

SGMC Volunteer Auxiliary
GENERAL POLICIES AND PROCEDURES – Revised 2023
(As approved by the Board of Management of the Auxiliary)

TRAVEL

Conferences and Workshops

1. The Auxiliary President is required by Georgia Council of Auxiliary Bylaws to attend the following meetings:
 - Council on Auxiliaries of the Georgia Hospital Associations Annual Conference
 - Southwest District Meeting
 - Annual District President’s Planning Meeting

2. The President-Elect will attend the annual District President’s Planning meeting in the President’s absence or if so requested.

3. The Auxiliary upon approval of the Board of Management will pay all expenses for at least two and not more than ten members to attend Council on Auxiliaries of the Georgia Hospital Association’s Annual Conference.

4. The Auxiliary will pay (as determined by the Board) a portion of the registration fee for any member attending each Southwest District meeting.

5. Any Auxilian serving in a state office will be granted up to \$500 annually to supplement state allowance for expenses on receipt of expense statement showing need for supplemental funds.

AWARDS AND HOURS

1. Awards: Auxilians

Auxilians will receive the following awards for service hours worked:

- 50 hours: Patch with AHA logo (Patch to be attached neatly to the upper left side of the uniform, over the heart)
- 100 hours: Membership Pin (To be worn on left front of uniform)
- 200-900 hours: Hour pin denoting hours at 100 hour intervals
- 1,000 hours +: Hour pin denoting every additional 500 hours

2. Awards: Volunteen Summer Program

- Certificate to be presented at the end of summer indicating number of hours worked under the Volunteen Program. Youth volunteers continuing to work year round will be presented awards in accordance with adult Auxilians.

3. The outgoing President will be awarded a Past Presidents pin and a suitable plaque at the end of her tenure in office.

4. Hours of service are allowed for time spent in workshops, meetings, and/or training conferences including travel time. Any work at home including telephone committee, patient favors, work for projects, reference contacts for new members may be counted as service hours.

DUES

1. First year membership dues are waived for new Auxiliary members. Annual dues are due each year by October 1 thereafter. \$10 for Active members and \$15 for Associate members.

2. Membership records will be purged during November and any members not current by the end of November will be dropped from the membership list. Members desiring to reinstate membership after a lengthy absence must be re-oriented.

3. If a member, who moved away and has moved back, or who resigned in good standing desires to rejoin the Auxiliary, reinstatement must be made in the same manner as for a new member. Credit will be given for hours accumulated prior to leaving if available in the records. Hours cannot be transferred from another hospital.

REGULATIONS WHILE ON DUTY

1. Female volunteers wear a clean, approved uniform, including white skirt or slacks, white shirt (for purposes of layering), and white low, closed toe and closed heel shoes or tennis shoes. In cases where the approved button up jacket is worn, the jacket must remain buttoned at all times. Short sleeve approved top can be worn without white shirt.
2. Male volunteers wear a red collared shirt, khakis or dark trousers, and/or white collared shirt with red vest/jacket. Undershirts should be white. Exceptions may be made by the Board if required for certain work areas.
3. Excessive jewelry will not be worn.
4. Membership pin should be worn on left side of uniform above the patch and the name tag on right side of uniform collar. Wear hospital volunteer patch on right shoulder.
5. Report for duty on time. Clock in and out at kiosk in the main lobby located behind the Information Desk.
6. Ask questions rather than be wrong.
7. You are expected to report for duty faithfully. SGMC staff, patients, and other volunteers depend on you.
8. If you are unable to work your scheduled time, the only way your shift will be covered is if you secure a substitute. You can obtain a list of other volunteers in your area from the Volunteer Services office however, you will need to personally make the coverage arrangements. If a substitute

can't be arranged please communicate this to your area of placement as well as Volunteer Services.

