. And by providing substitutes when necessary
  - A willingness to help others, whether they are hospital personnel, patients, their friends, family and other volunteers

Auxiliary Volunteers who are absent for extended periods of time (six weeks or more), cannot be guaranteed a return to their original assignments. Additionally, it is the volunteer's duty to first notify the Auxiliary office before returning to duty.

### **Health and Safety, Quality Improvement Programs**

All members of the Auxiliary are required to participate in all medical testing and immunization programs (such as Rubella and TB testing) as required by the hospital or Auxiliary. All volunteers are required to attend educational, in-service or other programs related to health, life safety and quality improvement as required by the Hospital or the Auxiliary.

### **Confidentiality Statements**

The Auxiliary is required to have on file, copies of any and all confidentiality statements required by the hospital that have been signed by a member.

### **Privileges**

The hospital has granted certain privileges to all members of the Auxiliary and all members are expected to adhere to any limitations placed on these privileges.

## SARASOTA MEMORIAL HOSPITAL AUXILIARY INC.

- **Courtesy (Complementary) Meals** are available for the volunteer either while on duty or immediately before or after an assigned shift. Vouchers may be used in 1700 Cafe only when the Windows Café is closed, i.e. after 2 PM and on weekends. There are some limitations on items available. This privilege is for the volunteer only and is to be used only in conjunction with working an assigned shift or fulfilling an official function of the organization.
- **Parking tags** are available to all volunteers to allow the volunteer to park in the Waldemere Garage, North Garage, or South Garage on the 4<sup>th</sup> floor and above during assigned duties or while fulfilling official functions of the organization.
- Free annual **flu shot** is available for non-Medicare patients.
- **Discount movie tickets** can be purchased at the Business Office.
- **Educational Programs and Computer Courses** are available to volunteers. Volunteers who have signed up must attend or the Volunteer Department will be charged for your not attending.
- Membership in the **Credit Union** is available to volunteers.
- Access is available to **Medical and Patient/Employee Libraries**.

### Orientation and Reorientation

All recruits are required to attend an initial orientation session prior to being eligible for acceptance into the Auxiliary. All members of the Auxiliary will be required to participate in an annual reorientation session if requested by the Auxiliary. Members, who have not been active for a period of three years, will be required to attend an initial orientation session.

### Criminal Background Check

All new members will be subject to a criminal background check and must meet the Hospital requirements concerning the check.

### Section II – Standing Committees

There shall be such standing committees as are necessary for review of volunteer conduct and the programs of the Auxiliary. The Board of Directors shall approve standing committees. The Chairmen of all standing committees shall become members of the Board of Directors. Appointments and/or elections to standing committees shall be for a term of one year, commencing in October or until successors are elected or appointed.

## SARASOTA MEMORIAL HOSPITAL AUXILIARY INC.

### Ethics and Standards Committee

The Ethics and Standards Committee is responsible for the maintenance of and adherence to the performance and behavioral standards of all members of the Auxiliary, and for initiating corrective and/or dismissal action when warranted. The Committee will periodically review the standards, membership responsibilities and requirements, shall assist the Service Chairman in monitoring the standards, and shall support the service Chairman in all disciplinary matters.

The Ethics and Standards Committee shall consist of the chairman who shall be appointed by the President with concurrence of the Board of Directors and two members from the general membership who shall be appointed by the Chairman with the concurrence of the Board of Directors.

The Director of Volunteer Services shall be an ex-officio member without vote. Members of the Ethics and Standards Committee shall be appointed for one-year terms, commencing in October. The Committee shall meet as often as needed to conduct its business but no less that twice a year.

