The Villages® Regional Hospital
Auxiliary

Auxiliary
Membership
Handbook

June 2019

1451 El Camino Real,
The Villages, Florida 32159
(352) 751-8622

THE VILLAGES is a federally registered trademark of Holding Company of The Villages, Inc. and is used under license. The Villages® Regional Hospital is a part of Central Florida Health
WELCOME AND THANK YOU

Welcome to The Villages Regional Hospital Auxiliary family supporting The Villages Regional Hospital (TVRH). Your efforts go a long way toward helping make this “not for profit” hospital one of the premier hospitals in the State of Florida and the United States of America.

Our Auxiliary was formed in 2002 with 250 members serving in 15 departments and the Hospital had 60 beds. Today the Hospital has grown to 300 beds and over 900 volunteers serving in 38 departments of the Hospital including the musicians and volunteers at Ye Olde Thrift Shoppe. Last year our volunteers performed over 160,000 hours of service for TVRH which equates to over $3,000,000 of service (using the nationwide average for a volunteer’s time). Through Ye Olde Thrift Shoppe, Café and Gift Gallery, we also have been able to raise significant funds for the Foundation to buy various equipment for the Hospital.

This community has a large population that wants to give back. Volunteers bring an unbelievable wealth of knowledge and experience in a variety of areas—retired medical professionals, industry leaders and cross-cultural specialists. Our volunteers not only serve the Hospital, they represent the Hospital to the community at large.

You are encouraged to become involved in more than your shift each week by helping with one of our projects, becoming a department chair or an officer of the organization.

Every volunteer is much appreciated and performs a needed service. You are much more than “just a volunteer” to the patients, their family, the Auxiliary and the Hospital. Your volunteering fills an important need and helps the Hospital and the Auxiliary fulfill their Mission to improve the health and quality of life of the individuals and communities we serve.

Thank you,
The Villages Regional Hospital Auxiliary, Inc.
Executive Committee
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>AUXILIARY PRAYER</td>
<td>1</td>
</tr>
<tr>
<td>AUXILIARY PLEDGE</td>
<td>1</td>
</tr>
<tr>
<td>MISSION</td>
<td>1</td>
</tr>
<tr>
<td>AUXILIARY PAST PRESIDENTS</td>
<td>2</td>
</tr>
<tr>
<td>AUXILIARY MEMBERSHIP BRANCH EXECUTIVE COMMITTEE</td>
<td>2</td>
</tr>
<tr>
<td>AUXILIARY STRUCTURE</td>
<td>3</td>
</tr>
<tr>
<td>BENEFITS OF VOLUNTEERING</td>
<td>3</td>
</tr>
<tr>
<td>VALUES STATEMENT—TVRH AUXILIARY FOUNDATION</td>
<td>4</td>
</tr>
<tr>
<td>AWARDS</td>
<td>5</td>
</tr>
<tr>
<td>AUXILIARY RESPONSIBILITIES</td>
<td>6</td>
</tr>
<tr>
<td>Fundamental of Patient Communication</td>
<td>8</td>
</tr>
<tr>
<td>Always Practice AIDET</td>
<td>9</td>
</tr>
<tr>
<td>Accidents or Incident</td>
<td>9</td>
</tr>
<tr>
<td>Required Testing and Screening</td>
<td>9</td>
</tr>
<tr>
<td>Substitutes</td>
<td>10</td>
</tr>
<tr>
<td>DRESS CODE AND APPEARANCE</td>
<td>10</td>
</tr>
<tr>
<td>Auxiliary Volunteers</td>
<td>10</td>
</tr>
<tr>
<td>Women’s Uniforms</td>
<td>10</td>
</tr>
<tr>
<td>Men’s Uniforms</td>
<td>11</td>
</tr>
<tr>
<td>Exceptions</td>
<td>11</td>
</tr>
<tr>
<td>ID Badges</td>
<td>11</td>
</tr>
<tr>
<td>Volunteers Working with Patients or Food</td>
<td>11</td>
</tr>
<tr>
<td>HOURS</td>
<td>12</td>
</tr>
<tr>
<td>PROCEDURES</td>
<td>12</td>
</tr>
<tr>
<td>Supplies</td>
<td>12</td>
</tr>
<tr>
<td>Parking</td>
<td>12</td>
</tr>
<tr>
<td>Cell Phones</td>
<td>13</td>
</tr>
<tr>
<td>Meals</td>
<td>13</td>
</tr>
<tr>
<td>Breaks</td>
<td>13</td>
</tr>
<tr>
<td>Smoking</td>
<td>13</td>
</tr>
<tr>
<td>Volunteer Precautions</td>
<td>13</td>
</tr>
<tr>
<td>General Volunteer Prohibitions</td>
<td>14</td>
</tr>
</tbody>
</table>
AUXILIARY PRAYER

Almighty God and heavenly Father, bless our endeavors as we strive to bring comfort and hope to all who are in distress of mind or body. Guide us so 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, and the courage to think and to speak with clarity and conviction but without prejudice or pride. Grant us both wisdom and humility, directing our united efforts to do for others only as You would have us do.
Amen.

