



SERVING THOSE WHO SERVE

Health Care Auxiliary of Minnesota A Guide for Leaders

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I. The State Organization

The Health Care Auxiliary of Minnesota is the only organization of its kind in the state which specifically serves health-care auxiliaries and volunteer groups. Founded in 1946, the organization is dedicated to helping auxiliaries and volunteer groups achieve their full potential by offering recruitment tools, education, support and vitalization to its members.

History

- **1945** July — Minnesota Hospital Association (MHA) Board of Trustees appoint committee to study formation of state auxiliary organization.
- **1946** March 7 — Auxiliary representatives meet and organize a statewide hospital auxiliary of MHA.
- **1946** May 27 — Minnesota Women’s Auxiliary formally accepted by MHA – Name changed to Minnesota Hospital Association Auxiliary (MHAA), shortly thereafter.
- **1946** May 28 — Mrs. Frank Bickle, Glenwood, Minn., elected first president.
- **1947** State divided into nine districts.
- **1952** “Cheery cherry red” uniforms introduced.
- **1958** State newsletter first published.
- **1962** First leadership manual published.
- **1967** Nursing homes included in organization.
- **1968** Districts reduced to seven.
- **1978** MHAA president invited to attend MHA Board of Trustees meeting — MHA presented MHAA with a \$5,000 check for educational purposes.
- **1979** Name changed to Minnesota Hospital and Home Association Auxiliary (MHHA).
- **1982** Leadership manual revised — MHHA president invited to attend Minnesota Association of Homes for the Aging (MAHA) board of trustees meeting.
- **1985** MHHA resource library established.
- **1990** Name changed to Health Care Auxiliary of Minnesota (HCAM).
- **1991** April 12, HCAM incorporated as a 501(c) (3), and given not-for-profit status.
- **1997** Resource library dissolved.
- **1999** HCAM received \$9,000 grant to assist enrollment process for school age children in MinnesotaCare.
- **2000** Member-at-large positions established for HCAM Board of Directors.
- **2000** First Heart of Minnesota Volunteer Director award given.
- **2002** HCAM web site (www.mnhcam.org) developed by MHA.
- **2006** Turning point for HCAM: New Pathways for Service developed in work with Larry Walker, consultant provided by MHA.
- **2006** HCAM celebrates 60th Birthday at annual conference.
- **2006** New mission statement approved by membership.
- **2007** New vision statement approved by membership.

Board of Directors

Made up of more than 20 members, the HCAM board of directors is an all-volunteer board, representing hospitals, long-term care facilities, and clinics in all districts of the state. The board meets three to four times a year to develop policies, programs, educational meetings and materials, in order to fulfill its mission of service to health-care auxiliaries/volunteer groups.

Districts

The state is divided into seven districts designated by the letter A through G. As a member of HCAM, each auxiliary/volunteer group automatically becomes a member of the district in which it is located.

HCAM sends one consolidated billing to each member to collect annual dues on behalf of both the state association and the districts. HCAM then remits to the districts their portion of the dues.

Each district has a chairperson, elected by HCAM members within that district. The chairperson acts as the liaison between members and the state association and serves on the Nominating Committee. She/he may act as a consultant to members if requested. HCAM districts are governed by their own bylaws and develop their own budgets.

Affiliations

While it is an autonomous organization, HCAM is affiliated with the Minnesota Hospital Association (MHA) and the Minnesota Health and Housing Alliance (MHHA) and receives valuable services and support from both organizations, their staff, and member facilities.

HCAM is also affiliated with the American Hospital Association (AHA) and regularly receives resource materials and education from them. In addition, HCAM works closely with the Minnesota Hospital Gift Shop Association and Minnesota Association for Volunteer Administration (MAVA).

II. The Local Organization

Membership

An auxiliary or volunteer group sets forth its membership policy through its bylaws.

Membership should be open to any adult interested in serving the facility and its functions. Groups should encourage membership of persons with varied talents and of diverse community groups.

Dues are the best determinant of membership and are the source of revenue for the operating budget (administration expenses).

Bylaws should establish a definite period of time after which dues are considered delinquent.

Type of Membership

- Individual memberships
 - Active members may be adults who agree to pay dues and participate in the activities of the auxiliary/volunteer group.
 - Associate members are adults who agree to pay dues and are not required to participate in activities of the auxiliary.
 - Honorary members are recognized for outstanding service. They do not pay dues. These persons are not necessarily auxiliaries, but the recognition is an opportunity for the auxiliary to interact with the community.
 - Life memberships have been a part of some organizations. They have been awarded to persons making large contributions. This form of membership should probably be avoided, since the possibility arises that others who have contributed equally valuable service may be overlooked.
- Liaison membership
 - Liaison membership allows another organization to send one of its members to auxiliary meetings in order to report auxiliary activities to its own group. Generally the group pays no dues and does not vote, but such a membership establishes successful communication within the community.

Responsibility of Members to the Auxiliary/Volunteer Group

- Participate in the required orientations and facility tours.
- Know your auxiliary/volunteer group by studying its bylaws and policies.
- Accept responsibility as outlined in the job description for your role; attend meetings and actively participate.
- Be a good public relations ambassador for your facility in the community.
- Offer to represent auxiliary at district or state meetings when requested to do so.

Responsibility of the Auxiliary/Volunteer Group to its Members

- Have a well-planned orientation program to ensure effective participation.
- Develop a calendar of meeting dates and events.
- Respect members by beginning and ending meetings at scheduled times.
- Provide access to the bylaws for each member.
- Provide an up-to-date copy of procedures to all officers and committee chairpersons.
- Circulate reference materials published by national and state health-care associations.
- Send members when possible to district, state and national meetings.
- Assess the group's image to be sure it is responsive to community needs.
- Provide for advancement of auxiliary/volunteer members. The bylaws should call for a vice-chairperson as well as a chairperson for each standing committee.
- Recruit new members on an ongoing basis.

Volunteer Ethics

- Be loyal to the facility, its administration and staff. The privilege of being a volunteer places this responsibility on you.
- Report to duty on time. As a volunteer, you are relied upon to fulfill your assignment. Never let a post go unfilled. Provide a substitute.
- Keep all hospital, long-term care and clinic affairs strictly confidential. Information concerning patients/residents should never be discussed by volunteers or shared with others, either inside or outside the facility; understand how HIPAA applies.
- Keep confidential opinions or advice concerning any doctor, diagnosis or treatment.
- Listen to the patient/resident; talk in a quiet voice, and keep an objective attitude.
- Respect "No Visitor" signs on the door, even if the patient/resident is a personal friend.
- While working as a volunteer, accept complaints and criticism graciously. Keep yourself above petty arguments. Report any incident as soon as possible to your service chairperson or to the president of the auxiliary/volunteer group. This is an important function of your role.
- Avoid criticism of the volunteer group or of the facility. Report any problems to your service chairperson or to the volunteer coordinator/director.
- Observe the following rules concerning personal appearance and conduct:
 - Smocks and jackets are to be clean and fresh at all times.
 - Make-up and jewelry should be worn at a minimum; no perfume.
 - Never work at the facility after having an alcoholic beverage.
 - While on duty, do not smoke, eat or chew gum.
 - Remember that neatness, friendliness and dignity are an integral part of appearance.

Auxiliary/Volunteer Leadership

As you know, the qualities of leadership are many and varied. During your term as auxiliary/volunteer president, you will find the need to use all the leadership skills you have acquired and will discover the need to develop even more skills.