- The service chairman is primarily responsible for the performance and behavioral review of volunteers assigned to their services.
  - In a case requiring disciplinary procedure, the Chairman is responsible for issuing one or more verbal warnings to the member of his/her service. The Ethics and Standards Committee will provide support as necessary.
  - Should the problem not be corrected, at the request of the service chairman, the Chairman of the Ethics and Standards Committee will send a letter to the volunteer in question.
  - If the volunteer continues to fail to correct the problem, the volunteer will be requested to meet with the Director of Volunteers, the service Chairman, and a member of the Ethics and Standards Committee. The Volunteer may invite another volunteer (active classification) to attend. In no case, shall there be less than two appointed or elected Auxiliary representatives at the meeting.
  - The Ethics and Standards Committee representative shall outline the violations for the volunteer, and any supporting letters or memoranda shall be reviewed. The volunteer shall be given the opportunity to present his/her side of the situation. Following a full review and discussion, the volunteer (and his/her invited attendee, where applicable) shall be excused and the hospital and Auxiliary representative shall determine appropriate action, up to and including requesting the volunteer's resignation or dismissal of the volunteer. In the event of a split vote, the Director of Volunteers shall make the final determination.
  - The Committee may also meet at the request of the service chairman for other matters such as health or infirmity. Where appropriate, and at the discretion of the Director of Volunteers, the affected volunteer may be offered a position on another service if available.

## **Budget Committee**

See Bylaws and Rules of Procedure

## **Services Committee**

There shall be a Services Committee that shall be a standing committee to assure the provision of quality volunteer services to the hospital that is effective and efficient both in the delivery and performance of the services and in the use of the time and talents of every volunteer.

The Services Committee shall be composed of the Chairman of all the duly constituted services of the Auxiliary (duly constituted shall mean the service has been approved by the Board of Directors). The chairman shall be appointed by the President. The term of office shall be for one year or until a successor is elected. The chairman shall automatically become a member of the Board of Directors.

## **Nominating Committee**

See Bylaws

## **Scholarship Committee**

### **G. Duncan Finley High School Scholarship**

#### **Funded by the Auxiliary**

The Auxiliary will sponsor a grant for one year renewable annually based on specific criteria. The Office of Development & Education (ODE) will supervise and administer the awards.

Interested High School Students submit their applications to ODE with the required application form, including High School Transcripts, and a letter of recommendation.

#### **Grant Award Process**

##### **Selection**

A committee consisting of Auxiliary *President, 2<sup>nd</sup> Vice President, DVS*, and ODE Hospital personnel (*Head Teen program and Human Resources*) convenes to scrutinize the applications to determine the eligibility of the applicants.

##### **Eligibility**

The applicant must be a graduating senior from the Sarasota county area.

The applicant must have at least a 3.0 cumulative Grade Point Average.

Scholarship funds will not be awarded unless the student is working toward a specific human health degree curriculum.

## **SARASOTA MEMORIAL HOSPITAL AUXILIARY INC.**

Annual family income must not exceed \$50,000.

### **Final Selection**

The eligible students are notified by ODE that they have been selected for an interview at SMH.

After the interviewing committee has completed its process, students will be selected and invited to the **G. Finley High School Scholarships Awards** evening by ODE. At this award ceremony, scholarship winners will receive a check to cover the first semester.

### **Section III – Service Chairman, Vice Chair or Co Chair**

Each service chairman shall be an active or life member of the Sarasota Memorial Hospital Auxiliary, shall have demonstrated ability in the service area in which he/she shall serve as Chairman, and shall be willing and able to faithfully discharge the functions and duties of his/her position.

### **Term of Office**

The service Chairman shall be appointed by the President and shall serve a one-year term, commencing in October. A service chairman shall be eligible to succeed himself/herself without the limit of terms.

The vice chairman or co-chairman shall serve the same terms of office without limits of terms, and shall be appointed by the service chairman

### **Duties**

#### **Each Service Chairman Shall:**

- Account to the Board of Directors for all volunteer and administrative activities within his/her service.
- Develop and implement programs, procedures, and regulations to perform the functions expected of volunteers on this service.
- Participate in setting guidelines on the overall policies of the Auxiliary, and make specific recommendations and suggestion regarding his/her own service.
- Maintain continuing review of the performance of the service and report regularly therein to the Board of Directors.
- Transmit to the appropriate authority his/her recommendations regarding membership, assignments, and corrective action with respect to a volunteer on his/her service, and shall handle minor disciplinary problems on his/her service.
- Enforce the Auxiliary and hospital bylaws, rules, policies and regulations within his/her service.
- Implement, within the service, actions taken by the Board of Directors.