AUXILIARY PLEDGE

Believing that the hospital has real need for my service as a volunteer worker:
I will be punctual and conscientious in the fulfillment of my duties and accept supervision graciously.
I will consider as confidential all information which I may hear directly or indirectly concerning a patient, doctor or any personnel, and will not seek information regarding a patient.
I will take any problems, criticisms or suggestions to my department chairperson. I will endeavor to make my work of the highest quality. I will uphold the traditions and standards of this hospital and will interpret them to the community at large.

MISSION

To improve the health and quality of life of the individuals and communities we serve by volunteering our time and raising funds for The Villages Regional Hospital.
AUXILIARY PAST PRESIDENT

2002-2004    Gisele Silvestri
2004-2005    Doreen Henning
2005-2006    Lorraine Ricker
2006-2006    Theresa McFadden
2006-2009    Bob Follas
2009-2011    Theresa McFadden
2011-2014    Sandra Nusbaum
2014-2016    James Lemon
2016-2017    Lou Emmert
2018-        Jeannie Rogale

AUXILIARY MEMBERSHIP BRANCH EXECUTIVE COMMITTEE

Auxiliary Membership President
First Vice President
Second Vice President
Recording/Corresponding Secretary
Historian
Parliamentarian
Department Chairs and Co-Chairs
Volunteer Coordinator (non-voting)
AUXILIARY STRUCTURE

The Villages Regional Hospital Auxiliary, Inc.

Corporate Board of Directors
4 voting members from the Foundation Branch
4 voting members from the Membership Branch
5 Ex-officio members who vote

Foundation Branch
Up to 18 voting members, including:
- Chair of the Foundation Branch
- Auxiliary Membership President
- Treasurer of the Corporate Board
- Accounting Assistant (non-voting)
- Executive Director/President of the
  TVRH Auxiliary Foundation
- Up to 13 additional voting members

Auxiliary Membership Branch
Executive Committee including:
- President (and Chair of the Executive Committee)
- Other 5 Officers of the Membership Executive
  (1st & 2nd Vice President, Secretary, Historian, Parliamentarian)
- Department Chairs and Co-Chairs
- Volunteer Coordinator (Ex-officio, non-voting member)

BENEFITS OF VOLUNTEERING

The hospital values your time and talent as a volunteer. You are an important part of the hospital’s ability to provide health services to The Villages and surrounding communities but volunteering also benefits you as an individual.

Volunteering for our hospital can provide:

- Professional and social networking
- Environment in which to learn or develop new skills
- Platform to share your skills and talent
- Motivation and sense of achievement
- Ability to gain work experience and/or enhance your resume
- Atmosphere to build self-esteem and self-confidence
- Ability to make a positive impact in the lives of others
- Sharpened leadership skills
- Means to support something in which you believe
VALUES STATEMENT - TVRH AUXILIARY FOUNDATION

TVRH Auxiliary Foundation is a fundraising organization dedicated to advancing the services and capabilities of The Villages Regional Hospital in the interest of the health and wellbeing of the community.

The values we exhibit in our day to day operations are:

ACCOUNTABILITY
We uphold our fiduciary and ethical responsibilities at the highest standards for donors, board members, volunteers and our community.

EDUCATION
We strive to be a leader in promoting the spirit of philanthropy both by example and through the dissemination of meaningful information.

GRATITUDE
We gratefully acknowledge each financial contribution with sincere appreciation and commit to the responsible use of donations and funds.

TRANSPARENCY
We provide factual and forthright answers to all inquiries from the community about our programs, services, finances and experiences.

RESPECT
We respect the privacy of our donors, volunteers, and community while acknowledging the significant value of their contributions in support of our mission.

STEWARDSHIP
We commit to earning the enduring trust of our donors and volunteers and to ensuring that the Foundation is worthy of their philanthropic investments.
AWARDS

The Auxiliary has programs to recognize the volunteers in a variety of ways. These include award pins for significant hours worked, pins for total number of years worked, and recognition awards given at the annual luncheons.

Pins – Hour pins are given to the volunteers quarterly. Years of Service pins are given twice a year usually in March and September.

<table>
<thead>
<tr>
<th>Hour Pins given at:</th>
<th>Years of Service Pins given at</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial one-hundred hours</td>
<td>3 years</td>
</tr>
<tr>
<td>300 hours</td>
<td>5 years</td>
</tr>
<tr>
<td>500 hours</td>
<td>10 years</td>
</tr>
<tr>
<td>1,000 hours</td>
<td>15 years</td>
</tr>
<tr>
<td>every 1000 hours thereafter</td>
<td>Every 5 years thereafter</td>
</tr>
</tbody>
</table>

Recognition Awards

The entire Auxiliary Volunteer population (including Musicians and Ye Olde Thrift Shoppe) will be eligible for the following awards, given at the annual luncheons:

Going the Extra Mile: An individual or department whose commitment to excellence consistently surpasses expectations. The volunteer or team who goes above and beyond to make things happen

Unsung Hero: An individual, deserving special recognition, who has shown consistent reliability, adaptability and service to the auxiliary. (May be a non-Auxiliary member.)