Specific Details for Developing Leadership Skills:

- Have clarity of purpose. Clearly understand and support the goals of your group. Clarify group goals, sift out all superfluous information and let facts come into focus. Be careful to recognize the difference between opinion and fact; opinion can be a commonly held belief while a fact is the situation as it really is.
- Know exactly what the goals of your program are.
- Review rules, regulations, and policies of your institution.
- Determine how rules, regulations and policies relate to your program.
- Establish a general objective.
- Define results to be achieved.
- Adopt a plan of action with measurable outcomes and completion dates.
- Make firm decisions. The process of making a final decision is difficult for people unless the issue or problem is clarified and studied.
- Leaders need to determine all the facts; talk to everyone concerned, learn all opinions; and evaluate what is learned to determine action to take.
- Make decisions in view of what is best for the facility and the auxiliary/volunteer group. By using all available resources, leaders will be in a position to present decisions positively. It takes courage to suggest modifications or radical change in established procedures.
- Be enthusiastic; provide enthusiasm to stimulate others to accomplish objectives.
- Maintain a positive attitude.
- Be loyal to group and to facility.
- Maintain a sense of humor. It will create an atmosphere that leads more readily to solving problems.

Recruitment, Recognition and Retention

- Recruitment is a continuous challenge. The organization should be flexible, welcoming and all-inclusive. It should develop a membership of diverse individuals. Identify target groups, hold recruitment meetings or luncheons, develop user-friendly website, participate in fairs, create a business card for circulation by volunteers, promote current activities in newspapers and church bulletins, prepare membership brochures for facility waiting rooms and gift shop.
 - Make your organization visible.
 - Make volunteering appealing.
 - Prepare volunteer position descriptions.
 - Make volunteer information readily available.
 - Plan a “bring a friend” social event, i.e., teas, breakfasts, luncheons, ice-cream socials.

- Recognition shows that volunteers are respected and appreciated. The best form of appreciation is to personally thank the volunteer for his/her work. Other recognition strategies include a written thank-you, pins, plaques, certificates, public recognition of efforts, volunteer newsletters, sending get-well, anniversary and birthday cards.

- Retention happens when volunteers are happy with appropriate training and receive a sense of accomplishment in their voluntary assignment. Make adjustments in volunteer opportunities and programs. Reward and recognize volunteers.
 - Make volunteers/new members feel welcome and appreciated.
 - Offer choices in volunteer placement.
 - Brief potential volunteers on organization’s mission, goal, facility.
 - Outline specific roles and clearly define responsibilities.
 - Provide annual reorientation for all volunteers.
 - Plan a volunteer recognition event which includes staff.
 - Treat volunteers the way they want to be treated.

III. How-to

Nominations and Elections

The Nominating Committee

No activity of the auxiliary/volunteer group is more important than building the leadership team. Planning for the future of the organization must also recognize the need to nominate future board members who have the skills, knowledge, and desires to carry out those plans. Without a capable leadership team, the work of the organization cannot be accomplished.

Nominating Committee must be described in Bylaws

Whatever the composition of the nominating committee or size of the organization, auxiliary/volunteer, the nominating committee must be named and described in the organization's bylaws. Information should include:

- the manner in which the nominating committee is selected;
- qualifications of committee members;
- term of office for committee members;
- duties of nominating committee members;
- method and time of nominating candidates;
- offices to be filled; and
- eligibility and qualifications of candidates reviewed.

It is important to remember that membership on this committee does not preclude an individual's eligibility to be nominated for an office. If this does occur, the candidate would excuse her/himself while being considered.

The auxiliary/volunteer president should not serve on the committee, give any instructions or take part in any deliberations.

Nominating Committee Responsibilities

Nominating committee responsibilities should be written out and distributed so that each committee member knows what is expected of her/him.

The nominating committee should:

- Function throughout the year, beginning early in the year and meeting at regular intervals.
- Study the goals, objectives, and leadership needs of the organization.
- Gather lists of potential nominees considering these sources:
 - auxiliary/volunteer president;
 - current listing of board members, committee chairpersons, committee members;
 - recommendations on file; and
 - auxiliary/volunteer membership rosters.

- Select nominees, after thoroughly considering:
 - job descriptions;
 - job qualifications;
 - evaluation of candidates; and
 - listing of several potential candidates for each office.
- Discuss the candidate openly but confidentially, being careful not to disclose any proceedings of the committee meetings.
- Interview prospective nominees:
 - meet with prospective nominees;
 - present clear reasons for proposing the nominee;
 - stress the importance of the position;
 - give job description to potential nominee;
 - review the responsibilities of the position;
 - be honest about the necessary time commitment;
 - don't pressure for acceptance;
 - after a consensus is reached by the committee, ask the potential nominee to serve; and
 - secure the consent to serve if elected, as you are asking permission to propose the person's name in nomination.
- Maintain records for use by a future nominating committee.
- Submit the report of the nominating committee:
 - first, to the auxiliary/volunteer board;
 - second, to the auxiliary/volunteer membership prior to election; and
 - third, to the auxiliary membership at the annual meeting.
- Submit names to fill un-expired terms, unless otherwise specified in the bylaws.
- Keep the cycle going!

The nominating committee should strive to elect candidates on the basis of the organization's needs. Its goal should be the selection of candidates representing a diversity of talents, a cross section of the community, and a combination of experienced board members and new people who will bring fresh ideas and renewed enthusiasm to the auxiliary/volunteer group.

Election Process

Provision should be made for the election process in the bylaws. The description should include:

- time, place, and method of voting;
- notice required;
- who is eligible to vote;
- what vote is required to elect;
- method of conducting the election;
- when officers assume office; and
- provision for special election if needed.

Voice vote is the most common form of voting. When that is utilized, these steps are followed for election:

- Presiding officer calls for a report of the nominating committee.
- Nominating committee chairperson reads the report and presents it to the presiding officer — no motion is made for acceptance.
- Presiding officer repeats the report and says, “ _____ has been nominated for the office of _____ of _____ Auxiliary (Volunteer Group). Are there further nominations for the office of _____? (pause) Hearing none, the nominations are closed.”
- Presiding officer repeats for each office.
- When all nominations are closed, the presiding officer says, “Since there is only one nominee for each office, the vote will be by acclamation. Hearing no objection, all in favor of _____ for the office of _____ of _____ Auxiliary (Volunteer Group), say ‘aye’; those opposed, say ‘no’. The ‘ayes’ have it and _____ is elected to the office of _____.”
- Presiding officer repeats for each office.

A shortened version would be to say, “Since there is only one nominee for each office, if there is no objection, the vote will be by acclamation. Hearing no objection, all in favor of the officers as presented, say ‘aye’; those opposed, say ‘no’. The ‘ayes’ have it and the officers are elected.”

Even if there is only one nominee for an office, a vote must still be taken in order for the election to be legal. Only when the presiding officer declares the officers elected is the election process complete.

Ballots may be counted in any variety of ways, as long as the count is accurate. Voice vote is the most common method; if there is uncertainty, the presiding officer simply asks the assembly to stand when voting, and the secretary counts.

Installation

Unless another time is specified in the bylaws, officers assume office when they are elected. No installation is necessary; however, installations are special opportunities to:

- challenge the new officers to lead the membership in reaching goals of the organization;
- pledge support of the membership to the officers;
- recognize outgoing officers; and
- honor and express appreciation to incoming officers.

Examples of installation ceremonies follow. You may use parts or all of other ceremonies when installing your officers. State and district officers will install officers when invited.

Example 1

In the life of every organization it falls the lot of some to lead — and others to follow.

Elevated for a brief time from the ranks of leadership, we plan, we work, we serve, and then we step back while others lead.

We are entering into a new year for the (name of organization). As we do so, we realize that the life of our organization, with its splendid traditions and achievements, are the work of not one year — but many; not of one board, but of all who serve. As officers, you have been chosen by the organization to have charge of its affairs for the coming ___ year(s). You have honored the organization by accepting the responsibility of an office. Your election is evidence of the confidence of its members.

Please come forward and stand in front as your name is called.

(Name), as assistant treasurer of this organization, you shall assist and assume the duties of the treasurer in the case of absence, shall be responsible for billing, and receiving the annual dues of the membership. Do you accept these obligations? (Answer “I do accept.”)