## **SARASOTA MEMORIAL HOSPITAL AUXILIARY INC.**

- Participate in every phase of administration of his/her service through cooperation with hospital personnel, hospital administration, the Board of Directors and other service chairman.
- Assist in the preparation of such reports as may be requested by the Board of Directors or the Director of Volunteer Services which may include, but is not limited to, report of monthly hours of service, articles for the Volunteer Link.
- Be responsible for the promulgation of such rules and regulations as are appropriate to perform the function of the service.

### **Specific Duties**

- Maintain a roster of the names, addresses and telephone numbers and e-mails of the volunteers on his/her service.
- Coordinate and maintain work schedules for all volunteers on his/her service
- Prepare and maintain the training/orientation program (initial and ongoing) for their service and direct and/or participate in the orientation of all new volunteers on the service, including fire and safety procedures.
- Maintain regular communications with all members, both receiving information from the membership to pass on to the Board of Directors and communicating matters of interest from the Board of Directors to the service membership.
- Attend and participate in meetings of the auxiliary including, but not limited to, joint meetings of the Services Committee, general membership, and other meetings as requested.
- Assist in finding substitutes for members of the service only after the volunteer needing the substitute makes every effort.
- Maintain liaison with the Director of Volunteer Services to insure that all time slots are filled and that any vacancies that develop are reported promptly.

## **Section IV – Other Organization Positions**

### **Social Chairman**

The social chairman is appointed by the President and is approved by the Board of Directors. He/she is responsible for meeting and food arrangements at all general meetings and the organization of the Installation Luncheon

### **Historian**

See Bylaws and Rules of Procedure

## **SARASOTA MEMORIAL HOSPITAL AUXILIARY INC.**

### **Internal Auditor**

- The Internal Auditor shall be responsible for overseeing all financial transactions, procedures, and controls of the Auxiliary. All findings resulting from audits and reviews shall be reported in writing with recommendations for implementation to the Auxiliary Board of Directors.
- More specific duties are defined below:
- Review reconciliation of the Auxiliary treasury accounts and ledgers on a periodic basis to determine if they are being performed correctly and in accordance with procedures.
- Review vendor bills received by the Treasurer to determine that they are being paid in the proper amount, in timely fashion and that discounts are being taken, when available.
- Perform procedural audits to determine that current procedures are being followed and prepare recommendations to modify or implement new ones, where necessary.
- Review end-of-month reports from chairmen of Membership and Tribute Fund for reconciliation to amounts shown on the Treasurer's monthly statement.
- Review insurance policies of the Auxiliary and keep coverage up to date at the instruction of the Board.
- Prepare annual IRS Form 990 and submit to Auxiliary President in a timely manner.
- Respond to any correspondence regarding audits or inquiries from outside firms, as required.
- Perform such other special studies as directed by the Board of Directors.
- See also Bylaws and rules of Procedure.

### **Parliamentarian**

See Bylaws and Rules of Procedure

### **Section VI – Procedure for Establishing a New Service**

From time to time, new services may be added to the roster of activities provided by members of the Auxiliary. Requests for new services may come from the Auxiliary membership or from the hospital management. The requester(s) shall present complete information including the purpose of the service; the types of positions anticipated including descriptions thereof, and the staffing requirements including numbers of volunteers needed and expected staffing patterns.

The written request shall be presented to the Board of Directors by the Director of Volunteers (and appropriate hospital management as needed). The Board of Directors shall make its determination based upon its mission statement, its purpose, and its strategic plan. If and when approved by the Board of Directors, an

## **SARASOTA MEMORIAL HOSPITAL AUXILIARY INC.**

Implementation and review schedule shall be established, which shall include, but not be limited to, a scheduled review of the program within six months of initiation.