Leadership Award of Excellence: An individual who has provided outstanding leadership, support to the organization, and has worked beyond the call of duty. (Usually an Officer or Department Chairperson).
Volunteer of the Year: An auxiliary member who has made an exceptional contribution and shown outstanding dedication to the organization. They demonstrate the values of Respect, Stewardship, Integrity, Service, Teamwork, Innovation, and Quality.

Outstanding Team/Department Award: A team, recognized by the TVRH staff as having worked together at an exceptional level to improve patient care and/or services. Award determined by TVRH staff but names can be submitted for consideration.

President’s Award: A person who has made a positive contribution to both the organization as a whole and to the Membership President’s term. Award determined by the Auxiliary Membership President. Names may be forwarded to President for consideration.

Additional awards can be given such as Special Recognition or Making A Difference at the discretion of the Awards Committee. Larger groups can have separate awards that would be presented at a smaller venue for just that department.

AUXILIARY RESPONSIBILITIES

As a volunteer with the Villages Regional Hospital Auxiliary, you make the first contact with patients and visitors to the Hospital and it is important that this impression be favorable. Always treat everyone with courtesy, professionalism and confidentiality. It is your responsibility as a volunteer to be professional in appearance and attitude.

It is your responsibility as a volunteer to be:

- **DEPENDABLE** - Report promptly when scheduled for your volunteer shift.
- **RELIABLE** - If you are unable to work your scheduled volunteer shift arrange for a substitute and notify your department chair.
- **SERIOUS ABOUT YOUR COMMITMENT** - accepting your assignment. Take into consideration your interests, abilities, skills and availability.
• **A TEAM MEMBER** - Strive to be a recognized and respected member of the team. Follow all volunteer policies and procedures. Avoid gossip or negative comments.

• **FORTHCOMING** - Participate in the feedback process by letting us know how you feel about your volunteer experience and by giving constructive suggestions for improvement. We are a team and we want to hear from you about any concerns.

• **WILLING TO LEARN** - Attend meetings and training. Develop your skills by participating in addition training or cross training when available. Ask for help or an explanation when in doubt.

• **INQUISITIVE** - Speak up. Ask about things that you don't understand. There is usually a good reason behind every process and it will be helpful for you to understand why things are done in a certain way.

• **RESPECTFUL OF CONFIDENTIALITY** - As a volunteer, you may become aware of confidential and sensitive medical and personal information about patients. It is prohibited to share or discuss this information with anyone as mandated by HIPAA regulations.

• **TOLERANT** - View clinical staff as allies and teachers; forgive them if they seem demanding, too busy or intolerant. They have only the best interest of the patient in mind.

• **RECEPTIVE** - Seek feedback on your performance. Look for opportunities for growth. Consider taking on a larger role in your Auxiliary such as a Chair or serving as an Officer.

• **FLEXIBLE** - You may be asked to help in an unassigned area or with an extra task. Remember, we are here to help in any possible way.

• **POSITIVE** - Remember, a smile is contagious. Be positive and cheerful. Serve as goodwill ambassadors to the community for The Villages Regional Hospital.
FUNDAMENTAL OF PATIENT COMMUNICATION

Always Practice AIDET: this is an easy to remember format to use when working with guest.

A - Acknowledge
Whether you acknowledge patients and guests by name or with a friendly smile, they know that you have connected with them. Acknowledgement includes putting down paperwork and making the patient or guest your focus. Stop whatever you are doing so the individual knows they are important. Be alert! Eye contact and a smile are both non-verbal ways of acknowledging a patient or family member. Anticipate their questions or needs.

I - Introduce Yourself
Introduce yourself by name and describe what is going to happen. “Good morning. My name is Lisa and I am a volunteer. I will take you to the ...”.

D - Duration
Give an estimate of the time it will take to complete a procedure. For example, “It will take us about five minutes to walk to the X-ray department” or “X-ray is just down the hall.”

E - Explanation
Use easily understood terms when providing information. Avoid acronyms. Offer to resolve any concerns, questions or complaints.

T - Thank You
Say thank you to the patient and their family. Be sincere. “Thank you for choosing us for your health care needs. Is there anything else I can do for you?” People will walk away with the message they see versus the message they hear 100 percent of the time. Be aware of your nonverbal communication.
ACCIDENT OR INCIDENT

If you or someone you observe has an accident or receives an injury while in the hospital proper, call extension -2222 for the TVRH Clinical Assessment Team (CAT) and then call Security at extension -8050. If this occurs outside the hospital or offsite, call 911 (this includes all parking lots, the Sharon Morse building and the East Campus) for immediate medical assistance. Do not attempt to assist the injured party yourself.