(Name), as treasurer of this organization, it is your duty to receive and disperse funds upon approval of the organization, keep accurate account of all financial transactions so that you may render a statement when requested to do so. Do you accept these obligations? (Answer “I do accept.”)

(Name), as second vice president/membership, in the absence of the president, president-elect and first vice president/annual meeting, you shall perform the duties of the president and shall be responsible for recruitment and reorientation of the membership and any other duties designated by the president or the board. Do you accept these obligations? (Answer “I do accept.”)

(Name), as president-elect, in the absence of the president, you shall perform all the duties of the president and any other duties delegated by the president or the board. Do you accept these obligations? (Answer “I do accept.”)

(Name), as president of this organization, you shall preside at all meetings of the (name of organization). You shall appoint all committees and be an ex-officio member of all committees. Your leadership will serve as an inspiration to the (name of organization). It is your example that points the way to the development of the individual members and harmonious progress of this organization. With such leadership goes not only honor but obligations as well. Do you accept these obligations? (Answer “I do accept.”)

To you, the members of the (name of organization), you have elected these officers for the coming years. Upon this you will rest the responsibility for giving your whole-hearted assistance and cooperation to these you have chosen. Will you pledge your cooperation and support to these officers? If so, say “I will.” The new officers listened to each of you pledge your whole-hearted

support to them. They, in turn, pledged their best efforts to the duties of their office — let us all work together as a solid, unwavering unit.

Red roses represent dignity, faithfulness, loyalty and steadfastness. I present these to you as being indicative of the true direction you as officers will give (name of organization) during your term of office.

By the powers vested in me, I hereby declare all of you duly installed officers of the (name of organization). Congratulations and best wishes, and may your term be as successful as the preceding year has been.

We wish to thank the retiring officers and congratulate and welcome the newly elected officers. (Lead applause.)

Example 2

Needed: One larger candle to represent the organization. A smaller candle for each officer.

Since the time of Florence Nightingale, the flame of the candle has been the symbol of the volunteer service to mankind — a sign of help and hope for the sick and needy. In keeping with this tradition, we will use the candle flame today to symbolize the installation of our ____ (insert appropriate date) officers.

(The installing officer lights the large organization candle.)

This candle flame represents our dedication to serve (name of organization.) Besides our pledge of service to others, the candle constitutes the passing of the flame of light and loyalty from one set of officers to another. During their year of service, each retiring officer has contributed knowledge, experience and understanding to the organizational flame.

(As each new officer is introduced, the outgoing officer lights a candle from the organization candle and presents it to the new officer.)

Secretary — (Name), as secretary, you shall give notice of all meetings and activities of (name of organization), and shall carry on the correspondence of our organization. You will also keep an accurate record of the proceedings of all meetings.

Treasurer — (Name), as treasurer, you are the fiscal officer of (name of organization.) You will receive all funds, pay all bills promptly and keep accurate records. These records will be kept up-to-date and available if needed.

Second Vice President — (Name), as second vice president, you will perform all duties and exercise all powers of the first vice president in her/his absence. You will also be official hostess at our

auxiliary functions. May your planning be a joy to you and a joyous experience to each of us who attend.

President — (Name), you have been selected by the membership of (name of organization) to serve as our leader for ____ (insert appropriate date). You will use your talents and abilities to organize the year's work, motivate our volunteers, and lead and work with enthusiasm. You are charged to preside with dignity, fairness and impartiality. To place the well being of (name of organization) and our auxiliary is of first consideration in all your actions as president.

(Name), I am very happy to install you as president of (name of organization.) I know that you will fill this office with dignity and understanding. Never hesitate to ask for assistance from your officers and board. We are here to help you.

Example 3

Needed: Baskets of the following flower arrangements:

Daisies (for outgoing officers)	Yellow Carnations
White Mums	Pink Carnations
Golden Mums	Red Roses

A flower garden that is tended with loving care responds with an abundance of bloom. With your help as members of (name of organization,) we will have a productive, bountiful year. Protect and help your garden grow healthy by keeping out the smog of dissent, the pestilence of apathy and the weeds of personal ugliness. Give your garden the extra support and best of all, the blooms of friendliness as new members are welcomed into our auxiliary.

(Ask outgoing officers to stand and present each with a basket of daisies.)

Daisies are a symbol of meditation and memories. May you have beautiful memories of this past year of service to (name of organization.) Accept these daisies and our most hearty thanks.

Secretary — Our Secretary (name.) The white mum represents truth, thoughtfulness and accuracy. A good secretary records what is done and not what is said. Your minutes should be an accurate and a correct account of business accomplished at the auxiliary and board meetings. You will also handle all correspondence.

Treasurer — Our Treasurer (Name.) The golden mum represents truth and trust — a true regard for the financial structure of your auxiliary. You are the guardian of our wealth — a position of trust. You are the recipient of auxiliary monies and will have the pleasure of dispensing the money.

Second Vice President — Our Second Vice President (Name.) Your flower is the yellow carnation which symbolizes joy. May your planning of events and activities be a joy to you and a joyous experience to each of us who attend auxiliary functions.

First Vice President — Our First Vice President (Name.) Your flower, the pink carnation, is the symbol of love and faithfulness to duty. These essential qualities will help you carry out your numerous tasks during the year. You will also assist the president whenever possible and assume those duties in the event of absence.

President — Our President (Name.) Red roses represent dignity, steadfastness and fidelity. In nautical terms, the rose means a compass which you, as our president, will give to (Name of Organization) during your term. You are the guiding light of your auxiliary. You will preside at all board and regular meetings, appoint all committees and represent (Name of Organization) whenever called upon to do so. We, the members of the (Name of Organization,) pledge our support to you throughout the coming year.

Sample Bylaws

Article I: Name

The name of the auxiliary or volunteer organization.

Article II: Purpose

The purpose of the auxiliary (volunteer group) is to render service to the facility and its patients and/or residents.

The auxiliary (volunteer group) will promote the health and welfare of the community in accordance with the objectives of the facility it serves.

Article III: Membership

Membership shall be non-sectarian and open to all individuals.

Article IV: Annual Meeting

The membership will meet in session once a year for the election of officers, receiving annual reports of officers, and any other business to come before the membership.

Notice of this meeting shall be sent to all members in advance of the meeting. Time and place of the meeting shall be determined by the president. A majority of those registered and present shall constitute a quorum for the annual meeting.

Article V: Officers

The officers shall be president, president-elect, vice president, secretary and treasurer. A person who has held the office of president may not be re-elected to the office of president-elect in the subsequent year. Other officers may be re-elected for additional terms with established limits.

Election of officers shall be held at the annual meeting. A slate of candidates shall be presented by the nominating committee; additional names may be presented from the floor, or to the nominating committee in advance of the meeting.

Article VI: Duties of Officers

President: The president shall serve as chairperson of the organization's board of directors, be chief representative to the facility and manager of the organization, and shall preside over all meetings.

This officer will appoint chairpersons of special committees as they are needed, be an ex-officio member of all standing committees with the exception of the nominating committee, give a report of the auxiliary's (volunteer group's) activities to the membership as well as to the facility's governing board, and any other duties appropriate for the office of president.

President-elect: This officer is responsible to the president. The president-elect assumes the role of president if the chief officer is incapacitated or resigns from office, and any other duties assigned by the president.

Vice President: The vice president assists the president and will assume the role of president if the president and president-elect are unable to do so. She/he will perform any other duties assigned by the president.

Secretary: The secretary is the recording officer of all minutes, sends out notices of meetings, and conducts any correspondence for the auxiliary except where otherwise provided.

The secretary is the custodian of all records belonging to the auxiliary (volunteer group), and provides the opportunity for any member to examine the records if the member wishes to do so.

Treasurer: The treasurer is responsible for keeping a record of all financial affairs of the organization, is responsible for an audited report at the annual meeting, and shall prepare interim reports as requested by the board of directors.