### **Section VII – Dues**

Membership dues shall be as follows:

- Active members shall pay annual dues of \$5.
- Provisional members shall pay annual dues of \$5.
- Lifetime members shall pay a one-time contribution of one hundred dollars (\$100), which may be paid within a two-year period.
- Dues are payable to the Membership Chairman within the first month of the fiscal year, which begins on October 1.
- Any dues outstanding on January or each year shall be delinquent. Such nonpayment of dues shall automatically suspend the membership. (See Bylaws Article III).
- Dues and other payments made to the Auxiliary by members are not subject to refund.
- Annual dues of volunteers admitted to membership between August 1 and October 1 shall cover the remainder of the current year and the following year

### **Section VII – Award Pins**

The schedule for awards for volunteer service is as follows:

- For the first 100 hours accumulated over any period a 100-hour service pin is given.
- For the first 500 hours accumulated over any period, a 500-hour service pin is given
- For the first 1000 hours accumulated over any period, a 1000-hour service pin is given.
- After the award of 1000 hours, pins will be awarded for each additional 1000 hours of service.
- As subsequent award pins are presented to the volunteer, the volunteer will return the previously presented pin to the Auxiliary.

### **Section IX – Remembrances**

The Corresponding Secretary shall send a remembrance card to the family in the event of the volunteer death. A remembrance card shall also be sent to a volunteer in the event of the death of a family member. An appropriate card shall be sent to a hospitalized volunteer.



## **Section X – Tribute Fund**

The purpose of the Tribute Fund shall be to provide monetary assistance to further the education and/or skills of any deserving full time employee who has been in the employ of Sarasota Memorial Hospital Health Care System for at least one year.

Recommendation shall come from the department head and be approved by the Auxiliary Board of Directors and the President of the Hospital.

On occasion, funds may be used if a patient, family member or friend makes a donation with stipulation as to its use within a specific unit or units within the hospital subject to approval.

- Money must be requested for educational purposes for which the hospital will not be reimbursing the employee.
- The program or education requested must be applicable to the employee's hospital job.
- The money can be used for registration, room and board, books, travel or mileage but not salary.
- Administrators or department directors will not use funds.
- The President of the Auxiliary and decision to spend the funds made by the Board of Directors will take applications for use of money.
- All requests must follow guidelines for funding, according to hospital guidelines, with completed applications.
- In the event the Board of Directors feels an excess of money has been accumulated in the Tribute Fund, the Auxiliary Board may elect to use this excess at its discretion with the approval of a two-thirds vote of the board.

## **Section XI – Scholarship Programs**

See Operating Policies and Procedures.

## **Section XII – Amendments**

These Operating Policies and Procedures may be changed by a majority of the Board of Directors.

*Adopted 1994 and Revised January 1996, Board of Directors; Revised June 1996, Board of Directors; Revised November 1996 Board of Directors; Revised April 2000; Revised October 13, 2004 Board of Directors, Revised January 2012 Board of Directors*

## **SARASOTA MEMORIAL HOSPITAL AUXILIARY INC.**

### **ASSOCIATION PRAYER FOR HOSPITAL AUXILIARIES**

Almighty God and Heavenly Father of Mankind, bless, we pray Thee, our endeavors in those hospitals in which we strive to bring comfort and hope to all who are in distress of mind and body.

Guide us that we may use the privilege given us to help the aged, the ill and the very young with generosity, with discretion and with gentleness.

Give us the strength to labor diligently, the courage to think and to speak with clarity and conviction, but without prejudice or pride.

Grant us, we beseech Thee, both wisdom and humility in directing our united efforts to do for others as Thou would have us do.

Amen.

### **ABOUT OUR EMBLEM**

In the inner circle of the emblem you will find, at the top, the Five Pillars of Excellence of Sarasota Memorial Healthcare System. The pillars stand for People, Service, Quality, Finance and Growth. The shield has a heart to represent caring, a star to represent the many stars of our auxiliary, the caduceus or wand of Mercury and serpent of Aesculapius to symbolize the art of healing, and the Greek or Geneva Cross, which is the international emblem for the sick and wounded. At the bottom of the circle is the Latin word *Curati* which means "We Care."

The Sarasota Memorial Hospital Auxiliary emblem was redesigned by David Couch, our First Vice President, in 2004.