You should then report the incident to the Risk Management Hotline at 323-5411. Include as much information as you can (date, time, place, details, name and phone number of injured parties, your name & phone number.) Security may do this report for accidents in the hospital proper.

A volunteer who is injured while performing their Volunteer duties must also phone an incident report to Risk Management Hotline at 352-323-5411. If you seek medical treatment your insurance is billed. Central Florida Health has a separate Volunteer Accident Policy that will cover costs that your insurance does not cover. You will need to complete a Volunteer Injury Claim Form.

If in the very rare circumstances that you are named in a lawsuit with the hospital due to an accident or injury and you were acting in the scope of your volunteering at the hospital, the hospital will join in your defense through their general and professional liability self-insurance program. You will need to contact a Claims Specialist at 352-323-5401 if you are served with a lawsuit.

REQUIRED TESTING AND SCREENING

New volunteers, no matter where they are working, will need to pass a double-screening TB test or other necessary evaluation based on Hospital Member requirements and are subject to a back- ground check. During their birthday month, all volunteers are re- quired to com- plete the Annual Regulatory Compliance Education & Risk Safety Module (ARCE) formerly called ATM as well as other necessary evalua- tions based on Hospital Member requirement

Volunteers on leave or seasonal volunteers need to bring all testing requirements up-to-date prior to returning to their department(s).
After initial training and annually during the “In-service” meetings, all volunteers will sign a competency form to assure and agree that they are competent to perform the duties listed in the Service Description of their assigned department(s).

Failure to attend these ARCE and/or in-service meetings can result in the volunteer no longer being “in good standing.”

**SUBSTITUTES**
All volunteers are responsible for notifying their department chair or appropriate scheduling volunteer if unable to work their assigned shift. The volunteer should arrange coverage for their shifts if possible and let the appropriate person know who will be covering for them.

**DRESS CODE AND APPEARANCE**

**Auxiliary Volunteers**

Members will present a neat appearance and display good personal hygiene. Uniforms or clothes should always be clean and wrinkle-free. Chewing gum, tobacco or electronic cigarettes and excessive scented lotions/fragrances are not permitted. Jewelry must be minimal for all volunteers. With some minor exception (listed below) all Members shall wear the uniform while on duty. If the uniform does not have a hospital logo, an Auxiliary patch needs to be attached as per instruction sheet provided with the patch.

**Women’s uniforms**

Green jackets with a white blouse/shirt, or green aprons with a white blouse/shirt with sleeves, or green polo shirts, khaki slacks, skirts or below knee capris. Sweaters/Jackets must be plain beige or plain white. Enclosed toe shoes should be clean and maintained in good repair. Jackets are always to be zipped or buttoned-up three-quarters of the way.
Men’s uniforms

Green polo shirts or green jackets (always zipped or buttoned-up three-quarters of the way) with white shirts, khaki long pants. Enclosed toe shoes should be clean and maintained in good repair. Sweaters/Jackets must be plain beige or plain white.

Exceptions

Outdoor transportation drivers, supply chain volunteers and Ye Olde Thrift Shoppe workers may wear khaki walking-shorts (knee length) and may wear any color jacket in cold or rainy weather. Musicians and volunteers working in the back room (pricers) at Ye Olde Thrift Shoppe do not have to wear the uniform.

Students may wear white shirts with sleeves and collars in lieu of a green uniform top. Other exceptions can be made if appropriate and approved by the Auxiliary Membership President.

ID Badges

ID badges must always be worn while on duty or on official business. Badges must be worn on the collar, lapel, shirt placket or a lanyard so the picture and name are visible.

Volunteers Working Directly With Patients Or Food

Artificial acrylic nails and scented lotions/fragrances are not permitted for Hospital volunteers who have direct contact with patients or are handling food. Gels and shellac polished nails are allowed. This would include, but is not limited to, Cardiac/Pulmonary Rehab, Dietary, Emergency Department, Front Desk, Express Admit, Intensive Care Unit/Progressive Care Unit (ICU/PCU), Infusion, Patient Care, Rehab Hospital, Ambulatory Diagnostics Unit (ADU), Cath Lab, Post Anesthesia Care Unit (PACU), and the Café.
HOURS

Regular Hours

Hourly credit is given to each member working regular shift hours and Auxiliary Foundation sponsored community events, such as the annual Hearts for Our Hospital gala. Hourly credit is also given to each member attending the general meetings, Executive Committee meetings and departmental meetings. Six major holidays are recognized by the hospital: New Year’s Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and Christmas Day. Double hours are automatically given to members who choose to work on these holidays if their department is open.

Hours are tracked by using the automated kiosks located in the hospital and in other offsite locations. Paper tracking forms are only used if the system is down or if the hours are worked off-site.