9. Lunch periods in the cafeteria or Café should not exceed 30 minutes. Only one free meal is permitted per each 4 hour shift.
10. Avoid congregating in corridors and at the Auxiliary Desk. Gathering and socializing in common areas give off the perception that there is no work to be done and this can be disruptive to others. Speak quietly.
11. Do not chew gum or eat while on duty.
12. SGMC has a no soliciting policy; volunteers are not permitted to sell any items or fundraise throughout the hospital other than those scheduled/approved Auxiliary events or from the Gift Shop.
13. Approach your service hours and placement in the Center as a well-trained, efficient worker.
14. When on duty, a volunteer visiting friends or relatives should limit visiting times to no more than 15 minutes per work day.
15. Uniform must not be worn in the Center unless on duty or attending Auxiliary functions.
16. Be courteous at all times to patients, co-workers and hospital personnel.
17. Do not express opinions concerning doctors, hospital personnel and treatment or condition of patients.
18. Do not complain to patients or co-workers about feeling bad.
19. If you are placed in a patient care area, work on projects other than SGMC assigned work is not permitted as this can be a distraction (i.e. homework, knitting, reading, etc.)

20. If you are placed in a non-patient care area (i.e. Auxiliary Desk, Tower Desk, etc.) work on projects other than SGMC assigned work should be limited and not create a distraction from your primary duties of greeting and assisting. If these distractions are occurring you will risk being dismissed.
21. Sitting on any desk is prohibited.
22. Eating in any area other than designated break and food service areas is not permitted.
23. Always remember that your conduct reflects directly on the Auxiliary and on SGMC.
24. Take problems, criticism or suggestions to your officer of the Board of Management or Director of Volunteer Services.
25. Answer the telephone at the Auxiliary desk or assigned location by saying the name of the location, your name, and "How may I help you?"
26. Report unusual incident, accident, or emergency to the person in charge of that department and to the Director of Volunteer Services.
27. Do not enter ICU areas unless specifically assigned there.
28. Never use a patient's phone for personal calls. If it is necessary to make a personal call, use the phone at the Auxiliary Desk or in the Auxiliary office. However, please make your calls brief.
29. Use of personal cell phones or electronic devices are not permitted while on duty. Cell phone use is also not permitted while on duty when walking through the halls. Please limit your personal calls/texts to your break and meal periods.
26. Never enter a room when a doctor is present; should a doctor enter, leave immediately unless asked to stay.

27. READ and OBSERVE all signs on patient's door and over bed. Special attention is called to NO VISITORS, NEUTROPENIC PRECAUTION, ISOLATION and HAZARD signs.
28. Adult and Youth volunteers must complete a re-orientation program each year at the end of each fiscal year. (See Bylaws, Article II, Section 2, A3).

MISCELLANEOUS

1. Nominees for HONORARY MEMBERSHIP (10,000 hours or more) must be submitted in writing to the Board of Management. Upon the Board's approval, nominee will be presented to general membership for consideration.
2. Memorial donations to the South Georgia Medical Center Foundation in the amount of \$20.00 will be made in the event of death of an Auxiliary member or immediate family member (spouse or child), past President or honorary member. Donation may also be made in memory of a hospital employee or former Auxilian at the discretion of the Board of Management.
3. Active Auxilians will receive a 10% discount on items purchased in the Golden Galleria Gift Shop excluding flowers, candy, magazines, cards, sundries, fragrances, and sale items. Auxilians must show badge to receive a discount.
4. In order for flowers to be delivered promptly, the florists must have the arrangements at the Auxiliary Desk before 4:30 PM. Large plants and arrangements must be taken upstairs by the florist. Occasionally Auxilians may need to remind the florists of this regulation.
5. Standing and Ad Hoc committee chairmen, if requested to do so by the President, will select members to make up their committees with the exception of the nominating committee.
6. There is a grievance policy and a termination policy in effect for the Auxiliary.
7. General Policies and Procedures may be amended by a favorable vote of seven (7) members at a Board of Management meeting.