The treasurer will receive money and expend funds listed in the annual operating budget or specifically authorized by the board of directors.

The treasurer assures all checks written against funds are signed by authorized persons.

Article VII: Board of Directors

The board of directors of the organization shall consist of its officers; it may also include the chairpersons of standing committees. The board of directors assumes the liability of the auxiliary's (volunteer group's) activities. It manages the property and funds.

The board of directors establishes a schedule of regular meetings. The president may call special meetings with written notice, by postal mail, e-mail or by telephone.

Article VIII: Executive Committee

This committee shall consist of the officers of the auxiliary. It is empowered to act for the board when action must be taken before the next board of directors meeting.

Meetings may be held at the wish of the president.

Decisions of the executive committee are recommendations, and are subject to approval by the board of directors.

Article IX: Nominating Committee

A pre-determined number of members comprise this committee, one member serving as chairperson. The chairperson shall have served previously on the board of directors.

One or two members should be retired each year in order to retain experienced persons on the committee.

The nominating committee should function year-round.

Article X: Standing Committee

Standing committees include all regular committees, except the executive committee.

These committees are authorized by the board of directors according to the needs of the organization. Each standing committee has a job description which lists its responsibilities.

Each committee chairperson should have a co-chairperson. The chairperson of each committee files an annual report.

Article XI: Ad Hoc Committees

The president of the auxiliary/volunteer group appoints the chairpersons of these committees. Ad hoc committees are established when there is a specific task to be accomplished; they are dissolved when the task is completed.

Article XII: Fiscal Year

The fiscal year shall be designated in the bylaws.

Article XIII: Parliamentary Authority

The parliamentary authority shall be Roberts Rules of Order.

Article XIV: Amendments

The bylaws may be amended by a majority of the members voting affirmatively at any meeting of the membership. Notice of the proposed amendment must be furnished to members prior to the meeting.

Article XV: Dissolution

In the event the auxiliary (volunteer group) is ever dissolved or ceases to function, the assets shall be disbursed for charitable purposes as agreed upon by the organization's board of directors.

Sample Standing Rules

Organizations may adopt rules of procedure that add to or vary from their parliamentary authority. While rules that are temporary and intended for a special situation are special rules, rules that stand until revoked are standing rules. These can be adopted by the board of directors without notice, and abolished or amended in the same manner.

Sample Job Description

Job Description: President of Auxiliary or Volunteer Group

Job Title: President

Purpose: As the chief executive officer of the auxiliary or volunteer group, the president shall serve as chairperson of the board of directors and shall have supervision of the general management of the auxiliary or volunteer group.

Responsibilities:

- Prepare agenda and preside at the executive committee meetings and board meetings.
- Contribute information/article to newsletter.
- Act as a consulting member of all standing committees.
- Attend all in-service activities of committees if possible or send a representative.
- Attend functions that promote the work of the organization.
- Meet early in the year with your administrator to discuss equipment and/or service requests.
- Attend district, state, regional and national meetings and report back to group.
- Send letter to service organizations requesting their financial support if deemed necessary by the executive committee.
- Appoint new members to the nominating committee.
- Schedule executive retreat, prepare agenda and preside at meeting.
- Request annual reports from each board member prior to end of term.
- Annually review with executive committee the following: mission statement, articles, bylaws, policies and procedures and job descriptions.
- Prepare an invitation for the annual meeting to board members and membership.
- Prepare a letter of invitation for the annual meeting for facility's board of directors.
- Prepare a written annual report for auxiliary/volunteer group and administrator.
- Preside over annual meeting and present annual report.
- Setup meeting with gift shop treasurer to discuss budget.

Time Commitment:

- Be elected to serve a term of one year.

Qualifications:

Benefits:

Contact Person:

Phone:

IV. Meetings

General Information

Purpose

- Meetings usually provide the only opportunity for key people of an organization to communicate with each other.
- The president presides at meetings of the board and executive committee.
- Types of meetings:
 - board;
 - executive committee, often made up of officers;
 - standing committee, permanent; membership changes but committee stands; and
 - special committee, formed to do a specific job, and dissolves when job is completed.

Planning

- A regular schedule for board meetings is preferred. Avoid changes unless absolutely necessary due to holidays, etc.
- Allow enough time to cover scheduled business.
- Keep members informed about time and place of meetings.
- See that the room is arranged properly for the meeting.
- See that necessary materials and equipment are provided.

Informing Participants

- Everyone who is to attend must be informed about time, place and agenda.
- Chairperson should discuss in advance with each person having a part in the program what will be presented, how long it will take, and what aids or equipment will be needed.
- The day before meeting, a final check with participants should be made to be sure they are ready for the meeting.

Developing Agenda

Sample

- Call to order
- Secretary's report
- Treasurer's report
- Correspondence

- Executive committee
- Standing committee reports
- Special committee reports
- Unfinished business
- New business
- Adjournment

Suggestions for use:

- Call to order. Should be done clearly and on time.
- Secretary's report. Ask the secretary to read the minutes of the previous meeting unless they have been distributed to members before the day of the meeting. Ask for corrections. If none, minutes stand approved. If corrected, they stand as corrected.
- Treasurer's report. May be printed and distributed before the meeting. Ask for questions. The report is then filed for audit.
- Correspondence. The secretary reads communications. Those requiring action and discussion may be taken up under new business.
- Executive committee report. Read by the secretary for information. If there are recommendations, a motion to adopt each should be made by the secretary. No second is needed on this type of motion.
- Standing committee reports. If for information only, no action is required. If specific action is recommended, chairman requests motion to adopt recommendation.
- Special committee reports. Reports are handled in the same manner as those of standing committees.
- Unfinished business. Matters postponed or pending from previous meetings are acted upon. Action may be completed or deferred again to next meeting.
- New business. Items from communications previously read and/or other new business items should be considered by the group. Motions calling for action may be presented by any member. Appropriate action should be taken.
- Adjournment. When there is no further business, simply announce that the meeting is adjourned.

Presiding at Meetings

Be familiar with simple forms of parliamentary procedure.

Application of parliamentary rules achieves consideration of one item at a time, assures the rule of the majority, and protects the rights of the minority.

- Begin on time and close promptly at the announced time.
- Be sure a quorum is present to conduct business.
- Make opening remarks meaningful, brief and to the point.
- Complete one item of business before another is introduced.
- Follow democratic procedures in discussion, allowing members adequate time to express opinions.

- State motions clearly, ask for discussion, put motion to a vote and announce result.
- Be firm if disturbances arise during a meeting — use your gavel.
- Have the bylaws, standing rules, rules of order, previous minutes and pertinent material available.
- Check with committee chairpersons beforehand if reports are to be given.
- The chair may vote to make or break a tie.

Handling Motions

A motion is a proposal which requires action by the group.

Motions may be amended by inserting or removing words, striking words and inserting others, or substituting one paragraph for another. It is proper for the chairperson not to recognize a motion until he/she announces that the chairperson is ready to hear one. All motions should be recorded with the name of the person proposing a motion, but recording the name of the seconder is not essential.

Steps to a motion are:

- Recognize the floor. Tell the group you are now ready for a motion.
- Mover rises to address chair; recognition is given by the chair.
- Motion is made. (“I move that ...”) “I so move” is not recommended.
- Motion is seconded. If no second is given, motion dies.
- State motion clearly and accurately or have secretary read motion. Make sure it is understood by the group
- Call for discussion and allow ample time.
- The question is put to a vote. Chairperson may ask if the group is ready for the question. This assures there is no further discussion.
- Announce vote and results. The motion is carried or is lost.