Bonus Hours are credited annually in March as follows:

Auxiliary Membership President 500
1st Vice President 300
2nd Vice President 300
Recording/Corresponding Secretary 200
Historian 100
Parliamentarian 100
Department Chairs and Co-Chairs 200
Other Appointed Committee Chairs 200

PROCEDURES

Supplies

Requests for supplies, materials or equipment of any kind for volunteers working at the Hospital shall be submitted to the Chair of the Day Captain’s office.

Parking

Volunteers with cars or golf carts must park in the main parking lot located across Clemente Court or in the offsite parking behind the East Campus. Handicap parking in assigned handicap spots is permitted with appropriate parking permit tags.
Cell Phones
Volunteers on duty at the hospital should have their phones in silent mode and only use their cell phones, including both voice and texting, for emergency situations or during their breaks unless use of the cell phone is required by your specific job assignment.

Meals
Volunteers are entitled to receive a complimentary meal in the hospital cafeteria (one meal per scheduled four-hour shift) on the day they volunteer. Vouchers are available in the Day Captain's Office for Volunteers working more than one 4-hour shift in any given day. All volunteers can receive a complimentary coffee, tea or water during their shift at The Café. ID Badges are required to receive these meals and beverages. Except for the 4:00 p.m. to 8:00 p.m. shift, volunteers should have their meals outside their normal working shifts.

No food should be eaten at your work area. Something to drink is allowed as long as it does not interfere with your assignment. The cup, glass or bottle must have a lid and should be removed at the end of your shift.

Breaks
If a quick break is needed, it should not exceed fifteen minutes and be done in the general area of your volunteer assignment making sure the area remains staffed and co-workers know how to contact you.

Smoking
The Central Florida Health (CFH) campuses and properties are tobacco free. Specifically this means tobacco use of any kind, including electronic cigarettes, will not be permitted inside or outside any CFH building, property or personal vehicle. This includes the main hospital, buildings owned or leased by CFH, parking lots and adjoining sidewalks.

Volunteer Precautions
If a patient or patient’s family member or a visitor asks for assistance, other than directions, volunteers will convey the message to the appropriate individual for an answer without offering their own opinions or suggestions.
General Volunteer Prohibitions:

These are general prohibitions. Please consult the specific Service Description or any available procedures for your department for any exceptions or addition prohibitions.

2. Physically assisting patients
3. Entering Isolation/Precaution rooms
4. Collecting bedpans, urinals or specimens of any kind
5. Administering drugs
6. Transporting/handling medications
7. Performing treatments normally done by professional staff
8. Writing in patient charts
9. Feeding patients
10. Handling potentially contaminated items (including removing soiled linen from beds/stretchers)
12. Providing water or nourishment to patients without authorization from nursing
13. Transporting prisoners either within the hospital or for discharge.
14. Driving patients to their cars in a volunteer’s personal vehicle or driving patient’s vehicles. Accepting tips or gifts from patients, their families or visitors.
15. Promoting or soliciting personal business enterprise, political agenda or religious beliefs.
16. Soliciting for a private charity.
17. Possession or use of illegal drugs or other illegal substances.
18. Possession or use of firearms, weapons or explosives on any CFH property or while on duty in any CFH Volunteer activity.
19. Engaging in criminal contact or acts of violence or making threats of violence while on CFH premises or when representing the CFH.
20. Fighting, horseplay or provoking a fight on CFH property
21. Working directly with hazardous materials.
Problem Resolution

Auxiliary Members with issues or concerns within the Auxiliary shall follow these steps for resolution:

1. Discuss the issue with their Department Chair
2. If this does not resolve the issue, present the problem in writing to the Auxiliary Membership President or one of the Auxiliary’s Vice Presidents.
3. If issue remains unresolved, final intervention is to present the problem in writing to the Volunteer Coordinator.

REQUIREMENTS TO REMAIN IN GOOD STANDING

Auxiliary members are required to remain up-to-date on department procedures and hospital policies. For a volunteer to remain a member in good standing of the Auxiliary, the volunteer has a responsibility to

- Complete the open-book test on HIPAA regulations and hospital policies (ARCE) each year during their birthday month or, if on a leave of absence at that time, prior to returning to their volunteer assignment.

- Attend the annual In-service training session(s) for their department(s). If unable to attend, the volunteer must arrange a time with the Department Chair to cover the information and updates. These updates include hospital, Auxiliary, and department processes and procedures.

Only Auxiliary members in good standing are eligible to vote in the elections, receive any of the annual awards, attend the Appreciation Luncheons, and receive the holiday gifts such as a ham or turkey. Volunteers on documented leave of absence will be handled on an individual basis by the Chair of the department and the Auxiliary President.
RESIGNATION

Members who wish to resign must present written notification to their Chairperson on the appropriate form found in the Day Captain’s Office or at Ye Olde Thrift Shoppe. Members’ ID badges should also be returned at this time and they will be requested to complete an exit survey.

Members who have resigned and want to return within ten months must contact the Volunteer Placement Office (VPO) to determine which requirements, such as ARCE, will need to be brought up-to-date before they can volunteer again.

Every effort will be made to credit the returning volunteer with any previously earned service.

LEAVE OF ABSENCE / SEASONAL ABSENCE / STUDENTS

Members who require a leave of absence for medical or personal reasons and seasonal absences longer than one month must provide written notification to their Chairperson. They are encouraged to work with the Chairperson to arrange an appropriate substitute or replacement for their shift. In order to return to their duties, they must be current on all required testing and paperwork. Questions on what is required should be addressed to the Volunteer Placement Office (VPO).

The Chairperson must notify the Volunteer Placement Office of the absence and return.

Members who do not volunteer during a ten-month period will be considered to have resigned and must contact the Volunteer Placement Office (VPO) to start the application process.

Seasonal Residents
Members who will be gone for more than one month must notify their Chairperson well in advance their time of departure and when they expect to return. This will allow time to get someone to fill that shift in their absence.
Returning from LOA, Seasonal or Student Absence
In order to return to their duties, the volunteer must be current on all required testing and paperwork. Upon returning to be an active Volunteer you must check with the Chairperson of your original department to see if a position is still available. If no position is available you have two choices:
1. You may be a substitute in your original department.
2. You may contact the VPO Department and ask for a transfer to a different department.

Departmental Transfer
A volunteer must submit a written request on the appropriate form found in the Day Captain’s Office or at Ye Olde Thrift Shoppe to the Chairperson of the department in which he or she volunteers. The request will be forwarded to the Volunteer Placement Office (VPO) which will facilitate the transfer if a position becomes available within six months, after which the volunteer will need to resubmit the request for transfer. This same procedure must be followed for adding a volunteer shift in an additional department.

DISCIPLINARY ACTION
Conduct contrary to that outlined in this handbook or failure to follow the procedures in the department specific Service Description will cause Auxiliary members to be subject to counseling and/or dismissal from membership in the Auxiliary.
This disciplinary action will be done in private and is considered personal and private. Most often a neutral third party such as the Co-Chair, Chair of another department or one of the Auxiliary Officers would be present.

The initial step is a verbal discussion between Chair and Volunteer with a note or email to the VPO and Auxiliary Office.

The next step, should the behavior continue, is a verbal reprimand by the Chairperson for the department. Evidence of this verbal warning would be documented and signed by the volunteer. If volunteer refuses to sign, the chair should so indicate on the document and continue the process.
If needed, this is followed by a written reprimand by Chairperson of the department and the Auxiliary Membership President signed by the volunteer. If volunteer refuses to sign, the Chairperson should so indicate on the document and continue the process.

The final step, should the infractions occur again, is a written dismissal issued by the Volunteer Coordinator in conjunction with the relevant department Chairperson and/or the Auxiliary Membership President.

All disciplinary documents will become part of the volunteer’s permanent record in the Auxiliary office.

This process does not preclude immediate dismissal under certain situations including but not limited to violation of HIPAA or Hospital Regulations.

**FOUNDATION BRANCH AND SPECIAL EVENT VOLUNTEERS**

Foundation Branch and Special Event volunteers who work on episodic or special events and who are not part of the Auxiliary Membership are not required to take part in the standard Auxiliary orientations or testing, nor are they required to wear either the standard Auxiliary uniform or Hospital ID badge in order to work events. Such volunteers are not eligible for Auxiliary recognition or invitations to Auxiliary events.

**VOLUNTEER AREAS**

Auxiliary Membership volunteers can work in a variety of areas. These include departments which are dealing directly with patients, such as Patient Care, and other departments which are behind the scenes, such as Supply Chain/Materials Management. There are also volunteers working in areas that raise money for our hospital, such as Ye Olde Thrift Shoppe, and volunteers who provide music in both lobbies to help reduce stress of patients, visitors and staff.
CONTACT INFORMATION

There are various offices for the Auxiliary Membership, each with a different function, and the Auxiliary Foundation maintains a separate office for their activities.

Day Captain’s Office (Central Communication Office)
Located on the first floor of the hospital in the main lobby area near the Café. It is staffed from Monday through Friday from 8:00 a.m. to 4:00 p.m. and selected weekends. The office can be reached by phone at 352-751-8622 or by email at vaux@centflhealth.org. The Day Captain is available to answer questions and assist in any way with a specific focus on volunteer areas within the hospital and East Campus. This is where all Chairs receive mail or other hardcopy documents and is also where any of the necessary forms such as Volunteer Applications, Resignation, Leave of Absence/Seasonal Absence etc. can be obtained.