Voting

Methods of voting:

- Voice — used in ordinary business.
- Hand — raised as a vote in favor of the motion.
- Rising — used when the result of a vote is in doubt or when more than a simple majority is necessary.
- General consensus — used to expedite routine business when there is no opposition.
- Roll call — votes are recorded and counted.
- Ballot — in general for election of officers, but by majority vote the group may call for a vote by ballot on any question.
- Affirmative ballot — voting can be waived on an unopposed slate of officer nominees by declaration of the chairperson. An affirmative ballot in favor of the motion can be cast by the secretary. Avoid using term “unanimous.”

Recording Minutes

Minutes comprise a history of your organization and a permanent reference and record of business accomplished. They should never be destroyed.

Items to be included in minutes:

- Type of meeting (regular, board, etc.)
- Name of organization
- Date, time and place of meeting
- Name and office of presiding officer
- Number of members present or a list of those present
- Report on each agenda item
- New business
- Record of all motion
- Time of adjournment

Parliamentary Procedure

The rules of parliamentary law are constructed upon a careful balance of the rights of persons, committees, and full assembly within an organization's membership. It is the means used to conduct a business or special meeting in an orderly, business-like, productive manner. HCAM has accepted Roberts Rules of Order or Sturgis Standard Code of Parliamentary Procedure as its parliamentary authority.

Reports and Retention of Records

Because records are so important to the operation of an auxiliary (volunteer group), copies of all minutes should be kept in perpetuity. Treasurers' records should be kept for seven years in the facility.

Each chairperson should collect minutes and all other appropriate records in a notebook that will be passed on to her/his successor. A minimum of two years of minutes should be included in each notebook passed on.

Minutes should be taken and recorded for:

- board meetings;
- executive committee meetings;
- annual meetings;
- award presentations;
- service chairperson meetings; and
- meetings that include the auxiliary and hospital or long-term care personnel and/or administrative personnel.

Other records that should be included:

- Constitution and bylaws should be reviewed and updated every other year.
- Job descriptions should be reviewed and updated every other year.
- Names, addresses and phone numbers of auxiliaries serving and a schedule of hours should be documented.
- A copy of the annual report should be included.
- Any changes or additions to a service or committee should be well documented.

Annual Reports

Annual reports should include:

- synopsis of all activities performed by committee members during the year;
- highlights of any new services instituted during the past year, including any changes;
- goals set and accomplished;
- reports of all meetings held for or attended by committee members; and
- total numbers of hours worked by committee members.

Annual report information should be forwarded to the committee responsible for publishing the organization's annual report. A copy should be provided to the president.

Finances

Responsibilities

Dues:

- may vary for different categories of membership; and
- should be set at an amount to cover all operating expenses of the organization.

Budget:

- must be approved by the membership annually;
- should include the cost of operation and fund-raising as two distinct budgets;
- is developed and presented by the finance committee; and
- may be adjusted during the year with board approval. A budget is a projected expectation of receipts and expenses.

Fund-raising Monies

- Fund-raising monies should not be used for operating expenses unless so stated when soliciting money.
- Expenses should be deducted from gross profits for any fund-raising event.
- The membership should be given the opportunity to decide how monies will be spent.
- Administrative approval is necessary before considering request for financial support from "outside" organizations or individuals, unless stated otherwise in the bylaws.
- Fund-raising monies should not be accumulated from year to year.

- “Start-up” funds may be retained for the next event, however; another exception occurs if an auxiliary has pledged a large amount of money to be raised in a number of years.

Finance

- is composed of a treasurer, assistant treasurer, and as many members as deemed necessary;
- is responsible for preparation and presentation of annual budgets, as well as budget comparisons made throughout the year;
- considers financial propositions made to the auxiliary, and makes recommendations to the board;
- considers all matters pertaining to dues and the collection of dues; and
- considers all tax matters affecting the auxiliary and its projects.

Taxes

- Federal and state tax information forms must be filed annually, especially Annual Federal Information Tax Return (990A.) Consult with your facility’s chief financial officer for advice.
- Minnesota sales taxes on gift and coffee shop sales must be collected. It is necessary to seek advice from your facility’s legal counsel before engaging in raffles and/or charitable gambling. These are regulated by the Minnesota Department of Revenue.

Insurance

Your facility’s chief financial officer may be consulted to determine the necessity for liability, theft, and other coverage for auxiliaries/volunteers or for special events, gift shops, board members on trips, etc.

Contracts

Should be signed by the organization’s president and counter-signed by an officer of the facility, unless stated otherwise in the bylaws.

Accountability

Board members should be aware that they are responsible for the actions of their organization and will be held legally accountable.

Suggested Responsibilities of the Treasurer

The treasurer shall:

- receive all monies and dispense funds within the limits of the adopted budgets, or as directed by the board of directors;
- keep accounts and up-to-date records of all monies received, paid out, and deposited. Records should be available at all times to the board of directors and to membership;
- make and keep a list of members of the auxiliary in good standing, and those who have resigned or been dropped from membership;
- send notices of annual dues to auxiliary membership as directed in the bylaws;

- pay all authorized bills;
- present detailed financial reports to the board of directors regularly during the fiscal year;
- present an annual audited financial statement to the membership;
- file all necessary tax forms;
- maintain a comprehensive financial record file for the preceding seven years;
- be chairperson of the finance committee;
- work closely with the assistant treasurer so that continuity in the financial affairs of the organization will be maintained;
- turn over to her/his successor all financial records as soon as possible following the expiration of the term of office; and
- be bonded.

Suggested Responsibilities of the Assistant Treasurer

The assistant treasurer shall:

- assist and assume the duties of the treasurer in the absence of the treasurer;
- work closely with the treasurer so that there is a full understanding of the finances of the organization and continuity of service will be assured; and
- be bonded.

Suggested Responsibilities of the Finance Committee

The purpose of the finance committee is to study and present a clear picture of the organization's financial status, present budgets that are consistent with its financial status, and to maintain good business practices in the handling of the organization's funds.

The finance committee shall:

- consist of a chairperson who shall be the treasurer, and a specified number of other members;
- meet prior to the annual meeting for the purpose of preparing the budgets for the ensuing fiscal year;
- prepare two budgets based on the estimated operating income and expenditures, and estimated fund-raising income and expenditures for the following year;
- submit the budgets to the board of directors for approval and then to the membership at the annual meeting for approval;
- consider all expenditures over and above those allowed in the budgets prior to their being incurred; and
- consider all financial matters pertaining to the organization, and make recommendations to the board of directors.

Sample Operating Budget

Income		
	Membership dues	\$1,200.
	Auxiliary-sponsored education meetings	600.
	Assessments/brag sessions	125.
	Operating budget interest	75.
		\$2,000. \$2,000.
Expenses		
	Office	\$ 200.
	Service awards.....	50.
	Flowers/cards	25.
	Newsletter	500.
	Subscriptions	50.
	State/district dues	125.
	Education	1,000.
	Contingency fund	50.
		\$2,000. \$2,000.

Auxiliary (volunteer group) fund-raising has an important part to play. However, it cannot operate in isolation. It must be done only when the facility's administration is informed and in agreement with the effort.

To be most effective, fund-raisers should meet a specific long-term care/hospital need. Members should speak to the administrative representative about facility needs and place them in priority order.

There are numerous ways auxiliaries can raise money. The following ideas may be considered:

- Bequests
- Coffee shops
- Corporate campaigns
- Door-to-door campaigns
- Foundation grants
- Gift shops
- Memorial programs
- Thrift shops

Strategic Planning

Your organization is a component of your facility and is accountable to it. With planning, your organization becomes more organized and more productive and effectively uses its resources and people. Continuity is assured when leadership changes.

Planning is important. It allows an organization to act instead of react to a changing environment.

Strategic planning relates directly to the organization's mission statement. It provides specific methods for reaching goals, covering the details of who, what, where, when, and how to implement the plan. Strategic planning is an option. If you choose to do it, contact your CEO for further help and information.

Goals and Objectives

Management-by-objectives is a process where board members identify its goals and set specific objectives for the coming year. These objectives are then used as operational guidelines, and performance is assessed on the basis of whether or not the objectives were met.