Employee Health and ARCE Department
New volunteer and annual volunteer testing are handled by these two departments. Testing is done on Tuesdays. Annual eye exams for Outside Transportation drivers can be administered by Employee Health at the same time as ARCE testing. Please call the Membership Office at 352-751-8061 with specific questions regarding testing.

The Volunteer Placement (VPO)
Located in the main Hospital on the 2nd floor at the end of the Pharmacy Hall. VPO can be reached at 352-751-8176 or by email at tvrhvpo@centflhealth.org. VPO handles interviews and other activities related to acquiring and placing new members for the Auxiliary as well as transfers of volunteers to different areas.

The Auxiliary Membership Office
Located on the 3rd floor of the East Campus. This is where volunteer records are maintained. For questions regarding personnel records or volunteer policy, this office can be contacted by phone at 352-751-8061 or by email at tvrhauxiliaryoffice@centflhealth.org. The fax number is 352-751-8662.
The Auxiliary Foundation Office
Located on the 2nd floor in the East Campus. This office is staffed Monday through Friday 8:00 a.m. to 4:30 p.m. They can be reached by phone at 352-751-8871 or by email at tvrhaf@centflhealth.org. The main focus of this office is to support fundraising events and activities for our hospital.
THE VILLAGES REGIONAL HOSPITAL
AUXILIARY MEMBERSHIP BRANCH
OPERATING RULES AND REGULATIONS

Auxiliary Membership Branch Executive Committee

The Membership Branch Executive Committee shall be composed of the following: The Auxiliary Membership Branch President, First Vice President, Second Vice President, Recording/Corresponding Secretary, Historian, Parliamentarian, Department Chairs and co-chairs and any other appointed positions. In addition, the Volunteer Coordinator shall be an ex-officio member without a vote.

All items requiring approval by the Auxiliary Membership Executive Committee shall be passed by a majority of those voting, as long as there is a quorum of voters. A quorum is thirty percent (30%) of the committee present. Voting can take place at a scheduled meeting where a quorum is in attendance or electronically via email responses. Any electronic votes should be recorded as part of the minutes at the next Executive Committee Meeting.

Upon the resignation or removal of any officer of the Executive Membership Committee, the Auxiliary Membership President, with the approval of the Auxiliary Executive Committee, will appoint a replacement to fill said vacancy for the remainder of the term.

Tenure And Election Of Membership Branch Executive Officers

All officers shall be elected for a term of two (2) years. All Membership Branch Executive Officers must have served on the Membership Branch Executive Committee or as a Committee Chair or Project Coordinator for at least one year and be an active Auxiliary member in good standing. Exceptions can be made, with the approval of the Membership Branch Executive Committee, if no candidate meets this requirement for a given office.
Notifications of elected Membership Branch Executive positions open for nominations will be made by the Election Committee in the November issue of the Membership Branch Newsletter (Hummingbird)

• Nominations will be accepted by the Election Committee until the 15th of December. Nominees must give permission to be nominated.

• All nominations must be reviewed and accepted by the Election Committee, Volunteer Coordinator, and the Executive Director/President of the TVRH Auxiliary Foundation Branch.

• If there is only one candidate for each open position, the Election Committee will declare the election closed and the slate published as duly elected.

• In the event more than one candidate is nominated for a position or positions, a ballot, compiled by the Election Committee, will be published in the January Hummingbird Newsletter.

• Any member of the Election Committee that accepts a nomination for a contested position must recuse themselves from all further Committee meetings and decisions.

• For purposes of voting, only Auxiliary members in good standing who have completed Orientation on or before June 30 will be eligible to vote in the January elections. Volunteers who are out on leave or away for the season will still be eligible to vote if they have posted hours within the previous 10 months prior to June 30. The Membership Office will run a voting roster as of June 30 showing who is eligible to vote.

• Nominees may choose to withdraw from the election prior to publication of the ballot should they feel others nominated are better qualified for the position or for other personal reasons.

• Deadline for return of ballots will be Feb. 1 or 20 calendar days after the publication of the ballots, whichever comes latest.

• Returned ballots will be tallied by the Election Committee to determine the winner(s). Actual numbers or percentage of votes for each candidate will not be published.

• The slate of elected officers will be announced in the March Hummingbird Newsletter.
DUTIES OF OFFICERS

The Auxiliary Membership Branch President shall Chair the Membership Branch Executive Committee and is an ex-officio member of all committees except the Election Committee and shall be the Vice President of the Villages Regional Hospital Auxiliary, Inc. (referred to as the “Corporation”) Board and shall appoint the Secretary and two other Directors to the Board prior to July 1. The Auxiliary Membership Branch President is responsible for organizing and communicating with the Auxiliary Membership and appointing Department Chairs.

The First Vice President shall, in the event of the absence, disability or resignation of the Auxiliary President, assume the powers and perform the duties of the Auxiliary President.

The Second Vice President shall, in the absence of the Auxiliary President and First Vice President, perform the duties of the Auxiliary President. The Second Vice President shall coordinate the Election Committee and serve as chair of the Auxiliary Membership Handbook Committee.