A goal is a general statement of what the organization wants to accomplish.

An objective is a specific, measurable statement of what the organization is going to do by a certain date to reach the goal. An objective is the desired result of a proposed plan of action.

Setting goals requires thought, evaluation of past experience, imagination and careful planning. Goals provide direction. They should challenge and motivate, but still be achievable.

The management-by-objective process functions best when goals and objectives are:

- well-defined;
- agreed upon by the auxiliary management team (board); and
- communicated effectively and enthusiastically to the auxiliary as a whole. Membership support is essential to meet the objectives.

Objectives must meet certain criteria:

- Feasible — objectives must be possible and reasonable.
- Dated — objectives must have a time frame indicating an end date.
- Measurable — it must be obvious whether or not the organization has accomplished its objectives.

The implementation plan outlines the specific action steps necessary to achieve each objective. A flow chart with the following steps may be used:

- What is to be done?
- Who is responsible?
- How will it be done?
- When should each step be accomplished?
- What resources are needed? (People, funds, materials, etc.)
- Who will be accountable to report, and to whom and when?

Be flexible and willing to change the objective and strategy if it becomes obvious that the original approach will not work.

Evaluation Process

The evaluation process is possibly the most important step in strategic planning. It looks back on accomplishments, measures the extent of their success, and considers the activities that contributed most to success.

V. Liaisons

Liaisons provide continuity and promote collaboration. HCAM has a long-standing relationship with the following organizations:

- MHA..... Minnesota Hospital Association (www.mnhospitals.org)
- MHHA..... Minnesota Health and Housing Alliance (www.mhha.com)
- MHCGA*... Minnesota Health Care Gift Shop Association
- MAVA* Minnesota Association for Volunteer Administration (www.mavanetwork.org)
- AHV Administrators of Healthcare Volunteers
- AHA..... American Hospital Association (www.aha.org)
- AHVRP..... Association for Healthcare Volunteer Resource Professionals (www.ahvrp.org)
- SAL State Auxiliary Leaders

*Please refer to the HCAM (www.mnhcam.org) board of directors roster for the name of the current liaison.

VI. Related Activities

Public Relations

Knowledgeable, enthusiastic, conscientious volunteers are a facility's greatest asset!

Auxiliary/volunteer board and membership meetings provide ideal opportunities to inform our volunteers about pertinent issues.

As an auxiliary/volunteer group president, you will help provide relevant, correct, timely information to your members on topics such as health-care delivery systems, financing, legislative issues, etc. As liaison between your facility and your volunteers, you have the responsibility of keeping them informed about current activities within the organization you serve.

Informed volunteers are invaluable to the facility, the patient or resident, and to the community.

Service Projects

The auxiliary/volunteers provides service in countless ways both within the health-care facility and the community. Though not conclusive, the list below offers many ideas.

Service Projects Within the Health-Care Setting:

- activities and recreation assistants, angel trees, art displays
- baby photos, beauty shop, bird aviary, book cart
- chair adoption, children's play area
- disaster drill assistance, discussion group facilitation
- early-bird hospitality, elementary school volunteers, evening hospitality cart
- feeding assistance, finger puppets, front-door greeters, funeral escort
- hair and skin care for cancer patients, health information library, holiday parties, humor cart
- infant caps/booties/t-shirts, infant car seat loan or rental, infant Christmas stocking/quilt
- menu service
- newborn death layette and memory book
- office staff support (clerical and computer)
- pastoral care assistance, patient admission kits, patient advocacy program, patient room service, patient transportation, patient writer's program, payroll distribution, pediatric art program, pet visitation, popcorn service
- resident video histories
- teddy-bear tour, toe cozy, walker bags, lap robes, bibs; tours of facility, tray favors
- valet parking, voter registration
- well and sick baby child care

Service Projects Within the Community:

- baby-sitting courses
- child identification systems, CPR training
- easter egg hunt, expectant parent/grandparent/sibling clinics
- food shelf contributions
- health fairs, health screenings
- living will workshops
- organ transplant program information
- personal emergency response program, pillow cleaning, preschool screening clinics
- recycling programs
- telephone reassurance programs for elderly and school children

Community Education Programs

It is wise to utilize the abundant resources within your facility, medical staff, organizational partnerships, education systems, religious organizations, and community to provide speakers/programs for these and other topics:

- aging population issues
- AIDS/HIV
- anger
- battered women and children
- cancer
- child safety
- chronic diseases
- CPR
- diet
- drug therapy
- fitness
- grief support
- hypertension
- immunization programs
- mature driving/55 Alive
- mental-health issues
- stress
- Sudden Infant Death Syndrome (SIDS)
- teen health issues
- women's/men's health issues

Scholarship Programs

Community service by an auxiliary/volunteer group often includes scholarships for students interested in some aspect of health care.

Recipients:

- high-school seniors;
- persons in the health field who wish to improve themselves professionally; and
- any community member who meets the requirements.

Development of a scholarship program

- The volunteer board will establish a committee or service. It should include members of the facility's nursing staff or any other department whose area of expertise is included in the scholarship program.
- The board of directors approves an amount of money for scholarships in a given year. The profit from a particular event can be given to scholarships.
- The auxiliary/volunteer board consults its attorney or accountant for current laws governing scholarships.
- Scholarship information is distributed (date determined) with ads in local newspapers.
 - If the auxiliary is non-profit, scholarships must be offered to all eligible members of the community.
 - Applicants should be permitted to choose their own schools, public or private, which have certified programs.
- Applicants are interviewed by the committee (date determined) so that scholarships can be awarded timely.
- Checks will then be distributed to the various colleges and universities or individuals (date determined)
- Scholarship restrictions:
 - It is advisable to restrict the courses covered to health training. This is especially true if the organization has non-profit status.
 - A scholarship should not be awarded to a member of the organization or a family member.
- Unless the selection process is completely anonymous, a non-profit auxiliary should not award scholarships to youth volunteers who are affiliated with the auxiliary/volunteer group
- As a public charity, the non-profit auxiliary should not foster the concept of helping the individual. Its interest should be the constant improvement of health-care service to the community. To avoid the concept of helping the individual, some auxiliaries prefer to give a contribution to a local university and allow it to award health-related scholarships to eligible students.

Legislative Education

- Legislative chairperson(s) are appointed by the auxiliary president
- Attend HCAM legislative events in order to become well informed, and to develop a strong communication network.
- Develop system to quickly mobilize auxiliaries/volunteers to alert federal and state lawmakers on behalf of the facility.
- Inform as many auxiliaries as possible about the legislative process, as well as current health-care issues.
- Keep up-to-date on current health-care issues by reading the HCAM Quarterly newsletter or using Minnesota Hospital Association (www.mnhospitals.org) and Minnesota Health and Housing Alliance (www.mhha.com) web sites.

Newsletters

The purpose of a newsletter is to communicate information to auxiliaries/volunteers, to help them understand the purpose of the organization, to educate community members, to build loyalty and morale of members, and to educate the hospital/home staff of your activities and services. It can also help recruit and retain members.

How to Begin

- Decide on the best format for your organization. Newsletters may vary from a one-page typewritten sheet to elaborate, slick paper with photographs and art work.
- The front page should have a masthead with the name of the newsletter and hospital or home name in dark, bold print.
- Each issue should have the name of the facility, name of the organization, month and year, clearly on the very first page.
- The decision on how often to publish your newsletter will probably depend upon the expense involved. Establish regular publication dates.
- Many auxiliary/volunteer groups like to send out a newsletter prior to their regular meeting with a reminder of the date, place and time, including an open invitation to new members.
- Distribution should be done with a regular mailing list and list should be updated as needed.
- Decide what should be covered in each issue. Dates are important. District and state meetings should be publicized with emphasis on local auxiliaries/volunteers attending.

Suggestions for Articles

- Message from the president
- New projects
- Outstanding speakers
- Awards
- Anniversaries
- Resolutions or matters of interest

- Member participation in local, national, or world affairs
- Elections
- Special recognition or tributes
- Profiles of members
- Information on the hospital or LTC — their services, plans and activities
- Calendar of events/dates to remember
- Fundraisers/publicity
- District and state auxiliary/volunteer group information
- Information on health issues — trends and changes
- Legislative updates
- Names of new members with addresses and telephone numbers
- Address changes
- Feature stories that reflect something special — a new service, a new item in your facility
- Editorials
- Data/statistics

HCAM member auxiliary/volunteer groups should mail their newsletter to the HCAM president, president-elect and district chairperson. Your facility administrator should also receive a copy as well as other key staff members.

Regulations – HIPAA Privacy Rule

All auxiliaries and volunteers in service to hospitals and long-term care facilities must adhere to the HIPAA Privacy Rule. The Health Insurance Portability and Accountability Act of 1996 is a federal law imposed on all health-care organizations including hospitals, physician offices, home health agencies, nursing homes, and other providers, as well as health plans and clearinghouses.

HIPAA's Privacy Rule

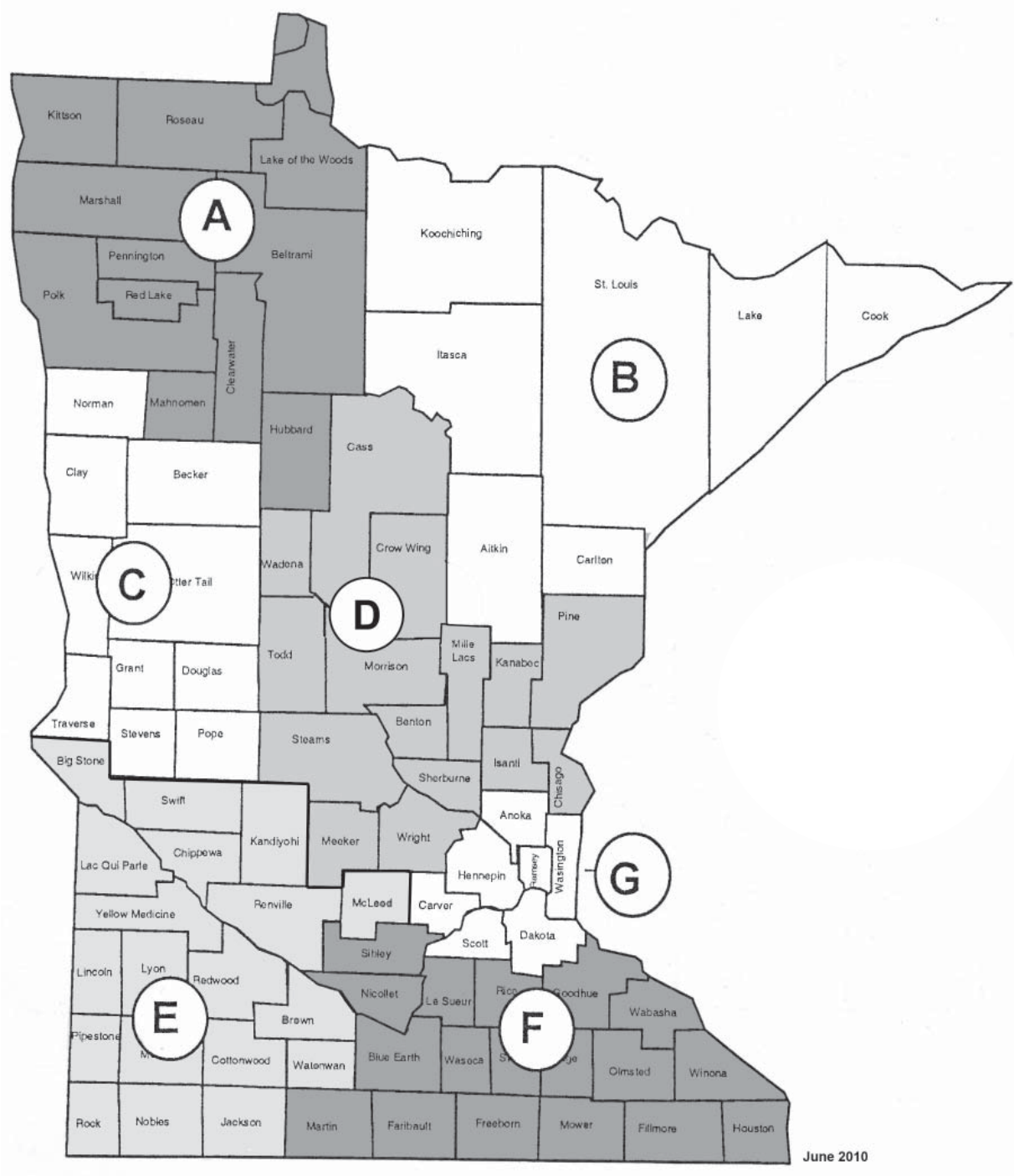
- Gives patients federal rights to gain access to their medical records and restrict who sees their health information.
- Requires organizations to take measures to safeguard patient information.
- Requires organizations to train members of the work force on patients' rights to privacy and control over their health information.
- Punishes individuals and organizations that fail to keep patient information confidential.

What is confidential? Any information about a patient written on paper, saved on computer, or spoken, is protected health information (PHI).

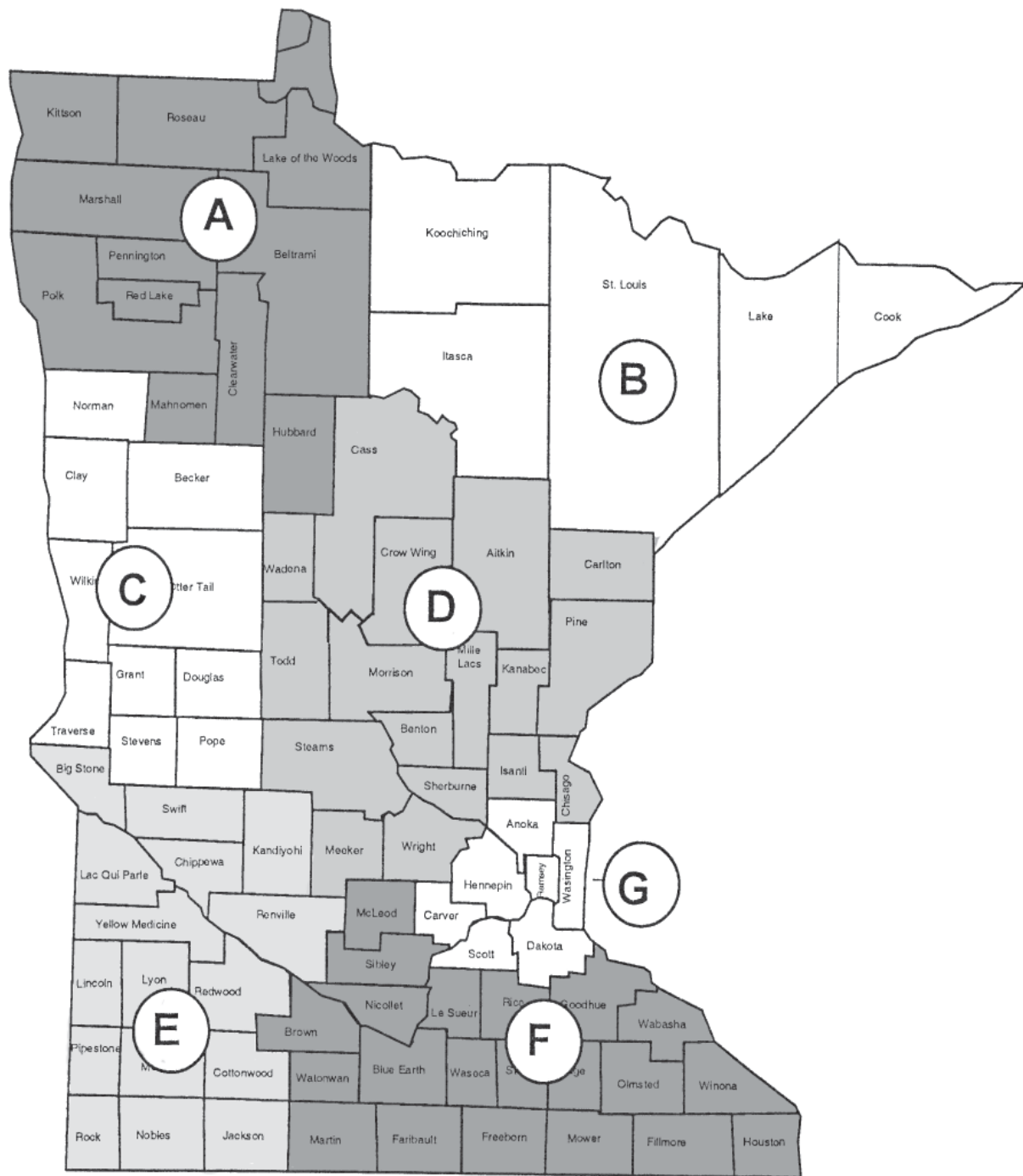
Auxiliaries/volunteers should contact their facility's privacy official for additional information.