The Recording/Corresponding Secretary shall keep and distribute an accurate record of all Membership Branch Executive Committee meetings and shall conduct all the general correspondence of the Auxiliary Membership, including Sympathy and Get-Well cards to members.

The Historian shall collect and organize historical data including, but not limited to newspaper articles, photos, special events and fund-raisers. He/she will forward all articles from local publications and send to the Auxiliary Foundation Office for scanning and record keeping.

The Parliamentarian should be knowledgeable and familiar with Robert’s Rules of Order (Newly Revised,) the governing authority for Auxiliary meetings, and shall ensure meetings of the Auxiliary are conducted under these procedures.
AUXILIARY MEMBERSHIP

Membership shall be open to anyone interested in the welfare of the hospital and its community. Application shall be made through the Volunteer Placement Office (VPO).

Upon acceptance of the application, in order to become an active member of the Auxiliary Membership, the applicant must pass a background check, double TB Testing and the Annual Regulatory Compliance Education & Risk Safety Module (ARCE) update. This ARCE update must be done yearly during the volunteer’s birth month. Outside Transportation Drivers must also pass an eye test and driver test annually.

Active Auxiliary Members in good standing shall have the right to vote, hold office, receive recognitions and participate in any Auxiliary events, such as the luncheon.

Auxiliary Members not volunteering for more than ten (10) months will be considered to have resigned and must contact the Volunteer Placement Office (VPO) to start the application process.

Honorary Membership can be granted to a retired or deceased Auxiliary Volunteer after a minimum of seven (7) years of distinguished volunteer service to The Villages Regional Hospital and a minimum of 2,000 total hours served. Honorary Members can be nominated by any Active Member but must be approved by a majority vote of the Membership Branch Executive Committee. An Honorary Member shall have no voting rights. Surviving Members will receive the Auxiliary Hummingbird Newsletters, annual invitations to one of the Auxiliary Membership annual luncheons, and other events. For a deceased member, a member of the family will be invited to one of the luncheons for the year they are initially recognized. Exceptions will be considered by the Executive Committee with regard to years of service and/or total hours.
DEPARTMENTS & COMMITTEES

There shall be such standing committees as are necessary to conduct the business and programs of the Auxiliary Membership Branch. With the approval of the Membership Branch Executive Committee, the Auxiliary Membership President shall appoint the Chairperson of each committee except the Election Committee and Handbook Committee. The personnel of each committee, with the exception of the Election Committee, shall consist of members designated by the Chairperson of the committee with the approval of the Membership President.

The Membership Branch President, at his or her discretion, may create committees for special projects or limited purposes.

The Election Committee shall meet in October and consist of at least five (5) active Auxiliary Members chosen by the Auxiliary Membership President with the approval of the Membership Executive Committee. The Second Vice President shall be a member of this committee and the Chair shall be chosen by the committee.

The Awards Committee will be formed in early November with the most recent past-president of the Auxiliary serving as Chair. A minimum of eight additional members will be selected from the active Auxiliary membership by the Chair with recommendations from the current Auxiliary President.

MEETINGS

There shall be at least one luncheon or similar event of the Auxiliary Branch Membership annually for purposes of recognition and/or installation of new officers.

The Auxiliary Membership Branch President or a majority of the Membership Branch Executive Committee may call a special meeting of the Auxiliary Members for the transaction of business.

The Membership Branch Executive Committee will meet once a month unless deemed unnecessary by the Membership President.
At a minimum there must be two (2) Membership Executive Committee meetings per fiscal year with a quorum of thirty percent (30%) of the committee present.

**FUNDS**

Expenditures for the Membership Branch shall be subject to approval by the Foundation.

**PARLIAMENTARY AUTHORITY**

The rules contained in the current edition of Robert's Rules of Order (Newly Revised) shall govern the Auxiliary Membership Branch in all cases to which they are applicable and in which they are not inconsistent with The Villages Regional Hospital Auxiliary, Inc. bylaws or any special rules of order the Auxiliary Membership Branch may adopt.

**CHANGES TO THE HANDBOOK**

This Auxiliary handbook shall be reviewed at least once a year by the Membership Executive Committee and if changes or additions are needed, a minimum three-person committee will be assigned by the Second Vice President with approval of the Auxiliary Membership President to make the necessary changes and present the proposed new handbook to the Membership Executive Committee for approval.

Once approved by the Membership Branch Executive Committee, the modified handbook must also be approved by The Villages Regional Hospital Auxiliary, Inc. (referred to as the Corporation Board).

Updated copies will be made available to all active Auxiliary members, who will sign a document acknowledging receipt of the Handbook. New volunteers will be given a copy of the handbook at orientation. It will also be available in the Day Captain’s office and on-line at https://www.thevillagesregionalhospital.org/media/1082/tvrh_aux_handbook.pdf