VII. Maps

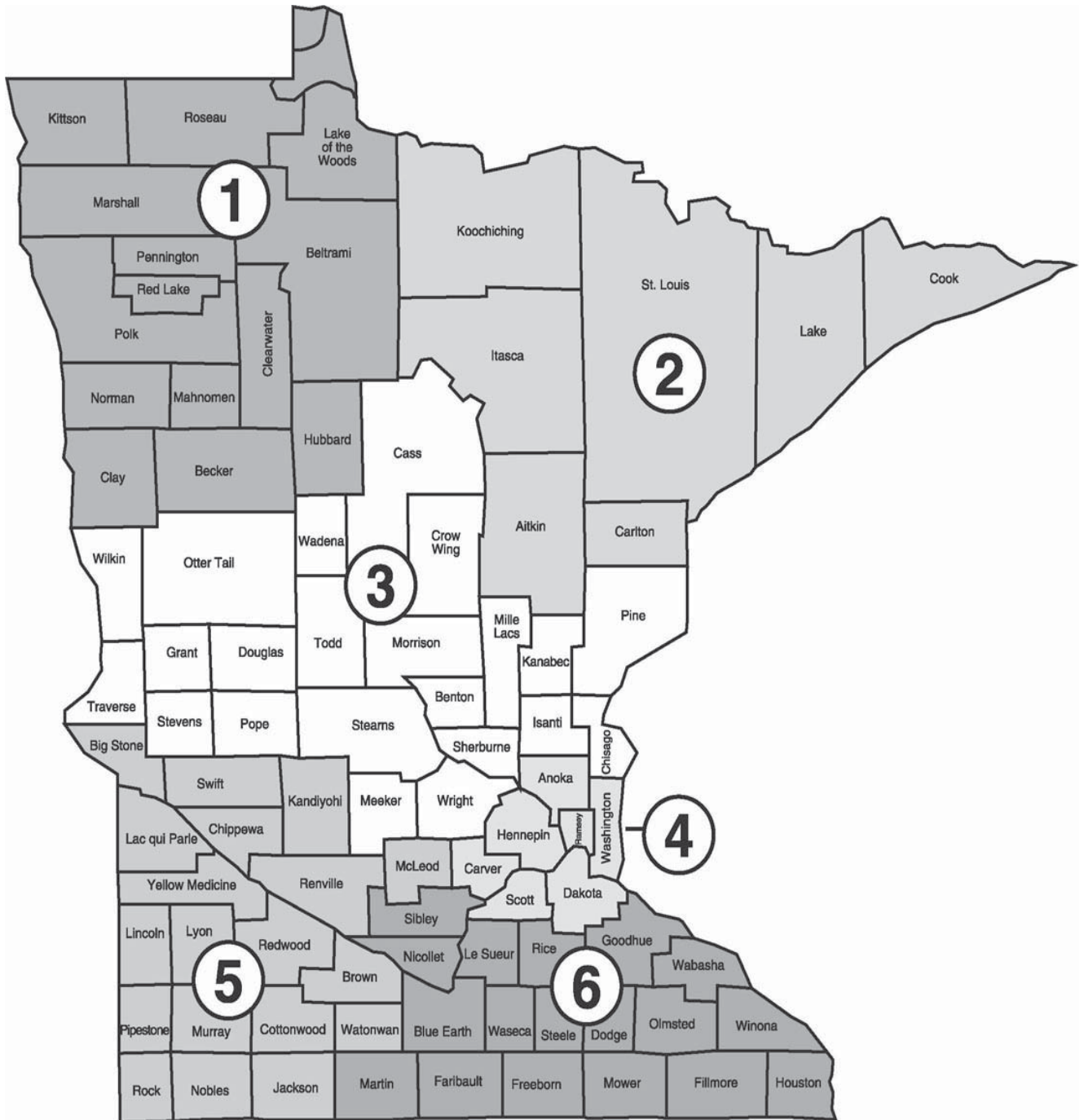
HCAM District Map



Aging Services of Minnesota District Map



MHA Region Map



VIII. Glossary of Terms

AAHSA	<i>American Association of Homes and Services for the Aging</i> A member organization of long-term care facilities across the United States.
AHA	<i>American Hospital Association</i> A member organization of hospitals across the United States.
DHS	<i>Department of Human Services</i>
District	One of seven geographical areas belonging to the Health Care Auxiliary of Minnesota. Minnesota Health and Housing Alliance also serves seven districts.
HCAM	<i>Health Care Auxiliary of Minnesota</i> Formerly the Minnesota Hospital and Home Association Auxiliary (MHHA). Founded in 1946 as the Minnesota Women’s Hospital Auxiliary. State organization of member auxiliaries serving hospitals and long-term care facilities in the state.
HHS	United States Department of Health and Human Services
JCAHO	Formerly known as the Joint Commission on Accreditation of Healthcare Organizations, now referred to as The Joint Commission
MAVA	<i>Minnesota Association for Volunteer Administration</i>
MCDHCV	Minnesota Council of Directors of Health Care Volunteers.
MDH	Minnesota Department of Health
MHCGSA	<i>Minnesota Health Care Gift Shop Association</i> A membership organization of gift shops, many of which are in facilities whose auxiliaries belong to HCAM.
MHHA	<i>Minnesota Health and Housing Alliance</i> A member organization of Minnesota long-term care and housing facilities.
MHA	<i>Minnesota Hospital Association</i> A member organization of Minnesota hospitals and health systems.
Region	One of six geographical areas belonging to the Minnesota Hospital Association.
SAL	<i>State Auxiliary Leaders</i> A member organization of home/hospital auxiliary presidents across the United States, sponsored by the American Hospital Association.

Additional Health Care Terms can be found at www.mnhcam.org/hcamgloss.asp

Prayer for Health Care Auxiliaries

Almighty God and Father of all, bless our endeavors in those hospitals and long-term care facilities in which 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, the courage to think and to speak with clarity and conviction, but without prejudice or pride.

Grant us both the wisdom and humility in directing our united efforts to do for others only as You would have us do. Amen.

Mission Statement

The Health Care Auxiliary of Minnesota provides its members with opportunities to share ideas, develop leadership skills and promote volunteer services that support Minnesota's health-care facilities.

Adopted September 2006

Vision Statement

HCAM seeks to be a united voice of the Minnesota health care community.

Adopted September 2007

